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2015



FRA

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



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Section 1 - Overview of the FRA

1.1 The mandate of the FRA

The **European Union Agency for Fundamental Rights (FRA)** has been set up to provide independent evidence based advice relating to fundamental rights, in the domain of Union law. The FRA's activities serve to promote fundamental rights and to support the EU institutions and Member States in raising the level of protection for everyone in the European Union.

The objective, the scope and the tasks of the Fundamental Rights Agency are set out in Articles 2 to 4 of Council Regulation (EC) NO 168/2007 establishing the FRA. To achieve this objective, the Agency collects and analyses data in order to provide independent, evidence-based assistance and expertise to EU institutions and Member States, as well as other human rights stakeholders.

The Agency situates its work in the wider context of the Charter of Fundamental Rights of the European Union. The purpose of the Charter is to strengthen the protection of fundamental rights in the European Union in the light of changes in society, social progress and scientific and technological developments. The Agency fulfils its tasks, as defined by its Regulation, by implementing specific projects and horizontal activities within the thematic areas of its five-year *Multi-annual Framework 2013-2017*, which fall broadly under different chapters of the Charter of Fundamental Rights. The thematic areas of the Multi-annual Framework are at the same time of a cross-cutting nature, as they have implications on fundamental rights in different chapters of the Charter.

According to Article 5 (3) of its Regulation, the Agency may respond to requests from the European Parliament, the Council or the Commission for scientific research and surveys, conclusions and opinions on specific thematic topics at the request of the European Parliament, the Council or the Commission outside the thematic areas of the Multi-annual Framework provided its financial and human resources so permit. Such requests may also deal with legislative proposals and their compatibility with fundamental rights. However, according to Article 4 (2) of its Regulation the Agency's conclusions, opinions and reports may not deal with the legality of acts within the meaning of an action for annulment or with the question of whether a Member State has failed to fulfil an obligation under the Treaty within the meaning of an infringement procedure.

In accordance with Article 9 of its Regulation and with the Agreement of cooperation between the Agency and the Council of Europe, the Agency will coordinate its activities set out in this Annual Work Programme with those of the Council of Europe. In particular, the Agency bases its work on the standard-setting of the Council of Europe and the outcome of its monitoring, as well as its relevant research and communication work. Likewise, the Agency's work aims to feed into and support that of the Council of Europe.

The FRA cooperates with Union bodies, offices and agencies, Member States, governmental organisations and public bodies competent in the field of fundamental rights in the Member States, including National Human Rights Institutions, Equality Bodies, Ombudsperson institutions, and civil society organisations. The FRA takes in particular into account in its research initiated by the European Commission – for example, research under the EU Research Framework Programmes. This basis serves to avoid duplication and to enhance synergies between the work of the Agency and the Commission services. In addition, the Agency cooperates with the Organization for Security and Co-operation in Europe (OSCE), the United Nations and other international organisations. The Agency considers the output of the UN human rights system related to EU Member States, in particular resulting from the Universal Periodic Review, Special Procedures of the UN Human Rights Council and UN treaty bodies. In addition to the issues and activities related to the specific thematic areas outlined in the Multi-annual Framework, the Agency also carries out work on fundamental rights in general and undertakes activities which cut across the various thematic areas (transversal and horizontal tasks). These activities relate in particular to the Agency's activities on human rights awareness raising as well as its work with civil society in its Fundamental Rights Platform.

1.2 Planning the work: integrated methodology and stakeholder engagement

In order to implement its long-term strategic approach the Agency has adopted a multi-annual planning method: its Annual Work Programmes are prepared three years in advance. Stakeholders start contributing to the Agency's Annual Work Programme at least two years in advance through systematic, continuous dialogue and consultation which continues throughout the planning process.

Such a multi-annual planning approach allows the Agency to develop large scale multi-annual projects based mostly on fieldwork research. The consistency of the objectives and the mitigation of potential uncertainties related to long-term planning are regularly checked and revised. The Agency monitors and evaluates its activities on an ongoing basis providing its Management Board and main stakeholders with early and regular feedback on any essential changes in its projects. This long term planning approach allows the Agency to adhere to the limits set in its multi-annual staff policy plan and provides robust forecasts for procurement.

The Agency designs and implements its projects based on an integrated cross-departmental approach: cooperation and engagement with project stakeholders, research, analysis and the development of opinions and expert advice are undertaken in the departments Equality and Citizen's Rights (ECR) and Freedoms and Justice (FJ); communication and awareness raising activities, as well as cooperation and engagement with the Agency's key partners (such as National Liaison Officers, EU institutions, Fundamental Rights



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Platform, NHRIs, Equality Bodies and Ombudsperson institutions) are carried out by the Communication (CAR) department. Much of the Agency's work is carried out through multi-annual rolling projects to address more resource and time demanding issues. In addition, cross cutting activities allow the Agency to cover a broad spectrum of fundamental rights issues. In order to ensure a flexible implementation of the Work Programme, projects have been given priority according to the following model:

FIRST PRIORITY

Projects that follow-up on past work, correspond to key EU priorities and are considered essential to complete work in a specific area

SECOND PRIORITY

Projects which, although essential, could be postponed to next year owing to, for example, unforeseen requests by stakeholders

THIRD PRIORITY

Projects that can be done only if funds become available in the course of the financial year.

1.3 The core activities of the FRA

Providing evidence-based advice

The FRA provides evidence-based assistance and expertise to those who develop and implement policy and legislation at EU and national level supporting their work to fully respect fundamental rights. In this context, the FRA produces an annual report on fundamental rights in the EU and thematic reports on key fundamental rights issues, such as those relating to discrimination, racism, access to justice, migration and asylum, homophobia and transphobia, discrimination on the grounds of disability, rights of the child, right to privacy and data protection etc.

Collecting and analysing data

The FRA collects and analyses official and non-official data on fundamental rights issues in the EU. Given the differences in data availability across the EU Member States, the Agency also develops methods to improve data quality and comparability. To address the paucity of data, and, in particular of comparable data, the FRA also conducts its own primary fieldwork research and surveys.

All FRA reports go through a scientific and language editing process. All reports are drafted in English by expert staff in-house and translated into French and German, while many reports are also translated into other EU languages depending on stakeholder demand and availability of financial resources.

Cooperating with key actors, with stakeholders and partners

The Agency engages systematically with a broad range of fundamental rights actors from international to local level and with stakeholders and partners. In this way, the FRA exchanges information and creates synergies with the work carried out by various human rights actors. Their feedback also allows the Agency to tailor its projects to policy needs and developments. The Agency also

engages with civil society organisations from across the EU through its Fundamental Rights Platform.

Communication and awareness raising

The FRA develops communication, multimedia, information and dissemination resources for specific target groups in order to inform about the results of its work. It also raises awareness of fundamental rights among the general public.

Section 2 - FRA ACTIVITIES IN 2015

2.1 Providing evidence-based advice

The Agency provides evidence-based advice to EU institutions and Member States to support them in their efforts to fully respect, protect, promote and fulfil fundamental rights. This advice is provided in different ways, for example through conclusions and opinions based on its independent research, data collection and analysis; or by providing a specific opinion after request by the European Parliament, the Council or the Commission on a legislative proposal.

FRA conclusions and opinions, contained in its comparative reports, are addressed to the EU institutions and Member States. In addition, the work of the FRA supports the activities of other key actors, in particular the Council of Europe and international organisations, such as UNICEF, UNHCR, OHCHR, OSCE/ODIHR, etc., as well as regional and local authorities, National Human Rights Institutions, Equality Bodies and Ombudsperson institutions, as well as civil society organisations.

There is growing demand for more evidence based expertise from EU institutions both through informal consultations and formal requests requiring a Work Programme with the flexibility to respond to these, while continuing planned research projects.

2.2 Collecting and analysing data

Data collection and analysis on the situation of fundamental rights in the EU provides the basis for the Agency's assistance and expertise. In 2015 the FRA will carry out data collection activities on fundamental rights issues, as outlined below, which are often cutting across several areas included in the EU's Charter of Fundamental Rights.

Research undertaken by the Agency is interdisciplinary, covering both legal and social research. Comparative reports are mostly written in-house by expert staff, and all publications follow a rigorous review process to ensure the highest possible quality; involving the FRA's Scientific Committee, senior research staff, Heads of Department and the Director, and often external experts.

The Agency's research departments work closely together so that results in one area, for example on asylum issues, inform the analysis



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in other areas, for example racism or the rights of the child, and vice versa.

The Agency's research often spans into multi-annual rolling projects, when addressing more resource or time demanding issues or when substantial fieldwork research needs to be undertaken. In addition, horizontal activities allow the Agency to cover comprehensively a broad spectrum of fundamental rights issues and respond to needs that might arise during the year.

FRA research is policy driven and needs to be policy relevant. With this in mind, the Agency engages with key stakeholders both at the planning and at the implementation stages of projects to ensure that the work carried out actually corresponds to their needs.

Data are collected in two ways: as secondary source information or as primary data collection based on fieldwork. Data and information are collected across the EU through the FRA's own research network (FRANET), which is composed of contracted national focal points for each Member State, or through other contracted experts for particular projects.

Secondary sources include data and information from governmental sources, as well as from non-governmental sources such as academic research, civil society reports and studies, and results of monitoring by international organisations. The FRA's past work has established that secondary source data and information are often not available or not comparable on a range of issues; for example in the areas of recorded hate crime or discrimination complaints. Therefore, the FRA undertakes primary fieldwork research to fill this knowledge gap in key areas. Examples are the Agency's large-scale EU-MIDIS survey in 2009, its Roma survey in 2011 and its violence against women survey conducted in 2012–2013, which serve to fill a gap in current EU-wide data on particular fundamental rights issues.

For primary data collection, FRA experts utilise robust, scientific methods and in-house expertise, and work together with experts, stakeholders and contractors in the development of research and the application of different methodologies when collecting data and information across the EU.

FRA reports are drafted by expert staff in-house based on an analysis of primary and/or secondary data. In some cases, the analysis draws on background analysis and other deliverables developed by external contractors from various EU Member States. All reports go through a careful scientific and language editing process in-house to ensure the publication of readily understandable reports that are pitched towards diverse target audiences.

FRA reports are published in English, French and German as well as other EU languages, where applicable.

2.3 Cooperating with key actors, with stakeholders and partners

FRA works closely with its partners at all levels of the European Union to ensure that its activities are relevant to current fundamental rights issues. FRA maintains close working relations with the European Union institutions -namely the European Parliament, the Council of the EU, the European Commission. It cooperates with its advisory bodies – the European Economic and Social Committee and the Committee of the Regions, as well as with a number of EU Agencies (in particular Eurofound, Frontex, Eurojust, EASO, Europol, EIGE, Executive Agency for Health and Consumers (EAHC), eu-LISA and CEPOL). It co-chairs the Frontex Consultative Forum, set up by Regulation 1168/2011 to provide fundamental rights expertise to Frontex.

FRA cooperates with the Member States of the EU. One of the strategic priorities for 2013 – 2017 is to increase FRA's usefulness at the national level. A main instrument of this cooperation is the FRA network of National Liaison Officers (NLOs). NLOs are the main contact points for the Agency in Member States. Continuous exchange and regular meetings help to create a strong working partnership, which guarantees that information is shared and national needs are known and addressed as far as possible. In close cooperation with NLOs, the FRA will also reach out and disseminate FRA reports and other deliverables to national parliaments. At the national level, also National Human Rights Institutions, Equality Bodies and Ombudsman institutions, civil society organisations working in the area of fundamental rights, and other institutions working on fundamental rights issues are important partners.

Finally, the FRA has a close working relationship with the Council of Europe, employing its standards in its work. A Cooperation Agreement determines the scope and nature of the cooperation. The FRA also cooperates with the United Nations system and the Organization for Security and Co-operation in Europe (OSCE). FRA is a permanent international partner in the International Holocaust Remembrance Alliance.

This cooperation with stakeholders and partners is essential in connecting the Agency's projects and activities to the thematic priorities and decision-making cycles of the EU institutions, allowing the Agency to feed into key legislative and policy developments on fundamental rights in the EU. It enables the Agency to undertake its advisory role by providing evidence-based information, results, conclusions and opinions.

The Agency also has to ensure that its work is well coordinated with the work of other Agencies or bodies working at the European and national level on fundamental rights. In order to ensure FRA's added value, its priorities and programmes aim at enhancing the consistency and coherence to fundamental rights work at both the European and national level.

In addition, the Agency needs to have 'its ears to the ground' being open to civil society. In this regard it has developed relations with civil



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society organisations such as social partners, professional groups, academics, practitioners, non-governmental organizations and experts. The FRA has established a specific cooperation network for its work with civil society, the Fundamental Rights Platform. Civil society organisations also engage directly in the projects and activities of the Agency.

The Agency also undertakes human rights training with specific stakeholders, which helps them to develop their capacity to be more effective positive agents of change for fundamental rights, and provides expert input in the development of other Agencies' human rights training – for example, Frontex and Cefpol.

2.4 Communicating and raising awareness

In 2015, the FRA will continue to raise public awareness on fundamental rights issues and disseminate information about its work, focusing particularly on communicating with its key stakeholders and partners. All communication activities are based on

the Agency's Communication and Cooperation Framework and, more concretely, on its Annual Communication Plan.

In order to ensure that its work has a real impact on policy, FRA develops communication products, tools and services for institutions, organisations and actors who are human rights stakeholders to ensure they receive FRA products and services at the right time and in the most appropriate format. In this way the Agency ensures that it provides evidence-based, objective, relevant and useful data and information and advice in a user friendly style and format in a targeted and timely way.

Key tools and channels for the FRA's communication and awareness raising include online, print and audio-visual tools and products, as well as events, personal meetings, information stands, and broadcast and print media.



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Section 3 – The FRA themes

FREEDOMS



FRA's multi-annual framework for 2013-2017

- Immigration and integration of migrants, visa and border control and asylum
- Information society and, in particular, respect for private life and protection of personal data

3.1 Immigration and integration of migrants, visa and border control and asylum

Policy background

The Treaty of Lisbon calls on the European Union to offer its citizens “an area of freedom, security and justice without internal frontiers, in which the free movement of persons is ensured in conjunction with appropriate measures with respect to external border controls, asylum, immigration and the prevention and combating of crime” (Article 2, the Treaty of the European Union). In turn, the Union is developing a common policy on asylum, immigration and external border control, based on solidarity between Member States, which is fair towards third-country nationals (Article 67, Treaty on the Functioning of the European Union). The Union has adopted some 30 regulations and directives in this field, with some further instruments under negotiations. The Court of Justice of the EU has increasingly been called to clarify the meaning of provisions included in these instruments. Asylum, visa policy, border control and return are today largely regulated by EU law.

Previous work

In 2009-2012 the FRA has focused on border control, irregular migration, including returns, and asylum, publishing 10 reports. It has not addressed legal migration or visas. In 2013 the FRA released a handbook together with the European Court of Human Rights on European law in the field of asylum, migration and borders, which it committed to update regularly.

Two cooperation agreements have been signed with Frontex (May 2010) and with EASO (June 2013), based on which the FRA is regularly providing fundamental rights expertise to these two agencies. FRA is co-chairing the Frontex Consultative Forum established by Regulation 1168/2011 to provide advice to Frontex and its Management Board on fundamental rights matters. The Agency has also been engaged in the area of human rights training for border guards. It has, for

example, supported the process of updating the common core curriculum for border guards, which contains a list of knowledge and skills that each border guard must have. FRA also developed materials for the training of Schengen evaluators.

As regards external borders, in 2013 the FRA issued a report dealing with the fundamental rights challenges at the Southern sea borders of the EU, which are affected by arrivals of migrants on unseaworthy boats. In 2014, it will publish a second report on respect for fundamental rights during border checks at airports and land borders.

In the area of irregular migration, the focus of the Agency's work has been on migrants in an irregular situation. Four reports were released in 2010 – 2011: one on immigration detention (a comparative legal analysis of all 27 EU Member States) and three on the rights of migrants in an irregular situation. The latter include a comparative report covering policies in all 27 EU Member States and two reports (on healthcare and on migrants employed in the domestic work sector) covering 10 EU Member States. Among the issues to be addressed, the reports highlight the situation of those who are in practice not removed and remain in a situation of legal limbo.

In the area of asylum, The FRA has published three reports in 2010, two on asylum procedures (on the duty to inform applicants and on effective remedies) and one on the situation of separated children seeking asylum. These reports allow for the experiences of asylum seekers to inform the work of policy makers entrusted with the creation of a Common European Asylum System. At the beginning of 2011 the Agency published a thematic situation report on ‘The situation of persons crossing the Greek land border in an irregular manner’. The report involved a field visit to Greece to document and better understand the nature of the fundamental rights problem concerning irregular migrants, and to explore potential responses to the problem.

Future challenges

Given the large number of EU law instruments adopted or under negotiation, the areas of immigration and asylum will continue to be of utmost relevance for the years to come. To this end, the Agency will endeavour to ensure that the results of its research can feed constructively into the work of those in charge of applying EU law, with the aim of underlining that the fundamental rights language concerning immigration and asylum, which is now inserted in policy documents and legislation, is put into practice. In parallel, the Agency will follow relevant policy developments concerning the field of integration as it relates to migrants, including initiatives taken in the context of Europe 2020.

Planned activities in 2015

In 2015, the FRA will build on the work done in previous years and use the results of its research findings to inform policy making processes at the EU level as well as operational activities by relevant EU agencies. The Agency's project on severe forms of labour exploitation, which was launched in 2013, encompasses victims of exploitation who are both EU and non-EU citizens. In addition, in 2014-15, the FRA envisages to continue its work on borders by undertaking further



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research into the fundamental rights implications of large IT databases established or planned at EU level. This project will also relate to visa policies, as it intends to cover the Visa Information System. In addition to the above, the Agency's survey on selected ethnic minority and immigrant groups in the EU (EU-MIDIS II) will include data collection related to the field of integration – which will be at the stage of fieldwork data collection in 2015. The results of this work will provide valuable evidence on the situation on the ground concerning integration.

Expected impact

The overall goal of the FRA in this area is for policy makers to consider respect for fundamental rights not as an obstacle to effective policies, but rather as a quality indicator. The FRA intends to achieve this by providing policy makers as well as practitioners with evidence on current practices and possible ways forward. In this regard, key stakeholders, including national authorities, as well as FRONTEX, EASO and eu-LISA, are involved during the implementation of projects to ensure that the results are relevant and usable.

3.2 Information society and, in particular, respect for private life and protection of personal data

Policy background

The increased availability and use of new technologies is having significant repercussions on legal and practical measures to guarantee the fundamental right to data protection. In order to take into account rapid technological developments and reaffirm the importance of data protection in the EU, the European Commission has proposed a wide-ranging data protection reform package in January 2012. The objective of the reform are three-fold: 1) to enhance the internal market dimension of data protection, 2) to increase the effectiveness of the fundamental right to data protection and put individuals in control of their data and 3) to enhance the coherence of the EU data protection framework. Once the reform will be adopted, the EU will have a stronger legal framework to guarantee data protection in a technological environment where privacy concerns are put into question. In parallel, the Council of Europe started its process to modernise the Convention for the Protection of Individuals with regards to Automatic Processing of Personal Data in close collaboration with the EU. Given the global nature of challenges to privacy, the Stockholm Programme encourages the promotion of the Council of Europe Convention as a worldwide standard. In 2014 it is envisaged that overall data protection reform both at EU and Council of Europe level will be concluded.

Previous work

In May 2010, the Agency published a report on 'Data protection in the European Union: the role of national data protection authorities'. This report looked at the challenges for the EU's data protection system with respect to current deficiencies relating to the independence, effectiveness and capabilities of data protection authorities in different Member States. The report addressed the current lack of

enforcement of the data protection system in some Member States, and also made reference to research from surveys that has identified the public's lack of awareness of their rights in the field of data protection. In addition to this report, in 2011 the Agency responded to a request from the European Parliament to produce an opinion in consideration of Passenger Name Record (PNR) data collection; which served to update the Agency's previous opinion in this area. Building on other Agency reports in 2010 that sought to highlight and address deficiencies and good practices in the EU's fundamental rights architecture, in 2011 the Agency embarked on new research on judicial redress mechanisms and their use in the area of data protection. The research for this project was conducted in 2012, and the research results will be published in 2014. Alongside this project, in 2013 the Agency prepared a Handbook on European data protection law, bringing together the jurisprudence available at EU level (comprising the ECtHR and the CJEU) with jurisprudence at national level. The Agency has put this Handbook together upon the specific request of the European Commission and in cooperation with the Council of Europe and the European Court of Human Rights.

Data protection was a theme of the three FRA events: in 2010, the independence of data protection authorities and their contribution to the European fundamental rights architecture was discussed; in May 2011, a dedicated workshop on data protection indicators was organised during the FRA Symposium on fundamental rights indicators. In May 2012, the FRA organised a Symposium on data protection focusing on the fundamental rights dimension of the data protection reform package proposed by the European Commission in January that year. In October 2012, the FRA published its opinion on the data protection package in response of a European Parliament request for an opinion on the fundamental rights compliance of the data protection package. In 2013, at the European Commission's request, the FRA analysed the current situation regarding funding and staffing of data protection authorities.

Future challenges

The Charter of Fundamental Rights of the European Union has introduced data protection as a separate article (under article 8) to respect for private and family life (under article 7). This is a significant development in consideration of other key human rights documents, such as the European Convention on Human Rights, as it distinguishes data protection in its own right. This separate article reflects the fact that the Charter was drafted in 2000, and therefore has responded to developments and concerns resulting from a growth in use of new technologies and the implications of this concerning data protection and privacy. The challenge is how the EU's new legislative framework on data protection, including the Charter, can be assessed over the next few years with respect to people's enjoyment of their rights in the context of developing new technologies, and the extent to which the regulatory framework, including data protection authorities, is in a position to uphold these rights.

Planned activities in 2015

The protection of privacy and personal data in the digital era raises fundamental challenges for the EU. With its unique working methods combining sociological and legal research, the FRA is in a position to provide evidence on current developments and targeted insights in specific areas. In 2014, the Agency assessed how data protection awareness and the behaviour of internet users could be included in the scope of the Agency's Fundamental Rights Barometer – a new EU-wide survey on situation of fundamental rights in the EU. More specifically, questions on this theme could explore how members of the public use information technology with respect to the frequency and type of personal information they divulge, their knowledge in consideration of data protection and privacy concerns, and whether they are aware of and have used data redress mechanisms. This project builds on the Agency's previous work, such as the 2010 report on the role of national data protection authorities in the context of the EU's broader fundamental rights architecture, and the results from the project on redress mechanisms in the field of data protection (published in 2014).

Expected impact

The Agency's work will complement that of, amongst others, the European Data Protection Supervisor and the Council of Europe, which are variously engaged in initiatives to uphold and promote data protection and privacy in relation to ICT. A key expected impact of the Agency's work is to 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. At the same time, the Agency's work should ensure that promotion and protection of fundamental rights relating to data protection and privacy are not seen as barriers to the use of and growth in new technologies, but only serve as barriers in the context of unlawful activities that can jeopardise fundamental rights.

Project fiche 4.1.1

Severe forms of labour exploitation page 19

Project fiche 4.1.2

Inter-agency cooperation and other activities in the areas of borders, immigration and asylum page 20

Project fiche 4.1.3

Biometric data in large IT databases in the area of borders, visa and asylum - fundamental rights concerns. page 21

Project fiche 4.2.1

Additional activities in the area of "Information society and, in particular, respect for private life and protection of personal data" page 22

EQUALITY

FRA's multi-annual framework for 2013-2017

- Racism, xenophobia and related intolerance
- Discrimination based on sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation
- Roma integration
- The rights of the child

3.3 Racism, discrimination on all grounds and Roma integration

Policy background

Racism, xenophobia, homophobia/transphobia, anti-Semitism, Islamophobia, anti-gypsyism and related intolerances including hate crime and extremism remain a concern across the European Union, as evidenced by the Agency's recent annual and thematic reports. In order to make up for the lack of official data on manifestations of racism and related intolerances the FRA launched in recent years several projects to document the situation, for example a survey of Jewish populations on anti-Semitism, a survey on experiences of discrimination of LGBT persons and a survey on experiences of discrimination among the Roma population. The Agency undertakes research and data collection on specific groups in line with policy priorities, and also taking into account the current status of knowledge about and data collection on particular groups – noting data gaps where Agency research would have added-value. For example, as part of the EU-MIDIS study the FRA published a report on Muslims and their reported experiences of discrimination, and more recently the Agency published the results of its survey on antisemitism. When selecting groups to undertake research on, consideration is also given as to whether the Agency has previously done research on a particular group before and if there is a need to update previous studies.

Concerning the Roma, the FRA responded to the Commission Communication of April 2011, which was adopted by the Council in May 2011, tasking the FRA with providing data and background information that will feed into the Commission's annual report to the European Parliament and to the Council on progress on the integration of the Roma population in Member States and on the achievement of the goals. In addition, the Communication requests the Agency to work with Member States in order to assist them in developing monitoring methods which can provide a comparative analysis of the situation of Roma across Europe. In order to fulfil these tasks the FRA developed and implements a multi-annual programme of action that spans from 2012 to 2020, in the context of the EU's



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Europe 2020 goal of elimination of poverty and increasing social inclusion. This comprehensive multi-annual programme of action 2012 - 2020 addresses the key issues raised in the Commission Communication, the Council Conclusions and the targets set by Europe 2020, in particular regarding inclusive growth and its flagship initiative the “European platform against poverty and social exclusion”. The outputs of this programme (reports, data sets, country reports, and other deliverables) will feed into an annual factual FRA report, which will be timed to contribute to the Commission’s annual assessment and policy report to the European Parliament and to the Council on progress made on the integration of the Roma population in Member States and on the achievement of the goals.

Regarding **disability**, in October 2012 the Council of the European Union adopted the EU-level framework for the implementation and monitoring of the CRPD. The framework is made up of the European Commission, the European Ombudsman, the Petitions Committee of the European Parliament, the FRA and the European Disability Forum. As part of its role in the EU-level monitoring framework, the FRA has been tasked by the Council of the European Union to raise awareness of the CRPD, to collect and analyse data and, in cooperation with the Commission, to develop indicators and benchmarks to support the monitoring process. As a State Party to the CRPD, the European Union and those Member States that have ratified the convention are obliged to collect statistical and research data on a regular basis (Article 31). In addition, the European Disability Strategy 2010-2020 outlines plans to mainstream disability into existing EU social surveys, such as the European Labour Force Survey and EU-SILC. The European Commission has supported the development of indicators regarding the situation of persons with disabilities in the context of the Europe 2020 targets, namely education, employment and poverty reduction. Finally, in the autumn of 2013, the European Commission tabled a proposal for “European Accessibility Act” which aims to improve the accessibility of goods and services in the internal market and to optimize accessibility for persons with disabilities and older people.

In the area of fundamental rights of **lesbian, gay, bisexual and transgender (LGBT)** persons, several European Parliament resolutions called on the Commission to take more pro-active policy initiative and a feasibility study on a LGBT Roadmap was conducted in 2012. In 2013 the EP decided to draft an Own Initiative Report on the subject matter. The reports present an overview of fundamental rights problems faced by LGBT persons alongside an overview of EU actions in this area to date. It proposes recommendations envisaging a possible EU action plan which would draw together new laws and policies to strengthen equality and non-discrimination for LGBT people in the EU. The call for more action was repeated in the EP’s annual report on the situation of fundamental rights in the European Union. The FRA EU LGBT survey was extensively referred to in both reports.

Regarding other grounds of discrimination, the FRA published an *Opinion on the situation of equality after ten years implementing EU Equality Directives*. This Opinion, based on a request by the European Commission to FRA for data and information, showed that despite a legislative package that put the EU at the very forefront of legislative commitment against discrimination, evidence gathered by the FRA shows that discrimination remains part of the daily experience of too many Europeans. Looking into the reasons for the divide between the law in the books and the situation on the ground, the FRA identified various factors preventing a more effective implementation of legal provisions and other mechanisms designed to improve protection against discrimination.

Previous work

The Agency collects, and analyses data, and it publishes relevant comparative reports on issues of discrimination on all grounds, and on the situation regarding racism, xenophobia and related intolerance including hate crime and extremism. For example, since 2004 it publishes an annual update on the situation of antisemitism in the EU; in 2005 a report on racist crime and violence; in 2006 a report on the situation of Roma children in education and a report on Islamophobia, in 2010 a report on racism in sport, a report of a pilot study on the representation of minorities in the press, etc. These reports fulfilled the FRA’s strategic objectives in this area, including the cross-cutting area of children’s rights; for example, FRA’s specific strategic objective to identify and analyse access to quality education and quality health care for children belonging to disadvantaged groups, in particular for Roma and Traveller children. All these reports highlighted the paucity of reliable data in most Member States. In response to this lack of data FRA carried out and published in 2009 EU-MIDIS, a unique survey of migrants and minorities’ experiences of racist discrimination and racist crime. In 2013 FRA conducted field work and desk research in Hungary and Greece aiming at documenting the situation of racism, xenophobia and related intolerances in these two countries. The overall aim of the research was to provide evidence based advice to EU institutions and Member States to support their efforts to tackle phenomena of racism, xenophobia and related intolerance.

In 2013 FRA published the EU LGBT survey which attracted over 93.000 respondents. The report showed widespread discrimination and intolerance against LGBT persons. In 2013 FRA also published the findings of its survey on discrimination and hate crime against Jews in EU Member States: *Experiences and Perceptions of Antisemitism*. Building up on its research on Holocaust and human rights education the Agency developed in 2006 in cooperation with Yad Vashem online Toolkit on Holocaust and Human Rights Education and implemented a five year programme which looked at the role of memorial sites and museums on the Holocaust in human rights education. In 2012, the Holocaust and Human Rights Education project outcomes and outputs were positively evaluated. In 2013 FRA developed a training module and beta version of Toolkit for EU officials in close cooperation with the European Commission and conducted a pilot training.



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In regard to the Roma and in the context of its multi-annual programming the FRA completed in 2011 and published in 2012 its preliminary results of a major pilot household survey of Roma in 11 EU Member States working in parallel with a UNDP/World Bank survey commissioned by DG Regional Policy. In addition, the FRA conducted interviews with several local authorities in the Member States covered by the FRA's research. In 2012 the FRA expanded its research to cover the remaining 16 EU Member States, as part of its multi-annual Roma Programme. In 2013, the FRA published the findings of its pilot household survey of Roma as well as background studies on the situation of Roma in 16 Member States not covered by its survey. In 2013, FRA also launched qualitative research activities aimed at contextualising the survey findings and engaging Roma and non-Roma directly, as well as public, and in particular local authorities in selected communities across the EU. In 2013 the FRA also started the work on an eight-country pre-test study aimed at developing survey questions for the EU-MIDIS II survey, which will address the Roma as well as other ethnic minority and immigrant groups. The results of the pre-test were reviewed in 2014 in order to finalise the questionnaire which will be the basis for the EU-MIDIS II survey interviews in 2015. Additionally, in 2013 FRA conducted an online survey of available data sources relevant to Roma integration issues in the EU Member States aiming at identifying existing official and other data sources collected by administrative and other public authorities which could be used in monitoring progress on Roma inclusion. In 2013 it also carried out desk research aiming at mapping existing Roma related research and surveys conducted by EU institutions, Agencies and other EU bodies, as well as by International Governmental Organisations (IGOs) and international non-governmental organisations (INGOs) with the aim of identifying gaps and needs for disaggregated ethnic data on Roma.

Since 2012, the FRA has been working with Member States to assist them in developing indicators and data collection methods to monitor progress of Roma integration. It set up an ad-hoc working party of government officials and National Roma Contact Points from a pilot group of EU Member States and European Commission experts aiming to exchange experiences and develop promising practices on ways to measure Roma integration.

In regard to discrimination on grounds of sexual orientation and gender identity, FRA pioneered research work immediately after its establishment in 2007 leading in 2008 to a legal report and in 2009 a social report on homophobia and discrimination on grounds of sexual orientation and gender identity. In 2010, in collaboration with the Council of Europe (Office of the Commissioner for Human Rights), it updated the legal report. In 2012 FRA launched a survey on experiences of discrimination and victimisation of LGBT people in the EU and Croatia. The results of the survey were presented in May 2013. In 2014 the Agency focused on surveying the views and institutional capacity and skills of teachers, law enforcement staff, health workers and public officials in relation to combating discrimination on grounds of sexual orientation and gender identity. It also published an update of its 2008/2010 legal comparative report. In

addition, together with the European Court of Human Rights, the FRA has prepared a Handbook on European Non-discrimination law, published in March 2011.

In view of the EU's and Member States' obligations regarding the Convention on the Rights of Persons with Disabilities, FRA has identified and analysed the fundamental rights situation of persons with disabilities in the EU. In this context, FRA initiated work on disability by developing in 2009 a legal study and carrying out in 2010 and 2011 pioneering fieldwork research on the situation of persons with intellectual disabilities and persons with mental health problems in selected Member States. In 2012 and 2013, FRA followed up this work by extending its research to all persons with disabilities. The project on targeted hostility and violence against children with disabilities looked at the legal and policy context surrounding identity-based violence and hostility, including hate crime, against children with disabilities in all EU Member States, and supplemented this research with interviews with key stakeholders in 13 Member States. A second project developed and populated structure, process and outcome indicators on political participation of persons with disabilities, with a particular focus on the elections to the European Parliament held in May 2014.

Planned activities in 2015

In 2015 FRA will continue to collect data on all grounds of discrimination as well as racism, xenophobia and related intolerances including hate crime and extremism, update its annual overview report on antisemitism and disseminate the results of its work on racism examining the possibilities of covering other grounds of discrimination. The Agency will also continue engaging with EU and national actors in activities concerning Holocaust education, particularly in a broader context of human rights education and efforts to address fundamental rights and defining moments of recent European history, with a view of contributing to general development of European values and European memory. . It The results of the qualitative research into the views and perceptions of 'public authorities' vis-à-vis LGBT issues will feed into evidence based advice activities in 2015. The results of the discrimination and hate crime against Jews in EU Member States: Experiences and Perceptions of Antisemitism will feed into evidence based advice activities in 2015.

FRA will also start to implement the EU-MIDIS II survey, part of which will be to collect data on the Roma in selected EU Member States, along with covering other immigrant and ethnic minority groups. FRA will provide analysis and data from an action research and engagement project on local Roma integration actions.

Based on its previous work on the situation of persons with disabilities, FRA will further develop rights based indicators in close cooperation with the European Commission to examine how the rights of persons with disabilities are respected, protected, promoted and fulfilled in the EU through analysis of secondary data and by identifying and testing methods for collecting comparative primary

data on choice and control for persons with disabilities across the European Union through fieldwork research.

Expected impact

Each project aims at driving the relevant policy agenda forward by providing policy makers at EU and national level, and other stakeholders with evidence based advice. Work on racism, for example, aims mainly at the national and local level providing evidence as to the need, as a minimum, to implement EU law and develop effective measures to combat these phenomena, but, in addition, can also support civil society organisations in their advocacy work. Work on racism, for example, will include effort to address fundamental rights and defining moments of recent European history, with a view of contributing to general development of European values and European memory. The data collected in the context of discrimination against LGBT persons will also help member States in fulfilling their obligations under EU law as well as when they implement Recommendation 2010 (5) of the Committee of Ministers of the Council of Europe on measures to combat discrimination on grounds of sexual orientation or gender identity. Work on multiple discrimination aims to sensitize policy makers, and medical practitioners, about the vulnerabilities resulting from the intersection of ethnic origin, age and gender in health care. Work on disability discrimination aims at supporting the development of more effective EU policies, but can also support national and local authorities and other actors in improving the life of persons with disabilities. The data and analysis from the Agency's Roma Multi-Annual programme will support the European Commission in its annual assessment of implementation of the EU Framework on national Roma integration strategies, as well as national and local authorities, in designing, reviewing, implementing and monitoring effective and inclusive Roma integration actions. Upcoming surveys and qualitative field research and engagement will provide further information and data on challenges and opportunities with regard to inclusion of Roma at the local level. The agency will work closely with EU Member States to support them in developing indicators and setting up monitoring mechanisms to measure progress of Roma integration. Regarding Agency's work on Roma integration at local level, the Agency will seek cooperation with local authorities, and other stakeholders, such as business sector and multinational enterprises. Cooperation will be sought within the Coalition of organisations working on Roma, Council of Europe in the framework of the European Alliance of Cities and Regions for Roma inclusion, Institute for Human Rights and Business and the National contact points for the OECD Guidelines for Multinational Enterprises. The EU-MIDIS II survey will provide, through primary data, first-hand evidence on the immigrants and ethnic minorities' – in particular the Roma – day-to-day experiences related to their fundamental rights, including discrimination and hate crime.

3.4 The rights of the child

Policy background

The respect, protection, promotion and fulfilment of the rights of the child are objectives of the EU on which the Treaty of Lisbon has placed further emphasis. All Member States have signed and ratified the UN Convention on the Rights of the Child. Article 24 of the EU Charter of Fundamental Rights explicitly recognizes the rights of the child and highlights the obligation to act in the best interest of the child and to take his/her views into account, among other key aspects of child protection. On the basis of these legal provisions, and on the EU previous work towards a strategy on the rights of the child, the EU has adopted a concrete Agenda which focuses on certain aspects of EU competence where the EU can bring a real added value. The Agenda contains 11 action points, including such aspects as: the promotion of the use of the Council of Europe Guidelines on child-friendly justice; protecting children in vulnerable situations; fighting violence against children; supporting the empowerment and participation of children, as well as the exchange of best practices and the improvement of training for guardians, public authorities and other actors who are in close contact with unaccompanied children. The Agenda also notes that children growing up in poverty and social exclusion, are less likely to do well in school and enjoy good physical and mental health. Prior to this, the European Consensus on Development (2005) also identified the rights of the child as a cross-cutting issue which requires a mainstreaming approach.

Similarly, the overarching goal of the Council of Europe Strategy for the Rights of the Child 2012-2015 is to achieve the effective implementation of the existent UN and CoE children's rights standards.

The needs of the most vulnerable groups of children have therefore been highlighted as a priority. An important breakthrough has been the adoption in 2013 of the European Commission Recommendation on "Investing in children: breaking the cycle of disadvantage". The Recommendation is part of the broader Social Investment Package and stimulates EU and national action in order to tackle child poverty and promote children's wellbeing. Monitoring progress via appropriate indicators is also a core element of this Recommendation. Different types of indicators on child poverty have been developed during the past decades contributing to a common understanding of the determinants of child poverty. Still, in the area of developing indicators there is room for improvement as child poverty has been approached mainly by measuring material aspects and disregarding immaterial aspects. For fulfilling this gap the FRA has aimed to contribute to the development of the existing indicators, building upon its previous work on indicators on the various areas of child protection where the EU has exercised its competence thus far. The EU Agenda for the Rights of the Child notes that the FRA, in close cooperation with the Commission services will develop an ambitious programme on the rights of the child: developing projects, collecting data on the situation of children in the EU's justice systems guided by the Council of Europe's Guidelines on child friendly justice.



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Previous work

In 2007 following a request by the European Commission the Agency started developing indicators to measure the respect, protection and fulfilment of child rights in the EU. The Agency carried out this task in close cooperation with key institutional stakeholders, namely the Commission, the Council of Europe, UNICEF and Child on Europe. In 2009 the Agency published an initial report on child rights indicators and continued in the following years to refine and operationalize them. The Agency's work in this area is cross-cutting and draws on many other areas of its work also contributing to them.

The FRA has collected data on children in vulnerable situations through child-focused projects (for instance regarding children victims of trafficking) but also paid particular attention to engaging children in its research work. Building on this need for child-centered research the Agency carried out in 2009 and published in 2010 research on the situation and experiences of separated asylum seeking children interviewing a large number of boys and girls aged 12-18. In 2011 the FRA developed further its child rights indicators focusing on the issue of child friendly justice in civil proceedings, and in 2012 conducted fieldwork research aiming to examine the experiences and views of 574 practitioners in this field in order to assess the effectiveness of the relevant EU legislation on the ground. In the following phase of the project the FRA interviewed children who had been witnesses, victims or party to judicial proceedings. This involved the conduct of consultations with children and adults and pilot interviews during 2013. The FRA's qualitative research in this field complements the work done by the European Commission. More specifically, in 2013 the European Commission initiated a two-year study to collect statistical data, as well as information on legal provisions and policies regarding the involvement and the treatment of children in 28 member States of the EU.

In parallel with this, the FRA has developed in co-operation with the Council of Europe during 2014 a Handbook on European Law on the Rights of the Child. The aim of the handbook is to assist practitioners involved in the legal protection of the rights of the child in the EU and Council of Europe Member States in their work. The handbook assists those practitioners by providing an analysis of the 'international standard' of child protection. This has included references to cases before the European Court of Human Rights (ECtHR), the European Committee of Social Rights (ECSR) as well as the Court of Justice of the European Union (CJEU). The project has thereby contributed to the implementation of the Council of Europe Strategy for the Rights of the Child (2012-2015) and of the EU Agenda for the Rights of the Child.

Planned activities in 2015

Following up to the operationalization of its indicators and the fieldwork research based on interviews with adults and children carried out in 2012-2014 in the area of child friendly justice, the FRA will launch its final report. The FRA will also publish a child-friendly version of the evidence collected and advice provided. In parallel, the FRA will support the Commission's efforts to work with Eurostat

and national statistical offices in order to develop justice related data disaggregated by age.

In the context of its work on child friendly justice, the Agency will develop, in close cooperation with Commission services, analysis related to the participation of children in judicial proceedings, insofar as its resources allow.

In the context of its work more broadly on child rights, the Agency will work closely with Commission services to further develop child rights indicators, proposing a set of core indicators, that are firmly grounded in the international standards set out in the UN Convention on the rights of the child and aligned with the OHCHR model for structural, process and outcome human rights based indicators

This work will be aligned to the FRA's overall work on fundamental rights and child rights indicators (see below) and will be carried out in close cooperation with Eurofound based on the cooperation agreement between the two Agencies and in the light of the Commission's 20 February 2013 Recommendation on Investing in children: breaking the cycle of disadvantage. In addition, this work will take into account and foster synergies with other initiatives underway such as the child well-being indicators developed under EU-SILC and child rights indicator-related work in DGs EAC, SANCO and RTD. The overarching goal will be gradually, as resources permit, to populate these indicators with data contributing to coherence of all child rights-related work on indicators by the EU

In 2015 the FRA will proceed to the production, translation and dissemination of the Handbook on European Law on the Rights of the Child, including in the context of the closing conference of the Council of Europe Strategy of the Rights of the Child. The FRA will also reach out to national organizations of judges, lawyers, officials and civil society organisations responsible for the protection and promotion of the rights of the Child in the EU and beyond.

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* Third priority project



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JUSTICE

FRA's multi-annual framework for 2013-2017

- Access to justice;
- Victims of crime, including compensation to victims;
- Judicial cooperation, except in criminal matters;

3.5 Justice, victims of crime and judicial cooperation

Policy background

Justice is a field of dynamic development in the EU, with various legislative and policy initiatives – such as the Victims Directive – having a significant impact. While ‘justice’ is not only related to criminal justice, it is envisaged that developments at an EU-level in the area of criminal justice, in particular, will require a stronger role for FRA in the field of data collection and analysis.

The Maastricht Treaty of 1992 (entered into force 1993) saw the introduction of criminal law provisions into selected areas of EU legislation. However, in the period between Maastricht and the Lisbon Treaty (2007, into force 2009), policy and legislative developments in the field of policing and judicial cooperation in criminal matters were relatively slow and limited to certain areas only. This situation reflected Member States’ concerns to retain their sovereignty in sensitive areas, and the need for consensus in decision making in the area of police and judicial cooperation in criminal matters. While some notable legislative progress was made, for example with respect to the European Arrest Warrant (2000), other developments were insufficiently taken up at a Member State level; for example, the Framework Decision on the Standing of Victims in Criminal Proceedings (2001) and the Directive on Compensation to Crime Victims (2004).

With the entry into force of the Lisbon Treaty, the former pillar structure of the Union, including the ‘third pillar’ area of police and judicial cooperation in criminal matters, was largely removed – a development that requires a significant review and revision of policy and law with respect to pre-Lisbon instruments. Crucially, the Lisbon Treaty’s introduction of qualified majority voting to all but a limited number of areas under the former third pillar will serve to streamline decision making in these areas. Developments in policing and criminal justice will have major implications with respect to fundamental rights; notably in relation to the Court of Justice of the European Union.

The Action Plan implementing the Stockholm Programme envisages a number of developments that are either directly or indirectly of key relevance for fundamental rights in this area; for example: a Communication on the Fundamental Rights policy, and reference to

the FRA’s multi-annual framework “to cover the domain of judicial and police cooperation in criminal matters”. To this end, the Agency may be expected to play a role in the provision of evidence-based advice in these fields – related to criminal justice but also justice more broadly. This was underscored by the new Multi-annual Framework for FRA of 2013, which added victims of crime as a new distinct area (compensation to victims had been the more limited area in the previous framework). The likely new document guiding the continued work post 2014 (the Stockholm Programme being a five year programme) will be an important roadmap for any future activity.

Previous work

FRA’s Regulation, being pre-Lisbon, excluded in part third pillar issues from the scope of the Agency’s work by only allowing involvement upon request by the EU institutions. This necessarily restricted the Agency’s activities in the fields of policing and judicial cooperation in criminal matters. As a reflection of these limitations, the Agency undertook projects focusing on access to justice in the area of civil justice – largely related to the area of non-discrimination. In 2011 the Agency published its first report on ‘Access to justice in Europe: an overview of challenges and opportunities’, which presented a broad overview of access to justice mechanisms and barriers at the international, European and national level with respect to the field of non-discrimination. As a reflection of the Agency’s core thematic areas of work for the period 2007-2012, the report addressed the issue of effective access to redress for victims of discrimination, including the right to compensation and legal aid. In 2012 the Agency published its second broad access to justice report. This was a study on complainants’ experiences of complaints and support mechanisms in the area of non-discrimination, pointing out challenges and ways forward for EU equality law, including equality bodies.

Other projects by the Agency have looked at subjects that are directly relevant to policing and criminal justice matters as part of projects addressing the fundamental right of equality by means of exploring vulnerable groups’ experiences of discrimination – including their experiences of policing; namely, the Agency’s EU-MIDIS survey (‘European Union Minorities and Discrimination Survey’), and, in particular, the specific results from the survey relating to minorities’ experiences of criminal victimisation and policing. Notably, the survey collected the first EU-wide data on minorities’ experiences of police stops. The results from this part of the survey were launched in the second half of 2010 as an EU-MIDIS Data in Focus report on ‘Police Stops and Minorities’, together with a FRA Guide entitled ‘Towards More Effective Policing – Understanding and Preventing Discriminatory Ethnic Profiling: A Guide’. These reports have contributed towards the Agency’s work in the field of human rights training and policing, and complement the Agency’s on-going work with FRONTEX concerning incorporation of human rights training in their common core curriculum as well as interaction with other JHA-agencies such as CEPOL. In 2012 the FRA also launched two reports pertaining to hate crime: ‘Making hate crime visible in the European Union: acknowledging victims’ rights’ and ‘EU-MIDIS Data in Focus 6: Minorities as Victims of Crime’. In 2014 the FRA started work on EU-MIDIS II – the second wave of the EU-MIDIS survey on the experiences



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of immigrants and ethnic minorities, including the Roma. A working group was also established by FRA in 2013 on hate crime, consisting of representatives of Eurojust, Europol, CEPOL, FRA, DG Justice and DG Home.

The FRA has also undertaken work related to human rights education more broadly, and has developed a manual on human rights and policing that was launched in 2013. In addition, the Agency has embarked on a long-term project aimed at developing fundamental rights indicators, which includes indicators related to access to justice.

In 2012, the Agency also conducted an EU-wide survey on gender-based violence against women — including violence in childhood. This is the first EU-wide survey of its kind, having interviewed over 40,000 women across the EU. The first results from the survey were launched in 2014, alongside other activities related to further analysis of the results and targeted communication and use of the findings.

The results of the survey document women's experiences of sexual, physical and psychological violence, including violence in childhood, in both the private and public domain (such as the workplace), as well as patterns of reporting and non-reporting by victims and their treatment by different victim support services. The data from the survey allows for analysis of results on multiple grounds as it collects — for example — information concerning respondents' age, educational background and socio-economic position. In this regard, the Agency has been progressively moving into areas that directly relate to policing and criminal justice matters in relation to 'victims' rights', and, more generally, the scope of the Agency's work has been in a gradual process of transition to address different aspects of policing and criminal justice through the lens of non-discrimination.

As a reflection of this, the Commission's direct request to the FRA to undertake research on victim support services in the EU, specifically with respect to crime victims, is an indication of the role the Agency can play. With the Agency's revised thematic areas of work under its new multi-annual framework, from 2013 — as mentioned — the fields of justice and victims of crime have also become increasingly central to the FRA's work.

A further project relates to research on the extent and practical implications of Article 16 in the EU Charter of Fundamental Rights — the right to conduct a business — 2012-14. This project looked at freedom to conduct a business with respect to access to justice and discrimination, as two main focus areas of the research. The project also dealt with issues related to entrepreneurship and youth unemployment.

Future challenges

The post-Lisbon era has triggered a series of developments where the Agency could play a major role in ensuring a solid fundamental rights basis in key areas related to justice; not least, criminal justice. Notably, the Council Resolution of 30 November 2009, which sets out a six-part 'Roadmap for strengthening procedural rights of suspected or accused persons in criminal proceedings', presents a number of areas where fundamental rights need to be ensured. This six-part (A–F) Roadmap is well underway with a directive on rights in criminal

procedures related to interpretation and translation ('Measure A') and a directive on right to information in criminal proceedings (letter of rights) ('Measure B') adopted. Subsequent Measures are planned in the Roadmap, and encompass several fields where fundamental rights compliance is essential and would warrant evidence from data collection and analysis to inform policy and legislative reform.

While developing and discussing the rights of defendants has a long tradition in Europe, acknowledging and highlighting the rights of victims of crime has only really developed during the last three decades.

The first milestones in the development of victims' rights in the EU were the 2001 Council Framework Decision on the standing of victims in criminal proceedings and the Council Directive of 2004 relating to compensation to crime victims (Council Directive 2004/80/EC).

The entering into force of the Lisbon treaty fueled these developments by highlighting — in Article 82 Treaty on the Functioning of the European Union (TFEU) — the rights of victims of crime as an area where the EU may establish minimum rules. As a consequence of this, and the firm commitment of all actors at the level of EU legislation to strengthen victims' rights, a number of important measures have been implemented in recent years, which relate to both victims' rights at the generic level as well as specific rights of certain groups of victims.

A range of new measures in this area safeguarding minimum standards were put forward both by the Commission in their 'Victims package' of May 2011, and by the Council in the format of a 'Roadmap for strengthening the rights and protection of victims, in particular in criminal proceedings' of June 2011. One of the measures proposed was the establishment of a comprehensive instrument to establish minimum standards on the rights, support and protection of victims of crime; namely the Victims Directive (Directive 2012/29/EU), which replaced the Framework Decision in October 2012. Other recent EU legislation relates to the specific rights of certain groups of victims; e.g. the rights of victims of domestic violence or stalking to be protected by — criminal and civil - court orders, the rights of child victims of sexual abuse or the rights of victims of trafficking.

Future challenges that remain to be addressed at EU level include: clarifying and promoting the fundamental rights basis of victims' rights; empirically assessing and strengthening the practical effectiveness of victims' rights and safeguarding similar standards for all victims of crime, including for example migrant workers as victims of labour exploitation, victims of hate crime or women as victims of harassment and violence beyond the scope of court protection orders.

Related challenges to access to justice include the issue of where to turn when rights are being violated and ensuring effective access to justice. A FRA project (called CLARITY) aimed at such problems was started in 2013 and continued in 2014.



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Planned activities in 2015

The Agency's work on support services for victims of crime, which commenced in late 2011, continues in 2015 with the presentation of evidence-based advice after the results were presented in 2014. The results from this project complement the Agency's survey work that collects data on, for instance, victims' experiences of reporting to various services.

For example; the results of FRA's EU-wide violence against women survey provide a rich database for different users in consideration of women's experiences of violence, and with regard to policing and justice responses to violence against women in the context of core fundamental rights. The results of the Agency's survey work and legal desk research feed into policy development aimed at effectively counter-acting violence against women.

The results of other survey research by the Agency that variously addresses victims of hate crime will also provide input into the Agency's work on access to justice and victim support; namely, the survey on Jewish people's experiences and perceptions of anti-Semitism in selected Member States and the survey on Europe's LGBT communities. In addition, the Agency's work in the field of police training and fundamental rights will be able to utilise the results of the Agency's research-based work, in the above areas, in the continued development of core training material.

In 2015, the Agency's EU-MIDIS II survey will interview Roma and other ethnic minorities and immigrants in 2015, and will variously address topics in relation to access to justice. In parallel, in 2014 the Agency began to work on the development of a EU wide survey on the majority population's experiences of fundamental rights in the EU, including their access to justice, which will encompass various areas of the Agency's work under the MAF.

The CLARITY project (started in 2013 and continuing in 2014) aimed at bringing 'clarity' about where to turn when rights are violated – the results of which will be disseminated online by the Agency. A possible project is also considered (AWP 2014, 3rd priority, AWP2015 1st priority) on promising practices on improved access to justice through, for example, widened legal standing, pro bono support, and e-justice. Another possible project would deal with rights of crime victims to access justice (AWP 2014, 3rd priority, AWP2015 1st priority)

Expected impact

Working closely with key stakeholders in the field of justice – and notably with other EU agencies such as Europol and Eurojust – the Agency intends to provide fundamental rights-centred evidence-based advice concerning the situation on the ground with respect to selected areas of EU policy, legislation and practice. In parallel, the Agency's work should feed into the policy and legislative processes of the European Parliament, Council and Commission – with the Agency becoming a key provider of robust, relevant and timely evidence-based advice on fundamental rights in the area of access to justice, including the specific field of victims of crime.

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	* Third priority project



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Cross-cutting projects or activities covering all MAF areas



Section 3.6 – Cooperation with key actors, with stakeholders and partners

The Agency cooperates and has relations with a variety of stakeholders at the European, national and international level. The cooperation with stakeholders and partners ranges from formalised annual meetings and events such as the meetings with the National Liaison Officers, the NHRIs, Equality Bodies and Ombudsperson institutions to the hosting of the Fundamental Rights Platform. The Agency hosts a Fundamental Rights Conference and a Symposium preferably in collaboration with EU Presidency which bring together stakeholders from across the full spectrum of FRA's projects and activities.

The Agency has regular contact and consultations with the EU institutions and bodies, the Council of Europe, the United Nations and OSCE.

The work with the EU institutions will continue to be strengthened particularly the work with the European Parliament, the Council of the European Union and the European Commission. This relationship is vital to ensure that the Agency's outputs are policy relevant and linked to priority areas of the Union. In addition, the continuous feedback from the EU partners will support the tailoring of outputs. There is growing demand for more reactive services coming from the EU institutions, which request the Agency's fundamental rights expertise and assistance both through informal consultations and formal requests for opinions in the course of legislative and policy-making processes.

One of the FRA strategic priorities 2013 – 2017 is dedicated to increase FRA's usefulness for the national level not only through its network of National Liaison Officers, but to ensure that it effectively fulfils its function and role to provide assistance and expertise to Member States when they implement EU law. In this context, it will also strengthen the communication with and dissemination of its reports and findings to national parliaments of the EU Member States.

Consequently, the Agency will continue strengthening cooperation and look at further ways to engage National Human Rights Institutions, Equality Bodies, and Ombudsperson institutions closely in the projects of the Agency and to further enhance relevance of the FRA's work in relation to stakeholder needs, priorities and fundamental rights challenges on the ground.

The Agency will continue to consult and cooperate with civil society organisations including through the Fundamental Rights Platform.

The Agency will continue to broaden its cooperation with inter-governmental organisations, in particular with the Council of Europe, to achieve synergies in addressing mutual areas of concern and ensure that the Agency's work is shared and communicated across the various bodies and mechanisms associated with the IGOs

An additional dimension to the Agency's work is the development of its relations with Union agencies and bodies such as Eurofound, Frontex, Eurojust, EIGE, EASO and CEPOL. FRA took over in March 2014 until end of February 2015 the coordination of the different networks of all EU Agencies including the Heads of Agencies. In addition during 2015 the Agency is being asked to coordinate the cooperation of EU Agencies in the context of Justice & Home Affairs (JHA inter-agency cooperation).

In the area of communication and awareness raising, cross cutting activities complement those related to particular projects. This includes information and awareness raising about fundamental rights issues, including in particular on the EU Charter of Fundamental Rights on the one hand, and information about the FRA and its work. Such cross cutting communication activities may address practical needs at events organised by FRA or others, such as information stands and presentations/speeches. Furthermore, FRA's communication work includes the production of factsheets and brochures, a visitor programme, working with Web and other online media and social media, media relations and media monitoring, and online documentation. For these activities FRA will further develop its stock management and will fine-tune its dissemination strategy. In the area of research, a number of activities are also cross-cutting, for example the work on fundamental rights indicators, the Annual Report, or ad hoc requests from the EU's institutions.

Objectives in 2015

- Develop and foster a close working relationship with European Union institutions and bodies, EU Member States, the Council of Europe, National Human Rights Institutions, National Equality Bodies, Ombudsperson institutions, other international organisations, civil society (Fundamental Rights Platform) and the research community;
- Cooperate closely with EU Agencies and coordinate their networks;
- Collect and disseminate relevant data and information;
- Contribute to ensuring fundamental rights in Union legislation and its implementation;
- Raise public awareness of fundamental rights and the EU Charter of Fundamental Rights
- Provide and actively disseminate information about FRA work.
- Communicating the Agency's assistance and expertise relating to fundamental rights to key stakeholders.
- Identify strategic partnerships with stakeholders to advance fundamental rights



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Expected impact

- Better knowledge and understanding of fundamental rights issues among policy makers and other key stakeholders and partners
- The establishment of new partnerships, networks and communities working on fundamental rights
- The creation of new knowledge, know-how and practice related to fundamental rights
- The improved understanding of various issues related to fundamental rights
- Better informed policy on fundamental rights issues and where relevant changes to policy
- Timely response to ad hoc requests and needs by Commission, Council and Parliament (according to Art 4 of the FRA Founding Regulation) adding value to the EU's policy responses
- Improved quality and usefulness of FRA's Annual Report
- Increased profile of FRA to stakeholders and general public

Future challenges

- Developing concrete fundamental rights indicators through data collection and reporting on the situation in the EU
- Increasing the impact of FRA's input to policy making at EU and national level.

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ON-GOING Project fiche 4.1.1

first priority

Severe forms of labour exploitation

Description

The Charter of Fundamental Rights of the EU prohibits in Article 5 slavery and forced or compulsory labour. Also, under Article 31 every worker has the right to working conditions which respect his or her health, safety and dignity. In addition, severe forms of labour exploitation are often accompanied by other fundamental rights abuses. Different groups of EU and non-EU citizens are vulnerable to severe forms of labour exploitation, which include work in sectors such as agriculture, construction, domestic work, restaurants, cleaning, entertainment and food processing, and can encompass a range of abuses, such as having to work extremely long hours or confinement in sub-standard accommodation without the freedom to leave. The phenomenon is assisted by informal recruiters and temporary employment agencies, which can play a role in leading workers into a situation of severe labour exploitation.

The project builds on previous FRA research, in particular on the report on migrants in an irregular situation employed in domestic work, and will be linked to work relating to victims' rights and support. The Employers' Sanctions Directive (2009/52/EC) and the Trafficking Directive (2011/36/EU) serve as benchmarks for the research. Where appropriate, also the draft Seasonal Workers Directive (COM(2010) 379 final) is taken into account. Reports by the Council of Europe expert group on trafficking in human beings (GRETA) concerning EU Member States are considered as a source of information. Because of the illegal nature of labour exploitation and the vulnerabilities of its victims – which include both EU and non-EU citizens – it largely remains undetected and unreported. If victims belong to ethnic minorities, such as the Roma, this factor further impedes their access to justice. At the same time, the absence of sufficient inspections and monitoring of severe forms of labour exploitation by authorities – such as labour inspectorates – means that these abuses remain hidden. Victims of severe labour exploitation have a right to assert claims for remuneration and compensation for violations of their rights as well as to criminal proceedings. A lack of legal definitions or support can hinder victims' access to justice. It is apparent that this is an area that warrants further research on the nature of and responses to the phenomenon in the EU, particularly in areas other than sex trafficking – which has been researched more widely to date.

Furthermore the research contributes to developing a "Tool assessing fundamental rights in anti-trafficking policy and related actions", as per the "EU Strategy towards the Eradication of Trafficking in Human beings 2012-2016". For this tool a comparative analysis of existing tools will take place in order to ensure a multidimensional approach to trafficking in human beings, and specifically reflecting different forms of exploitation and relevant gender aspects thereof.

Objectives

- To collect information in EU Member States on the situation of victims of severe forms of labour exploitation in all 28 EU Member States, focusing on what factors allow victims of severe labour exploitation to access justice and what factors impede

such access. To identify existing good practices that can serve as possible models for the identification of fundamental rights abuses in the field of severe labour exploitation.

- To map legal and policy response to severe forms of labour exploitation in Member States.
- Input to developing a "Tool assessing fundamental rights in anti-trafficking policy and related actions", as per the "EU Strategy towards the Eradication of Trafficking in Human Beings 2012-2016".

Overall outputs

- Engagement with stakeholder groups in the development of the project and targeted outputs.

Activities and results achieved so far

In 2011 the FRA collected data and published reports on the situation of irregular migrants in the EU, where some issues of severe labour exploitation were identified, in particular in the context of domestic work. On the basis of this and other related work of the FRA, a project was conducted on severe labour exploitation, with research beginning in 2013.

Beneficiaries and target groups

- Labour inspectorates, health and safety officers, recruitment and employment agencies, representatives of areas of work such as agriculture.
- EU agencies, including those working in the area of employment and living and working conditions.
- Member States

Planned activities in 2015

- Dissemination of and follow-up to the research findings

Planned outputs in 2015

- Translations of reports
- Presentation of findings

Financial resources allocated to the project

	1 st priority	2 nd priority	3 rd priority
Total budget in 2015:	150.000 €	-	-
Prior years' budget total	950.000 €	-	-
Multiannual			
Year of origination	2013		



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ON-GOING Project fiche 4.1.2

first priority

Inter-agency cooperation and other activities in the areas of borders, immigration and asylum

Description

The FRA has completed several research activities in these areas during 2009-2013, which has contributed to inter-agency cooperation and related activities; namely, projects on: the situation of irregular immigrants in the EU (2009-2012 Work Programmes); protecting, respecting, and promoting the rights of irregular immigrants in voluntary and involuntary return procedures (2009 Work Programme); treatment of third-country nationals at the EU's external borders (2010-2012 Work Programmes); border control and fundamental rights (2010-2012 Work Programmes); access to justice for asylum seekers (2009 Work Programme); the Handbook on European law in the field of asylum, immigration and border control (2012 Work Programme). These projects are also directly or indirectly linked to the commitments by the Agency resulting from the cooperation agreements with FRONTEX and the European Asylum Support Office (EASO), with whom on-going activities will be continued. In addition, the Agency has provided expert input and facilitated the development of training and key material on fundamental rights with Frontex.

Objectives

- Issue ad hoc reports in the above fields of borders, immigration and asylum, when required, and update selected publications, including the handbook on European law in the field of asylum, immigration and border control
- Make findings of the FRA available to policy makers in a proactive manner
- Share good practices and other findings resulting from FRA research at the right time to the right people
- Effective cooperation with FRONTEX, EASO and eu-LISA, enabling them to benefit from the fundamental rights expertise that the FRA can offer.

Beneficiaries and target groups

- European Union institutions
- Frontex, EASO and other EU JHA agencies
- Member States
- Legal practitioners (handbook)
- Council of Europe

Activities and results achieved so far

- Ten FRA reports published on these themes; further publications in 2014;
- A joint handbook with the European Court of Human Rights released in several languages in 2013
- 2011 Fundamental Rights Conference identified a number of areas for further work by the FRA in the field of asylum, immigration and borders
- In 2013 FRA co-chaired the Frontex Consultative Forum, a body providing fundamental rights expertise to Frontex

Planned activities in 2015

- Research and draft reports, including updating parts of past reports;
- Update the handbook on European law in the field of asylum, immigration and border control.
- Translate and re-print existing reports as required;
- Provide support to FRONTEX on fundamental rights training;
- Offer expert advice to FRONTEX on issues relating to fundamental rights and support the Agency in the implementation of its fundamental rights strategy, in line with the FRA-FRONTEX cooperation arrangement;
- Actively participate in the Consultative Forum of Frontex and EASO, as required by Regulations 439/2010 and 1168/2011
- Implement the working arrangement with EASO and support the Office with expert advice when required;
- Establish cooperation with eu-LISA;
- Communicate research findings to EU institutions and deliver tailor-made input upon request;
- Draft legal opinions if requested by EU institutions;
- Communicate research findings to key policy makers at national level and other relevant stakeholders, as appropriate Chair the EU JHA agencies' contact group.

Planned outputs in 2015

- Fundamental rights expertise provided to FRONTEX, EASO and other JHA agencies;
- Expert advice delivered to stakeholders
- Selected publications (or parts thereof) updated

	1 st priority	2 nd priority	3 rd priority
Total budget in 2015:	330.000 €	-	-
Prior years' budget total	660.000 €	-	-
Multiannual	Yes		
Year of origination	2013		


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ON-GOING Project fiche 4.1.3

first priority

Biometric data in large IT databases in the area of borders, visa and asylum - fundamental rights concerns

Description

The project will analyse the fundamental rights implications in collecting, storing and using biometric and other data in large IT databases in the area of borders, visa and asylum. Recent years have shown a trend towards an increased use of biometric data for identity management, which is expected to continue.

The EU has developed four large databases for the management of borders as well as immigration and asylum matters. Three of these databases (the Schengen Information System, the Visa Information System, Eurodac) contain (or will contain) biometric data, whereas this is not the case for the Customs Information System which mainly focuses on goods and means of transport. In addition, proposals for the "Smart Borders" package presented by the Commission on 28 February 2013, suggests the collection of biometric data and the use of new technologies to identify over-stayers and simplify the crossing of international borders of both EU citizens and third country nationals. The "Smart Borders" package foresees the creation of a Registered Traveller Programme for "bona fide" travellers and the introduction of an Entry-Exit System to enhance security of the EU and to identify over-stayers. The newly established European Agency for the operational management of large-scale IT systems in the area of freedom, security and justice (eu-LISA) will play an important role in managing these systems.

The Visa Information System (VIS) contains data on admissible applications for short-stay visas. It became operational in North Africa on 11 October 2011 and is gradually deployed, region by region, until all consulates worldwide are connected. Border guards will be able to check the biometric data held in the VIS database against fingerprints at points of entry (and exit).

The IT-tools must be based on common values including the rule of law and respect for fundamental rights as laid down in the EU Charter of Fundamental Rights.

Objectives

The project will analyse the fundamental rights implications during the collection and storage of biometric data as well as their use by different authorities for verification purposes. Access and use of information by third parties will as well be included in the analyses. It will focus among others, on respect for human dignity, non-discrimination, the right of individuals to be adequately informed about the purpose and procedure of the data collection, the right to an effective remedy, implications for the right to asylum as well as privacy and data protection issues, to the extent they are not covered by EDPS.

Possible positive effect on fundamental rights, such as reduced waiting times at borders or reduced use of ethnic profiling will also be explored. The project will also look at the fundamental rights

implications of outsourcing the collection of biometric data to private companies, and the fundamental rights safeguards that are in place. The project intends also to analyse existing fundamental rights gaps as well as safeguards which are in place and their effect in practice.

Overall outputs

A report highlighting the fundamental rights risks and also the possible benefits connected with the collection and management of biometric data.

Activities and results achieved so far

The project started in 2014, where the FRA undertook stakeholder consultations and carried out initial desk research.

Beneficiaries and target groups

The findings will assist EU institutions and bodies, such as Frontex, EASO and eu-LISA as well as EU Member States in the implementation of EU law. It may also inform the debate on the smart border package.

Planned activities in 2015

Building on the preparatory work carried out in 2014, desk research as well as field work will be carried out in 2015 to collect the experiences, among others, of database users, data subjects as well as those collecting biometric data, including in consulates. Based on the outcome of the preparatory phase in 2014, an online survey tool may be implemented in 2015. The project will be implemented in close co-operation with EU institutions and bodies as well as EU Member States.

Planned outputs in 2015

Publications planned for 2016

Financial resources allocated to the project

Total budget in 2015:	1 st priority	2 nd priority	3 rd priority
	600.000 €	-	-
Prior years' budget total	50,000 €	-	-
Multiannual	YES		
Year of origination	2014		


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ON-GOING Project fiche 4.2.1

first priority

Additional activities in the area of “Information society and, in particular, respect for private life and protection of personal data”

Description

The Agency follows up its relevant research work through targeted engagement with key stakeholders to ensure that its evidence reaches them and informs their deliberations and decisions. For example, in the area of data protection, the Agency is unique in providing socio-legal analysis based fieldwork research. Its legal analysis are not only limited to Article 8 of the Charter but provide a wider fundamental rights analysis.

Objectives

- To provide opinions and evidence based advice
- Issue analysis and papers based on existing materials, when required, and update selected publications,
- Make findings of the FRA available to policy makers in a proactive manner
- Relevant communication & cooperation activities
- Develop EU rights based indicators on specific issues relevant to the area and specific projects

Overall outputs

- Participation in and organisation of meetings and events
- Preparation and presentation of relevant opinion papers, presentations and other input
- Analysis and briefing
- Participation at training events
- Development and update of indicators for “Information society and, in particular, respect for private life and protection of personal data”

Beneficiaries and target groups

- European Parliament
- European Council
- European Commission
- Member States
- Article 29 Working Party
- European Data Protection Supervisor
- NHRIs/Equality Bodies
- Specialised Agencies
- Union Agencies and bodies
- Civil Society
- Professional organisations

Planned activities in 2015

- Communicate research findings in this field to key policy makers at EU as well as national level, alongside other relevant stakeholders;
- Develop targeted analysis and briefs;
- Re-print existing reports as required;
- Participation in meetings and events

Planned outputs in 2015

- Expert advice to stakeholders
- Selected publications (or parts thereof) updated
- Preparation and presentation of relevant opinions, papers, presentations and other input
- Development of indicators

Financial resources allocated to the project

Total budget in 2015	1 st priority	2 nd priority	3 rd priority
	-	-	-
Prior years' budget total	-	-	-
Multiannual	YES		
Year of origination	2014		

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ON-GOING Project fiche 4.3.1

first priority

Antisemitism: Data collection and analysis, Holocaust and HR education and training

Description

The Agency collects regularly existing data and information on the situation regarding antisemitism in the EU and has carried out a specific multi-annual project on Holocaust education. In 2011-13 in an effort to make up for the lack of official – and comparable – data on antisemitism across the EU it conducted a survey on discrimination and hate crime against Jews in EU Member States. The issues covered in the survey included experiences of discrimination (direct, indirect and harassment) in key areas of social life, as well as experiences of hate crime, hate speech and various forms of antisemitism. In addition perceptions of the extent of discrimination and hate crime were also explored, as well as awareness of legal remedies and victim support.

FRA will also continue to collect data and publish its annual update report on antisemitism based on existing data and information. In addition, it will continue engaging with EU and national actors in activities concerning Holocaust education, particularly in a broader context of human rights education and training including efforts to preserve the memory of crimes committed by totalitarian regimes in pre-war and post-war Europe.

Objectives

The overall objective is to provide evidence based advice to EU and national policy makers in regard to combating antisemitism effectively and raising awareness on preserving the memory of crimes committed by totalitarian regimes.

Overall outputs

- Annual update on the situation regarding antisemitism in the EU
- Communication of the antisemitism survey results to key stakeholders
- Networking with relevant actors to raise awareness
- Training and training material
- Flagship Event in partnership with European Commission on fundamental rights and defining moments on recent European history

Beneficiaries and target groups

- EU institutions
- Member States
- Law enforcement officials and agencies
- Civil Society (incl. organisations representing the Jewish communities)
- International organisations (Council of Europe, OSCE/ODIHR, UN, UNESCO, Conference on Jewish Material Claims against Germany)
- International Holocaust Remembrance Alliance (IHRA)

Activities and results achieved so far

The Agency collects data regularly publishing them in the form of an update on the situation in the EU; in 2012 it completed a multi-annual project on Holocaust and human rights education with multiple deliverables and in 2013 it published the results of the survey on discrimination and hate crime against Jews in EU Member States. In 2013 the Agency also conducted work on developing training module, beta version of on-line Toolkit and conducted training for EU officials on Holocaust and Human Rights Education, drawing on European memory and defining moments of recent European history.

Planned activities in 2015

Based on the data collected and analysed the Agency will publish its annual update on the situation concerning antisemitism in the EU. It will continue in targeted, policy focused communication of findings and key messages of the survey report Discrimination and Hate Crime against Jews in EU Member States: Experiences and Perceptions of Antisemitism and Update on the situation concerning antisemitism in the EU. In partnership with relevant stakeholders, it will continue in its training activities of EU officials and national officials on holocaust and human rights education. It will develop activities with the International Holocaust Remembrance Alliance, and will cooperate with IHRA permanent international partners. FRA will partner with the European Commission in holding a flagship event, addressing fundamental rights and defining moments of recent European history, with a view of contributing to general development of European values and European memory.

Planned outputs in 2015

- Data collection and analysis
- Publication of results
- Meetings with stakeholders
- Training
- Online Toolkit

Financial resources allocated to the project

	1 st priority	2 nd priority	3 rd priority
Total budget in 2015:	-	-	-
Prior years' budget total	100.000 €	-	-
Multiannual	N/A		
Year of origination	N/A		


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ON-GOING Project fiche 4.3.2

first priority

Additional activities in the area of “Racism, xenophobia and related intolerance”

Description

The Agency follows up its relevant research work through targeted engagement with key stakeholders to ensure that its evidence reaches them and informs their deliberations and decisions.

Objectives

- To provide opinions and evidence based advice
- Issues analysis and papers based on existing materials, when required and update selected publications,
- Make findings of the FRA available to policy makers in a proactive manner
- Relevant communication & cooperation activities
- Develop EU rights based indicators on specific issues relevant to the area and specific projects

Overall outputs

- Participation in and organisation of meetings and events
- Preparation and presentation of relevant opinions papers, presentations and other input
- Analysis and briefing
- Participation at training events
- Development and update of indicators for “Racism, xenophobia and related intolerance”

Beneficiaries and target groups

- European Parliament
- European Council
- European Commission
- Member States
- NHRIs/Equality Bodies
- Specialised Agencies
- Union Agencies and bodies
- Civil Society
- Professional organisations

Planned activities in 2015

- Communicate the research findings to key policy makers at EU as well as national level and other relevant stakeholders;
- Developing targeted analysis and briefs;
- Re-print existing reports as required;
- Participation in meetings and events

Planned outputs in 2015

- Expert advice to stakeholders
- Selected publications (or parts thereof) updated.
- Preparation and presentation of relevant opinions, papers, presentations and other input
- Indicators sets

Financial resources allocated to the project

Total budget in 2015:	1 st priority	2 nd priority	3 rd priority
	-	-	-
Prior years' budget total	-	-	-
Multiannual	N/A		
Year of origination	2014		


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ON-GOING Project fiche 4.4.1

first priority

Roma Multi-Annual Programme

Objectives

The FRA in response to the 5 April 2011 European Commission Communication on an EU Framework for National Roma Integration Strategies up to 2020 developed a multi-annual programme of action comprised of several activities. The objective of these activities is on the one hand to support the European Commission in its relevant annual progress report to the Parliament and the Council and on the other hand to assist Member States in developing effective monitoring mechanisms to collect robust and comparable data.

A key element of the multi-annual programme is the Roma survey. The first wave covering 11 EU MSs was conducted in 2011 in close cooperation with the European Commission, UNDP and the World Bank. Results were published in 2012/13 as key benchmarks for measuring progress made in Roma integration and in reference to key indicators of Europe 2020. The second wave will be implemented in the context of EU-MIDIS II measuring progress made in regard to the national Roma integration strategies on Roma integration. Another key element of the multi-annual programme concerns participatory action research and engagement on local Roma integration actions which was initiated in 2013. In 2013 FRA also collected and analysed relevant data sources, data and research available at both national (e.g. administrative data, census, surveys, etc.) and EU and international levels, with the aim of identifying gaps and needs for disaggregated data on Roma.

Overall outputs

- Meeting with survey experts (EUMIDIS II)
- Development of monitoring tools (e.g. indicators) to measure Roma integration
- Meetings of the ad-hoc working party with Member States
- Data and analysis through engagement of local actors monitoring implementation of local action plans. Advice to the European Commission's annual assessment of the implementation of the EU Framework on national integration strategies.

Beneficiaries and target groups

- Roma and non-Roma communities
- Local authorities
- Businesses, banks
- European Parliament
- EU Member States
- European Commission
- Civil society organisations
- European Council
- International organisations

Activities and results achieved so far

In 2010 the FRA launched a pilot household survey of Roma in 11 EU Member States in parallel with a survey commissioned by DG Regional Policy, and implemented by UNDP and the World Bank. The FRA also interviewed representatives of several local authorities. Results were published in 2012 and 2013, and research was expanded to additional

MSs adopting the research methodology to the characteristics of their Roma populations. In 2014 the FRA completed a pre-test study in eight EU Member States which assisted it in developing the questionnaire for EU-MIDIS II survey. In 2014, the FRA completed pilot activities in localities on training and capacity building of stakeholders to participate in reviewing, implementing and monitoring Roma integration actions. In 2012 through 2014, the FRA also worked with Member States to develop monitoring methods (e.g. indicators) which can provide a comparative analysis of the situation of Roma across Europe. It set up an ad-hoc working party of government officials and National Roma Contact Points from a pilot group of EU Member States and European Commission experts. The working party served to exchange experiences and develop promising practices on ways to measure Roma integration. In 2013 the Agency also launched qualitative research activities aimed at contextualising the survey findings and engaging directly Roma and non-Roma directly, as well as public, and in particular local authorities in selected communities across the EU.

Planned activities in 2015

In 2015 the Agency will carry out the following research and stakeholder engagement activities:

- Conduct the second wave of its Roma survey in the context of EU-MIDIS II. Continue its qualitative research, focusing on training and capacity building of stakeholders in different localities to participate in reviewing, implementing and monitoring Roma integration actions in core areas to the EU Framework on national Roma integration strategies and any other area, identified, as locally relevant.
- Continue working with Member States in developing appropriate indicators and data collection methods to monitor progress of Roma integration
- Implementation of main project activities: training, capacity-building, forward looking, consensus and trust building processes.
- Assistance to local authorities in setting-up and implementing monitoring tools at local level and linking them to monitoring mechanisms/ indicators at national level.

Planned outputs in 2015

- Progress reports on the qualitative research (internal)
- Progress report on the cooperation with Member States (internal)
- Results reports and case studies
- Comparative report on Roma inclusion efforts at local level
- Technical report
- Toolkit for community engagement and monitoring
- Audio-visual communication material
- Information Fact-sheets

Financial resources allocated to the project

Total budget in 2015:	1 st priority	2 nd priority	3 rd priority
	550,000 €	-	-
Prior years' budget total	-	-	-
Multiannual	YES		
Year of origination	2013		

ON-GOING Project fiche 4.4.2

first priority

Additional activities in the area of “Roma integration”

Description

The Agency follows up its relevant research work through targeted engagement with key stakeholders to ensure that its evidence reaches them and informs their deliberations and decisions.

Objectives

- To provide opinions and evidence based advice
- Issues analysis and papers based on existing materials, when required and update selected publications,
- Make findings of the FRA available to policy makers in a proactive manner
- Relevant communication & cooperation activities
- Develop EU rights-based indicators on specific issues relevant to the area and specific projects

Overall outputs

- Participation in and organisation of meetings and events
- Preparation and presentation of relevant opinions papers, presentations and other input
- Analysis and briefing
- Participation at training events
- Development and update of indicators for “Roma integration”

Beneficiaries and target groups

- European Parliament
- European Council
- European Commission
- Member States
- NHRIs/Equality Bodies
- Specialised Agencies
- Union Agencies and bodies
- Civil Society
- Professional organisations

Planned activities in 2015

- Communicate the research findings to key policy makers at EU as well as national level and other relevant stakeholders;
- Developing targeted analysis and briefs;
- Re-print existing reports as required;
- Participation in meetings and events

Planned outputs in 2015

- Expert advice to stakeholders
- Selected publications (or parts thereof) updated.
- Preparation and presentation of relevant opinions, papers, presentations and other input
- Indicators sets

Financial resources allocated to the project

	1 st priority	2 nd priority	3 rd priority
Total budget in 2015:	-	-	-
Prior years' budget total	-	-	-
Multiannual	N/A		
Year of origination	2014		


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Discrimination based on sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation;

ON-GOING Project fiche 4.5.1

first priority

EU-MIDIS II

Project description

In 2007-2008 the FRA conducted the European Union Minorities and Discrimination Survey (EU-MIDIS) in response to a widespread lack of data on the experiences of immigrants and ethnic minorities in the European Union. This was the largest survey of its kind, covering all 27 EU Member States (at the time) and examining the experiences and attitudes of immigrants and other minorities, including Roma. In ten Member States EU-MIDIS also interviewed the majority population for the purpose of comparing key questions in the survey.

The extensive face-to-face interviews in EU-MIDIS covered a number of topics, most importantly respondents' experiences of discrimination, victimisation (including hate crime) and police stops. In addition to the main topics, the survey also collected a wide range of socio-demographic information on the respondents, allowing for a detailed analysis of the results.

As a follow-up to EU-MIDIS, which showed that Roma respondents were the most discriminated against group amongst ethnic minority and immigrant groups included in the survey, the Agency conducted a targeted survey on the Roma in 11 EU Member States in 2011 (together with UNDP). This survey asked a range of questions – some of which reflected areas covered by EU-MIDIS. The survey also interviewed majority population neighbours of the Roma (see fiche on Roma Multi-Annual Programme).

In 2014-2015 the FRA will launch the second wave of EU-MIDIS to assess progress made over the past five years. The results will provide useful comparable data on the actual impact on the ground of EU and national anti-discrimination, integration and equality legislation and policies. This can guide policy makers in developing more targeted legal and policy responses, including in the field of migrant integration.

This second wave of EU-MIDIS will interview a range of ethnic minority and immigrant groups across the Member States, including interviews with the Roma in selected Member States (where the first wave of the FRA's targeted Roma survey was carried out). EU-MIDIS II will cover core socio-economic indicators used in the first wave to assess changes over time, and it will focus on discrimination experiences and other issues related to fundamental rights.

Objectives

- To collect robust comparable data that can support the EU in protecting the rights of persons with a migrant or ethnic minority background, including Roma;
- To further refine survey methodologies engaging with hard to reach population groups;
- To deliver project outputs of use to key stakeholders.

Overall outputs

- Development of research analysis and survey

- Survey data collected – publication in 2016

Beneficiaries and target groups

- European Commission
- European Parliament
- European Council
- Member States
- Civil society
- Local authorities
- Council of Europe/ECRI
- UN CERD
- NHRIs/Equality Bodies

Activities and results achieved so far

The project follows up on EU-MIDIS, which was carried out during 2007-2008, and which resulted in several publications that were targeted to key actors working in the field of anti-discrimination; such as Equality Bodies at Member State level.

The project also builds on the Agency's work with respect to the Roma – specifically providing data for the Agency's Roma multi-annual programme, which can be read alongside the findings for other minority groups that will be interviewed in EU-MIDIS II.

In 2014 the FRA completed a pre-test study in selected EU Member States which assisted it in developing the questionnaire for EU-MIDIS II survey interviews taking place in 2015.

EU-MIDIS II will be the first time that the Agency has repeated a large-scale survey – which will allow for data on trends over time with respect to different groups' experiences of fundamental rights.

Planned activities in 2015

- Launch survey fieldwork (survey interviews)
- Cooperation with stakeholders.

Planned outputs in 2015

- Meetings with survey experts.

Financial resources allocated to the project

Total budget in 2015:	1 st priority	2 nd priority	3 rd priority
	1,131,000 €	15,000 €	-
Prior years' budget total	2,000,000 €	581,000 €	550,000 €
Multiannual	YES		
Year of origination	2014		



FRA

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



Discrimination based on sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation;

ON-GOING Project fiche 4.5.2

first priority

Surveying LGBT people and authorities

Project description

The Agency will complete the project on discrimination and victimisation of LGBT persons. In 2013 the Agency published the results of an extensive online survey which attracted 93000 respondents who identified as lesbian, gay, bisexual or transgender (LGBT). In 2013 and 2014 the Agency supplemented this survey report by qualitative research that examined the views and experiences of public authorities and other duty bearers (law enforcement officers, health workers, teachers) on LGBT related issues. In 2014 the Agency also published a Data in Focus report on the situation of transgender persons, building on the data of the EU LGBT Survey. In addition, an update on the 2010 legal comparative report was initiated, following many requests for updated legal information by stakeholders.

The project provided useful evidence to EU institutions, Member States and other stakeholders in light of relevant EU directives, the Charter of Fundamental Rights and the Council of Europe Committee of Ministers recommendation of 31 March 2010 on measures to combat discrimination on grounds of sexual orientation or gender identity.

In 2014 and 2015 further analysis and communication activities, based on the survey and 'public authorities' project are carried out with relevant stakeholders. At the same time, the results of these projects fed into the work on LGBT indicators.

Objectives

This project provides data to enhance understanding of LGBT persons' experiences of discrimination and victimisation and the policy and legislative responses to the persisting phenomena of homophobia and transphobia. The results are useful to policy makers, educational institutions, medical professionals, law enforcement and LGBT organisations.

The objective of the project in 2015 is to complete the analysis of the above mentioned projects, and to communicate and provide evidence based advice to key stakeholders, notably targeted at the sectors public policy, law enforcement, health and education.

Overall outputs

- Analysis and publication of results of research projects.
- Policy briefs and input into legislative and non-legislative processes both for European Institutions and EUMS
- Evidence based advice to selected EUMS when requested
- Increased cooperation with the Council of Europe's LGBT unit

Beneficiaries and target groups

- European Commission
- European Parliament
- European Council
- Member States

- Civil society including associations of professional groups such as teachers, health workers, law enforcement staff and public officials
- Council of Europe
- NHRIs/Equality Bodies

Activities and results achieved so far

The 2008 and 2009 FRA socio-legal reports on homo- and transphobia have shown that LGBT discrimination and hate-motivated incidents, including expressions and violence based on prejudice and stigma, are a worrying phenomenon in the EU.

In 2012 the Agency carried out a major online survey documenting the extent and nature of discrimination and victimisation experienced by LGBT persons in the EU. In 2013 research on attitude and views of public authorities was completed. These data will be further analysed, published and communicated in 2014.

Planned activities in 2015

- Further and specific analyses of survey results and 'public officials' research project
- Additional translations and updates of existing publication
- Cooperation with stakeholders and evidence based advice.

Planned outputs in 2015

- Additional reports and other deliverables
- Meetings with stakeholders
- Concrete deliverable(s) for professional groups

Financial resources allocated to the project

	1 st priority	2 nd priority	3 rd priority
Total budget in 2015:	50.000 €	-	-
Prior years' budget total	100.000 €	-	-
Multiannual	YES		
Year of origination	2012		



FRA

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



Discrimination based on sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation;

NEW Project fiche 4.5.3

first priority

Rights of persons with disabilities

Project description

The EU is party to the UN CRPD and, to the extent of its competences, has an obligation to monitor the respect, protection, promotion and fulfilment of the rights of persons with disabilities. In this regard the EU has put in place a monitoring framework composed of several institutions, including the FRA. In this context the Agency after consultation with stakeholders and its partners in the framework will collect and analyse relevant data, and in close cooperation with the European Commission, further develop indicators and benchmarks, complementing the work carried out by the Academic Network of European Disability Experts since 2008 on behalf of the Commission.

In line with its role in the EU level CRPD monitoring framework, FRA will provide evidence-based advice, targeted data and analysis drawing on its research findings. The FRA will continue engaging with key stakeholders at the European and national levels, with a particular focus on the EU institutions and national level CRPD monitoring frameworks.

The analysis of data and evidence-based advice will focus on issues of choice and control persons with disabilities are able to exercise over their daily lives and will cover areas identified in the European Disability Strategy. Choice and control is a key cross-cutting theme in the CRPD and the European Disability Strategy 2010-2020 for which the Agency has already carried out work through its projects on the fundamental rights of persons with intellectual disabilities and persons with mental health problems, indicators on political participation of persons with disabilities, and targeted hostility against children with disabilities.

Objectives

- To identify and populate indicators;
- To deliver targeted outputs of use to key stakeholders;
- Engagement of stakeholders and representative organisations of persons with disabilities.

Overall outputs

- Reports and other deliverables
- Networking activities

Beneficiaries and target groups

- European Parliament
- European Council
- European Commission
- EU monitoring framework under Article 33 (CRPD)
- UN CRPD Committee
- Member States implementation and monitoring mechanisms set up under Article 33 CRPD

- Professional organisations
- Civil society
- Local authorities
- Council of Europe
- NHRIs/Equality Bodies
- Service providers

Activities and results achieved so far

The project follows up on work on the fundamental rights of persons with disabilities undertaken by FRA in 2009-2014. To date, FRA's research focused on persons with intellectual disabilities and persons with mental health problems, political participation of persons with disabilities, as well as hostility towards children with disabilities.

Planned activities in 2015

- Data analysis and population of indicators and benchmarks
- Development of tools for stakeholder engagement;
- Production of communication outputs based on the results of research findings
- Cooperation with stakeholders, especially monitoring frameworks set up in the EU Member States under Article 33 (2) CRPD.

Planned outputs in 2015

- Meetings with stakeholders;
- Meetings with experts;
- Publication of results.

Financial resources allocated to the project

Total budget in 2015:	1 st priority	2 nd priority	3 rd priority
	150.000 €	-	-
Prior years' budget total	-	-	-
Multiannual	YES		
Year of origination	-		



FRA

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



Discrimination based on sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation;

NEW Project fiche 4.5.4

third priority

Free Movement: an EU citizen's fundamental right

Description

In spite of the many efforts taken to facilitate freedom of movement for its citizens and their family members within the European Union, there are still many instances in which EU nationals and their non-EU family members who have settled in another country are not entitled to the same treatment as host country nationals. Citizens whose EU rights are not reflected appropriately in national law face serious difficulties in accessing such rights as they would have to claim them through the judiciary. The objective of this project is to identify the barriers that prevent EU citizens from enjoying free movement across the EU. The project will cover EU citizens and their dependents, including those who are third country nationals and will assist in identifying gaps and good practices which hinder or facilitate their integration.

In its EU Citizenship Report 2010 – Dismantling the obstacles to EU citizens' rights, the Commission identified 25 obstacles EU citizens still encounter in their daily lives when exercising their rights under EU law across national borders. Among them, a number of areas can be identified where more research is needed to clarify what the exact problems are. For example, burdensome and unclear procedures for the recognition of professional qualifications; barriers in access to trans-border healthcare; lack of clarity for EU citizens residing in another EU Member State regarding social benefits that should be claimed in the country of origin and/or destination.

Objectives

To identify and analyse barriers that prevent EU citizens from enjoying free movement across the EU, focusing on issues such as recognition of professional qualifications, trans-border healthcare, and recognition of social security. These obstacles were identified as particularly problematic by a recent Communication of the Commission on EU citizens' rights. The research will consist of preliminary fieldwork based on case studies involving local authorities and other key actors working in the fields referred to above.

Overall outputs

Data collection and analysis to identify barriers that prevent EU citizens from enjoying free movement across the European Union in selected areas and which prevent their family members (in case of third country nationals) to become integrated in the host society.

Activities and results achieved so far

This is a new area of research for the Agency.

Beneficiaries and target groups

Commission, the Member States, EU citizens

Planned activities in 2015

The project will start by selecting a number of localities in Member states for fieldwork research with public authorities and other key actors who are responsible for ensuring freedom of movement for EU citizens. In 2015 the research will consist of fieldwork interviewing EU citizens who have moved internally within the EU with respect to their experiences regarding freedom of movement, as well as interviews with other actors (where relevant).

Planned outputs in 2015

- Collection of relevant data and analysis.

Financial resources allocated to the project

	1 st priority	2 nd priority	3 rd priority
Total budget in 2015	-	-	500.000 €
Prior years' budget total	-	-	-
Multiannual	YES		
Year of origination	2015		



FRA

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



Discrimination based on sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation;

ON-GOING Project fiche 4.5.5

first priority

Additional activities in the area of “Non-Discrimination”

Description

The Agency follows up its relevant research work through targeted engagement with key stakeholders to ensure that its evidence reaches them and informs their policy processes. In particular, and in light of its broader work on fundamental rights indicators, FRA will develop and populate rights-based indicators on the rights of persons with disabilities and LGBT persons. The refinement and population of indicators will be based on the structure-process-outcome framework developed by the Office of the High Commissioner for Human Rights (OHCHR) and applied by the FRA to all indicator related work.

In the area of disability, work on indicators will focus on the right to independent living of persons with disabilities, building on previous research conducted by FRA in 2009-2014. This research will provide policymakers and other stakeholders in the EU and at the national level with indicators and benchmarks which can inform the development of legislation and policies to support the realisation of independent living for persons with disabilities, in line with the CRPD. They will be populated through the findings of desk research conducted in 2014 and analysis of secondary data, as well as through primary data to be collected in 2016.

The indicators identified, and data collected to populate them, as part of this project will feed into the activities of the EU level CRPD monitoring framework under Article 33 (2) of the convention. The outputs of the project will also be of relevance to independent monitoring mechanisms in the EU Member States.

Objectives

- To provide opinions and evidence based advice
- Issues analysis and papers based on existing materials, when required and update selected publications,
- Make findings of the FRA available to policy makers in a proactive manner
- Relevant communication & cooperation activities
- Develop EU rights based indicators on specific issues relevant to the rights of persons with disabilities and LGBT persons.

Overall outputs

- Participation in and organisation of meetings and events
- Preparation and presentation of relevant opinions papers, presentations and other input
- Analysis and briefing
- Participation at training events
- Development and population of indicators on the rights of persons with disabilities and LGBT persons.

Beneficiaries and target groups

- European Parliament
- European Council
- European Commission

- Member States
- NHRIs/Equality Bodies
- Specialised Agencies
- Union Agencies and bodies
- Civil Society
- Professional organisations

Planned activities in 2015

- Communicate the research findings to key policy makers at EU as well as national level and other relevant stakeholders;
- Developing targeted analysis and briefs;
- Update and re-print existing reports as required;
- Participation in meetings and events;
- Develop and populate indicators on the right to independent living of persons with disabilities.

Planned outputs in 2015

- Expert advice to stakeholders
- Selected publications (or parts thereof) updated.
- Preparation and presentation of relevant opinions, papers, presentations and other input
- Indicators sets for selected grounds

Financial resources allocated to the project

	1 st priority	2 nd priority	3 rd priority
Total budget in 2015	-	-	-
Prior years' budget total	-	-	-
Multiannual	N/A		
Year of origination	2014		



FRA

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



ON-GOING Project fiche 4.6.1

first priority

Children and Justice

Description

The treatment of children in the justice systems of the European Union is an important issue of concern for European institutions. The European Commission highlights in the EU Agenda for the Rights of the Child that promoting child-friendly justice is at the centre of its actions, and identifies four key areas of concern: children's effective access to justice, participation, appropriate representation, receiving relevant information in a way suitable to their age and level of maturity, and adequate training of professionals dealing with children. In 2012 the FRA, in close cooperation with the European Commission, initiated research to examine the extent to which justice processes in the EU are child-friendly and involve children in decisions concerning them. The areas covered include judicial procedures where children participate as interested parties, witnesses or victims, with a special emphasis on child hearings.

In the first phase of this research, the FRA conducted fieldwork research through interviews with judges and court officials, lawyers and other legal practitioners as well as social workers involved in justice procedures, in order to identify the actual practices followed in the courts. The work took into account relevant EU Directives, the Council of Europe Guidelines on Child Friendly Justice and other international standards. In 2013 the second phase of the research started which focused on research with children. This included a preparatory part undertaken in order to examine the requirements for conducting interviews with children, to identify the appropriate channels to reach and contact children, the methodologies to be applied, and the instruments to be used when interviewing children. The activities carried out to accomplish these objectives included: desk research and field research (consultations with children and adults, and pilot interviews). In 2014, during the second phase of the research dealing with children, the FRA conducted interviews directly with the children in order to examine how they experience judicial procedures in the daily practice of the courts. In 2015 the phase of the research will be completed. Further analysis will be carried out in order to finalize the project reports. Meetings with stakeholders and experts will be organized in order to discuss the project results. The final report of the Child Friendly Justice project will be launched.

Objectives

The general objective of this project is to identify practices and procedures of child participation in criminal proceedings (both as victims and as witnesses) and as parties to civil proceedings in different EU Member States. Another objective is to assess whether and how the Council of Europe Guidelines on child friendly justice are applied, in particular in regard to court hearings, as well as the length, quality, impact and good practices relating to those hearings.

The specific objectives for 2015 are:

- To complete the research, more specifically the analysis of the results and to validate these results
- To deliver targeted outputs of use to key stakeholders
- To make the findings of the FRA available to all the beneficiaries in a proactive manner

Beneficiaries and target groups

- European Commission
- Member States (including Ministries of Justice, National Parliaments, and National Courts, as well as Public Prosecutor's Offices and the police)
- Council of Europe and other IGOs (e.g. UNICEF)
- Civil Society organizations, including professional associations
- Specialised agencies (e.g. for child protection)
- Ombudspersons for children
- Children

Activities and results achieved so far

In 2012 the Agency carried out fieldwork research involving 574 social and legal professionals regarding the participation of children in justice systems and examined the requirements for conducting interviews with children in particular settings in EU Member States. After the completion of the first phase of the research a comparative analysis report and a "highlights" report on professional voices were issued. Summaries on the research findings resulting from interviewing professionals in each country participating in the research were made available on the FRA webpage in 2013. In 2013 the FRA also implemented the preparatory part of the second phase of the research project. Over 90 children and 36 adults were involved, more precisely consulted and interviewed. An information brochure about the project in a child friendly format was published in all the languages of the countries involved. Following this preparatory part, guidelines on conducting research with children at the FRA, including country mapping on procedures of informed consent and ethical approval, were made available on the FRA's webpage.

During 2014, building upon the above mentioned preparatory part, the interviews with children who are victim, witness or parties to judicial proceedings were conducted. Further analysis of the research results was carried out. As a result of the research activities with children, a report was published (also in a child-friendly format).

Planned activities in 2015

- Completing the research and analysis in relation to the project.
- Validating the final results in consultation with experts and stakeholders meetings.
- Launching of the final reports
- Cooperation with stakeholders and dissemination of results.

Planned outputs in 2015

- Reports and other deliverables: final report, training modules
- Meetings with stakeholders, and experts;
- Launch of the report/s.

Financial resources allocated to the project

	1 st priority	2 nd priority	3 rd priority
Total budget in 2015:	150.000 €	-	-
Prior years' budget total	550.000 €	-	-
Multiannual	YES		
Year of origination	2012		

ON-GOING Project fiche 4.6.2

first priority

Handbook of European Law on the Rights of the Child

Description

The Council of Europe four year plan for children's rights: the 'Council of Europe Strategy for the Rights of the Child' concludes in 2015. To support the Strategy and contribute to its objectives and those of the EU Agenda for the Rights Child, FRA, in co-operation with the Council of Europe, elaborated a Handbook of European Law on the Rights of the Child in 2014. The Handbook aims to encapsulate the 'international standard' of child protection, including as derived from European jurisprudence: case-law of the European Court of Human Rights (ECtHR), the European Committee of Social Rights (ECSR), and the Court of Justice of the European Union (CJEU).

Following the planning, preparation and research conducted in 2013 and 2014, in 2015 the Handbook will be translated from its original version in English into other selected EU languages. The Handbook will be published and disseminated in relevant forums and through networks of professionals dealing with children, including also stock-taking activities on the Council of Europe Strategy and EU events.

Objectives

The main objective of the project is to raise awareness and knowledge amongst judges, prosecutors, lawyers, officials and other practitioners dealing with the legal protection of children at the national and international level of the international fundamental rights guarantees concerning the rights of the child. An additional objective is to support the daily work of these practitioners. Since the handbook was originally produced in one EU language, during 2015 it will be translated into selected EU languages to facilitate its broadest possible dissemination within EU Member States and beyond, especially in the Council of Europe region.

Overall outputs

- Contribution to the knowledge and tools available for practitioners dealing with the legal protection of children in Europe, including within the EU Member States, the EU Institutions and beyond
- Translation of the Handbook into selected EU languages
- Publication of the Handbook both on-line and in print
- Dissemination of the Handbook through FRA participation in meetings and engagement with networks of relevant professionals.

Activities and results achieved so far

In 2013 the FRA conducted preparatory research on the handbook, and procured its elaboration in cooperation with amongst others, the Council of Europe, and the EU Commission. In 2014 the FRA worked on the handbook continuing that co-operation. In line with the planned activities and adopted methodology, the FRA analysed and presented a selection of extracts from key judgements and decisions delivered by the ECtHR, the ECSR, and the CJEU, highlighting the path of the cases through the domestic courts, and the manner in which EU law, the ECHR, the ESC, the UN CRC, and other instruments relevant to child protection were applied. The Handbook complements the

FRA's project on developing indicators for the protection, respect and promotion of the rights of the child in the EU, and the mainly sociological projects on child-friendly justice. Finally it also builds on the FRA's continued support for the implementation of the Council of Europe Strategy for the Rights of the Child (2012-2015) and the EU Agenda for the rights of the Child.

Beneficiaries and target groups

- Legal and other professionals and practitioners dealing with the protection of the rights of the child in the EU and Council of Europe Member States (judges, legal counsellors, public prosecutors, social workers, health officials, education authorities, the police, civil society organisations etc.)
- Public officials and regulatory bodies of the EU, the Council of Europe and Member State administrations.

Planned activities in 2015

- Translation and Preparation of the Handbook for publication in selected EU languages in co-operation with the Council of Europe
- Publication of the Handbook, on-line and in printed versions in selected EU languages
- Developing targeted analysis and briefs on the handbook in order to facilitate the knowledge and promotion of its results
- Dissemination of the Handbook through national networks of professionals and civil society organisations dealing with children, and contacts with relevant authorities in the EU Member States
- Specific stakeholder communication and awareness raising activities, including in Member States and in the framework of events in connection with the Council of Europe Strategy for the Rights of the Child.

Planned outputs in 2015

- Translation of the Handbook into selected EU languages so that the expert advice contained therein can be provided to stakeholders in their own language to the larger possible extent
- Publication of Handbook on the FRA's website and in print and its dissemination across EU Member States
- Distribution of the handbook both in the EU Member States, and in the framework of EU bodies and institutions as well as in Council of Europe structures and its Member States.
- Provision of advice in connection with the promotion of the project results to the EU Institutions, Agencies and Member States as appropriate.
- Further development of the FRA indicators on the rights of the child on the basis of the handbook research outcomes.

Financial resources allocated to the project

Total budget in 2015:	1 st priority	2 nd priority	3 rd priority
	355.000 €	-	-
Prior years' budget total	40.000 €	-	-
Multiannual	YES		
Year of origination	2014		

ON-GOING Project fiche 4.6.3

first priority

Additional activities in the area of “Rights of the Child”

Description

The Agency follows up its relevant research work on the rights of the child (including regarding indicators, the situation of trafficked children and migrant children - both unaccompanied and separated and as part of families in an irregular migration situation-, children in their interaction with the justice system, etc.) through targeted engagement with key stakeholders to ensure that its evidence reaches them and informs their deliberations and decisions.

Objectives

- To provide opinions and evidence based advice, as done in the field of data protection , for instance
- Issue analysis and papers based on existing materials and update selected publications, when required
- Make findings of the FRA available to policy makers in a proactive manner
- Relevant communication & cooperation activities
- Develop further EU rights based indicators on specific issues relevant to the rights of the child and specific projects

Overall outputs

- Participation in and organisation of meetings and events
- Preparation and presentation of relevant opinions papers, presentations and other input
- Analysis and briefing
- Participation at training events
- Further development and update of indicators on the rights of the child.

Beneficiaries and target groups

- European Commission and other EU Institutions
- Member States
- NHRIs/Equality Bodies/Ombudspersons for Children and Ombudsperson Institutions
- Specialised Agencies
- Union Agencies and bodies
- Civil Society
- Professional organisations

Planned activities in 2015

- Communicate the research findings to key policy makers at EU as well as national level and other relevant stakeholders;
- Developing targeted analysis and briefs;
- Re-print existing reports as required;
- Participation in meetings and events

Planned outputs in 2015

- Expert advice to stakeholders
- Selected publications (or parts thereof) updated.
- Preparation and presentation of relevant opinions, papers, presentations and other input
- Development of the existing Indicators sets on the rights of the child.

Financial resources allocated to the project

	1 st priority	2 nd priority	3 rd priority
Total budget in 2015:	-	-	-
Prior years' budget total	-	-	-
Multiannual	N/A		
Year of origination	2014		


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ON-GOING Project fiche 4.7.1

first priority

'CLARITY' (Complaints, Legal Assistance and Rights Information Tool for You)

Description

With the entry into force of the Treaty of Lisbon and the EU Charter of Fundamental Rights becoming legally binding, expectations of people living in the EU have been raised. It has become common to turn to EU institutions and bodies for assistance and advice in resolving complaints of rights violations. However, it is often beyond the mandate of these bodies, beyond the scope of EU competence and/or beyond the scope of the Charter, to deal with these complaints (see European Commission's 2010 and 2011 Reports on the Application of the EU Charter of Fundamental Rights). Moreover, FRA's research findings continuously show that lack of knowledge of where one should turn to claim rights – be these civil and political, or economic and social rights – is a crucial obstacle in accessing justice in the European Union. The founding regulation of FRA stresses in recital 15 that "[t]he Agency should take measures to raise the awareness of the general public about their fundamental rights, and about possibilities and different mechanisms for enforcing them in general, without, however, dealing itself with individual complaints."

Complementing existing tools, such as the European Commission's e-Justice Portal and European Ombudsman's Interactive Guide, the CLARITY portal will provide online guidance to victims of fundamental rights violations on where to turn to at national level by mapping bodies providing victim advice and assistance – such as equality bodies, national human rights institutions, and ombudsperson institutions. This information is particularly important with respect to cross-border settings. The tool will be compatible with the e-Justice Portal so as to be able to share information automatically. Data collected specifically on where to turn for victim support through the Agency's project on 'Victim Support Services in the EU', (in AWP2014), may also be presented using the tool developed for the CLARITY project. See also the technology section of fiche 4.7.4. – improving access to justice for people living in the EU.

Objectives

- Provide clarity to end-users, intermediaries, and professionals on which non-judicial body or bodies are competent to address a relevant fundamental rights complaint or provide other forms of assistance, including information to guide an individual in relation to a specific fundamental rights issue.
- Enable accurate information on the mandates and details of complaint bodies.
- Encourage a more harmonised approach to information sharing on complaints that will improve comparability (cf. Commission Recommendation on the use of a harmonised methodology for classifying and reporting consumer complaints and enquiries - C(2010)3021 final)

Overall outputs

Creation of a pilot online tool that will allow for easy identification of the most appropriate (non-judicial) complaint body for a particular type of fundamental rights issue. The user will be provided with basic

information on that body together with a link and the possibility to directly contact that institution. Another way of seeing and labelling this tool would be as an 'admissibility check list'.

Beneficiaries and target groups

- Victims of fundamental rights violations
- Organisations representing such victims (such as NGOs guiding victims of fundamental rights violations to a relevant body)
- National (non-judicial) institutions with a human rights remit, such as equality bodies, national human rights institutions or ombudsperson institutions
- EU institutions and Member States

Activities and results achieved so far

From FRA's EU-MIDIS and onwards, the Agency's research findings show that low awareness of rights as well as not knowing where to turn is a crucial obstacle to effectively exercising rights. Measures to address these shortcomings are needed at several levels, and this project seeks to support the work of other actors, such as the Commission, in this regard.

Planned activities in 2015

- Follow-up on pilot portal with improvements
- Further interaction with European e-justice portal and other potential actors

Planned outputs in 2015

- Input into the European e-justice portal

Financial resources allocated to the project

	1 st priority	2 nd priority	3 rd priority
Total budget in 2015:	-	-	-
Prior years' budget total	100.000 €	-	-
Multiannual	YES		
Year of origination	2013		


FRA

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



ON-GOING Project fiche 4.7.2

Gender-based violence against women: from childhood to adulthood

Description

After consultation with key experts, including the Council of Europe, the Agency developed an EU-wide survey on gender-based violence against women that encompasses childhood and adulthood experiences. Violence against women and girls continues to be a pressing problem in many EU Member States, which serves to undermine core fundamental rights such as dignity, access to justice and gender equality (amongst others). The impact of gender-based violence reaches far beyond the immediate individuals involved as it affects families, communities and the wider society, and has significant implications regarding the State's resources and ability to effectively address this social ill.

Existing research and criminal justice data show that the majority of incidents of this nature go unreported, and therefore the State is typically ill-informed about the extent and nature of the problem; which has implications for the development of policies and action concerning violence. To this end, the research provides the first EU-wide comparable survey data on gender-based violence against women, from childhood to adulthood, which can be used to inform policy developments and action in this area. The survey results can also offer useful guidance to Member States in their ratification and implementation of the Council of Europe Convention on violence against women and domestic violence (Istanbul Convention).

Support for an EU-wide survey by the FRA on violence against women stems from the request of the Council of the EU under the Spanish presidency and a European Parliament Resolution of 26 November 2009, which was also referred to in Council conclusions of 8 March 2010. EIGE has become progressively operational since 2009 but was not able, at the outset of this study, to develop and launch such a project. To this end, FRA has drawn on its own expertise in the field of survey research, and has worked together with EIGE to ensure that they are incorporated in the project's development. The research carried out by EIGE in 2010-2013 on the sources of secondary data on domestic violence, the extent and nature of victim support services, and on good practices in addressing domestic violence, provides contextual information which can be taken into account when drawing conclusions from the results of the FRA survey.

Objectives

The project provides comparable data on the nature and extent of violence against women in the EU28. The survey offers policy makers and other stakeholders in the EU, and at national level, with evidence necessary for developing legislation and policies to address violence against women through prevention of incidents, protection of victims and prosecution of offenders; including with a view to ensuring compliance with the Istanbul Convention. The data collected and analysed under this project is of relevance to the future monitoring mechanism to be set up once this Convention enters into force.

Overall outputs

The results are communicated through a series of reports, following the approach developed for the EU-MIDIS survey.

Beneficiaries and target groups

- Member States
- European Commission
- European Parliament
- European Council
- Other EU bodies and agencies
- Council of Europe
- UN/CEDAW
- Victim support organisations
- Civil Society

Planned activities in 2015

Based on the results from the survey, the Agency will continue to publish the findings and, in particular, develop deliverables for practitioners and authorities working in the area of violence against women; these will consist of deliverables such as: a handbook addressing reporting and non-reporting by victims, which is targeted at victim support and police practitioners; a paper on the fundamental rights and cost implications of violence against women (for example – based on the needs of key stakeholders working in the field). An interactive web-based data tool will form a key component for 'disseminating' the survey's results in a manner that is useful for different stakeholders.

The first project results were published in 2014. The development of further deliverables based on the results was started in 2014 and will continue in 2015.

The Agency will undertake a series of meetings with policy makers, frontline organisations, the Council of Europe and EIGE to increase the impact of the survey results, which will be linked to the project's communication strategy.

Planned outputs in 2015

- Data analysis
- Publication of results
- Meetings with stakeholders, as necessary

Financial resources allocated to the project

	1 st priority	2 nd priority	3 rd priority
Total budget in 2015:	-	-	-
Prior years' budget total	160.000 €	-	-
Multiannual	YES		
Year of origination	2013		

ON-GOING Project fiche 4.7.3

first priority

Fundamental rights survey - establishing a EU-wide survey on trends in fundamental rights

Description

The Agency will establish a rolling survey (repeated every five years) that will inform policies and debate on fundamental rights in the EU by providing trends on fundamental rights outcomes on the ground. It will be the first EU-wide survey to produce comparable trend data on people's experiences of fundamental rights over time (through each successive round of the survey). Unlike Eurobarometer surveys, the FRA's fundamental rights survey will not focus on people's attitudes or opinions, but will also ask people about their actions or events they have experienced.

The survey will consist of a core module, which will measure key fundamental rights indicators on a repeated basis, setting up a benchmark measure for the fundamental rights situation in the EU. The core module, repeated every five years will collect data on a wide spectrum of fundamental rights issues, such as freedom of movement, data protection, discrimination on different grounds and rights awareness – focusing on where data is not available through Eurostat, Eurobarometer or other existing EU-wide surveys. The core module can be accompanied by additional modules, which will serve the data needs of other specific FRA projects, as relevant – for example, with respect to data on the rights of the child. In parallel, results from other FRA research work (and non-FRA research) will feed into the development of the survey instrument to identify key areas for question development in the survey.

The survey design could also explore how additional booster samples could be incorporated in different rounds of the survey, which would be undertaken in specific Member States to address their specific needs through targeted questions with certain groups (such as minorities) or the general population

The content and scope of the survey will be established through consultations with survey experts and selected stakeholders – including (for example) Equality Bodies and National Human Rights Institutions, the European Commission (including Eurostat), Council of Europe, the UN Office of the High Commissioner for Human Rights, and other EU Agencies. These consultations will assist in outlining a survey strategy, which will be the roadmap for the coming years in terms of guiding the development and execution of the survey – ensuring that the survey fills a gap in existing evidence, which can be used to inform policy, and does not duplicate data collection in other fields.

Objectives

The survey aims to make-up for the current deficit in robust and comparable data on most fundamental rights areas with regard to the general population's experiences of a range of rights 'on the ground'. Subsequent waves of the survey (every five years) will allow for the first time the identification of specific trends over time, which will support EU and national policy makers in making evidence based decisions regarding future legislation and resource allocation. The

results will also fill the FRA's data needs in regard to other specific projects.

Overall outputs

- To collect robust comparable statistical data that can support the EU in protecting the fundamental rights based on evidence from the ground;
- To further develop survey methodologies in addressing fundamental rights issues;
- To deliver project outputs of use to key stakeholders.

Activities and results achieved so far

The Agency has carried out survey research on discrimination and hate crime against immigrants and ethnic minorities, LGBT people and Jews, as well as a survey on women's experiences of gender-based violence and the situation of the Roma. These surveys have been important contributions to address the data gap concerning various ways in which people's fundamental rights are realised, or not, on the ground. However, they have been limited to providing a snapshot concerning a small selection of rights and affected groups, and have not focused on the experiences of non-minority populations.

The implementation of the project started in 2014 with desk research, stakeholder and survey expert meetings, and preparations for a pre-test study which will assist the Agency in developing the survey questionnaire for the full-scale survey.

Beneficiaries and target groups

- EU Institutions,
- Member States,
- Equality Bodies and NHRIs,
- Council of Europe,
- OHCHR and the Human Rights Council.

Planned activities in 2015

The project activities in 2015 will concentrate on developing a solid methodology and substantive content structure as a basis for the survey's implementation in the coming years. In 2015 the FRA will carry out a pre-test study which will assist the Agency in developing the survey questionnaire for the full-scale survey in 2016. While the pre-test is in progress, the FRA will start to develop a technical report concerning the findings from the testing activities. Further stakeholder and expert consultation activities will be undertaken to follow up the issues identified in consultation meetings in 2014.

Planned outputs in 2015

- Results of further stakeholder and expert consultation activities to inform the development of the survey strategy and the draft questionnaire for the survey (containing the core questionnaire and additional modules).
- Development of a technical report concerning the findings from the pre-test phase of the survey
- Identification of core areas for data collection that can serve to inform the FRA's Annual Report and key projects

Financial resources allocated to the project

	1 st priority	2 nd priority	3 rd priority
Total budget in 2015:	550.000 €	-	-
Prior years' budget total	20,000 €	-	-
Multiannual	YES		
Year of origination	2015		

NEW Project fiche 4.7.4

third priority

Improving access to justice for people living in the EU

Description

The project focuses on identifying ways to improve access to justice, beyond existing traditional means and structures. At first glance, the following three areas could be central for analysis and exploration with a view to propose promising practices:

1. empowerment through broadened legal standing that removes practical obstacles for the individual(s) and reduces the burden or stigma of complaining – for example public interest litigation, complaints filed by CSOs on behalf of one or several individuals (drawing for example on the experience from economic and social rights in the Council of Europe monitoring body), 'collective redress', as well as alternatives to more traditional forms of justice;
2. 'private' initiatives such as the involvement of (university-based) legal clinics or *amici curiae* ('friends of the court', i.e. third party interventions providing research, legal advice, or the like) that could increase the quality of legal arguments with external contributions and/or reduce the costs for the parties with contributions from civil society or pro-bono lawyers;
3. e-justice technology and other innovations that facilitate access to information or redress mechanisms, while also ensuring sufficient safeguards for 'non-e-users' and their access to justice – with careful consideration of and coordination with the European e-Justice Portal (see also fiche 4.7.1 - CLARITY)

Such examples have helped to improve access to justice in EU Member States and beyond, not least in times of economic austerity. Legal and social mapping of the application of such initiatives in various fields (not only fundamental rights) and in relation to various mechanisms – including assessments based on fieldwork (qualitative research) of how such examples have or have not contributed in practice to people's ability to effectively access justice – would be envisaged.

Objectives

Expanding on ideas raised in existing FRA research under various MAF areas and further explored during the 2012 FRA Fundamental Rights Conference, this project will focus on initiatives aimed at facilitating access to justice.

Overall outputs

The project will deliver a comparative and analytical overview on innovative practices with an impact analysis concerning identified promising practices.

Activities and results achieved so far

Under the general heading of improving access to justice, the suggested three focus areas (empowerment, 'private' initiatives and e-justice technology) of this project are based on FRA and other research, in line with areas that are of high policy and practical relevance in the EU. The project's research would strengthen ties with

access to justice components of other FRA projects, such as those related to disability, asylum, data protection, and children.

Beneficiaries and target groups

EU Member States seeking to improve access to justice and EU institutions trying to strengthen implementation of EU law.

Civil society organisations, including professional associations, and other bodies or institutions applying or advocating change with respect to improvements in access to justice.

Planned activities in 2015

Collection of data and analysis of innovative practices across the EU that aim at improving access to justice.

Desk research (and selected interviews, where necessary) after identification of innovative/promising practices.

Planned outputs in 2015

- Design and implementation of a on-line survey to identify obstacles and collect related information on innovative practices
- Interviews where necessary – to clarify info concerning innovative practices
- Data analysis
- Expert and stakeholder meetings

Financial resources allocated to the project

	1 st priority	2 nd priority	3 rd priority
Total budget in 2015:	-	-	500.000 €
Prior years' budget total	-	-	-
Multiannual	N/A		
Year of origination	N/A		

NEW Project fiche 4.7.5

first priority

Handbook on Access to Justice in Europe

Description

Access to justice is a core fundamental right embodied first and foremost in Article 47 of the Charter of Fundamental Rights of the European Union and Article 6 of the European Convention on Human Rights. Access to justice enables victims of fundamental rights violations to effectively enforce their rights or put right damage suffered – irrespective of the nature of right, civil and political as well as economic and social. However, FRA research shows that access to justice is problematic in a number of EU Member States due to several factors, including insufficient knowledge about the different avenues available to access justice. In this context, a Handbook on access to justice in Europe represents a useful tool to mitigate this problem.

The European Commission for the Efficiency of Justice (CEPEJ), the Council of Europe expert body, is the partner in the implementation of this project (decision by CEPEJ to be formally taken at their December Plenary 2013). The FRA will also collaborate with the European Court of Human Rights and the Court of Justice of the European Union (CJEU) and will consult other relevant stakeholders, such as the European Commission, and intermediaries such as victim support groups at the European and national level. Issues covered by the Handbook may include substantive as well as procedural and institutional aspects of access to justice, arising from various fields, including the area of non-discrimination or those with more progressive approach to access to justice, such as environmental litigation or consumer protection. The aim is to focus in particular on rules and standards at the European level in the area of access to justice in its widest sense, covering judicial as well as non-judicial aspects, as reflected by national and European jurisprudence.

Objectives

The main objective of the project is to raise awareness and knowledge amongst legal professionals involved in litigation as well as intermediaries – such as civil society organisations – of existing standards and fundamental rights guarantees in the area of access to justice as reflected by case law at the national and European level.

Overall outputs

The result of the project will be a Handbook on access to justice in Europe. The Handbook will provide an accessible summary and analysis (in selected EU languages) of the relevant case law of the Court of Justice of the European Union and the European Court of Human Rights, supplemented by – where available – national jurisprudence, on selected topics in the area of access to justice.

Activities and results achieved so far

This project builds on the methodology followed in previous FRA-Council of Europe (in particular ECtHR) joint projects which enabled the publication of Handbooks on European law in the field of non-discrimination (2011), European law relating to asylum, borders and immigration (2013), European data protection law (2014) and the

upcoming European case law on the rights of the child. Furthermore, the Handbook will contribute to the various on-going and completed projects that the FRA is undertaking in the area of access to justice, including the 'CLARITY' and 'Victim Support Services in the EU' projects and the two FRA access to justice reports published in 2011 and 2012.

Beneficiaries and target groups

- Judges
- Legal practitioners involved in litigation
- Intermediaries such as NGOs and other bodies involved in assisting victims in accessing justice, including by legal advice

Planned activities in 2015

- Project-specific stakeholder communication and awareness raising activities will be developed. A stakeholder consultation will take place early in the year
- In-house analysis and selection of extracts from key judgments and decisions delivered by the ECtHR and CJEU in the field of access to justice.
- An external consultant will prepare the draft Handbook in collaboration with the project partners
- Pilot an online, dynamic version of the Handbook

Planned outputs in 2015

- A draft Handbook on Access to Justice in Europe
- A draft online dynamic version of the handbook

Financial resources allocated to the project

	1 st priority	2 nd priority	3 rd priority
Total budget in 2015:	40.000 €	-	-
Prior years' budget total	-	-	-
Multiannual	N/A		
Year of origination	2015		


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ON-GOING Project fiche 4.7.6

first priority

Additional activities in the area of “Access to Justice”

Description

The Agency follows up its relevant research work through targeted engagement with key stakeholders to ensure that its evidence reaches them and informs their activities and decisions.

Objectives

- To provide opinions and evidence based advice;
- Issue ad hoc reports based on existing materials, when required and update selected publications;
- Make findings of the FRA available to policy makers in a proactive manner;
- Share promising practices and other findings resulting from FRA research at the right time to the right people;
- Develop EU rights based indicators on specific issues relevant to the area and specific projects.

Overall outputs

- Participation in and organisation of meetings and events, including relevant training schemes;
- Preparation and presentation of relevant opinions papers, presentations and other input;
- Preparation of communication materials, including factsheets;
- Development and update of indicators for the area “Access to Justice”.

Beneficiaries and target groups

- European Commission
- EU Agencies and bodies
- Member States
- National bodies with a human rights remit, such as equality bodies or national human rights institutions
- Other national specialised bodies
- Civil Society Organisations
- Professional organisations
- Other actors from the access to justice field

Planned activities in 2015

- Communicate the research findings to key policy makers at EU as well as national level and other relevant stakeholders;
- Updating existing products, including reprinting, as required;
- Participation in and organisation of meetings and events.

Planned outputs in 2015

- Expert advice to stakeholders;
- Preparation and presentation of relevant opinions, papers, presentations and other input;
- Further develop indicators sets;
- Selected publications (or parts thereof) updated.

Financial resources allocated to the project

	1 st priority	2 nd priority	3 rd priority
Total budget in 2015:	-	-	-
Prior years' budget total	-	-	-
Multiannual	N/A		
Year of origination	2014		


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NEW Project fiche 4.8.1

third priority

Rights of crime victims to have access to justice – a comparative analysis

Description

What are the rights of victims of crime in practice in relation to access to justice? An in-depth comparison of the situation of victims in a selected number of EU Member States, which represent different legal systems and traditions, will be undertaken. The research will be done at three levels:

1. Legal level: How are crime victims and their rights conceptualised in various legal systems and before the background of different legal traditions? What are the rights of victims to ensure effective investigations, prosecution and sentencing as well as to participate in criminal proceedings?
2. Institutional level: How do public and private institutions that deal with victims ensure that their work reflects the rights and needs of victims? What are the views of actors in the criminal justice system (the police, lawyers, prosecutors, judges) on the appropriate role of victims in the criminal justice system?
3. Practical level: To the extent feasible, the research will also examine the experiences of victims.

Objectives

The objective is to investigate and analyse – from a rights-based perspective – how victims of crime are included in the criminal justice process and in this regard the type and forms of support provided to them by Member States' justice systems.

Overall outputs

A comparative report to be published in 2016.

Activities and results achieved so far

The project will build on FRA's research on victim support services, which was undertaken from 2011–2014, by expanding into a more general overview of the rights of victims of crime – including trafficking – with respect to access to justice. The project will in part be designed to follow up on other FRA projects dealing with victims of crime, such as the FRA survey on violence against women and also with respect to the area of hate crime, or bias-motivated crime, against different vulnerable groups.

Beneficiaries and target groups

- Victims of crime;
- EU Member States;
- European Commission;
- Legal and other relevant criminal justice practitioners that work with victims of crime
- Victim support organisations

Planned activities in 2015

- Comparative desk and fieldwork research in selected EU Member States;
- Interaction with stakeholders.

Planned outputs in 2015

Presentations of preliminary findings

Financial resources allocated to the project

	1 st priority	2 nd priority	3 rd priority
Total budget in 2015:	-	-	550.000 €
Prior years' budget total	-	-	-
Multiannual	Yes		
Year of origination	2014		


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ON-GOING Project fiche 4.8.2

first priority

Additional activities in the area of “Victims of crime”

Description

The Agency follows up its relevant research work through targeted engagement with key stakeholders to ensure that its evidence reaches them and informs their activities and decisions.

Objectives

- To provide opinions and evidence based advice
- Issue ad hoc reports based on existing materials, when required and update selected publications,
- Make findings of the FRA available to policy makers in a proactive manner
- Share promising practices and other findings resulting from FRA research at the right time to the right people
- Develop EU rights based indicators on specific issues relevant to the area and specific projects

Overall outputs

- Participation in and organisation of meetings and events, including relevant training schemes;
- Preparation and presentation of relevant opinions papers, presentations and other input
- Preparation of factsheets
- Development and update of indicators for the area “Victims of Crime”

Beneficiaries and target groups

- European Commission
- EU Agencies and bodies
- Member States
- National bodies with a human rights remit, such as equality bodies or national human rights institutions
- Other specialised bodies
- Civil Society Organisations
- Professional organisations
- Other actors from the victims of crime-field

Planned activities in 2015

- Communicate the research findings to key policy makers at EU as well as national level and other relevant stakeholders;
- Developing targeted analysis and briefs;
- Updating existing products, including reprinting, as required;
- Participation in meetings and events

Planned outputs in 2015

- Expert advice to stakeholders
- Preparation and presentation of relevant opinions, papers, presentations and other input
- Further develop indicator-sets

Financial resources allocated to the project

	1 st priority	2 nd priority	3 rd priority
Total budget in 2015:	-	-	-
Prior years' budget total	-	-	-
Multiannual	N/A		
Year of origination	2014		



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Project fiche 4.9.1

Annual Reports

Description

The Agency has a legal obligation to present on 15 June each year two Annual Reports: One on the situation concerning fundamental rights in the EU and one on its own activities. The first presents the situation regarding the respect, protection, promotion and fulfilment of fundamental rights in the EU based on its own analysis of data and information collected in the course of its research activities and additional material collected specifically for this purpose through its research networks and other means. The second report describes in more detail the specific activities of the Agency to achieve its key objective.

Objectives

- The Annual Reports contribute to the following FRA long-term objectives:
- Identify and analyse major trends in the field of fundamental rights;
- Assist the EU and its Member States in decision making by providing evidence based opinions;
- Inform target audiences through awareness raising activities;
- Identify and disseminate examples of good practice

Beneficiaries and target groups

- European Parliament
- Council of the EU
- European Commission
- Committee of the Regions
- European Economic and Social Committee

Planned activities in 2015

The Annual Report is drafted by research staff in house based on data and information collected through all research activities and additional material collected specifically for this purpose through its research networks and other means. This material may also be presented as online documentation.

FRA Annual Report (supplemented by a Summary report as well as a short report for broader audiences) will be produced, translated, published, disseminated and presented to the European Parliament; an accompanying media launch will be carried out.

The Agency will disseminate the results of its work and the various materials to the relevant stakeholders.

Planned outputs in 2015

- Data collection and analysis
- Annual Report on the situation concerning fundamental rights in the EU
- Annual Activity Report

Financial resources allocated to the project

	1 st priority	2 nd priority	3 rd priority
Total budget in 2015:	800.000 €	-	-
Prior years' budget total	-	-	-
Multiannual	N/A		
Year of origination	N/A		

Project fiche 4.9.2

FRA conferences

The Fundamental Rights Conference and the FRA Europe-Day symposium are the Agency's main fundamental rights events, and create space for decision-makers, experts and human rights defenders to examine key fundamental rights challenges in the EU and develop courses of action that better guarantee their protection. Both gather senior officials and experts from national governments, EU bodies, intergovernmental organisations, local authorities, civil society and specialised human rights bodies. They promote the sharing of information on innovative policies, promising practices and projects through practice-oriented workshops and interactive plenary discussions. Both are organised preferably in cooperation with the EU Presidencies in 2015.

The themes for both conferences are set in the context of current EU policy and legislative developments, the Stockholm Programme in particular, and are informed by FRA work. They are used as an opportunity to raise awareness of the work of FRA among key stakeholders and partners, and are therefore often combined with the launch of major FRA reports.

In addition the Agency might support additional events on Fundamental Rights issues of the Presidencies of the Council of the European Union by assisting the development of the content.

Objectives

- Inform debate among policy makers, specialists and practitioners at EU and national level
- Provide a forum for networking and sharing promising practices to support access to fundamental rights
- Facilitate FRA interaction with key stakeholders and continue to explore innovative ways to engage with them

Beneficiaries and target groups

- Policy-makers (EU, national, regional/local level)
- Law-makers (EU and national)
- Human rights bodies (NHRIs, equality bodies)
- Human rights non-governmental organisations
- Human rights intergovernmental organisations
- Human rights experts and think tanks
- Service sector and victim support organisations and networks

Planned activities in 2015

Fundamental Rights Conference

The FRC is the major annual conference of the Agency where it presents key results of its work. It is organised annually together with the EU Presidency and gathers around 300 fundamental rights actors. The specific topic will be decided at a later stage in consultation with key stakeholders and in accordance with FRA priorities.

FRA Symposium

This is a symposium organised preferably also in cooperation with EU Presidency in-house in spring annually, which gathers around 60-80 FRA stakeholders for a discussion based on relevant work carried out by the FRA. The specific topic and participants will be decided at the end of 2014 in collaboration with the Latvian EU Presidency of the first half of 2015.

Planned outputs in 2015

- Fundamental Rights Conference (incl. report)
- FRA Europe Day - symposium (incl. report and information material)

Financial resources allocated to the project

	1 st priority	2 nd priority	3 rd priority
Total budget in 2015:	330.000 €	-	-
Prior years' budget total	330.000 €	-	-
Multiannual	N/A		
Year of origination	N/A		



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Project fiche 4.9.3

Cooperating with FRA stakeholders

The Agency cooperates and has relations with different key stakeholders mainly at EU and Member State level. These relations and cooperation assist the Agency in defining, developing and coordinating its work effectively, which will lead to better impact for FRA's work and hence to improved fundamental rights protection. The relations with these bodies ensure that the Agency's work is complementary with that of others, and brings added value to fundamental rights work at the EU level.

The cooperation and consultation with relevant partners is an essential element in any of the Agency's projects throughout a project's lifecycle. In addition, the Agency undertakes a number of cooperation activities that cut across all of the Agency's thematic work, taking the form of coordination meetings, ad-hoc working parties, or EU expert seminars in various fields of the Agency's work, as appropriate and needed.

Objectives

- Ensure that the Agency's stakeholders and partners and their needs are incorporated into the Agency's work and thinking
- Receive stakeholder's feedback on the utility of the Agency's work and the impact of its work
- Provide opportunities for networking and sharing promising practices to support access to fundamental rights
- Ensure regular and timely information sharing and exchange
- Facilitate its interaction with key stakeholders and continue to explore innovative ways to engage with them.

Beneficiaries and target groups

- European Parliament
- Council of the EU
- European Commission
- EU Agencies, in particular Justice and Home Affairs Agencies
- Committee of the Regions, European Economic and Social Committee
- Council of Europe

Planned activities in 2015

Cooperating with EU Institutions, Bodies and Agencies

- Cooperation with the European Parliament, Council and Commission in all of the Agency's projects
- Cooperation with EU Agencies with FRA lead in coordinating the different networks of all EU Agencies.
- in particular the coordination of JHA inter-agency cooperation (cooperation of EU Agencies in the context of Justice & Home Affairs)
- Cooperation with Committee of the Regions and with the European Economic and Social Committee
- Expert seminars and ad-hoc working parties (based on need)

Cooperating with National Human Rights Institutes, Equality Bodies and Ombudsperson institutions – see project fiche 4.9.4.

Planned outputs in 2015

- Improved cooperation, coordination and communication between FRA and key stakeholders
- Meetings and meeting reports (including thematic and cross-cutting stakeholder meetings)
- Annual Dialogue on multi-level protection of fundamental rights with Committee of the Regions
- Stakeholder consultations
- Communication products for specific stakeholder groups
- Timely feedback with regard to FRA's annual work programme and other products and activities

Financial resources allocated to the project

Total budget in 2015	1 st priority	2 nd priority	3 rd priority
	125.000 €	-	-
Prior years' budget total	125.000 €	-	-
Multiannual	N/A		
Year of origination	N/A		

Project fiche 4.9.4

Cooperating with stakeholders in EU Member States

The Agency cooperates and has relations with different key stakeholders mainly at Member State level. These relations and cooperation assist the Agency in defining, developing and coordinating its work effectively with national stakeholders, which will lead to better impact for FRA's work and hence to improved fundamental rights protection. The relations with national institutions, bodies and agencies ensure that the Agency's work brings added value to fundamental rights work not only at the EU level, but also at national level.

The cooperation and consultation at national level is an essential new strategic priority (2013 – 2017) of the Agency as a result of the findings of the FRA's external evaluation. The FRA has already set up mechanisms for cooperating with National Human Rights Institutions and Equality Bodies as well as with its network of National Liaison Officers (see project fiche 4.10.2). In 2014 it extended cooperation with national parliaments. Intensifying such cooperation will allow the Agency to be more in touch with the needs of national policy makers.

Objectives

- Ensure that the Agency's stakeholders and partners at national level and their needs are incorporated into the Agency's work
- Provide opportunities for networking and promoting promising practices between and with national stakeholders
- Ensure regular and timely information sharing and exchange
- Ensure that FRA products are also useful for national policy and opinion makers

Beneficiaries and target groups

- National Parliaments of EU Member States
- National Human Rights Institutions and its European Group
- National Equality Bodies and their European network Equinet
- Ombuds institutions (European and national levels)

Planned activities in 2015

Cooperating with National Human Rights Institutions, Equality Bodies and Ombudsperson institutions

- Further enhancing FRA cooperation and communication with NHRIs, EBs, and Ombuds institutions which include:
- Joint development and definition of objectives, substance and envisaged outputs with Equinet, European Chair of NHRIs and the European Network of Ombuds Institutions.
- Conceptualisation and organisation of regular stakeholder meetings, in partnership also with the Council of Europe.

Cooperating with national parliaments

- Updating of the mapping of relevant parliamentary committees and processes
- Test opportunities for outreach and dissemination of relevant FRA findings to parliamentary committees
- Continue regularly visiting Member States and national parliaments
- Host visits by Member State officials and parliamentarians

Planned outputs in 2015

- Meetings and meeting reports
- Stakeholder consultations
- NHRIs interactive database
- Communication products for specific stakeholder groups
- Timely feedback with regard to FRA's annual work programme and other products and activities

Financial resources allocated to the project

	1 st priority	2 nd priority	3 rd priority
Total budget in 2015	110.000 €	-	-
Prior years' budget total	110.000 €	-	-
Multiannual	N/A		
Year of origination	N/A		


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Project fiche 4.9.5

Online communication and documentation

The online communication and documentation team has totally redeveloped the FRA's online communications, including the relaunch of the FRA website in 2012 to conform to modern web standards, with new technology enabling the introduction of additional features such as multilingual capability, data visualisation and making it more user-friendly, accessible to people with disabilities and interactive. These channels, in combination with other new tools such as an e-newsletter, enabled the FRA to address its stakeholders in an interactive manner, allowing online collaboration and exchange of information on and offsite.

The Online Communication Strategy developed by the team targeted key audiences as identified in the Agency's Communication Strategy, supporting further the aim of making the FRA online activities an innovative 'information hub' promoting the FRA's excellence and expertise on Fundamental Rights issues.

Objectives

- The project contributes to the following FRA objectives:
- Support for projects and flagship events via a range of online communications channels
- Informing target audiences through awareness raising activities and examples of good practice
- Cooperating with civil society and international organisations.

Planned outputs

- On-going development of new FRA website; Websites for flagship events (FRC, FRP, Symposium)
- Further data visualization of surveys/projects (VAW etc)
- Social media campaigns in support of projects
- Further development of social media profiles on main social media platforms (Facebook, Twitter, YouTube etc)
- Other online tools (e.g. e-mail newsletter, apps etc.)
- Hosting of Website Managers' Network meeting

Beneficiaries and target groups

- All interested parties (including the general public, media etc) with targeted information for main stakeholder groups

Activities and results achieved

New website in EN, FR and DE; flagship event websites; data visualization (LGBT survey); online joined-up governance toolkit; online surveys (e.g. Roma data); social media channels; Online Communication Strategy

Planned activities and output in 2015

Communication

Continuous website development

The relaunched FRA website will continue to be further developed, with the introduction of more interactive features (e.g. additional data visualization). The FRA website and online documentation tools will be more closely integrated to provide a unified user experience examined. Web based information will be made further accessible. User and stakeholder needs will continue to be addressed via features and technical improvements

On-going website updating and maintenance

The website will be updated and maintained constantly with fresh content adapted to the Agency's priorities and stakeholder needs. The statistics tools have been upgraded and statistics are examined regularly so as to provide inputs for the Online Communications Strategy.

Social media

Support for projects will be provided via social media campaigns and posts. The existing social media tools will be studied and ways of enhancing their effectiveness further will be looked at. Other online tools will be examined and their effectiveness assessed in order to decide whether to add them to the FRA's range of online tools.

Charterpedia and Charter app

The FRA Charterpedia and Charter app - online information tools on the state of protection of fundamental rights and recent developments in the area of fundamental rights in the European Union and its Member States - will be updated and maintained constantly on the basis of FRA studies and findings.

Case Law Database

The FRA Case Law Database will continue to collect and classify decisions of the European Court of Justice, the European Court of Human Rights and National Supreme and Constitutional Courts, with specific reference to the Charter of Fundamental Rights of the EU.

Coordination of Human Rights Documentation

The Agency will continue consulting with other European documentation centres and database providers, and support the standard setting initiatives in Human Rights Documentation by organising and participating in meetings and conferences in this area.

Financial resources allocated to the project

Total budget in 2015:	1 st priority	2 nd priority	3 rd priority
	210.000 €	-	-
Prior years' budget total	-	-	-
Multiannual	N/A		
Year of origination	N/A		


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Project fiche 4.9.6

Production and dissemination of communication products

In addition to numerous deliverables related to research outputs – as listed under the different chapter headings above – the Agency will produce a number of additional FRA information products, including promotional materials to be disseminated to the main stakeholder groups, to key actors and other target audiences.

Objectives

The project seeks to contribute to the following FRA long-term objectives:

- Inform target audiences through print material;
- Identify and disseminate examples of promising practices.

Planned outputs

FRA information and promotional material supplementing the publication of project-specific deliverables and their language versions.

Beneficiaries and target groups

Interested public as well as tailored products for specific stakeholder groups.

Planned activities and output in 2015

In 2011 and 2012, the Agency produced updates of FRA information material and developed new ones. Based on the experiences with these different types of awareness-raising materials for dissemination at FRA events, including conferences and info stands, the Agency will publish, in line with its communication strategy, products and information aimed at various target groups containing information on general fundamental rights issues. The Agency will further adapt and update FRA information material on fundamental rights already available.

Dissemination policy and stock management

In 2013, FRA seeks to improve further its stakeholder-oriented dissemination strategy, by ensuring, for instance, regular mailings of newly issued FRA publications to its key stakeholders. The Agency will focus therefore on fine-tuning its dissemination policy by responding to new and changing needs (broader dissemination of FRA reports in the context of extended FRA contributions at international days and events) and requests received through its website.

The stock management system will be further improved, ensuring sufficient availability of stock in Vienna to satisfy dissemination requests at short notice. In addition, direct access to the Publications Office stock management system, GESCOM, will further the timely delivery of material and reports in printed form to conferences and events or to main stakeholder group. The FRA will look into new channels for dissemination for its research findings and outcome, with the aim of covering the needs of its main stakeholder groups.

Financial resources allocated to the project

	1 st priority	2 nd priority	3 rd priority
Total budget in 2015	155.000 €	-	-
Prior years' budget total	-	-	-
Multiannual	N/A		
Year of origination	N/A		


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Project fiche 4.9.7

Information about FRA work and awareness raising

The founding regulation asks the FRA to disseminate the results of its work, and to raise public awareness. (Art. 4, a and h).

Objectives

The project seeks to contribute to the following FRA long-term objectives

- Inform target audiences about FRA work
- Awareness raising of fundamental rights amongst specific target audiences
- Assist the EU and its Member States in decision making by providing evidence based opinions;
- Identify and analyse major trends in the field of fundamental rights (via media monitoring)

Planned outputs

- FRA information and awareness raising material in various languages (newsletters, statements, speeches, factsheets, brochures, audio-visual material, general information and awareness raising material)
- Other communication activities (information inbox, visitor groups programme, information stands, branding of FRA events, corporate visual identity and design)
- Media monitoring

Beneficiaries and target groups

Main stakeholder groups as well as key audiences as described in FRA Communication and Cooperation Framework

Planned activities and output in 2015

Information and awareness raising material in various languages

This includes a monthly newsletter in EN, FR and DE; a weekly newsletter for key stakeholders, statements for website and send out to stakeholders in EN, FR and DE; speeches and presentations; non project related ("horizontal") factsheets in up to 22 languages; brochures and other information and awareness raising material; audio-visual material.

For FRA conferences, stakeholder meetings and other events in 2015, and for the FRA Info Point as well as for other occasions the Agency will ensure availability of such awareness raising material for different target groups.

FRA media work

FRA media work is usually project-related and on the "push" side. Media monitoring and press clipping service: In addition to in-house media monitoring, the Agency uses a regular media monitoring service to follow closely the impact of FRA activities as presented in different types of media. These services will be continued also in 2015.

Other communication activities

Visitor Groups Programme
Public Information Inbox
Media and diversity work
Corporate identity / branding of FRA events.

Financial resources allocated to the project

	1 st priority	2 nd priority	3 rd priority
Total budget in 2014:	265.000 €	-	-
Prior years' budget total	265.000 €	-	-
Multiannual	N/A		
Year of origination	N/A		


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Project fiche 4.9.8

Monitoring and Evaluation

The Agency has set up Performance Measurement Frame-work (see Annex II) to monitor, report and evaluating on its performance as this will help FRA to manage and evaluate its usefulness, effectiveness and relevance, as well as strengthen the alignment of the organisation's projects with its strategic objective, main tasks and thematic priorities.

The performance framework sets out the practical steps needed to assess the FRA performance elaborating some important aspects (such as defining more precise quantitative and qualitative information to be collected, selecting methods and tools of collecting monitoring data) as well as providing a clear and accurate overview of the extent to which the activities contribute to the realization of FRA's outcomes.

One of the major challenges of FRA performance monitoring and evaluation is to create links between the different levels of its intervention and to collect data regarding both the Agency's (1) outputs and (2) outcomes. Monitoring the performance of FRA will be the carried out in accordance with a logic model (composed by outputs, immediate, intermediate and ultimate outcomes) which includes the list of the performance measures.

Planned activities in 2015

Regarding outputs the monitoring information will be based on the collection, analysis and interpretation of reliable and robust quantitative and qualitative data, e.g. on the projects implemented by the FRA.

At the level of outputs the main sources of information to be used include standard reporting templates, surveys of participants and checklists for quality assessments.

Regarding outcomes the monitoring information will be based on the collection, analysis and interpretation of reliable and robust quantitative and qualitative data regarding the adoption of or follow-up to key FRA conclusions and opinions by "relevant institutions, bodies, offices and agencies of the Community and its Member States".

At the level of outcomes, key information sources will include surveys and desk research data supported by expert panels and focus group meetings organised for each of the thematic areas

Planned outputs in 2015

Annual Monitoring and Evaluation Report

Financial resources allocated to the project

	1 st priority	2 nd priority	3 rd priority
Total budget in 2015:	260.000 €	-	-
Prior years' budget total	-	-	-
Multiannual	N/A		
Year of origination	N/A		



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Bodies of the Agency and consultation mechanisms

Project fiche 4.10.1

first priority

Bodies of the Agency

This activity concerns the organisation of Management Board (MB) meetings, Executive Board (EB) Meetings, Scientific Committee meetings and meetings of MB members in working groups. It includes the translation and interpretation costs associated with the MB and EB.

- Organisation of MB Meetings (2)
- Organisation of Executive Board Meetings (4)
- Organisation of Scientific Committee Meetings (4)

Planned activities in 2015

- Management Board meetings
- Executive Board meetings
- Scientific Committee meetings
- Translations

Financial resources allocated to the project

	1 st priority	2 nd priority	3 rd priority
Total budget in 2015:	255.000 €	-	-
Prior years' budget total	-	-	-
Multiannual	N/A		
Year of origination	N/A		

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Bodies of the Agency and consultation mechanisms

Project fiche 4.10.2

first priority

Consultation and cooperation mechanism - National Liaison Officers

The EU Member States are key stakeholders in the work of the Agency. The Agency has a role to provide assistance and expertise to Member States on fundamental rights issues when they implement EU law. Much of the Agency's products and activities are of direct or indirect relevance for the work of national administrations. It is therefore of great importance to the Agency to engage with representatives of Member States to ensure that their needs are taken into account, and to build relations with Member States to provide evidence-based advice, where relevant and appropriate. To achieve this, the Agency works closely with the representatives of national administrations who act as National Liaison Officers (NLO). The NLOs form a key group to communicate, disseminate and promote the use of the Agency's products at the level of Member States. They provide feedback on the utility and relevance of the Agency's products for policy-making and practice. The Agency therefore relies on them to provide feedback on the ways to make its products more relevant for national policy makers.

The Agency meets with its NLOs twice a year.

The NLOs undertake their role within the following broad areas – 1) responding to FRA strategic and project-related consultations, 2) disseminating FRA's reports and other deliverables, 3) making use of FRA's evidence-based advice, 4) providing feedback to FRA from national administrations and 5) supporting FRA in raising awareness about the Agency and fundamental rights.

Objectives

- Ensure timely and adequate coordination and communication with regard to the Agency's products and activities;
- Ensure regular and timely information sharing and ex-change;
- Ensure timely feedback on the Agency's Annual Work Programme and other products and activities;
- Raise awareness of the Agency's work across national administrations;
- In close cooperation with NLOs, the FRA will also reach out and disseminate FRA reports and other deliverables to national parliaments.

Planned activities in 2015

Enhancing FRA cooperation with Member States to provide pertinent, updated data and evidence based advice to national governments, in particular by responding to requests for assistance and expertise by Member States within the scope of FRA's activities

Bi-annual meetings will be held and complemented with other forms of cooperation, using online communication means, to support an open and continuous dialogue between FRA and Member States representatives according to real-time needs.

Planned outputs in 2015

- Bi-annual meetings and related meeting reports
- Regular information exchange, coordination and communication between FRA and the national administrations
- Timely feedback with regard to FRA's work programme and other products and activities

Financial resources allocated to the project

	1 st priority	2 nd priority	3 rd priority
Total budget in 2015:	80.000 €	-	-
Prior years' budget total	80.000 €	-	-
Multiannual	N/A		
Year of origination	N/A		


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Bodies of the Agency and consultation mechanisms

Project fiche 4.10.3

first priority

Consultation and cooperation mechanism - Fundamental Rights Platform

The Agency closely cooperates with non-governmental organisations and with institutions of civil society, active in the field of fundamental rights at national, European or international level. In order to facilitate this cooperation the Agency established a cooperation network (Fundamental Rights Platform), composed of non-governmental organisations dealing with human rights, trade unions and employer's organisations, relevant social and professional organisations, churches, religious, philosophical and non-confessional organisations, universities and other qualified experts of European and international bodies and organisations. The Fundamental Rights Platform acts a mechanism for the exchange of information and pooling of knowledge.

With regard to the Agency's work, the Fundamental Rights Platform undertakes some key tasks:

- It make suggestions to the Management Board on the Annual Work Programme;
- it gives feedback and suggests follow-up to the Management Board on the annual report;
- It communicates outcomes and recommendations of conferences, seminars and meetings relevant to the work of the Agency to the Director and the Scientific Committee.

The FRP therefore acts as a network for cooperation and information exchange, set to act as the main channel for the FRA to engage civil society and to ensure a close cooperation between the Agency and relevant civil society stakeholders.

The Agency's will again host a meeting of the Fundamental Rights Platform (FRP) as part of its engagement with civil society. The FRP will be consulted to provide suggestions for the FRA work programme. This will be complemented by the feedback on the Agency's Annual Report and looking at ways to better integrate the results of civil society's general activities into the work of the Agency. The e-FRP will be fully operational and should facilitate further interaction with the FRP.

Objectives

- Ensures feedback to the Agency's work programme and annual report;
- Raise awareness of FRA's work with civil society;

- Mobilising support of civil society to FRA's work;
- Ensure close cooperation with civil society, the social partners and others active in the area of fundamental rights;
- Communicates relevant outcomes and recommendations from civil society activities and products.

Planned activities in 2015

- FRP consultations on FRA AWP and FRA Annual Report
- Regular cooperation and communication exchange with FRP organisations
- Raising awareness on FRA's work and collect feed-back
- Meeting of the FRP
- Meeting of the FRP Advisory Panel
- FRP expansion

Planned outputs in 2015

- FRP Report on suggestions for the Agency's Work programme
- FRP feedback on the Agency's Annual Report
- Advisory Panel Meeting Report
- Enhanced cooperation FRP –FRA in at least five FRA projects
- FRP interactive data base
- FRP Meeting Reports
- Variety of civil society information, reports and products to inform the Agency's work

Financial resources allocated to the project

	1 st priority	2 nd priority	3 rd priority
Total budget in 2015:	140.000 €	-	-
Prior years' budget total	140.000 €	-	-
Multiannual	N/A		
Year of origination	N/A		


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Project fiche 4.11.1

first priority

Complementary data collection to support evidence based advice for stakeholders

The research work of FRA as well as cooperation activities with stakeholders are carried out under specific project headings. The appropriations here are intended to cover deliverables and measures on issues and events, which arise during the current financial year, for example responses to requests for the Agency's assistance and expertise by stakeholders, responses to requests for joint events (e.g. by EU-Presidencies), additional data or information required by research projects that could not have been foreseen, additional data and information for the annual report, ad hoc expert meetings. Recent examples for such additional ad hoc requests are

- The report "Respect for and protection of persons belonging to minorities 2008-2010" prepared on request of European Parliament and published September 2011
- The Joint expert seminar with the Hungarian Presidency on "Protecting victims in the EU: The Road Ahead" (March 2011)
- FRA Opinion on the draft Directive regarding the European Investigation Order (EIO) in criminal matters upon request of European Parliament published in February 2012
- Conference "Charter of Fundamental Rights of the European Union" in cooperation with Danish Presidency planned for March 2012

- Responses to stakeholder consultations launched by the European Commission on fundamental rights related issues
- Expert inputs into EU conferences and events on fundamental rights related topics

Objectives

All FRA objectives may be addressed through this activity

Beneficiaries and target groups

Different FRA stakeholders depending on the issue

Planned activities in 2015

- Data collection activities will be carried out, as needs may develop.
- Communication & awareness raising activities
- Project-specific stakeholder communication and awareness raising strategy will be developed

Financial resources allocated to the project

Total budget in 2015:	1 st priority	2 nd priority	3 rd priority
	255.000 €	-	-
Prior years' budget total	-	-	-
Multiannual	N/A		
Year of origination	N/A		


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ANNEX II: ADMINISTRATIVE ACTIVITIES

FREEDOMS					
AREA	Title	Allocated budget resources (EUR)			
		First Priority	Second Priority	Third Priority	
AREA	Immigration and integration of migrants, visa and border control and asylum				
PROJECTS	4.1.1 Severe forms of labour exploitation				
	Research and stakeholders cooperation	150,000	-	-	
	Communication awareness-raising	-	-	-	
	Total	150,000			
	4.1.2 Inter-agency cooperation and activities in the areas of borders, immigration and asylum				
	Research and stakeholders cooperation	330,000	-	-	
	Communication awareness-raising	-	-	-	
	Total	330,000			
	4.1.3 Biometric data in large IT borders, immigration and asylum databases - fundamental rights concerns				
	Research and stakeholders cooperation	600,000	-	-	
Communication awareness-raising	-	-	-		
Total	600,000				
Financial resources allocated to the Area of activity		1,080,000			
HR	Human resources allocated to projects				
	Temporary Agents	5.3	Contract Agents	0	Seconded National Experts
AREA	Information society and, in particular, respect for private life and protection of personal data				
PROJECTS	4.2.1 Activities in the area of "Information society and, in particular, respect for private life and protection of personal data"				
	Research and stakeholders cooperation	-	-	-	
	Communication awareness-raising	-	-	-	
	Total	-	-	-	
	Financial resources allocated to the Area of activity				
HR	Human resources allocated to projects				
	Temporary Agents	4.2	Contract Agents	1.8	Seconded National Experts
EQUALITY					
AREA	Title	Allocated budget resources (EUR)			
		First Priority	Second Priority	Third Priority	
AREA	Racism, xenophobia and related intolerance				
PROJECTS	4.3.1 Antisemitism: Data collection and analysis, Holocaust and HR education and training				
	Research and stakeholders cooperation	-	-	-	
	Communication awareness-raising	-	-	-	
	Total	-	-	-	
	4.3.2 Additional activities in the area of "Racism, xenophobia and related intolerance"				
	Research and stakeholders cooperation	-	-	-	
	Communication awareness-raising	-	-	-	
	Total	-	-	-	
	Financial resources allocated to the Area of activity				
	HR	Human resources allocated to projects			
Temporary Agents		4.25	Contract Agents	2.0	Seconded National Experts
AREA	Roma integration				
PROJECTS	4.4.1 ROMA Multi-Annual Programme				
	Research and stakeholders cooperation	550.000	-	-	
	Communication awareness-raising	-	-	-	
	Total	550.000			
	4.4.2 Additional activities in the area of "Roma integration"				
	Research and stakeholders cooperation	-	-	-	
	Communication awareness-raising	-	-	-	
	Total	-	-	-	
	Financial resources allocated to the Area of activity				
	HR	Human resources allocated to projects			
Temporary Agents		4.9	Contract Agents	3.8	Seconded National Experts


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ANNEX II: ADMINISTRATIVE ACTIVITIES

AREA	Discrimination based on sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation				
PROJECTS	4.5.1 EU-MIDIS II				
	Research and stakeholders cooperation		1.131,000	15,000	-
	Communication awareness-raising		-	-	-
	Total		1.131,000	15,000	
	4.5.2 Surveying LGBT people and authorities				
	Research and stakeholders cooperation		-	-	-
	Communication awareness-raising		50,000	-	-
	Total		50,000		
	4.5.3 Rights of persons with disabilities				
	Research and stakeholders cooperation		150,000	-	-
	Communication awareness-raising		-	-	-
	Total		150,000		
	4.5.4 Free Movement: an EU citizen's fundamental right				
	Research and stakeholders cooperation		-	-	500,000
	Communication awareness-raising		-	-	-
Total		-	-	500,000	
4.5.5 Additional activities in the area of "Non-Discrimination"					
Research and stakeholders cooperation		-	-	-	
Communication awareness-raising		-	-	-	
Total		-	-	-	
Financial resources allocated to the Area of activity			1,331,000	500,000	
HR	Human resources allocated to projects				
Temporary Agents	7.85	Contract Agents	2.3	Seconded National Experts	1.2
AREA	The rights of the child				
PROJECTS	4.6.1 Children and Justice				
	Research and stakeholders cooperation		150,000	-	-
	Communication awareness-raising		-	-	-
	Total		150,000		
	4.6.2 Handbook of European Law on the Rights of the Child				
	Research and stakeholders cooperation		-	-	-
	Communication awareness-raising		355,000	-	-
	Total		355,000		
	4.6.3 Additional activities in the area of "Rights of the Child"				
	Research and stakeholders cooperation		-	-	-
Communication awareness-raising		-	-	-	
Total		-	-	-	
Financial resources allocated to the Area of activity			505,000		
HR	Human resources allocated to projects				
Temporary Agents	3	Contract Agents	0.2	Seconded National Experts	1
JUSTICE					
	Title		Allocated budget resources (EUR)		
			First Priority	Second Priority	Third Priority
AREA	Access to justice				
PROJECTS	4.7.1 'CLARITY' (Complaints, Legal Assistance and Rights Information Tools for You)				
	Research and stakeholders cooperation		-	-	-
	Communication awareness-raising		-	-	-
	Total		-	-	-
	4.7.2 Gender-based violence against women: from childhood to adulthood				
	Research and stakeholders cooperation		-	-	-
	Communication awareness-raising		-	-	-
	Total		-	-	-
	4.7.3 Fundamental rights barometer - establishing a EU-wide survey on trends in fundamental rights				
	Research and stakeholders cooperation		550,000	-	-
	Communication awareness-raising		-	-	-
	Total		550,000		
	4.7.4 Improving access to justice for people living in the EU				
Research and stakeholders cooperation		-	-	500,000	
Communication awareness-raising		-	-	-	
Total		-	-	500,000	


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ANNEX II: ADMINISTRATIVE ACTIVITIES

	4.7.5 Handbook on Access to Justice in Europe			
	Research and stakeholders cooperation		40.000	-
	Communication awareness-raising		-	-
	Total		40.000	
	4.7.6 Additional activities in the area of "Access to Justice"			
	Research and stakeholders cooperation		-	-
	Communication awareness-raising		-	-
	Total		-	-
	Financial resources allocated to the Area of activity		590,000	500,000
HR	Human resources allocated to projects			
	Temporary Agents	7.3	Contract Agents	2.8
			Seconded National Experts	1
AREA	Victims of crime including compensation of victims			
	4.8.1 Rights of crime victims to have access to justice – a comparative analysis			
PROJECTS	Research and stakeholders cooperation		-	550,000
	Communication awareness-raising		-	-
	Total		-	550,000
	4.8.2 Additional activities in the area of "Victims of crime"			
	Research and stakeholders cooperation		-	-
	Communication awareness-raising		-	-
	Total		-	-
	Financial resources allocated to the Area of activity		-	550,000
HR	Human resources allocated to projects			
	Temporary Agents	6	Contract Agents	1.5
			Seconded National Experts	0.2
Cross-cutting projects or activities covering all MAF areas				
			Allocated budget resources (EUR)	
			First Priority	Second Priority
			Third Priority	
AREA	Cross-cutting activities			
	4.9.1 Annual Reports			
	Research and stakeholders cooperation		-	-
	Communication awareness-raising		800,000	-
	Total		800,000	-
	4.9.2 FRA conferences			
	Research and stakeholders cooperation		-	-
	Communication awareness-raising		330,000	-
	Total		330,000	-
	4.9.3 Cooperating with FRA stakeholders			
	Research and stakeholders cooperation		-	-
	Communication awareness-raising		125,000	-
	Total		125,000	-
	4.9.4 Cooperating with stakeholders in EU Member States			
	Research and stakeholders cooperation		-	-
	Communication awareness-raising		110,000	-
	Total		110,000	-
	4.9.5 Online communication and documentation			
	Research and stakeholders cooperation		-	-
	Communication awareness-raising		210,000	-
	Total		210,000	-
	4.9.6 Production and dissemination of communication products			
	Research and stakeholders cooperation		-	-
	Communication awareness-raising		155,000	-
	Total		155,000	-
	4.9.7 Information about FRA work and awareness raising			
	Research and stakeholders cooperation		-	-
	Communication awareness-raising		265,000	-
	Total		265,000	-
	4.9.8 Monitoring and Evaluation			
	Research and stakeholders cooperation		260,000	-
	Communication awareness-raising		-	-
	Total		260,000	-
	Financial resources allocated to the Area of activity		2,255,000	
HR	Human resources allocated to projects			
	Temporary Agents	5.9	Contract Agents	2.7
			Seconded National Experts	1.8
AREA	Bodies of the Agency and consultation mechanism			


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ANNEX II: ADMINISTRATIVE ACTIVITIES

PROJECTS	4.10.1 Bodies of the Agency			
	Research and stakeholders cooperation	-	-	
	Communication awareness-raising	255,000	-	
	Total	255,000	-	
	4.10.2 Consultation and cooperation mechanism - National Liaison Officers			
	Research and stakeholders cooperation	-	-	
	Communication awareness-raising	80,000	-	
	Total	80,000	-	
	4.10.3 Consultation and cooperation mechanism - Fundamental Rights Platform			
	Research and stakeholders cooperation	-	-	
Communication awareness-raising	140,000	-		
Total	140,000	-		
Financial resources allocated to the Area of activity		475,000		
HR	Human resources allocated to projects			
	Temporary Agents	2.1	Contract Agents	0.9
			Seconded National Experts	0.1
AREA	Operational reserves			
PROJECTS	4.11.1 Complementary data collection to support evidence based advice for stakeholders			
	Research and stakeholders cooperation	-	-	
	Communication awareness-raising	255,000	-	
	Total	255,000	-	
Financial resources allocated to the Area of activity		255,000		

Area of Activity	Allocated human resources				Operational expenditure	Overheads	Total cost
	TA	CA	SNE	Total HR			
Immigration and integration of migrants, visa and border control and asylum	5.30	0.00	0.70	6.00	1,080,000		
Information society and, in particular, respect for private life and protection of personal data	4.20	1.80	1.00	7.00	-		
Racism, xenophobia and related intolerance	4.25	2.00	1.00	7.25	-		
Roma integration	4.90	3.80	1.00	9.70	550,000		
Discrimination	7.05	2.30	1.20	10.55	1,331,000		
The rights of the child	3.00	0.20	1.00	4.20	505,000		
Access to justice	7.30	2.80	1.00	11.10	590,000		
Victims of crime, including compensation to victims	6.00	1.50	0.20	7.70	-		
Judicial cooperation, except in criminal matters	0.00	0.00	0.00	0.00	-		
Cross-cutting projects or activities covering all MAF	5.90	2.70	1.80	10.40	2,255,000		
Bodies of the Agency and consultation mechanisms	2.10	0.90	0.10	3.10	475,000		
Operational reserves	0.00	0.00	0.00	0.00	255,000		
TOTAL	50.00	18.00	9.00	77.00	7,041,000		


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ANNEX II: ADMINISTRATIVE ACTIVITIES

Human Resources and Planning

An efficient and effective Human Resources and Planning makes a direct contribution to achieving FRA objectives. It develops implements and monitors policies, procedures and services, based on the Staff Regulations and in conformity with the Financial Regulation and the Data Protection rules.

Human Resources service provides a full range of centralised, comprehensive human resource management services for FRA staff and assists management in attracting, motivating and retaining qualified employees. It enables and further enhances a sustainable, high performing work environment that facilitates a culture of teamwork, integration and adaptability of people. Planning services include the coordination of the Annual Work Programme definition and implementation (ensuring the transparency, communication and openness in the formalised stakeholder involvement at all levels in this process) as well as the management and implementation of the monitoring and evaluation activities.

Principal activities in 2015

In 2015, HR will continue to deliver effective HR services and focus on the implementation of the reform of the Staff Regulations, the advancement of the evaluation of its services and the continuous development of the knowledge and skills set of the FRA staff in order to guarantee that the Agency and its workforce are modern and fit for purpose. HR will ensure this by providing effective learning/training activities as to the needs of both the Agency and the individual. The staffing resources for the EU institutions and agencies including FRA are, subject to a reduction of 5% during the years 2013-2017, as part of the next Multi Financial Framework (MFF). FRA will thus be faced with a reduction of its staff. Planning will focus on the consolidation of the planning procedures as well as the implementation of the several Monitoring and Evaluation activities.

Principal outputs in 2015

- Ensure excellence, quality and efficiency of all standard HR services (rights and obligations, appraisal and career advancement, wellbeing, staff learning and development, leaves and absences, staff missions)
- Implementation of the 2014 reform of the Staff Regulations Management of title I of the Agency's budget-in collaboration with Administration
- Management of staff reduction following the Communication "A Budget for Europe 2020"
- Implementation of the Equal Opportunity and Diversity Action Programme 2013-1015
- Management of social dialogue and health and safety at work
- Updating HR procedures and processes when necessary Consolidated Planning procedures and elaboration of AWP
- Consolidated Monitoring and Evaluation framework
- Enhanced framework of key performance indicators
- Elaboration of Project and Annual Work Programmes and Annual Performance reports
- Implementation of surveys, desk research, focus group meetings for monitoring and evaluation purposes
- Training initiatives on Planning Monitoring and Evaluation

FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE ACTIVITIES				
	Temporary Agents	Contract Agents	Seconded National Experts	Total
Human Resources	4	4	--	8
Planning	3	--	--	3
Total	7	4	--	11

Directorate

The Directorate guides the implementation of the tasks of the Agency in accordance with the direction given by the Management Board.

Principal activities in 2015

In 2014 Directorate will coordinate the implementation of the Annual Work Programme and Budget 2014 and prepare the ground for the Multi-Annual Framework 2014-2017 and implementation of the 2014 Annual Work Programme. It will provide guidance to the external and internal evaluation process and continue cooperation with National Liaison Officers and civil society.

Principal outputs in 2015

- Results of external evaluation of FRA achievements during the first five years of operations

FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE ACTIVITIES				
	Temporary Agents	Contract Agents	Seconded National Experts	Total
Directorate	6	1	1	8
Total	6	1	1	8



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ANNEX II: ADMINISTRATIVE ACTIVITIES

Administration

INFORMATION COMMUNICATION TECHNOLOGY & FACILITIES (ICTF)

Description

The ICTF team is within the Administration department and it is responsible for the provision of ICT infrastructure, systems and Facilities services including building maintenance, security and reception services.

Objectives

The ICTF team aims to provide effective ICT and Facilities support services in a paperless and environmentally friendly way. It is responsible for the underline ICTF infrastructure that offers uninterrupted access to the Agency's information systems and facilities; develops and manages the Agency's information systems that address stakeholders' and user needs; provides support services related to information systems as well as in-house facilities to ensure appropriate working conditions.

Activities and results achieved so far

- Set up and development of the ICT infrastructure including network, telecommunication and ICT security services
- Development of the Business Continuity Plan
- Development of office automation and collaboration intranet applications
- Introduction of ICT solutions replacing existing paper based solutions contributing to a paperless administration.
- Development of innovative information systems for planning, management and procurement.
- Enhancement of building facilities providing furnishing and state of the art solutions for the conference, meeting and training rooms
- Introducing a "green office" approach to enhance the environmental footprint of the Agency.

Planned activities in 2015

- Manage and further develop the core administrative, financial, human resources and planning information systems.
- Manage and maintain the ICT underline infrastructure and policies ensuring high availability and BCP.
- Develop internal workflow applications that will minimise paper-based processes and enhance the existing reporting mechanisms.

ACCOUNTING

The mission of the Accounting function, which is functionally independent, is to implement payments and recover funds in accordance with the instructions of the responsible authorising officer and to provide quality annual accounts, in compliance with the applicable financial and implementing rules. The Accounting function also ensures that all budgetary and financial information can be input, filed and registered in order to prepare the annual accounts on a true and fair basis.

Principal activities in 2015

- Maintain treasury so as to ensure all payments are implemented without undue delay
- Lay down and validate the accounting systems
- Maintain and prepare the annual accounts in accordance with the financial rules
- implement all payments and collect revenue

Principal outputs in 2015

- Production of the Agency's 2012 annual accounts

- Enhance extranet applications offering quality services to external stakeholders.
- Provide internal facilities and audio-visual related infrastructure, services and ensuring appropriate working conditions.
- Develop further the environmentally friendly culture and take actions towards an EMAS certification.

Planned outputs in 2015

- Maintenance of ICT infrastructure and applications
- Implement business continuity actions
- Proactive management and maintenance of Facilities and building equipment
- Reduce the ecological footprint of the Agency.

Indicators

- 99,98% uptime of ICT systems (excluding defined maintenance windows)
- 100% remote data back recovery
- 99% adherence to Facilities Work plan activities
- 5-10% reduction of energy, water and paper usage

FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE ACTIVITIES

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2014
ICT & Facilities	6	3	--	8	2,466 million
Total	6	2	--	8	



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ANNEX II: ADMINISTRATIVE ACTIVITIES

FINANCE & PROCUREMENT

The Finance and Procurement sector provides service-oriented financial services, ensures sound financial management of the Agency's financial resources (effectiveness, efficiency and economy of operations) as well as compliance with the applicable financial rules (legality and regularity). The sector produces reliable financial management reporting in order to facilitate the decision-making process. The Agency manages its resources following the ABM (Activity Based Management) approach. The presentation of the budget per activity takes into account all operational components (research and communication) under the same budget line. This allows having a clear picture on the use of resources per project. The Agency has also in place a time recording software where staff enters the actual number of hours worked per project. This resource allocation is consistent with the Agency's priorities and pre-defined objectives, and ensures a common framework for planning, budgeting, monitoring and reporting.

Principal activities in 2015

- Providing planning, carrying out and monitoring procurement and contracting for operational and administrative needs.
- Providing forecasting, implementation and monitoring on budget execution.
- Financial Initiation of all financial transactions.
- Updating finance and procurement procedures, when necessary
- Regular presentations on finance and procurement issues to staff (including newcomers and trainees).
- Enhancing current IT applications (TCM, ABB, etc.)
- Providing reporting according to the Financial Rules requirements as well as upon ad hoc requests.
- Liaising with the Court for external audits.
- Liaising with the Quality Manager for internal audits.

Principal outputs in 2015

- Ensure excellence, quality, efficiency and legality and regularity of all transaction and procedures monitored; targeting no final remarks from auditing entities.
- Budget execution target above 95%.
- Delayed payments target less than 10%
- Failed procurement procedures target less than 5%.
- Number of complaints received from unsuccessful bidders, target less than 2%
- Numbers of complaints after the General Court, presented by (possible) bidders and/or contractors, target none.
- Number of exceptions registered, target equal or less than the previous year.

QUALITY MANAGEMENT

Quality management provides support to the management and staff in setting the FRA Quality Management System and ensuring its continual improvement with a view to deliver to internal and external stakeholders the highest process outcome.

Principal activities in 2015

In 2015, the quality sector will consolidate the implementation of the Quality management system through the following:

- Full coverage and consolidation of the Quality documentation (policies, procedures) and the appropriate description of lean administrative and operational processes, continual revision and update for effectiveness.
- Consolidation of quality management measures at project level (research)
- Assessment of full compliance with ISO 9001 Standards, implementation of the necessary actions and internal discussion for third party certification readiness
- Annual risk management
- Consolidation of ex post controls methodology and introduction of internal quality assessments at process level
- Communication and training on Quality assurance issues
- Liaise with external auditing bodies for the follow up of corrective and preventive actions
- Implementation of management reviews and consequent improvement initiatives

Principal outputs in 2015

- 100% process description in the appropriate procedures and continual update for effectiveness
- 90% compliance with ISO Standards
- Risk register adopted and risks properly managed
- Communication and training initiatives on Quality assurance
- Management review meetings and improvement initiatives
- Follow up of corrective/preventive actions
- Prompt closure of Audit entities recommendations target 100%

FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE ACTIVITIES				
	Temporary Agents	Contract Agents	Seconded National Experts	Total
Administration Office	1	1	--	2
Finance & Procurement	5	3	--	8
Accounting	1	--	--	1
Quality Management	1	1	--	2
Total	8	5	--	13


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ANNEX III: EVALUATION POLICY

1. External evaluation of the FRA**1.1 The purpose**

The Agency, in compliance with its Founding Regulation 168/2007 (art. 30) commissioned in 2011 an independent external evaluation to undertake a review of progress and achievements during the first five years of operations of the Agency.

According to the mentioned article, the external evaluation shall:

- (a) Take into account the tasks of the Agency, the working practices and impact of the Agency on the protection and promotion of FR;
- (b) Assess the possible need to modify the Agency's tasks, scope, areas of activity or structure;
- (c) Include an analysis of the synergy effects and the financial implications of any modification of the tasks;
- (d) Take into account the views of the stakeholders at both Community and national levels."

Within the procurement procedures for selecting the external evaluators, the terms of reference were issued in-house (inspired by good practises of other Agencies by the Management Board in agreement with the EC. The final terms of reference were adopted in July 2011 and the related call for tender launched.

As stated in the Terms of Reference, the overall objective of the study is to evaluate the effectiveness, efficiency, added value, utility, coordination and coherence of the contribution made by the Fundamental Rights Agency while the main specific objectives are as follows:

- To identify instruments for evaluating the FRA effectiveness, efficiency and its added value;
- To assess the FRA usefulness in assisting EU institutions and Member States to ensure fundamental rights are respected;
- To assess the overall ability of the FRA to sustain its activities and meet future challenges;
- To define the barriers and obstacles to optimal performance;
- To identify relevant actions to improve the performance and added value;
- To identify actions needed to eliminate or reduce possible inefficiencies;
- To identify challenges as regards the FRA governance (including managerial issues, planning and priority setting and working practices);
- To benchmark the overall efficiency, balance of resources, budget distribution and resource allocation with other organisations carrying out similar tasks.

The contract was awarded to Ramboll Management Consulting, leader in the field of Evaluation and M&E Systems (it was charged by the Commission to carry out an extensive evaluation of the 26 EU decentralized Agencies).

1.2 The criteria

Ramboll Management started its activities in January 2012, when the inception meeting was held. The inception report outlined the work plan from the early stages till the preparation and finalization of the External Evaluation Report, planned for November 2012.

The external evaluator, in order to perform its tasks, referred to the following criteria:

- Effectiveness, to assess the extent to which objectives are achieved, including the quality and timeline of its achievements;
- Efficiency, to assess the extent to which it has conducted its activities and achieved its objectives at a reasonable cost
- Added value, to assess the extent to which it has been successful in addressing needs for the full respect of FR in the framework of Union law
- Utility, to assess the extent to which it has been more effective and efficient in achieving its results and impacts
- Coordination and coherence, to assess the extent to which it coordinates with relevant bodies and agencies in the field of FR carrying out similar tasks

1.3 The operations and coordination**FRA**

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ANNEX III: EVALUATION POLICY

Ramboll Management Consulting started its activities in January 2012, when an inception meeting was held. The inception report outlined the work plan from the early stages until the preparation and finalization of the External Evaluation Report, planned for November 2012.

Since the beginning of operations the FRA set up a Steering Group composed by the heads of department and the planning team.

The purpose of the Steering Group was to act as the external evaluator's counterpart, performing the following functions:

- supervising all operations and tasks carried out both in technical and administrative terms;
- ensuring a coordinated and timely delivery of all information and data the contractor might have required
- Ensuring that all aspects related to the functioning of the FRA were well represented in the evaluation documents.

In particular, the planning team of the FRA supported the external evaluator by acting as contact person in order to ensure the necessary daily link between the evaluator and the FRA.

1.4 The methodology

According to the proposed and adopted methodology, the evaluation was performed using a combination of tools and data collection activities which fit the Agency's profile best.

More specifically:

- Systematic review of secondary data
- An online survey directed towards the key stakeholders of the FRA, as defined in the Founding Regulation
- A second survey was directed towards the FRA's staff, members of the Management Board and members of the Scientific Committee
- Interviews carried out both with key stakeholders and FRA staff.
- Benchmarking with other organisations
- Case studies, i.e. in-depth investigations used to examine the identified assumptions and mechanisms in the FRA intervention logic and to explore causation between different levels of results.

The mentioned in – depth investigations carried out during the external evaluation exercise, played a relevant role for two reasons: the first is that the external evaluator used for the reconstruction of FRA intervention logic the performance measurement framework, an Agency's internal document drafted as an essential step towards the designing of its internal and monitoring and evaluation system; the second is that they referred to the contribution analysis.

The approach of contribution analysis is to verify and to validate assumptions behind the program where causality between results' levels (outputs – outcomes) is inferred from the following evidence:

- The programme is based on a reasoned theory of change: the assumptions behind why the programme is expected to work are sound, plausible and agreed upon by at least some of the key players;
- The activities have been already implemented;
- The theory of change is verified by evidence and the chain of expected results occurred;
- Other factors influencing the programme were assessed and were either shown not to have made a significant contribution or, the relative contribution was recognised.

1.5 The conclusion of operations

The FRA external evaluation report has been finalized on 15th November 2012, in compliance with the contract and the work plan.

The presentation of the main findings and recommendations will be made during the Management Board meeting scheduled on 14th December 2012.



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2. Monitoring and Evaluation of the FRA performance

2.1 The Purpose

The adoption of a monitoring and evaluation system and implementation of related activities usually cover an important role for assessing how work programmes are carried out.

According to the Article 15, co. 4 f) of the FRA's founding regulation (168/2007) effective monitoring and evaluation procedures shall be implemented relating to the performance of the FRA against its objectives according to professionally recognised standards. The Director shall report annually to the Management Board on the results of the monitoring system.

The Monitoring and Evaluation activities will serve three purposes:

- Provide reliable performance information to assist management to deliver against targeted results, to address problems promptly and to take planning and budget decisions;
- Improve learning through regular review of strategies, projects and other activities improving internal functioning and providing staff and stakeholders with opportunities to learn more about the effectiveness and performance of the Agency;
- Strengthen accountability and transparency providing empirical evidence on the outcomes of the FRA activities and thus providing reliable information on results to EU institutions, Member states, and relevant stakeholders and to the public

The FRA, both in compliance with provisions of the founding regulations and in coherence with the content of the above mentioned requests contained in the joint statements of the Inter – Institutional Working Group in 2011 launched its road map to set up its internal monitoring and evaluation system.

The main idea is that monitoring and evaluation activities are made against the performance measurement framework based on the mandate, main objectives and core tasks of the FRA (as defined in the FRA founding Regulation) and defining long-term, intermediate and immediate outcomes to be achieved. Key performance indicators will serve to determine the extent to which FRA has delivered the expected results (see Annex FRA Performance Measurement Framework).

2.2 The overall planned activities

In order to set up Monitoring and Evaluation, the following activities have been planned:

- Review of the Performance Measurement Framework, refining the list of indicators to measure different activities, outputs, and outcomes in the Logic Model;
- Establishment of the FRA baseline situation for measuring change over time and to establish the basis for a 'before and after' assessment, assessing the achievement of the outcomes and outputs as expressed in the Performance Measurement Framework;
- Design and implementation of Monitoring and Evaluation activities based on the Monitoring and Evaluation Action Plan drafted by the FRA, which includes the methodology to be adopted, data collection methods and data sources to be used;
- Gathering any useful information and data to implement the Monitoring and Evaluation activities at the level of outputs, outcomes and processes of the FRA against the key performance indicators defined in the Performance Measurement Framework.
- Drafting the Annual Monitoring and Evaluation Report (interim and final), based on clear and concrete key performance expectations and evaluation of achievements focused on outcomes and outputs attributed in whole or in part to the activities undertaken;
- Advising the FRA on monitoring mechanisms and appropriate tools for data management (for example databases or software).

Within the procurement procedures for selecting contractors for the M&E Activity, the Framework Contract method was used due to the long time-frame (2012-2016) of the activity, the framework contract terms of reference were issued in-house (inspired by good practises of other Agencies by the Management Board in agreement with the EC). The final terms of reference were adopted in XX 2011 and the related call for tender launched.

2.3 The activities implemented so far

The FRA is already carrying out the first set of the overall envisaged activities, according to the agreed work plan. This first phase started in August 2012 and ended in March 2013, with the contract signature with the contractor which will support the FRA planning team for all operations. At present, the system is being designed and a pilot phase, with the selection of a number of projects from different thematic areas and the Communication and Awareness Raising cross cutting activity, is being implemented both for assessing the functioning of the designed methods and tools and for the elaboration of first FRA performance report.

According to the adopted methodology for the first FRA Annual Monitoring and Evaluation Report, the monitoring and evaluation to be performed uses a combination of tools and data collection activities. More specifically:

- Review of background documents, selected projects results and outputs, external evaluation results



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ANNEX III: EVALUATION POLICY

- Interviews of relevant external parties and experts in the scientific field of the FRA selected projects
- Interviews and data collection with FRA project managers, thematic coordinators and management team
- Project case studies, i.e. in-depth investigations, desk research and each project's available documentation used to examine the identified assumptions and mechanisms in the FRA RIL/PMF matrix developed by the contractor

Under this pilot phase the reconstructed intervention logic and the performance measurement framework of FRA have been aligned and combined in a matrix form as an essential step towards finalisation of the monitoring and evaluation system and to facilitate the allocation of baseline and targets of the performance measures (indicators) relevant to the matrix which will be carried out in Specific Contract 2.

The revised PMF / RIL Matrix will form the basis for data collection and monitoring of indicators set in PMF.

The overall organizational and Thematic Area level evaluation will be carried out using SWOT Analysis while the selected projects will be evaluated using contribution analysis. Both these methods are qualitative evaluation methods that can operate in the lack of a baseline and targets

The FRA performance report will be structured as follows:

- I. Executive Summary: with an overview of the evaluation methodology, cases selected, results, conclusions and recommendations
- II. Overview: outlining the framework and purpose of the internal evaluation as well as its relationship with Annual Activity Report
- III. Introduction: presenting the aims of the report, purpose of the evaluation, a brief description of FRA evaluation efforts and its context.
- IV. The FRA: background and mandate of FRA, FRA organization and management, Objectives and activities
- V. Methodology: with the planned survey of project related external stakeholders and experts, interviews, desk research, description of methodology used, including tools, case studies, relevance of data collection methods to PMF, results and reporting on outputs, results and reporting on immediate outcomes, results and reporting on intermediate outcomes, Results and reporting on long term impact.
- VI. Evaluation of FRA Thematic Areas: in terms of contribution made by the FRA in the covered domain
- VII. Case studies (to be defined)
- VIII. Conclusions and Recommendations: This section will discuss the findings from the previous sections, recommendations for further developing and exploiting the Performance Monitoring Framework and for FRA to achieve its PMF goals.
- IX. Monitoring Framework: Description of Monitoring Framework

3. Communication and use of evaluation results

Results of the external evaluation will be firstly submitted to the attention of the FRA Management Board. The report will be then transmitted to the European Commission, the European Parliament and Council of the EU and published on the FRA web site to inform the general public.

As for the use of the external evaluation results, according to the adopted methodology, several recommendations for actions have been made. They are based on findings and conclusions of the external evaluation and have been grouped in three categories:

- The usefulness of the FRA
- The organisation of the FRA
- The working procedure of the FRA

As for results coming from the monitoring and evaluation activities, the FRA Annual Monitoring and Evaluation Report represents an internal document, aimed at assisting management in delivering against identified results, addressing problems promptly, planning according to lessons learnt from the past and providing empirical evidence of the outcomes of the FRA activities. Even though the internal monitoring and evaluation activities are mainly designed as an internal managerial tool, their results will be communicated to the general public, too.



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4. Resources and budget

The FRA, for carrying out the External Evaluation, allocated 245,700.00 EUR, only for 2012.

As for the Monitoring and Evaluation activities, the total amount allocated in four Annual Work Programmes, for the period between 2012 and 2016, is 820,000.00 EUR.

The existing Performance Measurement Framework has been used as the basis of the work developed in the framework of the Agency's external evaluation. The drafted framework has been revised in 2012 according to the reconstruction of intervention logic of the FRA realized by the external valutors and will be annually implemented (and reported on) in the framework of the monitoring and evaluation activities of the FRA.

ANNEX V: PERFORMANCE MEASUREMENT FRAMEWORK AND INDICATORS

Performance Measurement Framework

In order to best cater to its stakeholders' needs FRA must be capable of applying the lessons learned and best practices. FRA must strive for continuous improvement to strengthen the effectiveness and impact of its functions. This learning process rests on FRA's ability to carry out its Monitoring and Evaluation activities. The Agency has already introduced project –level indicators describing the planned output of each project (number of reports, number of participants in each event etc.) in order to follow the progress of the implementation of the Annual Work Programme. Monitoring the performance of FRA will be carried out in accordance with a Performance Measurement System which includes a logic model (composed by outputs, immediate, intermediate and ultimate outcomes) and the list of the performance measures (indicators)

The developed indicators, at both project and corporate level, constitute an integral part of the FRA Performance Measurement Framework, which is a pyramid structure with five levels of indicators has been defined: 1) output, 2) immediate outcomes, 3) intermediate outcomes, 4) ultimate outcome and 5) organisational impact- starting from the project level and finishing with indicators at the corporate level. The framework follows a logical chain where the ultimate outcome determines what intermediate and then immediate outcomes we will seek to reach during the Agency's lifecycle. The Framework thus also gives a set of performance indicators that we will use to assess whether FRA has reached its targets and supplied its products. Each outcome and output has a set of performance indicators (quantitative and qualitative) that will be used to measure FRA's achievement in this area.

Inputs	Activities	Objectives related to outputs	Objectives related to Short term impacts	Objectives related to Long term impacts	Aspirational impacts
Human, intellectual physical and economic capital	Assistance and expertise to EU institutions and Member States	O1: Provide assistance and expertise to EU institutions and Member States	ST1: Produce and or disseminate effective evidence based recommendations and conclusions from research findings, Opinion and other policy advice to decision makers and key stakeholders ST2: Improve effective networking and development of synergies among EU and national stakeholders, and Civil Society ST3: Increase awareness of fundamental rights among select professional organisations and stakeholders	LT1: FRA's assistance and expertise provided to EU institutions support legal and policy developments related to Fundamental rights	AI1: European and Member States' legislation and policies contribute to ensuring full respect of Fundamental Rights
		O2: Formulate opinions to EU Institutions and Member States			
	Data collection, research and analysis	O3: Develop research analysis, surveys and identify good practices			
		O4: Publish thematic reports and handbooks			
		O5: Disseminate targeted information to the right stakeholders at the right time			
	Cooperation and networking	O6: Develop of relevant scientific methodologies and standards		LT2: FRA's assistance and expertise provided to Member States support legal and policy developments related to Fundamental rights	A21: Relevant EU and Member State institutions, bodies and agencies increasingly respect, protect and promote Fundamental Rights
		O7: Develop effective networks with key partners and Agency networks			
	Dissemination and awareness raising	O8: Develop awareness raising materials		AI3: Greater knowledge of, and broader awareness of, fundamental rights issues in the Union are conducive to ensuring full respect of fundamental rights	


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ANNEX V: PERFORMANCE MEASUREMENT FRAMEWORK AND INDICATORS

Objectives related to outputs	Judgement criteria	Indicators	Measures
01 Provide assistance and expertise to EU institutions and Member States	JC 1 Extent to which FRA provides input to institutional stakeholders at EU and Member State level	I1 Number of hearings or presentations to institutional stakeholders across levels of governance	Count of the number of hearings or presentation to institutional stakeholders across levels of governance
		I2 Number of invitations for presentations at key events	Count of the number of invitations received
		I3 Number of policy input produced for specific stakeholders or events	Count of the number of policy input produced [by type of policy inputs and by type of stakeholders]
02 Formulate Opinions and other advice to EU Institutions and Member States	JC 2 Extent to which FRA provides timely (and adequate) responses to requests for Opinions and other advice involving research and analysis activities	I4 Number of requests for Opinions and other advice received broken down by initiators	Count of requests received by FRA by initiator over a period [<i>By type of stakeholder, by type of thematic area, by geographies</i>]
		I5 Number of requests for Opinions and other advice acknowledged (i.e. followed up)	Number of requests acknowledged and followed up (i.e. not rejected) / Total number of requests received [<i>By type of stakeholder, by type of thematic area, by geographies</i>]
		I6 Percentage of responses to requests for opinions and other advice (i.e. completed)	Number of requests for Opinions and other advice responded to / Number of total requests for Opinions and other advice received over a period
		I7 Average response time to request for Opinions and other advice	Total time elapsed between acknowledgement and response to requests for Opinions and other advice / Number of requests over the same period [data to be recorded for EU and MS requests separately]
03 Develop research analysis and surveys and identify good practices	JC 3 Degree to which FRA's research and analysis are adequate to the scope of FRA's activities	I8 Number of research activities [per type of task, per thematic area, per type of outputs, per geographical area]	Count of number of countries covered by data collection, research and analysis activities (per type of task, per Thematic Area, per type of outputs, per geographical area) over a period
		I9 Number of good practices identified (per Thematic Area)	Count of documents published over a period
04 Publish thematic reports and handbooks	JC 4 Degree to which FRA produces publications in relevant thematic areas	I10 Number of publications produced per thematic area	Count of publications produced per thematic area over a period
05: Disseminate targeted information to the right stakeholders and at the right time	JC 5 Extent to which FRA adequately and timely disseminates information	I11 Number of information instruments (leaflets, alerts, flyers etc.) distributed	Count of information instruments distributed [by type of events, by thematic area, by geography] over a period
		I12 Number of Newsletters / magazines distributed over a period	Count of the number of newsletter distributed over a period
		I13 Number of subscribers of Newsletters / magazines over a period	Count of the readers opening the letter over a period
		I14 Number of visitors to the FRA Website	Count of the number of recipient of newsletter distributed [Including newsletter downloads from the website]


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ANNEX V: PERFORMANCE MEASUREMENT FRAMEWORK AND INDICATORS

Objectives related to outputs	Judgement criteria	Indicators	Measures
	JC 6 Degree to which FRA's publications are adequately distributed to stakeholders	I15 Number of stakeholders who receive a copy of the publications	Count of stakeholders receiving a copy (hard or electronic copy) of reports [with or without asking for it] [per type of stakeholder / thematic area / and report]
		I16 Average time to distribute FRA reports and handbook	Time elapsed between final agreed version of the report and its distribution to stakeholders / number of reports published
		I17 Number of publications downloaded (per thematic area, type of stakeholder and type of report)	Count of stakeholders downloading a copy of reports from FRA's website [per type of stakeholder / thematic area / and report]
06 Develop relevant methods and standards	JC 7 The degree to which adequate methods and standards are being produced	I18 Number of documents produced whose purpose is to present methods and standards (including sets of indicators)	Count of documents published over a period
		I19 Proportion of methods and standards delivered according to work programme	Number of methods and standards produced / Number of methods and standards to be produced in the Work programme
	JC 8 The overall quality of FRA's methods and standards	I20 The proportion of Scientific Committee members that consider that FRA has developed adequate methods and standards	Number of scientific committee members agreeing with the statement / Number of overall committee members
07 Develop effective networks with key partners and Agency networks	JC 9 The degree to which FRA organises relevant meetings with its key stakeholders	I21 Number of meetings organised	Count of the number of meetings over a period [broken down by type of meeting, type of thematic area and type of participant profile] over a period
		I22 Number of relevant participants to meetings	Count of the number of participants over a period [broken down by meeting, type of meeting, type of thematic area and type of participant profile] over a period
		I23 Number of meeting-days attended	Count of the number of meeting days attended over a period [broken down by meeting, type of meeting, type of thematic area and type of participant profile] over a period
	JC 10 The degree to which FRA actively promotes its networking activities	I24 Number of networking events / meetings held	Count of networking events held
		I25 Number of stakeholders contacted to participate in networking activities / meetings	Count of the stakeholders who attended networking activities [by type of activities, by type of stakeholder profile, by thematic area] over a period
	JC 11 Extent to which FRA networks are attractive to relevant stakeholders	I26 Number of applications for FRP	Count of applications for FRP [by stakeholder profile, by thematic area] over a period Count of successful applications for FRP [stakeholder profile, by thematic area] over a period


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ANNEX V: PERFORMANCE MEASUREMENT FRAMEWORK AND INDICATORS

Objectives related to outputs	Judgement criteria	Indicators	Measures	
		I27 Number of participants in FRA networks	Count in the number of participants [by type of participant, by thematic area, by type of networks] over a period	
		I28 Number of stakeholders who have attended networking activities	Count of the stakeholders contacted to participate in networking activities [by type of activities, by type of stakeholder profile, by thematic area] over a period	
		I29 Proportion of stakeholders contacted to attend the networking events vs who actually attend	Count of stakeholders participating in networks / count of networks	
	JC 12 Degree to which FRA adequately organises relevant consultations with stakeholders			Count in the number of stakeholder consultations [by thematic areas, by type of stakeholders] over a period
		I31 Number of participants in consultations	Count in the number of stakeholders per consultations [By type, by thematic area] over a period	
	JC 13 The degree to which FRA organises relevant training with its key stakeholders	I32 Number of trainings organised	Count of the number of trainings over a period [broken down by type of meeting, type of thematic area and type of trainee profile] over a period	
		I33 Number of relevant participants to trainings	Count of the number of trainee over a period [broken down by training, type of training, type of thematic area and type of trainee profile] over a period	
		I34 Number of training-days attended	Count of the number of training days attended over a period [broken down by training, type of training, type of thematic area and type of trainee profile] over a period	
	08: Develop awareness raising materials	JC 14 Extent to which FRA produces awareness raising material	I35 Number of materials produced targeted to civil society (e.g. folder, newsletter, brochure, report, guideline, handbook),	Count of the number of materials procedure over a period
I36 Number of multimedia tools adopted to increase the FRA visibility among civil society [e.g. databases, dedicated mobile phone applications, social networking sites, etc.]			Count of the number of multimedia tools adopted over a period	
JC 15 Extent to which FRA undertakes awareness raising activities		I37 Proportion of the number of awareness raising activities within a period vs. the number of awareness activities planned	Number of awareness raising activities within a period / the number of awareness activities planned	
JC 16 The extent to which FRA participate in relevant events / conferences		I38 Number of FRA speeches/presentations at events and conferences.	Count of speeches or presentation made to events and conferences [by type of events, by thematic area, by geography] over a period	
JC 17 Extent to which FRA's awareness raising activities are effective		I39 Number of people reached by awareness raising activities	Count of number of persons reached by awareness raising activities [counting information instruments, newsletters, social networks, page downloads, etc.)	
		I40 Media coverage of FRA's activities (e.g. events, publications, etc.)	Count in the number of targeted readership represented by the media reporting on FRA's activities	



ANNEX V: PERFORMANCE MEASUREMENT FRAMEWORK AND INDICATORS

Objectives related to outputs	Judgement criteria	Indicators	Measures
		I41 Take-up of articles and press releases in professional press	Count of the number of media reporting on FRA's communication outputs (or Number of FRA references in media by type of FRA theme/project)
	JC 18 Degree to which FRA has an adequate virtual presence to raise awareness	I42 Number of social media fans/likes	Count of the number of social media fans / likes [by type of social media activity or followers]
		I43 Number of page views and unique visitors, (website)	Count of the number of pages views and unique visitors
		I44 Average time spend by visitors on FRA website, mobile application, etc.	Time spent by unique visitors on FRA website / total number of unique visitors on FRA website [over a period]

Objectives related to short term impacts	Judgement criteria	Indicators	Measures
ST1 Produce and or disseminate effective evidence based recommendations and conclusions from research findings, Opinion and other policy advice to decision makers and key stakeholders.	JC 19 Degree to which FRA's data collection, research and analysis outputs are adequate to the needs and objectives of key stakeholders	I45 Proportion of stakeholders who consider that information and analysis provided by FRA meets their needs, and objectives	Overall number of key stakeholders considering FRA's data collection, research and analysis activities as relevant / overall number of stakeholder concerned by such activities [by thematic area; by type of stakeholder; by type of outputs] over a period
		I46 Proportion of key stakeholders who are satisfied with FRA's research and analysis outputs	Number of key stakeholders satisfied with FRA's publications / Number of stakeholders receiving FRA's publications [by thematic area; by type of stakeholder; by type of outputs] over a period
	JC 20 Degree to which FRA's research and analysis are coherent with FRA's objectives and tasks (i.e. Article 2 and 4 of the Founding Regulation) and thematic areas (i.e. the MAF of FRA)	I47 Proportion of research and analytical outputs that are coherent with FRA's objectives and tasks and thematic areas	Number of stakeholders agreeing with the statement "publications research and analytical outputs are: adequate coherent with to the FRA's objectives and tasks and thematic areas" / Number of stakeholders receiving FRA's research and analytical outputs [by thematic area; by type of stakeholder; by type of output] over a period
		I48 Average number of downloads of publications	Number of research and analytical outputs downloaded by unique users [By thematic area; by type of publications] / Total number of new research and analytical outputs over a period
JC 21 Extent to which FRA provides reliable , high quality and useful evidence based recommendations	I49 Proportion of key stakeholders that consider evidence provided by FRA is: <ul style="list-style-type: none"> - reliable - of high quality - useful 	Number of key stakeholders satisfied with relevance, reliability, usefulness and quality of FRA's evidence / Number of key stakeholders receiving FRA's outputs [by thematic area; by type of stakeholder] over a period	


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ANNEX V: PERFORMANCE MEASUREMENT FRAMEWORK AND INDICATORS

Objectives related to short term impacts	Judgement criteria	Indicators	Measures
	JC 22 Extent to which FRA provides a good service to its key stakeholders concerning the Opinions provided	I50 Proportion of key stakeholders who are satisfied with responses to request for opinions and assistance issued by FRA with respect to their: - reliability (i.e. timeliness and accessibility) - relevance - quality	Number of key stakeholders satisfied / number of stakeholders issuing requests for opinions and assistance [by thematic area; by type of stakeholder; type of criteria time, quality, relevance] over a period
	JC 23 Extent to which reliable, relevant and high quality information resulting from Data collection, research and analysis activities is delivered to intended target group	I51 Proportion of key stakeholder and experts who consider that reliable, relevant and high quality information resulting from FRA Data collection, research and analysis activities is delivered to intended target group	Number of key stakeholder and experts who consider that reliable, relevant and high quality information resulting from FRA Data collection, research and analysis activities is delivered to intended target group / Overall experts and key stakeholders reached.
	JC 24 Extent to which outputs from FRA's Data collection, research and analysis activities contributes to a greater shared understanding of trends in Fundamental Rights	I52 The proportion of stakeholders who agree/strongly agree that FRA's outputs contributes to a greater shared understanding of trends in fundamental rights	Count of key stakeholders agreeing with the statement / overall number of key stakeholders consulted [by type of outputs]
		I53 Number stakeholders receiving FRA outputs [i.e.. synthesis reports / newsletters / Response to ad hoc request) produced by FRA which summarise trends in Fundamental Rights	Count of key stakeholders receiving FRA output [i.e. reports or newsletter; response to ad hoc request] produced containing mentions of trends in Fundamental Rights over a period [By type of trends; type of key stakeholder; etc.]
	JC 25 Extent to which FRA contributes to effective data and information-sharing across the EU and Member States on key Fundamental Rights issues	I54 Number of times/frequency data and information is shared through events, platforms or publications directly to key stakeholders (i) at EU level (ii) at MS level	Count of times/frequency data and information is shared through events, platforms or publications directly to key stakeholders at (i) at EU level (ii) at MS level through its networks
		I55 Number of joint projects delivered	Count of joint projects delivered
ST2: Improve effective networking and development of synergies among EU and national stakeholders, and Civil Society	JC 26 Extent to which FRA networking activities are effective in connecting relevant stakeholders / practitioners concerning Fundamental Rights	I56 Proportion of stakeholders/FRP members who think that FRA has been successful in promoting dialogue with civil society	Number of stakeholders who agree with the statement / Overall number of stakeholders interviewed
	JC 27 Extent to which FRA networking activities are effective in helping to promote Fundamental Rights in the EU or at Member State level	I57 Proportion of FRP and other network members/ stakeholders who consider the networking/collaboration activities organised by FRA to be useful to their organisation	Number of network members considering FRA networking activities as useful / number of network members reached
	JC 28 Extent to which FRA reinforces the value of its products and services by bringing organisations working together at different level of governance	I58 Proportion of FRP and other network members / stakeholders who consider that their inputs to FRA collaboration activities (e.g. networking / consultations) are of value to the FRA / inform FRA products / services	Number of network members considering that their inputs to FRA collaboration activities (e.g. networking / consultations) are of value to the FRA / inform FRA products / services


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ANNEX V: PERFORMANCE MEASUREMENT FRAMEWORK AND INDICATORS

Objectives related to short term impacts	Judgement criteria	Indicators	Measures
ST 3 Increased awareness of fundamental rights among selected professional organisations and stakeholders	JC 29 Extent to which FRA contributes to a greater shared understanding of trends in Fundamental Rights	I59 The proportion of stakeholders who agree/strongly agree that FRA's awareness raising activities contributes to a greater shared understanding of trends in fundamental rights	Count of key stakeholders agreeing with the statement / overall number of key stakeholders consulted
		I60 Number stakeholders targeted by FRA's awareness raising activities which outlines trends in Fundamental Rights	Count of key stakeholders targeted by FRA's awareness raising activities outlining trends in Fundamental Rights over a period [By type of trends; type of key stakeholder; etc.]
	JC 30 Extent to which the FRA communication activities are effective in making the Agency's insights and messages on Fundamental rights accessible to civil society	I61 Proportion of stakeholders who came to contact with FRA as a result of the communication activities	Count of organisations or individuals who came to contact with FRA as a result of communication activities [by thematic area; by type of organisation or individuals; by type of communication activities; by status "known / unknown" to the agency] over a period out of a representative sample
		I62 Proportion of outputs [publications, opinions, communications, etc.] translated in all 23 official languages of the EU.	Count of outputs translated in all languages / count of outputs produced
		I63 Proportion of stakeholders who consider that FRA's communication activities make the agency's work more accessible to them than would otherwise be the case	Number of stakeholder considering FRA's communication activities are efficient in providing accessibility / Number of stakeholders targeted by Communication activities [by thematic area; by type of stakeholder] over a period

Objectives related to long term impacts	Judgement criteria	Indicators	Measures
LT 1 FRA evidence base used for policy and legal development at EU level	JC 31 Extent to which FRA's conclusions and recommendations from research findings; Opinions and other policy advice directly used for policy development in a manner which reflects the desired impacts of the Agency	I64 Proportion of relevant policy stakeholders who consider that the FRA's conclusions and recommendations from research findings; Opinions and other policy advice directly used for policy development in a manner which reflects the desired impacts of the Agency	Number of relevant policy stakeholders who consider that the FRA's conclusions and recommendations from research findings; Opinions and other policy advice directly used for policy development / Number of policy stakeholder reached who have benefited from FRA's opinion and advice
	JC 32 Extent to which conclusions and recommendations from research findings contributes to EU legislation and policies in a manner which reflects the desired impacts of the Agency	I65 The proportion of stakeholders who agree or strongly agree that FRA conclusions and recommendations from research findings contributes to EU policies and legislation in a manner which reflects the desired impacts of the Agency	Number of stakeholders who agree that as a result of that FRA conclusions and recommendations from research findings contributes to EU policies and legislation in a manner which reflects the desired impacts of the Agency / Number of stakeholder reached


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ANNEX V: PERFORMANCE MEASUREMENT FRAMEWORK AND INDICATORS

Objectives related to long term impacts	Judgement criteria	Indicators	Measures
		I66 Proportion of stakeholders considering that FRA is one of the top five actors in Europe influencing FR activities in EU	Number of stakeholders who consider FRA as of the top 5 influencing EU-level institutions in the domain of FR / Number of stakeholder reached
	JC 33 Extent to which FRA 68)Opinions and other policy advice contribute to the development and implementation of EU legislation and policies in a manner which reflects the desired impacts of the Agency	I67 Proportion of EU level stakeholders who consider that FRA conclusions and recommendations from Opinions and other policy advice contribute to the development of EU legislation and policies in a manner which contributes to the desired impacts of the Agency	Number of EU level stakeholders who consider that FRA Opinions and policy advice contribute to the development of EU legislation and policies / Total number of EU level stakeholder reached
		I68 Proportion of EU level stakeholders who consider that FRA conclusions and recommendations from Opinions and other policy advice contribute to the implementation of EU legislation and policies in a manner which contributes to the desired impacts of the Agency	Number of EU level stakeholders who consider that FRA Opinions and other policy advice contribute to the implementation of EU legislation and policies / Total number of EU level stakeholder reached
		I69 Number of references to FRA's conclusions or recommendations or FRA's activities in EU policies and legislation	FRA's conclusions or recommendations or FRA's activities
		I70 Proportion of legislation containing reference or citation to FRA's conclusions and recommendations or FRA activities	Number of EU legislation / policy containing reference or citation to FRA / FRA's activities as a proportion of total number of legislation where a reference to FRA or FRA's output could be expected.
		I71 Number of legislative proposals that FRA has provided opinions or policy advice for	Number of legislative proposals that FRA has provided Opinions or advice for / Total number of proposal (EU level)
LT 2 FRA evidence base used for policy and legal development at Member State level	JC 34 Extent to which FRA's conclusions and recommendations from research findings; Opinions and other policy advice directly used for policy development at Member State level in a manner which contributes to the desired impacts of the Agency	I72 Proportion of relevant policy stakeholders at Member State level who consider that the FRA's conclusions and recommendations from research findings; Opinions and other policy advice directly influenced policy development in a manner which contributes to the desired impacts of the Agency	Number of relevant policy stakeholders at Member State level who consider that the FRA's conclusions and recommendations from findings; Opinions and other policy advice directly influenced policy development at Member State level/ Number of policy stakeholder reached who have benefited from FRA's opinion and advice
	JC 35 Extent to which conclusions and recommendations from research findings contribute to Member States' legislation and policies in a manner which reflects the	I73 The proportion of stakeholders who agree or strongly agree that FRA conclusions and recommendations from research findings contributes to Member States' policies and legislation in a manner which reflects the desired impacts of the Agency	Number of stakeholders who agree that as a result of that FRA conclusions and recommendations from research findings influences Member States' policies and legislation in a manner which contributes to the desired impacts of the Agency / Number of stakeholder reached


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ANNEX V: PERFORMANCE MEASUREMENT FRAMEWORK AND INDICATORS

Objectives related to long term impacts	Judgement criteria	Indicators	Measures
	desired impacts of the Agency	I74 Proportion of stakeholders considering that FRA is one of the top five actors in Member States influencing Fundamental Rights activities at Member State level	Number of stakeholders who consider FRA as of the top 5 influencing Member State-level institutions in the domain of Fundamental Rights / Number of stakeholder reached
	JC 36 Extent to which FRA Opinions and other policy advice contribute to the development and implementation of Member State legislation and policies in a manner which reflects the desired impacts of the Agency	I75 Proportion of Member State level stakeholders who consider that FRA conclusions and recommendations from Opinions and other policy advice contribute to the <u>development of</u> Member States' legislation and policies in a manner which reflects the desired impacts of the Agency	Number of Member State level stakeholders who consider that FRA Opinions and policy advice contribute to the <u>development of</u> Member States' legislation and policies/ Total number of Member State level stakeholders reached
		I76 Proportion of Member State level stakeholders who consider that FRA Opinions and other policy advice contribute to the <u>implementation of</u> Member States' legislation and policies in a manner which reflects the desired impacts of the Agency	Number of Member State level stakeholders who consider that FRA Opinions and other policy advice contribute to the <u>implementation of</u> Member States' legislation and policies / Total number of Member State level stakeholders reached
		I77 Number of references to FRA's conclusions or recommendations or FRA's activities in Member State policies and legislation	Number of references to FRA's conclusions or recommendations or FRA's activities in Member State policies and legislation
		I78 Proportion of Member State legislation containing reference or citation to FRA's conclusions and recommendations or FRA activities	Number of Member State legislation / policy containing reference or citation to FRA / FRA's activities as a proportion of total number of legislation where a reference to FRA or FRA's output could be expected.
		I79 Number of legislative proposals that FRA has provided opinions or policy advice for	Number of legislative proposals that FRA has provided Opinions or advice for / Total number of proposal (Member State level)

Aspirational objectives	Judgement criteria	Indicators	Measure
AI 1 EU and Member States' legislation and policies contribute to ensuring full respect of fundamental rights	JC 37 Degree to which FRA's range of activities influenced EU and Member States legislation and policies related to Fundamental Rights	I80 Proportion of stakeholders who agree that FRA's range of activities influenced EU and Member States legislation and policies related to fundamental rights	Number of stakeholders who agree that FRA's activities influenced EU and Member States legislation and policies related to Fundamental Rights / Number of stakeholders reached
	JC 38 Extent to which FRA's range of activities have actively influenced the implementation of Fundamental Right legislation and policies in practice	I81 Proportion of stakeholders who agree that FRA's range of activities have actively contributed to the <i>implementation of</i> fundamental rights legislation and policies in practice (a) at EU level (b) at MS level	Number of stakeholders who agree that FRA's activities have actively contributed to the <i>implementation of</i> Fundamental Rights policies in practice (a) at EU level (b) at MS level / Number of stakeholder reached
	JC 39 Extent to which existing legislation and policies are effective in guaranteeing the rights of everyone	I82 Proportion of stakeholders who consider that (i) existing legislation and policies are effective in guaranteeing fundamental rights	Proportion of stakeholders who consider that (i) existing legislation and policies are effective in guaranteeing the Fundamental Rights of rights holders / number of stakeholders


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ANNEX V: PERFORMANCE MEASUREMENT FRAMEWORK AND INDICATORS

			reached
AI 2: Relevant EU and Member State institutions, bodies and agencies and or civil society increasingly respect, protect and promote Fundamental Rights	JC 40 Extent to which EU and Member State institutions are effective in respecting, protecting and promoting Fundamental Rights	I83 Proportion of stakeholders who consider that EU and Member State institutions effectively respect, protect and promote Fundamental Rights	Number of stakeholders who consider that EU and Member State institutions effectively respect, protect and promote Fundamental Rights / Number of stakeholder reached
		I84 Evolution of World Rule of Law index for EU27	Value of index in new period - Value of index in reference period
	JC 41 Extent to which FRA directly influences the way in which duty bearers and practitioners conduct their work in promoting/preserving fundamental rights	I85 Proportion of duty bearers and practitioners who consider that they will directly apply the knowledge gained via FRA in their work to safeguard fundamental rights	Number of duty bearers and practitioners who consider that they will directly apply the knowledge gained via FRA in their work to safeguard fundamental rights as a proportion of total number of front line professionals reached
		I86 Proportion of CSOs and FRA network members who consider that FRA's work (e.g. events and training) has contributed to an increase in their organisation's capacity to promote fundamental rights	Number of stakeholder considering consider that FRA's work (e.g. events and training) has contributed to an increase in their organisation's capacity to promote fundamental rights / Total number of stakeholder reached
		I87 Proportion of professional organisations and individual members who have been trained in FR issues through those trained by FRA (other EU agencies, NHRIs, front line authorities.)	Number of professional organisations and individual members who have been trained in FR issues through those trained by FRA (EU agencies, HRI in MS, front line authorities.) / Total number of potential professional organisations
		I88 Satisfaction of participants to events (training and other events)	Proportion of stakeholders trained who were satisfied with the training
		I89 Relevance of training/information to participants at events	Proportion of stakeholders who considered the training/event relevant
	JC 42 Extent to which evidence provided by FRA has influenced the work of non-governmental stakeholders	I90 Proportion of non-governmental stakeholders who agree that FRA's work has directly influenced their work and capacity to promote fundamental rights	Number of non-governmental stakeholders who agree that FRA's work has directly influenced their work and capacity to promote fundamental rights / Number of non-governmental stakeholders reached
		I91 Number of references made to FRA's and FRA's output by non-governmental actors	Count of references of FRA's and FRA output by non-governmental actors [By type of output; type of instruments; thematic area; type of stakeholders] over a period
		92 Mapping of links pointing to FRA's website	Number and typology of links pointing to FRA's website
AI3: Greater knowledge of, and broader awareness of, fundamental	JC 43 Degree to which rights holders are aware of their rights and claim their rights	I93 Proportion of EU citizens who know what the Charter of Fundamental Rights is	Number of general population (or sample of) who are aware of their fundamental rights or aware of the Charter of FR / number of general population (or sample of)


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ANNEX V: PERFORMANCE MEASUREMENT FRAMEWORK AND INDICATORS

rights issues in the Union are conducive to ensuring full respect of fundamental rights		I94 Proportion of general population who have claimed their fundamental rights	Number of general population (or sample of) who have claimed their fundamental rights / number of general population
	JC 44 Extent to which the general awareness of FRA's work and on-going Fundamental Rights issues have been brought to the attention of the general public and specific/vulnerable groups	I95 Proportion of frontline professionals who agree that they have been able to increase the awareness of general public and vulnerable groups of fundamental rights as a direct result of FRA's work	Number of frontline professionals who agree that they have been able to increase the awareness of general public and vulnerable groups of fundamental rights as a direct result of FRA's work as a proportion of total front line professionals reached
	JC 45 Extent to which FRA's activities contribute to the increase in the knowledge and skills among CSOs, including FRA's other network members	I96 Proportion of CSOs and FRA network members who consider that FRA 's work has positively contributed to their knowledge and skills concerning their role as FR agents or proportion who agree that their organisation have benefited from the work of FRA	Number of stakeholder considering who that FRA's who agree with those statements / Total number of stakeholder reached


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ANNEX V: RISK REGISTER

In compliance with the Internal Control Standards the Agency has performed an annual risk analysis exercise.

Taking into account the existing processes the Agency has assessed its potential risks on the basis of their likelihood of occurrence and potential impact. This assessment has been presented in a risk register where the following information has been identified:

- risk
- criticality
- possible consequence
- likelihood of occurrence on a three level scale (low, medium or high)
- potential impact (objectives, financial, reputation) on a three level scale (limited, significant or severe)

Following the analysis of existing controls and in the cases where the residual risk still needs to be reduced, specific actions have been identified.

This annex is an extract of the risk register representing the risks that the Management considers relevant to the implementation of AWP 2014 and that will be mitigated with specific preventive actions.

Risk #	Risk details		Assessment of the risks					Management of the risks		
	Type	Description of the risks	Possible consequences	Likelihood of occurrence	Objectives	Financial	Reputation	Residual risk L*1	Action owner	Action (yellow field) (Only if the residual risk still needs to be avoided/reduced/transferred after evaluation of existing controls)

Management & planning

M4	I1	Inadequate provision of resources in relation to existing and new tasks of the Agency.	Delay in implementation of the annual work programme Dissatisfaction of the Staff Decrease of the quality of FRA products/activities Lack of capacity to address additional requests	Medium 2	Significant 2	Limited 1	Limited 1	Medium 4	All	Strengthen the monitoring of the AWP implementation in relation to unforeseen ad hoc requests. Strengthen internal evaluation of resources.
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Communication and awareness raising with Stakeholders

C6	I4	Failure in relating to Stakeholders' needs (especially of those at MS level) due to use of inappropriate working channels or to non-recognition or no involvement of key actors.	Incomplete analysis. Loss of confidence in the Agency. Inappropriate action taken by the Agency. Limitation on the impact of Agency's work.	Medium 2	Limited 1	Limited 1	Significant 2	Medium 4	CAR RES	Specific analysis has been introduced for identification of actions for future enhancement of the cooperation actions at the MS level which will be presented to MB during its May meeting in 2013. Follow up will be ensured.
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ANNEX V: RISK REGISTER

Human resources management

HR8		Delay in adoption of specific implementing rules relevant to Staff regulation in agreement with art 110 of Staff Regulations.	Critical remarks by auditors, European Parliament. Breach of the regulatory framework.	Medium 2	Significant 2	Limited 1	Significant 2	Medium 4	HRP	Ensure close monitoring for adoption of pending implementing rules and adequate incorporation in the operational activities.
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Procurement process

PR8	I3	Conflict of interest for Management Board and Scientific Committee	Legal challenge against the Agency. Loss of reputation. Non achievement of objectives	Medium 2	Significant 1	Limited 1	Significant 2	Medium 4	ADMIN	The Agency is going to develop and implement additional actions for avoidance of conflict of interest including the MB and the Scientific committee.
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