



# Annual Activity Report 2010



**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS

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## 1.1 The FRA activities in 2010

### 1.1.1 Providing evidence-based advice

The Agency provides advice to support better informed policy making and implementation in relation to fundamental rights, and in particular to support better use of evidence – based on robust research results – in the policy making process and in measures adopted for action and change in practice on the ground.

The results of its research are mainly contained in its thematic comparative reports, in shorter summary reports, and in the Agency's annual report on fundamental rights issues. These reports are variously written and developed in-house by expert staff with different legal, social and statistical expertise. All publications follow a rigorous in-house review process involving the Scientific Committee, as well as senior research staff, heads of department and the director.

The following illustrates some of the Agency's main outputs in 2010 that served to provide evidence-based advice to key stakeholders – often in fields where data and information continue to be lacking, or where there is no comparability at an EU level. These outputs cover the wide span of the Agency's multiannual framework, and intersect with each other to reinforce the evidence from different angles.

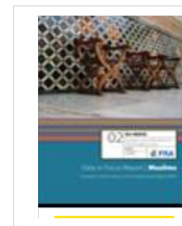


On 26 January, the *International Remembrance Day for the Victims of National Socialism*, the FRA presented its first publication of the year on the **role of historical sites and museums in teaching about the Holocaust and human rights**, which was launched at

a Ministerial Conference in Auschwitz. This report was supplemented by a handbook for teachers emphasising the link between teaching about the Holocaust and other Nazi crimes, and teaching about human rights and democracy. On 9 April the Agency presented the 6th update of its **Anti-Semitism report** covering the situation in the European Union 2001-2009 at the annual EU-Israel meeting on countering discrimination and anti-Semitism. On 7 May during the FRA's yearly symposium, four reports were released that presented evidence under the umbrella of building a 'fundamental rights architecture' in the EU: the **third EU-MIDIS "Data in Focus"** report focusing on rights awareness in the field of non-discrimination, including knowledge about Equality Bodies; a report on national human rights institutions



in the EU; a report on national data protection authorities; and a report on the impact of the racial equality directive based on an analysis of the views of social partners across the EU.



On 16 July the FRA contributed to the International AIDS Conference in Vienna with a paper on "A rights-based approach to HIV in the EU". On 13 September the Agency published two reports on **access to justice and effective remedies for asylum seekers** providing, for the first time, research evidence about asylum-seekers' own experiences across the EU. The report informed the discussions at the Ministerial Conference on Asylum in October. At a CEPOL training event, the FRA released the 4th EU-MIDIS "Data in Focus" report, which compared the responses of selected ethnic minorities and the majority population, in ten Member States, with respect to their experiences of police stops and the potential for discriminatory police profiling practices, and possible links to reduced trust in the police.

On the same day the FRA published its **Guide on understanding and preventing discriminatory ethnic profiling**. Linked to this theme of discrimination, on 27 October the Agency published the results of a unique survey of 3,000 Muslim and non-Muslim young people about their experiences of and attitudes towards discrimination, social marginalisation and violence. On 28 October the FRA published at the 16th European Fair Play Congress in Prague the results of its research on **racism in sport**,



focusing on different sports and levels of practice. On 8 November the first deliverable of the FRA's project on the **situation of persons with mental health problems and persons with intellectual disabilities** was released examining the current situation regarding their right to political participation. On 30 November the FRA released the update of its 2007 **legal comparative report on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity**. On 1 December at the Fundamental Rights Conference the Agency published its full report on developing **child rights indicators** for the EU, as well as its **comparative report on separated asylum seeking children** in the EU. Finally, on 14 December the FRA published a paper on the protection of fundamental rights during the economic crisis.



### 1.1.2 Collecting and analysing data

Data collection and analysis on the situation of fundamental rights in the EU forms the cornerstone of the Agency's work. In 2010 the FRA carried out data collection activities on fundamental rights issues, as outlined below, which are often cross-cutting.

Research activities are carefully coordinated to achieve an interdisciplinary approach that brings together legal and social research, which is based on primary and secondary data and information collection, and is informed by policy developments and needs. The Agency's two research departments – *Equality and Citizens' Rights*, and *Freedom and Justice* – work closely together so that results in one area, for example on asylum issues, inform the Agency's analysis in other areas, for example racism or child rights, and vice versa.

The Agency's research often spans into multi-annual rolling projects, when addressing more resource demanding issues or when 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.

Research at FRA is policy driven and needs to be policy relevant. With this in mind we engage with key stakeholders at the planning and implementation stages of projects to ensure that work corresponds to their needs. Data are collected in two ways: as secondary source information or as primary data collection based on fieldwork. 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, results of monitoring by international organisations, etc. Research staff utilise robust,

scientific methods and their in-house expertise, and work together with contractors in the development of research and the application of different methodologies when collecting data and information across the EU27.

The Agency takes several steps to ensure that its research work is of the highest possible quality, following the guidance of its Scientific Committee and advice from external experts. During 2010 the FRA rolled out research projects covering different areas of its multi-annual framework. For example, with regard to the *area of migration*, fieldwork research was carried out on the situation of irregular migrants and

pilot research was carried out regarding the treatment of third country nationals at the EU's external borders. In the context of its on-going cooperation with FRONTEX the FRA analysed existing fundamental rights training for border guards with a view to contribute to the development of tailor made material for the EU. In regard to *racism, xenophobia and related intolerances* the Agency collected the available data feeding the results of its analysis into its annual report, as well as its annual update overview report on anti-Semitism in the EU. In addition, the FRA collected and analysed evidence on the impact of the economic crisis on fundamental rights. Furthermore, the FRA collected data and developed an analysis updating an earlier comparative report on *discrimination in employment*. Finally, based on data collected during the previous year, the Agency completed in-house its analysis on the impact of the *Racial Equality Directive*.



In regard to *discrimination on grounds of disability* the FRA continued the fieldwork research on the fundamental rights of persons with intellectual disabilities and persons with mental health problems—interviewing a sample of these persons, their carers and other relevant actors. Furthermore, the FRA initiated primary research in a selection of EU Member States on *multiple and intersectional discrimination on the grounds of gender, age and racial/ethnic background in the area of health*. In September 2010 the European Commission invited the FRA to participate in the *Roma Task Force* and contribute in its work through the provision of data, which were delivered at very short notice. In regard to the rights of the child the Agency finalised its analysis of the research data regarding the situation of separated *asylum seeking children* in 12 EU Member States.



The FRA also developed further its *child rights indicators* through in-house work. With respect to *access to justice* – the FRA completed the analysis for its first legal report on key constraints on accessing justice with respect to civil law. In the second half of the year the second component of this project was launched, which consists of fieldwork research based on interviews with complainants, selected intermediaries such as NGOs and legal actors that process complaints, and Equality Bodies that are responsible for dealing with complaints. The second



component builds on the first to address the efficiency and equitability of 'access to justice' as a process, its outcomes and the services provided. In regard to its project on joined-up governance, the Agency mapped selected EU, national and local-level initiatives in this area and identified key institutional gaps and areas of fragmented governance preventing access to justice

### 1.1.3 Engaging with stakeholders

In 2010, the Agency's engagement with stakeholders continued to develop in three complementing directions. These directions aim to engage those responsible for policy development and decisions with those responsible for monitoring implementation and impact, and those who are the beneficiaries of the policies and actions. The directions reflect the Agency's evidence based advisory role. They seek to draw the experience, knowledge and expertise from all those involved to support outcomes that are effective and tangible.

The Agency's primary stakeholders though remain the EU and its Member States. The Agency has continued to use a twin track approach to engage with them. It engages with them as part of its day to day work and in the context of its projects. Both tracks seek to ensure that the Agency's work programme reflects issues of importance to them and relates directly to the EU policy making agenda on fundamental rights. The day to day engagement involves inter alia regular meetings with the *EU institutions in particular the Parliament, the Commission, the Council of Europe* and representatives of the *United Nations*, twice yearly meetings with the *National Liaison Officers* of the Member State governments, annual meetings with National Human Rights Institutions and Equality



Bodies, and an annual meeting with its civil society partners under the Fundamental Rights Platform.

In 2010, the Agency placed an emphasis on

supporting policy development in the fields of disability, Roma and rights of the child. On disability, the Agency gathered together for the first time representatives of organisations working on disability, health professionals and practitioners, policy makers, human rights institutions and disabled persons. The Agency also set up a network with National Human Rights Institutions to work on disability issues, share and exchange information, expertise and experiences. The work on Roma focused on housing with the Agency joining the European Commission and reaching

out to new stakeholders such as urban planners and architects. The emphasis was local level impact and practical solutions. On Rights of the Child, the Agency worked on separated asylum seeking children and the emerging area of child friendly justice. To draw its work together the Agency brought together in its *Fundamental Rights Conference* the key stakeholders from the European Union, United Nations and Council of Europe to engage with policy makers, National level protection mechanism, representatives of the criminal justice systems at the National level, ombudsmen for children, civil society and local authorities. Bringing together the standard setters with those tasked to implement and monitor impact.

In 2010, the Agency tested a new, more participatory, stakeholder-driven approach in its "joined-up governance project". The Agency followed-up its consultation meetings in 2009 with a questionnaire-based survey to assess stakeholder needs and expectations vis-à-vis the project. The feedback indicated a need for exchanging and developing good practice



on strategies and tools for rights-based policy planning and evaluation, as well as better coordination and steering capacities across levels of government. Based on the needs analysis, the FRA set up a project to assist in developing joined-up mechanisms of fundamental rights implementation. In order to ensure that project results continue to meet the needs of various stakeholders, a project steering group has been established and met throughout various phases of the project.

The Agency remains committed to the view that better policy making and decisions arise from the interaction of all those who are involved and benefit from the policy and action.

### 1.1.4 Communicating and raising awareness

According to its Founding Regulation, one of the Agency's objectives is to "*promote dialogue with civil society, in order to raise public awareness of fundamental rights and actively disseminate information about its work*" (Art. 4(h) Founding Regulation).

The FRA used a variety of approaches aiming to achieve this goal during 2010. The FRA communication - and in the end its impact - relied both on a detailed mapping of policy developments and stakeholder needs, as well as on high quality research, analysis and

opinions. The overall goal was to ensure that the FRA's communication actions were appropriate to its goal and objectives, that they were implemented effectively, and that activities and outcomes brought added value to the EU and its Member States' policies on fundamental rights, and raised general awareness in European society.

In 2010 there were more than 35 main project reports concluded and published. For each project, the type and number of publications summarizing the results were tailored from inception to delivery to meet the needs of the intended target groups. This followed the FRA's approach to give centre stage to its partners' and stakeholders' need for useful, timely and relevant information. Following this approach, new fact sheets for policy makers were developed to complement the media dossiers and press releases information. Stakeholders received embargoed copies of reports ahead of the public launch and several civil society networks helped the FRA to reach a wider range of interested stakeholders.



In 2010, new communication methods were used to deliver quality, targeted and up-to-date information to FRA audiences. The FRA

launched its new website, including unique videos and audio material for the first time. The FRA website was further developed, in particular its interactive part by implementing a social media strategy with the goals to drive conversions and to increase its presence online. Within two months, the FRA Facebook page had reached more than 1,200 followers. Twitter and YouTube were also implemented to reach a wider audience. Streaming video was successfully used for the live broadcast of the FRA Annual Fundamental Conference.

The media coverage of the FRA publications helped raising awareness about fundamental rights across the EU and beyond. For the first time, the FRA used multimedia press-releases to further disseminate information and impact through broadcasters and online media. For example, this new approach was taken to expand the reach of the results of more than 7 already published reports and results on the theme of Roma and Travellers.

The reports were covered by 11 national TV stations and 4 radio stations (among them Euronews, France 24 and TVE) in a total of 9 EU member States.



International media echoed several FRA reports through the year further expanding the reach and impact of the FRA work. In particular, key media such as the BBC News started to refer to the FRA as the "EU's leading human rights agency".

Specific awareness raising activities were carried out in 2010. In particular the FRA Open Doors Day on the 9th May attracted more than 1500 visitors, and the FRA Diversity Day was attended by around 2500 young people from more than 6 different EU Member States.

## 1.2 Implementation of the AWP2010 by areas of activity

### 1.2.1 Asylum, immigration and integration of migrants

The area of **Asylum, immigration and integration of migrants** remained high on the agenda of policy makers in 2010. The Agency's 2010 AWP included projects and events focusing on several issues relating to this area, including the development of key projects concerning the fundamental rights situation of irregular migrants in the EU and treatment of third country nationals at the EU's external borders.

Activities in 2010 included preparatory work for commencing projects, stakeholder consultations, fieldwork and desk research – involving the core components of data collection and analysis concerning the situation on the ground – expert meetings, presentations of preliminary findings in relation to project work, and publication of results.



#### Activities implemented in 2010

In September 2010, the Agency's report on detention of third-country nationals in return procedures was published. The FRA also presented preliminary findings from its project on irregular migrants – focusing on case studies with respect to access to healthcare– which were presented at a European Parliament hearing. In order to define the scope and content of the FRA's wide-reaching project on the treatment of third country nationals at the EU's external borders, the Agency held stakeholder consultations in the course of 2010 with selected government representatives, FRONTEX, relevant international organisations, as well as NGOs. A contract for implementation of this project's fieldwork component was subsequently signed at the end of 2010. In relation to these projects– relevant field work, and in-house data analysis and desk research were undertaken throughout 2010.

#### Impact

Outcomes and impacts included the presentation of FRA's research work in the area of asylum, immigration and integration of migrants at various forums; contributing to the debate on the need for irregular migrants to have effective access to health care; and defining and fine-tuning the elements of the Agency's complex project on the treatment of third country nationals at the external borders, which was able to draw on a range of key stakeholders' suggestions and needs.

#### Issues Encountered

In relation to the project on the situation of irregular migrants, the fieldwork encountered some challenges in recruiting irregular migrants who were willing to participate in interviews due to their real fear of being detected and deported; however, the project was able to successfully interview respondents for the fieldwork component. Similar challenges exist in relation to the project on the treatment of third country nationals at the EU's external borders; herein, lessons can be drawn on with respect to the Agency's experience of having worked on a previous project with difficult to recruit respondents. Both projects in this area, furthermore, touch upon sensitive issues on which public and local authorities may be hesitant to openly discuss their policies.

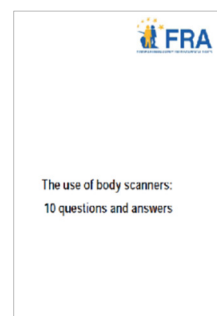
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### 1.2.2 Information society and, in particular, respect for private life and protection of personal data

The Article 8 of the EU Charter of Fundamental Rights guarantees the protection of an autonomous right to protection of personal data. This right is linked but distinct from the right to respect private and family life, enshrined in Article 7 of the EU Charter. The EU Charter has, according to Article 6 of the Treaty of the European Union (TEU), the "same value as the Treaties". At EU Member State level, the data protection authorities play a crucial role in ensuring respect of the fundamental right to data protection. The Agency's work in the area of data protection started by mapping the role and competences of data protection authorities. In 2010, it published a comparative report on data protection authorities. Furthermore, the Agency continued to provide its opinion to support the consultation process in other areas linked to the respect of private life and protection of personal data. In particular, the FRA published its contribution to a consultation of the European Commission on body scanners.



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#### Activities implemented in 2010

In May 2010, the FRA published a report on Data Protection in the European Union: the role of National Data Protection Authorities. The report raises

important questions related to the effective protection of the fundamental right to data protection. It draws attention to deficiencies with respect to data protection authorities and, more generally, to weaknesses in the enforcement of the data protection system in the EU. In July 2010, the FRA published its contribution to the European Commission consultation on body scanners. The FRA paper "The use of body scanners: 10 questions and answers" identifies rights potentially affected by the use of body scanners. In order to plan its work in the area of data protection and privacy, the FRA started preparing for its first comprehensive meeting with key stakeholders working in this field. The meeting, to be held in early 2011, will serve as a consultation forum to define the FRA's future work in this field.

#### Impact

The Agency report on data protection authorities raised awareness about the deficiencies of these specific monitoring bodies that have an important role to play in the fundamental rights architecture of the European Union. The report was used in several Member States to promote reforms at national level. The Agency's contribution to the body scanner consultation served as an important document to draw attention to the impact on fundamental rights of such technical devices used in European airports. The PNR opinion of the Agency published in 2008 was referred to in the explanatory memorandum of Commission proposal COM (2011) 32 for a directive on the use of PNR data.

#### Issues encountered

The area of information society raises technological challenges which are evolving fast. The European Commission started to reform the EU legal framework in 2010. Many specialised actors are active in this field. It is therefore important to consult widely to secure an added value for the FRA's work in the area of data collection and analysis.

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### 1.2.3 Visa and border control

In 2010, a number of steps were taken by the Agency to formally establish co-operation with FRONTEX, and to practically enhance developments concerning respect for fundamental rights during joint operations undertaken under the coordination of FRONTEX. Herein, the



Agency was involved in developments concerning the implementation of fundamental rights principles and practice in core FRONTEX training programmes.

With respect to the above – activities in 2010 included finalisation of a cooperation arrangement as well as training activities relating to FRONTEX staff.

#### Activities implemented in 2010

During 2010, the cooperation arrangement between FRA and FRONTEX was signed, providing a formal basis for inter-Agency cooperation primarily in the development of training for border guards on fundamental rights. In the second half of 2010, the FRA presented a first draft of a training concept on the basis of in-house analysis of existing border guards training, and undertook pilot training of FRONTEX staff. The cooperation between FRONTEX and FRA included, furthermore, consultation and development of a fundamental rights strategy, a code of ethics, and guidelines on automated border control.

#### Impact

Outcomes and impacts included establishing a formal framework within which the cooperation between FRA and FRONTEX takes place, identifying key issues for joint training activities with FRONTEX, and undertaking pilot training of FRONTEX staff.

#### Issues encountered

Since FRA-FRONTEX cooperation only started in earnest in 2010, the FRA's potential for human rights training has been gradually built up during the course of the year, and further action and follow-up will be needed in this respect.

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### 1.2.4 Racism, xenophobia and related intolerance

According to the FRA's regulation racism, xenophobia and related intolerance issues are a permanent part of FRA's activities.



The FRA's strategic objective in the area of racism, xenophobia and related intolerance focuses on identifying and analysing related issues across the EU and trends in order to ascertain causes and measures taken to reduce their occurrence.

#### Activities implemented in 2010

The Agency continued the collection of secondary data on racism, xenophobia and related intolerance, in particular anti-Semitism through its RAXEN network. Following the publication of its report on the role of historical sites and museums in Holocaust Education and human rights education in the EU and the relevant handbook for teachers the FRA, in cooperation with the Commission engaged with stakeholders to facilitate structured debate on Holocaust and Human Rights Education.

#### Impact

The FRA's collection of objective, reliable and comparable data is useful for the Commission's monitoring of the implementation of the Racial Equality Directive and the application of the Framework Decision on racism and xenophobia. The Agency's annual update on the situation regarding anti-Semitism is widely regarded as an important contribution to the EU's efforts to take effective measures against it. Furthermore, the deliverables as well as engagement of stakeholders informed the policy process of EU Key Competences Framework as well as the development of the next phase of Europe for Citizens programme.

#### Issues encountered

The collection and analysis of data across 27 EU Member States is a particularly challenging task requiring adequate knowledge of the situation for each theme and each Member State. Linking past human rights violations to contemporary lessons about human rights requires more discussion in order to enhance methodological framework of linking the Holocaust and Human Rights Education.

#### ANNEX I

#### AWP2010 Implementation by projects

##### Racism, xenophobia and related intolerance

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### 1.2.5 Discrimination based on sex, race or ethnic origin, religion or belief, disability, age or sexual orientation, and against persons belonging to minorities and any combination of these grounds

The Agency's 2010 AWP included several projects and events focusing on specific grounds of discrimination such as race, sexual orientation, disability, religion, minorities but the FRA also initiated a research study on inequalities and multiple discriminations in access to health. The 2010 FRA's activities in the area of discrimination ranged from awareness raising and networking through initiation of research projects and publication of findings of project carried-out in 2009.



#### Activities implemented in 2010

In the context of discrimination on grounds of race and ethnic origin the FRA focused particularly on Roma and Travellers providing relevant stakeholders at the EU and national level with robust data and expertise. The Agency aligned, in particular, with policy making process at the EU level through its participation in the European Commission's Roma Task Force providing it with robust and objective data. In this context the FRA launched a Roma Survey in close cooperation with the Commission services and UNDP, which will be implemented in 2011. In regard to discrimination on grounds of sexual orientation the FRA updated its comparative legal analysis of discrimination on the basis of sexual orientation and gender identity collected in 2008. In addition, the FRA analysed EU-MIDIS data on police stops and ethnic profiling. The FRA also analysed data collected through EU-MIDIS on migrants and ethnic minority groups and based on data collected in 2009 analysed the views of EU social partners concerning the application of the Racial Equality Directive. As regards to discrimination on the grounds of religion and belief, the FRA analysed data collected in 2008/2009 through primary fieldwork research on the experiences of young people from Muslim and non-Muslim backgrounds. In addition, regarding discrimination on the grounds of disability the FRA carried out research on the situation of persons with intellectual disabilities and persons with mental health problems. Finally, the FRA launched major innovative research in regard to multiple and intersectional discrimination in the area of health.

#### Impact

The decision of the Commission to include the FRA in its Roma Task Force and the resulting reports and Communication show how the FRA contributes to the

development of EU policy through its data collection activities. Engagement with stakeholders has shown that the Agency's work has been used in a variety of policy processes, informing, in particular development of the EU Platform against Poverty, 2020 Strategy, the EU Commission Communication in Roma Inclusion, issued in April 2010, and, in particular, the EU Commission's forthcoming Communication regarding

### Issues encountered

Developing in house analysis requires significant human resources time. In addition, the development of a large scale survey requires additional statistical support to the in-house capacity of two statisticians.

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### 1.2.6 The rights of the child, including the protection of children

The respect, protection promotion and fulfilment of the rights of the child are one of the EU's main priorities. The article 24 of the Charter for fundamental rights provides a clear political mandate for action on children's rights. The European commission published in 2010 the EU strategy on the rights of the child.



#### Activities implemented in 2010

The FRA has focused on child protection issues following the Stockholm Programme and published a report on the situation of separated, asylum-seeking children. The research results were presented at the FRA's Fundamental Rights Conference on 'Ensuring Justice and Protection for all Children' and at a relevant Conference of the Belgian Presidency. The final report on indicators for the protection, respect and promotion of the rights of the child in the EU was also presented at these events.

### Impact

Following the publication of the FRA's report in June 2010 the Council Conclusions on Unaccompanied Minors encouraged Member States to cooperate with the FRA in order to improve data analysis and exchange of information. Furthermore, the Belgian Presidency Conference conclusions, where the FRA contributed were presented at the Council for further follow-up under the Hungarian Presidency. The FRA was also invited by the European Parliament to comment on the legislative proposal for a Directive on combating sexual abuse, sexual exploitation of children and child pornography.

### Issues encountered

The activities relating to the Rights of the Child in the EU spread over a large number of policy areas. Identifying and establishing those areas which require priority attention given the FRA limited resources is complex both in terms of networking and research formulation. Exchanges with various Commission departments and the European Parliament are of the essence

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### 1.2.7 Justice

Access to justice is a right in itself but also an enabling right whereby other rights can be claimed. For this reason the Agency's 2010 AWP included projects and events focusing on general access to justice projects, as well as on more narrow aspects such as access to justice for certain groups (Roma, asylum seekers, and women) or particular aspects of the concept (joined up governance, supporting implementation, encouraging reporting and awareness raising).



#### Activities implemented in 2010

With respect to more general reflections on 'access to justice' – in February 2010, following on the Treaty of Lisbon coming into force, the FRA organised, in cooperation with the Spanish Council Presidency, a seminar on the Charter of Fundamental Rights of the European Union. More specifically, the findings of an FRA report on freedom of movement of Roma EU citizens, which was launched towards the end of 2009, was presented at various events addressing different components of access to justice. In turn, a report on asylum seekers' access to effective remedies was completed and launched. A major survey project on violence against women (and girls) was developed in

the course of the year; which encompasses a core component on access to justice. The planning and expert consultation for this survey – which will be the single, largest project conducted by the Agency to date – involved a series of meetings to ensure the successful development of the project. Looking at the institutional aspects of access to justice; a report on National Human Rights Institutions was launched, together with a report from the Agency's EU-MIDIS survey on 'Rights awareness and Equality Bodies'. In addition, a project aimed at identification of success factors for better implementation of fundamental rights through cooperation between different levels of governance was initiated with project partners from five different Member States and a panel of experts; the results of which will feed into research in 2011. With the European Court of Human Rights, the FRA developed its first substantive project between the Court and the Agency with the production of a handbook on European case-law on non-discrimination. A legal study on mechanisms and obstacles to access justice in EU Member States, in the context of the civil law, was completed during 2010; which included some aspects on compensation. A complementary social study on Equality Bodies and access to justice was formulated and procured, with a kick-off meeting convened in 2010.

### Impact

Outcomes and impacts included supporting a debate during the Spanish Presidency on the enhanced role of the Charter of Fundamental Rights, contributing to objective studies on the rights of Roma in the EU, providing an asylum-seeker perspective on access to justice, providing data on under-reporting, and building up a network for joined-up governance in the EU. Overall, the FRA has engaged with several different stakeholders concerned with access to justice from around the EU.

### Issues encountered

Access to justice is a wide topic with relevance for many other rights. Delimiting the most pertinent areas is complex both in terms of networking and research formulation. Exchange with the Commission as well as the Council of Europe is crucial.

ANNEX I	AWP2010 Implementation by projects
<b>Justice</b>	
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- Accessing efficient and independent justice .....	35
- Access to Justice for Asylum Seekers .....	35
- Supporting the implementation of EU law and other legal instruments in the field of non-discrimination and access to justice .....	35
- Joined-Up Governance .....	36
- Encouraging reporting of discrimination and victimization	36
- Seminar on raising awareness of charter of fundamental rights under Spanish Presidency .....	36
- Violence against Women .....	37

## 1.2.8 Horizontal activities covering all MAF areas

The Agency organizes on an annual basis meetings with a variety of stakeholders such as the National Liaison Officers, the National Human Rights Institutions and Equality Bodies, the Council of



Europe, the UN and the OSCE and the civil society through the Agency's Fundamental Rights Platform. The purpose of the meetings is to feed suggestions, ideas and comments into the development of the Agency's AWP and to create synergies between the work of the Agency and its stakeholders. In addition to this the Agency has regular contact and relations with the EU institutions in particular the EU Commission.

The Agency has developed a human rights education and training programme to support this. In addition, the Agency organises a Fundamental Rights Conference (FRC) with the Member State holding the EU Presidency to highlight a particular issue of common interest and look at ways to ensure effective action by the Agency's stakeholders. For the first time the Agency organized a symposium on the institutional mechanisms to protect, promote and monitor fundamental rights in the EU with high-ranking participants from EU institutions, equality bodies, data protection authorities, national human rights institutions and government officials. On 9 May 2010, the FRA opened its doors to the public to celebrate Europe Day.

The FRA's Annual Report is a key deliverable presented on June 15 at the EU Parliament and widely read by stakeholders at the EU and national level

### Activities implemented in 2010

In 2010 the Agency organized two meetings with its National Liaison Officers, one meeting of the Agency's Fundamental Rights Platform, one meeting each with its National Human Rights Institutions and Equality Bodies (including Equinet) and an interagency meeting with the UN, Council of Europe and OSCE to discuss Roma issues. The FRA organized a Fundamental Rights Conference on child friendly justice bringing together the key stakeholders here. The Agency undertook a series of activities to develop education and training materials aimed at schools of journalism and policing. The 7 May Symposium set a successful precedent for future FRA Symposia, launching for the first time a thematic series of reports and setting the tone for a proactive approach to strengthening the fundamental rights architecture in the EU. The Annual Report was drafted in house by expert staff, legal experts, social scientists and statisticians drawing from a variety of data and information provided by the Agency's RAXEN and FRALEX research networks

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**Impact**

The outcomes and impact from the stakeholder meetings and activities included more targeted input into policy development, new knowledge being shared and networks being formed in key thematic areas of the FRA work (Rights of the child, policing, Roma, journalism and disability). Stakeholders, in particular the FRA's national liaison officers from the Member States, the EU Commission and members of the EU Parliament have commented positively on the usefulness of the Annual Report.

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**Issues encountered**

Timing and duration of stakeholder contributions to the AWP timing is very tight due to the number and sequence of stakeholders to be consulted. The comparative legal, social and statistical analysis of massive data from 27 Member States is time consuming and given the short time space for the delivery of this report it drains the FRA human resource capacity

ANNEX I	
<i>AWP2010 Implementation by projects</i>	
<b>Horizontal activities covering all MAF areas</b>	
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- Fundamental Rights Conference .....	38
- Research and data collection .....	38
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- Human Rights Education .....	39
- Communication and awareness-raising .....	40



## 2.1 Introduction

The Agency helps to ensure that fundamental rights of people living in the European Union are protected. It does this by collecting evidence about the situation of fundamental rights across the European Union and providing advice, based on evidence, about how to improve the situation. The Agency also informs people about their fundamental rights. In doing so, it helps to make fundamental rights a reality for everyone in the European Union.

In order to implement its mission the Agency collects data mainly via its framework contractors, organises meetings with external experts and, whenever necessary, sets up ad-hoc working parties. Data collection is undertaken by the contractors on the basis of technical specifications prepared by experienced staff members, taking into account the nature of the risk and control environment. The deliverables are evaluated and reviewed by the Agency's experts. On the basis of the data collected, the Agency formulates analyses, conclusions and opinions which are communicated to its stakeholders. Communication and awareness raising activities consist of dialogue with civil society, publication of reports, conclusions and opinions, organisation of events and conferences, and managing the Agency's web presence.

The Agency consists of six departments, of which four are operational and two administrative. Each head of Department has been delegated authorising officer rights. No changes concerning the appointment of the Heads of Department and their authorising officer delegations occurred in 2010.

## 2.2 The functioning of the entire internal control system

The Agency's internal control standards are structured around six 'building blocks': mission and values, human resources, planning and risk management processes, operations and control activities, information and financial reporting, and evaluation and audit. Based on these standards the Agency developed and implemented internal control systems. Its objective is to maintain an appropriate balance between risks to be addressed and the controls required in minimising these risks.

The functioning and effectiveness of the internal control systems are assessed on the basis of:

- *the experience of the operation of the control system* – on the basis of which the internal control system has effectively managed exposure to key risks

- *the staff capacity* – in terms of staff skills and allocation of resources, and
- *the capacity of systems and procedures* – based on the sufficiency of the existing systems to mitigate the key risks.

The assessment of the internal control systems is based on management knowledge gained from daily operations, management reviews, audit reports, and results from tests of key controls.

### 2.2.1 Compliance with the requirements of the control standards

In December 2009, new Internal Control Standards were adopted. During 2010 the Agency made changes in order to comply with these standards and, following this exercise it managed to make some major improvements. The standards with which the Agency partially complied are mentioned below together with an action plan for their implementation.

#### ***The Agency fully complies with the following standards***

#### **Mission and Values**

##### **Mission (ICS 1)**

Each department has developed a mission statement that has been explained to Staff and is visible and accessible on the Agency's intranet.

##### **Ethical and organisation values (ICS 2)**

The adoption of a Code of good administrative behaviour and its accessibility to all Staff together with the Staff regulations assures availability of a practical guide on ethical conduct, avoidance of conflicts of interest, fraud prevention and the reporting of irregularities. Specific measures for awareness raising and avoiding conflicts of interest (declarations) are taken during recruitment procedures and procurement selection panels. Continuous awareness of Staff is ensured by annual training on ethics and integrity.

In order to further strengthen this internal control the Agency aims to improve the application of the whistleblowing rules and the protection of whistleblowers. This improvement is planned to take place during 2012.

#### **Human Resources**

##### **Staff allocation and recruitment (ICS 3)**

The allocation and recruitment of Staff is in line with the Agency's objectives and priorities. The Staff policy plan assures alignment of staffing needs with the

Agency's planned activities. An accurate evaluation of job profiles at Head of Department and Director level assures consistency of Staff roles and responsibilities with the Agency's general objectives. The regular publication of vacant posts ensures awareness of mobility and career opportunities.

A minor improvement is envisaged with the preparation of a dedicated decision on Middle management expected to be adopted in 2011.

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#### Staff evaluation and development (ICS 4)

A Career Development Plan (CDP) and Career Development Report (CDR) exercise is carried out annually in order to ensure appropriate tasking and evaluation of Staff performance. Specific training opportunities are offered with an annual training plan together with an individual evaluation of training and development needs during the CDP exercise. Compulsory trainings are established and attendance is controlled by the Management.

An improvement is envisaged for 2012 with the preparation of a joint CDP / CDR exercise and with further enhancement of quality Standards in the evaluation of Staff performance.

### Planning and risk management processes

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#### Risk Management process (ICS 6)

An annual risk assessment exercise is in place where the Agency's main risks are assessed internally and appropriate preventive actions, where necessary, are agreed.

Further improvement is envisaged in 2011 by documenting in more detail the main decision making steps, including the participation of the Executive and Management Board. A specific Annex will be included in the AWP 2012 to include significant risks. Furthermore, dedicated training on risk management is planned for project managers in 2011.

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#### Operational structure (ICS 7)

Delegations of authority are clearly documented and communicated to relevant Staff. All financial actors are clearly identified and aware of roles and responsibilities. A procedure for management of sensitive functions is in place and a first assessment has been performed together with a risk assessment and existing controls.

All ICT governance elements are in place (ICT Strategy, ICT development plan, ICT policy, ICT steering Committee and relevant procedures are in place). A further enhancement is envisaged strengthening ICT change management.

### Operations and control activities

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#### Management supervision (ICS 9)

Management supervision is ensured via regular Heads of Department meetings and Department meetings. Specific project monitoring is supported by dedicated monitoring tools (Matrix). The monitoring of financial transactions by Management is ensured with appropriate identification of financial roles (i.e. Authorising Officers, Initiating Agents and Verifying Agents). Specific meetings are held for follow up of ECA and IAS audit recommendations and action plans. Improvement is envisaged by strengthening the use of internal monitoring ICT Tools and by documenting the process for follow up of corrective and preventive actions (audit recommendation).

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#### Document management (ICS 11)

An appropriate process is in place for the management of main working documents (policies, procedures). A document management system has been deployed and training has been given to ensure appropriate storage, maintenance and retrieval capacity of all existing documents.

However, further improvement is envisaged in 2011 by strengthening and fine tuning the use of the centralised document management system together with an appropriate classification of sensitive documents.

### Information and financial reporting

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#### Accounting and financial reporting (ICS 13)

All finance and accounting procedures are documented. Centralised financial monitoring assures reliability of accounting data and accuracy of reporting information. All accounting information is compliant with the applicable regulatory framework.

### Evaluation and audit

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#### Assessment of internal control system (ICS 15)

On an annual basis, and in particular, during the preparation of the Annual Activity Report, the management assesses compliance with the requirements of the internal control systems and their effectiveness.

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#### Internal audit capability (ICS 16)

The Agency fully complies with this Internal Control Standard

## **Standards with which the Agency partially complies**

### **Planning and risk management processes**

#### **Objective and performance indicators (ICS 5)**

The Agency develops an Annual Work Programme that is the result of an extensive consultation between the key internal staff and the major institutional stakeholders of the Agency. A two year advance planning methodology ensures appropriate inclusions of the main stakeholders' needs and alignment of objectives and priorities with the strategic objectives of the Agency. Furthermore, appropriate coordination is ensured with on-going similar projects in other key institutional partners. The planned activities are set up clearly identifying the human and financial resources (financing decisions).

Significant improvement is envisaged with the development of a performance measurement framework in 2011, together with the reinforcement of the use of the internal monitoring tools (i.e. MATRIX).

### **Operations and control activities**

#### **Processes and procedures (ICS 8)**

The main financial and ICT processes are adequately documented via procedures and relevant description of applicable controls. An appropriate process to ensure authorisation and centralised registration of exceptions is documented in an appropriate procedure and is fully operational (all instances of overriding controls or deviations from established regulatory framework are tracked).

Improvement is envisaged with relation to the adequate documentation of operational processes. This exercise has already started in 2010 and will be further developed in 2011.

#### **Business continuity (ICS 10)**

An appropriate study has been performed to identify the impact of major disruptions on Agency's activities. Improvement is envisaged in 2011 by preparing an appropriate Business continuity policy and related plans taking into account the impact analysis and the available financial resources.

### **Information and financial reporting**

#### **Information and communication (ICS 12)**

Internal communication measures are in place for monitoring purpose (regular Head of Departments meeting supported by project monitoring reports), where the main issues are discussed in relation to performance, audit results and financial information.

Regular communication reporting is foreseen on financial matters. All engagements in new projects are discussed during the implementation of the AWP and decisions are appropriately documented and communicated. External communication Strategy is in place. ICT security measures are in place with the supported procedures and policies. Improvement is envisaged in 2011 with the development of a performance measurement and monitoring framework. The Agency's Communication Strategy will be reviewed and updated.

### **Evaluation and audit**

#### **Evaluation of activities (ICS 14)**

The Agency assures appropriate ex ante evaluation of activities during the development of AWP and project planning. Also during the procurement process a specific analysis is carried out (Terms of reference) in relation to expected results of research related activities.

Significant improvement is envisaged in 2011 with the development of specific "impact analysis" initiatives and ex-post evaluation of its activities.

### **Effectiveness of implementation of the prioritised control standards**

In 2010 the Agency focused on the compliance with the standards that were linked to areas of risk and recommendations based on audit reports. During the financial year the Agency prioritised the compliance with the following internal control standards.

#### **Staff allocation and recruitment (ICS 3)**

The Agency prepared an inventory of its sensitive posts and put in place the necessary mitigating controls and checks in order to reduce potential associated risks to an acceptable level. Based on the result of this exercise and the actions taken, the Internal Audit Service (IAS) closed the open recommendation on this issue.

#### **Objective and performance indicators (ICS 5)**

The Agency assessed its information needs and developed appropriate reporting to enable the adequate monitoring of activities. The budget planning and monitoring of the Agency were also strengthened through monthly budget revisions, detailed procurement planning, and proper financing decisions. These actions helped the Agency to anticipate potential problems in contracting and processing of financial transactions by taking necessary measures in time. The IAS considered this action adequate for closing the recommendations on this issue.

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### Risk management process (ICS 6)

The Agency adopted a risk management procedure. Following its adoption, a full scale risk assessment exercise in relation to the Agency's main activities took place. This risk exercise took into consideration factors with potential impact on the achievements of the Agency's objectives, finance management and reputation. The results have been documented in a risk register and specific preventive actions have been agreed by the Management team. The exercise contributed to raise awareness on risk management and will strengthen the capacity of the Agency to secure its activities.

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### Operational structure (ICS 7)

As from 2009 the Agency started to formally nominate all financial actors in writing, clearly defining their roles and responsibilities. This exercise was completed in 2010 were the relevant recommendation from IAS was considered to have been implemented.

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### Processes and procedures (ICS 8)

The Agency finalised the documentation of its financial procedures.

- VAT procedures
- General accounting procedures
- Budgetary transfer procedures
- Payment procedure
- Activity based budgeting procedure
- Financial commitment procedure
- Financial de-commitment procedure

- Recovery Orders
- Budget preparation procedure
- Procurement procedure

A centralised financial monitoring assures the correct application of the mentioned documents.

A policy on the recording of exceptions was also implemented. This policy describes what an exception is and the way to proceed when an exception is identified. The Agency maintains a central register of exceptions and, following the adoption of this procedure the relevant IAS recommendations were considered to have been implemented.

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### Evaluation of activities (ICS 14)

During the financial year an evaluation plan was adopted by the Agency within the framework of the Annual Work Programme 2010. This plan contributed to the implementation of an IAS recommendation on this issue and built on the compliance of the overall standard.

### Conclusion

The Agency has put in place measures which ensure that the internal control systems are effective. It has considered the risks focused on the control resources on the areas where the risks are the greatest, while ensuring adequate control over all other activities. Based on all information received and the above analysis, the Agency considers that it has an effective, robust and reliable internal control system at its disposal.



### 3.1 Building blocks towards the declaration of assurance

The Agency's assurance architecture is structured around 4 'building blocks'. In order to assess potential weaknesses identified by the controls of each building block that could lead to a reservation to the assurance, the materiality criteria as defined in Annex 3 were used.

#### **Building block 1: Assessment by management**

##### **Indicator of cost-effectiveness of controls**

Without prejudice to evaluating whether the Agency's management and control systems have succeeded to reduce the error rate in its underlying transactions below the currently applicable materiality threshold in terms of "legality and regularity", it is also meaningful to assess whether the control system put in place by the Authorising Officer has been cost-effective in terms of "sound financial management" (SFM) as such. Consequently, in order to determine whether it makes sense – at least in terms of sound financial management – to invest more resources into additional controls (or not), a "full cost" analysis of the total cost of the entire control system is not very meaningful.

##### **Key indicators on legality and regularity**

Indicator	2010	Target
<b>Input: resources devoted to ex-ante financial verification to ensure legality and regularity of underlying transactions</b>		
Staff devoted to ex-ante financial verification	1 full time equivalent	<= than the previous year (i.e. 1 full time equivalent in 2008)
<b>Output: Level and nature of controls carried out</b>		
Budget coverage of ex-ante control	100% for Title II and III	100% for Title II and III
<b>Results of controls: What the controls allowed to discover/remedy</b>		
Number of complaints received from unsuccessful economic providers against the Agency.	None	< 2% of the bidders
Number of cases received by the Ombudsman per year relating to the procurement procedures.	None	< 2% of the bidders
Number of proceedings initiated by contractors or economic providers against the Agency before the Court per year.	None	None
Number of exceptions registered: Four exceptions <sup>1</sup> were registered in 2010 (i.e. two ex-ante and two ex-post). None of the recorded exceptions caused a financial loss for the Agency's budget.	4	<= than the previous year (i.e. three exceptions in 2009)

This above assessment is based on the results of controls or control procedures performed by staff of the Agency. The results of the management self-assessment exercise are satisfactory

##### **Analysis**

The expected marginal cost of adding one control may amount to 80,000 EUR. Taking into consideration the exceptions recorded and the comments received from the auditing entities, the expected marginal benefit of an extra control would be less than 80,000 EUR (the exceptions recorded did not have any financial impact in 2010).

The part of the control chain over which the Authorising Officer does have considerable discretionary decision power and which contributes significantly to increasing reasonable assurance, is the ex-ante control function. Therefore, in order to conclude on the cost-effectiveness of the Agency control strategy, it appears logical to look at the possibility of adding an extra control.

##### **Conclusions**

##### **Cost-effectiveness of controls**

Consequently, under SFM-considerations, it would not make sense to pursue with additional controls – given that the optimal cut-off point in terms of cost-effective controls has already been reached.

<sup>1</sup> In order for an exception to be reported in the Annual Activity Report, the amount involved must be more than 5.000 EUR or for:

- operational expenditure higher than 2% of the budget of the area of activity involved (article's budget), or
- administrative expenditure higher than 2% of the chapter's budget.

### ***Building block 2: Results from audits during the reporting year***

#### ***Internal Audit Service (IAS) audits***

During 2010 the IAS carried out an audit on planning and monitoring. The objective of this audit was to assess and provide independent assurance on the adequacy and effective application of the internal control system related to planning and monitoring. The audit was focused on the establishment of the Annual Work Programme (AWP) and the monitoring and implementation of the AWP through different tools.

#### ***Strengths/good practices***

Based on this audit, the MATRIX-system, an ICT software for project management, constitutes an effective computer-aided tool for setting up project plans and documenting them in a uniform manner, as well as for implementing and managing projects. The system also provides progress reports on projects serving both the line and senior management – including snapshots on key milestones, consumption of financial and human resources, realised output, etc. On an aggregated level, MATRIX supports the management in monitoring the progress of the Annual Work Programme. The system continues to be developed, including user training so that all Agency staff involved with project implementation (including line managers) would eventually become active users of the system.

Another strength found to be the future Performance Measurement Framework which is expected to constitute a tool for monitoring the development and progress of the Agency through a predefined set of indicators at different levels – starting from output indicators at project level and successively leading to indicators that should reflect the final impact of the Agency's activities. A special Performance Report, planned to be issued at regular intervals, will consolidate the progress of the indicators at different levels and eventually serve as basis for reporting and monitoring both at the level of senior management and the FRA Management Board.

#### ***Recommendations***

The result of the audit is that there are no 'critical' recommendations and one 'very important' recommendation. The latter refers to the reasoning behind the introduction of the two-year planning perspective. The audit concluded that planning this far in advance could be confusing for the Agency's stakeholders, as one Annual Work Programme (AWP) is implemented at the same time that the AWP's of the

coming two years are under preparation. The Agency will follow the IAS' recommendation to briefly describe the background behind the two-year planning perspective in the introduction of its AWP. The recommendation is planned to be implemented following the next Management Board meeting in May 2011 where the 2012 draft AWP will be submitted for adoption.

#### ***European Court of Auditors (ECA) audits***

An audit of the Agency's 2010 accounts took place in September 2010 and February 2011. The final report is expected in the first semester of 2011. Based on the preliminary findings, the Agency expects that the Court's opinion on the truth and fairness of the accounts as well as on the legality and regularity of the transactions underlying the accounts will be unqualified.

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#### ***Conclusion***

Based on the above, none of the recommendations provided by the IAS were flagged 'critical'. In addition, the opinion of the ECA concerning the legality and regularity of the transactions underlying the accounts is expected to be positive. Therefore, no significant weaknesses have been identified leading to a reservation.

### ***Building block 3: Follow-up of reservations and action plans for audits from previous years***

#### ***Follow-up of previous AAR reservations***

There were no reservations listed on the Annual Activity Reports of the previous years.

#### ***Follow-up of previous years IAS reports***

During 2010 IAS carried out a follow-up report on the audit of financial management 2009 in the Agency. IAS assessment was that one 'Very Important' recommendation was implemented and two 'Very Important' recommendations addressed to the Agency were 'in progress'. Considering the actions already implemented by the Agency, the priority of one of the latter was downgraded to as 'Important' whereas the priority of the other one remained the same.

By the end of 2010 all the recommendations were considered adequately implemented except one referring to the need of ensuring components for a financing decision. Following provision to the IAS of appropriate evidence the recommendation was closed in March 2011; therefore, no open recommendations will remain open on previous years' audits.

**Follow-up of previous years European Court of Auditors (ECA) reports**

One of the ECA open issues from previous years refers to the volume of appropriations carried forward from one year to another. The Agency examined the case of reducing the amounts carried forward. It found that under Title I – Staff expenditure, the carried forward amounts were insignificant. There was a small percentage under Title II – Operating expenditure, where in some cases, improvement could take place. The Agency has closely monitored this issue. However, for Title III – Operational expenditure, the following should be taken into consideration:

- most of the projects have an implementation period of at least 12 months;
- the budget of the financial year is only adopted at the end of the previous financial year, allowing little room for proactive measures such as launching procurement procedures the year before; and
- funds can only be committed after the signature of the contracts and the completion of the procurement procedure, which is the earliest in June – July.

Therefore, carrying forward is unavoidable. However, the Agency in its attempt to address this issue, implemented the following measures:

- plans two-years in advance its activities, which contributes in having at least the tender specifications ready as early as possible at the beginning of the financial year;
- prioritised its projects as
  - first priority projects– projects that follow-up to past work, correspond to key EU priorities and are considered essential to complete work in a specific area
  - second priority projects – projects which, although essential, could be postponed to next year owing to, for example, unforeseen requests by stakeholders (Article 5 of the Regulation), and
  - third priority projects– projects that can be done only if funds become available in the course of the financial year. This measure enables the Agency to promptly implement alternative plans in case surpluses arise during the year;
- implements its budget through framework contracts (e.g. RAXEN, FRALEX, and FRAnet), where possible, reducing the delays implied by the financial regulation for the direct contracts; and
- the deletion of the carried forward remains below the 10%.

In any case the Agency respects the principle of annuality and all transactions linked to the carried forward, are in line with the applicable rules.

Another issue refers to the use of scenarios for the evaluation of financial offers. In this case as well, there is little space of improvement. Scenarios are widely used by the EU institutions for the evaluation of the tenderers' financial offers. Therefore, the Agency is now using more realistic scenarios and it pays attention to the clarity and documentation of the evaluation methods applied. One good indicator is that the Agency has no court cases concerning the award of public contracts in its entire history.

The last issue refers to the improvement of the planning and monitoring of the Agency's procurement activities. The Agency improved its planning and monitoring by establishing at the beginning of the year its needs in public tendering through consultation with the Agency's organisational departments. Prioritising and proper reporting ensure that needs are addressed based on their importance, and corrective measures are taken when needed.

**Follow-up of previous years discharge**

The issues that remained open from previous years' discharge related to the execution of the Annual Work Programme and its planning, and procurement procedures. In order to address these issues, the Agency recruited a planning manager and optimised the existing ICT software for project management (i.e. MATRIX). The Agency also documented its procurement procedures. These measures contributed to addressing the open issues.

The establishment of a planning team is planned to be finalised in 2011. This will help the Agency to set SMART objectives and RACER indicators in its programming so as to improve assessment of its achievements. This action will address the performance issue mentioned in the 2008's discharge.

**Common challenges on financial management of the EU Agencies**

The Agency, in its attempt to follow-up previous years discharge general comments, carries out a risk assessment exercise on a yearly basis recording the identified risks. In this way, it can closely monitor them and implement mitigation actions where appropriate.

As discussed earlier in this report, the Agency improved its scheduling and monitoring of the contractual deadlines through the use of better planning tools. Tenders and Contracts Maker (TCM) is an ICT software that contributes to this improvement. This tool is linked to the MATRIX-software mentioned above, used by the Agency for the project

management. In September 2010, the Agency linked MATRIX with ABAC, the budgetary system, in order to provide information on the level of commitment and payment appropriations execution. MATRIX offers the possibility of producing Gantt charts with a view to indicating in concise form the amount of time spent by each staff member on a project. This is achieved either on the basis of the planned allocation of staff, or on the basis of the actual recorded working time, which is introduced through the linked ABB software.

Over the last three years the Agency has reduced its average monthly cash balance by over 20 per cent. The Agency aims to continue to improve its cash management techniques. Severe efforts are constantly made in order to take into account and implement recommendations made by the Commission's Internal Audit Service. The aim is to promptly take the required action in order to remedy the failing that has been identified.

In addition, during the reporting year, the Agency tried to exploit economies of scale and to closely cooperate with agencies that have similar remits. Within this framework, the Agency launched together with EIGE an international open call for tender for the provision of surveys. The resulted framework contracts will cover big part of the procurement operational needs of the two Agencies.

The Agency is working on a future Performance Measurement Framework which will constitute a tool for monitoring the development and progress of the Agency through a predefined set of indicators at different levels.

***Building block 4: Assurance received from other Authorising Officers in cases of crossed sub-delegation***

Not applicable.

### 3.2 Reservations

No reservations are issued.

### 3.3 Overall conclusions on the combined impact of the reservations on the declaration as a whole

As no major weaknesses were identified related to the financial management of appropriations inside the Agency, no reservations are made in this context in the declaration.



## 4.1 The declaration of assurance

I, the undersigned, Director of the European Union Agency for Fundamental Rights,

In my capacity as authorising officer by delegation,

Declare that the information contained in this report gives a true and fair view<sup>2</sup>.

State that I have reasonable assurance that the resources assigned to the activities described in this report have been used for their intended purpose and in accordance with the principles of sound financial management, and that the control procedures put in place give the necessary guarantees concerning the legality and regularity of the underlying transactions.

This reasonable assurance is based on my own judgement and on the information at my disposal, such as the results of the self-assessment, ex-post controls, the observations of the Internal Audit Service and the lessons learnt from the reports of the Court of Auditors for years prior to the year of this declaration.

Confirm that I am not aware of anything not reported here which could harm the interests of the Agency and the institutions in general.

Done in Vienna on .....

Morten Kjærum  
Director

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<sup>2</sup> True and fair in this context means a reliable, complete and correct view on the state of affairs in the service.

## Asylum, immigration and integration of migrants

### ➤ The situation of irregular immigrants in the EU

The project examines key aspects of the social situation of irregular immigrants in the European Union in order to assess the extent to which their fundamental rights are respected and protected. Areas covered by the research include health, housing, education, social care, employment status and fair working conditions and access to remedies against violations and abuse. In 2010, data has been collected and analysed as well as questionnaires filled in by authorities and civil society organisations in each of the EU Member States. In addition, primary data has been collected through interviews, focus groups or other methodologies on health care and the situation of irregular migrants involved in domestic work in 10 EU Member States.

#### Key activities in 2010

Data collection activities	Communication & awareness-raising	Networking & education
<ul style="list-style-type: none"> <li>Fieldwork research</li> <li>In house data analysis</li> </ul>	<ul style="list-style-type: none"> <li>Communication &amp; awareness raising activities postponed to 2011</li> </ul>	<ul style="list-style-type: none"> <li>Presentation of preliminary results on health care at EP meeting (November 2010)</li> </ul>

#### Performance in 2010

Outputs	Indicators	Results
Outputs to be presented in 2011		
1) Comparative report		<ul style="list-style-type: none"> <li>Reports received by contractor and reviewed by the FRA</li> </ul>
2) Thematic report: mechanisms to end protracted limbo situations for those who are not removed		<ul style="list-style-type: none"> <li>See above</li> </ul>
3) Thematic report: practices to detect irregular migrants		<ul style="list-style-type: none"> <li>See above</li> </ul>
4) Case study on the right to health		<ul style="list-style-type: none"> <li>See above</li> </ul>
5) Case study on irregular migrants employed in domestic work		<ul style="list-style-type: none"> <li>See above</li> </ul>
6) Thematic report: good practices in 3rd countries		<ul style="list-style-type: none"> <li>Report received from contractor</li> </ul>
7) The situation of irregular immigrants in the EU	<ul style="list-style-type: none"> <li>Number of downloads and relevant website user statistics from the Agency's website</li> </ul>	<ul style="list-style-type: none"> <li>689</li> </ul>

### ➤ Treatment of third country nationals at the EU's external borders

The project has two main components. The first component of the project focuses on the Southern maritime borders of the EU. The overall objective of this project component is to contribute to enhancing the protection of fundamental rights during rescue or interception operations at sea. By identifying possible shortcomings as well as good practices in the way border checks are conducted at the main entry points into the EU, the second component of the project seeks to assist policymakers and practitioners to enhance the quality of border checks at crossing points. In April 2010, the first stakeholder consultations with selected government representatives, FRONTEX, relevant international organisations as well as NGOs, took place to define scope and content of the project in order to maximise the use of the evidence provide by the FRA. In December 2010, a contract for implementation was signed.

#### Key activities in 2010

Data collection activities	Communication & awareness-raising	Networking & education
<ul style="list-style-type: none"> <li>Desk research</li> </ul>	<ul style="list-style-type: none"> <li>No communication and awareness raising activities foreseen in the context of AWP 2010</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholder consultations (April 2010)</li> <li>Contract for implementation signed (December 2010)</li> </ul>

#### Performance in 2010

Outputs	Indicators	Results
1) Stakeholder consultation	<ul style="list-style-type: none"> <li>Stakeholders' perception of the relevance of his work to their needs and to the specific objectives</li> </ul>	<ul style="list-style-type: none"> <li>67% of participants found the project very relevant to their work and 33% relevant. None of the participants found it less or not relevant</li> </ul>

2) Treatment of third-country nationals at the EU's external borders: Protecting fundamental rights at the EU sea borders		<ul style="list-style-type: none"> <li>• Available in 2011</li> </ul>
3) Treatment of third-country nationals at the EU's external borders: Surveying border checks at selected border crossing points		<ul style="list-style-type: none"> <li>• Available in 2011</li> </ul>

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

#### ➤ Safeguards for and knowledge concerning the processing of personal data

In May 2010, the FRA published its report on Data Protection in the European Union: the role of National Data Protection Authorities. The report raises important questions related to the effective protection of fundamental right to data protection. It raises among others questions on awareness of the role of data protection authorities, the lack of powers and independence.

In order to follow-up the publication of this report, the FRA started working on the organisation of a consultation with stakeholders and the development of a network of key stakeholders involved in the data protection field to provide input and feedback into the data protection work and its possible uses by stakeholders. The meeting will be organised in 2011.

#### Key activities in 2010

<i>Data collection activities</i>	<i>Communication &amp; awareness-raising</i>	<i>Networking &amp; education</i>
<ul style="list-style-type: none"> <li>• Finalisation of the data protection authorities report</li> </ul>	<ul style="list-style-type: none"> <li>• Publication of the report "data protection in the EU" (AWP 2009) and media activities</li> <li>• Launch of this report at the FRA Symposium on 7<sup>th</sup> May</li> </ul>	<ul style="list-style-type: none"> <li>• Preparation of the stakeholder meeting to be organised in 2011.</li> </ul>

#### Performance in 2010

<i>Outputs</i>	<i>Indicators</i>	<i>Results</i>
1) Publication of the report	<ul style="list-style-type: none"> <li>• Number of copies distributed</li> <li>• Number of downloads and relevant website user statistics from the Agency's website</li> </ul>	<ul style="list-style-type: none"> <li>• 830 copies (en)</li> <li>• 4.550 downloads</li> </ul>
2) Presentation of the report at FRA symposium on 7 <sup>th</sup> May	<ul style="list-style-type: none"> <li>• Stakeholders' perception of the relevance of this work to their needs and to the specific objectives</li> </ul>	<ul style="list-style-type: none"> <li>• Presentation of results to European Data Protection Supervisor and other national Data protection authorities</li> </ul>

### Visa and border control

#### ➤ Border Control and Fundamental Rights: FRA-FRONTEx Joint Project

The project involves inter-Agency cooperation between FRA and FRONTEX in order to develop border guards training on fundamental rights. On 26 May 2010, the cooperation arrangement between the FRA and FRONTEX was signed. Since then, the FRA has started to work with FRONTEX on a training concept for human rights training of FRONTEX staff; a first draft was presented to FRONTEX and UNHCR in July 2010. A pilot training was provided to FRONTEX staff in Piraeus, Greece in October 2010.

**Key activities in 2010**

<i>Data collection activities</i>	<i>Communication &amp; awareness-raising</i>	<i>Networking &amp; education</i>
<ul style="list-style-type: none"> <li>In house data analysis</li> </ul>	<ul style="list-style-type: none"> <li>No communication and awareness raising activities foreseen in the context of AWP 2010</li> </ul>	<ul style="list-style-type: none"> <li>A cooperation arrangement signed with Frontex (May 2010)</li> <li>First presentation of a training concept for human rights training of Frontex staff (July 2010)</li> <li>Comments provided on various FRONTEX documents, e.g. fundamental rights strategy, code of ethics, guidelines on automated border control.</li> <li>A pilot training provided to FRONTEX staff in Piraeus, Greece (October 2010)</li> </ul>

**Performance in 2010**

<i>Outputs</i>	<i>Indicators</i>	<i>Results</i>
1) Human Rights training concept note	<ul style="list-style-type: none"> <li>Stakeholders' perception of the relevance of this work to their needs and to the specific objectives</li> </ul>	<ul style="list-style-type: none"> <li>Feedback on the concept, which addresses 300 FRONTEX staff, was received from the UNHCR, FRONTEX, independent "law of the sea" experts and one law enforcement trainer</li> </ul>
2) Human Rights training session for FRONTEX in Piraeus operational office	<ul style="list-style-type: none"> <li>Stakeholders' perception of the relevance of this work to their needs and to the specific objectives</li> </ul>	<ul style="list-style-type: none"> <li>Training was provided to 13 FRONTEX staff</li> </ul>

**Racism, xenophobia and related intolerance**

- **Reporting on the situation concerning racism, xenophobia, anti-Semitism, Islamophobia, related intolerance and other fundamental rights issues**

The Agency collects relevant information and data regularly, providing an overview of the situation, as well as policies and initiatives promoting equality and diversity in Member States. The deliverables resulting from this work constitute the background material for a comparative analysis of the situation presented in the Agency's Annual Report and its online documentation resources.

**Key activities in 2010**

<i>Data collection activities</i>	<i>Communication &amp; awareness-raising</i>	<i>Networking &amp; education</i>
<ul style="list-style-type: none"> <li>Desk research</li> <li>In house data analysis</li> </ul>	<ul style="list-style-type: none"> <li>see fiche for Annual Report</li> </ul>	<ul style="list-style-type: none"> <li>Information collected for Annual report presented at the European Parliament and shared with stakeholders for comment and feedback.</li> </ul>

**Performance in 2010**

<i>Outputs</i>	<i>Indicators</i>	<i>Results</i>
1) Data and information for the Annual Report	<ul style="list-style-type: none"> <li>Relevance of the information and the analyses provided</li> </ul>	<ul style="list-style-type: none"> <li>Background material for the Agency's Annual Report (to be published in 2011): 27 national reports.</li> </ul>

- **RADAR – analysing the possible impact of the economic crisis on fundamental rights, in particular with reference to racism, xenophobia, anti-Semitism, Islamophobia, and related intolerance**

In 2009, the European Union Member States experienced the most severe economic downturn since the Great Depression of the 1930s. Since December 2008, following the outburst of the economic crisis in the autumn of 2008, the FRA has monitored the development of the situation from the perspective of fundamental rights. The Agency's observations are based on a variety of sources and focused on phenomena of racism and xenophobia, as well as issues such as unemployment, the situation of vulnerable groups and, to a limited extent, measures taken that affect public spending on social protection. The Agency's working paper, based on data and information obtained mainly until May 2010, responds to the request of the FRA Management Board in June 2009 for an overview of fundamental rights concerns that EU institutions and Member States should be aware of when taking measures addressing the economic crisis.

**Key activities in 2010**

<i>Data collection activities</i>	<i>Communication &amp; awareness-raising</i>	<i>Networking &amp; education</i>
<ul style="list-style-type: none"> <li>• Desk research</li> </ul>	<ul style="list-style-type: none"> <li>• Not applicable</li> </ul>	<ul style="list-style-type: none"> <li>• Not applicable</li> </ul>

**Performance in 2010**

<i>Outputs</i>	<i>Indicators</i>	<i>Results</i>
1) FRA working paper on 'Protecting fundamental rights during the economic crisis'	<ul style="list-style-type: none"> <li>• Number of downloads and relevant website user statistics from the Agency's website</li> </ul>	<ul style="list-style-type: none"> <li>• 84</li> </ul>

➤ **Human Rights Education**

- Lessons from the Holocaust
- Crimes committed by totalitarian regimes

In 2008 the FRA developed a project on the Holocaust and Human Rights Education comprising of research on the role of commemoration sites, original sites and historical museums in Holocaust education and Human Rights education in the EU, development of practical Toolkit for teachers and facilitating a network of practitioners in the field of the Holocaust and Human Rights Education. The Agency released Handbook "Excursion to the past – teaching for the future: Handbook for teachers". In partnership with the European Commission and the Memorial Terezin, the FRA organized a meeting of practitioners in order to facilitate dialogue on the Holocaust and Human Rights Education methodologies and provide an opportunity for a structured discussion.

**Key activities in 2010**

<i>Data collection activities</i>	<i>Communication &amp; awareness-raising</i>	<i>Networking &amp; education</i>
<ul style="list-style-type: none"> <li>• Report Discover the Past for the Future: a study on the role of historical sites and museums in Holocaust education and human rights education in the EU</li> </ul>	<ul style="list-style-type: none"> <li>• Media release on the International Holocaust Remembrance Day on 27<sup>th</sup> January 2010.</li> </ul>	<ul style="list-style-type: none"> <li>• Conference on the Holocaust and Human Rights Education, 19-20 October 2010</li> <li>• Release of Handbook Excursion to the past – teaching for the future</li> </ul>

**Performance in 2010**

<i>Outputs</i>	<i>Indicators</i>	<i>Results</i>
<ol style="list-style-type: none"> <li>1) Report Discover the Past for the Future: A Study on the role of historical sites and museums</li> <li>2) Handbook Excursion to the past – teaching for the future</li> <li>3) Beta version of on-line Toolkit</li> <li>4) Network of practitioners on the Holocaust and Human Rights Education</li> </ol>	<ul style="list-style-type: none"> <li>• relevance of the information and the analyses provided to the specific objectives;</li> <li>• number of downloads and relevant website user statistics from the Agency's website;</li> <li>• number of copies disseminated;</li> <li>• relevance of the meetings to the specific objectives, based on the participants' feedback;</li> <li>• suggestions for action agreed with stakeholders; and</li> <li>• stakeholders' perception of the relevance of this work to their needs.</li> </ul>	<ul style="list-style-type: none"> <li>• The data and opinions resulting from research were released in a timely manner and were considered relevant by a number of stakeholders: EU Member States, European Commission, Council of Europe, practitioners, such as educators. The number of downloads of the report since its release in January 2010 until January 2011 was:</li> <li>• Main Results Report - Study on Holocaust and human rights education Downloads/views: (EN = 8,639)</li> <li>• Focus Report - Study on Holocaust and human rights education Downloads/views: EN = 4,852</li> </ul> <p>The number of downloads of the Handbook for teachers Excursion to the past – teaching for the future since its release in November 2010 was: EN = 1,532. The number of copies so far disseminated : 262 A network of over 80 practitioners has been facilitated by the Agency.</p>

➤ **Reporting on anti-Semitism in EU Member States**

The Agency collects regularly the relevant available data and publishes an annual update of its anti-Semitism report. Past reports indicate a continuing and often unrecorded problem concerning anti-Semitism in the EU. In 2010 the Agency continued reporting on the situation of anti-Semitism. The Agency developed in 2010 its 6th update of its 2004 report "Manifestations of Anti-Semitism in the EU". This update contains the latest governmental and non-governmental statistical data covering 2001 to 2009 for those EU Member States that have official or unofficial data and statistics on Anti-Semitic incidents.



**Key activities in 2010**

<i>Data collection activities</i>	<i>Communication &amp; awareness-raising</i>	<i>Networking &amp; education</i>
<ul style="list-style-type: none"> <li>• Desk research</li> </ul>	<ul style="list-style-type: none"> <li>• No communication and awareness raising activities foreseen in the context of AWP 2010</li> </ul>	<ul style="list-style-type: none"> <li>• No networking &amp; education raising activities foreseen in the context of AWP 2010</li> </ul>

**Performance in 2010**

<i>Outputs</i>	<i>Indicators</i>	<i>Results</i>
1) Anti-Semitism - Summary overview of the situation in the EU 2001-2009	Number of downloads and relevant website user statistics from the Agency's website	<ul style="list-style-type: none"> <li>• 3272</li> </ul>

**Discrimination based on sex, race or ethnic origin, religion or belief, disability, age or sexual orientation and against persons belonging to minorities and any combination of these grounds**

➤ **EU-MIDIS: European Union Minorities and Discrimination Survey**

EU-MIDIS interviewed 23,500 immigrant and ethnic minority respondents in all 27 EU Member States, and further 5,000 majority population respondents in ten Member States, in 2008. The survey was developed to address the lack of reliable and comparable official data on immigrants and ethnic minorities' experiences of discrimination and racist crime in the EU, which has been reported in the Agency's Annual Reports since the mid-2000s. The Agency continued in 2010 to publish the results of the survey in the 'Data in Focus' series, while the survey also fed into a number of other FRA projects.

**Key activities in 2010**

<i>Data collection activities</i>	<i>Communication &amp; awareness-raising</i>	<i>Networking &amp; education</i>
<ul style="list-style-type: none"> <li>• Further analysis of the survey data</li> <li>• Drafting various reports and documents based on the results</li> </ul>	<ul style="list-style-type: none"> <li>• Production and launch of Data in Focus reports</li> <li>• Presentations on the results in various conferences and meetings</li> <li>• Presentation of selected results on the FRA website</li> </ul>	<ul style="list-style-type: none"> <li>• Further use of survey results in networking and education activities such as meetings with Equality Bodies, work with ECCAR and UNESCO cities project.</li> </ul>

**Performance in 2010**

<i>Outputs</i>	<i>Indicators</i>	<i>Results</i>
1) Data in Focus report 'Rights Awareness and Equality Bodies'	<ul style="list-style-type: none"> <li>• Quality, timeliness and relevance of the report</li> <li>• Number of copies disseminated</li> <li>• Number of downloads and relevant website user statistics from the Agency's website</li> </ul>	<ul style="list-style-type: none"> <li>• Print report published in English (on-line versions available in French and German) at the FRA's May Symposium 2010</li> <li>• More than 3.000 copies disseminated</li> <li>• nearly 4.500 downloads</li> </ul>
2) Data in Focus report 'Police stops and minorities'	<ul style="list-style-type: none"> <li>• Quality, timeliness and relevance of the report</li> <li>• Number of copies disseminated</li> <li>• Number of downloads and relevant website user statistics from the Agency's website</li> </ul>	<ul style="list-style-type: none"> <li>• Print report published in English (on-line versions available in French and German) together with the guide on understanding and preventing discriminatory ethnic profiling (downloads : nearly 1.900, more than 1.600 copies (en-Version) disseminated</li> <li>• Nearly 2.500 copies disseminated</li> <li>• Nearly 5.300 downloads</li> </ul>
3) Other EU-MIDIS publications already produced in 2009 (at a glance report; Data in Focus Roma; data in focus Muslims, etc.)	<ul style="list-style-type: none"> <li>• Number of copies disseminated</li> <li>• Number of downloads and relevant website user statistics from the Agency's website</li> </ul>	<ul style="list-style-type: none"> <li>• Around 13.000 copies disseminated</li> <li>• 755</li> </ul>

### ➤ Training programme – journalists and fundamental rights

The importance of training of journalists on dealing with human rights issues and more specifically on representing majorities and minorities in diverse societies was highlighted by the study 'Media4Diversity' of the EU Commission (2008-2010). The FRA took action on these recommendations by developing 'A Diversity Toolkit' in cooperation with the European Broadcasting Union (EBU) and the International Federation of Journalists. After training implementation at international level (in English) in 2009 the FRA started training implementation at national level in the respective languages.

As a second stream the FRA has a cooperation in place with the Council of Europe's 'Speak out against discrimination' campaign, which is specifically targeted at media training institutions/ schools of journalism. A tool box for media trainers, based on actual practices was developed and tested at a pilot training.

#### Key activities in 2010

<i>Data collection activities</i>	<i>Communication &amp; awareness-raising</i>	<i>Networking &amp; education</i>
<ul style="list-style-type: none"> <li>No research activities foreseen in the context of AWP 2010</li> </ul>	<ul style="list-style-type: none"> <li>No communication and awareness raising activities foreseen in the context of AWP 2010</li> </ul>	<ul style="list-style-type: none"> <li>Cooperation with the Council of Europe at meetings and events.</li> </ul>

#### Performance in 2010

<i>Outputs</i>	<i>Indicators</i>	<i>Results</i>
1) Establishment of national (and cross border/ language specific) media broadcasters networks	<ul style="list-style-type: none"> <li>Number of languages translated</li> <li>Number of training events implemented</li> <li>References to the Diversity Toolkit</li> <li>Number of hard copies distributed</li> </ul>	<ul style="list-style-type: none"> <li>National translations of the Diversity Toolkit (3 by FRA, 9 by national partners)</li> <li>380 media professionals trained via partner organisations</li> <li>1000 hard copies in EN &amp; 1000 hard copies in FR distributed</li> </ul>
2) Contribution to the establishment of an international network of media, NGOs and media industry to improve media coverage of diversity / Conference in Bucharest	<ul style="list-style-type: none"> <li>Exchange between different groups of stakeholders on diversity coverage in media.</li> </ul>	<ul style="list-style-type: none"> <li>48 participants from media organisations, NGOs and media industry have drafted an action plan to improve media coverage of diversity</li> </ul>
3) Establishment of international media training institutions/ schools of journalism networks/ Workshop in Budapest	<ul style="list-style-type: none"> <li>Provision of diversity, non-discrimination and other fundamental rights topics practices by practitioners</li> </ul>	<ul style="list-style-type: none"> <li>31 participants contributed to the compilation of practices</li> </ul>
4) Training implementation & evaluation of the Diversity Toolkit/ Training in Hamburg	<ul style="list-style-type: none"> <li>Perceived relevance of training content to participants' environment.</li> <li>Potential applicability of training by them to others.</li> </ul>	<ul style="list-style-type: none"> <li>13 media professionals from Germany and German speaking countries trained (train the trainer)</li> <li>75% overall satisfaction</li> <li>35% indicated applicability of training by them</li> </ul>
5) Pilot Training (test run) of the schools of journalism training package/ Training in Coimbra	<ul style="list-style-type: none"> <li>Feedback to the draft training package by the practitioners.</li> <li>Potential applicability of training by them to others.</li> </ul>	<ul style="list-style-type: none"> <li>33 media training professionals trained (train the trainer)</li> <li>85% overall satisfaction</li> <li>40% indicated applicability of training by them</li> </ul>

### ➤ The impact of the Racial Equality Directive

The social report, analysing the views of trade unions on the Directive, was finalized and launched at the FRA Symposium on the Fundamental Rights Architecture in May 2010. In addition, a synthesis report was produced blending the results of the social study with a legal analysis of the challenges in the application of the directive. Research findings were widely disseminated through invited presentations as well as by targeted mailing to conferences and training events thus reaching out to the Agency's key stakeholders. The reports will form the basis for the input to the Commission's report on the application of the Directive 2000/43/EC due in 2012.

#### Key activities in 2010

<i>Data collection activities</i>	<i>Communication &amp; awareness-raising</i>	<i>Networking &amp; education</i>
<ul style="list-style-type: none"> <li>Social report and summary finalised</li> <li>Legal analysis finalised</li> <li>Synthesis report finalized</li> <li>Project factsheets for general and specialised audience finalised</li> </ul>	<ul style="list-style-type: none"> <li>Development of a project website</li> <li>Publication in an academic journal (Nordic Labour Journal)</li> </ul>	<ul style="list-style-type: none"> <li>Participation in key non-discrimination events at the European level</li> <li>Dissemination of reports through European Academy of Law</li> <li>Stand at the 4th Equality Summit in Brussels</li> </ul>

**Performance in 2010**

<i>Outputs</i>	<i>Indicators</i>	<i>Results</i>
<ul style="list-style-type: none"> <li>Social study report published</li> </ul>	<ul style="list-style-type: none"> <li>Number of copies disseminated</li> <li>Number of downloads and relevant website user statistics from the Agency's website</li> </ul>	<ul style="list-style-type: none"> <li>100</li> <li>1,718</li> </ul>
<ul style="list-style-type: none"> <li>Summary reports published in EN, FR and DE</li> </ul>	<ul style="list-style-type: none"> <li>Number of copies disseminated</li> <li>Number of downloads and relevant website user statistics from the Agency's website</li> </ul>	<ul style="list-style-type: none"> <li>1,305</li> <li>162</li> </ul>
<ul style="list-style-type: none"> <li>Synthesis report (socio-legal) finalised</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>	<ul style="list-style-type: none"> <li>To be published in 2011</li> </ul>
<ul style="list-style-type: none"> <li>Invited presentations at key events</li> </ul>	<ul style="list-style-type: none"> <li>Number of events attended</li> </ul>	<ul style="list-style-type: none"> <li>Greater visibility of the project</li> </ul>
<ul style="list-style-type: none"> <li>Interactive website</li> </ul>	<ul style="list-style-type: none"> <li>Number of downloads and relevant website user statistics from the Agency's website</li> </ul>	<ul style="list-style-type: none"> <li>680</li> </ul>
<ul style="list-style-type: none"> <li>Publications in journals</li> </ul>	<ul style="list-style-type: none"> <li>Articles referencing the project results</li> </ul>	<ul style="list-style-type: none"> <li>Greater visibility of the project</li> </ul>

➤ **Homophobia, transphobia and discrimination on the grounds of sexual orientation and gender identity**

Following from the insurgence of specific events in one Member State towards the end of 2009, the European Parliament asked the Agency to analyse the matter in greater detail (European Parliament resolution of 17 September 2009 on the Lithuanian Law on the Protection of Minors against the Detrimental Effects of Public Information). The Agency has therefore committed to updating its comparative legal analysis of 2008. The data collection activities consisted mainly in desk research aimed at updating the 27 national contributions, as well as the FRA comparative legal update. Furthermore, following on the 2008 and 2009 published reports, in 2010 the Agency has continued its networking with its stakeholders, civil society and other actors identifying knowledge gaps with a view to engage in research activities in 2011. Two stakeholder meetings were organized in 2010. The first one took place in Dublin, Ireland on 9 March and the second one on 12-13 October in Naples, Italy. The meeting brought together representatives of civil society organisations, legal practitioners, Equality Bodies, local and regional authorities, government representatives and European institutions.

**Key activities in 2010**

<i>Data collection activities</i>	<i>Communication &amp; awareness-raising</i>	<i>Networking &amp; education</i>
<ul style="list-style-type: none"> <li>Desk legal research</li> <li>In house data analysis</li> </ul>	<ul style="list-style-type: none"> <li>Launch of main report</li> <li>Media monitoring activities accompanying/following the launch of the report</li> <li>Targeted online communication tools (factsheets, synthesis report)</li> </ul>	<ul style="list-style-type: none"> <li>Round table meetings in Dublin (9 March 2010) and in Naples (12-13 October 2010)</li> </ul>

**Performance in 2010**

<i>Outputs</i>	<i>Indicators</i>	<i>Results</i>
<ul style="list-style-type: none"> <li>Drafting of comparative legal update report, 2 factsheets and socio-legal synthesis report</li> </ul>	<ul style="list-style-type: none"> <li>Draft completed</li> </ul>	<ul style="list-style-type: none"> <li>Draft completed</li> </ul>
<ul style="list-style-type: none"> <li>Publication and distribution of comparative legal update report</li> </ul>	<ul style="list-style-type: none"> <li>Number of copies printed and disseminated</li> <li>Number of downloads and relevant website user statistics from the Agency's website</li> </ul>	<ul style="list-style-type: none"> <li>1,000 copies printed in EN. Printed copies in other EU languages not foreseen, available as PDF online soon. The original EN was translated into DE, FR, HU, PL, HU, HR.</li> <li>500 copies distributed within the first 30 days. Downloads from website more than 3.000 times (by unique users)</li> <li>3099 downloads</li> </ul>
<ul style="list-style-type: none"> <li>Synthesis Report and 2 Factsheets based on comparative legal update</li> </ul>	<ul style="list-style-type: none"> <li>Number of copies printed and disseminated</li> <li>Number of downloads and relevant website user statistics from the Agency's website</li> </ul>	<ul style="list-style-type: none"> <li>100 copies of the factsheets were printed in-house and distributed entirely in two events (Naples and Brussels).</li> <li>The original EN was translated into 20 EU languages (except GA, MT, HR), PDF available online soon</li> <li>739 downloads for the factsheet</li> </ul>
<ul style="list-style-type: none"> <li>Media coverage</li> </ul>	<ul style="list-style-type: none"> <li>Number of Member States covering the news</li> <li>Number of articles quoting the report</li> </ul>	<ul style="list-style-type: none"> <li>Media coverage in 18 EU Member States and also 10 additional non-EU countries.</li> <li>Main international media covered the report such as the New York Times, BBC News, Le Monde, FOX News.</li> <li>More than 160 news articles quoting the FRA report on</li> </ul>

		<ul style="list-style-type: none"> <li>homophobia, mainly in the Czech Republic.</li> <li>Excellent references to the FRA as the “the EU leading human rights agency” (BBC NEWS)</li> </ul>
<ul style="list-style-type: none"> <li>Stakeholder meeting</li> </ul>	<ul style="list-style-type: none"> <li>Number of meetings</li> <li>Summary reports of the outcomes of the meetings.</li> </ul>	<ul style="list-style-type: none"> <li>2</li> <li>Summary reports available.</li> </ul>
<ul style="list-style-type: none"> <li>Online information: included information in the FRA main website, media news, FRA Facebook and FRA Twitter</li> </ul>	<ul style="list-style-type: none"> <li>Publication of specific Fact Sheets summarizing the report and other communication tools (audio-podcast interviews), links to project information, unique page on the “top topic of the report”</li> </ul>	<ul style="list-style-type: none"> <li>In total, the project online information was seen, downloaded, visited by more than 10.000 single visitors</li> </ul>

### ➤ Fundamental Rights of Persons with Intellectual Disabilities and Persons with Mental Health Problems

Following the completion of legal data collection at the end of 2009, initial analysis of results was done in 2010. In November 2010, a first of report was published on ‘Political participation of persons with intellectual disabilities and persons with mental health problems’. It was launched at the European Commission’s conference on Stigma and Social Exclusion, held in Lisbon in 2010. In parallel, the tender for the social study has been launched and awarded to a consortium under the lead of Human European Consultancy. The first phase of research was completed in 2010 with background data collection, training of field researchers and development of ethical guidelines for research, questionnaires and other fieldwork material. The project was presented at numerous fora and the project team contributed with advice on research methodology and initial research results to various stakeholders. Moreover, in November 2010 a dedicated stakeholder and networking meeting organised to reach out to legal and medical professionals, a priority group identified in the initial stakeholder consultations in 2009.

#### Key activities in 2010

Data collection activities	Communication & awareness-raising	Networking & education
<ul style="list-style-type: none"> <li>Legal research: in house data analysis; Social research: desk research and preparation of fieldwork</li> </ul>	<ul style="list-style-type: none"> <li>Development of a project-specific stakeholder communication and awareness raising strategy</li> <li>Media monitoring activities accompanying the research</li> <li>Production of awareness raising material: postcards; factsheet introducing the FRA disability project</li> <li>Development of project website and ‘disability’ thematic website</li> <li>Development of easy-to-read materials (factsheet, relevant sections of the FRA website) to make the content accessible to persons with intellectual disabilities</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholder meeting with legal and medical professionals, NHRIs and disabled persons organisations on the issue of legal capacity and guardianship</li> <li>Follow up with NHRIs and institutional stakeholders on the issues of legal capacity (European Commission), independent living and de-institutionalisation (OHCHR)</li> <li>Disability stand at the Diversity Day (annual youth event organised by the FRA)</li> </ul>

#### Performance in 2010

Outputs	Indicators	Results
<ul style="list-style-type: none"> <li>Political participation report published</li> </ul>	<ul style="list-style-type: none"> <li>Number of hard copies distributed</li> <li>Number of downloads and relevant website user statistics from the Agency’s website</li> </ul>	<ul style="list-style-type: none"> <li>400</li> <li>632</li> </ul>
<ul style="list-style-type: none"> <li>FRA disability project factsheet</li> </ul>	<ul style="list-style-type: none"> <li>Number of copies distributed</li> <li>Number of downloads and relevant website user statistics from the Agency’s website</li> </ul>	<ul style="list-style-type: none"> <li>300 copies distributed in 2 conferences</li> <li>426 downloads</li> </ul>
<ul style="list-style-type: none"> <li>Invited presentations at key disability events</li> </ul>	<ul style="list-style-type: none"> <li>Number of received invitations</li> </ul>	<ul style="list-style-type: none"> <li>high visibility of the project</li> </ul>
<ul style="list-style-type: none"> <li>Stakeholders’ meetings hosted by FRA</li> </ul>	<ul style="list-style-type: none"> <li>Evaluation by participants</li> </ul>	<ul style="list-style-type: none"> <li>Over 90% of participants rated the overall quality of the meeting as excellent or good.</li> </ul>
<ul style="list-style-type: none"> <li>Media coverage, take-up of articles and press releases</li> </ul>	<ul style="list-style-type: none"> <li>Press article (EU Observer) reflecting the results of the project</li> </ul>	<ul style="list-style-type: none"> <li>Reach out to general public on issues of right to political participation</li> </ul>
<ul style="list-style-type: none"> <li>Interactive website</li> </ul>	<ul style="list-style-type: none"> <li>Visits to thematic access on disability (since October 2010)</li> <li>Visits to the project description site</li> <li>Visit to networking section on disability (easy to read)</li> </ul>	<ul style="list-style-type: none"> <li>558</li> <li>1478</li> <li>405</li> </ul>

• Invited publications	• Contribution to Disability Law Review 2009	• Article published and disseminated to disability law community
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➤ **Multiple and intersectional discrimination on grounds of gender, age and ethnicity in the EU Member States in the area of health**

Multiple discrimination describes a situation where discrimination takes place on the basis of more than one ground. To date protection from multiple discrimination is not provided at EU level, nor, in the majority of cases, at national level. In recent years, the phenomenon of multiple discrimination has been increasingly acknowledged, but to date little is known on the groups more likely to face it and the sectors concerned. In order to fill this gap, the EU Fundamental Rights Agency has launched a study on inequality, multiple and intersectional discrimination in access to health care in the EU at the intersection of age, gender and ethnic origin. In order to gain a better understanding of the particular vulnerabilities of persons at the intersection of ethnic origin, age and gender in access to health care, desk research and fieldwork will healthcare users and health professionals will be carried out in five EU Member States. Based on the findings of the research, the FRA will formulate advice to the EU institutions and to EU Member States about how to tackle multiple discrimination in access to health care in the EU. The research will contribute to discussions on the adoption of the proposed EU “horizontal directive,” a piece of legislation that would extend protection from discrimination on the grounds of age, disability, sexual orientation and religion or belief beyond the area of employment.

**Key activities in 2010**

<i>Data collection activities</i>	<i>Communication &amp; awareness-raising</i>	<i>Networking &amp; education</i>
<ul style="list-style-type: none"> <li>• Publication of tender (July 2010)</li> <li>• Signature of contract (December 2010)</li> </ul>	<ul style="list-style-type: none"> <li>• No communication and awareness raising activities foreseen in the context of AWP 2010</li> </ul>	<ul style="list-style-type: none"> <li>• On January 2010 the FRA held an expert meeting with the objective of defining the scope of the project, discuss the grounds of discrimination and vulnerable groups to be included and address methodological issues.</li> </ul>

**Performance in 2010**

<i>Outputs</i>	<i>Indicators</i>	<i>Results</i>
1) to be published in 2011	....	....

➤ **Activities on the situation of Roma and Travellers**

The Agency has published a data-in-focus report on Roma from its EU-MIDIS survey, reports on the situation of Roma concerning their education, housing and health. In addition, the project will draw on the findings of the Agency’s project on the freedom of movement of Roma.

**Key activities in 2010**

<i>Data collection activities</i>	<i>Communication &amp; awareness-raising</i>	<i>Networking &amp; education</i>
<ul style="list-style-type: none"> <li>• Not Applicable</li> </ul>	<ul style="list-style-type: none"> <li>• No communication and awareness raising activities foreseen in the context of AWP 2010</li> </ul>	<ul style="list-style-type: none"> <li>• The Agency has organized a number of meetings in order to disseminated results and engages with key stakeholders on the situation of Roma in the EU.</li> </ul>

**Performance in 2010**

<i>Outputs</i>	<i>Indicators</i>	<i>Results</i>
<ul style="list-style-type: none"> <li>• FRA Roundtable Roma inclusion and human rights implementation at the local level, Bucharest, 27-28 May 2010</li> <li>• FRA Roundtable with Romani women networks, Cordoba, 6-7 April 2010</li> <li>• FRA contributing at variety of Roma focused events at EU level, i.e. Roma Platform, Roma Summit, European Commission High level visit to Romania.</li> </ul>	<ul style="list-style-type: none"> <li>• relevance of the meetings to the specific objectives, based on the participants’ feedback;</li> <li>• suggestions for action agreed with stakeholders;</li> <li>• stakeholders’ perception of the relevance of this activity to their needs.</li> <li>• Number of downloads and relevant website user statistics from the Agency’s website</li> </ul>	<ul style="list-style-type: none"> <li>• The meetings were considered timely and provided input into policy maker processes at national, local and EU level. The stakeholders considered the events as timely and relevant to their needs. FRA reached out to over 80 stakeholders through different meetings.</li> <li>• Number of downloads of Roma related reports from FRA web site: <ul style="list-style-type: none"> <li>• Roma Housing Comparative Report (final edition) Downloads/views: 44,813</li> <li>• Roma Housing Summary Downloads/views: 779</li> </ul> </li> <li>• Housing discrimination against Roma in selected EU Member States - An analysis of EU-MIDIS data (October</li> </ul>



		2009) Downloads/views: 4,706 - EU MIDIS – Roma report Data in Focus Report 1: The Roma Downloads/views: 46,221 • Press Conference Speech by Morten Kjaerum Downloads/views: 181 - Respecting and promoting the right to freedom of movement for Roma EU citizens • Summary report - The situation of Roma EU citizens moving to and settling in other EU Member States (final edition) Downloads/views: 4,261 • The situation of Roma EU citizens moving to and settling in other EU Member States (final edition) Downloads/views: 18,863 • Selected positive initiatives - The situation of Roma EU citizens moving to and settling in other EU Member States Downloads/views: 2,733 • Infosheet on The situation of Roma EU citizens moving to and settling in other EU Member States Downloads/views: 657
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### ➤ Organisation of the Diversity Day events

Apart from awareness raising activities in the context of several projects, the Agency will organise its annual Diversity Day events with partners across Europe. Based on experiences with Diversity Day 2007, 2008 and 2009 the Agency will proactively place the concept of this awareness raising event at the disposal of other potential partners, support similar activities and make usage of possible synergies with activities organised in the framework of the "For Diversity-Against Discrimination" campaign run by the European Commission.

#### Key activities in 2010

<i>Data collection activities</i>	<i>Communication &amp; awareness-raising</i>	<i>Networking &amp; education</i>
<ul style="list-style-type: none"> <li>Not applicable</li> </ul>	<ul style="list-style-type: none"> <li>Organisation of Diversity Day in Vienna</li> <li>Production of promotion and information material</li> <li>Support of the Diversity Day organised by the Municipality in Barcelona</li> </ul>	<ul style="list-style-type: none"> <li>Co-operation with the City of Vienna, the Vienna Schoolboard, the EC, the EP, Europe Direct and more than 40 NGOs</li> </ul>

#### Performance in 2010

<i>Outputs</i>	<i>Indicators</i>	<i>Results</i>
1) Organisation of event in Vienna	a) participation rate in the Diversity Day and other awareness raising events;  b) questionnaire participants  c) questionnaire NGOs	a) More than 2500 young participants from Vienna, Hungary, Czech Republic, Slovakia, Germany, Italy and Slovenia  b) Main results: overall impression of event was assessed as good or excellent by 92,27%; 80% could improve their knowledge about FR at the event c) Main results: overall impression of event was assessed as good or excellent by 94,12%; 88% say that the event contributes to raising awareness on FR and discrimination
2) Production of promotion (T-shirts, lanyards) and information material (flyers, posters)	<ul style="list-style-type: none"> <li>Number of items disseminated</li> </ul>	3000 T-shirts and 3000 lanyards (Vienna and Barcelona), 8000 flyers, 1500 posters
3) Support of the Diversity Day organised by the Municipality in Barcelona	<ul style="list-style-type: none"> <li>participation rate in the Diversity Day and other awareness raising events;</li> </ul>	900 young participants from Barcelona

### ➤ Publication of the FRA S'cool Agenda

With the goal to promote the work of the FRA and to raise awareness among teenagers about fundamental rights, the 2011 S'cool Agenda was published in 2010 as an element of the FRA's marketing to inform, persuade, and remind the EU youth about the importance of fundamental rights. The Agenda was also used as a tool for further engaging key stakeholders, since their key messages were also included under each theme.

#### Key activities in 2010

<i>Data collection activities</i>	<i>Communication &amp; awareness-raising</i>	<i>Networking &amp; education</i>
<ul style="list-style-type: none"> <li>Evidence based advice, data collected in the context of several research projects</li> </ul>	<ul style="list-style-type: none"> <li>Development and production of a S'cool Agenda in six languages (EN, DE,ES,FR,IT,PL and HU)</li> </ul>	<ul style="list-style-type: none"> <li>Contacts to main stakeholders</li> </ul>

#### Performance in 2010

<i>Outputs</i>	<i>Indicators</i>	<i>Results</i>
1) S'cool Agenda in 6 languages	Number of copies / downloads	To be published and disseminated in early 2011

### ➤ EU-MIDIS II: Roma survey

The Agency's work has identified Roma and Travellers as among the most vulnerable to numerous and varied human rights violations in the EU. Alongside results from the EU-MIDIS survey, the Agency has produced a series of reports on the Roma that target key areas where they are experiencing fundamental rights abuses. The overall objective of this survey is to collect new comparable data in eleven countries on Roma's discrimination experiences and changes in their living conditions. It will provide information for those developing policies and other initiatives directed at the Roma in key substantive areas related to fundamental rights; for example, with respect to access to education and housing, to changes in the quality of housing and other relevant areas. The survey will also interview a sample of respondents from the majority population in the 11 countries, who live in the same areas or near to the Roma, in order to compare results on key items. In addition, interviews will be conducted with 25-30 representatives from local authorities or other organisations where appropriate, in each country. Specifically, the FRA's 'Roma Survey' will provide new information on the experiences and living conditions of the Roma with respect to the seven countries surveyed in EU-MIDIS and in relation to the four additional countries that were not covered by the first EU-MIDIS round (ES, FR, IT and PT).

#### Key activities in 2010

<i>Data collection activities</i>	<i>Communication &amp; awareness-raising</i>	<i>Networking &amp; education</i>
<ul style="list-style-type: none"> <li>Publication of an open call for tender and signature of the contract; fieldwork and related deliverables in 2011</li> </ul>	<ul style="list-style-type: none"> <li>No communication and awareness raising activities foreseen in the context of AWP 2010</li> </ul>	<ul style="list-style-type: none"> <li>Meetings with UNDP to discuss complementarity of survey to their work.</li> </ul>

#### Performance in 2010

<i>Outputs</i>	<i>Indicators</i>	<i>Results</i>
1) To be published in 2011		

## The rights of the child, including the protection of children

### ➤ Separated, asylum-seeking children in EU Member States

Following up on field research and country analysis conducted during 2009 in 12 EU Member States, which involved interviews with 336 separated children and 302 adults responsible for their care, in 2010 the FRA concluded the comparative report of the project. A 50 pp. summary version was published on 30 April, prior to, and in coordination with the publication by the Commission of its Action Plan on Unaccompanied Minors. The full comparative report (126 pp.) was published following the adoption of the Council Conclusions on Unaccompanied Minors on 3<sup>rd</sup> June 2010, which encouraged Member States to cooperate with EU Agencies, including the FRA, in order to improve data analysis and exchange of information. The comparative report, published during the celebration of the FRA's annual Fundamental Rights Conference, devoted in 2010 to 'Ensuring Justice and Protection for all Children', covered on the

one hand, the living conditions of the children: their accommodation, healthcare, education and training, recreation and leisure, their treatment by social workers and the respect of their religion, cultural norms and values, as well as their social interaction and experiences of racism. On the other hand, it covered the legal issues and procedures concerning the children, including their legal guardianship and representation, the age assessment procedures to which the children are sometimes subjected, their family tracing and reunification, the asylum procedure, and situations of detention. Instances of maltreatment and abuse and the issue of 'turning 18' were also discussed. In addition, on the basis of information gathered relating to the situation of the children at the borders of EU Member States, together with the Comparative Report the FRA presented at the Belgian Presidency Conference on 'Unaccompanied Minors: Children Crossing the External Borders of the EU in Search for Protection' a working paper for the working group on 'Protection from the First Encounter', and exercise the working group's rapporteurship.

### Key activities in 2010

<i>Data collection activities</i>	<i>Communication &amp; awareness-raising</i>	<i>Networking &amp; education</i>
<ul style="list-style-type: none"> <li>• Elaboration of the Summary (50 pp.) and Comparative (126 pp) reports of the project</li> <li>• Preparation of the working paper on 'Protection from the First Encounter' in connection with the exercise of the Rapporteurship of the working group on 'Protection' at the EU Belgian Presidency Conference on 'Unaccompanied Minors: Children Crossing the External borders of the EU in Search for Protection'</li> </ul>	<ul style="list-style-type: none"> <li>• Publication of the Summary Report (Conference Edition) in April 2010.</li> <li>• Publication of the Comparative Report (Conference Edition) at the FRA Fundamental Rights Conference in December 2010.</li> <li>• Dedicated website for the Fundamental Rights conference covering this aspect of Ensuring Justice and Protection for all Children and other Conference exhibition materials</li> </ul>	<ul style="list-style-type: none"> <li>• Fundamental Rights conference "Ensuring justice and protection for all children" (Brussels, 7 December 2010).</li> <li>• Attendance of the annual Forum on the Rights of the Child organized by the Commission</li> <li>• Attendance of the Task Force meetings and conference on 'Vulnerable Children on the Run' at the invitation of the Belgian Presidency of the EU Council.</li> </ul>

### Performance in 2010

<i>Outputs</i>	<i>Indicators</i>	<i>Results</i>
<ul style="list-style-type: none"> <li>• Comparative and summary reports</li> <li>• Working Paper for Belgian Presidency Conference on Unaccompanied Minors</li> </ul>	<ul style="list-style-type: none"> <li>• Number of copies disseminated</li> <li>• Number of downloads and relevant website user statistics from the Agency's website</li> </ul>	<ul style="list-style-type: none"> <li>• 350 copies disseminated of the conference edition; reprint in preparation</li> <li>• 471 downloads</li> </ul>

### ➤ Indicators for the Rights of the Child

The Agency continued its consultation with key stakeholders during 2010 in order to develop the FRA Indicators on the Rights of the Child (RoC) and in December 2010 during the FRA's annual Fundamental Rights Conference, held in Brussels, and devoted to the topic 'Ensuring Justice and Protection for all Children' the FRA published the full (161 pp) report: 'Developing indicators for the protection, respect and promotion of the rights of the child in the European Union'. The report covers the Indicator Areas of: Family environment and alternative care; Protection from exploitation and violence; Adequate standard of living; and Education, culture, citizenship and participation in activities related to school and sport. It includes Indicator groups on: family justice (cross-national divorce and parental separation); Rights and welfare of children separated from their family due to migration; Family reunification; Child trafficking; Sexual and economic exploitation; Violence against children; Child income poverty; Impact of government response; Aspects beyond income poverty as well as children's subjective perceptions; accessibility of education; adaptability of education; personal development; citizenship and participation. The FRA also continued its activities relating to the identification of priority areas of indicator development with the aim of identifying the best possible data sources for a comprehensive data collection exercise.

### Key activities in 2010

<i>Data collection activities</i>	<i>Communication &amp; awareness-raising</i>	<i>Networking &amp; education</i>
<ul style="list-style-type: none"> <li>• Desk research and expert meetings, including in connection with the organization of the FRA's Fundamental Rights Conference</li> </ul>	<ul style="list-style-type: none"> <li>• Web publication</li> <li>• Publication of the full Report (Conference Edition) at the FRA Fundamental Rights Conference in December 2010.</li> </ul>	<ul style="list-style-type: none"> <li>• Preparation for the Stakeholder meeting to be held in February 2011</li> </ul>

### Performance in 2010

<i>Outputs</i>	<i>Indicators</i>	<i>Results</i>
1) Report "Developing indicators for the protection, respect and promotion of	<ul style="list-style-type: none"> <li>• Number of copies disseminated</li> <li>• Number of downloads and relevant</li> </ul>	<ul style="list-style-type: none"> <li>• 200 copies disseminated to main stakeholders</li> <li>• 5440</li> </ul>

the rights of the child in the European Union”.	website user statistics from the Agency’s website	
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## Justice

### ➤ Respecting and promoting the right to freedom of movement for Roma EU citizens

In 2009 the FRA together with the office of the OSCE’s High Commissioner for National Minorities and the Office of the Council of Europe’s Commissioner for Human Rights initiated a common project consisting of a programme of activities related to Roma migration and freedom of movement issues

#### Key activities in 2010

<i>Data collection activities</i>	<i>Communication &amp; awareness-raising</i>	<i>Networking &amp; education</i>
<ul style="list-style-type: none"> <li>• Not applicable</li> </ul>	<ul style="list-style-type: none"> <li>• The Agency has issued media statement at the occasion of the International Roma Day.</li> </ul>	<ul style="list-style-type: none"> <li>• The Agency in cooperation with relevant stakeholders, such as the Council of Europe and the OSCE High Commissioner for National Minorities and the Decade of Roma Inclusion conducted follow up meetings to build on results of the reports and discussions in 2009. The Agency has effectively reached out to local authorities to discuss Agency’s reports on the situation of the Roma.</li> <li>• The FRA report informed Opinion on migration and freedom of movement of the Committee of Experts on Roma and Travellers of the Council of Europe.</li> </ul>

#### Performance in 2010

<i>Outputs</i>	<i>Indicators</i>	<i>Results</i>
1) Meetings with local authorities	<ul style="list-style-type: none"> <li>• relevance of the meetings to the specific objectives, based on the participants’ feedback;</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback provided by stakeholder indicated appreciation of the FRA’s reach out to local level authorities</li> </ul>
2) Development of Roma Programme	<ul style="list-style-type: none"> <li>• suggestions for action agreed with stakeholders;</li> </ul>	<ul style="list-style-type: none"> <li>• Roma Programme, a multiannual programme aimed at providing policy makers at EU level and EU MS with relevant data and results from engagement.</li> </ul>
3) Highlight of the issue of freedom of movement of Roma	<ul style="list-style-type: none"> <li>• stakeholders’ perception of the relevance of this activity to their needs</li> </ul>	<ul style="list-style-type: none"> <li>• The stakeholders have appreciated discussion around the issue of freedom of movement and Roma, as it contributed to widening of focus on a need to address social exclusion and human rights violation of Roma in different areas of life.</li> </ul>

### ➤ Accessing efficient and independent justice

What are the main obstacles to accessing justice and what are some of the successful models that facilitate access? Following up on expert meetings identifying key concerns for access to justice in the EU, this project aims to further nuance the situation in particular areas. A 2009 legal study in this regard looked at courts, equality bodies, and other mechanisms at national, European, international levels. The 2010 project builds on this with a social study on complaints through equality bodies as a path to access justice. The research will be conducted during 2011 and presented in first half of 2012.

#### Key activities in 2010

<i>Data collection activities</i>	<i>Communication &amp; awareness-raising</i>	<i>Networking &amp; education</i>
<ul style="list-style-type: none"> <li>• Basic research in preparation for tendering process</li> </ul>	<ul style="list-style-type: none"> <li>• Preparation of a factsheet (of the 2009 Legal study)</li> </ul>	<ul style="list-style-type: none"> <li>• Stakeholder meeting in October 2010</li> </ul>

#### Performance in 2010

<i>Outputs</i>	<i>Indicators</i>	<i>Results</i>
1) Legal aid, in particular for disadvantaged groups	<ul style="list-style-type: none"> <li>• Inclusion in the legal and social reports</li> </ul>	<ul style="list-style-type: none"> <li>• Done (legal report) and included in questionnaires for social study</li> </ul>
2) Alternative dispute resolution	<ul style="list-style-type: none"> <li>• Inclusion in the legal report</li> </ul>	<ul style="list-style-type: none"> <li>• Done</li> </ul>
3) Relevance of analysis	<ul style="list-style-type: none"> <li>• Stakeholder meeting feedback</li> </ul>	<ul style="list-style-type: none"> <li>• October 2010 stakeholder meeting suggested that a report with this content was indeed useful but that</li> </ul>

4) Relevance of analysis	<ul style="list-style-type: none"> <li>Feedback after launch</li> </ul>	<ul style="list-style-type: none"> <li>handbooks for practitioners would be needed as well</li> <li>Pending until 2011</li> </ul>
5) Downloads	<ul style="list-style-type: none"> <li>Number of downloads and relevant website user statistics from the Agency's website</li> </ul>	<ul style="list-style-type: none"> <li>750</li> </ul>
6) Copies distributed	<ul style="list-style-type: none"> <li>Number of reports distributed</li> </ul>	<ul style="list-style-type: none"> <li>Pending until 2011</li> </ul>

### ➤ Access to Justice for Asylum Seekers

The projects examined the EU Member States' duty to duly inform asylum seekers about the asylum procedure, as well as related rights and obligations in order to identify how effectively information is provided to asylum seekers across the EU. Secondly, the project looked at how asylum seekers perceive access to effective remedies if their asylum application is denied in order to identify which requirements pose the main challenges to asylum seekers when they try to submit an appeal on time. In the course of 2010, two expert meetings took place (in January and February) in which the planned field research with asylum seekers was discussed and interviewers trained. Further data analysis and desk research were undertaken in house. In September 2010, two thematic reports on (i) the duty to inform applicants about the asylum procedure and (ii) the access to effective remedies in the course of asylum procedures, as well as 27 country factsheets, were published and launched during the Ministerial Conference on Asylum in Brussels. In October 2010, the OSCE human dimension implementation meeting took place

### Key activities in 2010

Data collection activities	Communication & awareness-raising	Networking & education
<ul style="list-style-type: none"> <li>In house data analysis</li> <li>Desk research</li> <li>Fieldwork research</li> </ul>	<ul style="list-style-type: none"> <li>Publication of the Thematic report: Access to effective remedies: the asylum-seeker perspective (September 2010)</li> <li>Publication of the Thematic report: The duty to inform applicants about the asylum procedure: the asylum-seeker perspective (September 2010)</li> <li>Publication of 27 country factsheets: Asylum seekers perspective</li> <li>Launch event: Ministerial Conference on Asylum in Brussels (September 2010), infostand and presentation; press conference</li> </ul>	<ul style="list-style-type: none"> <li>2 Expert meetings on access to justice for asylum seekers (January and February 2010)</li> <li>Launch event: Ministerial Conference on Asylum in Brussels (September 2010)</li> <li>OSCE Human Dimension Implementation Meeting (October 2010)</li> </ul>

### Performance in 2010

Outputs	Indicators	Results
1) Thematic report: Access to effective remedies: the asylum-seeker perspective	<ul style="list-style-type: none"> <li>Number of copies disseminated/ Number of downloads and relevant website user statistics from the Agency's website</li> </ul>	<ul style="list-style-type: none"> <li>170 copies printed / more than 13.000 downloads</li> </ul>
2) Thematic report: The duty to inform applicants about the asylum procedure: the asylum-seeker perspective	<ul style="list-style-type: none"> <li>Number of copies disseminated/ Number of downloads and relevant website user statistics from the Agency's website</li> </ul>	<ul style="list-style-type: none"> <li>170 copies printed / more than 12.500 downloads</li> </ul>
3) Country factsheets	<ul style="list-style-type: none"> <li>Number of copies disseminated/ Number of downloads and relevant website user statistics from the Agency's website</li> </ul>	<ul style="list-style-type: none"> <li>Downloadable from the FRA website – 27</li> </ul>
4) Expert meetings on access to justice for asylum seekers	<ul style="list-style-type: none"> <li>Stakeholder perception of the relevant of this work to their needs and to the specific objectives</li> </ul>	<ul style="list-style-type: none"> <li>Training deemed very useful by most participants</li> </ul>
5) Ministerial Conference on Asylum in Brussels – launch event	<ul style="list-style-type: none"> <li>Stakeholder perception of the relevant of this work to their needs and to the specific objectives</li> </ul>	<ul style="list-style-type: none"> <li>FRA reports presented at a high-level event with around 300 participants</li> </ul>
6) OSCE/Human Dimension Implementation Meeting (October 2010)	<ul style="list-style-type: none"> <li>Stakeholder perception of the relevant of this work to their needs and to the specific objectives</li> </ul>	<ul style="list-style-type: none"> <li>The meeting addressed 60 participants in total</li> </ul>



### ➤ Supporting the implementation of EU law and other legal instruments in the field of non-discrimination and access to justice

In January 2010, the FRA and the ECtHR have agreed to conclude a joint project which aims to increase the knowledge and domestic implementation of EU law and ECHR Law in the field of non-discrimination. A tender was launched and the contractor prepared a draft Handbook on European Non-discrimination Case Law. The Handbook was translated in most EU official languages and into Croatian. The Handbook will be launched in the ECtHR in 2011.

#### Key activities in 2010

<i>Data collection activities</i>	<i>Communication &amp; awareness-raising</i>	<i>Networking &amp; education</i>
<ul style="list-style-type: none"> <li>Finalisation of the draft Handbook in cooperation with the ECtHR</li> </ul>	<ul style="list-style-type: none"> <li>Organisation of the translation of the Handbook</li> <li>Preparation of the publication of the Handbook</li> </ul>	<ul style="list-style-type: none"> <li>Presentation of the project in key stakeholder meetings, such as Equinet.</li> </ul>

### ➤ Joined-Up Governance

The project set up a platform of international experts and stakeholders from local and national governments in five pilot EU Member States to discuss and pool experiences on joined-up fundamental rights implementation across levels of government. A mapping of selected initiatives has been conducted in the pilot countries in order to identify good practices of collaboration between local and national authorities in areas of the FRA mandate (non-discrimination, integration, Roma). This will be complemented through focus group research and result in an analytical compilation of existing methods, tools and incentives for joined-up governance on fundamental rights. The focus group research was launched in late 2010 and will be completed in 2011.

#### Key activities in 2010

<i>Data collection activities</i>	<i>Communication &amp; awareness-raising</i>	<i>Networking &amp; education</i>
<ul style="list-style-type: none"> <li>Case study selection</li> <li>Development of methodology for focus group research on case studies</li> <li>Launching of focus group research</li> </ul>	<ul style="list-style-type: none"> <li>Postponed to 2011</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholder consultation on project scope and objectives</li> <li>Stakeholder mapping and interaction</li> <li>Stakeholder meetings to peer review case studies and define project roadmap</li> </ul>

#### Performance in 2010

<i>Outputs</i>	<i>Indicators</i>	<i>Results</i>
1) Restricted online consultation (survey) on stakeholder needs	<ul style="list-style-type: none"> <li>Stakeholders' perception of the relevance of this work to their needs</li> </ul>	<ul style="list-style-type: none"> <li>90% of respondents agreed with the proposed project objectives</li> </ul>
2) Stakeholder meetings	<ul style="list-style-type: none"> <li>Relevance of the meetings to the specific objectives, based on participants' feedback</li> </ul>	<ul style="list-style-type: none"> <li>75% very satisfied or satisfied with the meetings (on average)</li> </ul>
3) Meeting reports	<ul style="list-style-type: none"> <li>Relevance of the information and the analyses provided to the specific objectives</li> </ul>	<ul style="list-style-type: none"> <li>Not assessed</li> </ul>

### ➤ Encouraging reporting of discrimination and victimization

The Agency will build on the outcome of research that it has conducted on non-reporting of discrimination and victimisation by vulnerable groups, as reported through EU-MIDIS and in the Agency's Annual Reports, and in addition will draw on secondary sources to undertake in-house research on reasons for non-reporting.

#### Key activities in 2010

<i>Data collection activities</i>	<i>Communication &amp; awareness-raising</i>	<i>Networking &amp; education</i>
<ul style="list-style-type: none"> <li>No research activities foreseen in the context of AWP 2010</li> </ul>	<ul style="list-style-type: none"> <li>No communication and awareness raising activities foreseen in the context of AWP 2010</li> </ul>	<ul style="list-style-type: none"> <li>Meeting with Equality Bodies and Equinet to discuss ways to encourage reporting and improve outreach and visibility.</li> </ul>

### ➤ Seminar on raising awareness of charter of fundamental rights under Spanish Presidency

The seminar would be a joint event with the Spanish Ministry of Justice under the Spanish Presidency. The subject of the Seminar would be based around "Fundamental Rights in the EU: steps forward. This would then feed into work on access to justice and awareness of rights.

#### Key activities in 2010

<i>Data collection activities</i>	<i>Communication &amp; awareness-raising</i>	<i>Networking &amp; education</i>
<ul style="list-style-type: none"> <li>No research activities foreseen in the context of AWP 2010</li> </ul>	<ul style="list-style-type: none"> <li>No communication and awareness raising activities foreseen in the context of AWP 2010</li> </ul>	<ul style="list-style-type: none"> <li>Seminar held in cooperation with the Spanish Ministry of Justice in Madrid in January with over 100 participants from government ministries. Panel members included judges from the Strasbourg and Luxembourg courts.</li> </ul>

#### Performance in 2010

<i>Outputs</i>	<i>Indicators</i>	<i>Results</i>
1) Meeting Report produced		

### ➤ Violence against Women

The FRA started in 2010 to develop an EU-wide survey in the absence of comparable and reliable data on violence against women, as observed by the European Parliament and the Council. The survey will interview a representative, random sample of women in the 27 Member States concerning their experiences of violence – including physical, sexual and psychological violence by various perpetrators. In 2010 a series of consultations was used to identify key data needs and stakeholders, and a pilot/pre-test study was launched to inform the development of the questionnaire for the full-scale survey.

#### Key activities in 2010

<i>Data collection activities</i>	<i>Communication &amp; awareness-raising</i>	<i>Networking &amp; education</i>
<ul style="list-style-type: none"> <li>Launch of the violence against women survey pilot/pre-test study</li> <li>Questionnaire development</li> </ul>	<ul style="list-style-type: none"> <li>No communication activities were undertaken in 2010</li> </ul>	<ul style="list-style-type: none"> <li>Consultation of various stakeholders to identify data needs, key policy issues and expected outputs</li> <li>Informing stakeholders on the project and coordination with regards to other initiatives and organisations</li> </ul>

#### Performance in 2010

<i>Outputs</i>	<i>Indicators</i>	<i>Results</i>
1) Stakeholder consultation meetings	<ul style="list-style-type: none"> <li>Number of participants, feedback from participants</li> </ul>	<ul style="list-style-type: none"> <li>Consultation meeting with 28 academic experts, practitioners, NGO and IGO representatives;</li> <li>Consultation meeting with nine violence against women policy makers</li> </ul>
2) Survey expert meeting	<ul style="list-style-type: none"> <li>Number and profile of participants, feedback from participants</li> </ul>	<ul style="list-style-type: none"> <li>Expert group meeting with seven experts on multi-country violence against women survey research</li> </ul>
3) Coordination with the EU institutions and EIGE		<ul style="list-style-type: none"> <li>On-going exchange with relevant EU institutions and EIGE</li> </ul>

#### Horizontal activities covering all MAF areas

### ➤ Annual Report

The Agency has a legal obligation to present each year an Annual Report on the situation concerning fundamental rights in the EU. The appropriations here are intended to cover deliverables on issues or events which might arise during the current financial year.

The annual report 2010 was presented on 10 June 2010 at the European Parliament Committee on Civil Liberties, Justice and Home Affairs. The Annual report covered information, events and developments in the EU for the year 2009, after the entry into force of the Treaty of Lisbon. The report relies on data collected from the ground to describe the situation of fundamental rights in all 27 Member States.

### Key activities in 2010

<i>Data collection activities</i>	<i>Communication &amp; awareness-raising</i>	<i>Networking &amp; education</i>
<ul style="list-style-type: none"> <li>Desk research</li> </ul>	<ul style="list-style-type: none"> <li>web publication</li> <li>translation into FR</li> <li>media memo, media release</li> </ul>	<ul style="list-style-type: none"> <li>Presentation of the annual report at the European Parliament Committee on civil liberties, Justice and Home affairs (Brussels, 10 June 2010)&lt;&lt;</li> </ul>

### Performance in 2010

<i>Outputs</i>	<i>Indicators</i>	<i>Results</i>
1) Annual report	<ul style="list-style-type: none"> <li>Number of reports distributed</li> <li>Number of downloads and relevant website user statistics from the Agency's website</li> </ul>	<ul style="list-style-type: none"> <li>350 (en) and 80 (fr) disseminated in June, reprint in preparation</li> <li>93,803</li> </ul>
2) Annual report presentation		

### ➤ Fundamental Rights Conference

The FRA's annual Fundamental Rights Conference was organized by the FRA in cooperation with the Belgian Presidency of the EU on 7-8 December 2010. It was entitled 'Ensuring Justice and Protection for all Children'. It brought together 300 stakeholders from national governments, EU bodies, intergovernmental organisations, local authorities, civil society and specialised bodies on human rights. The focus was on developing practical proposals to address challenges faced by vulnerable children in the EU. The conference also served to share 'good practice' on child-friendly approaches within administrative and judicial practice and to support the implementation of policies and strategies related to the rights of the child in the EU.

### Key activities in 2010

<i>Data collection activities</i>	<i>Communication &amp; awareness-raising</i>	<i>Networking &amp; education</i>
<ul style="list-style-type: none"> <li>See section on rights of the child</li> </ul>	<ul style="list-style-type: none"> <li>Conference website</li> <li>FRA publications stand</li> <li>Media release</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholder consultation on conference themes and programme</li> <li>Stakeholder engagement in conference delivery (stands, speeches, etc.)</li> <li>Conference organisation</li> </ul>

### Performance in 2010

<i>Outputs</i>	<i>Indicators</i>	<i>Results</i>
1) Fundamental Rights Conference	<ul style="list-style-type: none"> <li>Participation rate in the Fundamental Rights Conference</li> </ul>	<ul style="list-style-type: none"> <li>312 participants (increase by 25% as compared to 2009)</li> <li>1,100 FRA reports distributed at FRA stand</li> </ul>
2) FRC conference programme	<ul style="list-style-type: none"> <li>Relevance to the subject of the conference, based on the participants' feedback</li> </ul>	<ul style="list-style-type: none"> <li>Material provided rated by 90% as excellent/good</li> <li>over 1,000 visits of FRC website in the week around FRC</li> </ul>
2) Evaluation report	<ul style="list-style-type: none"> <li>Relevance to the subject of the conference, based on the participants' feedback</li> </ul>	<ul style="list-style-type: none"> <li>Overall quality rated by 72% as excellent or good, Organisation rated by 94% as excellent/good</li> </ul>
3) Conference reports in newsletters and on websites of FRA partners	<ul style="list-style-type: none"> <li>Number and extent of reports and articles</li> </ul>	<ul style="list-style-type: none"> <li>9 references in newsletters of partners (Presidency, OSCE, NGOs etc.)</li> </ul>

### ➤ Research and data collection

The budget here were intended to cover deliverables on issues or events which might arise during the 2010 financial year (e.g. responses to requests by stakeholders, responses to unforeseen events, preparation of background material, ad hoc expert meetings, etc) and might require legal data collection and analysis activities.

The FRA annual report has in recent years increasingly covered areas beyond racism. However, the main focus remained on this field as well as on discrimination issues. Against the background of the expanding activities of the Agency, it was important that the annual report covers all the nine areas listed in the Multi-Annual Framework. Moreover, the entry into force of the Lisbon Treaty on 1 December 2009 implied that so called 3rd pillar issues (police and judicial cooperation in criminal matters) needed to be analysed in more detail. The respective background data and information was collected through the Fralex Bulletins and Fralex Thematic study on specific Fundamental Rights issues in the MAF areas.

There is no CAR or ERN related activities as the data and information collected constituted only background information for the drafting of the FRA's Annual Report 2011.

#### Key activities in 2010

<i>Data collection activities</i>	<i>Communication &amp; awareness-raising</i>	<i>Networking &amp; education</i>
<ul style="list-style-type: none"> <li>Desk research</li> <li>In house data analysis</li> </ul>	<ul style="list-style-type: none"> <li>not applicable</li> </ul>	<ul style="list-style-type: none"> <li>not applicable</li> </ul>

#### Performance in 2010

<i>Outputs</i>	<i>Indicators</i>	<i>Results</i>
1) Data and information for the annual report	<ul style="list-style-type: none"> <li>Number of background material received</li> </ul>	<ul style="list-style-type: none"> <li>50 reports - Background information for the Agency's Annual Report (to be published in 2011)</li> </ul>

#### ➤ Networking and stakeholder cooperation

The Agency's aim of networking and stakeholder cooperation is to undertake activities which provide opportunities for improved performance within the Agency's projects, programmes and policies – making them more effective; activities which respond to the needs of its stakeholders and partners – address relevant issues; activities which offer opportunities for learning and knowledge generation together with stakeholders.

#### Key activities in 2010

<i>Data collection activities</i>	<i>Communication &amp; awareness-raising</i>	<i>Networking &amp; education</i>
<ul style="list-style-type: none"> <li>Not applicable</li> </ul>	<ul style="list-style-type: none"> <li>Not applicable</li> </ul>	<ul style="list-style-type: none"> <li>Annual coordination meeting with equality treatment bodies</li> <li>Meeting with local authorities participating in the FRA Local Communities Network</li> </ul>

#### Performance in 2010

<i>Outputs</i>	<i>Indicators</i>	<i>Results</i>
1) Annual coordination meeting with equality treatment bodies / Evaluation report	<ul style="list-style-type: none"> <li>Participation rate in the meeting; relevance of the meeting, based on participants' feedback</li> </ul>	<ul style="list-style-type: none"> <li>21 out of 26 of the equal treatment bodies represented</li> <li>80% rated relevance of the meeting and pertinence of the issues discussed as good.</li> </ul>
2) Meeting with FRA Local Communities Network / Evaluation report	<ul style="list-style-type: none"> <li>Participation rate in the meeting; relevance of the meeting, based on participants' feedback</li> </ul>	<ul style="list-style-type: none"> <li>The meeting was deemed useful in terms of networking (54% good, 31% excellent) and weaker on good practice exchange</li> <li>Overall quality of the meeting was judged as excellent/good (92%)</li> </ul>

#### ➤ Human Rights Education

The FRA has conducted a broad HRE & training stakeholder consultation, to be able to spot areas for engagement. By fully acknowledging the existing work on the ground and based on the key principle of 'added value', actors were consulted as a first step towards setting up a programme. Two of the key recommendations of the stakeholder consultation: developing human rights education and training capacities of stakeholders at national level and focusing on the formal education and training of professions such as police, teachers etc. were started being addressed in 2010.

The overall objective of the FRA's Human Rights Education & training programme is to develop knowledge, skills and behaviours of key target groups, based on the evidence as provided in the FRA's projects and reports.

**Performance in 2010**

<i>Outputs</i>	<i>Indicators</i>	<i>Results</i>
1) Human Rights Education mapping	<ul style="list-style-type: none"> <li>Number of downloads and relevant website user statistics from the Agency's website</li> </ul>	<ul style="list-style-type: none"> <li>Human Rights Education mapping report</li> <li>882 downloads</li> </ul>
2) Human Rights Education stakeholders needs assessment	<ul style="list-style-type: none"> <li>Number of downloads and relevant website user statistics from the Agency's website</li> </ul>	<ul style="list-style-type: none"> <li>Human Rights Education stakeholder needs assessment report</li> <li>Over 80 human rights education and training actors were consulted</li> <li>1023 downloads</li> </ul>
3) Establishment of human rights education networks	<ul style="list-style-type: none"> <li>Number of network and degree of participatory cooperation</li> </ul>	<ul style="list-style-type: none"> <li>Established network with over 300 HRE actors</li> </ul>
4) Development human rights education and training capacities of stakeholders at national level/ Human Rights Education Conference Berlin	<ul style="list-style-type: none"> <li>Number of participants</li> </ul>	<ul style="list-style-type: none"> <li>Over 80 participants</li> </ul>
5) Focus on the formal education and training of professions/ Workshop with police academies Vienna	<ul style="list-style-type: none"> <li>Needs assessment with the Police academies on the criteria for the development of fundamental rights training programme</li> </ul>	<ul style="list-style-type: none"> <li>45 participants</li> <li>90% overall satisfaction</li> </ul>
6) Establishment of policing and human rights training network (primarily police academies)	<ul style="list-style-type: none"> <li>Number of network and degree of participatory cooperation</li> <li>Increased consultation of the FRA in police training police curriculum related matters by key stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Established network with 160 policing and human rights training actors.</li> </ul>

➤ **Communication and awareness-raising**

Horizontal communication activities are intended to raise public awareness of fundamental rights and include the design and production of related products. Based on the communication strategy developed in 2009 the FRA developed several communication tools, mainly internet based. In this context the agency cooperated closely with the media and took advantage of media opportunities to profile the work of the Agency and support the public awareness of fundamental rights issues.

**Key activities in 2010**





<i>Data collection activities</i>	<i>Communication &amp; awareness-raising</i>	<i>Networking &amp; education</i>
<ul style="list-style-type: none"> <li>Provide evidence based advice for the communication activities</li> </ul>	<ul style="list-style-type: none"> <li>Organization of 7th and 9th May events</li> <li>FRA contributions to social networks: Twitter and Facebook</li> <li>Launch of FRA Charterpedia in December 2010</li> </ul>	<ul style="list-style-type: none"> <li>Provide information about main stakeholder groups</li> </ul>

**Performance in 2010**






<i>Outputs</i>	<i>Indicators</i>	<i>Results</i>
1) 7 <sup>th</sup> May: Symposium "Strengthening the fundamental rights architecture in the EU"	<ul style="list-style-type: none"> <li>Participation and participants' satisfaction</li> </ul>	<ul style="list-style-type: none"> <li>98 register participants of main stakeholder groups</li> <li>83 % of them assessed the overall quality of the symposium either as "excellent" or "good"</li> </ul>
2) 9 <sup>th</sup> May: Open Day	<ul style="list-style-type: none"> <li>Number of visitors</li> </ul>	<ul style="list-style-type: none"> <li>More than 1.000 visitors</li> </ul>
3) Social networks: Facebook	<ul style="list-style-type: none"> <li>Number of friends.</li> </ul>	<ul style="list-style-type: none"> <li>Around 1.700 friends</li> </ul>
4) FRA Charterpedia	<ul style="list-style-type: none"> <li>Number of visitors</li> </ul>	<ul style="list-style-type: none"> <li>Due to late launch not yet known</li> </ul>








Ref	Description of Risk	Proposed Risk Mitigation Actions	Accomplished mitigating actions
1	<b>Human Resources Risk:</b> Delays in the recruitment of staff with expertise in the new MAF thematic areas.	<ul style="list-style-type: none"> <li>- Establish recruitment plan in advance.</li> <li>- Assign required budget for new recruitment procedures.</li> <li>- Advertise appropriately key expert positions.</li> </ul>	New recruitment planning system in place as well as new monthly Title I monitoring system
2	<b>Human Resources Risk:</b> Loss of key staff.	<ul style="list-style-type: none"> <li>- Ensure well-being of staff.</li> <li>- Create a dynamic working environment.</li> </ul>	Well-being of staff is gaged with a bi-annual well-being survey as well as an annual staff retreat. Feedback from staff is taken into account.
3	<b>Financial Risk:</b> Loss of initially assigned budget within the Financial Perspectives.	<ul style="list-style-type: none"> <li>- Contingency planning and prioritisation of Annual Work Programme projects.</li> </ul>	The Projects were prioritised on 3 levels: Priority 1: compulsory Priority 2: Budgeted but can be trade off in case of urgent and unforeseen requests by the Commission. Priority 3: Not budgeted and accomplished only if funds available and actual benefit to the Organisation.
4	<b>Process Risk:</b> Delayed or incomplete monitoring and evaluation processes.	<ul style="list-style-type: none"> <li>- Define clear policy on projects to be monitored and evaluated.</li> </ul>	- A Performance Measurement Framework was approved to carry out structured and continuous Monitoring and evaluation activities
5	<b>Procurement Risks:</b> Unsuccessful procurement procedures.	<ul style="list-style-type: none"> <li>- Plan procurement procedures following adoption of Annual Work Programme.</li> <li>- Prepare clear technical specifications.</li> </ul>	- A procurement procedure was adopted and implemented in order to strengthen the planning of procurement activities and to assure a strong control on the technical specification drafting.
6	<b>Contractual Risks:</b> Selected contractors' inability to deliver requested services.	<ul style="list-style-type: none"> <li>- Tendering procedures give possibility to request second or third contractor to provide services (cascade order).</li> <li>- Selection of contractors is thorough, based on Financial Regulations.</li> </ul>	- The use of cascade orders was fully implemented allowing flexibility and full achievement of service objectives in compliance with the existing legal framework.
7	<b>External Stakeholders Risks:</b> The Agency receives ad-hoc requests from its stakeholders.	<ul style="list-style-type: none"> <li>- Annual Work Programme projects are prioritised in advance to allow faster decision-making of project activities.</li> <li>- Use of framework contracts allows fast contracting of services.</li> </ul>	- The planning perspective of the Agency includes 3 steps of consultations of the stakeholders to get continuously their feedback on projects to be prioritised during the elaboration of the Annual Work Programmes

FRA PUBLICATIONS in 2010		
EU-MIDIS Data in Focus 02: Muslims		<a href="http://www.fra.europa.eu/fraWebsite/eu-midis/eumidis_muslims_en.htm">http://www.fra.europa.eu/fraWebsite/eu-midis/eumidis_muslims_en.htm</a>
	Translated into: BG, IT, DA, NL, ES, SL, FI, SV	Published in 12.01.10
Discover the Past for the Future: A study on the role of historical sites and museums in Holocaust education and human rights education in the EU		<a href="http://fra.europa.eu/fraWebsite/home/pub_holocaust-education_en.htm">http://fra.europa.eu/fraWebsite/home/pub_holocaust-education_en.htm</a>
	In English	Published in 26.01.10
Anti-Semitism Summary overview of the situation in the European Union 2001- 2009		<a href="#">Anti-Semitism Summary overview of the situation in the European Union 2001-2009</a>
	In English	Published in 01.04.2010
FRA booklet		<a href="http://www.fra.europa.eu/fraWebsite/research/publications/publications_per_year/2010/fra-booklet_en.htm">http://www.fra.europa.eu/fraWebsite/research/publications/publications_per_year/2010/fra-booklet_en.htm</a>
	In English	Published in 07.05.10
National Human Rights institutions in the EU- series Strengthening the fundamental rights architecture in the EU I		<a href="#">National Human Rights institutions in the EU- series Strengthening the fundamental rights architecture in the EU I</a>
	Translated into: English	Published in 07.05.10





<p><b>Data protection in the EU- series Strengthening the fundamental rights architecture in the EU II</b></p>		<p><a href="#">Data protection in the EU- series Strengthening the fundamental rights architecture in the EU II</a></p>
<p><i>Translated into: English</i></p>		<p><i>Published in 07.05.10</i></p>
<p><b>EU – MIDIS Data in Focus 03: Rights Awareness and Equality Bodies - series Strengthening the fundamental rights architecture in the EU II</b></p>		<p><a href="#">EU-MIDIS Data in Focus 03: Rights awareness and equality bodies</a></p>
<p><i>In English</i></p>		<p><i>Published in 07.05.10</i></p>
<p><b>The impact of the Racial Equality Directive: views of the trade unions and employers in the EU</b></p>		<p><a href="#">The impact of the Racial Equality Directive: views of the trade unions and employers in the EU</a></p>
<p><i>Translated into: DE, FR</i></p>		<p><i>Published in 07.05.10</i></p>
<p><b>FRA Annual Report 2010 (Covering fundamental rights issues in 2009)</b></p>		<p><a href="#">FRA Annual Report</a></p>
<p><i>In English</i></p>		<p><i>Published in 15.06.10</i></p>
<p><b>FRA Opinion: The Use of Body Scanners: 10 Questions and Answers</b></p>		<p><a href="#">The use of body scanners: 10 questions and answers</a></p>
<p><i>In English</i></p>		<p><i>Published in 27.07.2010</i></p>



<p><b>Access to effective remedies: the asylum-seeker perspective – Conference edition</b></p>		<p><a href="#">Access to effective remedies: the asylum-seeker perspective</a></p>
	<p>In English</p>	<p>Published in 13.09.10</p>
<p><b>The duty to inform applicants about the asylum procedure: the asylum-seeker perspective – Conference edition</b></p>		<p><a href="#">The duty to inform applicants about the asylum procedure: the asylum-seeker perspective</a></p>
	<p>In English</p>	<p>Published in 13.09.10</p>
<p><b>Towards more effective policing Understanding and preventing discriminatory ethnic profiling: A Guide</b></p>		<p><a href="http://www.fra.europa.eu/fraWebsite/research/publications/publications_per_year/pub_ethnic-profiling_en.htm">http://www.fra.europa.eu/fraWebsite/research/publications/publications_per_year/pub_ethnic-profiling_en.htm</a></p>
	<p>Translated into: DE, EL, ES, FR, IT, HU, PL, RO</p>	<p>Published in 11.0.10</p>
<p><b>EU-MIDIS Data in Focus 04: Police Stops and Minorities</b></p>		<p><a href="#">EU-MIDIS Data in Focus 04: Report Police Stops and Minorities</a></p>
	<p>Translated into: DE, FR</p>	<p>Published in 11.10.10</p>
<p><b>EU-MIDIS Data in Focus 02: Rights awareness and equality bodies</b></p>		
	<p>Translated into: DE, FR</p>	<p>Published in 15.10.10</p>

<p><b>Excursion to the past – teaching for the future: Handbook for teachers</b></p>		<p><a href="#">Excursion to the past – teaching for the future: Handbook for holocaust teachers</a></p>
<p><i>In English</i></p>		<p><i>Published in 25.10.10</i></p>
<p><b>Racism, ethnic discrimination and exclusion of migrants and minorities in sport: the situation in the European Union (Main report)</b></p>		<p><a href="http://www.fra.europa.eu/fraWebsite/attachments/Report-racism-sport_EN.pdf">http://www.fra.europa.eu/fraWebsite/attachments/Report-racism-sport_EN.pdf</a></p>
<p><i>In English</i></p>		<p><i>Published in 28.10.10</i></p>
<p><b>Summary report - Racism, ethnic discrimination and exclusion of migrants and minorities in sport: the situation in the European Union</b></p>		<p><a href="http://www.fra.europa.eu/fraWebsite/attachments/Report-racism-sport_EN.pdf">http://www.fra.europa.eu/fraWebsite/attachments/Report-racism-sport_EN.pdf</a></p>
<p><i>In English</i></p>		<p><i>Published in 28.10.10</i></p>
<p><b>Experience of discrimination, social marginalisation and violence: A comparative study of Muslim and non-Muslim youth in three EU Member State</b></p>		<p><a href="#">Experience of discrimination, social marginalisation and violence: A comparative study of Muslim and non-Muslim youth in three EU Member States</a></p>
<p><i>In English</i></p>		<p><i>Published in 27.10.10</i></p>
<p><b>The right to political participation of persons with mental health problems and persons with intellectual disabilities</b></p>		<p><a href="#">The right to political participation of persons with mental health problems and persons with intellectual disabilities</a></p>
<p><i>In English</i></p>		<p><i>Published in 08.11.10</i></p>

<p><b>FRA S'cool Agenda</b></p>	 <p><i>In EN, launched on Diversity Day Vienna</i></p>	<p><a href="#">FRA S'cool Agenda</a></p> <p><i>Published in 24.11.10</i></p>
<p><b>Homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity - Comparative legal analysis</b></p>	 <p><i>In English</i></p>	<p><a href="#">Homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity</a></p> <p><i>Published in 30.11.10</i></p>
<p><b>Separated, asylum-seeking children in the EU - Main report (Conference edition)</b></p>	 <p><i>In English</i></p>	<p><a href="#">Separated asylum seeking children in the EU</a></p> <p><i>Published in 07.12.10</i></p>
<p><b>Separated, asylum-seeking children in the EU – Summary report (Conference edition)</b></p>	 <p><i>In English</i></p>	<p><i>Published in 07.12.10</i></p>
<p><b>Developing indicators for the protection, respect and promotion of the rights of the child in the European Union (Conference edition)</b></p>	 <p><i>In English</i></p>	<p><a href="#">Developing indicators for the protection, respect and promotion of the rights of the child in the European Union</a></p> <p><i>Published in 07.12.10</i></p>
<p><b>Migrants, minorities and employment: exclusion and discrimination in the 27 Member States of the EU (update 2003-2008)</b></p>	<p><i>In English</i></p>	<p><i>Published in 07.12.10</i></p>



<b>Detention of third-country nationals in return procedures – Conference edition</b>		<a href="#">Detention of third-country nationals in return procedures</a>
	<i>In English</i>	<i>Published in 07.12.10</i>
<b>FRA working paper on 'Protecting fundamental rights during the economic crisis'</b>		
	<i>In English</i>	<i>Published in 14..12.10</i>
<b>General FRA Factsheet</b>		<a href="#">FRA factsheet</a>
	<i>Translated into French</i>	<i>Published in 07.05.2010</i>
<b>The Circle of Rights</b>		
	<i>Translated into German and French</i>	<i>Published in 07.05.2010</i>
<b>Factsheet – <u>A rights-based approach to HIV in the European Union</u></b>		
	<i>In English</i>	<i>Published in 16.07.10</i>

<b>Factsheet – <u>The Fundamental Rights Position of Roma and Travellers in the European Union</u></b>		
	<i>Translated into: BG, CS, DA, DE, ET, EL, ES, FR, GA, IT, LV, LT, HU, MT, NL, PL, PT, RO, SK, SL, FI, SV</i>	<i>Published in 31.08.10</i>
<b>Factsheet – The duty to inform applicants about the asylum procedure</b>		
	<i>Translated into German and French</i>	<i>Published in 13.09.2010</i>
<b>Police stops and minorities: understanding and preventing discriminatory ethnic profiling (factsheet)</b>		
	<i>Translated into BG, CS, DA, DE, ET, EL, ES, FR, GA, IT, LV, LT, HU, MT, NL, PL, PT, RO, SK, SL, FI</i>	<i>Published in 11.10.2010</i>
<b>Homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity (factsheet)</b>		
	<i>Translated into Italian and French</i>	<i>Published in 31.10.2010</i>
<b>Four factsheets for the Homophobia reports 2009</b>		
	<i>In selected language versions</i>	<i>Published in 31.10.2010</i>





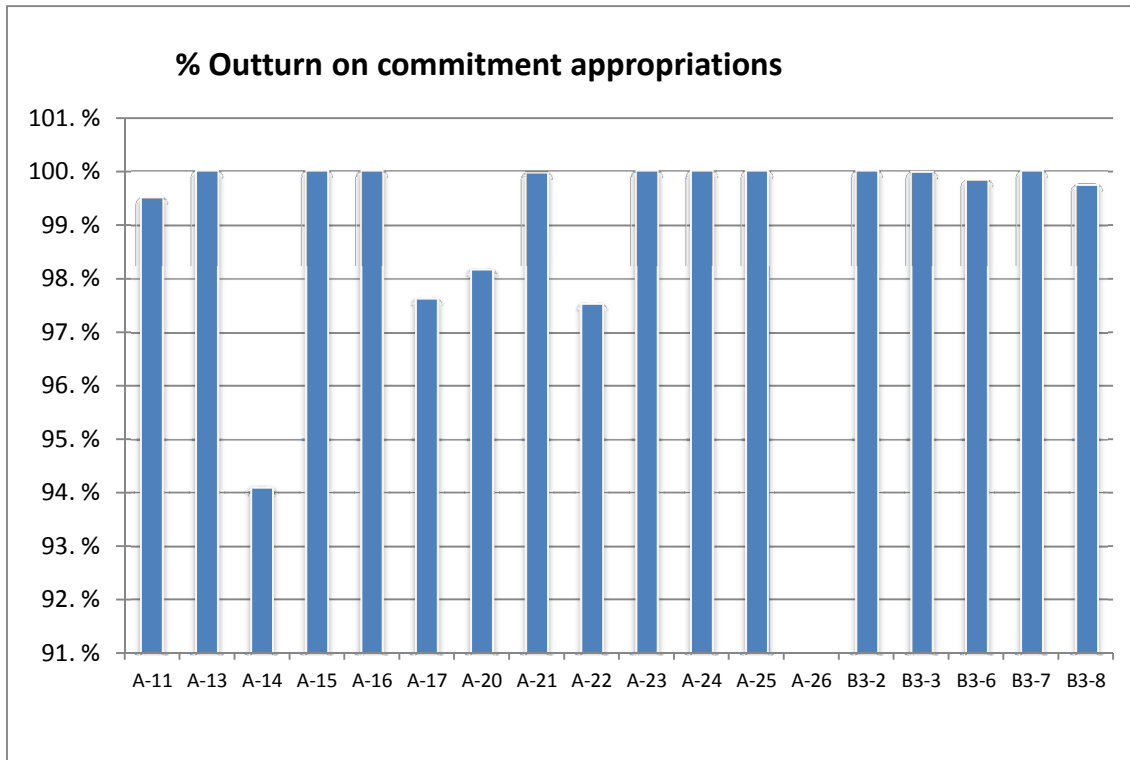
<p><b>Factsheet - Experience of Discrimination, Social Marginalisation and Violence among Muslim and non-Muslim Youth</b></p>		
	<p><i>Translated into DE, FR, ET, ES, LV, PT, RO, SV</i></p>	<p><i>Published in 27.10.2010</i></p>
<p><b>Factsheet - Racism, ethnic discrimination and social exclusion in sport</b></p>		
	<p><i>Translated into BG, CS, DA, DE, ET, EL, ES, FR, GA, IT, LV, LT, HU, MT, NL, PL, PT, RO, SK, SL, FI</i></p>	<p><i>Published in 28.10.2010</i></p>
<p><b>The fundamental rights of persons with intellectual disabilities and persons with mental health problems</b></p>		
	<p><i>In English</i></p>	<p><i>Published in 08.11.2010</i></p>
<p><b>Factsheet – Detention of third-country nationals in return procedures</b></p>		
	<p><i>Translated into French</i></p>	<p><i>Published in 30.11.2010</i></p>

ABB Activity	Human Resources by ABB activity	
	Total days	Percentage
Dignity	0	0%
Freedoms	325	2%
Equality	4,210	20%
Solidarity	0	0%
Citizens' rights	0	0%
Justice	2,876	14%
Horizontal operational activities	5,216	25%
Bodies of the Agency	330	2%
<b>Total operational days</b>	<b>12,957</b>	<b>63%</b>
<b>Total support days</b>	<b>7,612</b>	<b>37%</b>
<b>Total Agency days</b>	<b>20,569</b>	<b>100%</b>

**Table 1: Outturn on C1 commitment appropriations in 2010 (in Mio €)**

Chapter		Commitment appropriations authorised <sup>3</sup>	Commitments made	%
		1	2	3=2/1
<b>Title A-1 STAFF EXPENDITURE</b>				
A-11	STAFF IN ACTIVE EMPLOYMENT	7.56	7.52	99.51 %
A-13	MISSIONS AND DUTY TRAVEL	0.33	0.33	100.00 %
A-14	SOCIOMEDICAL INFRASTRUCTURE	0.01	0.00	94.09 %
A-15	MOBILITY EXCHANGES OF CIVIL SERVANTS AND EXPERTS	0.09	0.09	100.00 %
A-16	SOCIAL WELFARE	0.27	0.27	100.00 %
A-17	ENTERTAINMENT AND REPRESENTATION	0.00	0.00	97.64 %
<b>Total Title A-1</b>		<b>8.26</b>	<b>8.22</b>	<b>99.55 %</b>
<b>Title A-2 BUILDINGS EQUIP. &amp; MISC OPERATING EXPENDITURE</b>				
A-20	RENTAL OF BUILDINGS AND ASSOCIATED COSTS	1.14	1.12	98.17 %
A-21	DATA PROCESSING	0.70	0.70	99.97 %
A-22	MOVABLE PROPERTY AND ASSOCIATED COSTS	0.11	0.11	97.54 %
A-23	CURRENT ADMINISTRATIVE EXPENDITURE	0.12	0.12	100.00 %
A-24	POSTAGE AND TELECOMMUNICATIONS	0.11	0.11	100.00 %
A-25	EXPENDITURE ON MEETINGS	0.01	0.01	100.00 %
A-26	STUDIES SURVEYS CONSULTATIONS	0.00		
<b>Total Title A-2</b>		<b>2.19</b>	<b>2.17</b>	<b>98.92 %</b>
<b>Title B0-3 OPERATIONAL EXPENDITURE</b>				
B3-2	FREEDOMS	0.77	0.77	100.00 %
B3-3	EQUALITY	4.95	4.95	99.99 %
B3-6	JUSTICE	1.82	1.81	99.83 %
B3-7	HORIZONTAL OPERATIONAL ACTIVITIES	1.84	1.84	100.00 %
B3-8	BODIES OF THE AGENCY	0.26	0.25	99.75 %
<b>Total Title B0-3</b>		<b>9.64</b>	<b>9.63</b>	<b>99.95 %</b>
<b>TOTAL %</b>		<b>20.09</b>	<b>20.03</b>	<b>99.68 %</b>

<sup>3</sup> Commitment appropriations authorised include, in addition to the budget voted by the legislative authority, appropriations carried over from the previous year





**Table 2: Outturn on payment appropriations in 2010 (in Mio €)**

Chapter		Payment appropriations authorised <sup>4</sup>	Payments made	%
		1	2	3=2/1
<b>TITLE A-1 STAFF EXPENDITURE</b>				
A-11	STAFF IN ACTIVE EMPLOYMENT	7.69	7.58	98.60 %
A-13	MISSIONS AND DUTY TRAVEL	0.39	0.32	80.39 %
A-14	SOCIOMEDICAL INFRASTRUCTURE	0.01	0.01	97.69 %
A-15	MOBILITY EXCHANGES OF CIVIL SERVANTS AND EXPERTS	0.09	0.09	100.00 %
A-16	SOCIAL WELFARE	0.28	0.27	95.67 %
A-17	ENTERTAINMENT AND REPRESENTATION	0.01	0.00	71.34 %
<b>TOTAL A-1</b>		<b>8.47</b>	<b>8.28</b>	<b>97.66 %</b>
<b>TITLE A-2 BUILDINGS EQUIP. &amp; MISC OPERATING EXPENDITURE</b>				
A-20	RENTAL OF BUILDINGS AND ASSOCIATED COSTS	1.46	1.37	93.80 %
A-21	DATA PROCESSING	1.30	0.87	66.96 %
A-22	MOVABLE PROPERTY AND ASSOCIATED COSTS	0.97	0.90	93.59 %
A-23	CURRENT ADMINISTRATIVE EXPENDITURE	0.16	0.12	76.58 %
A-24	POSTAGE AND TELECOMMUNICATIONS	0.14	0.12	87.02 %
A-25	EXPENDITURE ON MEETINGS	0.01	0.01	100.00 %
A-26	STUDIES SURVEYS CONSULTATIONS	0.01	0.01	100.00 %
<b>TOTAL A-2</b>		<b>4.04</b>	<b>3.41</b>	<b>84.24 %</b>
<b>TITLE B0-3 OPERATIONAL EXPENDITURE</b>				
B3-2	FREEDOMS	1.06	0.50	46.86 %
B3-3	EQUALITY	6.84	2.73	39.89 %
B3-6	JUSTICE	2.56	1.22	47.74 %
B3-7	HORIZONTAL OPERATIONAL ACTIVITIES	3.30	2.12	64.15 %
B3-8	BODIES OF THE AGENCY	0.40	0.32	79.04 %
<b>TOTAL B0-3</b>		<b>14.17</b>	<b>6.89</b>	<b>48.60 %</b>
<b>TOTAL %</b>		<b>26.69</b>	<b>18.57</b>	<b>69.58 %</b>

<sup>4</sup> Payment appropriations authorised include, in addition to the budget voted by the legislative authority, appropriations carried over from the previous

### % Outturn on payment appropriations

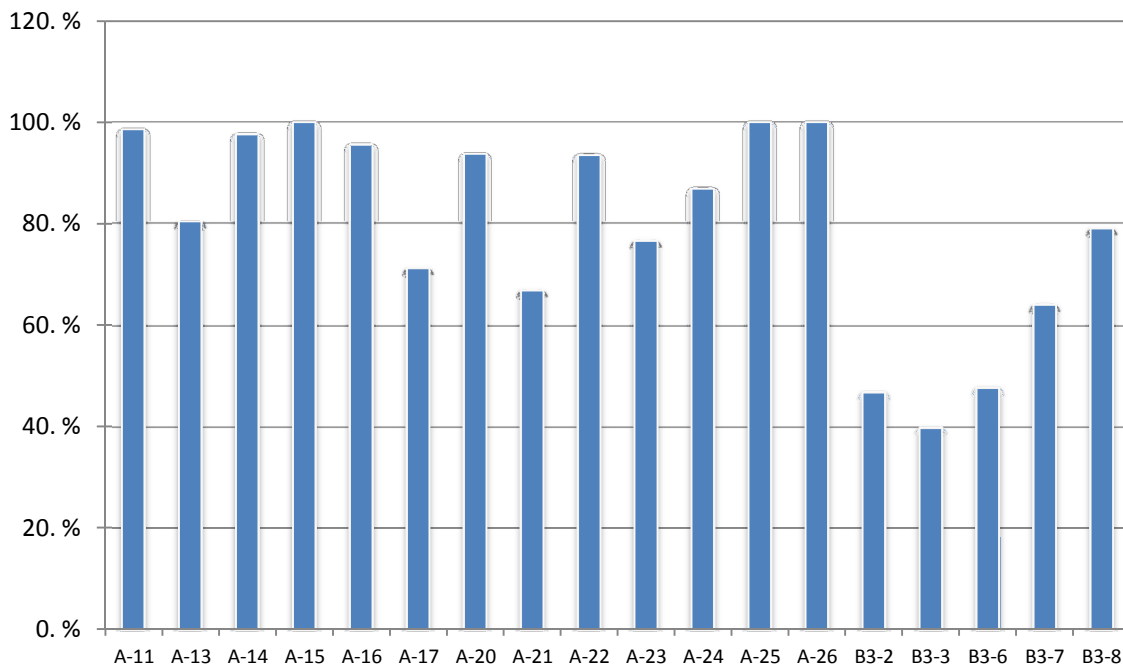
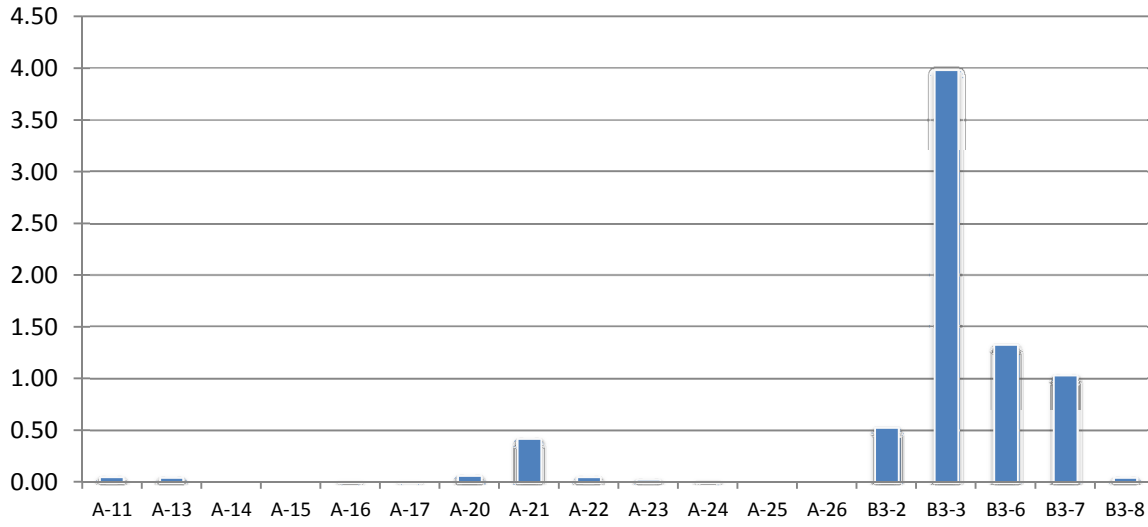


Table 3: Situation of commitments to be settled at 31/12/2010

Chapter		2010 Commitments to be settled (in Mio €)			
		Commitments 2010	Payments 2010	RAL 2010	% to be settled
		1	2	3=1-2	4=1-2//1
<b>Title A-1 STAFF EXPENDITURE</b>					
A-11	STAFF IN ACTIVE EMPLOYMENT	7.52	-7.46	0.06	0.75 %
A-13	MISSIONS AND DUTY TRAVEL	0.33	-0.28	0.05	14.87 %
A-14	SOCIOMEDICAL INFRASTRUCTURE	0.00	0.00	0.00	0.00 %
A-15	MOBILITY EXCHANGES OF CIVIL SERVANTS AND EXPERTS	0.09	-0.09	0.00	0.00 %
A-16	SOCIAL WELFARE	0.27	-0.26	0.01	4.40 %
A-17	ENTERTAINMENT AND REPRESENTATION	0.00	0.00	0.00	28.65 %
<b>Total Title A-1</b>		<b>8.22</b>	<b>-8.11</b>	<b>0.12</b>	<b>1.45 %</b>
<b>Title A-2 BUILDINGS EQUIP. &amp; MISC OPERATING EXPENDITURE</b>					
A-20	RENTAL OF BUILDINGS AND ASSOCIATED COSTS	1.28	-1.21	0.07	5.45 %
A-21	DATA PROCESSING	0.70	-0.28	0.42	59.91 %
A-22	MOVABLE PROPERTY AND ASSOCIATED COSTS	0.11	-0.05	0.06	52.30 %
A-23	CURRENT ADMINISTRATIVE EXPENDITURE	0.12	-0.09	0.03	25.73 %
A-24	POSTAGE AND TELECOMMUNICATIONS	0.11	-0.09	0.02	14.52 %
A-25	EXPENDITURE ON MEETINGS	0.01	-0.01	0.00	0.00 %
A-26	STUDIES SURVEYS CONSULTATIONS				
<b>Total Title A-2</b>		<b>2.33</b>	<b>-1.74</b>	<b>0.59</b>	<b>25.44 %</b>
<b>Title B0-3 OPERATIONAL EXPENDITURE</b>					
B3-2	FREEDOMS	0.77	-0.24	0.53	69.10 %
B3-3	EQUALITY	4.95	-0.97	3.98	80.40 %
B3-6	JUSTICE	1.81	-0.48	1.33	73.26 %
B3-7	HORIZONTAL OPERATIONAL ACTIVITIES	1.84	-0.81	1.03	56.10 %
B3-8	BODIES OF THE AGENCY	0.25	-0.20	0.05	20.30 %
<b>Total Title B0-3</b>		<b>9.63</b>	<b>-2.71</b>	<b>6.93</b>	<b>71.91 %</b>
<b>TOTAL %</b>		<b>20.19</b>	<b>-12.55</b>	<b>7.64</b>	<b>37.84 %</b>

**Breakdown of Commitments remaining to be settled (in Mio EUR)**



**Tables 4 and 5: Balance sheet and economic outturn account**

<b>BALANCE SHEET</b>		
<b>BALANCE SHEET</b>	<b>2010</b>	<b>2009</b>
<b>A.I. NON CURRENT ASSETS</b>	<b>2,077,340.94</b>	<b>1,531,199.37</b>
A.I.1. Intangible Assets	141,482.79	67,733.68
A.I.2. Property, plant and equipment	1,935,858.15	1,463,465.69
<b>A.II. CURRENT ASSETS</b>	<b>7,515,777.37</b>	<b>3,565,423.57</b>
A.II.2. Short-term Pre-Financing	396,600	119,980.80
A.II.3. Short-term Receivables	437,315.46	275,203.09
A.II.5. Cash and Cash Equivalents	6,681,861.91	3,188,244.15
<b>ASSETS</b>	<b>9,593,118.31</b>	<b>5,096,622.94</b>
P.I.2. Provisions (long term)	-	-15,400.00
<b>P.III. CURRENT LIABILITIES</b>	<b>-1,834,623.06</b>	<b>-2,269,144.19</b>
P.III.2. Short-term provisions	-	-
P.III.4. Accounts Payable	-1,834,623.06	-2,269,144.19
<b>LIABILITIES</b>	<b>-1,834,623.06</b>	<b>-2,284,544.19</b>
<b>NET ASSETS (ASSETS less LIABILITIES)</b>	<b>7,758,495.25</b>	<b>2,812,078.75</b>
P.I.2. Accumulated Surplus / Deficit	7,758,495.25	2,812,078.75
<b>TOTAL NET ASSETS/LIABILITIES</b>	<b>7,758,495.25</b>	<b>2,812,078.75</b>

<b>ECONOMIC OUTTURN ACCOUNT</b>		
<b>ECONOMIC OUTTURN ACCOUNT</b>	<b>2010</b>	<b>2009</b>
<b>II.1.1. OPERATING REVENUES</b>	<b>-22,367,034.71</b>	<b>-13,149,384.21</b>
II.1.1.1. Other operating revenue	-22,367,034.71	-13,149,384.21
<b>II.1.2. OPERATING EXPENSES</b>	<b>17,420,618.21</b>	<b>17,570,968.65</b>
II.1.2.1. Administrative Expenses	11,234,979.51	9,097,468.09
II.1.2.2. Operating Expenses	6,185,638.70	8,473,500.56
<b>ECONOMIC OUTTURN FOR THE YEAR (SURPLUS)/DEFICIT</b>	<b>-4,946,416.50</b>	<b>4,421,584.44</b>

The figures included in tables 4 & 5 are provisional since they are, at this date, still subject to audit by the Court of Auditors. It is thus possible that amounts included in these tables may have to be adjusted following this audit.

Table 6: Average payment time limits for 2010

## Legal Times

Maximum Payment Time (Days)	Total Number of Payments	Nbr of Payments within Time Limit	Percentage	Average Payment Times (Days)	Nbr of Late Payments	Percentage	Average Payment Times (Days)
30	1237	972	78.58 %	13.78	265	21.42 %	56.43
45	773	610	78.91 %	15.48	163	21.09 %	60.80
<b>Total Number of Payments</b>	<b>2010</b>	<b>1582</b>	<b>78.71 %</b>		<b>428</b>	<b>21.19 %</b>	
<b>Average Payment Time</b>	<b>23.73</b>			<b>14.44</b>			<b>58.09</b>

## Suspensions

Average Report Approval Suspension Days	Average Payment Suspension Days	Number of Suspended Payments	% of Total Number	Total Number of Payments	Amount of Suspended Payments	% of Total Amount	Total Paid Amount
1	32	175	8.71 %	2,010	1,862,870.31	12.95 %	14,383,248.61

## Late Interest paid in 2010

Agency	GL Account	Description	Amount (Eur)
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0

Table 7: Situation on revenue and income in 2010

Title	Description	Year of Origin	Revenue and Income recognized	Revenue and Income cashed	Outstanding Balance
20-0	European Community subsidy	2010	22,090,010.00	22,090,010.00	0.00
90-0	Miscellaneous revenue	2009	122,000.00	0.00	122,000.00
90-0	Miscellaneous revenue	2010	244,000.00	122,000.00	122,000.00
<b>TOTAL</b>			<b>22,334,010.00</b>	<b>22,212,010.00</b>	<b>244,000.00</b>



**Table 8: Recovery of undue payments**

RECOVERY ORDERS ISSUED IN 2010		TOTALS	
Year of Origin (commitment)	Nbr	RO Amount	
<b>Sum:</b>	<b>0</b>	<b>0.00</b>	

EXPENSES		
	Nbr	Amount
<b>INCOME LINES IN INVOICES</b>	<b>0.</b>	<b>0.00</b>
	Nbr	Amount
<b>NON ELIGIBLE AMOUNT IN COST CLAIMS</b>	<b>0.</b>	<b>0.00</b>
No error / irregularity		
	Nbr	Amount
<b>CREDIT NOTES</b>	<b>30</b>	<b>-263,840.64</b>

**Table 9: Ageing balance of recovery orders at 31/12/2010**

Year of Origin	Number at 01/01/2010	Number at 31/12/2010	Evolution	Open Amount (Eur) at 01/01/2010	Open Amount (Eur) at 31/12/2010	Evolution
2009	1	1	0.00 %	122,000.00	122,000.00	0.00%
2010	-	1	0.00 %	-	122,000.00	0.00 %
<b>Totals</b>	<b>1</b>	<b>2</b>	<b>0.00 %</b>	<b>122,000.00</b>	<b>244,000.00</b>	<b>0.00 %</b>

**Table 10: Recovery order waivers in 2010 > 100,000 EUR**

Waiver Central Key	Linked RO Central Key	RO Accepted amount (Eur)	LE Account Group	Commission Decision	Comments
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**Total** 0

**Number of RO waivers** 0

*Justifications:*

N/A

**Table 11: Census of negotiated procedures**

NEGOTIATED PROCEDURES – CONTRACTS > € 60.000						
		<b>Count:</b>		<b>0</b>		
		<b>Total amount:</b>		<b>0</b>		
Number	Contractor(s)		Type of contract	Description	Amount (€)	Legal base
	Name	Address				
None						

**Table 12: Building contracts**

BUILDING CONTRACTS						
		<b>Count:</b>		<b>0</b>		
		<b>Total amount:</b>		<b>0</b>		
Number	Contractor(s)		Type of contract	Description	Amount (€)	Legal base
	Name	Address				
None						

**Table 13: Contracts declared secret**

SECRET CONTRACTS						
		<b>Count:</b>		<b>0</b>		
		<b>Total amount:</b>		<b>0</b>		
Number	Contractor(s)		Type of contract	Description	Amount (€)	Legal base
	Name	Address				
None						

Materiality is the basis for defining significant deficiencies in both qualitative and quantitative terms. The materiality criteria used by the Agency and the way of assessing their significance is presented below.

Qualitative criteria are linked to failure in achieving the Agency's short-term objectives, reputational risks of the Agency, significant deficiencies in the Agency's control systems and repetitive errors. These involve use of resources, sound financial management, and legality and regularity of the transactions. Their significance is judged on the basis of their nature, context, scope, duration, compensatory measures, remedial actions, etc.

In quantitative terms a deficiency is considered material in cases where the financial impact or risk of loss is greater than 2% of the Agency's Area of Activity's budget or more than 5,000 EUR. In addition, the weakness must imply a significant reputational risk.

**CHARACTERISTICS OF THE AGENCY'S ENVIRONMENT**

**1. Inherent nature and characteristics of the Agency's environment and stakeholders**

**Summary:**

The Agency purchases mainly services in the area of data collection and organisation of events. The contractors are mainly universities, non-governmental organisations, and small and medium size businesses located in any of the European Union Member States. In 2010 the Agency concluded 335 contracts amounting 10,1 million EUR.

**Key inherent risks insofar they impact on reasonable assurance (including limit and extent of its responsibilities and those of other stakeholders):**

The specific assessment of risks impacting 2010 activities and relevant mitigating actions is reported in Annex II.

**Management mode/s:**

**Key figures:**

Volume of contracts by type of contract:

Supply: 429,019 EUR

Service: 9,678,975 EUR

Volume of contracts by type of procedures: Open: 8,659,278 EUR

Restricted: 86,093 EUR

Negotiated: 525,624 EUR

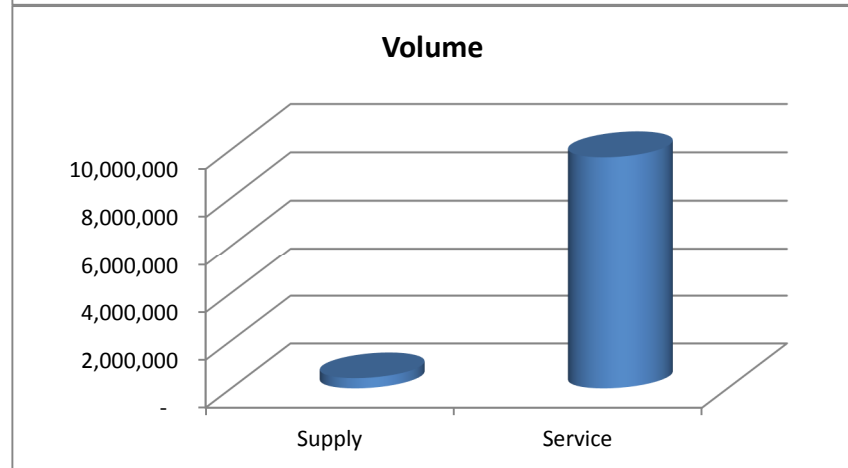
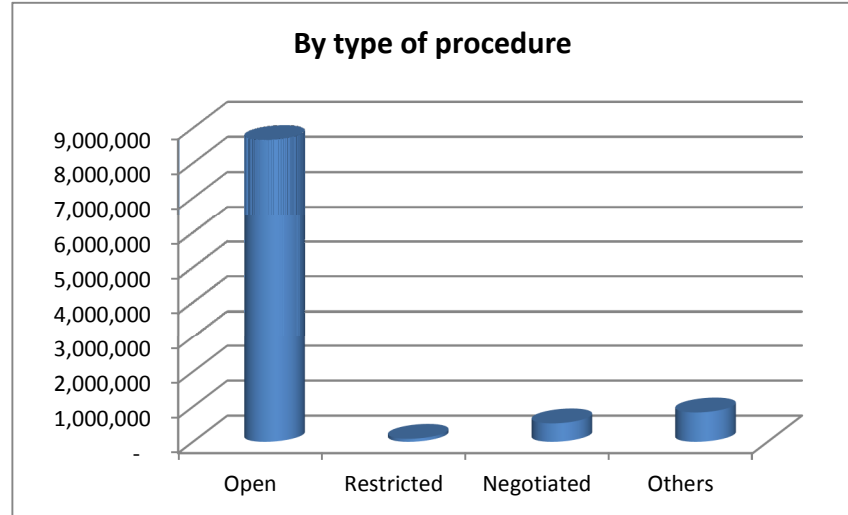
Others: 836,824 EUR

Number of contractors: 161

Average median /value/ range of contracts: 62,784 EUR

Average/median contract period:

**Chart showing contracted amounts by type of contract and type of procedure**



2. Management and control systems – the basis of the declaration of assurance	
<b>Planning and selection process, of contractors including preventive controls</b>	<ul style="list-style-type: none"> <li>• Preventive actions are implemented with the aim of reinforcing sound financial management, enhancing open and transparent procurement procedures, promoting accountability and integrity of financial and operational actors as well as the reporting of irregularities by staff (including measures ensuring effective protection of whistleblowers), and improving internal controls.</li> <li>• Procurement needs are clearly defined and justified from an economic or operational point of view and approved by the Authorising Officer.</li> <li>• For high value contracts an evaluation committee is set up to prepare the selection of the contractors. Members of evaluation committees are asked to sign a document reminding them of their obligation to declare any potential conflict of interest.</li> <li>• Before a contract is signed, contractors must show that they are not in one of the situations of exclusion specified in the Financial Regulation (e.g. bankruptcy, failure to pay tax or social security contributions, convicted of an offence concerning their professional conduct). Before each transaction is authorised, staff are automatically alerted by the computerised financial system if the Commission is aware of this or any similar problem. Information on exclusions is shared with all organisations involved in managing EU money, including the Member States, with effect from 1 January 2009 (Early warning system).</li> <li>• A procurement steering committee is consulted with regard to all high value procurement files</li> <li>• Physical protection of the offers submitted (locked room and segregation between original and copies)</li> </ul>
<b>Communication and information</b>	<ul style="list-style-type: none"> <li>• Transparency measures: calls for tender are published in the Official Journal and on the Agency's website. Updated information and FAQ are posted regularly on the website.</li> <li>• Adequate communication to unsuccessful tenderers.</li> <li>• Computerised accounting system is used to record the contracts and the transactions related to the contracts in ABAC.</li> <li>• Technical training in procurement as well as information campaigns and workshops on ethics and integrity are given to all staff involved in the procurement process.</li> <li>• All staff involved in financial management has the responsibility to alert their Head of Department or OLAF if they suspect any irregular, illegal or criminal activity.</li> </ul>

<p><b>Detective and corrective controls:</b> Performance monitoring, and verification of payments and key milestones</p>	<p>Financial circuits: Every financial transaction requires at least two people to be involved (the "four eyes" principle). One person must initiate the transaction and a second person must verify it. In particular,</p> <ul style="list-style-type: none"> <li>• <i>Title I – Staff expenditure</i> Simplified workflow applies for routine administrative expenditure under Title I. The initiation is done in the Human Resources Department. The verification process lies with the Authorising Officer.</li> <li>• <i>Title II – Operating expenditure, and Title III – Operational expenditure</i> The operational (achievement of results) and financial part (legality and regularity of the transaction) of the workflow are undertaken by different financial actors. The operational initiation and verification are under the responsibility of the department concerned. The financial initiation and verification is centralised in Administration – Finance. The financial actors are selected taking into consideration their professional experience, qualifications, skills and competences. After the completion of these controls the transaction is forwarded to the relevant Authorising Officer.</li> </ul> <p>Each person involved in the transaction has been nominated by the Authorising Officer to carry out the task and their names are recorded in the computerised financial system.</p>
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3. Feedback which enables control activities to be optimised	
<p><b>Verification</b> that processes are working as designed</p>	<ul style="list-style-type: none"> <li>• Risk assessment process serves to highlight key issues to ensure that mitigating action is taken.</li> <li>• Self-assessment of the effectiveness of the internal control arrangements is performed on an annual basis.</li> <li>• Self-assessment of the compliance with internal control standards is performed on an annual basis.</li> </ul>
<p><b>IAC, IAS, ECA recommendations</b> on the functioning of the system and their follow up</p>	<ul style="list-style-type: none"> <li>• Feedback is provided by the Internal Audit Service (IAS). Feedback from the European Court of Auditors and by the European Parliament in the context of the discharge procedure. Recommendations made by these bodies are followed up systematically.</li> </ul>