

**ANNUAL ACTIVITY
REPORT 2011**



Annual activity report 2011



FRA

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



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Contents

1	ACHIEVEMENTS BY AREAS OF ACTIVITY	5
1.1.	FRA achievements in 2011.....	5
1.2.	Implementation of the AWP 2011 by areas of activity	10
2	MANAGEMENT AND INTERNAL CONTROL SYSTEMS.....	19
2.1.	Introduction.....	19
2.2.	The functioning of the internal control system.....	19
3	BUILDING BLOCKS TOWARDS THE DECLARATION OF ASSURANCE	25
3.1.	Building blocks towards reasonable assurance.....	25
3.2.	Reservations	28
3.3.	Overall conclusions on the combined impact of the reservations on the declaration as a whole	28
4	THE DECLARATION OF ASSURANCE.....	29
	ANNEX 1 – MAIN ACHIEVEMENTS AND OUTPUT	30
	Main achievements by projects AWP 2011.....	30
	FRA Publications in 2011	64
	FRA web statistics	73
	ANNEX 2 – DRAFT ANNUAL ACCOUNTS AND FINANCIAL REPORTS.....	75
Table 1:	Outturn on C1 commitment appropriations in 2011 (in Mio €).....	75
Figure 1:	Outturn on commitment appropriations (%)	76
Table 2:	Outturn on payment appropriations in 2011 (in Mio €).....	77
Figure 2:	Outturn on payment appropriations (%).....	78
Table 3:	Breakdown of commitments to be settled at 31/12/2011.....	78
Figure 3:	Breakdown of Commitments remaining to be settled (in Mio €).....	79
Table 4:	Balance sheet	80
Table 5:	Economic outturn account	81
Table 6:	Average payment times for 2011	82
Table 7:	Situation on revenue and income in 2011	82
Table 8:	Recovery of undue payments	83
Table 9:	Ageing balance of recovery orders at 31/12/2011	83
Table 10:	Recovery order waivers in 2011 > €100,000	84
Table 11:	Census of negotiated procedures	84
Table 12:	Building contracts.....	85
Table 13:	Contracts declared secret.....	85
	ANNEX 3 – MATERIALITY CRITERIA.....	86
	ANNEX 4 – INTERNAL CONTROL TEMPLATE(S) FOR BUDGET IMPLEMENTATION (ICT)	87
	ANNEX 5 – RISK ASSESSMENT	90

1

Achievements by areas of activity



1.1. FRA achievements in 2011

1.1.1. Providing evidence-based advice

The European Union Agency for Fundamental Rights (FRA) provides evidence-based advice to support informed policy making and implementation in relation to fundamental rights. The evidence contained in FRA's thematic publications and its annual report is derived from objective, reliable and comparable data and analysis. The data collection and research is designed in-house and implemented on the ground by contractors under the close supervision of expert staff with different legal, social and political sciences, and statistical expertise. These experts are responsible for analysing the data and drafting the reports. All reports go through a rigorous in-house quality control and review process, involving senior research staff, the Scientific Committee, the heads of department and the FRA director.

The following illustrates some of the FRA's main outputs in 2011, which 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 intersect from different angles to reinforce the evidence and to cover a wide range of the agency's Multi-annual Framework (MAF).



The FRA published three reports on the rights of migrants in an irregular situation in the EU as well as a 'thematic situation report' on the fundamental rights crisis at the Greek-Turkish border. The report, entitled *Fundamental rights of migrants in an irregular situation in the European*

Union, covered the issue of migrants in irregular situations and their abilities to access fundamental rights in such areas as housing, labour conditions, access to healthcare, education and family life. The report was presented at the flagship annual event of the FRA, the Fundamental Rights Conference, which in 2011 was devoted to the 'Dignity and rights of irregular migrants'.

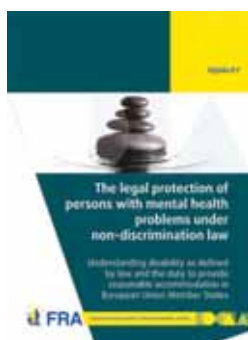
Two other reports launched at the FRA in June and at the European Health Forum Gastein in October 2011, respectively, focus on *Migrants in an irregular situation employed in domestic work: Fundamental rights challenges for the European Union and Its Member States* and *Migrants in an irregular situation: access to health-care in 10 European Union Member States*. In addition, the FRA published a report focusing on the conditions of persons irregularly entering the EU's external border at the Evros region between Greece and Turkey. In *Coping with a fundamental rights emergency – The situations of persons crossing the Greek land border in an irregular manner*, the FRA describes the inhumane conditions of the detention centres and the lack of emergency measures to address, what has been constituted a 'fundamental rights emergency'.

The first three reports identified a number of areas for EU level action. Among those is the need to enhance the protective provisions found in the 2008 Return Directive (concerning, in particular, access to rights for persons in removal proceedings who remain in the country) as well as the need to review the EU Facilitation Directive (2002/90/EC). The report on the situation at the Greek-Turkish border addressed EU funding in the area of asylum and borders. EU funding tools in these areas are currently under review.



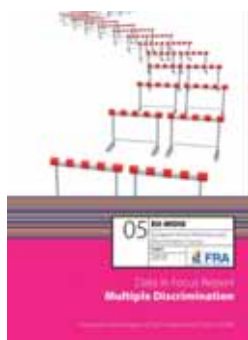
In the context of the EU legal framework for combating discrimination established by the Equality Directives, in 2011, the FRA published three reports focusing on different strands of equality, including multiple discrimination. The ‘situation’ of lesbian, gay, bisexual and transsexual (LGBT) rights was analysed

by the FRA in the report on *Homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity in the EU Member States*. This report, published in May 2011, combines research findings with relevant EU standards and aims to equip policy makers with the information necessary to develop a coherent and systematic approach to LGBT matters.



In addition, on 25 October, the second deliverable of the FRA’s project on the situation of persons with mental health problems and persons with intellectual disabilities was released. The report, *The legal protection of persons with mental health problems under non-discrimination law*, examines how disability

is defined in international and European law, and whether persons with mental health problems benefit from non-discrimination guarantees on those grounds. It also explores the obligation to provide reasonable accommodation and gives examples of good practices in EU Member States. The FRA’s work in the area of disability is carried out in the spirit of the UN Convention on the Rights of Persons with Disabilities (CRPD) to which the EU acceded on 23 December 2010. The agency’s socio-legal research findings will assist actors both at the European and national levels in ensuring the effective implementation of the CRPD across the EU.



Furthermore, on 2 February 2011, the FRA published the fifth report in the *Data in focus* series based on the results of the EU-MIDIS survey. The EU-MIDIS *Data in focus* report on ‘Multiple discrimination’ examines the findings of the relatively under-researched area of immigrants and ethnic minorities’ experiences of multiple discrimination. The report was presented at

‘The way ahead’ exhibition on European Union agencies,

which was held at the European Parliament. EU-MIDIS – together with other on-going FRA research on multiple discrimination – will contribute to discussions on the adoption of the proposed EU ‘horizontal directive’. This would provide harmonisation of the anti-discrimination legal measures across the protected characteristics in the EU.



The FRA has also devoted a large share of its attention to identifying trends, including trends in the field of migrant and minority protection. The report on *Migrants, minorities and employment – Exclusion and discrimination in the 27 Member States of the European Union (Update 2003-2008)* provides a comparative

overview documenting discrimination in the workplace and labour markets across the European Union. It assesses the lack of data with a view to developing strategies to improve data availability and comparability at EU level. The report notes how, while the total number of complaints of discrimination reported and processed has increased as a direct consequence of the implementation of the Equality Directives in the EU Member States, there are still barriers for victims that need to be overcome. Further, the report, *Respect for and protection of persons belonging to minorities 2008-2010*, examines what the Treaty of Lisbon means for the protection of minorities, and the policies the EU has recently adopted in this field. It provides evidence of the persistent phenomenon of discrimination found in many areas of life, including employment, housing, healthcare and education. These two reports provide useful information about the state of application of the Racial Equality Directive across the EU.



In addition, the FRA has contributed to the EU’s work on human rights education. On 20 October, at a joint conference on the ‘Holocaust and Human Rights Education’, organised by the FRA, the European Commission and the Anne Frank House in the Netherlands, the FRA launched its publication on *Human rights education at Holocaust memorial sites across the European Union: An overview of practices*. This report provides examples of the various ways in which memorial sites link the history of the Holocaust to human rights. Other relevant activities undertaken in the educational field are described in detail in the coming sections.



The obstacles that make it difficult for victims to access justice in order to enforce their rights have been the focus of the report *Access to justice in Europe: an overview of challenges and opportunities*. The report was launched in March at the conference 'Protecting victims in the EU: the road ahead' hosted in Budapest by the Hungarian Presidency of the Council of the EU with the support of the FRA, where topics of discussion included the EU 'victims' package' and the proposed victims directive. The conference is being followed by additional studies, such as a social study on access to justice, which looks into the experiences of complainants and other actors involved in anti-discrimination procedures. Evidence from this study will feed into reform of the EU anti-discrimination directives and, more broadly, into discussions about reform in the field of access to justice. A related project on victim support services in EU Member States, which commenced in late 2011, maps national systems for supporting victims of crime. It aims to contribute to the EU's victims' package by stressing the requirement for EU Member States to have victim support services available. This project was directly requested by the European Commission.

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In March, the FRA published the *Handbook on European non-discrimination law*, which was jointly produced with the European Court of Human Rights. This is a comprehensive guide to non-discrimination law and relevant key concepts; it explains the body of non-discrimination law stemming from the European Convention on Human Rights and European Union law as a single, converging legal system.

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On request of the European Parliament, the FRA has issued expert opinions on specific topics in the legal domain. The first, issued in April, addressed the issue of fundamental rights standards for an instrument involving mutual recognition of investigation orders. The Opinion on the draft Directive regarding the European Investigation Order (EIO) provides an overview of existing European standards, with particular emphasis on elements of fair trial, based on the Court of Justice of the European Union and the European Court of Human Rights case law. The second Opinion, issued in June, on the Proposal for Directive on the use of Passenger Name Record (PNR) data has concerned the fundamental rights compliance of the proposal for a directive on the use of Passenger Name Record (PNR) data for the prevention, detection, investigation and prosecution of terrorist offences and serious crime (COM(2011)32 final). This was a follow-up request from the opinion of the FRA related to Passenger Name Record (PNR) of October 2008.

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 FRA's work. In 2011, the FRA carried out data collection activities on cross-cutting fundamental rights issues.

Research activities are carefully coordinated to achieve an interdisciplinary approach that brings together legal and social research. This is based on primary and secondary data and information collection, and is informed by policy developments and needs. The FRA'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.

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

Research at FRA is policy driven and needs to be policy relevant. With this in mind, the agency engages 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 and/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 to work together with contractors in the development of research. They apply these different methodologies when collecting data and information across the 27 EU Member States and Croatia.

The agency takes several steps to ensure that its research is of the highest possible quality, following the guidance of the FRA's Scientific Committee and advice from internationally renowned experts. During 2011, the FRA began research projects covering different areas of its multi-annual framework (MAF). For example, with regard to the MAF area on migration, field 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 ongoing 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 the MAF area on racism, xenophobia and related intolerance,

erances the agency collected and analysed available data, reporting the results in the FRA annual report as well as the FRA annual update overview report on anti-semitism in the EU. Work was also started on the survey concerning discrimination and hate crime against Jews in selected EU Member States. Furthermore, the FRA used collected data and developed analysis to update an earlier comparative report. This resulted in a published report on *Migrants, minorities and employment – Exclusion and discrimination in the 27 Member States of the European Union (Update 2003-2008)*.



Based on data collected during the previous year, the FRA completed an in-house analysis and published a report on the *Respect for and protection of persons belonging to minorities 2008-2010*. Finally, the FRA completed another in-house analysis and published a working paper on the FRA pilot project examining representations of minority

groups and related issues in the press in six Member States. In regard to the MAF area on discrimination on grounds of disability, the FRA completed fieldwork on the fundamental rights of persons with intellectual disabilities and persons with mental health problems. This consisted of interviewing a sample of these persons, their care-givers and other relevant actors. Furthermore, the FRA initiated primary research in a selection of EU Member States in the area of 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 to contribute to the work of the task force through the provision of data, which were delivered at very short notice. In regard to the rights of the child, the FRA finalised its analysis of the data regarding the situation of separated asylum seeking children in 12 EU Member States. The FRA also further developed its 'child rights indicators' through in-house work.

With respect to access to justice, the FRA carried out a test survey in six EU Member States to inform the development of a survey in the EU27 and Croatia. The work on the full-scale survey was initiated in December 2011. The FRA also completed its analysis for the FRA's first legal report on key constraints in accessing justice with respect to civil law. In the second half of the year, the second component of this project was launched. This consists of field research based on interviews with complainants, selected intermediaries, such as NGOs and legal actors which 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 as well as its outcomes and the services provided. In regard to its project on joined-up governance and access to justice, the agency mapped selected EU, national and local-level initiatives in this area and identified key institu-

tional gaps and areas of fragmented governance that prevent access to justice

1.1.3. Engaging with stakeholders

In 2011, FRA's engagement with stakeholders continued to develop in three complementary directions. The aim is to engage those responsible for policy development and decisions with those responsible for monitoring implementation and impact, as well as those who are the beneficiaries of the policies and actions. The three directions reflect the FRA's evidence-based advisory role. They seek to draw on the experience, knowledge and expertise from all those involved to support outcomes that are effective and tangible.

The agency's primary stakeholders remain the EU institutions and bodies, as well as Member State governments and bodies competent in human rights at national level, such as National Human Rights Institutions and equality bodies. In addition, FRA coordinates its work closely with the Council of Europe and other international organisations and cooperates with civil society through, among other things, the FRA Fundamental Rights Platform (FRP).

The FRA consults with these primary stakeholders as part of its day-to-day work for coordination purposes, such as when defining its work programme activities. In addition, the agency cooperates with relevant stakeholders in the context of designing, implementing and assessing the impact of its projects. Both of these avenues of consultation seek to ensure that the agency's work addresses issues of relevance to its stakeholders, and that the work relates directly to the EU policy making agenda on fundamental rights.

The cooperation, consultation and coordination with stakeholders involves, among other things, frequent participation in hearings and meetings of the European Parliament and the Council of the European Union. There is also continuous interaction at different levels with the European Commission, the Council of Europe, National Human Rights Institutions (NHRIs) and equality bodies, representatives of the United Nations, as well as civil society organisations through the FRP.

Cooperation with NHRIs and equality bodies, including the European Network of Equality Bodies (Equinet) and the European Group of NHRIs, has been further strengthened through an enhanced and regular dialogue beyond the annual cooperation meetings. A specific focus has been placed on stakeholder engagement activities that are based on thematic FRA projects. This work resulted in several concrete suggestions for more effective and systematic cooperation activities, which promises a more efficient and results oriented cooperation for the future. Examples of this were the first joint meeting with the communicators of the respective institutions

and the annual cooperation meeting between FRA and the Equinet members, which was conducted following this new participatory method.

Cooperation with civil society organisations was carried out through the FRP, with over 300 participating organisations across the EU, as well as through thematic projects. The FRP was consulted on the FRA Multi-annual Framework (MAF) 2013-2017 and provided input to the agency's Annual Work Programme (AWP) 2013 as well as to FRA's Annual Report. The annual FRP meeting was a unique opportunity to discuss key fundamental rights issues in the EU, exchange knowledge and explore further possibilities for collaboration in the context of FRA work. The participatory methodology was particularly appreciated as it ensured full involvement of civil society organisations. The FRA adopted a FRP Framework Document illustrating the expected developments in 2012, with a specific focus on a FRA-FRP thematic project related to cooperation and further enhancement of FRA-FRP communication.

In addition, the FRA organised a number of dedicated conferences and events to engage key stakeholders in discussions on specific findings from the FRA's research, with a view to facilitate follow-up action. Among these conferences was the agency's annual Fundamental Rights Conference (FRC).

In 2011, the FRC was organised in cooperation with the Polish Presidency of the Council of the EU and brought together over 300 stakeholders from national governments, EU bodies, intergovernmental organisations, local authorities, social partners, civil society and specialised bodies on human rights. The conference focused on discussing FRA's research findings on the fundamental rights of irregular migrants. In a separate event, the FRA also co-organised a seminar with the Hungarian Presidency of the Council of the EU on 'Protecting victims in the EU: The road ahead', which informed discussions in the Council on measures to strengthen the protection of victims' rights.

The agency remains committed to the view that better policy making and decisions arise from the interaction with and participation of all those who are involved and benefit from the policy and action – be it indirectly as policy makers, or directly as end beneficiaries. Therefore, each of FRA's projects develops avenues of engagement with stakeholders who are relevant to the project topic and scope.

Through this interaction with stakeholders throughout the life-cycle of any given project, the FRA ensures that its activities can build on existing knowledge and expertise, and that project findings are relevant and useful for the FRA stakeholders. In 2011, stakeholder meetings were held for many projects, including for the

work on disability, data protection and Roma issues. The agency applies interactive, participatory methods for its stakeholder meetings so as to more effectively pool knowledge and create ownership amongst stakeholders participating in these events.

1.1.4. Cooperation with other EU agencies

In 2011, the FRA further developed its relations with sister EU agencies. This concerned, in particular, agencies active in the areas of justice and home affairs, where, as a result of its research, the FRA could provide relevant expertise.

By December 2011, the FRA concluded formal cooperation agreements with three EU agencies: Eurofound, Frontex (the EU's specialised body to coordinate border security operations), and the European Institute for Gender Equality (EIGE). Contacts were also strengthened with Europol (the EU's law enforcement agency), CEPOL (the European police college) and, after its inauguration in June 2011, with the European Asylum Support office (EASO).

In the area of border management, a specific project relating to collaboration with Frontex was included in the Annual Work Programme (AWP) 2011. During the reporting period, Frontex invited the FRA on several occasions to participate in the development of policy and training documents relating to fundamental rights. The FRA was also allowed to observe and provide feedback to Frontex on patrols carried out at sea in the context of joint maritime operations. More details on this collaboration with Frontex can be found in Chapter 2 of this activity report.

The FRA also provided its expertise to Frontex in the development of internal policy documents relating to fundamental rights. This included the implementation of a Frontex action plan and a Fundamental Rights Strategy which was adopted by the Frontex Management Board in March 2011. FRA also advised Frontex on the operation of the Consultative Forum, which was introduced with the revised Frontex Regulation. Frontex also approved the human rights training concept for Frontex staff that was developed by the FRA and the United Nations High Commissioner for Refugees (UNHCR) based on an assessment done with Frontex.

The FRA has also strengthened its collaboration with the European Migration Network (EMN). Given that both entities worked on irregular migration in 2011 – although from different angles – efforts were made to ensure complementarity between the FRA and EMN. To this end, members of the EMN network took part in the FRA Fundamental Rights Conference (FRC), where the FRA's main report on irregular migrants was launched.

In 2011, the FRA was invited to join the Justice and Home Affairs (JHA) agencies' contact group and is now a regular

member. Other members of the group include: representatives from the European Commission Directorate-General for Home Affairs and the Directorate-General for Justice, alongside the EU JHA agencies of Cefpol, Europol, Eurojust (the EU's judicial cooperation unit) and Frontex. Within the extended network are: the European Monitoring Centre for Drugs and Drug Addiction (EMCDDA), the European Anti-Fraud Office (OLAF), the European Asylum Support Office (EASO), the newly established EU IT agency for the area of freedom, security and justice and the Situation Centre (SitCen) of the EU's External Action Service. The aim of the contact group is to strengthen bilateral and multilateral coordination and cooperation. This serves to identify annual priority areas, to establish a work programme for the year and to jointly report the activities to the EU Council's Standing Committee on Operational Cooperation on Internal Security (COSI).

Furthermore, based on the 'Memorandum of Understanding' from 2010, FRA and Eurofound regularly share work programmes and exchange input on their respective activities. In July 2011, FRA held a meeting with Eurofound outlining possible areas for collaboration between the agencies. These include Roma, migration and integration, as well as the situation of people with disabilities.

1.1.5. Communication and raising awareness

According to its founding regulation (Council Regulation (EC) No. 168/2007), one of the FRA'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)).

In February 2011, the FRA Executive Board endorsed the agency's new 'Stakeholder Communication Strategy Framework'. To operationalize this strategy document, the Communication and Awareness Raising Department coordinated a 'Communication Plan' that gives an overview of all external FRA activities with a communication component, including report launches and key events.

The overall aim was to ensure that FRA's communication actions were in line with the strategy document goals and objectives. This also meant that the communication actions were implemented effectively, raised general awareness in European society, and that activities and outcomes added value to the EU and its Member States' policies.

In 2011, 44 main project reports, factsheets and other deliverables were published. For each project, the type and number of deliverables were tailored from inception to delivery to meet the needs of the intended target

group(s). This followed FRA's approach of giving centre stage to its partners' and stakeholders' needs for useful, timely and relevant information. Following this approach, factsheets for policy makers accompanied each report launch, and complemented the media dossiers and press release information. All key stakeholders received pre-publication copies of reports ahead of the public launch. Media coverage of the FRA publications also helped raising awareness about fundamental rights across the EU and beyond.

The FRA website was further developed, with a new home page and French and German versions of the website going live during the year. Just over a year after its creation, the FRA Facebook page had reached more than 3,500 followers. The FRA presence on Twitter and YouTube continues to reach a wider audience, with more than 1,000 followers on Twitter. Streaming video was also successfully used for the live broadcast of the FRA Annual Fundamental Rights Conference.

Complementing publications and its online presence, the FRA carried out specific awareness raising activities in 2011. Among those were information stands for both the general public and for key target groups. The FRA also produced monthly newsletters for all its e-subscribers, as well as a weekly information email for the FRA networks.

1.2. Implementation of the AWP 2011 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 2011.

AWP activities in 2011 included the publication of the research results from the project on irregular migrants. These were presented at the Fundamental Rights Conference in November 2011.

The FRA was also requested to present its 2010 research findings on access to justice for asylum seekers, to a variety of stakeholders, including the LIBE Committee.

In 2011, the 2010 FRA report on immigration detention was presented at a number of events, both at EU and national level. The chapter on alternatives to detention received particular attention.



Activities implemented in 2011

Following verification of the research results and a process of internal quality control between July and November 2011, the FRA published three reports on the fundamental rights of irregular migrants in the EU. The first report described the challenges of migrants in an irregular situation employed in the domestic work sector. It was launched in July 2011, immediately following the ILO adoption of a convention and a recommendation on domestic workers. The second report dealt with access to healthcare and was issued in October 2011. These two reports are based on qualitative research in 10 EU Member States. The third report provides a general overview of access to fundamental rights by migrants in an irregular situation in the 27 EU Member States. It covers a number of areas, including access to healthcare, education, protection of core labour rights, family unity and basic standards of living. The report also looks at the specific situation of those migrants who are channelled into return procedures and are not removed, as well as the impact of policies to apprehend irregular migrants have on fundamental rights.

Given the interest expressed to the FRA by its stakeholders regarding the report on detention of third-country nationals in return procedures, the agency included in its 2010 annual report, an overview of the maximum length of detention in the 27 EU Member States as well as promising practices concerning the use of alternatives to detention. On alternatives to detention, the United Nations (UN) invited the FRA to contribute an EU perspective to a UN initiated global effort to promote alternatives to immigration detention.

More generally, the FRA presented to a number of different stakeholders, its report on detention of third-country nationals, as well as its findings from the research conducted in 2010 on asylum seekers.

Impact

The three reports relating to the situation of irregular migrants formed the basis for the discussions at the Fundamental Rights Conference (FRC) held by the FRA together with the Polish Presidency of the council of the European Union in Warsaw in November 2011. The conference identified a number of areas for policy making at EU level, particularly in relation to the Return Directive. Furthermore, the conference outlined several follow-up actions for the FRA. Parallel to the agency's involvement with irregular migrants, the European Parliament has given increasing attention to the rights of irregular migrants in 2011 through references to their situation in two resolutions, as well as by the Committee of the Regions.

The FRA continued to be invited and to attend the Returns Directive Contact Committee meetings by the Commission. These meetings allowed the FRA to, when needed, provide its expertise.

The agency was invited to present its research on asylum as well as irregular migrants at three events in the European Parliament. These included a conference organised by the Group of the Progressive Alliance of Socialists and Democrats (S&D), as well as two hearings by the Civil Liberties, Justice and Home Affairs Committee (LIBE) regarding healthcare for irregular migrants and on the duty to inform asylum seekers about the procedure and their rights.

Issues encountered

In relation to the project on the situation of irregular migrants, the fieldwork encountered some challenges in identifying irregular migrants who were willing to participate in interviews due to their fear of being detected and deported. The project was, however, able to successfully interview respondents for the fieldwork component.

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

Article 8 of the Charter of Fundamental Rights of the European Union guarantees the protection of an autonomous right to protection of personal data. This right is linked to, 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 on 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. FRA's work in the area of data protection started by mapping the role and competences of data protection authorities, which, in 2010, led to a published comparative report by the FRA on data protection authorities. Furthermore, the agency continued to provide its opinion in support of the consultation process in other areas linked to the respect of private life and protection of personal data. In particular, in June 2011, the FRA published its Opinion on the Commission's proposal for Passenger Name Record (PNR) data for the prevention, detection, investigation and prosecution of terrorist offences and serious crime.

Activities implemented in 2011

In January 2011, the FRA presented its paper, *The use of body scanners: 10 questions and answers*, at a hear-

ing at the European Economic and Social Committee (EESC). The paper suggested the following practical steps to safeguard the fundamental rights of passengers: images should be viewed by the person doing the screening at a remote distance to the person being examined; there should be no storage or archiving of pictures; blurring the face of the person screened to render the images obtained anonymous; using mimic boards to display results instead of body images. The paper also suggested that passengers should be given a choice between being screened by body scanners or more conventional security checks like pat downs. Passengers should also be fully informed in advance in order to make a decision with respect to screenings.

In February 2011, the FRA organised a consultation and stakeholder meeting to discuss FRA's future work in the area of data protection and privacy. Based on the stakeholder feedback, the FRA finalised its projects proposals for the year to come.

In June 2011, upon request of the European Parliament, the FRA presented an expert opinion on the fundamental rights compliance of a proposal for a directive on the use of Passenger Name Record (PNR) data for the prevention, detection, investigation and prosecution of terrorist offences and serious crime (COM(2011) 32 final). The FRA opinion complemented the opinions of the European Data Protection Supervisor (EDPS) and the Article 29 Working Party. The opinion suggested enhancing the non-discrimination guarantees contained in the proposal, in particular with regard to the risk of indirect discrimination. Moreover, the opinion called for the introduction of effective supervision of data collection, as well as a stricter implementation of the principle of necessity and proportionality when it comes to fundamental rights limitations.

Impact

Many of the suggestions made by the FRA in its paper on body scanners relate to the new EU standards concerning common basic standards in civil aviation security as regards the use of security scanners at EU airports. These standards were introduced by the European Commission under the regulatory procedure.

The FRA PNR opinion contributed to discussions in the European Parliament and the Council of the EU. The opinion was presented to the Council GENVAL Working Party in June 2011 and the FRA received positive feedback on the suggestions made on the draft. Based on this positive feedback, closer consultation with Commission services on other legislative proposals will take place in 2012. The Polish Presidency of the EU Council circulated a draft of the directive, which takes into account suggestions made by the FRA in its opinion.

Issues encountered

The area of information society raises technological challenges that are quickly evolving. The reform of the EU data protection framework is aimed at addressing these challenges, with several specialised actors active in this field. Wide consultation is therefore needed to secure an added value for FRA's work in the area of data collection and analysis.

1.2.3. Visa and border control

As a result of the arrangement signed with Frontex in May 2010, cooperation between the two agencies intensified during the reporting period.

As regards the project on the treatment of third-country nationals at the EU's external borders, research activities for phase I of the project focusing on sea borders were completed and preparations for phase II have started.

In addition, following concerns about the situation at the Greek-Turkish border, the FRA published a thematic situation report describing the inhumane conditions in which migrants were held.

Activities implemented in 2011

In March 2011, the agency published a thematic situation report on the situation at the Greek-Turkish border. The report was mainly based on research carried out directly by FRA in January-February 2011. It describes the fundamental rights challenges at the border and its implications for the EU as a whole.

In the context of the project on the treatment of third-country nationals at the EU's external borders, research activities were carried out at the southern EU sea borders. Some 300 in-depth interviews were undertaken, half of them with migrants who were intercepted or rescued at sea and the rest with authorities in charge of border surveillance, NGOs, doctors, fishermen and other informed persons. The preliminary results of the national level research were presented by the FRA to stakeholders in Greece, Italy, Malta and Spain. These meetings allowed authorities and other players to react to the findings by the FRA. Frontex and the European Asylum Support Office (EASO) attended two of the four meetings.

Preparations were also made for the second phase of the project, which focuses on 10 large air and land border crossing points. Following the visit by the FRA director to Bulgaria, the land border between Turkey and Bulgaria was added to the research. In October 2011, the FRA held an expert meeting with Frontex, European Commission, the Council Secretariat and researchers who have worked at border crossing points to discuss



and develop the research methodology adopted by the project.

The FRA also participated as an observer of patrols carried out at sea in Greece and Spain as part of two Frontex coordinated joint operations. These observations will also be reflected in the project report on the situation of third-country nationals at the EU's external borders.

The FRA also provided its expertise to Frontex in the development of internal policy documents relating to fundamental rights. This included the Frontex fundamental rights strategy and its implementing action plan. FRA also provided advice to Frontex on the operation of the consultative forum introduced with the revised Frontex regulation.

The FRA supported Frontex in planning the fundamental rights training for all Frontex staff and provided input into a number of Frontex specific training activities. These ranged from the delivery of operational briefings to officers deployed to two joint operations (Operations Hammer and Minerva), to participation in the development of a curriculum on fundamental rights for border guards. The FRA was also a full member of the working group established to revise the Common Core Curriculum (CCC) for border guards. The CCC is a binding tool for national border guard training that lists the knowledge and skills that all front-line border guards in the European Union should possess.

Impact

The Frontex Fundamental Rights Strategy, which included the comments provided by the FRA, was adopted by the Frontex Management Board in March 2011. The fundamental rights aspects of the CCC have been substantially enhanced, with the addition of new subjects on victims of trafficking and child protection, as well as the mainstreaming other fundamental rights aspects in the tool. A plan for training Frontex staff has also been agreed on and implementation is set to begin in early 2012.

Although not expressly related to the report on Greece, on 23 May 2011, the Council of the European Union invited the FRA to build on its practice of issuing thematic situation reports in the context of fundamental rights issues that are of relevance for the implementation of European Union law by the institutions and by Member States in their respective competence.

The European Commission specifically mentioned the FRA in its proposal relating to Schengen Governance (COM2011 560 final). This can also be seen as an indirect appreciation of the work done by the FRA.

Issues encountered

In relation to the project on the treatment of third-country nationals at the EU's external borders, the agency faced some initial difficulties in securing access for the researchers, but, in the end, authorities in charge of border surveillance did grant access. Changes also had to be made to the sample of migrants to be interviewed, given the low number of arrivals by sea in some countries in 2011. Further, non-participant observations on-board of patrol vessels was only possible in Greece and Spain as permission was not granted for the other countries selected for the research.

1.2.4. Racism, xenophobia and related intolerance

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

In this area, FRA's strategic objective focuses on identifying and analysing related issues and trends across the EU. The intention is to ascertain causes and measures taken to reduce their occurrence.

Activities implemented in 2011

Drawing on its experience in developing indicators on the rights of the child, the FRA started developing indicators in other areas, such as racism. This was initiated with a background paper and a symposium in May 2011 which brought together experts to discuss methodological approaches to indicator work. The main conclusions of the symposium were then compiled and published in a report.

Through its FRANET network, the agency also continued the collection of secondary data on racism, xenophobia and related intolerance, in particular on antisemitism. The FRA published its annual overview summary on antisemitism in the European Union, reflecting the trends in official and unofficial statistics on antisemitic incidents from 2001-2010. The FRA prepared the survey on discrimination and victimisation of Jews in selected EU Member States by consulting stakeholders and survey experts, by designing the methodology, and by selecting the survey contractor through an open call for tender to carry out the data collection in 2012.

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 on human rights education at Holocaust memorial sites across the European Union, the FRA, in cooperation with the European Commission, engaged with stakeholders to facilitate structured dialogue with

policy makers and practitioners on Holocaust and human rights education. Further, the FRA engaged in relevant processes run by the International Task Force on the Holocaust and Human Rights Education, OSCE and the Council of Europe. Marking the date of *Kristallnacht* pogroms on 9 November, the FRA, in cooperation with Yad Vashem, released a Toolkit on Holocaust and Human Rights Education.

Impact

The FRA's collection of objective, reliable and comparable data is useful for the European 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 antisemitism is widely regarded as an important contribution to the EU's efforts to take effective measures against it. Furthermore, the FRA deliverables as well as engagement with stakeholders informed the policy process of the 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 that requires adequate knowledge of the situation for each theme and each Member State. Linking past human rights violations with contemporary lessons on human rights requires more discussion in order to enhance the methodological framework of linking the Holocaust and human rights education.

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

FRA's 2011 AWP included several projects and events focusing on specific grounds of discrimination such as race, sexual orientation, disability, religion, minorities. The FRA also initiated research on inequalities and multiple discrimination in access to healthcare. FRA activities in 2011 in the area of discrimination ranged from awareness raising and networking through initiation of research projects to analysis and publication of previous research findings

Activities implemented in 2011

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 data and expertise. The agency aligned, in particular, with policy making processes at the EU level through its participation in and contributions of objective data to the European Commission's Roma Task Force. In this context, the FRA launched a Roma pilot survey in close cooperation with the European Commission and the United Nations Development Programme (UNDP).

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. The FRA was also heavily engaged in the preparation and development of the first online EU-wide survey of LGBT people to be launched in 2012.

Throughout 2011, the report on the *The right to political participation of persons with mental health problems and persons with intellectual disabilities*, was widely disseminated. In addition, the FRA conducted field research in five EU Member States in the framework of the FRA project on multiple and intersectional discrimination on grounds of gender, age and ethnicity in the area of health. In preparation, the FRA organised five stakeholder meetings in the countries concerned to ensure the quality of the research and to obtain the views of the stakeholders on the specific objectives and target groups to be included. The research for the project was completed in December and factsheets on the project are to be published in five languages.

The FRA further analysed the results of the EU-MIDIS project and produced a *Data in Focus report: multiple discrimination*. 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.

In the context of the agency's project for journalists on diversity and combating negative stereotyping in their daily work, a training tool for journalists was published: the 'Diversity toolkit'. This was completed in cooperation with the European Broadcasting Union (EBU) and the International Federation of Journalists.

The FRA also published a report on a pilot project, *Minorities in selected newspapers of six EU Member States: a pilot project*, which looked at representations of minority groups and related issues such as racism, discrimination, diversity, integration and migration in the press in six EU Member States.

Impact

The decision of the European 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. On 5 April 2011, the European Commission Communication on an EU Framework for National Roma Integration Strategies up to 2020 mandated FRA with the following tasks: expand its research to cover all EU Member States; to collect data regularly across the EU; and to assist EU Member States in developing monitoring tools.

Engagement with stakeholders has shown that the agency's work has been used in a variety of policy processes. This includes, in particular, informing the development of the EU Platform against Poverty, the 2020 Strategy, the EU Commission Communication on an EU Framework for National Roma Integration Strategies up to 2020 – issued in April 2011 – and, notably, the EU Commission's forthcoming Communication regarding the assessment of national Roma integration strategies due in April 2012.

In relation to discrimination on the ground of disability, the report on *The right to political participation of persons with mental health problems and persons with intellectual disabilities* was referenced in the background papers for the 4th Conference of State Parties of the CRPD, as well as in the Spanish State Party report to the Committee on Rights of Persons with Disabilities and in a statement by the Council of Europe Commissioner for Human Rights.

The FRA comparative reports in the field of discrimination on sexual orientation have been highly recognised as one of the most significant contributions to current academic and institutional debate at the European level. The reports have become a key starting point for the analysis of institutional and social homophobia in academic publications. The first ever UN report on the human rights of lesbian, gay, bisexual and transgender (LGBT) people, released at the end of 2011, refers to the FRA reports as reliable sources on LGBT people's experiences of hate crimes.

At a national hearing in November 2011, the Swedish National Board of Health and Welfare presented the provisional results of the FRA multiple and intersectional discrimination project that pertain to Sweden.

Issues encountered

The launch of the Roma pilot survey required substantial efforts in coordination of the activities with other international actors. The survey was conducted in EU Member States where such a survey had never been carried out before. This created an additional challenge in sampling and interviewing Roma and non-Roma. Further, in order to facilitate coordination of data collection and

analysis and other activities, FRA concluded a cooperation agreement with UNDP.

The development of the LGBT survey required exploring new methodologies, as this was the first survey of its kind. The survey covers the four groups included under the LGBT concept and is to be simultaneously conducted in 28 countries (the 27 EU Member States and Croatia). The methodology issue was addressed through the development of an online survey.

The multiple and intersectional discrimination project faced difficulties in locating the members of specific target groups for interviews, especially migrant/ethnic communities with intellectual disabilities. Networking activities also proved challenging, especially the mapping of stakeholders in the research field and communicating the relevance of the research results to them.

The implementation of the social study on the rights of persons with intellectual disabilities and persons with mental health problems also proved challenging, given the sensitivities of doing research with these target groups. In some countries, it was particularly difficult to access research participants and to conduct interviews that would cover all areas addressed by the project.

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

Article 3 of the Treaty on European Union states the EU obligation to promote the protection of the rights of the child. Article 24 of the Charter for Fundamental Rights provides a clear mandate for action on children's rights. The European Commission published, on 15 February 2011, the EU Agenda for the Rights of the Child.

Activities implemented in 2011

The EU Agenda for the Rights of the Child outlines actions in regard to the revision of EU legislation facilitating the recognition and enforcement of decisions on parental responsibility by 2013, and the promotion of the use of the Council of Europe guidelines on child-friendly justice. Following the adoption of this EU agenda on children, the FRA has further refined and updated its indicators and shared them with the Commission to be used in their assessment of the situation. The indicators have also been shared with the Council of Europe and the UN. In addition, the FRA convened an expert meeting to inform its upcoming work on child friendly justice. The indicators were presented to relevant stakeholders in the FRA's symposium on indicators as well as at other events, such as the European Forum on the Rights of the Child organised by the European Commis-

sion, events organised by United Nations International Children's Fund (UNICEF), the Committee of the Regions, and NGOs dealing with such issues as children with disabilities, victims of violence.

The FRA has contributed to the implementation of the Action Plan on Unaccompanied Minors for 2010-2014, and has also taken part in the European Commission Inter-service consultations. Similarly, the agency participated alongside representatives of EU Member States, international organisations and NGOs in the Expert Group on Unaccompanied Minors in the Migration Process. The first meeting of the forum was devoted to the issue of guardianship, allowing the FRA to present the relevant findings of its report on *Separated, asylum-seeking children in EU Member States*. The findings were also presented at the European Parliament hearing on a common European asylum system, as well as conferences organised by several international organisations, such as the UN Office of the High Commissioner for Human Rights consultation on protecting the rights of the child in the context of migration; the UN Judicial Colloquium on the implementation of Article 3 of the Convention on the Rights of the Child (CRC) with regard to migrant children; an event co-organised by FRA in connection with the OSCE Human Dimension Implementation meeting. The findings were also presented at relevant events within EU Member States – such as the conference on asylum related questions regarding Afghanistan organised by the Federal Ministry of the Interior of the Republic of Austria and the International Centre for Migration Policy Development held in Vienna in March-April 2011 and at events organised by NGOs.

Impact

The EU Agenda for the Rights of the Child notes that the European Commission will cooperate with relevant organisations and institutions to produce basic data and information to guide decision-making. This will take into account the relevant indicators developed by FRA.

The Council of Europe Strategy for the Rights of the Child adopted by the Committee of Ministers of the Council of Europe on 15 February 2012, notes that the development of indicators by the FRA will be actively supported with a view to monitoring the implementation of children's rights standards. The Federal Ministry of the Interior of the Republic of Austria and the International Centre for Migration Policy Development reprinted the executive summary and considerations of the FRA comparative report on *Separated, asylum-seeking children in EU Member States* for a conference on asylum-related questions regarding Afghanistan, which was held in Vienna in March-April 2011.

Issues encountered

The European Commission of the Expert Group on Unaccompanied Minors in the Migration Process, which constitutes a broad, multiannual stakeholder consultative framework, engages with EU Member States, EU institutions and bodies, intergovernmental and civil society organisations. The establishment of this group provides the FRA, until 2014, with a stable framework to engage with stakeholders and partners in reviewing the implementation of rights of separated, asylum-seeking children in EU Member States. This has shown the need for the FRA to host parallel stakeholder and partner events for this purpose in 2011. This would avoid duplication of efforts and resource consumption.

The development of indicators on the rights of the child to address specific policy or legislative needs proved to be difficult without budgetary allocations, given the specialised character of the fields concerned and the broad range of legal and social phenomena to be taken into account.

1.2.7. Justice

FRA's 2011 AWP continued to include projects and events focusing on justice more generally. There were, in particular, projects and events on access to justice, as well as more specific aspects, such as access to justice for certain groups, asylum seekers, and women exposed to violence in different settings. The Commission specifically requested work on access to justice for victims of crime. Highlights of the concept of access to justice in 2011 include joined-up governance – how cooperation between authorities at the same or different levels can help to enhance cooperation on fundamental rights.

Activities implemented in 2011

During 2011, a range of projects were developed under the 'justice' heading. The FRA's major survey on gender-based violence against women was piloted in six EU Member States. The results of the preliminary survey served to inform modification of the final survey questionnaire, which will be translated into relevant languages for the survey's application in all EU Member States and Croatia during 2012. The 'joined-up governance project' aims to identify success factors for better implementation of fundamental rights through cooperation between different levels of governance, and between agencies. The project was initiated with a series of detailed focus group discussions and interviews in the five project partner Member States.

With the European Court of Human Rights (ECtHR), the FRA further developed its *Handbook on European non-discrimination case-law*, with translations into all EU languages. In 2011, reprints of the two FRA publications on access to justice for asylum seekers were distributed to relevant stakeholders, including national asylum offices. In addition, the findings of the research were presented by the FRA at a hearing organised by LIBE. On access to justice and equality, the FRA finalised field research related to complaints before national equality bodies; with the launch of the findings scheduled for 2012.

At the request of the European Commission, a project on rights of victims commenced in late 2011. Following up on a 2010 report on National Human Rights Institutions (NHRIs), the FRA developed, in close cooperation with such institutions, a handbook for the establishment and accreditation of NHRIs, which will be published in 2012.

Impact

The impact included input into the work of the Hungarian Presidency of the Council of the EU on a victims' rights package, which included the FRA co-hosting an expert seminar on this topic. In the area of access to justice and asylum seekers, the agency's findings and publications contributed to the recognition of asylum-seeker perspectives and experiences in this area. The FRA symposium held in May also contributed to boosting ideas and outputs concerning the development of fundamental rights indicators in Europe. The non-discrimination handbook has reportedly been highly appreciated and used by professionals in EU Member States. Research on effective components of joined-up governance was concluded during 2011, with a toolbox that will be tested and published in 2012. The pilot survey on violence against women has linked up with national interests, as well as the work of Eurostat, with respect to comprehensive and comparative data collection in this and related fields.

The project on access to justice for asylum seekers will be the first project of its kind by the FRA to undergo a formal impact evaluation. In 2011, an experienced partner was identified and the methodology for the evaluation agreed. This will consist of phone interviews to be carried out with approximately 100 key stakeholders, such as national asylum authorities, NGOs, UNHCR, European institutions and other agencies, as well as selected researchers. The results will be available in 2012.

Issues encountered

Justice is a wide topic with relevance for many other rights. Narrowing the work to the most pertinent areas is complex, both in terms of networking and research formulation. Exchange with the European Commission

as well as the Council of Europe is therefore particularly crucial, and this has worked well in 2011.

1.2.8. Horizontal activities covering all MAF areas

On an annual basis, the FRA uses its Fundamental Rights Platform to organise meetings with a variety of stakeholders, such as the National Liaison Officers, NHRIs and equality bodies, the Council of Europe, the UN, the OSCE and the civil society. The purpose of the meetings is to feed suggestions, ideas and comments into the development of the agency's Annual Work Programme (AWP) and to create synergies between the work of the agency and its stakeholders. In addition to this, the FRA has regular contact and relations with EU institutions, in particular the EU Commission.

The FRA has developed a human rights education and training programme to support its work. The agency also organises a Fundamental Rights Conference (FRC) in collaboration with the Member State holding the EU presidency. This cooperation is intended to highlight a particular issue of common interest and also look at ways to ensure effective action by FRA's stakeholders.

The FRA annual report is a key deliverable presented in June at the European Parliament and is widely read by stakeholders at the EU and national level.

Activities implemented in 2011

In 2011, the FRA organised two meetings with its National Liaison Officers: one meeting of the agency's Fundamental Rights Platform (FRP) and one meeting each with the NHRIs and equality bodies. The cooperation with NHRIs and equality bodies, including the European Network of Equality Bodies (Equinet) and the European Group of NHRIs, has been further strengthened through an enhanced and regular dialogue beyond the annual cooperation meetings. There has been a specific focus on stakeholder engagement activities based on thematic FRA projects. This work resulted in several concrete suggestions for more effective and systematic cooperation activities, which promises a more efficient and results oriented cooperation for the future.

In cooperation with the Polish Presidency of the Council of the EU, the FRA organised a Fundamental Rights Conference (FRC) on the fundamental rights of irregular migrants. The FRC brought together over 300 stakeholders from national governments, EU bodies, intergovernmental organisations, local authorities, social partners, civil society and specialised bodies on human rights. The FRA also co-organised a seminar with the Hungarian Presidency of the Council of the EU on the protection of victims, in which it presented its research on access to

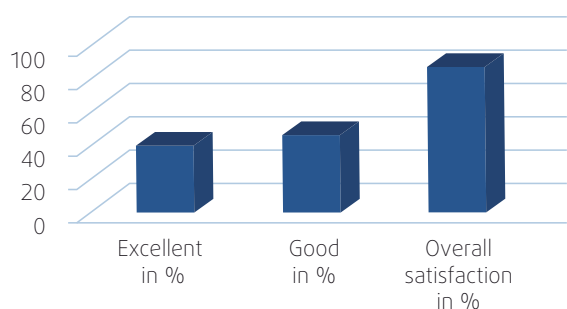
justice and surveys on victims of discrimination. The FRA participated in hearings and meeting of the European Parliament, as well as regularly attending meetings of the European Commission.

The FRA annual report was drafted in-house by legal experts, social and political scientists and statisticians drawing from a variety of data and information provided by the agency's RAXEN and FRALEX research networks.

Based on a revised FRA visitors' programme, 29 visitors' groups, totalling approximately 550 participants, were hosted in 2011. The feedback received was very positive.

Main achievements in FRA online presentation were the new home page introduced for the website, and French and German versions of the website being launched. Ongoing updates and enhancements were also made to Charterpedia and the Case Law Database. Development began on a fundamental rights charter application for mobile devices, to be launched in 2012.

Participants' satisfaction rate for selected FRA events



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 thematic areas of the FRA work. Stakeholders, in particular FRA's national liaison officers from the EU Member States, the European Commission and members of the European Parliament, have commented positively on the usefulness of FRA's annual report and the agency's other products.

Issues encountered

The timing and duration of stakeholder contributions to the Annual Work Programme are tight due to the number and sequence of stakeholders to be consulted. The comparative legal, social and statistical analyses of large quantities of data from 27 EU Member States is time consuming, and given the short timespan for the delivery of a report, it draws heavily on the FRA human resource capacity.



2

Management and internal control systems



2.1. Introduction

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

In order to implement its mission the FRA 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 members of staff, 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 FRA formulates analyses, conclusions and opinions which are then 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 the management of the agency's web presence.

During 2011, the FRA's organisational structure was revised. Within the perspective of continuous improvement and targeting the efficient achievement of the agency's objectives, the tasks of the former 'External Relations and Networking' Department were mainstreamed into the operational departments dealing with research and data collection, and communication and awareness raising. This allowed increased coordination and cooperation between the research/data collection process and the complementary networking and stake-

holder engagement activities. Within the same reorganisation the relevant staff dealing with the production and publication of FRA products was redeployed to the operational departments for research/data collection in order to create increased synergy between the functions developing the agency's products and those involved in the timely editing and publication thereof. As a consequence the FRA now consists of only five departments, of which three are operational and two administrative. Each head of department has been delegated authorising officer rights and, following the reorganisation, the number of head of departments with authorising officer delegations was reduced by one, to five.

In 2011, in its efforts to simplify its administrative procedures, the FRA introduced a simplified workflow for Title II operating and III operational expenditure. In this version the financial verifying actor has been removed from the financial workflows. The tasks of checking the legality and regularity are now solely undertaken by the authorising officer and the authorising officers by delegation.

2.2. The functioning of the internal control system

FRA'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 an internal control system. Its objective is to maintain an appropriate balance between risks to be addressed and the controls required to minimise these risks.

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

- experience of the operation of the control system – on the basis of which the internal control system has effectively managed exposure to key risks;
- staff capacity – in terms of staff skills and allocation of resources;
- 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, annual self-assessments, 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 by the Management Board (MB). In the last few years, the FRA has further consolidated the implementation of these standards introducing additional elements of compliance to its systems and internal processes.

The FRA 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 FRA'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 periodic training on ethics and integrity. The next sessions will be performed in 2012.

Concerning the collaboration with the European Anti-fraud Office (OLAF), and according to Article 22 of the Council Regulation establishing the FRA, the Management Board approved on 23 October 2007 a decision concerning the terms and conditions for internal investigations in relation to the prevention of fraud, corruption and any illegal activity detrimental to the Union's

interest. This was published in the Official Journal 2008/C33/03 of 7 February 2008.

In 2011 specific training on harassment prevention was delivered. The FRA, as all EU decentralised bodies, participates in the specialised financial irregularities panel established by the Commission.

In order to further strengthen this internal control the agency aims to improve the application of the whistleblowing rules and the protection of whistleblowers. In this regard, the FRA is in contact with the European Commission and is following the development of the new forthcoming guidelines on whistleblowing. This development is planned to be implemented in 2012.

Human resources

Staff allocation and recruitment (ICS 3)

The allocation and recruitment of staff is in line with the FRA'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 FRA's general objectives. The regular publication of vacant posts ensures awareness of mobility and career opportunities.

In July 2008, the FRA developed an e-Recruitment application that allowed the electronic submission of job applications. In December 2010, the agency enhanced the e-Recruitment application to allow the selection of the received job applications via the use of tablet personal computers in order to minimise processing time. This enhancement resulted in the following:

- eliminated the need for printing the job applications and reduced the processing time for selection procedures;
- reinforced the existing internal control standards via automation and reduction of possible human errors;
- reduced the number of staff needed for the preparation of the recruitment selection procedures;
- offered an environmental friendly approach by eliminating the printing of job applications (about 350,000 pages) and hence resulting in a 'green' e-Administration.

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 training is established and attendance is controlled by Management.

In 2011, the FRA developed a new electronic tool for training Management and revised the training policy in view of optimising the capacity of targeted training, addressing the specific operational needs for each job profile.

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

Risk Management process (ICS 6)

An annual risk assessment exercise is in place and in 2011 a risk register was formally adopted. The Management team analysed the risks that have a potential impact on the achievement of objectives, the sound use of financial resources and the reputation of the agency. Whenever the existing controls did not provide adequate assurance of risk mitigation, additional measures were agreed and implemented (implementation rate 85%).

In 2011, further improvement was achieved by involving the Executive Board of the FRA and assuring adequate feedback on their observations. Furthermore, the full integration of the risk assessment exercise with the planning process took place and was formalised including a specific Annex to the 2012 Annual Work Programme.

The risk assessment capacity has been further strengthened, delivering dedicated training to Project Managers. This allows the application of risk assessment and prevention principles at project level.

Operational structure (ICS 7)

Delegations of authority are clearly documented and communicated to the relevant staff. All financial actors are clearly identified and are aware of their 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. This exercise will be repeated on an annual basis.

All Information and Communication Technology (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 has been achieved in 2011 strengthening ICT change management.

Operations and control activities

Processes and procedures (ICS 8)

In 2011 the FRA has extensively strengthened the analysis of existing operational, support and management processes and their formalisation into appropriate procedures. The majority of operational and administrative processes have been formalised, providing detailed description of roles and responsibilities together with the relevant quality assurance controls.

An appropriate process to ensure authorisation and centralised registration of exceptions is fully operational (all instances of overriding controls or deviations from established regulatory framework are tracked and registered). On an annual basis these exceptions are analysed and reported to the management together with a proposal for corrective actions.

Further improvement is expected in 2012 with the analysis, review and formalisation of the processes, such as:

- human resources;
- management review;
- finance;
- project-related communication;
- records management and archiving;
- procurement.

Management supervision (ICS 9)

Management supervision is ensured via regular Heads of Department meetings and Department meetings. The monitoring of project implementation is supported by dedicated monitoring tools (i.e. 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) and supported by dedicated quality procedures and check lists.

In 2011, the agency dedicated further efforts to the effective implementation of the IT monitoring tools (MATRIX) enhancing and optimising their functionalities together with increased staff awareness and technical capacity.

Within the Quality Management System a specific process has been designed and implemented to ensure prompt implementation of ECA, IAS Audit recommendations and action plans. The rate of implementation of IAS recommendations by the end of the year was 90%.

During the first quarter of 2010 the FRA automated the paper-based processing of mission and leave requests through the use of web based applications. These

applications were further enhanced in early 2011 and resulted in the following:

- eliminated the need for a paper-based process;
- reduced the processing time and human effort needed for mission and leave application processing;
- reinforced the existing internal control standards via automation and reduction of possible human errors;
- offered an environmental friendly approach by eliminating the printing of mission and leave applications and hence resulting to a “green” e-Administration.

Business continuity (ICS 10).

Following a study to identify the impact of major disruptions on the FRA's activities, the agency developed an appropriate Business Continuity Policy.

In addition, dedicated plans have been developed to ensure continuation of all processes in different scenarios of disruption taking into account the impact analysis and the available financial resources.

The capacity of the execution of these plans will be evaluated continuously.

Document management (ICS 11)

Within the Quality Management System (QMS) an appropriate process is in place for the management of main working documents (policies, procedures) ensuring:

- QMS documents are verified, reviewed and adopted prior to their use;
- all amended documents are re-approved;
- changes and the current revision status are properly identified;
- relevant versions of applicable QMS documents are available to staff;
- any unintended use of obsolete documents will be prevented.

A document management ICT system (DMS) has been deployed and training has been given to ensure appropriate storage, maintenance and retrieval capacity of all existing documents.

In 2012, additional efforts will be developed in order to strengthen and finetune the use of the centralised DMS together with an appropriate classification of sensitive documents.

Information and financial reporting

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

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. In 2011 a dedicated gap analysis was completed providing detailed indication on areas of improvement and proposing specific improvement initiatives.

Internal audit capability (ICS 16)

The FRA fully complies with this Internal Control Standard being subject to annual audits by the Internal Audit Service.

Standards with which the FRA partially complies

Planning and risk management processes

Objective and performance indicators (ICS 5)

The FRA develops an Annual Work Programme (AWP) that is the result of an extensive consultation between 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 the alignment of objectives and priorities with the strategic objectives of the agency. Furthermore, appropriate coordination is ensured with ongoing similar projects in other key institutional partners. The planned activities are set up clearly identifying the human and financial resources (financing decisions) used.

A first proposal of a performance measurement framework has been developed. The concept will be further consolidated and deployed in 2012 with the support of an external contractor.

Information and financial reporting

Information and communication (ICS 12)

Internal communication measures are in place for monitoring purpose, (regular heads of department meetings 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 Annual Work Programme (AWP) and decisions are appropriately documented and communicated. An External Communication Strategy is in place. ICT security measures are in place as are related procedures and policies.

Internal communication is supported also by 'all staff' meetings, departmental meetings and the intranet. Improvement is envisaged in 2012 with the development of a performance measurement and monitoring framework. FRA's Communication Strategy will be reviewed and updated.

Evaluation and audit

Evaluation of activities (ICS 14)

The FRA assures appropriate ex ante evaluation of activities during the development of the AWP and project planning. In addition, during the procurement process, a specific analysis is carried out (technical specifications) in relation to expected results of research related activities.

Significant improvement is envisaged in 2012 with the actual development of specific initiatives and ex-post evaluation of its activities.

2.2.2. Implementation effectiveness of the prioritised control standards

In 2011, the FRA focused on compliance with the standards that were relevant areas of concern identified during the risk assessment exercise together with the recommendations raised by the auditing bodies (ECA and IAS). During the financial year, the agency prioritised its activities to achieve compliance with the following internal control standards.

Management supervision (ICS 9)

The FRA strengthened the use of existing IT monitoring tools (MATRIX – project and budget) enhancing their functionalities and assuring appropriate training and information to project managers.

The agency implemented a follow-up process to increase the capacity of reaction to external audit recommendations and the capacity of risk mitigation ensuring strict monitoring of action plans. The rate of implementation is 90% for external audit recommendation, 80% for preventive actions.

Objective and performance indicators (ICS 5)

The FRA increased the quality of the AWP by introducing additional information concerning planning perspectives, project multi-annuality and risk prevention. 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 ongoing similar projects with other key institutional partners.

A framework contract for further consolidation of a performance measurement framework was launched and is expected to be awarded in 2012.

Risk management process (ICS 6)

The FRA developed a full-scale risk assessment exercise that now recurs on an annual basis. This was fully integrated into its annual planning exercise.

Processes and procedures (ICS 8)

The FRA continued to strengthen the documentation of its processes through the following procedures:

- preparation and adoption of the AWP;
- design and implementation of research projects;
- production and publication of agency products;
- publications on web and social media;
- corrective and preventive actions follow-up;
- quality management system documentation management.

The agency proactively reviewed and updated its ICT procedures and started the review of its financial processes within a perspective of continuous improvement and increased efficiency.

Business continuity (ICS 10)

Following a study to identify the impact of major disruptions of its activities, the FRA has developed an appropriate Business Continuity Policy. In addition, dedicated plans have been developed for different scenarios of disruption taking into account the impact analysis and available financial resources. The measures are aimed at assuring a minimum basic capacity for all processes and are mainly based on the continuity of key IT infrastructure or, in case of building unavailability, in alternative premises for key staff. The policy will be continuously evaluated.

Evaluation of activities (ICS 14)

During the financial year an evaluation plan (budget availability) was adopted by the FRA within the framework of the AWP 2012. This plan contributed to the implementation of an IAS recommendation on this issue and built on the compliance of the overall standard.

2.2.3. Conclusion

The FRA has put in place measures which ensure that the internal control systems are effective. It has considered

the risks and focused on the control resources in 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

Building blocks towards the declaration of assurance



3.1. Building blocks towards reasonable assurance

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

3.1.1. Building block 1: Assessment by management

Indicator of cost-effectiveness of controls

In addition to evaluating whether the FRA's management and control systems have succeeded in reducing 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).

In order to improve the cost-effectiveness of its controls, the FRA revised the financial workflows and reduced the number of financial actors involved in the budgetary

transactions. This revision refers to the financial transactions of Title II (Operating expenditure) and Title III (Operational expenditure) as Title I workflows were already simplified in 2009. The agency further developed its financial management culture through the implementation of the ICS and the recommendations of the auditing entities. It also provided, and continues to provide, relevant training to its staff. These actions, together with the experience gained by the actors involved in the financial workflows, led to the decision to remove the financial verifying actor from the workflow.

An evaluation of this decision will be undertaken in 2012 in order to assess whether it is necessary to reinstate this type of control. This evaluation will take into consideration possible error rates that will be identified during ex-post controls and their level of materiality.

Conclusions

Cost-effectiveness of controls

Consequently, with respect to sound financial management, it is currently deemed adequate to continue with the new workflows which have indicated that the benefits outweigh the cost of the extra controls.

Key indicators

Indicator	2011	Target
Input: resources devoted to ex-ante financial verification to ensure legality and regularity of underlying transactions		
Staff devoted to ex-ante financial verification	0.5 full time equivalent	<= than the previous year (i.e. 1 full time equivalent in 2010)
Output: Level and nature of controls carried out		
Budget coverage of ex-ante control	87% for Title II and III	<=100% for Title II and III
Results of controls: What controls brought about discoveries/remedies		
• Number of complaints received from unsuccessful economic providers against the FRA.	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 FRA before the Court per year.	One (1)	None
• Number of exceptions ¹ registered: Two exceptions are reported for 2011. None of the above recorded exceptions caused a financial loss for the agency's budget.	Two (2)	<= than the previous year (i.e. four exceptions in 2010)

Appropriate financial circuits have been approved by the authorising officer, implemented in the FRA and are documented. The process is split between an operational and financial part. The financial actors are clearly identified in writing, and when financial transactions are checked by a financial verifying agent, this is different from the initiating agents and not hierarchically subordinated to them.

Using the best information available

The information used has been retrieved from ABAC, the FRA's accounting system, the ABB software, and the registry of exceptions. ABAC is the European Commission's accounting system which is also used by most other Agencies. The ABB software is a time allocation tool able to generate reports on the time recorded during the year. Each staff member records the time worked under particular activities; the results are used by the agency in order to improve the future allocation of human resources to activities. In addition, during previous financial years, the agency developed and implemented a registry of exceptions procedure. This procedure is made available to all staff and relevant training took place to raise awareness of this concept and its use. The registry is centralised in Administration and all financial actors involved are aware of its provisions. Therefore, the information used for the declaration of assurance is the best information available.

¹ 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.

Subsequent events

As mentioned under key indicators, an economic operator lodged a complaint against the FRA before the General Court. The case referred to the award of a framework contract where the economic operator in question qualified only second in the cascade system. The agency invited the company's representative for a meeting to discuss in detail the grounds for this result and to explain the aspects of public procurement that affect its position in the awarding of the framework contract. The outcome was the withdrawal of the case early in 2012.

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

3.1.2. Building block 2: Results from audits during the reporting year

Internal Audit Service (IAS) audits

During 2011 the IAS issued the results of the 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 management in monitoring the progress of the AWP. The system continues to be developed, including user training so that all FRA staff involved with project implementation (including line managers) would eventually become active users of the system.

Another strength found was the future Performance Measurement Framework which is expected to be a tool for monitoring the development and progress of the FRA 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 a basis for reporting and monitoring both at the level of senior management and the FRA Management Board.

Recommendations

The audit resulted in:

- no 'critical';
- one 'very important';
- seven 'important';
- three 'desirable' recommendations.

The FRA has implemented all the actions as per action plan agreed with IAS. The IAS recommended ten (10) recommendations out of eleven (11) for closure. One recommendation concerning performance indicators was considered on going and remains open. The agency is undertaking all the relevant actions to close it in 2012.

European Court of Auditors (ECA) audits

A first audit of the FRA's 2011 accounts took place in September 2011, and the second and final one is scheduled to take place during the last week of May 2012. The final report is expected by the second semester of 2012. 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 as it has been for the last six years.

Conclusions

Based on the above, none of the recommendations provided by the IAS were flagged as 'critical'. In addition, the opinion of the ECA concerning the legality and regularity of the transactions underlying the accounts is expected to be positive.

3.1.3. 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

All recommendations issued before 2011 were considered adequately implemented and have been closed.

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

The only ECA observation for the 2010 financial year refers to the volume of appropriations carried forward from one year to another. However, this is due to the following factors:

- most of the projects have an implementation period of between eight and 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;
- funds can only be committed after the completion of the procurement procedure, which, at the earliest, takes place during the second quarter of the year.

The FRA implemented the following measures to address this issue:

- plans its activities two years in advance, which contributes to having 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 on 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);
- third priority projects – projects that can be done only if funds become available in the course of the financial year.

This measure enables the FRA to promptly implement alternative plans in case surpluses arise during the year.

- implements its budget through framework contracts, where possible, reducing the delays implied by the financial regulation for the direct contracts;
- by the end of 2011, the FRA had developed a new IT application (Budget Management) linked to the existing MATRIX where it is not only possible to compare forecasted figures with actual figures for budgetary execution, but it is also possible to determine well in advance the amount of carried forward appropriations for the next year.

In addition, the Director established for 2011 the objective of committing at least 75% of appropriations for all Titles by the end of October. The rate at the end of this period was 73%, very close to the target. Moreover, for the specific case of Title III (Operational expenditure), only 16% of the appropriations were committed in December 2011 compared to 48% in December 2010. This result shows a significant improvement in the FRA's planning.

Finally, in 2011 the Court produced a benchmarking study of the agencies which stated that the FRA, despite the high amounts of carried forward appropriations, was the agency with the highest level of budget implementation (i.e. lowest level of cancelled C8 funds).

Consequently, the FRA fully respects the principle of annuality and all transactions linked to the carried forward appropriations are in line with the applicable rules.

Follow-up of previous years discharge

In order to address the European Parliament recommendations on the 2009 discharge, the FRA developed a budget management software (see above). This application calculates the difference between forecast amounts and actual ones. For instance, for the specific case of the salary related budget items, the difference between the initial and the final budget of Title I remained low (i.e. 4%); consequently, the increase of Title III with funds from Title I remained low (i.e. 6%), compared, for example, to 2009 where it was 38%. The tool allowed an accurate identification of potential surpluses, their follow-up and the prompt transfer of available funds.

In 2011, the FRA revamped its ICT software, the Tenders and Contracts Maker (TCM), in order to improve the programming and monitoring of its contracts. This application has been designed to create tender documents which are based on the European Commission's Vade Mecum and standard templates proposed by DG BUDG. Currently, the use of the software is in the pilot phase, allowing time for the users to become acquainted with the new system. The use of this software will be reinforced during 2012 when the link between TCM and the Document Management System (DMS) will be developed. This link will allow for all procurement documents that are created through TCM to be automatically stored in DMS, together with all proper metadata, for easier retrieval and management in the future.

Concerning the Court's recommendation on the use of scenarios while evaluating tenders, the FRA considered that the scenarios used were representative and thoroughly assessed the low value bids. However, the agency took measures to ensure, as far as possible, that the scenarios used to evaluate the tender were realistic. In particular, attention was given to clarity of the evaluation methods applied and the corresponding documentation.

3.1.4. 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 FRA, no reservations are made in this context in the declaration.



4

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.²

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 judgment 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 FRA and the institutions in general.

Done in Vienna on

Morten Kjaerum
Director

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

Annex 1 – Main achievements and output

Main achievements by projects AWP 2011

Asylum, immigration and integration of migrants

> The situation of irregular migrants in the EU

The project examines key aspects of the social situation of irregular migrants in the European Union in order to assess the extent to which their fundamental rights are respected and protected. Using interviews from in-depth fieldwork in combination with desk research, the project addresses issues in relation to health, housing, education, social care, employment status and fair working conditions, and access to remedies against violations and abuse. The research is innovative in that it addresses themes that, to date, are not covered extensively in many Member States. Based on the fieldwork data that has been successfully collected and analysed, the agency published three major reports in 2011 and took the theme of irregular migrants as the subject of its annual Fundamental Rights Conference. The conference launched a discussion with key stakeholders working in the field of irregular migrants, and provided input for follow-up work in 2012.

Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> • Verification of data, quality control and finalisation of reports 	<ul style="list-style-type: none"> • Publication of three major reports in July, October and November 2011 	<ul style="list-style-type: none"> • Promoting findings with EU institutions

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> • <i>Fundamental rights of migrants in an irregular situation in the European Union</i> – published Nov 2011 	<ul style="list-style-type: none"> • Number of downloads and relevant website user statistics from the FRA's website • Number of publications disseminated 	<ul style="list-style-type: none"> • Number of downloads: 1,263 (EN) • Publication dissemination: 281 (EN) (November-December 2011)
<ul style="list-style-type: none"> • <i>Migrants in an irregular situation: access to healthcare in 10 EU Member States</i> – published Oct 2011 	<ul style="list-style-type: none"> • Number of downloads and relevant website user statistics from the FRA's website • Number of publications disseminated 	<ul style="list-style-type: none"> • Number of downloads : 2,905 (EN) • Publication dissemination: 683 (EN) (October-December 2011)
<ul style="list-style-type: none"> • <i>Migrants in an irregular situation employed in domestic work: Fundamental rights challenges for the European Union and its Member States</i> – published July 2011 	<ul style="list-style-type: none"> • Number of downloads and relevant website user statistics from the FRA's website • Number of publications disseminated 	<ul style="list-style-type: none"> • Number of downloads: 2,244 (EN) • Publication dissemination: 1,015 (EN)
<ul style="list-style-type: none"> • Fundamental Rights Conference devoted to irregular migrants 	<ul style="list-style-type: none"> • Some 300 participants discuss issues raised by FRA reports 	<ul style="list-style-type: none"> • Conference conclusions affirm relevance of FRA work for EU policy making and identifies a number of desired follow-up actions
<ul style="list-style-type: none"> • Findings promoted with EU institutions 	<ul style="list-style-type: none"> • Relevance of FRA findings for EU institutions 	<ul style="list-style-type: none"> • LIBE hearing on healthcare (October 2011) • Presentation at EP conference organised by the S&D group (October 2011) • Presentation of findings to the Committee of the Regions (October 2011)

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

The project has two main components in relation to fieldwork-based data collection. The first component focuses on the southern maritime borders of the EU, where the overall objective is to contribute to enhancing the protection of fundamental rights of third-country nationals during rescue or interception operations at sea. This component of the research was successfully accomplished in 2011, with access gained by FRA to observe operations at sea – including Frontex-related operations. The second component – which was in the planning phase in 2011 – will examine the situation at the EU's external borders with respect to selected land crossing points and airports. It will identify possible shortcomings as well as good practices in the way border checks are conducted at the main entry points into the EU. A series of meetings were successfully held with key actors at the Member State level to present initial results and receive feedback concerning the first component of the project. To this end, both research components seek to assist policymakers and practitioners to enhance the quality of border checks at crossing points.

Key Activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> Field research Consultation on methodology 	<ul style="list-style-type: none"> No communication and awareness raising activities foreseen in the context of AWP 2011 – these will be developed in the context of results being released in 2012 	<ul style="list-style-type: none"> Presentation of the preliminary results from component one of the research at four meetings

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> Field research conducted and results analysed 	<ul style="list-style-type: none"> Successful completion of all parts of the research 	<ul style="list-style-type: none"> Qualitative interviews with approximately 300 persons, including migrants, authorities and other informed persons, and analysis of results at a national level
<ul style="list-style-type: none"> Presentation of results to national stakeholders 	<ul style="list-style-type: none"> Relevance of the meetings 	<ul style="list-style-type: none"> Four meetings (Athens, Rome, Malta and Madrid) to present preliminary results at national level held in October–November 2011 as a result of which key national stakeholders familiar with preliminary FRA findings Additional contextual information provided to the FRA by national stakeholders
<ul style="list-style-type: none"> Methodology of phase II of the research defined 	<ul style="list-style-type: none"> Success of consultation with stakeholders 	<ul style="list-style-type: none"> Expert meeting with Frontex, European Commission, Council Secretariat and researchers to discuss methodology for the second component of the research (October 2011) substantially improved the methodology

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

➤ Data protection: Judicial redress mechanisms and their use

Initially the project was planned as a third priority project in 2011. However, the availability of funds during the second half of 2011 allowed the project to be launched at the end of the year after a Management Board decision. It was successfully launched at the end of 2011.

Key Activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> Finalisation of a FRA Opinion on proposal for Passenger Name Record (PNR) 	<ul style="list-style-type: none"> Publication of the FRA's Opinion on PNR on the FRA's website 	<ul style="list-style-type: none"> Presentation of the FRA Opinion to the Council Working Party on General Matters, including Evaluation (GENVAL)
<ul style="list-style-type: none"> Initiation of data collection for the project on judicial redress mechanisms and their use 		<ul style="list-style-type: none"> Stakeholder and consultation meeting organised at the FRA on 21 February 2011 Presentation of FRA activities in the area of data protection to the Article 29 Working Party
		<ul style="list-style-type: none"> Presentation of the paper on body scanners by FRA at a hearing of the EESC on body scanners

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> Publication of the FRA Opinion 	<ul style="list-style-type: none"> Number of downloads and relevant website user statistics from the FRA's website 	<ul style="list-style-type: none"> Number of downloads: 568 (EN); 47 (FR); 46 (DE)
<ul style="list-style-type: none"> Presentation of FRA activities in the field of data protection and FRA Opinion 	<ul style="list-style-type: none"> Stakeholders' perception of the relevance of this work to their needs and to the specific objectives 	<ul style="list-style-type: none"> Presentation of FRA opinion on PNR to the Council Group (GENVAL); positive feedback from EU legislator (Council) on the FRA PNR Opinion as well as key partner (EDPS and Article 29 Working Party). Polish presidency circulates a draft of the PNR directive, which takes into account suggestions made by the FRA Political groups in the EP (European United Left/Nordic Green Left European Parliamentary Group; The Greens/Free Alliance) reference the PNR opinion of FRA in press releases Constructive feedback from Article 29 Working Party on FRA planned activities Presentation of a paper of FRA on body scanners at a hearing of EESC. Suggestions of FRA contained in the paper were taken up by new EU standards on common basic standards on civil aviation security as regards the use of security scanners at EU airports introduced by the Commission under the regulatory procedure

➤ Data protection and privacy – stakeholder consultation meeting

On 21 February 2011, in order to prepare its future work in this area, the FRA organised a consultation meeting with key stakeholders. The meeting enabled the FRA to collect feedback on planned projects and to define new areas for project work.



➤ FRA Opinion on a proposal for a directive on the use of Passenger Name Record (PNR)

On 15 June 2011, at the request of the European Parliament, the FRA presented an expert opinion on the fundamental rights compliance of a proposal for a directive on the use of Passenger Name Record (PNR) data for the prevention, detection, investigation and prosecution of terrorist offences and serious crime (COM(2011) 32 final). The opinion was presented to the GENVAL Council Working Party and contributed to changes introduced by the Polish Presidency to the draft legislation circulated at the Council Working Party in line with the opinion.

Visa and border control

➤ Border Control and Fundamental Rights: FRA-Frontex Joint Project

The project involves a cooperation between the FRA and Frontex, following the conclusion of a cooperation arrangement between the two agencies on 26 May 2010. This covers the provision of fundamental rights expertise to Frontex in a number of areas, including, among other things, fundamental rights training for border guards and fundamental rights components in the Frontex common core curriculum for border guards. To this end, in 2011, the FRA provided Frontex with substantive expert input on a number of policy documents as well as training curricula. For example, the FRA gave input into the training components for joint operations involving the identification of children who are potentially trafficked. In October 2011, the FRA organised a joint symposium with Frontex to address fundamental rights mainstreaming with respect to the new Frontex regulation. Also in October 2011, the FRA co-organised a joint JHA agencies conference in Warsaw under the central direction of Frontex. The conference was part of the 2011 EU Anti-Trafficking Day and sought to address the role of agencies in combating trafficking.

Key Activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> FRA in-house input on Frontex documents, based on FRA expertise and knowledge gained from different FRA research activities (for example, the project on third-country nationals) 	<ul style="list-style-type: none"> No communication and awareness raising activities foreseen in the context of AWP 2010 	<ul style="list-style-type: none"> Provision of comments on various Frontex documents, like the Fundamental Rights Strategy and its Action Plan, dog handling component of border guard work, return monitoring, etc. Finalisation of the training concept for the human rights training of Frontex staff (October 2011) and provision of expertise on and at specific training programmes Symposium co-organised with Frontex in Vienna in October 2011

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> Frontex fundamental rights strategy 		<ul style="list-style-type: none"> The strategy and its action plan satisfactorily reflect fundamental rights
<ul style="list-style-type: none"> Revised common core curriculum 		<ul style="list-style-type: none"> Additional subjects relating to fundamental rights added and fundamental rights streamlined throughout the curriculum
<ul style="list-style-type: none"> Training concept for human rights training of Frontex staff 	<ul style="list-style-type: none"> Frontex readiness to allocate resources Frontex openness to cooperate with civil society organisations on fundamental rights training implementation for Frontex staff 	<ul style="list-style-type: none"> Number of scheduled basic training sessions: 20 (3 days each) in the first phase of the training implementation
<ul style="list-style-type: none"> Delivery of training at two operational briefings (July and October 2011) 	<ul style="list-style-type: none"> Number of persons participated in the briefings 	

Outputs	Indicators	Results
<ul style="list-style-type: none"> On 19-21 October, the FRA, in cooperation with Frontex and UNHCR, conducted a workshop on 'Bridging Theory and Practice – Design Workshop for the pool of trainers' with the purpose of designing a fundamental rights training agenda for Frontex staff, which will be implemented in 2012 	<ul style="list-style-type: none"> Number and composition of participants Expressed readiness by the involved organisations to cooperate on the fundamental rights training implementation for Frontex staff in 2012 	<ul style="list-style-type: none"> 28 participants composed of Frontex staff, UNHCR, UK Home Office, Hungarian Helsinki Committee, Legal Aid Worldwide, National Police Improvement Agency, European Centre for Minority Issues, Legal Aid Center Poland, International Commission of Jurists, Ludwig Boltzmann Institute, Estonian Institute for Human Rights, Forum Réfugiés-France, European Training Center, European Women Lawyers Association and Freedom from Torture
<ul style="list-style-type: none"> FRA Symposium (Vienna) 	<ul style="list-style-type: none"> Frontex staff attended 	<ul style="list-style-type: none"> All key Frontex staff attended the symposium
<ul style="list-style-type: none"> EU Anti-Trafficking Day 2011 	<ul style="list-style-type: none"> Involvement of all key JHA agencies 	<ul style="list-style-type: none"> All key JHA agencies took part in the day – the event led to the signature of a joint statement by directors of relevant JHA agencies and the EU anti-trafficking coordinator for the joint efforts by agencies to address trafficking and protect victims

Racism, xenophobia and related intolerance

> Fundamental rights indicators

This project commenced in 2011 with the drafting of a general background paper on fundamental/human rights indicators. It draws on the previous experience of the FRA in developing indicators in specific areas of EU competence, such as the rights of the child. The paper mapped various international and national initiatives in the field, and adopted the UN's main approach to indicator development and assessment, which is based on structures, process and outcomes indicators. The FRA's indicators' work aims to operate in that broader framework. The FRA organised a symposium in May 2011 on 'Using indicators to measure fundamental rights in the EU – challenges and solutions', bringing together global and European actors in this field. A symposium report was published containing the main conclusions of the meeting. The FRA conducted research on various external indicators initiatives in the EU and beyond. An initial assessment was carried out as to how indicators can be integrated into existing and future agency projects. Particular attention was devoted to capitalising on the FRA experience in developing indicators in the framework of the rights of the child team so to benefit initiatives to develop indicators in the framework of other thematic teams.

The project continues into 2012 and further explores existing work on indicators. It will also help to guide FRA projects in developing indicator components, with a view to publishing a report.

Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> Desk research on existing indicator frameworks and schemes 	<ul style="list-style-type: none"> Preparation and follow-up of the May symposium on fundamental rights 	<ul style="list-style-type: none"> Symposium in May 2011

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> Symposium report 	<ul style="list-style-type: none"> Stakeholder meeting feedback Number of downloads of the symposium report Relevant website user statistics from the FRA's website 	<ul style="list-style-type: none"> May 2011 symposium evaluation

> Reporting on the situation concerning racism, xenophobia, antisemitism, Islamophobia, related intolerance and other fundamental rights issues

The FRA regularly collects relevant data for its antisemitism report, which is updated and published annually. In addition, the FRA also identifies and analyses trends in the official statistics for its annual report on racism, xeno-



phobia, antisemitism, Islamophobia and related intolerance. Past reports indicate a continuing and often unrecorded problem concerning antisemitism in the EU. In 2011, the agency continued reporting on the situation and published the 7th update of its 2004 report, *Manifestations of Antisemitism in the EU*. This update contains the latest governmental and non-governmental statistical data covering 2001 to 2010 for those EU Member States that have official or unofficial data and statistics on antisemitic incidents.

Key Activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> Desk research In-house data analysis 	<ul style="list-style-type: none"> Activities limited to the promotion of the annual report 	<ul style="list-style-type: none"> Information collected for the annual report presented at the European Parliament and shared with stakeholders for comments and feedback

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> Data and information for the annual report 	<ul style="list-style-type: none"> Relevance of the information and the analyses provided 	<ul style="list-style-type: none"> Background material for the agency's annual report (to be published in 2011): 28 national reports
<ul style="list-style-type: none"> <i>Antisemitism – Summary overview of the situation in the EU 2001–2010</i> 	<ul style="list-style-type: none"> Number of downloads and relevant website user statistics from the FRA's website 	<ul style="list-style-type: none"> Number of downloads: 1,182 (EN)

➤ Survey on discrimination and hate crime against Jews in selected EU Member States

The FRA's past data collection on official and unofficial statistics has highlighted important gaps in the available data as regards Jewish peoples' experiences of antisemitism, discrimination and hate crimes. These issues are related to the assessment of the effectiveness of the protection offered by the Racial Equality Directive (2000/43/EC) and the Council Framework Decision (2008/913/JHA) on combating certain forms and expressions of racism and xenophobia by means of criminal law. As a result, the FRA set out to design a survey of Jewish people in selected Member States in order to collect primary data related to their experiences and opinions on discrimination and hate crime, hate speech, awareness of rights and legal remedies, feelings of safety, etc. In 2011, the FRA organised two meetings to inform the planning of the survey: one expert group meeting with survey specialists and the other involving Jewish community organisations and international organisations active in this field. During the second half of 2011, the agency selected a contractor that will be responsible for carrying out the field research and employing an internet-based survey in 10 EU Member States in 2012 under the FRA's close supervision.

Key Activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> Desk research Design of research methodologies Procurement for relevant survey related services 	<ul style="list-style-type: none"> No communication and awareness raising activities foreseen in the context of AWP 2011 	<ul style="list-style-type: none"> Two consultation meetings involving survey experts, Jewish community organisations and international organisations Further bilateral consultations with the European Commission and other key stakeholders

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> Consultation meeting with survey experts (April 2011) Consultation meeting with stakeholders (May 2011) 	<ul style="list-style-type: none"> Impact of expert consultation meeting on survey design 	<ul style="list-style-type: none"> Revision of survey methodology and content Finalisation of the technical specifications

➤ Lessons from the Holocaust (2008–2012)

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 educa-

tion in the EU. This also included the development of a practical toolkit for teachers and facilitating a network and community of practitioners in the field of the Holocaust and human rights education. The agency released two handbooks: *Human rights education at Holocaust memorial sites across the European Union: An overview of practices* and *Excursion to the past – teaching for the future: Handbook for teachers*. In partnership with the European Commission and the Memorial Terezin Anne Frank House, the FRA organised a meeting of practitioners to facilitate dialogue on the Holocaust and human rights education methodologies and to provide an opportunity for a structured discussion.

Key Activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> Report: <i>Discover the Past for the Future: the role of historical sites and museums in Holocaust education and human rights education in the EU</i> 	<ul style="list-style-type: none"> Media release on the International Holocaust Remembrance Day on 27th January 2011 	<ul style="list-style-type: none"> Conference on the 'Holocaust and Human Rights Education', Amsterdam, 20-21 October 2011 Release of the handbooks <i>Excursion to the past – teaching for the future</i> and <i>Human rights education at Holocaust memorial sites across the European Union: An overview of practices</i>

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> <i>Discover the Past for the Future: the role of historical sites and museums – Summary report</i> (including focus report) <i>Discover the past for the future: The role of historical sites and museums in Holocaust education and human rights education in the EU – Main report</i> <i>Excursion to the past – teaching for the future: handbook for teachers</i> Beta version of the online toolkit Community network of practitioners on the Holocaust and human rights education 	<ul style="list-style-type: none"> Relevance of the information and the analyses provided to the specific objectives Number of downloads and relevant website user statistics from the FRA's website Number of copies of publications disseminated Relevance of the meetings to the specific objectives, based on the participants' feedback Suggestions for action agreed with by stakeholders Stakeholders' perception of the relevance of this work to their needs 	<ul style="list-style-type: none"> The data and opinions resulting from research were released in a timely manner and were considered relevant by a number of stakeholders, including EU Member States, European Commission, Council of Europe and practitioners, such as educators Publication dissemination: <ul style="list-style-type: none"> Summary report: 261 (EN); 118 (DE); 120 (FR) Full report: 277 (EN) Handbook for teachers: 592 (EN); 288 (DE); 111 (FR) The number of downloads: <ul style="list-style-type: none"> Report n. 1: 593 (EN); 54 (FR); 51 (DE) Report n. 2 : 1,027 (EN) Report n. 3 : 1,302 (EN); 93 (FR); 137 (DE) Report n. 4: 3,083 (EN) A network of over 80 practitioners has been facilitated by the agency Overall satisfaction: 96%

➤ Crimes committed by totalitarian regimes

The agency started work on the human rights education aspects of crimes committed by totalitarian regimes. The intention is to examine ways in which a human rights approach to lessons learned can be incorporated in materials and training. The project ran in close synergy with the related project on the Holocaust and human rights education, sharing materials and ideas. In March 2011, the FRA and Stiftung EVZ organised a meeting with educationalists entitled 'Teaching human rights' within the context of the International Academy – Remembrance and Human Rights. The event demonstrated possibilities for the connection of historical education with human rights education. In 2011, the FRA considered possibilities for work linked to incorporating fundamental rights into teacher training. This took into account work that was already carried out in the context of the 2010 Annual FP7 Specific Cooperation Work Programme on Socio-Economic Sciences and Humanities under theme 8, activity 8.5, 'The Citizen in the European Union'. This programme work was also in regard to topics related to the European experience of democracy, totalitarianism and populism. In June 2011, the Justice and Home Affairs Council conclusions invited the European Commission to undertake relevant work in regard to research, awareness raising and cooperation with Member States. The FRA will continue its work in close cooperation with the Commission services in order to avoid duplication and to develop synergy by linking this work with active citizenship education in the context of its work programme 2012 project on human rights education and remembrance.



Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> No activities foreseen 	<ul style="list-style-type: none"> Dissemination of results 	<ul style="list-style-type: none"> Conducted in the context of the International Academy – Remembrance and Human Rights

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> Meeting with educationalists entitled 'teaching human rights' organised with Stiftung EVZ (March 2011) 	<ul style="list-style-type: none"> Relevance of meetings to the specific objectives based on the participants' feedback Use of educational material by stakeholders Stakeholders' perception of the relevance of this work to their needs 	<ul style="list-style-type: none"> Practitioners discussed ways of connecting historical education with human rights education Possibilities for future projects were discussed Different national perspectives on the remembrance as well on past and present human rights violations were shared The FRA will build on the input of educationalists and other stakeholders to continue work on human rights education and remembrance in 2012

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
> Journalists and fundamental rights

2011 marked the last phase of the agency's training project for journalists on diversity and combating negative stereotyping, which included the development of a 'Diversity toolkit'. This is a training tool for journalists developed by FRA in cooperation with the European Broadcasting Union (EBU) and the International Federation of Journalists.

In 2008, the FRA initiated a pilot project testing multilingual analysis of media content. The project looked at representations of minority groups and related issues, such as racism, discrimination, diversity, integration and migration in the press in six EU Member States: Germany, France, Hungary, Poland, Spain and the United Kingdom. A parallel objective of the project was to raise awareness among media professionals as to how minorities are represented in the print media, to foster dialogue between them and civil society and to contribute to the development of training programmes for media professionals. In 2011, a working paper, *Minorities in selected newspapers of six EU Member States: a pilot project* was published.

Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> Working paper <i>Minorities in selected newspapers of six EU Member States: a pilot project</i> 	<ul style="list-style-type: none"> Communication and promotion of the media diversity training to the established media networks, human rights education and training networks, and international and civil society organisations active on media and diversity Ten media diversity training sessions in nine EU Member States addressing 182 media professionals 	<ul style="list-style-type: none"> Maintenance of media networks Dissemination of the working paper Education – see next table: 'Outputs'

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> Establishment of national (and cross border/language specific) media professionals, media training institutions and schools of journalism networks 	<ul style="list-style-type: none"> Number of languages translated Number of training events requested from the FRA Number of media diversity training events conducted by those trained by the FRA References to the 'Diversity Toolkit' Number of hard copies distributed 	<ul style="list-style-type: none"> National translations of the 'Diversity Toolkit' (nine by national partners) 380 media professionals trained via partner organisations 1000 hard copies in English and French reprinted
<ul style="list-style-type: none"> The FRA conducted 10 media diversity training sessions in 2011, based on the 'Diversity Toolkit' 	<ul style="list-style-type: none"> Sharing of media and diversity related knowledge amongst the participants Establishing networks and consultation with each other after the training Exchange between different groups of stakeholders on diversity coverage in media Perceived relevance of training content to participants' environment Potential applicability of those who were trained passing along training to others within their media outlets Development of actual media content to be used in the media outlets 	<ul style="list-style-type: none"> 10 media diversity training sessions – 182 media professionals were trained from nine countries (Austria, Belgium, Bulgaria, Germany, Lithuania, Romania, Slovenia, Spain and the United Kingdom) 85% overall satisfaction Indication that participants intend to apply knowledge gained through training

➤ The impact of the Racial Equality Directive

The Council Directive 2000/43/EC of 29 June 2000 implementing the principle of equal treatment between persons irrespective of racial or ethnic origin foresees under Article 17.2 that the FRA will provide its views to the European Commission for its five-yearly reports on the application of the directive. In this context, the FRA produced a synthesis report blending the results of social research with legal analysis on 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 of the input to the Commission's report on the application of the Directive 2000/43/EC, which is due in 2012.

Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> In-house data analysis 	<ul style="list-style-type: none"> Placement of the resulting report on the FRA's website Presentation of preliminary results at conferences 	<ul style="list-style-type: none"> Promotion of the project results at key non-discrimination events at the European level and use of the results at training events

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> Synthesis report 	<ul style="list-style-type: none"> Number of downloads and relevant website user statistics from the FRA's website 	<ul style="list-style-type: none"> Published in January 2012

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

FRA's previous reports highlighted the serious absence of robust and comparable data on discrimination and victimisation of LGBT persons. Official data is mostly lacking, and academic research has only sporadically dealt with this issue. Given the need for robust, comparable data on discrimination, especially in employment, where, since 2000, EU legislation prohibits any discrimination on grounds of sexual orientation (Equality in Employment Directive EC/79/2000), the FRA set out to design an online survey of LGBT people in all EU Member States and Croatia. The aim is to collect primary data related to the LGBT people perceptions on homophobia and transphobia, their experiences and opinions on discrimination and hate crime, their awareness of rights, feelings of safety, etc.



In 2011, the FRA also pursued its consultations and networking with stakeholders, civil society and other actors to identify knowledge gaps with a view to engage in further research activities. In this regard, one expert meeting and two stakeholder meetings were organised in 2011, as well as an extensive online consultation with stakeholders in order to collect their views with regard to the agency's 'European Union Survey of discrimination and victimisation of Lesbian, Gay, Bisexual and Transgender Persons' (LGBT survey), which is to be conducted in 2011 and 2012.

In the second half of 2011, the agency selected a contractor who will be responsible for the field research conducted through an online survey in all EU Member States and Croatia during 2012, under the close supervision of FRA staff.

Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> Desk research for the drafting of terms of reference and procurement for relevant survey related services 	<ul style="list-style-type: none"> Development of contacts with LGBT networks and local authorities 	<ul style="list-style-type: none"> One consultation meeting involving survey experts Two roundtable meetings with stakeholders, including one jointly organised with the Council of Europe Commissioner for Human Rights Further bilateral consultations with the European Commission, the Council of Europe Commissioner for Human Rights and with other key stakeholders

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> Development of terms of reference and procurement of survey Expert group meeting for survey development Two stakeholder meetings Synthesis report on <i>Homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity in the EU Member States</i> Factsheet: <i>Key legal trends in the protection of LGBT rights in the EU</i> Factsheet: <i>Lesbian, Gay, Bisexual and Transgender (LGBT) rights in the EU</i> 	<ul style="list-style-type: none"> Impact of expert consultation meeting on survey design Awareness among stakeholders of project scope and content Number of hard copies of publications distributed Number of downloads and relevant website user statistics from the FRA's website 	<ul style="list-style-type: none"> Contribution to EU activity in support of the amendment of national legislation in violation of LGBT rights Publication dissemination: <ul style="list-style-type: none"> Synthesis report: 431 (EN); 22 (DE); 52 (FR) Factsheet on key legal trends: 332 (EN); 35 (DE); 58 (FR); 45 (ES); 35 (IT); 26 (HU); 22 (LT); 20 (SV); 20 (NL); 20 (LV); 15 (ET); 15 (CS); 13 (PL) Factsheet on LGBT rights: 400 (EN); 80 (DE); 30 (FR); 31 (ES); 30 (SV); 30 (LT); 26 (HU); 25 (HR); 20 (IT); 15 (LV); 15 (PL); 12 (ET); 10 (NL) Number of downloads per publication: <ul style="list-style-type: none"> Synthesis report: 1,564 Factsheet on key legal trends: 1,384 (EN) 182 (DE); 173 (FR); 174 (IT); 174 (ES); 102 (RO); 38 (PT); 35 (PL); 133 (BG); 32 (DA); 31 (EL); 30 (HR); 29 (SL); 29 (LT); 29 (CS); 27 (NL); 27 (FI); 27 (LV); 26 (SV); 25 (ET); 25 (HU); 19 (MT); 18 (GA); 18 (SK) Factsheet on LGBT rights: 496 (EN); 208 (DE); 193 (ES); 167 (FR); 215 (IT); 118 (RO); 99 (BG); 49 (EL); 45 (PT); 42 (ET); 42 (LT); 41 (DA); 41 (PL); 37 (FI); 35 (SK); 30 (SL); 29 (NL); 27 (SV); 26 (BG); 25 (LV); 24 (RO); 22 (CS); 21 (GA); 21 (HU); 21 (MT)

➤ Fundamental rights of persons with intellectual disabilities and persons with mental health problems

Based on the report on the right to political participation, published in November 2010, the project team provided evidence-based advice throughout 2011. A second legal report on *The legal protection of persons with mental health problems under non-discrimination law* was published in October 2011. In parallel, the fieldwork for the social com-

ponent of the project was continued and completed in 2011. In November 2011, an inclusive peer review meeting was organised to discuss the preliminary findings of the social study.

The disability project was presented in numerous fora. In particular, in 2011, the FRA established contacts with organisations of health management professionals with a view of mainstreaming human rights concerns into delivery of healthcare services.

Participation of persons with disabilities and ensuring accessibility of processes and outputs are among the main project objectives. To this end, the project team developed various communication tools, such as easy-to-read materials (developed with participation of persons with disabilities), factsheets and a postcard explaining the rights-based approach to disability. The team has been communicating with key stakeholders through the quarterly information email. The functional e-mailbox, disability@fra.europa.eu, has proved to be a good point of contact for general disability enquiries.

Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> • Legal research: <ol style="list-style-type: none"> 1. In-house data analysis, background research and drafting of the report on <i>The legal protection of persons with mental health problems under non-discrimination law</i> • Social research: <ol style="list-style-type: none"> 1. Collection of background information in EU-27 (management and quality review of desk research reports) 2. Management of contract for collection of empirical data in nine countries; ensuring quality control by participation in data collection (e.g. stakeholder focus groups) 3. In-house analysis of results for the synthesis report to be published in 2012 	<ul style="list-style-type: none"> • Media monitoring activities accompanying the research • Production of awareness raising material: postcards and factsheet on key CRPD rights that the project addresses • Further development of project website and 'disability' thematic site • Development of easy-to-read materials (factsheet, relevant sections of the FRA website) to make the content accessible to persons with intellectual disabilities; providing project material accessible to people who use screen readers • Production of a short video using photo-voice material (i.e. pictures taken by participants of the social component of the research) 	<ul style="list-style-type: none"> • Accessible and inclusive peer-review meeting with self-advocates, researchers, NHRIs and disabled persons organisations (DPOs) on the preliminary results of the social study • Presentation of results to institutional stakeholders: European Commission Disability High Level Group, Council of Europe CAHPA • FRA exhibition stand presenting work in the area of disability and non-discrimination in general at major disability events, including the European Day of People with Disabilities; the Nordic Network on Disability Research – NNDR (May 2011) and the Conference of the European Social Network

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> • Delivery of evidence-based advice 	<ul style="list-style-type: none"> • FRA approached for advice by various stakeholders (European and national) 	<ul style="list-style-type: none"> • Advice delivered to various stakeholders: DG SANCO on legal capacity, DG EAC on inclusive education, Belgian equality body on right to vote
<ul style="list-style-type: none"> • Report: <i>The right to political participation of persons with mental health problems and persons with intellectual disabilities</i> delivered in 22 language versions and easy-to-read 	<ul style="list-style-type: none"> • Number of hard copies distributed • Number of downloads and relevant website user statistics from the FRA's website 	<ul style="list-style-type: none"> • Five highly influential references to the report on political participation, including reference in the background papers for the 4th Conference of State Parties of the CRPD; the Spanish State Party report to the Committee on Rights of Persons with Disabilities; in a study by the German NHRI; and in a statement by the Council of Europe Commissioner for Human Rights • 612 copies distributed (EN, FR, DE) • EN downloads: 1,541 (pdf) and 97 (doc) • EN downloads in easy-to-read format: 403 • All other languages together (published in 2011): 2,440 (pdf) (DE, FR, BG, CZ, DA, ET, EL, ES, GA, HR, IT, LV, LT, HU, MT, NL, PL, PT, RO, SK, SL, FI, SV) and 196 (doc in FR and DE)



Outputs	Indicators	Results
<ul style="list-style-type: none"> Report: <i>Legal protection of persons with mental health problems</i> published October 2011 (English) 	<ul style="list-style-type: none"> Number of hard copies distributed Number of downloads and relevant website user statistics from the FRA's website 	<ul style="list-style-type: none"> 373 copies distributed EN downloads: 901
<ul style="list-style-type: none"> Factsheet: <i>FRA – key rights of persons with disabilities: an introduction</i>; published in English as well as eight other language versions 	<ul style="list-style-type: none"> Number of copies distributed Number of downloads and relevant website user statistics from the FRA's website 	<ul style="list-style-type: none"> 1,596 copies distributed EN downloads: 241 All other languages downloads: 440 (FR, DE, BG, RO, SV, EL, HU, LV)
<ul style="list-style-type: none"> Disability postcard produced in 20 EU languages 	<ul style="list-style-type: none"> Number of hard copies distributed Number of downloads from the FRA's website 	<ul style="list-style-type: none"> 2,316 hard copies distributed EN downloads: 235 All other languages together: 899 (DE, FR, BG, CS, DA, ET, EL, ES, IT, LV, LT, HU, NL, PL, PT, RO, SK, FI, SV)

➤ Multiple and intersectional discrimination on grounds of gender, age and ethnicity in the EU Member States in the area of health

The FRA organised five stakeholder meetings in the countries covered by this project in order to ensure the quality of the research results and with the aim of obtaining the views of the stakeholders on the specific objectives and target groups to be included. An additional aim was engaging and informing the stakeholders about the upcoming research. Consequently, the field research included interviews with different groups of migrants in each of the countries concerned. From January to September, the fieldwork related activities were conducted in the five countries. The research for the project was completed in December and, in the same month, a contract was signed for two follow-up stakeholder meetings to take place in February 2012 with one meeting on legal aspects of multiple discrimination and the other on healthcare. In December 2011, factsheets on the project were produced in five languages.

The FRA also continued to analyse the survey's dataset generated by the EU-MIDIS project that, in 2008, included interviews with 23,500 immigrant and ethnic minority respondents in all 27 EU Member States. There was also an additional 5,000 majority population respondents in ten Member States. The survey was to address the lack of reliable and comparable official data on immigrants and ethnic minorities' experiences of discrimination and racist crime in the EU. In 2011, the fifth EU-MIDIS *Data in focus report* on 'Multiple discrimination' was published.

Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> Field research conducted in five countries Procurement for relevant survey related services 	<ul style="list-style-type: none"> FRA organised workshop on multiple discrimination at Metropolis conference Provisional findings of the research presented at European Social Platform meeting in Brussels, in October Web presentation of project, and publication of factsheets in five languages 	<ul style="list-style-type: none"> Five stakeholder meetings organised in the countries covered by the project in January 2011 Peer review of the provisional findings at a meeting in October 2011 Contracting for two stakeholder meetings to be conducted in February 2012
<ul style="list-style-type: none"> Further analysis of the EU-MIDS survey data Drafting various reports and documents based on the results 	<ul style="list-style-type: none"> Production and launch of EU-MIDIS <i>Data in Focus report: multiple discrimination</i> Presentations on the multiple discrimination results in various conferences and meetings and on the FRA website 	<ul style="list-style-type: none"> Further use of EU-MIDIS survey results in networking and education activities

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> Draft comparative report 	<ul style="list-style-type: none"> Number of downloads and relevant website user statistics from the FRA's website 	<ul style="list-style-type: none"> 509 downloads (EN)
<ul style="list-style-type: none"> EU-MIDIS <i>Data in Focus</i> report: <i>multiple discrimination</i> 	<ul style="list-style-type: none"> Quality, timeliness and relevance of the report Number of copies disseminated Number of downloads and relevant website user statistics from the FRA's website 	<ul style="list-style-type: none"> Print report published in English in February 2011 1,137 copies distributed 3,416 downloads (EN)
<ul style="list-style-type: none"> Other EU-MIDIS publications already produced: Main Results Report Technical Report; At a Glance report; Data in Focus reports on Roma, Muslims, Rights Awareness and Equality Bodies, and Police Stops 	<ul style="list-style-type: none"> Number of copies disseminated Number of downloads and relevant website user statistics from the FRA's website 	<ul style="list-style-type: none"> 3,596 copies distributed Number of total downloads: 10,586 (EN); 1,565 (FRA); 1,824 (DE)

Activities on the situation of Roma and Travellers

> Roma pilot survey

The Roma pilot survey was carried out in 2011 in 11 EU Member States, namely: Bulgaria, the Czech Republic, Hungary, Romania, Slovakia, France, Greece, Italy, Poland, Portugal and Spain. The survey was conducted in close cooperation with a parallel and complementary survey carried out by the United Nations Development Programme (UNDP) and the World Bank funded by the European Commission and the Nordic Trust Fund. The FRA survey was conducted from May–July 2011 on a random sample of Roma and non-Roma living in areas with high density of Roma populations. The FRA survey interviewed 16,648 individuals, providing information for 62,511 household members. In addition, 288 representatives of local authorities were interviewed in-depth in order to contextualise the findings of the survey and to gain a deeper understanding of the issues. The results of the survey help to overcome the traditional problem of a lack of data, allowing the European Commission and EU Member States to develop evidence-based policies to address Roma integration.

Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> Fieldwork research Final technical report Comparative results report Executive summary In-house analysis 	<ul style="list-style-type: none"> No communication and awareness raising activities foreseen in the context of AWP 2011 	<ul style="list-style-type: none"> Presentation of preliminary results to the European Commission Meetings with UNDP to discuss complementarity of the two surveys

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> Field research conducted and results analysed 	<ul style="list-style-type: none"> Completion of all parts of the research 	<ul style="list-style-type: none"> Household interviews with 16,648 Roma and non-Roma 288 qualitative interviews with representatives of local authorities
<ul style="list-style-type: none"> Presentation of the survey preliminary results to the training session of the European Commission 'Assessing National Roma integration strategies: policy and methodology' 	<ul style="list-style-type: none"> Success of consultation with stakeholders 	<ul style="list-style-type: none"> 98% of participants rated overall quality of the FRA presentation as: very good (50%) or good (48%)

> Consultation meetings with EU Member States

The FRA held a meeting with EU Member State officials in December to inform and consult on its activities under the EU Framework for National Roma Integration Strategies. Participants exchanged information on the development of national integration strategies and how the FRA data and information could be of use. The FRA provided details on the pilot Roma survey conducted in 11 EU Member States. A main focus of the meeting was on cooperation possibilities between the FRA, national administrations and statistical offices. Many participants expressed interest in

initiatives to share good practices on data collection and develop core indicators on Roma integration in key policy areas, such as health, housing, employment and education.

Key activities in 2011

Research	Stakeholder cooperation	Communication
<ul style="list-style-type: none"> See section on Roma pilot survey 	<ul style="list-style-type: none"> Stakeholder meeting with Member States 	<ul style="list-style-type: none"> Meeting report

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> Stakeholder meeting and meeting report <i>Improving access to housing for Roma: good local practices, funding and legislation – Conference report</i> 	<ul style="list-style-type: none"> Participation rate Satisfaction rate of meeting participants Number of downloads and relevant website user statistics from the FRA's website 	<ul style="list-style-type: none"> 20 out of 27 Member States 94% of participants rated overall quality of meeting as: excellent (50%) or good (44%) Conference report, number of downloads: 370 (EN)

➤ Conference 'Improving access to housing for Roma: good local practices, funding and legislation'

The FRA, in cooperation with the Czech Presidency of the Decade of Roma Inclusion, organised a conference in February 2011 on 'Improving access to housing for Roma: good local practices, funding and legislation'. The conference was attended by a variety of participants, including political representatives of the executive bodies from the Decade countries, representatives from the European Commission, international practitioners, NGOs, representatives of the banking sector and national and local-level policy makers.

Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> Not applicable 	<ul style="list-style-type: none"> Organisation of the conference in Prague 	<ul style="list-style-type: none"> Co-operation with Czech Presidency of the Decade of Roma Inclusion

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> Organisation of event in Prague 	<ul style="list-style-type: none"> Successful participation rate in the event 	<ul style="list-style-type: none"> More than 120 representing EU institutions, executive bodies from the Decade of Roma inclusion, national and local-level policy makers, international practitioners, NGOs
<ul style="list-style-type: none"> Conference report 	<ul style="list-style-type: none"> Available on the FRA website Number of downloads and relevant website user statistics from the FRA's website 	
<ul style="list-style-type: none"> 300 CDs with a report and material from the conference 	<ul style="list-style-type: none"> Distribution to the Conference participants 	<ul style="list-style-type: none"> Not applicable

➤ 'Understanding Fundamental Rights' – S'cool Agenda

The agency has further developed its *S'cool Agenda* in 2011, which is an awareness raising tool that contains key messages on fundamental rights in the EU. It has generated considerable interest among the general public and has been distributed for the past four years through the Europe Direct Relays, an EU wide information network, as well as through direct requests to the FRA. Also in 2011, the FRA undertook the preparation of an e-*S'cool Agenda* as an online tool. A contract was signed to report on options for the development of a more interactive online version of the agenda. In parallel, a print version was continued. A new approach has been undertaken for the print version, where cooperation with national institutions and the European Commission has been established in order to increase the agenda's outreach in EU Member States.

This project is linked to the issue of discrimination and rights of the child as identified in the Multi-annual Framework and fulfils the task foreseen in Article 4 of the FRA Regulation. All milestones and objectives have been achieved.

Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> No data collection activities per se have taken place. FRA researchers, NGOs, EU agencies, national human rights institutions as well as the European Commission have contributed content to the agenda 	<ul style="list-style-type: none"> The <i>S'cool Agenda</i> 2011 has been distributed to educational institutions, schools, NGOs and other civil society actors. It has also been one of the most popular products presented in the context of FRA's info stands 	<ul style="list-style-type: none"> The FRA uses its various networks and partners to support the dissemination and awareness raising activities related to the <i>S'cool Agenda</i>. It has used the <i>S'cool Agenda</i> in relation to its work on the Rights of the Child and in cooperation with schools and education establishments, as well as for FRA's information stands and events An impact assessment survey has been undertaken with pupils in December 2011 in combination with a human rights training workshop In order to promote closer partnerships with national institutions, FRA has engaged national stakeholders in the development of the <i>S'cool Agenda 2012</i>

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> <i>S'cool Agenda</i> 2011 published (online and printed versions) 	<ul style="list-style-type: none"> Distribution: <ul style="list-style-type: none"> 1,445 downloads of the online version from the FRA's website (979 in EN, 135 in FR, 121 in DE, 86 in IT, 47 in ES, 46 in PL and 31 in HU) 27,000 <i>S'cool Agendas</i> distributed (8,000 in EN, 5,000 in FR, 4,700 in DE, 3,000 in IT, 3,000 in PL, 3,000 in ES and 300 in HU) 	<ul style="list-style-type: none"> Raised awareness on fundamental rights with pupils & other stakeholders Increased FRA's visibility Number of downloads: 1,064 (EN); 212 (FR); 187 (DE)
<ul style="list-style-type: none"> Development of the 2012 version 	<ul style="list-style-type: none"> Interesting content developed Partnerships with the European Commission delegations, NHRIs and equality bodies established 	<ul style="list-style-type: none"> Wide coverage of the <i>S'cool Agenda</i> with context-specific content developed

➤ **'Understanding Fundamental Rights' – Awareness raising to make fundamental rights a reality for everyone**

The main goal was to devise an innovative and comprehensive awareness raising strategy focused on multiple target groups and to be implemented as of 2012. The aim is to promote a low-threshold access to fundamental rights and to redress mechanisms by:

- cooperating with main FRA stakeholders at the EU, international and national (local) level;
- cooperating with those stakeholders as main mediators and facilitators at the different levels;
- referring to the results of major FRA projects, especially the access to justice activities;
- developing in this context tailored deliverables as well as dissemination and awareness raising initiatives at the different levels with other main actors such as NHRIs, equality bodies, and other EU agencies;
- integrating public relations and awareness raising specialists.



Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
	<ul style="list-style-type: none"> Developed a new Stakeholder Communication Framework (endorsed by Executive Board) Organisation and hosting of a 2-day meeting of communicators from NHRIs, equality bodies and the EU Commission (45 participants) Development of factsheets, live streaming, tailored products and contributions to newsletters from partners Production (layout, print) of a new FRA brochure (short booklet on basic information about the FRA) in 24 languages (all EU plus Croatian) Production (layout, print) of generic business card for information stands, braille business cards, and end of year cards 	

Performance in 2011

Outputs	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> Creation of innovative and comprehensive multiple target group-focused awareness raising strategy 	<ul style="list-style-type: none"> Strategy developed including input from departments in-house and key stakeholders 	<ul style="list-style-type: none"> Document available
<ul style="list-style-type: none"> Development of tailored deliverables 		<ul style="list-style-type: none"> Factsheets, FRA brochure, different business cards including braille, end of year cards
<ul style="list-style-type: none"> Organisation and dissemination of awareness raising initiatives at the different levels 		<ul style="list-style-type: none"> New monthly e-newsletter developed (in EN, FR and DE), new weekly email alert developed (in EN and FR), live stream of a FRA conference and seminar, web statements
<ul style="list-style-type: none"> Meetings 		<ul style="list-style-type: none"> Meeting with communicators from NHRIs and equality bodies and EU Commission “Communication” agenda point in several agency stakeholder meetings, including from projects and NLOs

➤ Human Rights Education & Training (HRET)

In 2011, the FRA continued to fine tune its work with respect to Human Rights Education & Training (HRET) by determining where to concentrate its efforts in relation to specific fields, and with respect to core project work undertaken by the agency. In this regard, the FRA broadened the scope of its stakeholder engagement on HRET to ensure sufficient outreach to key actors.

Based on the FRA’s regular annual stakeholder consultations concerning the annual work programme, focal areas for HRET input were determined, which were further underpinned by specific HRET stakeholder feedback. For example, in 2011, with the intention to assist police academies in further integrating human rights into police training (in particular those rights that relate to non-discrimination, dignity and the right to life), the FRA developed a training manual for police academy trainers. As of 2012, the FRA will further integrate HRET elements into selected projects.

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> Broadening of human rights education and training networks 	<ul style="list-style-type: none"> Increased FRA visibility in the HRET networks 	<ul style="list-style-type: none"> Established network with over 350 HRET actors Dissemination of FRA reports Increased number of invitations to HRET related workshops and conferences

Outputs	Indicators	Results
<ul style="list-style-type: none"> Establishment of focused thematic networks 	<ul style="list-style-type: none"> Increased consultation with key stakeholders, e.g. CEPOL, by the FRA on the topic of police training & police curriculum related matters Consultation with various organisations to peer review and provide advice on HRET in their publications 	<ul style="list-style-type: none"> Established network with 160 policing and human rights training actors Cooperation with these networks on developing training material Reference to the FRA's HRET work in ODIHR publication <i>Guidelines for educators on countering intolerance and discrimination against Muslims: Addressing Islamophobia through education</i>
<ul style="list-style-type: none"> Development of training manual for police academy trainers on policing, non-discrimination and fundamental rights 	<ul style="list-style-type: none"> Draft of a police training manual 	<ul style="list-style-type: none"> Expressed interest of national police academies to conduct training at national level after publication Expressed interest of national police academies to translate the training manual
<ul style="list-style-type: none"> On 24-25 May 2011, FRA hosted the workshop 'A fundamental right: asylum theory and reality' alongside the International Human Rights Forum. The objective of the workshop was to increase knowledge about the FRA's work in the field of asylum and migration, and to look at the role of HRET 	<ul style="list-style-type: none"> Number of participants at the workshop 	<ul style="list-style-type: none"> 85 students participated from across the EU
<ul style="list-style-type: none"> On 23 June, FRA hosted a HRET Coordinators meeting of NHRIs together with the Irish Human Rights Commission. The aims included establishing a working group on HRET amongst the NHRIs, improving knowledge-sharing, the strengthening of the HRET agenda at the EU level and FRA support 	<ul style="list-style-type: none"> Number of participants at the meeting 	<ul style="list-style-type: none"> 12 participants from NHRIs: Austria, Bulgaria, Denmark, Germany, Greece, Hungary, Ireland; Northern Ireland-United Kingdom, Scotland-United Kingdom, Romania and the Netherlands
<ul style="list-style-type: none"> On 24 June, the FRA hosted, in cooperation with the Irish Human Rights Commission, a HRET Conference on 'Human Rights Education and Training for the Civil and Public Service' 	<ul style="list-style-type: none"> Number of participants that attended the conference 	<ul style="list-style-type: none"> 65 participants from various public services in Ireland and a few EU wide civil society organisations, NHRIs and human rights education and training experts
<ul style="list-style-type: none"> On 28-29 June the FRA, in cooperation with the Association of European Police Colleges (AEPCC), hosted a pilot training on 'Anti-discrimination & diversity', at the Ecole Nationale Supérieure de la Police in Lyon 	<ul style="list-style-type: none"> Number of participants that attended the training 	<ul style="list-style-type: none"> The draft FRA police training manual's applicability was tested with 16 participants from different EU Member States: The draft police training manual was revised, based on the pilot training experience 85% of those who participated in the evaluation indicated their satisfaction with the training and its objectives
<ul style="list-style-type: none"> On 12-13 September, FRA, in cooperation with the European Police College (CEPOL), conducted a 'train the trainers' workshop on anti-discrimination, diversity & other fundamental rights' in the United Kingdom for police academy trainers 	<ul style="list-style-type: none"> Number of participants that attended the training 	<ul style="list-style-type: none"> 20 participants from: Austria, Croatia, Denmark, Finland, France, Greece, Ireland, Italy, Latvia, Lithuania, Netherlands, Poland, Romania and United Kingdom participated 75% of those who participated in the evaluation indicated their satisfaction with the training and its objectives

➤ 'Understanding Fundamental Rights' – FRA Europe Day Symposium

The 2011 FRA symposium brought together key experts and stakeholders to discuss the development and use of indicators as a tool to measure progress in the implementation of fundamental rights in the EU. The symposium was organised in light of the FRA's mandate to develop methods and standards that improve data comparability, objectivity and reliability in this field. The symposium built on the work of the FRA and other actors, including, in particular, the conceptual and methodological framework on indicators for human rights developed under the auspices of the United Nations Office of the High Commissioner for Human Rights and the United Nations Treaty Bodies.



A report that provides an overview of the symposium’s proceedings was published on the FRA website.

Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> n/a 	<ul style="list-style-type: none"> FRA information stand FRA mini website 	<ul style="list-style-type: none"> Stakeholder consultation on conference themes and programme Stakeholder engagement in conference delivery Conference organisation

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> Follow up and outcome report 		<ul style="list-style-type: none"> Outcome report was published on the FRA’s website
<ul style="list-style-type: none"> Europe Day on 9th May symposium held (12/13 May) 		<ul style="list-style-type: none"> Successfully organised with 92% of the participants assessing the event at least as “good”
<ul style="list-style-type: none"> Website including update 		<ul style="list-style-type: none"> Around 3,000 visitors in 2011
<ul style="list-style-type: none"> Networking and education activities, follow up 		

➤ ‘Understanding Fundamental Rights’ – FRA contribution to international days and events

The project aimed at streamlining the various awareness raising activities and contributions made by the FRA to international and European days and events throughout 2011 that were not covered by similar FRA project related activities. The aim of such contributions was to (re)communicate important results of FRA research – partially adapted to the specific topics of such days. Specific media releases were also done to raise attention.

The FRA took a more focused approach to these international days, which resulted in developing synergies with other stakeholders when preparing various FRA contributions to such occasions. These contributions took the forms of, among other things, FRA statements or joint statements with other main stakeholders, preparation of targeted information material, specific FRA information stands and promotional material, etc.

Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
	<ul style="list-style-type: none"> • Statements (partly with key partner organisation) on the occasion of international days (in EN, FR, DE) • Organisation and hosting of a meeting of communicators of JLS agencies • Co-organisation (JLS cluster leader) of an exhibition by all EU agencies at the European Parliament • Co-organisation of a conference in Warsaw on International Day against Trafficking in Human Beings with other JHA agencies • Production of FRA 'promotional postcard', short leaflet about FRA • Branding of FRA owned and co-owned events, with promotional material, posters, Diversity Day for school children Barcelona • Information stand and media & diversity workshop at Deutsche Welle international conference 'Human rights and the media', and information stands at the European Police Congress • Six information stands for the general public • Information stands at all key FRA events for expert audiences 	

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> • Participation in the European Year of Volunteering 2011 		<ul style="list-style-type: none"> • Reference to FRA in speeches and statements
<ul style="list-style-type: none"> • Contribution to international days 		<ul style="list-style-type: none"> • Press releases and statements on: International Human Rights Day, European Data Protection Day, International Day of Persons with Disabilities, International Day against Homophobia, International Roma Day, International Women's day, International Migrants Day
<ul style="list-style-type: none"> • Information stands 		<ul style="list-style-type: none"> • Targeted information to FRA target audiences

➤ Organisation of the Diversity Day events

Apart from awareness raising activities in the context of several projects, the FRA 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. There will also be support for similar activities and making use of possible synergies with activities organised in the framework of the 'For Diversity-Against Discrimination' campaign run by the European Commission.

Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> • Not applicable 	<ul style="list-style-type: none"> • Organisation of Diversity Day in Vienna • Production of promotion and information material • Support of the Diversity Day organised by the Municipality in Barcelona 	<ul style="list-style-type: none"> • Co-operation with the City of Vienna, the Vienna School board, the European Commission, the European Parliament, Europe Direct and more than 40 NGOs



Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> Organisation of event in Vienna 	<ul style="list-style-type: none"> Participation rate in the Diversity Day and other awareness raising events questionnaire for participants questionnaire for NGOs 	<ul style="list-style-type: none"> More than 2,500 young participants from Vienna, Hungary, Czech Republic, Slovakia, Germany, Italy and Slovenia Main results: overall impression of event was assessed as good or excellent by 92.27% and 80% could improve their knowledge of fundamental rights at the event Main results: overall impression of event was assessed as good or excellent by 94.12%; and 88% say that the event contributes to raising awareness on fundamental rights and discrimination
<ul style="list-style-type: none"> Production of promotion (T-shirts, lanyards) and information material (flyers, posters) 	<ul style="list-style-type: none"> Number of items disseminated 	<ul style="list-style-type: none"> 3,000 T-shirts and 3,000 lanyards (Vienna and Barcelona) 8,000 flyers, 1,500 posters
<ul style="list-style-type: none"> Support of the Diversity Day organised by the Municipality in Barcelona 	<ul style="list-style-type: none"> Participation rate in the Diversity Day and other awareness raising events 	<ul style="list-style-type: none"> 900 young participants from Barcelona

The rights of the child, including the protection of children

> Indicators for the Rights of the Child

Following the publication of the FRA's indicators for the protection, respect and promotion of the rights of the child in the EU at the FRA's Fundamental Rights Conference in December 2010, the FRA convened a stakeholder consultation in February 2011 to discuss ways of applying the indicators and policy priorities for relevant data collection. As a result, the FRA refined the indicators on family justice, and in particular, cross-national divorce and parental separation to complement initiatives regarding the amendment of the Brussels II Regulation and the entering into force of the Maintenance Regulation.

The indicators have been widely shared and discussed with the Commission services, the Council of Europe and the UN, and have been discussed at the expert group convened to prepare the FRA's research in the field of children and justice. The FRA's work has been duly noted by both the European Commission and the Council of Europe. The Commission's EU Agenda for the Rights of the Child notes that future data collection and analysis will take into account the FRA's indicators, and the Council of Europe Strategy for the Rights of the Child notes that the FRA's indicators will be actively supported with a view to monitoring the implementation of children's rights standards. The agency has also promoted the use of the indicators at relevant events, for example at the 2011 FRA symposium, the European Forum on the Rights of the Child, and conferences organised by UNICEF, the Committee of the Regions, and NGOs, such as the European Federation of Street Children, Eurochild and Inclusion Europe.

Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> Desk research and expert meetings in connection with the development of the FRA indicators in the field of family justice and the implementation of the Council of Europe Guidelines on child-friendly justice Desk research in connection with visits of the FRA director to EU Member States and for the elaboration of the rights of the child chapter in the FRA annual report 	<ul style="list-style-type: none"> Publication of FRA symposium report on <i>Using Indicators to measure fundamental rights in the EU challenges and solutions</i> – rights of the child section Creation of a specific webpage and functional e-mailbox childrights@fra.europa.eu to respond to inquiries from stakeholders 	<ul style="list-style-type: none"> Stakeholder meeting on applying the FRA indicators on the rights of the child, and policy priorities for data collection organised by the FRA in February 2011 FRA participation in the consultation on the Council of Europe Strategy for the Rights of the Child Participation in the annual forum on the Rights of the Child organized by the Commission FRA expert meeting on Children and Justice FRA symposium 2011 on 'Fundamental rights Indicators' <ul style="list-style-type: none"> – working group devoted to the rights of the child

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> Draft indicators on family justice, cross-national divorce and parental separation, incorporating Council of Europe Guidelines on Child-friendly Justice – used to develop research plan for Children and Justice project under FRA AWP 2012 	<ul style="list-style-type: none"> The Council of Europe Strategy for the Rights of the Child adopted by the Committee of Ministers notes that the development of indicators conducted by the FRA will be actively supported with a view to monitoring the implementation of children's rights standards The EU Agenda for the Rights of the Child notes that the Commission will cooperate with the relevant organisations and institutions to produce basic data and information to guide decision making, taking into account the indicators developed by the FRA 	<ul style="list-style-type: none"> Downloads: <i>Developing indicators for the protection, respect and promotion of the rights of the child in the European Union</i> – number of downloads: 863; for the summary report: 2,061 Visits to thematic webpage on child rights: 3,224 (with 2,004 visits from 1 July to 31 December 2011). Webpage text uploaded on 15 December

➤ Separated, asylum-seeking children in EU Member States

Following the publication of the final comparative report on *Separated, asylum-seeking children in EU Member States* in December 2010, the FRA engaged with EU Institutions and Member States by feeding the results into relevant policy making processes. The FRA presented the evidence gathered at the hearing of the European Parliament on the Common European Asylum System in October 2011, which dealt with the question of minors.

The FRA also engaged in activities with the European Commission aiming at the implementation of the Action Plan on Unaccompanied Minors for 2010–2014. The FRA also participated in the Commission inter-service consultations and in the first meeting of the EU Expert Group on Unaccompanied Minors in the Migration Process, which engages all main actors involved in the implementation of the action plan. The FRA also provided expert input at international (UNHCHR, UNICEF, OSCE) and national stakeholder meetings dealing with this issue. The FRA cooperated with, for instance, the Austrian Federal Ministry of Interior, the ICMPD, and various NGOs.

Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> Data collection conducted in connection with visits of the FRA director to EU Member States, and for the elaboration of the rights of the child chapter in the FRA annual report and the specific section of the report devoted to separated, asylum-seeking children 	<ul style="list-style-type: none"> Posting the comparative/summary reports to over 330 stakeholders Dedicated section of the FRA website for the thematic issue of children rights Reprint of executive summary and opinions of the FRA reports by the Federal Ministry of Interior of the Republic of Austria and the ICMPD conference on asylum related questions regarding Afghanistan Presentation of project results to journalists and ombudsperson institutions visiting the FRA Response to inquiries from civil society organisations and individuals, including through the functional e-mailbox childrights@fra.europa.eu Presentation at the thematic group on rights of the child in the FRA's Fundamental Rights Platform 	<ul style="list-style-type: none"> Participation in the EU-stakeholders Expert Group on Unaccompanied Minors in the Migration Process Findings on separated, asylum-seeking children brought to the attention of Member States during the visits of the FRA's director Organisation of side event at the OSCE Human Dimension Implementation Meeting Fundamental Rights Conference on the dignity and rights of irregular migrants



Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> Dissemination and translation of the comparative and summary reports Dedicated section on the FRA website for the thematic issue of children rights 	<ul style="list-style-type: none"> Number of copies disseminated Number of downloads and relevant website user statistics from the FRA's website Number of references to the report in key stakeholder communications and documents 	<ul style="list-style-type: none"> Dissemination of documents: 638 Downloads of comparative report – layout version in EN available since September: 587 Downloads of summary report – conference edition: 479 (EN); Layout version in EN available since September: 548 (EN); 16 (DE); 47 (FR); 23 (PL) Detailed account of references to the reports identified and communicated to key stakeholders and evaluators

Access to efficient and independent justice

➤ Violence against women: an EU-wide survey

The FRA has developed an EU-wide survey to address the absence of comparable and reliable data on violence against women, as observed by the European Parliament and the Council. In 2011, a pilot survey was carried out in six Member States to inform the development of the survey questionnaire and the survey methodology, which were also the topics of two survey expert meetings in 2011. During the second half of 2011, the FRA selected through an open call for tender, a contractor to carry out the technical aspects of the survey in 2012 in the 27 EU Member States and Croatia. The survey will include interviews with a representative, random sample of 1,500 women aged 18-74 years old in each of the 27 Member States and Croatia and will concern these women's experiences of violence, including physical, sexual and psychological violence by various perpetrators, both since the age of 15 and during childhood. The survey covers violence in the public and private domain (including newly recognised forms such as stalking), consequences of the violence, issues around personal safety, reporting to the police and other organisations, and awareness of existing support organisations. In October 2011, the FRA published a project factsheet on its website in English, French and German.

Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> Violence against women survey pre-test pilot in six countries Desk research on questionnaire and survey fieldwork methodologies Initiation of the full-scale survey in 27 EU Member States and Croatia 	<ul style="list-style-type: none"> No communication activities were undertaken in 2011 	<ul style="list-style-type: none"> Consultation of various stakeholders and experts to identify data needs, key policy issues and expected outputs Informing stakeholders on the project and coordination with regards to other initiatives and organisations

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> Results of the survey pre-test pilot delivered to the FRA 	<ul style="list-style-type: none"> Quality, timeliness and relevance of the report 	<ul style="list-style-type: none"> The results of the pre-test pilot informed the development of the questionnaire and the survey methodology for the full-scale survey
<ul style="list-style-type: none"> Survey expert meetings 	<ul style="list-style-type: none"> Number and profile of participants Feedback from participants 	<ul style="list-style-type: none"> First survey expert group meeting with eight experts on multi-country violence against women survey research; second meeting with six survey experts and three representatives of EU institutions and bodies (DG Justice, Eurostat, EIGE)
<ul style="list-style-type: none"> Publication of a project factsheet 	<ul style="list-style-type: none"> Number of publications disseminated Number of downloads from website 	<ul style="list-style-type: none"> Publication dissemination: approximately 100 copies Number of downloads of factsheet: 422 (EN); 10 (DE); 2 (FR)
<ul style="list-style-type: none"> Coordination with the EU institutions and EIGE 		<ul style="list-style-type: none"> Ongoing exchange with relevant EU institutions and EIGE

➤ Access to justice for asylum seekers

The project sought to identify how effectively information is provided to asylum seekers across the EU by examining EU Member States' duty to duly inform asylum seekers about the asylum procedure, as well as related rights and obligations regarding asylum. Secondly, the project looked at how asylum seekers perceive access to effective remedies if their asylum application is denied, and to identify which requirements pose the main challenges to asylum seekers when they try to submit an appeal on time. The research results were first published in September 2010, where the two reports were presented at a Ministerial Conference on Asylum held in Brussels. In 2011, new layout versions of the two publications were printed and distributed to stakeholders. In addition, the findings of the research were presented by the FRA at a hearing organised by LIBE, and were used for the preparation of the intervention by the FRA director at the informal JHA council meeting in July 2011.

Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> Evaluation of the results 	<ul style="list-style-type: none"> Reprint of the thematic report: <i>Access to effective remedies: the asylum-seeker perspective</i> Reprint of the thematic report: <i>The duty to inform applicants about the asylum procedure: the asylum-seeker perspective</i> (September 2010) 	<ul style="list-style-type: none"> Presentation of the result to LIBE (October 2011) and intervention at the informal JHA council (July 2011)

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> Reprint and distribution of publications 	<ul style="list-style-type: none"> Number of relevant institutions reached Number of publications disseminated 	<ul style="list-style-type: none"> In addition to standard distribution, hardcopies of the two reports were sent to all 27 national asylum bodies of the EU Publication dissemination: <ul style="list-style-type: none"> - Access to effective remedies: 845 - The duty to inform applications: 809
<ul style="list-style-type: none"> Presentation of results at a LIBE hearing on asylum procedures 	<ul style="list-style-type: none"> Number of participants 	<ul style="list-style-type: none"> Approximately 120 persons attended the hearing
<ul style="list-style-type: none"> Partner identified to carry out an evaluation of the project 	<ul style="list-style-type: none"> Signature of contract with partner having the required expertise 	<ul style="list-style-type: none"> Contract signed

➤ Accessing efficient and independent justice

In 2011, the results of legal analysis were finalised and published. The analysis examined obstacles and promising practices as regards treatment of non-discrimination cases through the court system and also with respect to bodies that are not court-based in EU Member States and at EU and international level. A second phase of the project was started in 2010 focusing on non-discrimination and access to justice with respect to how it is provided for and supported by EU-law, as well as the specific role of national equality bodies. Evidence about how access to justice works on the ground was obtained through a series of in-depth interviews with complainants, representatives from equality bodies, and intermediaries such as lawyers and civil society organisations that provide support to complainants. The fieldwork was successfully completed in 2011 and the findings will be published during 2012. Given the focus of the research, equality bodies have been consulted from the outset of the project to help define its scope and approach.

Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> Field research 	<ul style="list-style-type: none"> Exchange with equality bodies 	<ul style="list-style-type: none"> Stakeholder meetings in February and September 2011



Performance in 2011

Outputs	Indicators	Results
• Relevance of analysis	• Stakeholder meeting feedback	• Stakeholder meetings during 2011 underscored the usefulness of the work that can point at strengths and weaknesses in a comparative perspective
• Downloads of publications and website visits	• Number of downloads and relevant website user statistics from the FRA's website	
• Copies of publications distributed	• Number of reports distributed	• Dissemination of reports: <ul style="list-style-type: none"> - Access to justice legal: 804 - Access to justice social, pending until 2012
• Request for presentations of findings or analysis by EU institution, Council of Europe, or UN		• Hungarian presidency seminar
• References to FRA reports in our 'references' databases	• Number of references	

➤ **Supporting the implementation of EU law and other legal instruments in the field of non-discrimination and access to justice (non-discrimination handbook)**

On 21 March 2011, the FRA and the European Court of Human Rights (ECtHR) launched the *Handbook on European non-discrimination law* during a seminar organised at the ECtHR in Strasbourg. The handbook aims to increase the knowledge and domestic implementation of EU law and European Convention on Human Rights (ECHR) law in the field of non-discrimination. The handbook was translated into most official EU languages and into Croatian. Furthermore, the Council of Europe covered translation in other non-EU languages, such as Turkish. The Catalan Government took the initiative to translate the handbook into Catalan as well.

Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> • Finalisation of the handbook in cooperation with the ECtHR in English and French • Finalisation of 20 translated versions of the handbook 	<ul style="list-style-type: none"> • Editing and production of the handbook in 22 languages, including a CD-ROM 	<ul style="list-style-type: none"> • Presentation of the project in key stakeholder meetings, such as Equinet • Number of downloads of full report: 5,492 (EN) • Number of downloads of summary report : 2,378 (EN); 1,656 (FR); 904 (DE) • Organisation of seminar for the launch of the handbook

Performance in 2011

Outputs	Indicators	Results
• <i>Handbook on European non-discrimination law</i>	<ul style="list-style-type: none"> • Number of distributed printed copies (all published languages) • Number of downloads from the FRA website 	<ul style="list-style-type: none"> • 1,794 printed copies distributed • more than 13,000 downloads of the different language versions available
• Seminar for the launch	<ul style="list-style-type: none"> • Relevance of the meetings to the specific objectives, based on participants' feedback 	

➤ **Joined-up governance**

The joined-up governance project seeks to pool knowledge and experience on effective multi-level cooperation in implementing fundamental rights related policies and measures across various government levels. The project, in particular, responds to needs concerning how to find ways to support the implementation of human rights and fundamental rights at the local and regional level. In 2011, the project continued to bring together a platform of international experts and stakeholders from local and national governments in five EU Member States to discuss

and pool experiences. The medium would be focus groups on joined-up fundamental rights implementation across levels of government. In 2012, the project will develop a toolkit for joined-up implementation of fundamental rights.

The FRA also organised its regular annual dialogue with the EU Committee of the Regions on multi-level protection and promotion of fundamental rights with the Committee of the Regions. The FRA's cooperation with the Committee of the Regions serves to engage all levels of governance in the protection and promotion of fundamental rights, and to sensitise local and regional authorities to fundamental rights issues throughout the European Union.

Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> • 33 focus group discussions with over 250 representatives from local authorities and national governments • 20 individual interviews with experts • Development of terms of reference for toolkit development 	<ul style="list-style-type: none"> • Postponed to 2012 	<ul style="list-style-type: none"> • Three stakeholder meetings to exchange good practice, peer review research results and define further project roadmap • Stakeholder cooperation to ensure participation in focus group discussions • Annual dialogue with Committee of the Regions

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> • Reports from focus groups and individual interviews 	<ul style="list-style-type: none"> • Satisfaction rate of participants 	<ul style="list-style-type: none"> • Continuously high scores for all focus group discussion in participants' evaluation forms
<ul style="list-style-type: none"> • Summary of research results 	<ul style="list-style-type: none"> • Relevance of the information and the analyses provided to the specific objectives 	<ul style="list-style-type: none"> • 100% of participants at the stakeholder meeting rated the presentation of preliminary research results as excellent or good
<ul style="list-style-type: none"> • Three stakeholder meetings 	<ul style="list-style-type: none"> • Relevance of the meetings to the specific objectives, based on participants' feedback 	<ul style="list-style-type: none"> • The overall quality of the meeting was rated as excellent (43%) or good (57%) (last meeting in 2011)
<ul style="list-style-type: none"> • Annual dialogue with Committee of the Regions 	<ul style="list-style-type: none"> • Relevance of the meeting to the specific objectives, based on participants' feedback 	<ul style="list-style-type: none"> • Agreement with Committee of the Regions to continue the practice of holding annual dialogues

➤ National Human Rights Institutions

In 2010, the FRA published a report on National Human Rights Institutions (NHRIs) in the EU Member States. The report identified gaps and concerns in the respective mandates and powers of these bodies in light of the Paris Principles that provide for minimum standards in this context. In order to further encourage the creation of 'Paris Principles compliant' NHRIs in the EU and support their formal accreditation, a 2011 project-component was the development of a handbook on the establishment and accreditation of NHRIs in the EU Member States. The handbook offers a step-by-step guide through the respective accreditation stages and includes the concrete experiences of selected NHRIs concerning the establishment and accreditation process. The handbook was drafted in 2011 and included extensive consultations with NHRIs. Publication of the handbook will be in 2012.

Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> • Desk research, analysis, drafting and peer-review 	<ul style="list-style-type: none"> • Exchange with national human rights institutions • Comments from international stakeholders, including the Council of Europe, ICC, OHCHR, OSCE and the European Group of NHRIs 	<ul style="list-style-type: none"> • NHRIs meetings in 2011



Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> Relevance of the handbook 	<ul style="list-style-type: none"> NHRIs meeting feedback Feedback from international stakeholders 	<ul style="list-style-type: none"> NHRIs meeting during 2011 and international stakeholders welcomed the handbook and stressed that it represents an instructional and practical tool. Thanks to this tool, which led to the creation of effective, Paris Principles-compliant NHRIs and their accreditation across the EU, this handbook and process will be further promoted

➤ Victim support services in the EU: An overview and assessment of victims' rights

The main objective of this project is to provide country-specific information and data on support services available to victims of crime, as well as on the views of practitioners in the field of victim support on the implementation of victims' rights. In addition, the project aims to identify relevant 'promising practices'; namely, measures, projects and other initiatives that have proven to be particularly effective and/or innovative and could serve as models in implementing rights-based support to victims. Country-specific studies constitute the main background material for a comparative analysis of different practices and promising models in the EU.

The project was originally planned to commence under AWP 2012. However, the availability of budget at the end of 2011 allowed the project to be initiated earlier. To this end, the project benefited from a stakeholder meeting in November 2011 that addressed access to justice and victim-centred rights.

Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> Commencement of research mapping the basic situation in Member States 	<ul style="list-style-type: none"> Close contact with European umbrella organisations and relevant Commission staff members 	<ul style="list-style-type: none"> Stakeholder meeting in November 2011

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> Relevance of project 	<ul style="list-style-type: none"> Stakeholder meeting feedback 	<ul style="list-style-type: none"> Stakeholder meetings in 2011 underscored the usefulness of the project
<ul style="list-style-type: none"> Participation of Council of the EU and Commission representatives in networking meeting (given that this project was a request from the Commission) 	<ul style="list-style-type: none"> Yes 	<ul style="list-style-type: none"> Yes, 10-11 November 2011

Horizontal activities covering all MAF areas

➤ Annual Report

The agency has a legal obligation to present an annual report each year on the situation concerning fundamental rights in the EU.

The 2011 annual report was presented on 15 June 2011 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 2010. The report relies on data collected from the field to describe the situation of fundamental rights in all 27 Member States. The FRA annual report provides important background information for the European Commission as well as the European Parliament annual reports regarding fundamental rights.

Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> Desk research 	<ul style="list-style-type: none"> Web publication Translation into FR Media memo, media release 	<ul style="list-style-type: none"> Presentation of the annual report at the European Parliament Committee on Civil Liberties, Justice and Home affairs (Brussels, 15 June 2011)

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> Annual report presentation 	<ul style="list-style-type: none"> Number of reports distributed Number of downloads and relevant website user statistics from the FRA's website 	<ul style="list-style-type: none"> 350 (EN) and 80 (FR) disseminated in June, reprint in preparation Number of downloads (annual report – full report): 5,492 (EN) Number of downloads (annual report – summary report): 2,378 (EN); 1,656 (FR); 904 (DE)
<ul style="list-style-type: none"> Consultation with civil society 	<ul style="list-style-type: none"> Feedback received from the Fundamental Rights Platform 	<ul style="list-style-type: none"> Positive feedback from participants in the Fundamental Rights Platform

➤ Networking and stakeholder cooperation – Meetings with the National Liaison Officers

The agency held two meetings with the National Liaison Officers (NLOs), which have been nominated by the EU Member State governments as the main contact points for the FRA with the Member States. For the first time, Croatia also participated in these meetings after having been given observer status with regards to the agency's work. The meetings facilitated the cooperation with Member State governments as set forth in the agency's founding regulation.

Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> Linked to all FRA projects 	<ul style="list-style-type: none"> n/a 	<ul style="list-style-type: none"> Two meetings with NLOs where held

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> One NLO meeting held in April 2011 	<ul style="list-style-type: none"> Participation rate Overall satisfaction rate of meeting participants 	<ul style="list-style-type: none"> 26 Member States plus Croatia participated, some with more than one participant (31 participants in total) 75% of participants (who responded to the evaluation) rated the meeting as excellent or good
<ul style="list-style-type: none"> One NLO meeting held in September 2011 	<ul style="list-style-type: none"> Participation rate Overall satisfaction rate of meeting participants 	<ul style="list-style-type: none"> 26 Member States plus Croatia participated, some with more than 1 participant (30 participants in total) 79% of participants (who responded to the evaluation) rated the meeting as excellent or good

➤ Networking and stakeholder cooperation – Fundamental Rights Platform and meetings with civil society

In 2011, the FRA continued cooperation with civil society organisations through its Fundamental Rights Platform (FRP) as well as in the context of thematic projects. In accordance with the FRA Regulation, FRP participants provided input for the FRA's Annual Work Programme 2013 and were consulted on the FRA annual report 2010. FRP organisations were also consulted on the FRA's Multi-annual Framework 2013–2017. Regular feedback on the FRP activities was provided to the Advisory Panel as well as through the e-FRP, an online tool for communication and knowledge exchange. Aiming to broaden the network of FRP participants, in the end of 2011 the agency re-opened the call for applications to participate in the FRP to Croatian civil society organisations and organisations involved in FRA projects. A renewal of application was also initiated for organisations that have been a part of the FRP for three years. A FRP framework document was adopted in consultation with the Advisory Panel. It illustrates the expected development of the FRP in several areas, including FRA-FRP communication and FRA-FRP thematic project related cooperation.



On 14-15 April, the 4th annual Fundamental Rights Platform (FRP) meeting brought together around 200 civil society representatives working across all thematic areas of the FRA and from all Member States of the EU. The principle issues covered in the meeting included access to justice, participation of civil society in the implementation of UN human rights conventions, focusing on the UN Convention on the Rights of Persons with Disabilities (CRPD), and cooperation between FRA and FRP. A large proportion of the meeting was dedicated to interactive workshops and networking opportunities at the 'The floor is yours' and 'Talking tables'. A member of the Advisory Panel presented the outcomes of the 4th FRP meeting and suggestions for AWP 2013 to the Management Board in May 2011.

On 15 April and 7 September, a meeting of the nine members of the Advisory Panel (AP) took place in Vienna on the FRA premises. The meeting in September focused on the FRP Framework Document, the 5th FRP meeting and FRP expansion.

A risk assessment related to FRP expansion was also conducted.

Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> Not applicable 	<ul style="list-style-type: none"> FRA publication stand during the 4th FRP meeting Three video interviews from the 4th FRP meeting Visual branding of Fundamental Rights Platform e-FRP 	<ul style="list-style-type: none"> 4th annual Fundamental Rights Platform meeting and related activities Consultations on the FRA's Annual Work Programme, Multi-annual Framework 2013–2017 and the FRA annual report Advisory Panel meetings FRP expansion

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> 4th annual Fundamental Rights Platform meeting 	<ul style="list-style-type: none"> Participation rate in the 4th annual Fundamental Rights Platform meeting Relevance of the subject of the conference, based on the participants' feedback 	<ul style="list-style-type: none"> 200 participants (increase by 25% as compared to 2009) 32 presentations held by FRP participants at the 'Floor is yours' Overall quality rated by 73% as excellent or good, organisation rated by 95% as excellent/good Meeting report downloaded 411 (from them 192 within 1 week of it publication)
<ul style="list-style-type: none"> Advisory Panel meetings 	<ul style="list-style-type: none"> Number of meetings Relevance of meetings for the overall development of the FRP (important documents adopted, etc.) Input to FRA activities 	<ul style="list-style-type: none"> Two Advisory Panel meetings, one in April and one in September Valuable input provided regarding FRP expansion, e-FRP, programme of the 5th FRP meeting, FRP expansion Presentation of the results of the 4th FRP meeting to the FRA Management Board
<ul style="list-style-type: none"> Consultations on Annual Work Programme, annual report and FRA Multi-annual Framework 2013–2017 	<ul style="list-style-type: none"> Response rate to consultations 	<ul style="list-style-type: none"> 69 FRP participants provided suggestions for the FRA's Annual Work Programme 2013 108 responded to the consultation on the FRA Multi-annual Framework 2013–2017 25 organisations participated in the consultation on the FRA's annual report
<ul style="list-style-type: none"> 2011-2012 FRP framework document 		<ul style="list-style-type: none"> Stakeholder consultation on the FRP priorities for 2012
<ul style="list-style-type: none"> FRP expansion (Croatia and FRA project partners) FRP renewal 	<ul style="list-style-type: none"> 40% – application rate from invited organisations 	<ul style="list-style-type: none"> Nine Croatian organisations Out of 89 invited civil society organisations and FRA projects partners, 32 were accepted 91 out of 141 participant organisations renewed their application

➤ Networking and stakeholder cooperation – 4th Fundamental Rights Conference

On 21-22 November, the FRA hosted its annual Fundamental Rights Conference (FRC), 'Dignity and rights of irregular migrants'. The conference was organised in cooperation with the Polish Presidency of the Council of the EU and brought together over 300 stakeholders from national governments, EU bodies, intergovernmental organisations, local authorities, social partners, civil society and specialised bodies on human rights. The conference focused on promoting a fundamental rights approach in migration management. The conference also explored solutions concerning access to justice, education and basic healthcare for irregular migrants, labour exploitation, alternatives to detention, protracted irregularity and other issues.

The FRA supported the Hungarian Presidency in organising an international conference, 'Protecting victims in the EU: The Road ahead', on 23-24 March in Budapest. The conference identified challenges for victim support and suggested long-term strategies to overcome them. The conclusions of the conference were used to help the European Commission's work in developing its package on rights, support and protection of victims of crime and violence.

The Warsaw Seminar on Human Rights on 29-30 September 2011 was organised by the Polish Presidency of the EU with the support of the FRA. The agency hosted the panel debate on 'National minority issues in the European Union'.

Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> See the section on the 'situation of irregular migrants in the EU' 	<ul style="list-style-type: none"> Conference website FRA publications stand Two video clips Live-streaming and live-blogging Media release 	<ul style="list-style-type: none"> Stakeholder consultation on conference themes and programme Stakeholder engagement in conference delivery (stands, speeches, side-workshops, marketplace of ideas, etc.) Conference organisation

Performance in 2011

<ul style="list-style-type: none"> Fundamental Rights Conference 	<ul style="list-style-type: none"> Participation rate in the Fundamental Rights Conference 	<ul style="list-style-type: none"> 334 participants from across the EU Approximately 500 online viewers
<ul style="list-style-type: none"> FRC conference programme 	<ul style="list-style-type: none"> Relevance of the subject of the conference, based on the participants' feedback 	<ul style="list-style-type: none"> Material provided rated by 96% as excellent/good; Over 7,755 visits to the FRC website in the month of the FRC Overall quality rated by 86% as excellent or good, organisation rated by 95% as excellent/good
<ul style="list-style-type: none"> FRC conference summary conclusions 	<ul style="list-style-type: none"> Download statistics, feedback from participants and partners 	<ul style="list-style-type: none"> Summary conclusions downloaded over 400 times in the period of one month after the conference Number of downloads: 335 (EN)
<ul style="list-style-type: none"> FRC conference reports in newsletters and on websites of FRA partners 	<ul style="list-style-type: none"> Number and extent of reports and articles 	<ul style="list-style-type: none"> Over 15 references in newsletters and websites of partners (Presidency, EESC, equality bodies, NGOs, etc.)
<ul style="list-style-type: none"> Conference 'Protecting victims in the EU: the road ahead' 	<ul style="list-style-type: none"> Participation rate in the conference Relevance of conference conclusions 	<ul style="list-style-type: none"> 127 participants from across the EU Conference conclusions discussed at the Justice and Home Affairs Council
<ul style="list-style-type: none"> Warsaw Seminar on Human Rights 	<ul style="list-style-type: none"> Relevance of the programme 	<ul style="list-style-type: none"> FRA hosted the panel debate on 'National minority issues in the European Union: Stocktaking and post-Lisbon challenges'

➤ Networking and stakeholder cooperation – National Human Rights Institutes and European Group of NHRIs

In 2011, the FRA strengthened cooperation with National Human Rights Institutes (NHRIs) and the European Group of NHRIs (EU Group of NHRIs) through continuous, regular and targeted dialogue on specific and concrete priority themes beyond the annual FRA-NHRIs meeting. Additionally, a meeting between FRA and communicators from NHRIs as well as equality bodies was organised in autumn 2011. NHRIs were consulted and provided input for the FRA's Annual Work Programme 2013. Selected NHRIs participated in stakeholder meetings of some of the FRA thematic projects.

FRA staff reinforced dialogue with European Group of NHRIs towards the identification of five priority projects and themes as well as concrete actions to strengthen the FRA. There was also cooperation with NHRIs, including the follow-up phase of FRA studies, with NHRIs using FRA studies in their work and acting as multipliers for relevant FRA recommendations to Member States. In order to further improve coordination between FRA and NHRIs and the European Group of NHRIs, FRA staff sent a 2012 timeline of FRA publications and events to be launched, a list of FRA project managers for all ongoing projects and other targeted information. The FRA has been invited to participate in the European Group of NHRIs and ICC meeting. The Chair of the European Group of NHRIs will meet with the FRA director in March to discuss key priorities and themes for the cooperation between FRA and NHRIs. In the same spirit, the Chair of the European Group has been invited to the agency to give a presentation and meet FRA project managers and heads of departments.

On 5 April, the annual cooperation and coordination meeting between the agency and NHRIs took place. The meeting focused on the cooperation within the framework of the FRA and NHRIs.

On 13-14 October, communicators from NHRIs and national equality bodies explored how to further develop cooperation in communication activities for the benefit of rights holders in the European Union. It was the first occasion for these communicators to meet. An online questionnaire was sent prior to the meeting in order to tailor the agenda according to participants' needs. The meeting gave many opportunities to share experiences and to work together to develop concrete ideas to strengthen cooperation.

In a spirit of joint ownership and participatory methodology, the preparations of the next annual cooperation meeting between FRA and the NHRIs is well on track in close consultation with the Chair of the European Group of NHRIs. The meeting, which will take place on 18 April in Vienna, aims to discuss current and future areas of priority and to stimulate a linkage between the NHRIs and the ongoing work of FRA. The meeting discussion will be organised with a very participatory and interactive methodology. This year NHRIs will also be invited to participate in the FRP meeting, which will take place on 19-20 April.

Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> Not applicable 	<ul style="list-style-type: none"> FRA publication stand during FRA-NHRIs annual meeting Targeted information sent by email 	<ul style="list-style-type: none"> FRA-NHRIs annual meeting and related activities FRA – Communicators from NHRIs and equality bodies meeting NHRIs' consultation on FRA's Annual Work Programme Regular conference call between FRA and the European Group of NHRIs

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> FRA-NHRIs annual meeting Communicators NHRIs/equality bodies meeting 	<ul style="list-style-type: none"> Participation rate in the FRA-NHRIs annual meeting Relevance of the subject of the conference, based on the participants' feedback 	<ul style="list-style-type: none"> 20 participants in the FRA-NHRIs meeting Overall satisfaction rate of 92% 34 participants at the communicators meeting Overall satisfaction rate of 66%

Outputs	Indicators	Results
<ul style="list-style-type: none"> Coordinating conference call between FRA and Equinet 	<ul style="list-style-type: none"> Number of meetings Relevance of meetings for the overall development of the FRA-NHRIs cooperation Input on FRA activities 	<ul style="list-style-type: none"> Two coordination meetings between FRA and the European Group of NHRIs Valuable input provided by NHRIs/ European Group of NHRIs on FRA projects, such as access to justice social study, NHRIs handbook, cooperation with the FRA disability project team, multiple and intersectional discrimination in healthcare, LGBT survey, etc.
<ul style="list-style-type: none"> Consultations on Annual Work Programme 	<ul style="list-style-type: none"> Response rate to consultations 	<ul style="list-style-type: none"> 24 equality bodies/NHRIs provided suggestions for the FRA's Annual Work Programme 2013

➤ Networking and stakeholder cooperation – Equality bodies

In 2011 the FRA strengthened cooperation with national equality bodies and Equinet by using continuous, regular and targeted dialogue on specific and concrete priority themes beyond the annual FRA-equality bodies meeting. Additionally, a meeting between FRA and communicators from equality bodies as well as NHRIs was organised in fall 2011. Equality bodies were consulted and provided input on the FRA's Annual Work programme 2013. FRA staff reinforced dialogue with the Equinet Secretariat towards the identification of five priority projects and themes as well as concrete actions to strengthening FRA. Equality bodies have cooperated with FRA on follow up to the access to justice social study, the database on case-law related to equality issues, Roma, clarity and disability and so on. There has also been a follow-up phase to FRA studies, in which equality bodies using FRA studies in their work act as disseminators of relevant FRA recommendations to Member States. In order to further improve coordination between FRA and equality bodies, FRA staff sent to equality bodies and Equinet a 2012 timeline of FRA events and publications to be launched, a list of FRA project managers for all ongoing projects and other targeted information.

On 28 November, the annual cooperation and coordination meeting between the agency and the European Network of Equality Bodies (Equinet) took place. The meeting focused on concrete forms of cooperation within the framework of the FRA and Equinet work programmes. A large proportion of the meeting was dedicated to interactive workshops and networking opportunities.

On 13-14 October, communicators from National Human Rights Institutions (NHRIs), national equality bodies and Equinet explored how to further develop cooperation in communication activities for the benefit of rights holders in the European Union. It was the first occasion for these communicators to meet. An online questionnaire was sent prior to the meeting in order to tailor the agenda according to participants' needs. The meeting gave many opportunities to share experiences and to work together to develop concrete ideas to strengthen cooperation.

Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> Not applicable 	<ul style="list-style-type: none"> FRA publication stand during FRA-equality bodies annual meeting Targeted information sent by email 	<ul style="list-style-type: none"> FRA-equality bodies annual meeting and related activities FRA – Communicators from equality bodies and NHRIs meeting Equality bodies' consultation on FRA's Annual Work Programme Regular conference call between FRA and Equinet

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> FRA-equality bodies annual meeting Communicators from equality bodies and NHRIs meeting 	<ul style="list-style-type: none"> Participation rate in the FRA-equality bodies annual meeting Relevance of the subject of the conference, based on the participants' feedback 	<ul style="list-style-type: none"> 31 participants to the FRA-equality bodies meeting 34 participants to the communicators meeting Overall quality rated by 92% as excellent or good, organisation rated by 100% as excellent/good



Outputs	Indicators	Results
<ul style="list-style-type: none"> Coordinating conference call between FRA and Equinet 	<ul style="list-style-type: none"> Number of meetings Relevance of meetings for the overall development of the FRA-equality bodies cooperation Input on FRA activities 	<ul style="list-style-type: none"> Coordination meetings between FRA and Equinet Valuable input provided by Equinet on FRA projects, such as access to justice social study, multiple and intersectional discrimination in healthcare, and LGBT survey
<ul style="list-style-type: none"> Consultations on Annual Work Programme 	<ul style="list-style-type: none"> Response rate to consultations 	<ul style="list-style-type: none"> 24 equality bodies/NHRIs provided suggestions for the FRA's Annual Work Programme 2013

➤ Communication and awareness raising – Online communication and documentation

In 2011, a plan was initiated to completely re-develop the FRA's online communications. This includes the re-development of the FRA website to conform to modern web standards, which would begin in 2011 and continuing with a re-launch in 2012. The new website is to include new technology enabling the introduction of additional features and making it more user-friendly and interactive. A new homepage was introduced for the website and French and German versions of the website also went online in 2011. Ongoing updates and enhancements were also made to Charterpedia and the case-law database. Development began on a Fundamental Rights Charter application for mobile devices, which is to be launched in 2012. Other online services continued to be developed, including FRA pages on popular social networking sites – Facebook and Twitter – as well as the video-sharing site YouTube. These social media profiles, in combination with other new tools such as an e-newsletter, enabled the FRA to address its stakeholders in an interactive manner.

Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
	<ul style="list-style-type: none"> New website home page French website German website New website in development 	

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> Website updates and maintenance Regular content updates, maintenance User testing and analysis carried out 	<ul style="list-style-type: none"> Frequency and quality of updates Website enhancements Results of user testing 	<ul style="list-style-type: none"> Frequent updates Enhancements (e.g. online order form) User input for further development
<ul style="list-style-type: none"> Website developments New website development Stakeholder/user survey 	<ul style="list-style-type: none"> Website development under way Survey carried out 	<ul style="list-style-type: none"> On-going new website development Survey results
<ul style="list-style-type: none"> Social media 	<ul style="list-style-type: none"> Fans and followers on key channels (Facebook, Twitter) 	<ul style="list-style-type: none"> More than 4,000 Facebook fans, more than 1,000 Twitter followers
<ul style="list-style-type: none"> New homepage launched 	<ul style="list-style-type: none"> User activity on website 	<ul style="list-style-type: none"> Users stay longer, visit more content
<ul style="list-style-type: none"> French website launched 	<ul style="list-style-type: none"> Usage of FR website 	<ul style="list-style-type: none"> Users regularly informed online about FRA in FR
<ul style="list-style-type: none"> German website launched 	<ul style="list-style-type: none"> Usage of DE website 	<ul style="list-style-type: none"> Users regularly informed online about FRA in DE
<ul style="list-style-type: none"> Newsletter in English launched 	<ul style="list-style-type: none"> Regularity, content of newsletter 	<ul style="list-style-type: none"> Users regularly informed by e-mail in EN
<ul style="list-style-type: none"> Newsletter in French launched 	<ul style="list-style-type: none"> Regularity, content of newsletter 	<ul style="list-style-type: none"> Users regularly informed by e-mail in FR
<ul style="list-style-type: none"> Newsletter in German launched 	<ul style="list-style-type: none"> Regularity, content of newsletter 	<ul style="list-style-type: none"> Users regularly informed by e-mail in DE
<ul style="list-style-type: none"> Corporate identity implemented 	<ul style="list-style-type: none"> Consistency of online branding 	<ul style="list-style-type: none"> Stronger FRA branding of online activities
<ul style="list-style-type: none"> Social media – Facebook updates, campaigns carried out – Twitter updates carried out – YouTube updates (videos) 	<ul style="list-style-type: none"> Size of FRA social media communities number of updates quality of discussions 	<ul style="list-style-type: none"> FRA online community strengthened, grows in size

Outputs	Indicators	Results
<ul style="list-style-type: none"> • Documentation • Charterpedia (formerly Infobase) updated • Case-law database updated • FRA library • FRA contact database 	<ul style="list-style-type: none"> • Updates to online databases 	<ul style="list-style-type: none"> • Online databases, etc. are regularly updated
<ul style="list-style-type: none"> • Participation in meetings (ECCHR, WMN etc.) 	<ul style="list-style-type: none"> • Meetings participated in, follow-up 	<ul style="list-style-type: none"> • Participated in HCIN, WMN, ECCHR, etc.

➤ Communication and awareness raising – Production and design

In 2011, production and design activities became an integral part of the scientific editing team in the Equality and Citizens' Rights department, following the restructuring of the agency. Production and design concerns all FRA projects ensuring editing and production of their output. In 2011, a total of 44 FRA products and of these 296 language versions (for details see 'Outputs' below) were produced. For a detailed overview of publications issued in 2011, see 'FRA publications in 2011'.

Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> • See all research projects that were completed in 2011 	<ul style="list-style-type: none"> • Editing and production of all research and communication and awareness products in 2011 (see FRA publications in 2011) 	<ul style="list-style-type: none"> • See dissemination figures for each project, covering print publications only

Performance in 2011

Outputs	Indicators	Results
<ul style="list-style-type: none"> • 26 research reports and 113 language versions of these • 2 Annual reports (incl. Annual Activity report) and 3 language versions • 1 Annual report summary and 4 language versions • 10 factsheets and 149 language versions • 1 Poster • Various FRA publications: 5 and 27 language versions 		<ul style="list-style-type: none"> • 43,078 printed FRA publications were disseminated in 2011

➤ Communication and awareness raising – Media and awareness raising

This project focuses on regular awareness raising and media activities following the explicit tasks in the FRA's Founding Regulation to "provide information about FRA work" and "to raise awareness". This includes media relations and press clipping services, the production of awareness raising material, including newsletters and audio-visual material, the info point and visitor group's programme, and the monitoring of the public information inbox.



Key activities in 2011

Data collection activities	Communication & awareness raising	Networking & education
<ul style="list-style-type: none"> See all research projects which were completed in 2011 	<ul style="list-style-type: none"> Monthly e-newsletter (EN, FR, DE), weekly email-alert (EN, FR) Media relations including media launches of FRA reports (3 press conferences and 9 press releases (in 21 languages) 'Stakeholder launches' of all FRA research reports, including specific information to key stakeholders Weekly press clippings, answers to journalist requests Speechwriting Promotional material including new FRA 'promotional' postcard Translation of web statements Monitoring of general information email information@fra.europa.eu (200 answers per month) General public visitor groups programme Two workshops for journalists on media and diversity, based on FRA Diversity Toolkit Branding of each FRA event 	<ul style="list-style-type: none"> See all events organised in the framework of this activity

Performance in 2011






Outputs	Indicators	Results
<ul style="list-style-type: none"> Public information e-mailbox (info@fra.europa.eu) maintained and updated 	<ul style="list-style-type: none"> All emails answered within 2 weeks and accurately 	<ul style="list-style-type: none"> An average of 200 email answered per month
<ul style="list-style-type: none"> Tailor-made presentations prepared 	<ul style="list-style-type: none"> Number of visitor groups received Feedback given (forms) 	<ul style="list-style-type: none"> 29 visitor groups / 550 people received Feedback given was very good
<ul style="list-style-type: none"> Visitor Groups Programme revised 	<ul style="list-style-type: none"> New strategy document developed 	<ul style="list-style-type: none"> New strategy document developed
<ul style="list-style-type: none"> Material produced 		
<ul style="list-style-type: none"> Audio-visual material 		<ul style="list-style-type: none"> New task force has been set up and trained 29 video clips (mostly interviews with FRA researchers, and one on FRP) were put online
<ul style="list-style-type: none"> In-house media monitoring 		<ul style="list-style-type: none"> Weekly press clippings
<ul style="list-style-type: none"> Regular media monitoring service ensured 		<ul style="list-style-type: none"> Contract signed with external provider, hence increasing the quality of weekly clippings

FRA Publications in 2011






FRA products	Short description	Languages (available in 2012)	
	<p>Fundamental Rights Conference 2011 – Summary conclusions by the FRA</p>	<p>The European Union Agency for Fundamental Rights (FRA) held its annual Fundamental Rights Conference (FRC) ‘Dignity and rights of irregular migrants’ in Warsaw on 21-22 November 2011. The conference was organised in cooperation with the Polish Presidency of the Council of the European Union (EU) and discussed how to improve access to fundamental rights for migrants in an irregular situation, namely of those persons without authorisation to stay in the EU. The discussions were drawing on FRA’s EU-wide research on the situation of migrants in an irregular situation, which was published in the run-up.</p>	<p>en – fr</p>
	<p>Fundamental rights of migrants in an irregular situation in the European Union November 2011</p>	<p>Securing the fundamental rights of migrants in an irregular situation – those who do not fulfil conditions for entry, stay or residence in a European Union (EU) Member State – remains a challenge. Such migrants are at high risk of exploitation in the labour market, often filling market gaps by working at dangerous, dirty or degrading jobs. Their housing situation can be precarious. Their right to healthcare is unevenly protected; their children’s right to education remains unclear. While EU Member States have a right to control immigration, non-compliance with migration regulations cannot deprive migrants in an irregular situation of certain basic rights to which they are entitled as human beings. This European Union Agency for Fundamental Rights (FRA) report examines the legal and practical challenges facing EU Member States as they strive to guarantee such migrants’ fundamental rights and proposes ways to incorporate those rights into the policies, laws and administrative practices that affect migrants in irregular situations.</p>	<p>en (de – fr)</p>
	<p>Factsheet: Fundamental rights of migrants in an irregular situation in the European Union November 2011</p>	<p>The factsheet outlines the main findings of the FRA project on fundamental rights of irregular migrants, including also the evidence-based advice. It covers the following topics: detection and reporting practices; access to healthcare, education and justice; and non-removable irregular migrants.</p>	<p>en – de – fr – pl (bg – cs – da – de – et – el – es – fr – it – lv – lt – hu – nl – pl – pt – ro – sk – sl – fi – sv)</p>
	<p>FRA promotional postcard November 2011</p>	<p>Overview of what the European Union Agency for Fundamental Rights (FRA) is, its role and main activities.</p>	<p>en – de – fr – pl (bg – cs – da – de – et – el – es – fr – it – lv – lt – hu – nl – pl – pt – ro – sk – sl – fi – sv)</p>

FRA products	Short description	Languages (available in 2012)	
	<p>Factsheet: FRA research: Providing robust, comparable data and analysis November 2011</p>	<p>According to its founding Regulation, the European Union Agency for Fundamental Rights is tasked with providing “assistance and expertise” to the European Union and its Member States to support them “to fully respect fundamental rights” when implementing EU law.</p>	<p>en – de – fr – pl (bg – cs – da – el – es – et – fi – hu – it – lt – lv – nl – pt – ro – sk – sl – hr)</p>
	<p>The asylum-seeker perspective: access to effective remedies The asylum-seeker perspective: access to effective remedies: the duty to inform applicants November 2011</p>	<p>Substantial differences exist between the asylum procedures in the 27 EU Member States, creating an uneven playing field. For the first time, EU research provides evidence about asylum-seekers’ personal experiences across the EU. The findings of the research will inform discussions at the Ministerial Conference on Asylum in Brussels on 13–14 September 2010 relating to asylum procedures in the EU Member States.</p>	<p>each report: en (2010) de – fr (2011) non-verified language version: pl (2011)</p>
	<p>Detention of third-country nationals in return procedures November 2011</p>	<p>The European Union Agency for Fundamental Rights (FRA) examined law and practice in the EU-27 on the deprivation of liberty of irregular migrants pending their removal against the applicable international human rights law framework.</p>	<p>en (2010) – fr (2011) (de) non-verified language version: pl (2011)</p>
	<p>Factsheet: Gender-based violence against women – an EU-wide survey October 2011</p>	<p>Violence against women continues to be a pressing problem across EU Member States, undermining women’s core fundamental rights, such as dignity, access to justice and gender equality. In 2011–2012, the European Union Agency for Fundamental Rights (FRA) will conduct an EU-wide survey on violence against women. This is the first survey of its kind to randomly sample and interview 40,000 women across the 27 EU Member States and Croatia.</p>	<p>en (de – fr)</p>
	<p>The legal protection of persons with mental health problems under non-discrimination law October 2011</p>	<p>The report examines how disability is defined in international and European law and then explores the obligation to provide reasonable accommodation as contained in international and European standards. The report’s findings show that in almost all EU Member States non-discrimination legislation does indeed protect persons with mental health problems. In most cases persons with mental health problems also benefit from reasonable accommodation measures, or other protection measures, in the employment context. The report concludes by presenting examples where legislation extends the duty to provide reasonable accommodation to other areas.</p>	<p>en (de – fr)</p>

FRA products	Short description	Languages (available in 2012)
 <p>Human rights education at Holocaust memorial sites across the European Union: An overview of practices October 2011</p>	<p>Most European Union (EU) Member States have memorial sites and museums that both preserve the memory of the Holocaust and encourage visitors, in particular young people, to reflect on current human rights issues. In this handbook, the European Union Agency for Fundamental Rights (FRA) provides examples of the various ways in which memorial sites link the history of the Holocaust to human rights, ensuring that the past resonates in the present and its lessons are brought to bear on difficult contemporary issues against its backdrop.</p>	<p>en (de – fr)</p>
 <p>Migrants in an irregular situation: access to healthcare in 10 European Union Member States October 2011</p>	<p>This report of the European Union Agency for Fundamental Rights (FRA) documents the legal, economic and practical obstacles that migrants in an irregular situation face in accessing healthcare in 10 EU Member States and proposes a number of ways to improve this access. The FRA found in particular that the risk of detection and deportation prevents migrants in an irregular situation from seeking healthcare, even in those countries where it is legally available, and suggests, among other improvements, disconnecting healthcare from immigration control policies.</p>	<p>en (de – fr – se) non-verified language version: pl (2011)</p>
 <p>Discover the past for the future: The role of historical sites and museums in Holocaust education and human rights education in the EU October 2011</p>	<p>The Holocaust has rightfully become an integral part of the collective cultural memory of Europe and the world. This report outlines the findings of the first EU-wide research on the role of Holocaust-related sites and exhibitions in educating young Europeans about the Holocaust and human rights. With this research, the European Union Agency for Fundamental Rights (FRA) brings the two fields of Holocaust education and human rights education together and suggests how the merging of the two could develop into a new knowledge of past and present.</p>	<p>Main report: en (Conference edition 2010) fr – de (2011) Summary: en (Conference edition 2010) fr – de (2011)</p>
 <p>Respect for and protection of persons belonging to minorities 2008-2010 September 2011</p>	<p>This report examines what the Treaty of Lisbon means for the protection of minorities, and the policies the EU has recently adopted in this field. It provides evidence of the still persistent phenomenon of discrimination found in many areas of life, including employment, housing, healthcare and education.</p>	<p>en (fr)</p>
 <p>FRA work on disability: poster and postcards September 2011</p>	<p>The poster introduces the work of the FRA disability project. It gives a brief overview of what the project is, who it is working with and why.</p> <p>Under the CRPD, people with disabilities are no longer considered unable to play an active role in society. Instead of viewing people with disabilities as the problem, the barriers they face are clearly recognised as the source of the problem. FRA calls this approach the enabling model of disability. This highly visual postcard illustrates the two opposing views with easily understandable examples.</p>	<p>en bg – cs – da – de – et – el – es – fr – it – lv – lt – hu – nl – pl – pt – ro – sk – fi – sv</p>

FRA products	Short description	Languages (available in 2012)
 <p>Separated, asylum-seeking children in European Union Member States September 2011</p>	<p>The arrival of thousands of separated children in the European Union from third countries poses a serious challenge to EU institutions and Member States, since, according to the EU Charter of Fundamental Rights and the UN Convention on the Rights of the Child, they have a duty to care for and protect children. This report examines the experiences and views of 336 separated, asylum-seeking children and those of 302 adults responsible for their care across 12 EU Member States.</p>	<p>Comparative report: en (2010) (de - fr) Summary: en (2010) fr - de - pl (2011)</p>
 <p>FRA Style guide for authors September 2011</p>	<p>This is a style guide for authors writing for FRA. It outlines writing conventions and tools as well as providing guidelines on referencing.</p>	<p>en</p>
 <p>Fundamental Rights Conference 2010: ensuring justice and protection for all children September 2011</p>	<p>The Fundamental Rights Conference, the flagship annual event of the FRA, focused in 2010 on ensuring justice and protection for all children, including those who are most vulnerable. The conference took stock of the challenges faced by EU Member States, incorporating feedback from children themselves. It then devoted working groups to identifying evidence-based solutions and strategies.</p>	<p>en</p>
 <p>Factsheet: The FRA disability project August 2011</p>	<p>This factsheet delves deeper into the aims and objectives of the project. It explains the policy context behind the research while outlining some of the key issues that are being tackled and how they will be addressed.</p>	<p>en (2010) bg - da - de - el - fr - hu - ro - sv (2011)</p>
 <p>Factsheet: Key rights of persons with disabilities: an introduction August 2011</p>	<p>This factsheet describes some of the existing rights of people with disabilities, as set out under the UN Convention on the Rights of Persons with Disabilities (CRPD). The factsheet focuses in particular on ending discrimination, equal recognition by law, access to justice, the prevention of inhumane treatment, independent living and the right to political participation.</p>	<p>en - bg - de - el - fr - hu - lv - ro - sv</p>

FRA products	Short description	Languages (available in 2012)
 <p>Migrants, minorities and employment – Exclusion and discrimination in the 27 Member States of the European Union (Update 2003-2008) July 2011</p>	<p>The 2003-2008 update on the exclusion and discrimination of migrants, minorities and employment in the 27 EU Member States provides a comparative overview and analysis of data and information documenting discrimination in the workplace and labour markets across the European Union. It highlights developments that occurred between 2003 and 2008, and assesses the lack of data with a view to developing strategies to improve data availability and comparability at EU level. While the total number of complaints of discrimination reported and processed has increased as a direct consequence of the implementation of the Equality Directives in the EU Member States, there are still barriers for victims that need to be overcome.</p>	en – de – fr
 <p>Migrants in an irregular situation employed in domestic work: Fundamental rights challenges for the European Union and its Member State July 2011</p>	<p>This report is the result of a project by the FRA on the situation of migrants in an irregular situation in the EU. It is the first of two thematic reports which complements a comprehensive overview of the fundamental rights situation of migrants in an irregular situation in the EU's 27 Member States.</p>	en (de – fr)
 <p>Fourth annual meeting of the Fundamental rights Platform: highlights of discussions and work sessions July 2011</p>	<p>The Fundamental Rights Platform (FRP), an annual networking event between the FRA and civil society, looked in 2011 at issues including access to justice and the role of civil society in fostering such access. It also considered the challenges and opportunities facing civil society with respect to the UN Convention on the Rights of Persons with Disabilities (CRDP). Moreover, the FRP provided opportunities for civil society and the FRA to discuss these and other areas of thematic interest in the fundamental rights field.</p>	en
 <p>Fundamental rights: challenges and achievements in 2010. Annual report June 2011</p>	<p>2010 marked the first year the European Union (EU) operated on the basis of a legally binding bill of rights – the Charter of Fundamental Rights of the EU. This year's annual report of the European Union Agency for Fundamental Rights puts the spotlight on the EU and its Member States' achievements and challenges as they strive to inject robust life into their fundamental rights commitments.</p>	en de – fr in print
 <p>Fundamental rights: key legal and policy developments in 2010. Summary June 2011</p>	<p>This Annual Report summary highlights selected key issues in the fundamental rights field, covering the following topics: asylum, immigration and integration; border control and visa policy; information society and data protection; the rights of the child and protection of children; equality and non-discrimination; racism and ethnic discrimination; participation of EU citizens in the Union's democratic functioning; access to efficient and independent justice; and victims compensation.</p>	en – de – fr – hu – pl

FRA products	Short description	Languages (available in 2012)
 <p>The right to political participation of persons with mental health problems and persons with intellectual disabilities June 2011</p>	<p>This report provides the first results from a legal study carried out by the European Union Agency for Fundamental Rights (FRA) in the context of its project on the 'Fundamental rights of persons with intellectual disabilities and persons with mental health problems'. The report first recalls the international and European standards favouring the full participation of persons with intellectual disabilities and persons with mental health problems in the electoral process. The comparative law analysis then highlights the diverse approaches adopted in the EU Member States. In a majority of these, persons who have lost their legal capacity are automatically deprived of their right to political participation.</p>	<p>en (2010) de – fr (2011) non-verified language versions: bg – cs – da – et – el – es – ga – hr- it – lv – lt – hu – mt – nl – pl – pt – ro – sk – sl – fi – sv</p>
 <p>Antisemitism Overview of the situation in the European Union 2001-2010 June 2011</p>	<p>The FRA's data collection work over recent years shows that few European Union (EU) Member States have official data and statistics on antisemitic incidents. Even where data exist, they are not comparable, since they are collected using different definitions and methodologies. Furthermore, in many EU Member States Jewish organisations or other civil society organisations do not collect data on antisemitic incidents in a systematic way, as there is no complaints mechanism in place to receive and investigate allegations. Where such data exists, usually as lists of cases, they are collected ad hoc by civil society organisations or are based on media reports with varying degrees of validity and reliability.</p>	<p>en</p>
 <p>Opinion of the FRA on the Proposal for a Directive on the use of Passenger Name Record (PNR) data June 2011</p>	<p>Upon request of the European Parliament, the FRA presented an expert opinion on the fundamental rights compliance of a proposal for a directive on the use of Passenger Name Record (PNR) data for the prevention, detection, investigation and prosecution of terrorist offences and serious crime (COM(2011) 32 final). This was a follow-up request to the opinion of the FRA related to PNR from October 2008.</p>	<p>en – de -fr</p>
 <p>Homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity in the EU Member States May 2011 July 2011</p>	<p>The European Union (EU) is founded on the values of equality and non-discrimination, and through its policies works to combat discrimination, including discrimination based on sexual orientation or gender identity. This report of the European Union Agency for Fundamental Rights (FRA) twins its research findings in the field with the relevant EU standards in a short and easy-to-read publication designed to equip those who shape policy with the information they need to develop a coherent and systematic approach to the protection of lesbian, gay, bisexual and transsexual (LGBT) rights.</p>	<p>Comparative legal analysis: en (2010) de – fr (2011) Synthesis: en – de – fr</p>
 <p>Factsheet: Key legal trends in the protection of LGBT rights in the EU (2008-2010) May 2011</p>	<p>The factsheet looks at six key legal trends, both positive and negative, in the protection of LGBT rights in the EU from 2008 to 2010. The factsheet highlights evidence-based FRA advice to tackle problems still facing LGBT persons in the EU.</p>	<p>en – bg – cs – da – de – et – el – es – fr – ga – hr- it – lv – lt – hu – mt – nl – pl – pt – ro – sk – sl – fi – sv</p>

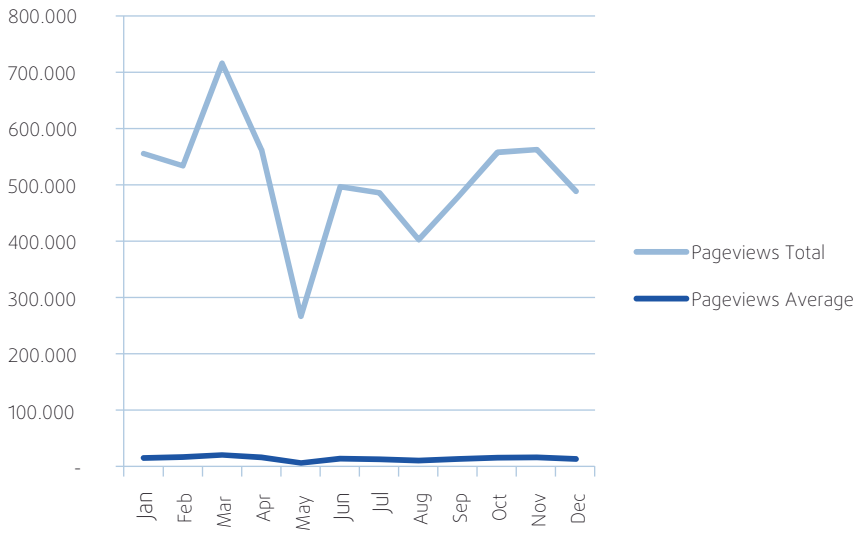
FRA products		Short description	Languages (available in 2012)
	Factsheet: Lesbian, Gay, Bisexual and Transgender (LGBT) rights in the European Union May 2011	The factsheet points to proactive EU Member State initiatives to protect the rights of LGBT persons and highlights evidence-based advice from the FRA to tackle remaining problems.	en – bg – cs – da – de – et – el – es – fr – ga – it – lv – lt – hu – mt – nl – pl – pt – ro – sk – sl – fi – sv
	Excursion to the past – teaching for the future: handbook for teachers May 2011	The handbook emphasises the link between teaching about the Holocaust and other Nazi crimes, and teaching about human rights and democracy. Teachers and guides of memorial sites or museums are key to ensuring that the connection between Holocaust and human rights education is recognised. However, there is a lack of human rights training available for both groups. The FRA thus encourages national governments to better integrate education on the Holocaust and human rights into their school curricula to reflect the significance of human rights in both the history and the future of the EU.	en – fr – de (cs – da – it – lt – nl -pl)
	Opinion of the European Union Agency for Fundamental Rights on the draft Directive regarding the European Investigation Order (EIO) April 2011	As requested by the European Parliament, the FRA opinion addresses the issue of fundamental rights standards for an instrument involving mutual recognition of investigation orders. It provides an overview of existing European standards, with particular emphasis on elements of fair trial, based on the Court of Justice of the European Union and the European Court of Human Rights case law.	en (de – fr)
	Access to justice in Europe: an overview of challenges and opportunities March 2011	This report provides an EU-wide comparative analysis of the effectiveness of access to justice across the EU Member States. Launched on 23 March at the conference 'Protecting victims in the EU: the road ahead' hosted in Budapest by the Hungarian Presidency of the Council of the EU with the support of the FRA, the report emphasises the obstacles that make it difficult for victims to enforce their rights.	en (de – fr – hu – hr) non-verified language version: pl (2011)
	Factsheet – Access to justice in Europe March 2011	According to international and European human rights law, EU Member States must guarantee everyone the right to go to court, or to an alternative dispute resolution body, and to get a remedy where their rights are violated. This is the right of access to justice. Without it, victims are not able to enforce their rights or put right the damage suffered.	en – fr – de – pl bg – cs – da – et – el – es – hr – it – lv – lt – hr – hu – nl – pt – ro – sk – sl – fi – sv
	Handbook on European non-discrimination law March 2011	The Handbook on European non-discrimination law is jointly produced by the European Court of Human Rights and the FRA. It is a comprehensive guide to non-discrimination law and relevant key concepts. The handbook is the first publication to present and explain the body of non-discrimination law stemming from the European Convention on Human Rights and European Union law as a single, converging legal system.	en – fr – de – es – it – pl in cooperation: Turkish and Catalan (bg – cs – el – et – fi – hu – nl – pl – pt – ro – sl – sv)

FRA products	Short description	Languages (available in 2012)
 <p>Coping with a fundamental rights emergency – The situation of persons crossing the Greek land border in an irregular manner (Thematic situation report) March 2011</p>	<p>EU Member State border authorities are facing difficulties at points of entry into the EU due to a rising influx of irregular migrants. The study is based on field research carried out by the FRA in January 2011 and describes the fundamental rights situation of persons irregularly entering the EU's external border between Greece and Turkey. Everyone is automatically detained, including children, pregnant women and babies. Conditions in the detention centres of the Evros region can only be described as inhumane. Although the situation is recognised as a fundamental rights emergency, no emergency measures have yet been implemented – despite the availability of EU funds.</p>	en
 <p>EU-MIDIS 5 Data in Focus report: Multiple discrimination February 2011</p>	<p>Within the framework of its EU-wide survey on discrimination of immigrants and minorities, EU-MIDIS, the FRA interviewed 23,500 people with an ethnic minority or immigrant background in all 27 EU Member States. Key questions on grounds of discrimination are comparable with results from a Eurobarometer survey of the majority population. The findings show that people belonging to 'visible' minorities, such as Roma and people of African origin, are more likely to suffer multiple discrimination – that is, being discriminated on more than one ground – than other minorities. Another relevant ground for discrimination that could increase the experience of multiple discrimination are socio-economic factors such as living with a low income.</p>	en (de – fr)
LANGUAGE VERSIONS COMING UP		
 <p>Understanding and preventing discriminatory ethnic profiling: A guide</p>		bg – cs – da – et – fi – It – lv – nl – pt – sk – sl – sv – hr
 <p>EU-MIDIS Data in Focus 4: 'Police stops and minorities'</p>		bg – cs – da – el – es – et – fi – it – hu – It – lv – nl – pl – pt – ro – sk – sl – sv – hr
 <p>EU-MIDIS Main Results Report</p>		fr – de

FRA products		Short description	Languages (available in 2012)
	Minorities in selected newspapers of six EU Member States – a pilot project Working paper December 2011	In 2008, the European Union Agency for Fundamental Rights (FRA) decided to examine in more depth methodological issues related to multilingual analysis of media content and launched a pilot project to examine representations of minority groups and related issues such as racism, discrimination, diversity, integration and migration (hereafter, minority-related issues) in the press in six Member States. The overarching aim of this project was to explore methodological approaches that could make a transnational analysis of media content possible, while taking into account the journalistic traditions and socio-cultural specificities of Member States of the EU.	en
	Regularisations – an instrument to reduce vulnerability, social exclusion and exploitation of migrants in an irregular situation in employment Working paper by ICMPD		en
	Diversity management and equality measures in the European Union Working paper		en
	Discrimination testing Working paper by ICMPD		en

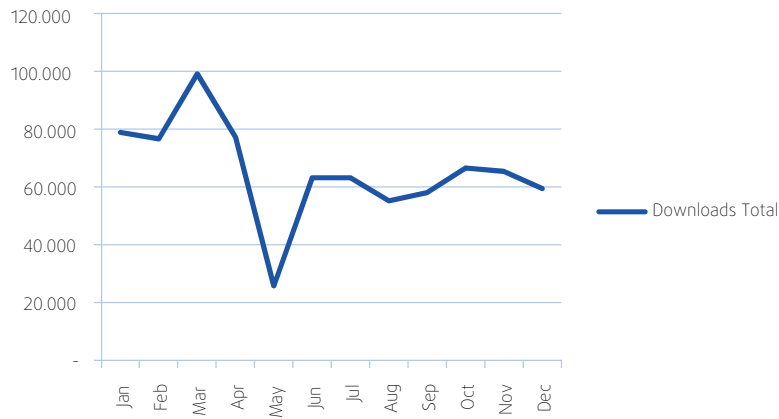


FRA web statistics



	Page views	
	Total	Average
Jan	556,000	17,935
Feb	534,581	19,092
Mar	715,913	23,093
Apr	563,433	18,781
May	268,324	8,655
Jun	497,461	16,582
Jul	486,543	15,694
Aug	404,112	13,035
Sep	480,195	16,006
Oct	558,096	18,003
Nov	563,305	18,776
Dec	489,313	15,784

Downloads Total



	Downloads
	Total
Jan	79,474
Feb	77,216
Mar	99,838
Apr	77,882
May	25,920
Jun	63,666
Jul	63,609
Aug	55,598
Sep	58,549
Oct	67,114
Nov	65,823
Dec	59,810



Annex 2 – Draft annual accounts and financial reports

Table 1: Outturn on C1 commitment appropriations in 2011 (in Mio €)

Chapter		Commitment appropriations authorised *	Commitments made	%
		1	2	3=2/1
Title A-1 STAFF EXPENDITURE				
A-11	STAFF IN ACTIVE EMPLOYMENT	8.47	8.47	100.00 %
A-12	EXPENDITURE ON STAFF RECRUITMENT	0.15	0.15	100.00 %
A-13	MISSIONS AND DUTY TRAVEL	0.39	0.39	100.00 %
A-14	SOCIOMEDICAL INFRASTRUCTURE	0.30	0.30	100.00 %
A-15	MOBILITY EXCHANGES OF CIVIL SERVANTS AND EXPERTS	0.08	0.08	100.00 %
A-16	SOCIAL WELFARE	0.38	0.38	100.00 %
A-17	ENTERTAINMENT AND REPRESENTATION	0.01	0.01	100.00 %
Total Title A-1		9.77	9.77	100.00 %
Title A-2 BUILDINGS EQUIP. & MISC OPERATING EXPENDITURE				
A-20	RENTAL OF BUILDINGS AND ASSOCIATED COSTS	1.17	1.17	100.00 %
A-21	DATA PROCESSING	0.73	0.73	100.00 %
A-22	MOVABLE PROPERTY AND ASSOCIATED COSTS	0.06	0.06	99.88 %
A-23	CURRENT ADMINISTRATIVE EXPENDITURE	0.11	0.11	100.00 %
A-24	POSTAGE AND TELECOMMUNICATIONS	0.14	0.14	100.00 %
A-25	EXPENDITURE ON MEETINGS	0.02	0.02	100.00 %
A-26	STUDIES SURVEYS CONSULTATIONS	0.29	0.29	100.00 %
Total Title A-2		2.52	2.52	100.00 %

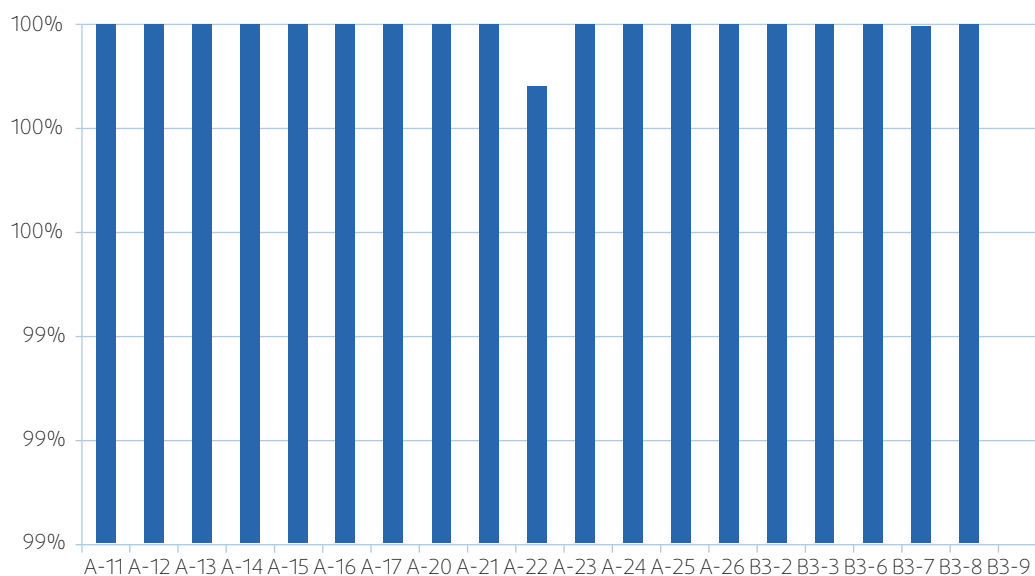
Table 1: (continued)

Title B0-3 OPERATIONAL EXPENDITURE				
B3-2	FREEDOMS		1.32	100.00 %
B3-3	EQUALITY		2.16	100.00 %
B3-6	JUSTICE		2.56	100.00 %
B3-7	HORIZONTAL OPERATIONAL ACTIVITIES		1.61	100.00 %
B3-8	BODIES OF THE AGENCY		0.23	100.00 %
B3-9	RESERVE FOR TITLE 3		0.00	
Total Title B0-3			7.89	100.00 %
TOTAL FRA			20.18	100.00 %

Note: Commitment appropriations authorised include, in addition to the budget voted by the legislative authority, appropriations carried over from the previous exercise, budget amendments as well as miscellaneous commitment appropriations for the period (e.g. internal and external assigned revenue).

Source: FRA, 2011

Figure 1: Outturn on commitment appropriations (%)



Source: FRA, 2011

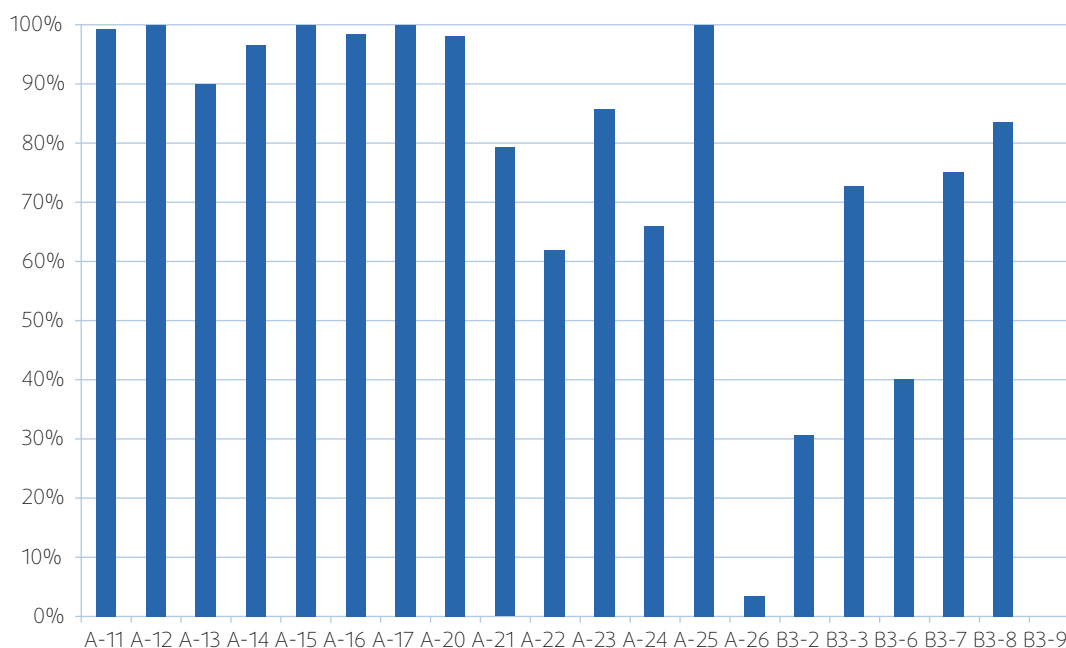


Table 2: Outturn on payment appropriations in 2011 (in Mio €)

Chapter		Payment appropriations authorised *	Payments made	%
		1	2	3=2/1
TITLE A-1 STAFF EXPENDITURE				
A-11	STAFF IN ACTIVE EMPLOYMENT	8.52	8.46	99.29 %
A-12	EXPENDITURE ON STAFF RECRUITMENT	0.15	0.15	100.00 %
A-13	MISSIONS AND DUTY TRAVEL	0.44	0.40	89.99 %
A-14	SOCIOMEDICAL INFRASTRUCTURE	0.30	0.29	96.59 %
A-15	MOBILITY EXCHANGES OF CIVIL SERVANTS AND EXPERTS	0.08	0.08	100.00 %
A-16	SOCIAL WELFARE	0.39	0.38	98.40 %
A-17	ENTERTAINMENT AND REPRESENTATION	0.01	0.01	100.00 %
TOTAL A-1		9.89	9.77	98.78 %
TITLE A-2 BUILDINGS EQUIP. & MISC OPERATING EXPENDITURE				
A-20	RENTAL OF BUILDINGS AND ASSOCIATED COSTS	1.24	1.22	98.12 %
A-21	DATA PROCESSING	1.15	0.91	79.31 %
A-22	MOVABLE PROPERTY AND ASSOCIATED COSTS	0.11	0.07	61.93 %
A-23	CURRENT ADMINISTRATIVE EXPENDITURE	0.14	0.12	85.78 %
A-24	POSTAGE AND TELECOMMUNICATIONS	0.16	0.10	65.98 %
A-25	EXPENDITURE ON MEETINGS	0.02	0.02	100.00 %
A-26	STUDIES SURVEYS CONSULTATIONS	0.29	0.01	3.40 %
TOTAL A-2		3.11	2.45	78.92 %
TITLE B0-3 OPERATIONAL EXPENDITURE				
B3-2	FREEDOMS	1.85	0.57	30.62 %
B3-3	EQUALITY	6.14	4.47	72.80 %
B3-6	JUSTICE	3.89	1.56	40.14 %
B3-7	HORIZONTAL OPERATIONAL ACTIVITIES	2.65	1.99	75.12 %
B3-8	BODIES OF THE AGENCY	0.29	0.24	83.59 %
B3-9	RESERVE FOR TITLE 3	0.00		
TOTAL B0-3		14.82	8.83	59.58 %
TOTAL FRA		27.82	21.05	75.67 %

Note: Payment appropriations authorised include, in addition to the budget voted by the legislative authority, appropriations carried over from the previous exercise, budget amendments as well as miscellaneous payment appropriations for the period (e.g. internal and external assigned revenue).

Source: FRA, 2011

Figure 2: Outturn on payment appropriations (%)

Source: FRA, 2011

Table 3: Breakdown of commitments to be settled at 31/12/2011

Chapter		2011 Commitments to be settled			
		Commitments 2011	Payments 2011	RAL 2011	% to be settled
		1	2	3=1-2	4=1-2/1
Title A-1 STAFF EXPENDITURE					
A-11	STAFF IN ACTIVE EMPLOYMENT	8.47	-8.42	0.05	0.58 %
A-12	EXPENDITURE ON STAFF RECRUITMENT	0.15	-0.15	0.00	0.00 %
A-13	MISSIONS AND DUTY TRAVEL	0.39	-0.35	0.04	11.28 %
A-14	SOCIOMEDICAL INFRASTRUCTURE	0.30	-0.29	0.01	3.41 %
A-15	MOBILITY EXCHANGES OF CIVIL SERVANTS AND EXPERTS	0.08	-0.08	0.00	0.00 %
A-16	SOCIAL WELFARE	0.38	-0.37	0.00	1.07 %
A-17	ENTERTAINMENT AND REPRESENTATION	0.01	-0.01	0.00	0.00 %
Total Title A-1		9.77	-9.66	0.11	1.10 %

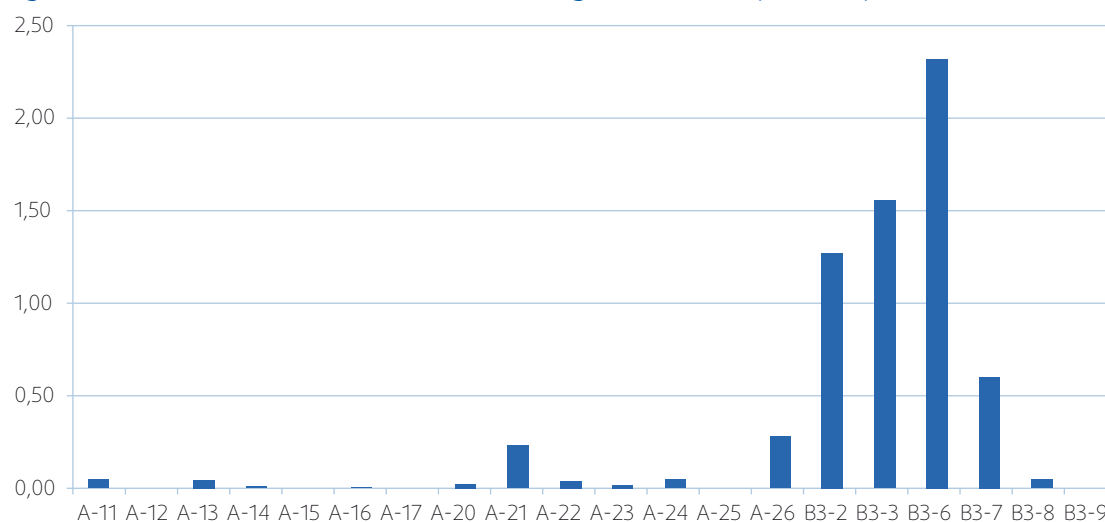
Title A-2 BUILDINGS EQUIP. & MISC OPERATING EXPENDITURE						
A-20	RENTAL OF BUILDINGS AND ASSOCIATED COSTS		1.30	-1.27	0.02	1.80 %
A-21	DATA PROCESSING		0.73	-0.49	0.23	31.92 %
A-22	MOVABLE PROPERTY AND ASSOCIATED COSTS		0.06	-0.02	0.04	70.08 %
A-23	CURRENT ADMINISTRATIVE EXPENDITURE		0.11	-0.09	0.02	15.62 %
A-24	POSTAGE AND TELECOMMUNICATIONS		0.14	-0.09	0.05	35.15 %
A-25	EXPENDITURE ON MEETINGS		0.02	-0.02	0.00	0.00 %
A-26	STUDIES SURVEYS CONSULTATIONS		0.29	-0.01	0.28	96.60 %
Total Title A-2			2.64	-2.00	0.64	24.24 %

Title B0-3 OPERATIONAL EXPENDITURE						
B3-2	FREEDOMS		1.32	-0.05	1.27	96.15 %
B3-3	EQUALITY		2.16	-0.61	1.56	71.96 %
B3-6	JUSTICE		2.56	-0.24	2.32	90.54 %
B3-7	HORIZONTAL OPERATIONAL ACTIVITIES		1.61	-1.01	0.60	37.24 %
B3-8	BODIES OF THE AGENCY		0.23	-0.19	0.05	20.03 %
B3-9	RESERVE FOR TITLE 3					
Total Title B0-3			7.89	-2.10	5.80	73.41 %

TOTAL FRA		20.30	-13.76	6.54	32.22 %
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Source: FRA, 2011

Figure 3: Breakdown of Commitments remaining to be settled (in Mio €)



Source: FRA, 2011

Table 4: Balance sheet

BALANCE SHEET		
BALANCE SHEET	2011	2010
A.I. NON CURRENT ASSETS	2,047,352.97	2,077,340.94
A.I.1. Intangible Assets	174,638.40	141,482.79
A.I.2. Property, plant and equipment	1,872,714.57	1,935,858.15
A.II. CURRENT ASSETS	7,759,734.56	7,515,777.37
A.II.2. Short-term Pre-Financing	61,990	396,600
A.II.3. Short-term Receivables	267,720.18	437,315.46
A.II.5. Cash and Cash Equivalents	7,430,024.38	6,681,861.91
ASSETS	9,807,087.53	9,593,118.31
P.I.2. Provisions (long term)	-	-
P.III. CURRENT LIABILITIES	-1,934,234.96	-1,834,623.06
P.III.2. Short-term provisions	-	-
P.III.4. Accounts Payable	-1,934,234.96	-1,834,623.06
LIABILITIES	-1,934,234.96	-1,834,623.06
NET ASSETS (ASSETS less LIABILITIES)	7,872,852.57	7,758,495.25
P.I.2. Accumulated Surplus / Deficit	7,872,852.57	7,758,495.25
TOTAL NET ASSETS/LIABILITIES	7,872,852.57	2,812,078.75

Notes: The figures included in Table 4 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.

Source: FRA, 2011



Table 5: Economic outturn account

ECONOMIC OUTTURN ACCOUNT		
ECONOMIC OUTTURN ACCOUNT	2011	2010
II.1.1. OPERATING REVENUES	-21,435,391.60	-22,367,034.71
II.1.1.1. Other operating revenue	-21,435,391.60	-22,367,034.71
II.1.2. OPERATING EXPENSES	21,321,034.28	17,420,618.21
II.1.2.1. Administrative Expenses	12,303,129.73	11,234,979.51
II.1.2.2. Operating Expenses	9,017,904.55	6,185,638.70
ECONOMIC OUTTURN FOR THE YEAR (SURPLUS)/ DEFICIT	114,357.32	-4,946,416.50

Notes: The figures in Table 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.

Source: FRA, 2011

Table 6: Average payment times for 2011**Legal Times**

Maximum Payment Time (Days)	Total Number of Payments	Number of Payments within Time Limit	Percentage	Average Payment Times (Days)	Number of Late Payments	Percentage	Average Payment Times (Days)
30	1268	1165	91.88 %	11.65	103	8.12 %	47.42
45	856	772	90.19 %	11.89	84	9.81 %	62.23

Total Number of Payments	2124	1937	91.20 %		187	8.80 %	
Average Payment Time	15.47			11.75			54.07

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
0	49	53	2.50 %	2,124	1,020,037.26	6.53 %	15,630,598.18

Late Interest paid in 2011

Agency	GL Account	Description	Amount (€)
			0

Source: FRA, 2011

Table 7: Situation on revenue and income in 2011

Title	Description	Year of Origin	Revenue and Income recognised	Revenue and Income cashed	Outstanding Balance
20-0	European Union subsidy	2011	21,413,025.25	21,413,025.25	0.00
90-0	Miscellaneous revenue	2009	122,000.00	122,000.00	0.00
90-0	Miscellaneous revenue	2010	122,000.00	122,000.00	0.00
90-0	Miscellaneous revenue	2011	271,765.78	271,765.78	0.00
TOTAL			21,928,791.03	21,928,791.03	0.00

Notes: The reason that the payment appropriations received during 2011 exceed the C1 appropriations is the result of strict cash flow management in 2009 where the FRA only requested three of the four instalments of the annual subsidy during that year. This resulted in the large negative budget outturn in 2009. Part of the outstanding 2009 payment appropriations (€2 million) were requested in 2010 and the balance of €1,233,005.25 was received in 2011.

Source: FRA, 2011

Table 8: Recovery of undue payments

RECOVERY ORDERS ISSUED IN 2011	TOTALS	
Year of Origin (commitment)	Number	RO Amount
Sum:	0	0.00

EXPENSES	Number	Amount
INCOME LINES IN INVOICES	0.	0.00

	Number	Amount
NON ELIGIBLE AMOUNT IN COST CLAIMS	0.	0.00

	No error / irregularity	
	Number	Amount
CREDIT NOTES	30	-377,306.52

Source: FRA, 2011

Table 9: Ageing balance of recovery orders at 31/12/2011

Year of Origin	Number at 01/01/2011	Number at 31/12/2011	Evolution	Open Amount (€) at 01/01/2011	Open Amount (€) at 31/12/2011	Evolution
2009	1		-100.00 %	122,000.00	0.00	-100.00 %
2010	1		-100.00 %	122,000.00	0.00	-100.00 %
Totals	2		-100.00 %	244,000.00	0.00	-100.00 %

Source: FRA, 2011

Table 10: Recovery order waivers in 2011 > €100,000

	Waiver Central Key	Linked RO Central Key	RO Accepted amount (€)	LE Account Group	Commission Decision	Comments
Total			0			
Number of RO waivers			0			

Justifications:

N/A

Source: FRA, 2011

Table 11: Census of negotiated procedures

NEGOTIATED PROCEDURES – CONTRACTS > € 60.000

Count:	0
Total amount:	0

Number	Contractor(s)		Type of contract	Description	Amount (€)	Legal base
	Name	Address				

None

Source: FRA, 2011



Table 12: Building contracts

BUILDING CONTRACTS

Count:	0
Total amount:	0

Number	Contractor(s)		Type of contract	Description	Amount (€)	Legal base
	Name	Address				

N/A

Source: FRA, 2011

Table 13: Contracts declared secret

SECRET CONTRACTS

Count:	0
Total amount:	0

Number	Contractor(s)		Type of contract	Description	Amount (€)	Legal base
	Name	Address				

N/A

Source: FRA, 2011

Annex 3 – Materiality criteria

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

Qualitative criteria are linked to failure in achieving the FRA'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. In addition, the weakness must imply a significant reputational risk.



Annex 4 – Internal Control Template(s) for budget implementation (ICT)

CHARACTERISTICS OF THE AGENCY'S ENVIRONMENT

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

- Key inherent risks insofar as they impact on reasonable assurance (including limit and extent of its responsibilities and those of other stakeholders):
- The specific assessment of risks impacting 2011 activities and relevant mitigating actions is reported in Annex 5.

Management mode:

Direct centralised

Key figures:

Volume of contracts by type of contract:

Supply: €409,818.77

Service: €9,344,664.86

Volume of contracts by type of procedures:

Open: €7,422,296.58

Restricted: €19,864.63

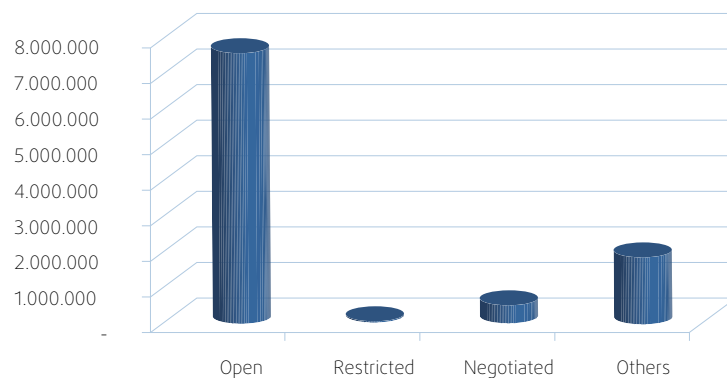
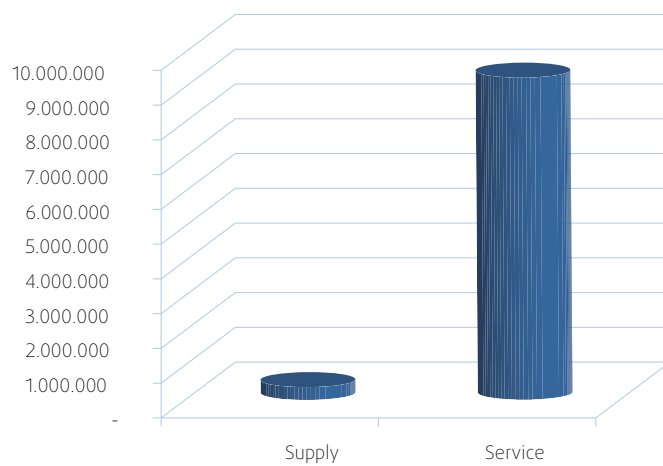
Negotiated: €449,829.09

Others: €1,862,493.33

Number of contractors: 162

Average value of contracts: €16,674

Contracted amounts by type of contract and type of procedure



Source: FRA, 2011

2. Management and control systems: stages and main actors	
<p>Selection process (of intermediaries, contractors etc.), including preventive controls</p>	<ul style="list-style-type: none"> • 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. • Procurement needs are clearly defined and justified from an economic or operational point of view and approved by an Authorising Officer. • For high-value contracts an evaluation committee is set up for the selection of the contractors. All members of the evaluation committees are asked to sign a document reminding them of their obligation to declare any potential conflict of interest. • 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 European 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). • A procurement steering committee is consulted with regard to all high value procurement files • Physical protection of the offers submitted (locked room and segregation between original and copies)
<p>Communication and information measures to improve the quality of financial management and provision of supporting data by contractors and intermediaries</p>	<ul style="list-style-type: none"> • Transparency measures: calls for tender are published in the Official Journal and on the FRA's website. Updated information and FAQ are posted regularly on the website. • Adequate communication is provided to the unsuccessful tenderers. • Computerised accounting system is used to record the contracts and the transactions related to the contracts in ABAC. • 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. • 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.
<p>Detective and corrective controls:</p> <p>Checks and monitoring during the initial phases of the programme/contract</p> <p>Checks and monitoring during the final/closure phases of the programme/contract</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"> • <i>Title I – Staff expenditure</i> <p>Simplified workflow applies for routine administrative expenditure under Title I. The initiation is done in the Human Resources Department. The verification and authorisation process lies with the Authorising Officer.</p> <ul style="list-style-type: none"> • <i>Title II – Operating expenditure, and Title III – Operational expenditure</i> <p>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 were under the responsibility of the department concerned. The financial initiation and verification were centralised in Administration – Finance and Procurement.</p> <p>During the financial year the financial verifying agent was removed from the workflow for Title II and III. Therefore, the financial verification process lies with the Authorising Officer.</p> <p>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.</p> <p>All persons involved in the transaction have been nominated by the Authorising Officer to carry out the task and their names are recorded in the computerised financial system.</p>
<p>Preventing and corrective controls and audit:</p> <p>Desk reviews, on-the-spot audits carried out either <i>ex-ante</i> or <i>ex-post</i></p>	<ul style="list-style-type: none"> • In the context of the risk assessment preventive actions are agreed and implemented. In this regard a desk analysis was performed concerning the rate of participation in the tenders. The specific needs of increase advertising capacity. • Audits from IAS and ECA are carried out on an annual basis. The recommendations and corrective measures are promptly addressed by the FRA increasing the level of confidence.



<p>Anti-fraud measures:</p> <p>Fraud prevention and detection measures taken, like anti-fraud strategy, systematic controls and risk analysis, close monitoring of selected contracts or grants, etc.</p>	<ul style="list-style-type: none"> • The procurement and financial processes are driven by strong procedures implementing active controls at department level and Administration level. • The four eyes principle applied at each level gives reasonable assurance of compliance with the legal framework. • Audits from IAS and ECA are carried out on an annual basis. The recommendations are promptly addressed by the FRA increasing the level of confidence. • A declaration of absence of conflict of interest is signed by the members of panels. • Five members in the evaluation committees reduce the risk of unequal treatment.
<h3>3. Feedback which enables control activities to be optimised</h3>	
<p>Verification that processes are working as designed</p>	<ul style="list-style-type: none"> • Risk assessment process serves to highlight key issues to ensure that mitigating action is taken. • Self-assessment of the effectiveness of the internal control arrangements is performed on an annual basis. • Self-assessment of the compliance with internal control standards is performed on an annual basis.
<p>Monitoring of performance of independent bodies, 3rd party auditors, externally contracted auditors</p>	<ul style="list-style-type: none"> • 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.

Annex 5 – Risk assessment

Ref	Description of risk	Proposed risk mitigation actions	Accomplished mitigating actions
1	<p>Management and supervision risk: Absence or low use of IT monitoring tools for correct follow up on projects advancement.</p>	Increase the use of MATRIX IT Project monitoring Tool.	<p>The use of MATRIX IT tool has been increased via dedicated actions:</p> <ul style="list-style-type: none"> • Training • Enhancement of features • Support to project managers for data migration <p>Additional efforts will be developed in 2012 for a complete and updated project monitoring.</p>
2	<p>Management and supervision risk: Failure to have an appropriate follow-up of Audit findings and corrective actions plan.</p>	Develop and document a process for follow-up of corrective and preventive actions (Audit findings and risk assessment).	A process has been developed and it is fully operational.
3	<p>Process risk: Delayed or incomplete monitoring and evaluation processes.</p>	Define clear policy on projects to be monitored and evaluated.	<p>A performance Measurement Framework has been proposed.</p> <p>In the context of AWP 2012 a specific budget has been allocated for the implementation of evaluation initiatives.</p> <p>A FWC has been made in order to have external support in the further development and implementation of the performance.</p>
4	<p>Procurement risks: Unsuccessful procurement procedures.</p>	<p>Plan procurement procedures following adoption of Annual Work Programme.</p> <p>Prepare clear technical specifications.</p> <p>Strong process via appropriate documented procedure.</p>	<p>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.</p> <p>The advertisement measures have been consolidated in order to cover the maximum audience via OPOCE and website.</p> <p>In some cases the advertisement capacity was strengthen using the local media.</p>
5	<p>Procurement risks: Limited knowledge of staff on tendering issues resulting in unjustified decisions and legal challenge.</p>	<p>Strong process via appropriate documented procedure.</p> <p>Increase awareness via appropriate trainings.</p>	<p>Specific trainings have been delivered to the financial actors increasing awareness on:</p> <ul style="list-style-type: none"> • The drafting of terms of reference • Responsibilities of members of evaluation panel • Confidentiality issues.



Ref	Description of risk	Proposed risk mitigation actions	Accomplished mitigating actions
6	External stakeholders risks: The FRA receives ad hoc requests from its stakeholders.	Annual Work Programme projects are prioritised in advance to allow faster decision-making of project activities. Use of framework contracts allows fast contracting of services.	A procedure for AWP development has been adopted implementing a two years in advance planning approach. This allows early and extensive consultation of Stakeholders and an increased capacity to address specific requests.
7	Business Continuity plan: Incapability to restore the service in case of major disruptions.	Establish business continuity policy and plans.	Following a study to assess the impact on FRA processes in case of major disruption the agency has developed a Business continuity policy and specific plans for different scenarios of disruption. The FRA will continue to evaluate the scenarios and the capacity of reaction.

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