



# **FRA Strategic Plan 2013 – 2017**

## Mid-term review

# Contents

<b>INTRODUCTION</b> .....	4
<b>EXECUTIVE SUMMARY</b> .....	5
<b>STRATEGIC PRIORITY 1: ENHANCING FRA'S CONTRIBUTION TO PROCESSES AT EU LEVEL</b> .....	6
Achievements made so far (2013-2015).....	6
Key recommendations .....	6
Objectives and Expected results.....	7
<b>STRATEGIC PRIORITY 2: ENHANCING FRA'S CONTRIBUTION TO PROCESSES AT NATIONAL LEVEL</b> .....	8
Achievements made so far (2013-2015).....	8
Key recommendations .....	8
Objectives and Expected results.....	9
<b>STRATEGIC PRIORITY 3: IDENTIFYING TRENDS OVER TIME AND MEASURING PROGRESS IN MEMBER STATES</b> .....	10
Achievements made so far (2013-2015).....	10
Key recommendations .....	10
Objectives and Expected results.....	11
<b>STRATEGIC PRIORITY 4: DEVELOPING TIMELY AND TARGETED RESPONSES TO FUNDAMENTAL RIGHTS EMERGENCIES</b> .....	12
Achievements made so far (2013-2015).....	12
Key recommendations .....	12
Objectives and Expected results.....	13
<b>STRATEGIC PRIORITY 5: IMPROVING THE IMPACT OF FRA COMMUNICATION AND AWARENESS RAISING</b> .....	14
Achievements made so far (2013-2015).....	14
Key recommendations .....	14
Objectives and Expected results.....	15
<b>STRATEGIC PRIORITY 6: PLANNING FRA WORK AND EVALUATING ITS IMPACT</b> .....	16
Achievements made so far (2013-2015).....	16
Key recommendations .....	16
Objectives and Expected results.....	17
<b>THEMATIC AREA 1: ACCESS TO JUSTICE INCLUDING JUDICIAL COOPERATION</b> .....	18
Achievements made so far (2013-2015).....	18
Key recommendations .....	18
Objectives and Expected results.....	19
<b>THEMATIC AREA 2: VICTIMS OF CRIME, INCLUDING COMPENSATION TO VICTIMS OF CRIME</b> .....	20
Achievements made so far (2013-2015).....	20
Key recommendations .....	20
Objectives and Expected results.....	21
<b>THEMATIC AREA 3: INFORMATION SOCIETY IN PARTICULAR, RESPECT FOR PRIVATE LIFE AND PROTECTION OF PERSONAL DATA</b> .....	22
Achievements made so far (2013-2015).....	22

Key recommendations .....	22
Objectives and Expected results.....	23
<b>THEMATIC AREA 4: ROMA INTEGRATION .....</b>	<b>24</b>
Achievements made so far (2013-2015).....	24
Key recommendations .....	24
Objectives and Expected results.....	25
<b>THEMATIC AREA 5: RIGHTS OF THE CHILD .....</b>	<b>26</b>
Achievements made so far (2013-2015).....	26
Key recommendations .....	26
Objectives and Expected results.....	27
<b>THEMATIC AREA 6: DISCRIMINATION .....</b>	<b>28</b>
Achievements made so far (2013-2015).....	28
Key recommendations .....	28
Objectives and Expected results.....	29
<b>THEMATIC AREA 7: IMMIGRATION AND INTEGRATION OF MIGRANTS, VISA AND BORDER CONTROL AND ASYLUM.....</b>	<b>30</b>
Achievements made so far (2013-2015).....	30
Key recommendations .....	30
Objectives and Expected results.....	31
<b>THEMATIC AREA 8: RACISM, XENOPHOBIA AND RELATED INTOLERANCE.....</b>	<b>32</b>
Achievements made so far (2013-2015).....	32
Key recommendations .....	32
Objectives and Expected results.....	33
<b>HORIZONTAL FICHE: FRA SURVEYS .....</b>	<b>34</b>
Achievements made so far (2013-2015).....	34
Key recommendations .....	34
Objectives and Expected results.....	35

## INTRODUCTION

The European Union Agency for Fundamental Rights (FRA) was set up to provide independent evidence-based advice relating to fundamental rights, in the domain of Union law. Its mission is to **“help to make fundamental rights a reality for everyone in the European Union”**.

The activities of the FRA are organised around three main tasks:

- Data collection, research and analysis;
- Providing independent advice to policy-makers and cooperation and networking with stakeholders;
- Communication activities to disseminate the results of its work and to raise awareness of fundamental rights.

**FRA Strategic Plan 2013-2017** serves as a basis for FRA’s activities each year during this period. It was developed drawing on input from FRA’s Management Board, its Scientific Committee and the Agency’s staff, as well as from consultations with representatives from the European Commission, the Council of Europe, Member State governments, national human rights bodies, civil society, etc. It outlines 6 Strategic and 9 thematic objectives.

For each strategic and thematic objective, the plan describes emerging fundamental rights concerns, the EU legislative and policy context, FRA’s planned response and the results it expects to achieve.

## STOCK-TAKE REPORTS

The stock take reports were prepared with an aim to assess achievements to date in relation to the main and specific objectives included in the FRA Strategic Plan 2013 – 2017 for each thematic area, and to decide on how to proceed in order to fulfill completely the set objectives by the end of 2017. The reporting period for the stock take reports is 2013 – July 2015. The reports are structured in two parts: main achievements and preliminary impact analysis.

Under the ‘Main achievements’ section are listed all the specific objectives for the thematic area from the Strategic Plan 2013 – 2017. For all specific objectives are included the main highlights achieved in the period 2013 – 2015 that contribute towards the accomplishment of the set specific objectives.

‘Preliminary impact analysis’ attempts to measure the impact achieved in the thematic area by including information

related to the FRA performance indicators, results achieved, ex-post evaluations of projects and internal self-assessment related to the successes, risks and opportunities in relation to different stakeholders.

## MANAGEMENT BOARD RETREAT

As the Agency’s planning and monitoring body, the Management Board (MB) is the main decision-maker in the process of strategic planning. On 23 – 24 September 2015, the Management Board held a Strategic Retreat with an aim to take stock of FRA’s current strategic and thematic priorities and consider outstanding challenges or opportunities that need to be considered for the remaining of the existing Strategic Plan. The stock taking exercise and mid-term evaluation also contribute to the reflection on thematic areas that should be part of the next FRA Multiannual Framework (MAF) 2018 – 2022.

This document revises FRA’s strategic plan within the thematic objectives set out in the Multiannual Framework and thematic objectives for the period 2013–2017. The revision is based on assessment made through the stock-take reports and following the recommendations from the Management Board retreat.

## EXECUTIVE SUMMARY

The Management Board made a positive interim assessment of FRA's progress to date in relation to achieving of the strategic and thematic objectives set in the Strategic Plan 2013-2017.

The mid-term review largely reaffirmed the existing strategy, while a fine-tuning of certain priorities as well as the adjustment of some objectives was seen as necessary to respond to context changes and emerging needs for assistance and expertise in FRA's areas of work.

For example:

- Responding to the arrival of asylum seekers in large numbers in the EU, FRA will intensify its work and outputs in the area of asylum, migration and borders. FRA has stepped its engagement with relevant EU and national stakeholders to provide data, advice and assistance on how to respond to the migration and refugee crisis in a way that respects fundamental rights and in particular also the rights of the child. Also work on integration is being prioritised seen the longer-term impact of the migratory flows.

- FRA's ability to develop targeted and timely responses to fundamental rights emergencies will continue to be an area of strategic development, which must be balanced with the need for long-term research planning. Relevant and timely contribution to evidence-based policy making should ensure the right balance between responding to emergency situations (e.g. asylum crisis) and focusing on longer-term research, analysing trends over time (e.g. Roma studies, EU-MIDIS, antisemitism etc.)

- There is a need to prioritise resources on where FRA has highest relevance and impact, looking in particular also at enhancing the impact of FRA's work at national level. For example FRA can support national authorities in developing sound methodologies for collecting comparable and disaggregated data also encouraging them to take into account the different methods and quality of data collection when analysing the results.

- FRA should ensure the dissemination and impact of its work through empowering its multipliers (contact points

and national stakeholders incl. CSOs) at all levels, publishing, for example, executive summaries for policy makers, developing visuals such as graphs etc.

- Communication with stakeholders should be given more priority in particular through awareness-raising of the fundamental rights situation in different thematic areas amongst relevant stakeholders, including those who are directly responsible for fulfilling fundamental rights 'on the ground'.

- Cooperation with other actors (other EU agencies, EU institutions, international organisations, etc.) should continue to exploit synergies and avoid duplication

- The FRA should effectively prioritise its work on issues where it has the biggest added value and regularly evaluate its impact. In this regard stakeholder review exercises are considered as necessary to inform impact indicators when conducting performance measurement activities.

- The objectives, as revised by the Management Board, will be included in the relevant FRA Programming Documents and are intended to be extended beyond 2017 until the new Multiannual Framework (2018-2022) and the new Strategic Plan of the FRA will be defined and adopted by the Agency's Management board., without prejudice to the new MAF

# STRATEGIC PRIORITY 1: ENHANCING FRA'S CONTRIBUTION TO PROCESSES AT EU LEVEL

## Achievements made so far (2013-2015)

The European Parliament has drawn upon FRA evidence in 9 areas for a number of resolutions (for example, the situation of Fundamental Rights in the EU; strengthening the fight against racism, xenophobia and hate crime; Roma inclusion and Roma women; the European Semester; the Post-Stockholm Programme; an EU roadmap against homophobia and discrimination on grounds of sexual orientation and gender identity; the Rights and Citizenship Programme; the evaluation of justice in relation to criminal justice and the rule of law; access to care for vulnerable groups), and FRA has received 3 formal requests from the European Parliament.

The results of 4 major surveys have fed into the Commission's reporting and recommendations, such as the Roma survey, which were used in the context of the European Semester for Country Specific Recommendations concerning five Member States and to develop a Council Recommendation, and the findings of the Violence against Women survey which supported three Council conclusions as well as an EP resolution with recommendations to the Commission on combating violence against women.

In terms of cooperation agreements, FRA signed cooperation agreements with Eurofound, EASO (2013) and Eurojust (2014), and is currently preparing a working arrangement with eu-LISA.

In terms of participation in meetings, FRA is regularly contributing to several Commission working groups; as an example, FRA participates in 4 COM expert working groups set up by DG Home with Member States (return, irregular migration, asylum, Schengen). Furthermore, FRA coordinates in close cooperation with the European Commission a Working Party on Roma Integration Indicators (17 Member States, Council of Europe and other international organisations)

Annual Fundamental rights conferences on important fundamental rights issues, such as Combating hate crime (2013), Fundamental rights and migration to the EU (2014) and 8 joint events hosted in cooperation with Council Presidencies, among them a High level

conference on LGBTI equality (2014).

## Key recommendations

Considering the Agency's established partnerships with different institutions, the Agency should continue to enhance its working relations, develop synergies and avoid duplication with FRONTEX, EASO and other JHA EU Agencies, as well as the Council of Europe and the European Parliament, with whom FRA has an established working relationship. EU institutions can be reminded that they are able to request opinions from FRA, which can include requests for opinions outside the Agency's MAF areas.

Considering FRA's opinions on an EU level, it is suggested that FRA's evidence – for example on topics such as access to legal aid – could be more valued, and that in general FRA's research should be further used to influence policies at the EU level. On-going initiatives in FRA and planned activities should be shared with EU institutions for more effective and complementary cooperation.

Considering the high quality outputs from FRA surveys and research, it is suggested that these outputs are taken into account by the Parliament and the Commission by inviting FRA to contribute to working groups systematically and by facilitating the organisation of working parties/expert groups.

Here are the FRA revised FRA strategic objectives, results as well as the main operational focus until end of 2017

## Objectives

- FRA enhances its relevance for legal and policy processes at EU level;
- FRA responds to requests for opinions and advice in a timely and competent manner;
- FRA enhances its coordination with the European Commission, the European Parliament and the Council of the European Union;
- FRA cooperates efficiently with other EU agencies, international organisations and civil society fostering synergies and avoiding overlaps.

## Expected results

- FRA is consulted where fundamental rights concerns arise;
- Findings and analysis produced by FRA are easily available;
- Data and expertise provided by FRA are increasingly taken up by EU institutions.

### In 2016-2017 the priority will be given to:

- Continue to collect data through primary and secondary research in order to provide EU institutions and bodies with objective, reliable and comparable data, as well as fundamental rights expertise;
- Continue working closely with the European Commission on issues related to fundamental rights;
- Ensure that FRA's output is relevant to EU policy and useful to the services of EU institutions by liaising with the European Parliament and Council;
- Continue partnering with different institutions, such as CEPOL, EASO, ECDC, EIGE, Eurofound, eu-LISA, OSHA, Eurojust, Frontex and the European Ombudsman, enhancing synergies and avoiding duplication).

# STRATEGIC PRIORITY 2: ENHANCING FRA'S CONTRIBUTION TO PROCESSES AT NATIONAL LEVEL

## Achievements made so far (2013-2015)

The Agency has put in place various mechanisms for liaising with stakeholders at national level:

- First, the FRA's National Liaison Officers network, mentioned in the Agency's founding Regulation and meeting twice annually, provides an opportunity for representatives of Member States to share information and discuss relevant fundamental rights issues and the ongoing work of the Agency;
- Second, the network of National Parliamentary Focal Points provides an opportunity to engage with the services of national parliaments responsible for human rights issues;
- Third, FRA meets and cooperates regularly with national human rights institutions, ombudspersons and equality bodies;
- In the framework of the FRP in 2015 the FRA has started to initiate thematic and national workshops to increase the awareness of FRA evidence at national level.

A Management Board Working Group and an internal Task Force followed up on External evaluation recommendations implementing 7 'pilot' initiatives with and for national stakeholders, the results of which will be evaluated in 2016.

Coordination of a Working Party on Roma Integration Indicators with the participation of 17 MSs and the European Commission.

Coordination of a Working party on improving reporting and recording of hate crime in the EU with 66 members of the different services of all 28 MSs.

Examples of FRA's work at national level include:

- presentation of survey findings at different events at national level and providing assistance and expertise following requests from MSs including the national languages;
- co-organisation, together with the Commission, of a Member State working group to discuss the transposition of the Victims' Directive in the run up to the November 2015 deadline.

## Key recommendations

In consideration of data collection, it is suggested that FRA supports national authorities in developing sound methodologies for collecting comparable and disaggregated data also encouraging them to take into account the different methods and quality of data collection when analysing the results.

Considering FRA reporting, it is suggested that country by country reports are relevant as well as meta-studies to identify best practices to support evidence based policy making at the EU and Member State level.

Considering the importance of collaborating with Member States, FRA is encouraged to engage with intermediaries who are 'links' with nationals institutions, CSOs and NGOS on the ground - in order to respond adequately to FR issues as well as facilitate the dialogue with MS.

Considering the variety between the 28 MS, it is recommended that FRA grow in awareness of intricate national policy discussions around EU policies as well as the effect of FR discussions which can be confrontational for some MS and sometimes need sensitivity and a tailor-made approach (e.g. avoiding joint approaches depending on the topic).

Considering awareness-raising, it is suggested that FRANET should be involved in presenting FRA on the ground and/or a network of current FRA national stakeholders be established in every Member State to promote FRA work at the national level.

Awareness raising, capacity building and training activities at national level should be stepped up.

Here are the FRA revised FRA strategic objectives, results as well as the main operational focus until end of 2017

## Objectives

- FRA increases its cooperation with national stakeholders in order to contribute to fundamental rights policy processes at national level;
- FRA increases its cooperation with National Liaison Officers and other key national level stakeholders in order to bring FRA evidence-based advice to the centre of national fundamental rights policy making and implementation.
- FRA supports MS supporting national authorities in developing sound methodologies for collecting comparable and disaggregated data on hate crime and for recording hate crime incidents.

## Expected results

- FRA's evidence-based advice is increasingly taken on board by national policy makers and national parliaments;
- FRA's evidence-based advice is used by national human rights bodies (NHRIs, ombudspersons, and equality bodies) as well as groups of professionals (police, health workers, educators etc.).
- Sound body of comparable and disaggregated data on FR in the to feed FRA work

### In 2016-2017 the priority will be given to:

- Engage with MSs - raising awareness of the findings of FRA research, sharing good practices and providing, when requested, assistance and expertise on fundamental rights issues;
- Explore further engagement with civil society associations and local and regional authorities, building on FRA's Fundamental Rights Platform, its Fundamental Rights Forum 2016 and the Committee of the Regions;
- Explore additional ways to strengthen the Agency's response to EU Member States' requests for evidence-based assistance and expertise;
- Update the Agency's legal handbooks for court practitioners, which is a joint undertaking with the European Court of Human Rights/Council of Europe;
- Focus its work at national level with national human rights structures on themes identified in close cooperation with the Council of Europe, the European Network of National Human Rights Institutions and the European Network of Equality Bodies;
- Supporting national authorities in developing sound methodologies for collecting comparable and disaggregated data on hate crime and for recording hate crime incidents.

# STRATEGIC PRIORITY 3: IDENTIFYING TRENDS OVER TIME AND MEASURING PROGRESS IN MEMBER STATES

## Achievements made so far (2013-2015)

In 2014 FRA completed the preparation of EU-MIDIS II, which is the second wave of its large-scale migrants and minorities survey –implemented in 2015 with early results available in 2016. This survey incorporates the second wave of FRA’s Roma survey, which was first implemented in 2011, and will allow for the comparison of trends over time between the surveys.

The structure of the Agency’s Annual Report was revised in the course of 2014 to ensure that more direct reference was given to trends and progress in fundamental rights at the EU and the Member State level.

FRA has mapped existing and proposed fundamental rights indicators in a number of areas, such as Roma integration, disability and child rights, and has comprehensively documented existing survey instruments and gaps in data collection.

In close cooperation with the Commission and Member States, the Agency developed a framework of fundamental rights based indicators to assist Member States to fulfil their reporting obligations in respect to the Council Recommendation of December 2013 on Roma integration.

In close cooperation with the Commission, FRA developed and applied 28 human rights indicators to assess the political participation of persons with disabilities in the EU.

In order to track developments of some objective aspects of EU Member States’ provision of support services to victims of crime, leading up to and following the transposition deadline of the Victims’ Directive of November 2015, FRA has since 2014 made available online comparative tables that present findings at the level of EU Member States.

In order to track progress of commitment and compliance with international (United Nations and Council of Europe) standards, FRA has since 2014 made available online overviews of key aspects in this regard by EU Member State.

## Key recommendations

Considering the tension between responding adequately to FR emergencies and delivering high quality work, it is suggested to adopt a needs-orientated approach to the choice of trends through the selective choice of what trends to map.

Considering the monitoring of these trends, it is suggested to involve Member States and selected stakeholders in the monitoring and clear benchmarking of objectives/indicators - based on the Charter.

Considering the dissemination of trends, the use of interactive tools and Apps for phones is encouraged, as well as encouraging NLOs to liaise with their countries and finally encouraging a direct contact with local grassroots organisations.

Considering the methodologies used, FRA is encouraged to communicate the reason behind the choices of methodologies to map various trends and to encourage adding qualitative analyses to the mapping of trends to enrich results.

Considering data collection, it is encouraged to use a range of stakeholders and their source material - Member States, EU institutions and Agencies, and academia - to further enhance the Agency’s data collection.

Regarding a theme for trend development, it is encouraged to add the importance of tracking emerging trends.

Here are the FRA revised FRA strategic objectives, results as well as the main operational focus until end of 2017

## Objectives

- FRA identifies trends over time and monitors progress across the EU – with respect to key areas;
- FRA establishes different methodologies for identifying trends;
- FRA regularly disseminates analyses based on trends.

## Expected results

- The FRA provides a clearer picture of fundamental rights in the EU;
- Improvements and negative developments in fundamental rights areas will be identified more easily.

### **In 2016-2017 the agency will endeavor to give priority to:**

- Analyse data from EU-MIDIS II survey, as well as other EU-level data sources, to identify trends over time in different areas;
- Explore ways of assessing trends;
- Further develop human rights based indicators and consider creating benchmarks;
- Continue to further enhance and develop online interactive maps and graphs that can facilitate the presentation of trends and progress over time.

# STRATEGIC PRIORITY 4: DEVELOPING TIMELY AND TARGETED RESPONSES TO FUNDAMENTAL RIGHTS EMERGENCIES

## Achievements made so far (2013-2015)

In December 2013, FRA published a thematic situation report examining the effectiveness of responses by public authorities, statutory human rights bodies, and civil society organisations to racism, discrimination, intolerance and extremism.

FRA published a comparative analysis on the criminalisation of migration in 2014, part of which was reflected in the 2014 Commission communication on return policy and used by the Commission in assessing the impact of the EU facilitation acquis.

Under the project inter-agency cooperation and other activities in the field of borders, immigration and asylum FRA provided expert advice to EASO and Frontex, for example by training officers seconded to Frontex-operations in Italy. FRA provided Frontex and the Commission with comments on a draft handbook on Eurosur, strengthening its fundamental rights components.

FRA actively contributed to the work of the Task Force Mediterranean, established following the tragedy near Lampedusa in October 2013 to address the challenges of migrants arriving by sea in unseaworthy boats. The implementation report on the work of the Task Force Mediterranean published by the European Commission on 22 May – SWD(2014) 173 final – included references to FRA and more specifically to its paper on criminalisation of migration.

At the 2014 Fundamental Rights Conference organised together with the Italian Presidency, FRA promoted a holistic approach to migration noting the complementary roles of each organisation, agency and other entity. An informal coordination mechanism between EASO, Frontex, FRA and UNHCR has been set up in 2014, where, among others, follow up to findings from FRA research at external borders are discussed.

The events that took place in France and Belgium in January 2015, beginning with the attacks on Charlie Hebdo, had tremendous impact across the EU and beyond. In the immediate aftermath of the events in Paris, FRA collected responses across Europe, focusing on Jewish and Muslim community organisations, political leaders, civil society and the media. The first FRA Paper was published on this issue in February 2015.

In response to a direct request from the Commission, the Agency has provided weekly reports – from the end of September 2015 – on the situation on the ground in eight Member States in consideration of the asylum/migration crisis. These reports were considered to be valuable by the Commission (DG Justice and DG Home), and have been further distributed to Frontex and EASO. As of January 2016, the reporting will be on a monthly basis, and the findings will be released in the public domain.

## Key recommendations

Considering the many requests and expectations on FRA to provide ‘real time’ evidence, it is suggested that FRA continues to analyse trends and work on fundamental rights issues in general and responds, as best it can with available resources, to crises such as the asylum seekers crisis.

Considering that the EC’s timing with respect to data requests does not always coincide with FRA’s production of data, FRA is encouraged to focus on long term planning in order to respond appropriately to emergencies.

Considering the importance of balance, it is suggested to continue to have the right balance between responding to emergency situations and focusing on longer-term research.

Considering the choice of research methodology – stress should be placed on the importance of clearly stating the choice of topic and methodology, particularly when it comes to effectively responding to emergencies in a timely manner (which may require reduction in the number of topics addressed simultaneously by the Agency).

Here are the FRA revised FRA strategic objectives, results as well as the main operational focus until end of 2017

## Objectives

- FRA provides robust data, analysis and advice on fundamental rights emergencies;
- FRA develops the necessary flexibility to respond to fundamental rights emergencies in a timely manner;
- FRA plays a complementary role vis-à-vis other international organisations.

## Expected results

- Improved structure and accessibility of data regarding emergency issues are available;
- Internal guidelines and best practices detailing response mechanisms are successfully implemented by FRA;
- Cooperation with other organisations on emergency issues is systematized.

**In 2016-2017 the agency will endeavor to give priority to:**

- Respond, as necessary, to fundamental rights emergencies in cooperation with other entities, as appropriate;
- Balance long term planning and implementation of large scale projects with the need to respond to fundamental rights emergencies.

# STRATEGIC PRIORITY 5: IMPROVING THE IMPACT OF FRA COMMUNICATION AND AWARENESS RAISING

## Achievements made so far (2013-2015)

The Agency continued the development of its new multilingual website, with the major new features including data visualisation of the LGBT and antisemitism surveys, as well as the joined-up governance (JUG) online toolkit. The new FRA website meets internationally recognised accessibility standards for persons with disabilities.

164,574 downloads of the FRA 2014 publications: FRA consistently ranks as the EU Agency with the highest orders of publications via the EU bookshop. FRA has developed a number of infographics, including targeted infographics on the right to political participation of persons with disabilities.

In 2014, a total of 683 new journalists requested to be included in the FRA database. This represents 1 out of 3 actual media contacts.

44,000 followers and fans on social media platforms and increased number of Twitter followers who are Members of European Parliament;

In 2014 tabularised comparative data were made available online related to international human rights obligations but also more specific data and information on support services for victims of crime, child protection systems, and indicators on the right to political participation of people with disabilities.

## Key recommendations

Considering the importance to increase FRA's visibility, it is suggested FRA makes efforts to communicate its work at national, and as far as possible regional and local level spreading the culture of fundamental rights also among professionals and practitioners, such as judges, prosecutors, legal professionals, etc.

Considering the importance in awareness-raising activities, it is suggested to focus on activities that show FRA's added value.

Considering the importance of cooperation in communication, it is recommended FRA to reinforce the cooperation with CSOs/NGOs and parliamentary committees in order to strengthen their role in disseminating the information on FRA's work and showing the gaps in data concerning fundamental rights issues.

Considering the use of technology, it is encouraged to continue using social media/apps, even bypassing organisations and reaching out to the citizens directly and that FRA information is easily accessible.

Considering the importance of a wider communication to specific groups, FRA operational services should continue presenting information on the impact of FRA's work and enquire about efforts to follow up on past projects. They should also be reaching out to wider audiences as a priority i.e. business community.

Considering issues with communication, FRA should take into account procedural hurdles in each Member State.

Here are the FRA revised FRA strategic objectives, results as well as the main operational focus until end of 2017

## Objectives

- To improve the impact of FRA communication and awareness-raising activities;
- To increase the FRA impact on decision-making processes;
- To make effective use of “multipliers” to help FRA to better understand and reach the national level;
- To win support from FRA partners for the agency’s communication efforts.

## Expected results

- FRA products will support increasing FRA impact by reaching the target audience groups in a timely, targeted and relevant way;
- Information and data collected by the agency will be more easily accessible.

### **In 2016-2017 the agency will endeavor to give priority to:**

- Raise awareness of the fundamental rights situation on different thematic areas among its stakeholders, including those who are directly responsible for fulfilling fundamental rights ‘on the ground’, such as police officers and border guards, educators and medical professionals, other professional groups, local/regional authorities, as well as the media who are a core multiplier;
- Increase FRA’s impact at national level by improving the way that these are increasingly available to national institutions;
- Disseminate FRA findings through round tables and other similar events with targeted multilingualism when possible;
- Diversify products, in order to provide stakeholders with information in the format that best meets their needs such as more targeted briefs.

# STRATEGIC PRIORITY 6: PLANNING FRA WORK AND EVALUATING ITS IMPACT

## Achievements made so far (2013-2015)

The FRA has drafted a document that sets out the principles of the Planning, Monitoring, Evaluation and Reporting (PMER) policy, processes and tools. It outlines an action plan for undertaking PMER related activities over the current Multi-Annual Framework period. All staff members are the target audience of this document.

In order for all new projects to have set priorities, objectives and activities at their start, the FRAPPE (FRA project planning and evaluation) process has been established and is being implemented. The integration of the FRAPPE tool into Matrix has been completed.

Overall in 2013 and 2014, FRA carried out ex-ante evaluations of 9 projects in order to ascertain their objectives, expected results, added value, risks and lessons learnt from the past.

In the same period, FRA carried out ex-post evaluations of 14 projects in order to assess their performance, including the level of achievement of the foreseen project objectives.

In 2014 it has been updated the Baseline repository a tool to compare and assess the achievements of the Agency's performance in the future, measure current performance against past performance, assess future performance of upcoming projects, and reflect on how the Agency has an impact.

FRA's Performance Measurement Framework (PMF) has been fine-tuned and further streamlined in 2014 by selecting a core set of indicators that should be measured on a yearly basis.

During FRA's chairing of the EU agencies' network, FRA has coordinated the Performance Development Network (PDN) of the EU agencies within which several best practices concerning planning, monitoring and evaluation tools were shared. In particular, the Single programming Document, the Consolidated Annual Activity Report and the Handbook on Evaluations have been identified as the outcome of the fruitful cooperation of the participating EU Agencies.

## Key recommendations

Considering benchmarking, it is recommend FRA to continuously use benchmarking and should take into account how research informs policies

Considering monitoring, FRA's work should be monitored through systematic progress reporting and have clear objectives.

Regarding the FRA objectives, it is suggested a more in-depth assessment of the achieved objectives which can be achieved through the planning, monitoring and evaluation policy developed in 2014.

It is suggested to be improved the information sharing concerning on-going initiatives and planned activities which can contribute to more effective and complementary cooperation on planning.

It was noticed that most of the short-term and long term indicators should be populated to effectively assess the impact linked to each strategic and thematic objective. It is suggested to conduct a stakeholder review.

Here are the FRA revised FRA strategic objectives, results as well as the main operational focus until end of 2017

## Objectives

- The FRA effectively prioritises its work and evaluates its impact;
- Evaluation activities are planned from the first phases of a project;
- The new performance measurement framework is applied to all strategic/thematic objectives and projects as well as key performance indicators and targets are identified.

## Expected results

- A comprehensive analysis of strategy's implementation and project results will be available;
- Increased transparency and accountability of FRA work;
- FRA will have valid arguments based on solid evidence to highlight its added value.

### In 2016-2017 the agency will endeavor to give priority to:

- Develop new indicators and benchmarks both at project- and macro-level, measuring outputs and outcomes – building on the work of the EU Agencies' performance development network;
- Use comparable project-level indicators so that best practices can be shared across departments;
- Repeat the stakeholder review and external evaluation in order to identify the added value of the Agency and improve transparency and accountability.

# THEMATIC AREA 1: ACCESS TO JUSTICE INCLUDING JUDICIAL COOPERATION

## Achievements made so far (2013-2015)

Presentation of comparative results, including promising practices, collected in the thematic area in different formats as well as at different events, including targeted trainings.

Relevant desk and fieldwork research undertaken and sound and valid evidence produced, highlighting obstacles and ways forward as well as promising practices.

References to FRA work are included in resolutions, reports and conclusions at EU level.

Input given to draft legislation and policy files.

Targeted training provided on the basis of evidence collected in the thematic area.

Production and dissemination of a comparative report providing overview of the actual situation in relation to different components of the right of access to justice, for example in the area of non-discrimination; complemented by online tables/deliverables.

Publication of an access to justice handbook targeting legal practitioners.

## Key recommendations

Considering the multiple stakeholders included under this thematic theme, it is suggested to prioritise them and work more with judges and prosecutors by producing up-to-date materials for them, as well as work with businesses and industry who aren't the 'usual suspects' but bring insights into topics such as labour exploitation.

Considering the importance of awareness-raising in this area, it is suggested to build a culture of awareness of fundamental rights among courts and judiciaries on a Member State level.

Considering that FRA's strengths are comparative research analysis and sharing of best practices, it is suggested to use these to collect data for further policy suggestions at the EU level.

Considering that FRA's mandate in relation to justice enforcement is limited, it is suggested that FRA incorporate the victims' perspective (rights holders' perspective) with respect to relevant topics, which can have considerable 'added-value' with respect to evidence in the fundamental rights field.

Here are the FRA revised FRA strategic objectives, results as well as the main operational focus until end of 2017

## Objectives

- Ensure FRA becomes a key actor providing robust, relevant and timely evidence-based advice on fundamental rights in the area of access to justice at the EU and Member State level; stimulate debate and action in the EU on how access to justice must be improved using new technology;
- Identify best practices on awareness-raising on access to justice for marginalised groups – working closely with key stakeholders in the field of justice (including, for example, other EU agencies such as Europol and Eurojust);
- Depending on availability of FRA budget - map the ‘access to justice situation’ in Member States, and establish a learning mechanism for Member States – which can be based on the identification and sharing of promising practices between countries (such as those to address excessively long proceedings);
- Look at implications for ‘access to justice’ in other fundamental rights areas where the agency is working;
- Depending on availability of FRA budget – provide evidence where there is a knowledge gap on the functioning of access to justice and the implementation of existing legislation with respect to fundamental rights compliance such as rights of crime victims to have access to justice;
- Provide clarity on which access to justice mechanisms are available in the EU and how they work.

## Expected results

- Contribute to increased awareness of access to justice as a fundamental right in itself and as an enabler also for other fundamental rights – working across different MAF areas;
- Highlight obstacles to and possible ways of improving access to justice within the EU, including promising practices;
- Provide fundamental rights-centred evidence-based advice on the situation on the ground with respect to selected areas of EU policy, legislation and practice;
- Help ensure that the agency’s work is fed into the EU policy and legislative processes of the European Commission, the Council and Parliament;
- Provide a fundamental rights overview of the scope and components of the right of access to justice, accompanied by comparative reports on the actual situation of access to justice with respect to the agency’s research results;
- Support the above developments through the production of core training material, including handbooks, for justice practitioners – in line with the content and objectives of specific projects.

### In 2016-2017 the agency will endeavor to give priority to:

- Increase rights awareness and knowledge about the mechanisms that are available to access justice – with respect to different MAF areas;
- Explore ways to improve cooperation between Member States in some areas to better handle cross-border issues – building on good practices;
- Provision of fundamental rights-centred evidence based advice concerning the situation on the ground with respect to selected areas of EU policy, legislation and practice;
- Effective implementation and completion of the criminal procedure roadmap – creating a minimum level of rights for suspects and accused persons across the EU;
- Continuous targeted dissemination of the Agency’s handbook on access to justice and the results from the project on the right to interpretation and translation and the right to information;
- Dissemination of identified promising practices and results related to the projects on people sentenced or awaiting trial in another Member State and on the right to interpretation and translation and the right to information;
- Focus its work on further research in the area of criminal procedural rights – following up on requests to do so from EU institutions;
- Development of a project on improved access to justice through, for example, widened legal standing, pro bono support, and e-justice – in line with the AWP’s;
- Respond to requests from the EU institutions in relation to relevant draft legislation.

## THEMATIC AREA 2: VICTIMS OF CRIME, INCLUDING COMPENSATION TO VICTIMS OF CRIME

### Achievements made so far (2013-2015)

Relevant desk and fieldwork research and sound and valid evidence produced in the thematic area, including in relation to victims of hate crime.

FRA has published relevant comparative results and provided expert input on the basis of its data collection, including FRA's large-scale surveys that encompass victims of crime (violence against women survey; LGBT survey; survey on selected Jewish populations; EU-MIDIS survey).

FRA presented its research findings and provided targeted expert input at EU and national level – including national parliaments.

Publication of comparative results, including promising practices, in different formats covering issues such as the extent and nature of support for victims, and severe forms of labour exploitation of workers moving within or into the EU.

### Key recommendations

Considering the importance of awareness-raising in this area, it is suggested to build a culture of awareness of fundamental rights among courts and judiciaries and the police at a Member State level.

Considering that FRA's strengths are comparative research analysis and sharing of best practices, it is suggested to use these to collect data for further policy suggestions at the EU level.

Considering that FRA's mandate is limited in relation to justice, it is suggested that FRA further builds on its research work and outreach to date with respect to victims' experiences and perspectives, which presents significant added-value in a comparative, EU context.

FRA can further support the EU institutions and Member States by providing data and expertise on the problems victims encounter in exercising their rights and by collecting best practices in the area of victims rights.

Here are the FRA revised FRA strategic objectives, results as well as the main operational focus until end of 2017

## Objectives

- Support EU institutions and Member States to ensure that victims' rights are acknowledged and implemented in practice in line with developments in EU legislation and policy;
- Through the provision of FRA evidence, assist EU institutions and Member States so that different actors are aware of their responsibilities towards crime victims in diverse fields – encompassing both vulnerable victims and others whose rights need protecting;
- Support the Member States in organising their own data collection concerning the extent and nature of victimisation, including victims' experiences of justice and victim support services;
- Enhance the monitoring of the actual enjoyment of rights by victims in the EU;
- Build on FRA's work on victim support services to outline further the role of victim support services in being able to ensure that victims' rights are met in practice in line with legislative and policy initiatives;
- Develop indicators with respect to victims of crime;
- Contribute to discussions and developments at EU and Member State level with respect to criminal justice systems that place victims of crime in the centre, as primary stakeholders.

## Expected results

- Develop further the agency's knowledge-based and advice role with respect to victims of crime and their enjoyment of key fundamental rights, including the area of 'hate crime';
- Provide more targeted evidence-based advice, such as opinions (formal and/or informal) and consultation, concerning fundamental rights compliance and crime victims;
- Provide expertise in the field of comparative criminal victimisation data collection (including the agency's large-scale surveys), and the use to which these data can be put with respect to fundamental rights compliance.

### In 2016-2017 the agency will endeavor to give priority to:

- Raise awareness about recognising victims as persons with rights that must be respected and safeguarded by the criminal justice system;
- Continue work on the role of different victim support services as a key policy area for enhanced action at the level of the EU and Member States;
- Continue to provide robust, relevant and timely evidence-based advice on fundamental rights in the area of victims of crime that feed into the policy and legislative processes of the European Parliament, Council and Commission;
- Share data from EU-MIDIS II on crime victimisation and reporting to the police and other services - as experienced by selected immigrant and ethnic minority groups in the 28 EU Member States;
- Share preliminary findings from the project on the 'Rights of crime victims to have access to justice';
- Produce survey outputs based on FRA data on victims of crime – drawing from existing and new surveys;
- Discuss research findings with FRA stakeholders so that they can be effectively used and disseminated.

# THEMATIC AREA 3: INFORMATION SOCIETY IN PARTICULAR, RESPECT FOR PRIVATE LIFE AND PROTECTION OF PERSONAL DATA

## Achievements made so far (2013-2015)

The FRA report on access to data protection remedies in EU Member States showed that data protection violations were the most common in the digital world. The forthcoming FRA report on surveillance by intelligence services also shows that privacy rights are affected in the digital world.

The access to data protection remedies report highlighted the concerns by ICT users; the findings fed the discussions during the preparation of the data protection reform and triggered enhancement of data protection authorities' powers.

The relevance of privacy and data protection rights is highlighted in a number of FRA reports, and in particular in the report on the work of intelligence services.

Both the access to data protection remedies report and the FRA-CoE Handbook on European data protection law serve as an awareness-raising tool, particularly adapted to the work of lawyers and non-specialised professionals.

FRA continues to develop its cooperation with the EU institutions, bodies and agencies in new fields related to information society and fundamental rights.

## Key recommendations

Considering the diversity of topics in this thematic area, it is suggested to steer clear of some of the very big issues, such as trying to define privacy (that is almost impossible to do because there are so many definitions depending on the area).

Focus on a specific sector or area in relation to information society, and aim to build up research which produces an understanding of privacy in that particular area. An example for a suitable theme is the transfer of health related data across European borders. This is of considerable practical relevance and has an obvious EU dimension. Such work can produce a set of principles of privacy that can be extended to other areas as well.

Produce work that is pragmatic and concrete. Operational themes that speak to the population in general should stand at the forefront of the Agency's work.

Considering the wide scope of this thematic area, it is suggested to focus on topics relevant to the Council Working Party on Information Exchange and Data Protection (DAPIX WP).

Here are the FRA revised FRA strategic objectives, results as well as the main operational focus until end of 2017

## Objectives

- Develop FRA work in the area of information society, in particular in the area of fundamental rights in the online world;
- Continue its contribution to the implementation of privacy and data protection guarantees in the EU;
- Provide expert input and advice to key stakeholders in the area of information society, privacy and data protection;
- Provide evidence-based advice to the EU and its Member States on the protection of fundamental rights in the context of large-scale surveillance, and in particular on existing judicial remedies available to individuals in relation to those practices;
- Enhance the understanding of European institutions as regards the need to protect fundamental rights in the digital age and to secure a fair balance between competing fundamental rights (eg. data protection and freedom of expression);
- Strengthen synergies with other key players in the area of information society, privacy and data protection;
- Develop human rights-based indicators in the area of privacy rights – utilising preliminary ideas (and in due course results) from the agency's 'Fundamental Rights Survey' – which intends to include a component on information society;
- Ensure a multi-disciplinary approach to FRA's work in this field, so that complex areas with respect to ICT can be effectively explored and critiqued in consideration of fundamental rights compliance.

## Expected results

- Collect data collection and conduct research and analysis on the development of fundamental rights in the digital world;
- Provide evidence of the situation on the ground concerning ICT users and data protection issues to inform legislative and practical initiatives to promote and protect fundamental rights;
- Promote and protect fundamental rights relating to data protection and privacy, helping to ensure that instead of fundamental rights being seen as barriers to the use of and growth in new technologies they are instead considered as barriers only in the context of unlawful activities that can jeopardise fundamental rights;
- Raise awareness on fundamental rights guarantees and remedies in the area of data protection at national and European level (including lawyers and national data protection authorities) among non-specialised judges and legal practitioners;
- Strengthen cooperation with key stakeholders to ensure synergies, complementarities and enhanced impact of FRA's work; including enhanced work with DG Connect and specialist EU Agencies such as ENISA.

### In 2016-2017 the agency will endeavor to give priority to:

- Closely monitor changes in the rapidly evolving landscape in the ICT field and its implications with respect to fundamental rights, through targeted research;
- Assess further the fundamental rights protection in the digital world and the challenges attached to the digital revolution;
- Closely follow various overarching developments linked for example to the Internet bill of rights or more targeted research in the field of effective remedies for internet users who are victims of fundamental rights violations;
- Ensure the complementarity of FRA's work with other key stakeholders (including JRC, ENISA), building on a stakeholder meeting in 2016;
- Complement the work of the European Data Protection Supervisor and the Council of Europe, in initiatives to uphold and promote data protection and privacy in relation to ICT;
- Provide evidence of the situation on the ground concerning internet users and data protection issues, which can serve to inform legislative and practical initiatives to promote and protect fundamental rights – utilising the development of and the preliminary results from the agency's Fundamental Rights Survey, which incorporates questions on the general population's use of ICT and fundamental rights concerns;
- Promote and protect fundamental rights relating to data protection and privacy – focusing not on barriers to the use of and growth in new technologies, but only on barriers in the context of unlawful activities that can jeopardise fundamental rights;
- Promote data protection at the FRA Fundamental Rights Forum to be held in June 2016 - "Rights in the digital age";
- Publish the findings from the second stage – involving fieldwork interviews - of the project on 'National intelligence authorities and surveillance in the EU: Fundamental rights safeguards and remedies', which builds on research undertaken in 2014 and 2015.

# THEMATIC AREA 4: ROMA INTEGRATION

## Achievements made so far (2013-2015)

FRA's support, through the Roma Working Party and bilaterally, to the MS in their efforts to monitor the progress on the implementation of the NRIS using robust process and outcome indicators directly boosts their capacity to translate the resources allocated for Roma integration into meaningful results for the communities, and thus meet the targets of Europe 2020.

Successfully completed the preparations for the Roma part of EU MIDIS II, which is implemented in 2015 to generate comparable data on progress made in respect to outcomes concerning Roma integration between 2011 and 2015.

The Commission's Report on the implementation of the EU Framework for National Roma Integration Strategies (2015) is using extensively FRA evidence and devotes 1.5 pages of the 15-page document to FRA's supported project (the Roma Working Party).

Through the LERI project on local engagement FRA has been collecting information on the needs of Roma communities to assist local authorities in implementing and monitoring local level Roma inclusion actions.

FRA has been providing technical support and expertise in the development and implementation of the "SocioRoMap" project implemented by the Romanian Institute for Research on National Minorities and financed by the Norwegian Financial Mechanism 2009-2014 in the framework of "Poverty Alleviation in Romania".

FRA's regularly liaise with key Roma Civil Society and NGOs. Working relations were established with Erste Foundation which funded the making of two short video-documentaries produced by a team of Roma, majority-community, student and U.S. journalists.

## Key recommendations

Keep working on Roma projects as a priority despite other current developments in the EU landscape.

Continue the efforts into further improving the coordination among all actors, stakeholders, institutions and reinforce cooperation efforts.

Interpret FRA's mandate widely in order to be able to implement a broader spectrum of activities.

Considering the importance of social and economic rights, it is suggested these rights to be taken into account when studying the Roma population.

Considering the relevance of the FRA Roma Survey, it is suggested to raise awareness on this tool in Member States and organisations and engage in a coordinated dissemination of this information amongst all stakeholders.

It is encouraged FRA to focus on topics which will streamline Roma needs through EU policies.

Here are the FRA revised FRA strategic objectives, results as well as the main operational focus until end of 2017

## Objectives

- Develop and implement robust data collection methods that can provide a comparative analysis of the situation of Roma across the EU in regard to their fundamental rights and their socio-economic conditions of life, mainstreaming gender and age issues;
- Support the efforts of the European Commission and Member States to establish and improve monitoring mechanisms and tools for National Roma Integration Strategies;
- Identify and promote promising practices on implementing and monitoring local Roma integration policies and actions;
- Foster an evidence-based dialogue on Roma integration in the EU, to inform the EU and Member States on the stage of progress of Roma integration as evidenced by FRA's research and to contribute to cross-national sharing of relevant promising practices;
- Support efforts to increase the meaningful participation of Roma in the design, development, implementation and monitoring of the relevant strategies, policies and actions at community level; and to explore the feasibility of establishing local monitoring systems for tracking progress at community level.

## Expected results

- Assist policy makers in meeting the goals set by the EU framework linked to the EU 2020 Strategy;
- Assess the situation of Roma, identify trends and monitor Roma integration in the core areas of education, employment, healthcare and housing;
- Provide key actors at the EU and national levels with timely evidence on the situation of Roma in all EU Member States and assist in developing monitoring tools; identify bottlenecks in the implementation of using process indicators and share relevant experience in addressing these bottlenecks;
- Assist regional and local authorities ineffectively implementing and monitoring Roma integration policies;
- Ensure FRA data and information are readily available to and easily accessible by stakeholders and the general public;
- Develop monitoring tools and systems at local level and interlink them with those used at national level;
- Cooperation with other potential actors, including the private sector on Roma inclusion.

### **In 2016-2017 the agency will endeavor to give priority to:**

- Continue and expand research activities collecting and analysing data on Roma integration;
- Provide data and analysis to support the European Commission's annual reporting on the implementation of the EU Framework on national Roma integration strategies as well as the 2013 Council Recommendation on effective Roma integration measures in the Member States
- Support Member States to use relevant core indicators or methods of empirical social research or data collection for monitoring and evaluating progress on a regular basis, particularly at the local level;
- Populate the fundamental rights-based outcome indicators using EU-MIDIS II survey results and data from the European statistical system;
- Focus its work on developing and testing local level monitoring systems for tracking progress on Roma integration.

# THEMATIC AREA 5: RIGHTS OF THE CHILD

## Achievements made so far (2013-2015)

Relevant desk and fieldwork research and sound and valid evidence produced.

Stakeholders referred to FRA data in their work.

Targeted evidence based advice given to different stakeholders at EU and national level.

References to FRA work are included in resolutions, reports and conclusions; Input given to draft legislation, transposition of implementation, strategies policy files.

Material produced and communicated about but not yet in a systematic way and only indirectly reaching out to children via stakeholders, gatekeepers and research partners.

Conducted data analysis and presentations made.

Invitations received to present and provide input at meetings and conferences by different stakeholder groups.

## Key recommendations

It is suggested to mainstream the rights of child to all thematic areas – rights of the child and how projects might affect children, should be considered from the outset of projects when thinking of their very objectives.

It is suggested FRA to compare EU law with Convention on the Rights of the Child – to map where MS implement EU law that may affect the rights of children and to make full use of the mandate of FRA to look into rights of the child (Art. 24 of the Charter).

Considering the area of criminal justice within this thematic area, it is mentioned that the area of justice in particular with regard to children suspected or accused of a crime should be addressed; furthermore, FRA could look into the (limitations of) legal capacity of children e.g. a child's possibility to instruct or discharge a lawyer, give informed consent to treatment, have access to information or file a complaint.

Considering the collaboration with the European Parliament, it is important to request their opinion and input.

Cooperation with the Commission should continue.

Here are the FRA revised FRA strategic objectives, results as well as the main operational focus until end of 2017

## Objectives

- Collect comparable primary and secondary data on children's rights based on child rights indicators, particularly on access to justice, child poverty as well as other child protection relevant issues, maintaining a particular focus on children in vulnerable situations;
- Develop methodologies for conducting trans-national research with children to ensure their right to participation ;
- Assist EU institutions' and Member States' efforts to draw on FRA research to promote protection of the rights of the child feed the results of our research into European and national policy and legislative processes;
- Support through evidence based advice the daily work of other EU agencies in improving child protection;
- Support, through evidence-based advice, of the professionals /practioners working for and with children;;
- Enhance the exchange of learning and good practices on children's rights, particularly on access to justice;
- Increase the awareness of children regarding their rights;
- Provide focused analysis across different fundamental rights areas mainstreaming child rights issues across the work of the FRA and some of the on-going research such as on violence against women, asylum and migration, data protection, persons with disabilities, Roma children, LGBT and others.

## Expected results

- Ensure availability of data, analysis and research conclusions on the rights of the child to Member States, EU institutions, civil society and children themselves;
- assist EU institutions and Member States with expertise , data and advice in the area of child-friendly judicial proceedings, child poverty, and children with disabilities among others. Increase awareness on the protection and promotion of the rights of the child among selected professional organisations and stakeholders;
- Increase children's awareness of their rights;
- Increase knowledge of legal protection of children in Europe, including among professionals ((judges, prosecutors, lawyers, social workers, psychologists, police officers, child protection officers, rtc.) within EU Member States and EU Institutions;
- Strengthen cooperation with stakeholders, ensuring synergies, complementarity and impact of FRA's work in promoting the rights of the child.

### In 2016-2017 the agency will endeavor to give priority to:

- Continue the research on areas such as, child protection, children in vulnerable situations (such as refugee and migrant children, children with disabilities and others), and on child well-being and poverty, as well as child-friendly justice ;
- Assess child well-being and child protection systems under pressure in refugee crisis focusing on identifying gaps in capacity and protection and promoting practices to ensure that child protection authorities are involved in the treatment and care of children in migration
- Disseminate findings engaging with stakeholders in order to provide relevant assistance and expertise;
- Provide assistance and expertise to EU institutions and Member States, as requested, on the treatment of children who are involved in criminal, civil and administrative judicial proceedings as victims, witnesses or party to the proceedings;
- Develop data collection and analysis on specific aspects of child protection;
- Collect and analyse data on issues of child well-being and poverty and identify relevant data gaps in respect to the Commission Recommendation of 20.2.2013 'Investing in children: breaking the cycle of disadvantage' as well as the EU 2020 targets;
- Mainstream the rights of the child across the other areas of FRA research.

# THEMATIC AREA 6: DISCRIMINATION

## Achievements made so far (2013-2015)

FRA regularly publishes timely reports relevant to the field of equality and non-discrimination that provide evidence-based advice and trends analyses to its stakeholders. In addition, FRA staff regularly attend meetings and conferences with stakeholders, where they present FRA evidence in the field of equality and non-discrimination.

The European Commission drew on FRA's Opinion on the situation of equality in the European Union 10 years from initial implementation of the equality directives in its joint Report on the application of Council Directive 2000/43/EC of 29 June 2000 implementing the principle of equal treatment between persons irrespective of racial or ethnic origin and of Council Directive 2000/78/EC of 27 November 2000 establishing a general framework for equal treatment in employment and occupation. The European Parliament regularly draws on FRA evidence in the field of equality and non-discrimination when drafting resolutions.

FRA takes an active role in meetings of the EU framework to promote, protect and monitor the CRPD, always seeking to provide constructive input.

FRA in close cooperation with the European Commission and the Academic Network of European Disability Experts (ANED), funded by the Commission, developed 28 human rights indicators to assess the political participation of persons with disabilities in the EU.

Drawing on the EU LGBT survey findings, the European Parliament adopted a resolution calling for an EU roadmap to protect the fundamental rights of LGBTI people.

FRA developed close links with all relevant stakeholders in the area of equality and non-discrimination, as exemplified in the success of its work on disability, the regular co-hosting of launch events with the Council of the European Union or close cooperation with civil society organisations and disabled persons organisations.

Continued long-time cooperation that FRA has established with Equinet and its members, such as cooperation in communication, FRA contributing regularly to Equinet training activities, and Equinet members' contribution to FRA research projects.

## Key recommendations

Equality and non-discrimination is at the core of the FRA mandate and remains a priority, also in light of the economic crisis having an impact on increasing inequalities;

Choices need to be made given the long list of grounds for discrimination in Article 21. The ones that FRA has dealt with extensively by now (e.g. race, ethnic, disability and LGBTI) should remain priorities and in addition work on age and religion is seen as needed;

Non-discrimination is a cross-cutting issue and FRA should continue to deal with it in that manner;

For the difficult concept of intersectionality more research is needed because it is not well understood by those who are dealing with complaints and by rights holders themselves;

Research issues on access to justice especially to courts since this is very much lacking;

Considering data collection in this field, FRA should continue with data collection and periodically repeat surveys to see trends over time since MS are not often doing that.

Considering the surveys in this thematic areas, it is suggested using any tools to visualise the data, to explain the surveys' methodology, how reliable it is and this should be continued to be done to make it more clear and to research issues on access to justice especially to courts since this is very much lacking.

Vulnerable groups should be identified and included into FRA's work;

EU-MIDIS II and the Fundamental Rights Survey are steadily going to require more attention from FRA and there is a risk that issues of equality and non-discrimination will be looked at mainly from the perspective of these surveys so it is suggested to take this into account when reviewing the surveys.

Here are the FRA revised FRA strategic objectives, results as well as the main operational focus until end of 2017

## Objectives

- Provide focused legal and policy analysis on the challenges in the area of non-discrimination and equality, based on collected and analysed comparable data of a legal, social or statistical nature;
- Identify and promote 'good practices' in the equality field;
- Identify gaps in implementation of non-discrimination legislation and policies on the ground;
- Develop sets of fundamental rights indicators in the area of non-discrimination which form the basis for an informed discussion on ways how to combat discrimination and inequality in the EU and the EU Member States;
- Fulfil its specific role under the EU level framework for the monitoring of the CRPD by collecting data, providing evidence based advice, and developing indicators and benchmarks.

## Expected results

- Provide timely and relevant analysis to EU institutions and EU Member States to show trends over time concerning equality and non-discrimination that can assist policy makers in developing effective responses to combat inequality and discrimination;
- Help ensure that EU institutions and Member States draw inspiration from the FRA Opinion on the situation of equality in the EU to further develop effective legal and policy frameworks in the area of non-discrimination and equality;
- Participate constructively in the CRPD EU-level Framework to help achieve effective implementation of the CRPD;
- Provide a blueprint for Member States, electoral authorities and political parties in making the right to political participation a reality for persons with disabilities, building on FRA's identification of key components of what constitutes an accessible election in The right to political participation for persons with disabilities: human rights indicators. EU Member States and EU institutions have used FRAEU LGBT survey data and opinions in setting up and implementing concrete policies in combatting discrimination on grounds of sexual orientation and gender identity;
- Strengthen cooperation with stakeholders to ensure synergies and complementarity of work.

### In 2016-2017 the agency will endeavor to give priority to:

- Continue to provide assistance and expertise to the EU and its Member States on the implementation of the CRPD, developing more effective policies in the field and support relevant groups of stakeholders in improving the life of persons with disabilities, drawing on FRA's growing body of evidence, the indicators it develops and the promising practices it identifies;
- Provide evidence-based advice on how to address discrimination to EU institutions and Member States on the basis of data drawn from the conducted FRA surveys;
- Continue stakeholder engagement with regard to the Agency's work on lesbian, gay, bisexual, transgender and intersex (LGBTI) persons;
- Start work in the area of age focusing on restrictions older people face when accessing services and what impact this can have on fundamental rights;
- Undertake fieldwork research to identify drivers and barriers to deinstitutionalisation processes affecting persons with disabilities, also taking into account the situation of older people;
- Update the handbook on anti-discrimination law.

# THEMATIC AREA 7: IMMIGRATION AND INTEGRATION OF MIGRANTS, VISA AND BORDER CONTROL AND ASYLUM

## Achievements made so far (2013-2015)

All FRA research carried out in this MAF area is of high EU policy relevance and relates to a range of legislation and policy actions, including the work of a number of EU Agencies that FRA is closely engaged with - such as Frontex, EASO, eu-LISA. FRA has managed to anticipate key policy debates in this field (e.g. sea borders, biometrics), and has delivered outputs when needed. Many stakeholders follow this MAF area at policy level – with FRA’s input mainly targeting the operational level, promoting effective implementation of EU legal safeguards in those fields where there are limited other actors doing this; namely borders, irregular migration and return.

Six comparative reports and two handbooks were published in 2013-2015 and a guidance paper on national PNR systems released. In parallel, FRA published several short focus papers and compendiums in the space of a few months in 2015 in direct response to the asylum crisis – to ensure that the focus remained on fundamental rights compliance when responding to and managing asylum movements. As a reflection of its output and expertise, FRA has been invited to most COM expert groups relating to its research findings, to four LIBE hearings/meetings and seven meetings of relevant Council preparatory meetings.

Frontex and EASO consider FRA a reliable partner. FRA is invited to key Frontex operational gatherings with Member States. FRA has chaired the Frontex Consultative Forum. Cooperation has been expanded to other EU agencies, namely eu-LISA, Europol and CEPOL. A dedicated meeting with JHA agencies was held in February 2015 to discuss how best to follow up on FRA’s findings in consideration of its reporting on the situation of third country nationals at land and air borders.

FRA promoted working relations between Frontex and the Council of Europe and with the CPT in the field of forced returns. FRA liaises regularly with UNHCR, IOM, UNODC, and UNOHCHR.

## Key recommendations

Considering the on-going crisis situation in this area, it is suggested to be strategic in topic choices and to prioritise cross-cutting issues between thematic areas (i.e. children and migration); furthermore, it is also suggested to focus on themes where there is serious violation of human rights (i.e. migrant detention).

Considering partnership possibilities, it is encouraged to deepen the links with other institutions and to see how FRA complements them (e.g. Mipex and FRONTEX).

Reinforce collection and dissemination of best practice and strengthen research on social inclusion and integration of migrants, including refugees

Given FRA’s extensive work to date in covering the on-going asylum crisis, the Agency’s limited resources and capacity should be taken into account with respect to FRA’s ability to cover certain requests - either through its research or with respect to staff presence at meetings.

Here are the FRA revised FRA strategic objectives, results as well as the main operational focus until end of 2017

## Objectives

- Help to further ensure that FRA remains a key actor providing robust, relevant and timely data, research and advice on fundamental rights to the EU and its Member States in this field – in particular as it relates to the asylum crisis;
- Produce evidence where there is a knowledge gap, particularly on policies relating to borders, visas, migrants in an irregular situation and returns;
- Identify and share promising practices collected through FRA's research activities;
- Advise and support Frontex and EASO, especially, with respect to the application of fundamental rights in their respective spheres of work;
- Coordinate the agency's efforts with the United Nations High Commissioner for Refugees and other relevant organisations working in this field;
- Contribute to the development of policies and actions which support migrant integration by collecting best practices and providing a more comprehensive and balanced picture of their positive contribution and added value to the economic, social and cultural development of societies.

## Expected results

- Collect policy-relevant evidence through FRA research activities;
- Publish reports, opinions, tools, good practices, and other materials; receive invitations to relevant meetings and working parties by EU institutions and provide input on fundamental rights;
- Facilitate the work of Frontex and EASO through FRA's fundamental rights expertise;
- Engage in a targeted way with the Council of Europe, OSCE, the UN and other relevant actors in support of FRA objectives in this field;
- Assist in ensuring that EU and national level instruments to support integration are informed by fundamental rights;
- Upgrade FRA expertise, networks and data for work on integration.

### In 2016-2017 the agency will endeavor to give priority to:

- Follow closely developments at the EU level with respect to the Agenda on Migration and its impact on fundamental rights
- Provide policy makers as well as practitioners with evidence on current practices and possible ways forward towards achieving a balanced approach to migration, integration and border management that respects fundamental rights;
- Continue working closely with other EU agencies – such as Frontex, EASO and eu-LISA – to try to ensure that fundamental rights can be applied on the ground when implementing EU law and policy; from the training of border guards, through to the application of smart borders technology;
- Use the results of FRA research findings to inform policy making processes at the EU level as well as operational activities by relevant EU agencies, including those implemented in the 'hotspots' set up by the European Commission with respect to the on-going asylum crisis from 2015;
- Promote further the results of the project on severe forms of labour exploitation;
- Complement the results of the Agency's project on severe forms of labour exploitation by information collected directly from workers at risk of exploitation, if additional financial resources can be provided;
- Make available the results of the research into the fundamental rights implications of the use of large IT databases, which focuses on the collection and use of biometric data;
- Use FRA survey results on ethnic minority and immigrant groups in the EU, as well as secondary data on the social participation of migrants and their descendants, to provide valuable evidence on the situation on the ground concerning integration;
- Continue to disseminate FRA publications on migration, borders and asylum issues.

# THEMATIC AREA 8: RACISM, XENOPHOBIA AND RELATED INTOLERANCE

## Achievements made so far (2013-2015)

FRA is regularly invited to and attend meetings and conferences where it delivers evidence-based advice on phenomena of racism, xenophobia and related intolerance, hate crime and extremism, as well as on ethnic and racial discrimination.

FRA delivered one opinion on the Framework Decision on Racism and Xenophobia and one opinion relating to the Racial Equality Directive.

Trend analyses are conducted on a continual basis, for example in the context of the Annual Report or in that of the annual update on the situation of data collection on antisemitism.

FRA continuously enhances cooperation with key stakeholders in the field, whether through the Working Party on improving reporting and recording of hate crime in the EU, through its close communication and coordination with relevant European Commission services, through regular exchanges of evidence with ECRI or through its close contact with relevant civil society organisations.

FRA worked closely with the European Commission in developing an online training toolkit Fundamental Rights and Holocaust remembrance tailored for EU and Member States' public officials. This toolkit is live online and training courses have taken place.

FRA set up a Working Party on Improving Recording and Encouraging Reporting of Hate Crime, which brings together FRA, all 28 EU Member States, the European Commission, the Office for Democratic Institutions and Human Rights (ODIHR) and the European Commission against Racism and Intolerance (ECRI) at the Council of Europe.

## Key recommendations

Considering the importance of shared knowledge, FRA is encouraged FRA to work with practitioners and intermediaries (civil society, public authorities, professional groups and trade unions, etc.) and enhance cooperation with national stakeholders, including equality bodies, to support implementation of the EU racial equality legislation and the Framework Decision on Racism and Xenophobia.

Sound data and expertise on hate crime and hate speech should continue to be collected.

It is suggested FRA to communicate the research methodology clearly in terms of scope and representativeness to address potential criticism proactively.

It is suggested to focus on supporting national authorities in encouraging reporting, developing sound methodologies for collecting comparable and disaggregated data on hate crime and for recording hate crime incidents.

Synergies between the Working Party on improving reporting and recording of hate crime in the EU facilitated by FRA and the Commission's newly launched High Level Group on racism, xenophobia and other forms of intolerance, should be further fostered.

Here are the FRA revised FRA strategic objectives, results as well as the main operational focus until end of 2017

## Objectives

- Enhance the comparability of data at EU level on phenomena of racism, xenophobia and related intolerance including hate crime and as well as on racial and ethnic discrimination;
- Identify trends concerning the manifestations of phenomena of racism, xenophobia and related intolerance including hate crime and, as well as on racial and ethnic discrimination;
- Support EU and national efforts to tackle phenomena of racism, xenophobia and related intolerance including hate crime and extremism, as well as on racial and ethnic discrimination, in particular in the area of data collection recording and reporting mechanisms.;
- Increase awareness among key FRA stakeholders of phenomena of racism, xenophobia and related intolerance including hate crime and extremism as well as on racial and ethnic discrimination;
- Increase awareness among FRA's key stakeholders of Holocaust and Human Rights Education;
- Enhance cooperation, fostering synergies and avoiding duplication, with FRA's key stakeholders in the field: DG JUST, DGHOME, JHA Agencies, ECRI, CERD, ODIHR, national human rights bodies (NHRBs), social partners and NGOs.

## Expected results

- FRA can further support the EU institutions and Member States by providing data and expertise on hate crime incidents
- Provide evidence-based advice (including opinions) on racism, xenophobia and related intolerance including hate crime and extremism as well as concerning ethnic and racial discrimination;
- Carry out trend analyses on phenomena of racism, xenophobia and related intolerance including hate crime and extremism, as well as concerning ethnic and racial discrimination;
- Put together a compendium of promising practices on how to improve reporting and encourage recording of hate crime as an outcome of the working group on improving reporting and recording of hate crime in the EU;
- Hold training courses on human rights education, covering phenomena of racism, xenophobia and related intolerances including hate crime and extremism.
- Cooperate with European Commission, JHA Agencies, Eurostat, OSCE-ODIHR and EU Member States in a working group on hate crime data collection;
- Supporting national authorities in developing sound methodologies for collecting comparable and disaggregated data on hate crime and for recording hate crime incidents.

### In 2016-2017 the agency will endeavor to give priority to:

- Continue to collect and analyse systematically data on manifestations of racism, xenophobia, related intolerance and ethnic discrimination in the EU(see post paris: hatred general);
- Provide evidence-based advice on how to address racism, xenophobia and ethnic discrimination to EU institutions and Member States on the basis of data drawn from FRA surveys;
- Prepare an annual overview on the situation of data collection on antisemitism;
- Continue to communicate the results of its relevant work and reinforce cooperation between Member States in improving the recording and reporting of hate crime through the activities of FRA's Working Party on hate crime;
- Supporting national authorities in developing sound methodologies for collecting comparable and disaggregated data on hate crime and for recording hate crime incidents.

# HORIZONTAL FICHE: FRA SURVEYS

## Achievements made so far (2013-2015)

In 2013-2015 FRA conducted four large scale surveys (violence against women survey, EU LGBT survey, survey on discrimination and hate crime against Jews, Roma pilot survey) and began the preparation of the second wave of the European Union migrants and minorities discrimination survey, incorporating the Roma survey component, as well as the first wave of the fundamental rights general population survey.

In 2013-2015 FRA survey results have been referenced in a variety of documents including Council Conclusions, European parliament resolutions and parliamentary questions, as well as documents prepared by the European Commission and national policy documents. On-going efforts to make FRA data sets available to external researchers will contribute to an increase in the coming years in the number of FRA references in research literature.

In 2013-2015 FRA has distributed a large number of its survey reports, and download numbers have increased. Development of interactive online tools has contributed to FRA better serving different user groups with data from its surveys. Survey launch events have been carefully planned and organised so as to ensure media impact and – as a result – awareness of the results among diverse audiences. For example – the launch of the Agency’s survey on violence against women (in 2014) resulted in over 1,500 media reports in the space of a few days. Within the limits of its resources, FRA has made survey results available in different language versions to facilitate the use of findings at the EU Member State level.

Based on the results of its surveys, FRA has been invited to present and discuss findings at a number of national seminars, conferences and roundtables. FRA has also been invited to present survey results in national parliaments in several EU Member States. At the EU level, FRA survey results have been discussed in the Council of the EU and in events organised in the European Parliament.

## Key recommendations

FRA should further enhance its empirical studies and incorporate the results with respect to comparative legal research.

Considering the resources and time pressures on the Agency’s work, it is suggested that FRA needs to produce more targeted results from its survey research – which can be published in a timely manner.

Considering the importance of disseminating these surveys, it is suggested that continuous engagement efforts are needed to ensure that FRA survey evidence is taken into account by the European Parliament.

The Agency should further enhance its information sharing with the Commission concerning on-going initiatives and planned activities which could contribute to more effective and complementary cooperation – drawing on the evidence and trends reported by the Agency’s survey research.

It is also suggested to take into consideration the challenge to time the availability of survey results with the Council’s policy cycle.

Here are the FRA revised FRA strategic objectives, results as well as the main operational focus until end of 2017

## Objectives

- Provide evidence where there is a knowledge gap concerning the way people in the EU are able to benefit from their fundamental rights and the effects of existing legislation to safeguard and promote these rights;
- Support Member States in organising their own data collection concerning fundamental rights issues; Contribute to the development of indicators on fundamental rights;
- Identify trends concerning fundamental rights through the development of rolling survey data collection, alongside analysis of existing secondary data – for example; trends in the manifestation of racism, xenophobia and related intolerance, including hate crime , as well as on racial and ethnic discrimination; trends with respect to how the majority population experiences fundamental rights in practice – for example, in relation to data protection and privacy;
- Develop methodologies for conducting trans-national, comparative research on fundamental rights based on robust data.

## Expected results

- Make available comparable data and indicators concerning the fundamental rights situation on the ground as evidence-based advice for policy makers at the EU and Member State levels;
- Ensure FRA survey results are increasingly referenced in EU and national level policy documents, and in research literature;
- Ensure FRA survey (print and online) outputs are requested and accessed to provide support in decision making and in fundamental rights advocacy work;
- Ensure FRA advice is sought to contribute to policy debates at the EU and Member State levels;
- Ensure that the Structure-Process-Outcome indicator model is mainstreamed in the development of FRA surveys to further enhance assessment of fundamental rights compliance in the EU.

### In 2016-2017 the priority will be given to:

- Analysing and publishing the results of the second wave of EU-MIDIS;
- Identify, in particular, under-reporting of fundamental rights abuses by victims;
- Develop and implement the 'Fundamental Rights Survey';
- Planning additional waves of certain surveys that will allow for the analysis of trends over time;
- Continue to consult with Eurostat and key experts when developing surveys in order to ensure that the selected sampling and fieldwork methods are robust and able to deliver comparable results – targeting thematic areas and population groups that are often not covered within the framework of national statistical data collection;
- Further increase cooperation with national statistical offices – with respect to the Agency's work on data collection on the Roma, in relation to data collection on hate crime, and with respect to enhanced access to sampling frames for survey work – in an effort to ensure that its survey development and statistical analysis is aligned with relevant policy and practical initiatives at Member State and EU level.