

ANNUAL  
WORK PROGRAMME  
2012



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## Foreword

The FRA Annual Work Programme 2012 is set against a background of significant changes both in Europe's economic reality and the legal structure of the European Union. It was established in light of the European Union's ambitious "Europe 2020" strategy and it is the Agency's first work programme taking account of the Treaty of Lisbon which has significantly strengthened protection of fundamental rights at EU level.

Also, this year completes the implementation of the Agency's first five-year multi annual framework (MAF) which sets the thematic umbrella under which the FRA carries out the tasks defined under its Founding Regulation.

In view of the achievements since its establishment in 2007 as well as latest policy trends, the present work programme encompasses the full range of fundamental rights issues covered by the FRA in the post-Lisbon era.

It aims at anticipating major challenges, specifically in the fields of data protection, the rights of the child and the Roma which currently present themselves as significant in the European Union and its member states.

With data collection and analysis in the area of criminal justice, the Agency will also react to the expectations expressed amongst stakeholders regarding former third pillar areas. This will provide timely evidence-based advice to policy makers and support the Agency's efforts to increase the impact of its work in policy development at EU and national level.

We would like to thank the FRA Management Board for their valuable feedback and diligent oversight of the drafting process.

Additionally, we would like to acknowledge the assistance of the numerous valuable comments received from our stakeholders.



**Morten Kjaerum**  
Director



**Ilze Brands Kehris**  
Chairperson of the  
Management Board

### 1.1 The FRA mandate

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

The objective, the scope and the tasks of the Fundamental Rights Agency are set out in Articles 2 to 4 of Council Regulation (EC) NO 168/2007 establishing the Agency.



*The objective of the Agency shall be to provide the relevant institutions, bodies, offices and agencies of the Community and its Member States when implementing Community law with assistance and expertise relating to fundamental rights in order to support them when they take measures or formulate.*

*Council Regulation (EC) N° 168/2007 Art.2*

To achieve this objective, the Agency collects and analyses data in order to provide independent assistance and expertise to policy-makers, and networks with human rights stakeholders to ensure its work is appropriately informed and to disseminate the results of its work.

*(a) collect, record, analyse and disseminate relevant, objective, reliable and comparable information and data ...*

*(b) develop methods and standards to improve the comparability, objectivity and reliability of data*

*(c) carry out, cooperate with or encourage scientific research formulate and publish conclusions and opinions on specific thematic topics, and surveys, preparatory studies and feasibility studies*

*(e) publish an annual report on fundamental-rights issue...also highlighting examples of good practice;*

*f) publish thematic reports based on its analysis, research and surveys;*

*(g) publish an annual report on its activities; and*

*(h) develop a communication strategy and promote dialogue with civil society, in order to raise public awareness of fundamental rights and actively disseminate information about its work.*

*Council Regulation (EC) N° 168/2007 Art.4*

The Agency situates its work in the wider context of the **Charter of Fundamental Rights** of the European Union. The purpose of the Charter is to strengthen the protection of fundamental rights in the European Union in the light of changes in society, social progress and scientific and technological developments.

The Agency fulfils its tasks, as defined by its Regulation, by implementing specific projects and horizontal activities within the thematic areas of its five-year **Multi-annual Framework**, which fall broadly under different chapters of the Charter of Fundamental Rights.

The thematic areas of the Multi-annual Framework are of a cross-cutting nature, as they have implications on fundamental rights in different chapters of the Charter.

## FREEDOMS

- ▶ Asylum, immigration and integration of migrants
- ▶ Visa and border control
- ▶ Information society and, in particular, respect for private life and protection of personal data

## EQUALITY

- ▶ Racism, xenophobia and related intolerance
- ▶ Discrimination based on sex, race or ethnic origin, religion or belief, disability, age or sexual orientation and against persons belonging to minorities and any combination of these grounds.
- ▶ The rights of the child, including the protection of children

## CITIZENS' RIGHTS

- ▶ Participation of the citizens of the Union in the Union's democratic functioning

## JUSTICE

- ▶ Access to efficient and independent justice
- ▶ Compensation of victims

In this regard, chapter headings and projects should not be considered in isolation but as part of an inter-

related and inter-dependent whole under the Charter. According to Article 5 of its Regulation, the Agency may also carry out other tasks at the request of the European Parliament, the Council or the Commission that could be outside these thematic areas.

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

The Agency cooperates with Union bodies, offices and agencies, Member States, governmental organisations and public bodies competent in the field of fundamental rights in the Member States, including National Human Rights Institutions, Equality Bodies, and Ombuds Institutions. In particular the Agency takes into account in its work reports and research initiated by the European Commission – for example, research under the 7th Research Framework.

Taking into account such work serves to avoid duplication and to enhance synergies between the work of the Agency and the Commission services. In addition, the Agency cooperates with the Organisation for Security and Co-operation in Europe (OSCE), the United Nations and other international organisations.

The Agency considers the output of the UN Human Rights system related to EU Member States, in particular resulting from the Universal Periodic Review, Special Procedures of the UN Human Rights Council and UN treaty bodies.

In addition to the issues and activities related to the specific thematic areas outlined in the Multi-annual Framework, the Agency also carries out work on fundamental rights in general and undertakes activities which cut across the various thematic areas (transversal and horizontal tasks). These activities relate to the Agency's research activities and its work on human rights education and awareness raising.

## 1.2 Working methods: planning perspective and integrated methodology

In order to have a more strategic approach, the Agency has adopted a **multi-annual planning perspective** when drafting its Annual Work programme (N-2). Stakeholders contribute to the drafting of the Agency's Annual Work Programme two years in advance through systematic, comprehensive and continuous dialogue during the planning process.

This methodology is based on the approach taken by the Multi Annual Framework which outlines the Agency's long term strategic objectives. A multi-annual planning approach is necessary for the Agency to achieve its objectives which, in most cases, are linked to projects that take several years to implement. The consistency of the objectives and the mitigation of potential uncertainties related to the long term planning are regularly checked and revised during specific consultations and regular debates.

Continuous monitoring and systematic evaluation of the activities undertaken will provide the management of the Agency, as well as the main stakeholders, with early and regular feedback on possible divergences from the planned outputs and outcomes. The Agency will then be able to revise and update planned objectives and activities in the Annual Work Programme at an earlier stage.

The planning methodology has also been adopted in order to meet some of the requirements of the Agency's founding regulation. In particular, the Agency needs to ensure that its objectives and activities are complementary to those of other relevant institutions working in the field of fundamental rights.

The new approach represents a valuable planning instrument for ensuring that the Agency adheres to the limits set in the multi annual staff policy plan and, in addition, should provide more accurate forecasts for procurement/contracting purposes.

The Agency will address in 2012 a variety of related fundamental rights issues including developments concerning racism and xenophobia, equality, asylum and migration and access to justice. These will be complemented by cross-cutting horizontal communication and networking activities primarily aimed at raising awareness on key fundamental rights issues.

The Agency's working methods strive to be efficient and effective, and form a seamless line from inception to dissemination to ensure effective implementation of the Work Programme. In this light, the Agency's Annual Work Programme is characterised by an integrated approach to the planning and implementation of its activities.

The Agency has developed an integrated cross-departmental approach to its projects as its working methodology. Networking is undertaken by the External Relations and Networking (ERN) department, research by the departments Equality and Citizen's Rights (ECR) and/or Freedoms and Justice (FJ), and communication by the Communication and Awareness Raising (CAR) department. Much of the Agency's work is carried out through multi-annual rolling projects to address more resource demanding issues. In addition, cross cutting activities allow the Agency to cover comprehensively a broad spectrum of fundamental rights issues.

In order to assist the Management Board in its planning work, the operational services have suggested projects as:

#### **FIRST PRIORITY**

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

#### **SECOND PRIORITY**

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

#### **THIRD PRIORITY**

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

## 1.3 FRA core activities

### **Providing evidence based advice**

The FRA provides evidence based conclusions and opinions to those who develop and implement policy at EU and national level supporting their work so that it fully respects fundamental rights. In this context the FRA produces an annual report on fundamental rights in the EU and thematic reports on key fundamental rights issues, such as on homophobia, racism and rights of the child.

### **Collecting and analysing data**

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

### **Cooperating with stakeholders**

The Agency engages with a broad range of stakeholders from international to local level. In this way the FRA exchanges information and creates synergy with the work carried out by the various human rights actors. The Agency also engages with civil society organisations from across the EU through its Fundamental Rights Platform.

### **Communicating and raising awareness**

The FRA develops communication, multimedia and information resources in order to raise awareness of fundamental rights to specific target groups and to the European citizen in general and it develops communication activities to disseminate the results of its work.

## 2.1 Providing evidence based advice

The Agency provides advice to support better informed policy making and implementation in relation to fundamental rights, and in particular to support better use of evidence – based on robust research results – in policy making. It provides its advice in many forms, but primarily through its conclusions and opinions which are based on its research, data collection and analysis.

The FRA's conclusions and opinions, contained in its comparative reports, are used by stakeholders, in particular the Council of Europe and international organisations, such as UNICEF, UNHCR, OHCHR, OSCE/ODIHR, etc, as well as regional and local authorities, national human rights institutions, equality bodies, and civil society organisations.

## 2.2 Collecting and analysing data

Data collection and analysis on the situation of fundamental rights in the EU forms the cornerstone of the Agency's work. In 2012 the FRA will carry out data collection activities on fundamental rights issues, as outlined below, which are often cross-cutting.

Research activities are carefully coordinated to achieve an interdisciplinary approach that brings together legal and social research, which is based on primary and secondary data and information collection, and is informed by policy developments and needs. Reports are mostly written in house by expert staff and all publications follow a rigorous in-house review process involving the Scientific Committee, as well as senior research staff, heads of department and the director.

The Agency's two research departments – Equality and Citizens' Rights, and Freedoms and Justice – work closely together so that results in one area, for example on asylum issues, inform the analysis in other areas, for example racism or child rights, and vice versa.

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

FRA research is policy driven and needs to be policy relevant. With this in mind the Agency engages with key stakeholders both at the planning and at the

implementation stages of projects to ensure that the work carried out actually corresponds to their needs.

*(d) develop methods and standards to improve the comparability, objectivity and reliability of data at European level, in cooperation with the Commission and the Member States.*

*Council Regulation (EC) N° 168/2007 Art.4*

Data are collected in two ways: as secondary source information or as primary data collection based on fieldwork. Secondary sources include data and information from governmental sources, as well as from non governmental sources such as academic research, civil society reports and studies, results of monitoring by international organisations, etc.

The FRA's past work has established that secondary source data and information are often not available or not comparable on a range of issues; for example in the areas of recorded racist crime or discrimination complaints. Therefore, the FRA undertakes primary fieldwork research to fill this knowledge gap in key areas. One such example is the Agency's large-scale survey-based research – such as EU-MIDIS and the violence against women survey, both of which serve to fill a gap in current EU-wide data on particular fundamental rights issues.

Data and information are collected across the EU through the FRA's own research network (FRANET), which is composed of contracted national focal points for each Member State, or through other contracted experts for particular projects.

Research staff utilise robust, scientific methods and in-house expertise, and work together with contractors in the development of research and the application of different methodologies when collecting data and information across the EU27. The Agency takes several steps to ensure that its research work is of the highest possible quality, following the guidance of Its Scientific Committee and advice from external experts.

## 2.3 Cooperating with stakeholders

In 2012, the FRA Work Programme will further strengthen the cooperation and engagement with the Agency's stakeholders. The Agency will seek to expand its stakeholder base particularly in relation to its new projects and activities. Regular feedback from stakeholders and a variety of new ways for stakeholders to engage with the Agency will be a

feature of the Agency's work programme in 2012.

The Fundamental Rights Agency places cooperation with its stakeholders at the heart of its activities. Stakeholders help ensure that the Agency's outputs and activities remain useful and relevant. They do this by providing feedback on the use, impact and outcomes of the Agency's outputs and activities. This is done by stakeholders primarily through the Agency's annual work programme development process, as participants in projects or through the relationships and networks which have been formed by the Agency and its predecessor the EUMC over the last decade.

### Who are the Agency's stakeholders?

The Agency works closely with the European Union institutions and advisory bodies namely the European Parliament, the Council of the EU, the European Commission, the European Economic and Social Committee and the Committee of the Regions. It cooperates closely with the Member States of the EU. The EU and Member State level cooperation is essential in ensuring that the Agency's projects and activities are connected to the key legislative and policy developments on fundamental rights in the EU. It enables the Agency undertake its advisory role by providing evidence based information, results, conclusions and opinions.

The Agency has also to ensure that it is not duplicating the work of other Agencies or bodies working at the European and national level and that its priorities and programmes enhance the consistency and coherence to fundamental rights work at both the European and national level.

It therefore cooperates with a variety of stakeholders at the European and national level. Further it takes into account the work already done when setting up the programme and implementing it in order to avoid duplication.

These include Union agencies and bodies such as EUROFOUND, FRONTEX, EASO, EIGE and CEPOL and at the national level, National Human Rights Institutions, Equality Bodies and Ombudsmen and other similar institutions working on fundamental rights issues. In addition, human rights has a dimension at the broader European and international level and the impact of human rights developments at key institutions and organizations at the European and international level can have a knock on effect on

the way the Agency conducts its business and the standards that it employs.

The Agency has therefore developed a close working relationship with the Council of Europe, employing its standards and recommendations in its work. A Cooperation Agreement determines the scope and nature of the cooperation. It also cooperates with the United Nations system and the Organisation for Security and Cooperation in Europe (OSCE).

*The EU and Member State level cooperation ... enables the Agency to undertake its advisory role by providing evidence based information, results, conclusions and opinions*

*Council Regulation (EC) N° 168/2007 Art.4*

In addition, the Agency needs to collect information from a variety of non-governmental sources, have its ears to the ground and be open to the general public. It cannot achieve that by itself and it has developed relations with civil society organizations such as the social partners, professional groups, academics, practitioners, non-governmental organizations and experts.



It has established a cooperation network (Fundamental Rights Platform) and it meets annually with its participants. Civil society organizations also engage directly in the projects and activities of the Agency.

The Agency further supports a fundamental rights enabled environment. It undertakes human rights education and training with key stakeholders and helps stakeholders develop a capacity to be more effective positive agents of change for fundamental rights.

## 2.4 Communicating and raising awareness

In 2012 the Fundamental Rights Agency will continue to raise public awareness of fundamental rights, as well as disseminating information about its work focusing particularly on stakeholder communication.



All communication activities will be based on the Agency's Communication Strategy and, more concretely, on its Annual Communication Plan for 2012.

Stakeholder Communication is an integral part of every FRA activity.

FRA stakeholder communication is about developing communication products, tools and services for institutions, organisations and actors who have a 'stake' in the work of the Agency – all of whom have an impact on policy outcomes and practice related to human rights – to ensure they receive the FRA products and services at the right time and in the most appropriate format. This will enable them to use the products to meet their needs.

The Agency provides its key audiences with:

- evidence-based, objective, relevant and useful data and information
- in a user-focused style and format
- via a target-group appropriate channel
- at the right time

*(a) collect, record, analyse and disseminate relevant, objective, reliable and comparable information and data*

*(d) formulate and publish conclusions and opinions (...)*

*(e) publish an annual report on fundamental-rights issues covered by the areas of the Agency's activity, also highlighting examples of good practice*

*(f) publish thematic reports based on its analysis, research and surveys*

*(g) publish an annual report on its activities*

*(h) develop a communication strategy and promote dialogue with civil society, in order to raise public awareness of fundamental rights and actively disseminate information about its work.*

Key tools and channels for FRA stakeholder communication and awareness raising include online, email and print tools and products, as well as events, personal meetings (visitors) and broadcast and print media.

The FRA's stakeholder communication can be divided into two main areas:

### **(1) Communication and awareness raising of specific project outcomes**

Each of the FRA projects needs to be communicated not only to the Agency's overall key target audiences, but also, more specifically, to the target audiences particular to each project. This will be informed by stakeholder mapping and consultation at project level, with contributions from all operational departments.

### **(2) Continuous stakeholder communication and awareness raising regarding cross-cutting issues**

Apart from the communication of project results to stakeholders, the FRA communicates on a regular basis with its key stakeholders, for the following reasons:

- networking" purposes – keeping stakeholders in touch with the Agency even at times where no report launch is taking place – "service orientation"
- keeping relevant stakeholders informed about FRA activities and ongoing work
- keeping relevant stakeholders informed about ongoing human rights issues
- general awareness-raising purposes, in particular about the Charter of Fundamental Rights of the EU
- FRA "publicity" - proving FRA relevance and usefulness
- to receive feedback from stakeholders on the relevance and usefulness of FRA contributions and activities

# FREEDOMS

## FRA Multiannual Framework

Asylum, immigration and integration of migrants

Visa and border control

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

### 3.1 Asylum, immigration, visa and borders

#### Policy background

The Treaty of Lisbon calls on the European Union to offer its citizens “an area of freedom, security and justice without internal frontiers, in which the free movement of persons is ensured in conjunction with appropriate measures with respect to external border controls, asylum, immigration and the prevention and combating of crime” (Article 2, the Treaty of the European Union). In turn, the Union is developing a common policy on asylum, immigration and external border control, based on solidarity between Member States, which is fair towards third-country nationals (Article 67, Treaty on the Functioning of the European Union).

In parallel, the Stockholm Programme announces a set of measures to facilitate legal access to the Union, and to counteract illegal immigration without preventing access to protection systems by those persons entitled to benefit from them. In March 2010 the Commission presented concrete plans on how to implement the policy commitments of the Stockholm Programme. These constitute the basis for the activities envisaged by the FRA in 2012.

#### Previous work

In 2010-2011 the FRA has focused on border control, irregular migration and asylum. It has not addressed legal migration or visas.

In May 2010 a cooperation arrangement was signed with Frontex, leading to an increased engagement by the FRA in promoting respect for fundamental rights at external borders. By engaging European Union Member States in its project dealing with borders from

the outset, the Agency intends to create an environment which will allow for the discussion of sensitive issues with them as well as with Frontex before the final research products are published. The Agency is engaging in the area of human rights training and has developed, in cooperation with Frontex and other partners, a concept for training of Frontex staff.

In the area of irregular migration, the FRA published a series of reports in 2010 and 2011. The first report was on immigration detention, and further reporting addressed how to deal with irregular migrants who are in practice not removed from Member States, particularly with regard to those who are in a situation of so-called ‘limbo’; while another report looked at the situation of irregular migrants employed in domestic work.

In the area of asylum, in 2010 the Agency published reports on the situation of separated children as well as on asylum procedures; the results of which are primarily based on interviews with asylum seekers. These reports allow for the experiences of asylum seekers to inform the work of policy makers entrusted with the creation of a Common European Asylum System. At the beginning of 2011 the Agency published a thematic situation report on ‘The situation of persons crossing the Greek land border in an irregular manner’. The report involved a field visit to Greece to document and better understand the nature of the fundamental rights problem concerning irregular migrants, and to explore potential responses to the problem.

#### Future challenges

The current issues related to migratory movements based on economic push and pull factors and the integration of security considerations and the need to respect fundamental rights will continue to characterise policy making in the areas of immigration and asylum for the years to come. To this end, the Agency will endeavour to ensure that the results of its research can feed constructively into the process underlining that the fundamental rights language that is now inserted concerning immigration and asylum is put into practice.

#### Planned activities in 2012

In 2012, the FRA will build on the work done in previous years. The final reports from the project on the treatment of third country nationals at the EU’s external borders will be published in 2012 after extensive consultations with stakeholders.

Building on the results of its research and making use of the networks created in 2010 and 2011, the FRA will engage in a number of activities to promote its research findings and in particular the opinions formulated from this research.

### Expected impact

The overall goal of the FRA in the area of border control, immigration and asylum is for policy makers to consider respect for fundamental rights not as an obstacle to effective policies, but rather as a quality indicator of modern border management, integration and asylum policies. The FRA intends to achieve this by providing policy makers as well as practitioners with evidence on current practices and possible ways forward. Key stakeholders, including national authorities, as well as Frontex and EASO, will be increasingly involved during the implementation of projects

#### Corresponding projects fiches in the AWP2012

##### Project fiche 2.1.1

Fundamental Rights of Irregular Migrants in the European Union ..... page 21

##### Project fiche 2.1.2

Handbook on European law in the field of asylum, immigration and border control ..... page 22

##### Project fiche 2.1.3

Treatment of third country nationals at the EU's external borders..... page 23

##### Project fiche 2.1.4

Border Control and Fundamental Rights..... page 24

## 3.2 Information society, private life and personal data

### Policy background

The increased availability and use of new technologies is having significant repercussions on legal and practical measures to guarantee the fundamental right to data protection. While the EU has played a key role in introducing legislation concerning data protection — for example with the 1995 Directive on the protection of individuals with regard to the processing of personal data — it is apparent that legislation in this field currently lags behind developments in technology that have significant implications concerning data protection and privacy. In particular, the exponential growth in social networking sites, and suggestions by significant

actors such as Mark Zuckerberg, the founder of Facebook, that privacy is no longer the social norm, together with new challenges to privacy such as Google Street View, has meant that we are in a period where new technologies, and their use, are being reviewed with regard to data protection and privacy concerns.

The European Union's regulatory data protection framework is well developed under the former first pillar of the European Union. In comparison, data protection is under-developed under the former third pillar of policing and judicial cooperation in criminal matters. For example, article 13 in the Data Protection Directive provides for broad exemptions with regard to defence, security and criminal law. With the entry into force of the Lisbon Treaty and the adoption of the Stockholm Programme, the European Commission is called upon to drastically reform the European Union data protection framework in an effort to address some of these gaps, where possible.

By the end of 2010, the Commission was tasked with preparing a Communication on a new legal framework for the protection of personal data after the entry into force of the Lisbon Treaty. This Communication paves the way for a new comprehensive legal framework for data protection, which began in 2010 with initiatives such as the introduction of a Recommendation to authorise the negotiation of a personal data protection agreement for law enforcement purposes with the USA, alongside a Communication on 'privacy and trust in digital Europe' (which forms part of a broader response to ICT under the Commission's Europe 2020 Strategy for economic regeneration). In 2012 it is envisaged that a Communication will be completed by the Commission on core elements for personal data protection for law enforcement purposes in agreements between the European Union and third countries.

### Previous work

The Agency's work to date in the area of information society and, in particular, respect for private life and protection of personal data, has, so far, been limited. The publication in 2010 of the Agency's report on 'Data protection in the European Union: the role of national data protection authorities' reflects the main focus of its work to date. This report looked at the challenges for the EU's data protection system with respect to current deficiencies relating to the independence, effectiveness and capabilities of data

protection authorities in different Member States. The report addressed the current lack of enforcement of the data protection system in some Member States, and also made reference to research from surveys that has identified the public's lack of awareness of their rights in the field of data protection.

In 2011 the Agency responded to a request from the European Parliament to produce an opinion on PNR; which served to update the Agency's previous opinion.

Building on from this research, which was contextualised alongside other Agency reports in 2010 that sought to highlight and address deficiencies and good practices in the EU's fundamental rights architecture, the Agency will embark in 2012 on new research in the field of data protection, privacy and information technologies

### Future challenges

The Charter of Fundamental Rights of the European Union has introduced data protection as a separate article (under article 8) to respect for private and family life (under article 7). This is a significant development in consideration of other key human rights documents, such as the European Convention on Human Rights, as it distinguishes data protection in its own right. This separate article reflects the fact that the Charter was drafted in 2000, and therefore has responded to developments and concerns resulting from a growth in use of new technologies and the implications of this concerning data protection and privacy.

The challenge is how the EU's new legislative framework on data protection, including the Charter, can be assessed over the next few years with respect to people's enjoyment of their rights in the context of developing new technologies, and the extent to which the regulatory framework, including data protection authorities, is in a position to uphold these rights.

### Planned activities in 2012

The protection of privacy and personal data in the digital era raises fundamental challenges for the EU. With its unique working methods combining sociological and legal research, the FRA is in a position to provide evidence on current developments and targeted insights in specific areas. In 2012, the Agency proposes to look at the behaviour of internet users, their awareness of data protection, the risks they face, and suggestions concerning gaps and

challenges for legislative and policy responses with respect to core fundamental rights.

In this regard, the Agency's 2012 draft Annual Work Programme has set out a major project to look at the issue of data protection and privacy in relation to new technologies. The project will explore, through the use of a detailed online survey, how members of the public use information technology with respect to the frequency and type of personal information they divulge, their knowledge in consideration of data protection and privacy concerns, and whether they are aware of and have used data redress mechanisms. This project builds on the Agency's previous work, such as the 2010 report on the role of national data protection authorities in the context of the EU's broader fundamental rights architecture, which served to highlight some of the shortfalls in consideration of data protection mechanisms in the EU.

### Expected Impact

The Agency's work will complement that of, amongst others, the European Data Protection Supervisor and the Council of Europe, which are variously engaged in initiatives to uphold and promote data protection and privacy in relation to ICT. A key expected impact of the Agency's work is to provide evidence of the situation on the ground concerning internet users and data protection issues, which can serve to inform legislative and practical initiatives to promote and protect fundamental rights.

At the same time, the Agency's work should ensure that promotion and protection of fundamental rights relating to data protection and privacy are not seen as barriers to the use of and growth in new technologies, but only serve as barriers in the context of unlawful activities that can jeopardise fundamental rights.

### Corresponding projects fiches in the AWP2012

#### Project fiche 2.2.1

Data Protection: redress mechanisms and their use... page 25

#### Project fiche 2.2.2

Private vs. Public: Protecting privacy in today's digital era?... page 26

#### Project fiche 2.2.3

Handbook on European data protection case law...page 27

# EQUALITY

## FRA Multiannual Framework

Racism, xenophobia and related intolerance

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

The rights of the child, including the protection of children

### 3.3 Racism and non-discrimination

#### Policy background

Racism, xenophobia and related intolerance are according to FRA's Regulation a permanent part of FRA's activities. In past years the EU has taken action to combat racism and xenophobia, which include the establishment in 1997 of the predecessor of FRA, the European Monitoring Centre on Racism and Xenophobia (EUMC), the adoption in 2000 of the Racial Equality Directive, and in 2009 the Council Framework Decision on combating certain forms and expressions of racism and xenophobia by means of criminal law.

Similarly, the EU has taken steps to address effectively discrimination on all grounds, while also investigating the situation regarding multiple and intersectional discrimination. In particular regarding disability, the EU ratified the UN Convention on the Rights of Persons with Disabilities (CRPD) on 23 December 2010. Both the EU and the EU Member States have competence in the field covered by the CRPD. In addition, "Europe 2020" the EU's strategy for smart, sustainable and inclusive growth proposes a measurable target for 2020 in regard to combating poverty, namely that 20 million less people should be at risk of poverty.

On 5 April 2011 the European Commission issued its Communication on an EU Framework for National Roma Integration Strategies up to 2020. The Communication proposes that national Roma integration strategies are designed or, where they

already exist, are adapted to meet EU Roma integration goals, with targeted actions and sufficient funding (national, EU and other) to deliver them. It proposes solutions to address the current barriers to a more effective use of EU funds and lays the foundations of a robust monitoring mechanism to ensure concrete results for Roma.

The Commission Communication mentions specifically the FRA in relation to the Commission's annual report to the European Parliament and to the Council on progress on the integration of the Roma population in Member States and on the achievement of the goals: "The Commission will do so by building on the Roma household survey pilot project carried out by the United Nations Development Programme in cooperation particularly with the World Bank and the Fundamental Rights Agency. The Commission requests the Fundamental Rights Agency to expand this survey on Roma to all Member States and to run it regularly to measure progress on the ground. The Fundamental Rights Agency, working together with other relevant bodies, such as the European Foundation for the Improvement of Living and Working Conditions, will collect data on the situation of Roma with respect to access to employment, education, healthcare and housing. [...] In addition, the Fundamental Rights Agency should work with Member States to develop monitoring methods which can provide a comparative analysis of the situation of Roma across Europe."

In response to this Communication the FRA has adopted its existing activities with three main **components** addressing key questions:

**(1) What** is the situation of Roma today: In this respect the Agency will develop a major annual survey in close cooperation with the European Commission and working closely with relevant bodies, such as the European Foundation for the Improvement of Living and Working Conditions, to monitor progress regarding Roma inclusion in respect to key socio-economic characteristics and the respect of their fundamental rights. (Project Fiche 2.3.5)

**(2) Why** do problems with Roma inclusion persist: In this respect the Agency, building up to its work in 2011 interviewing a small sample of local authorities, will develop in 2012 in depth qualitative fieldwork research to examine in detail the underlying causes

for the slow progress of Roma inclusion strategies at national and local level.

**(3) How** can these problems be more effectively addressed; In this respect the FRA will engage in 2013 with stakeholders in close cooperation with the European Commission to support efforts by the EU and its Member States to improve the effectiveness of Roma inclusion measures.

#### Previous work

FRA's strategic objectives in the area of equality and non-discrimination that includes the fight against racism, xenophobia and related intolerances focus on identifying and analysing related issues across the EU. Specifically, in regard to racist, xenophobic and anti-Semitic violence and crime, as well as hate speech, FRA's objective is to identify and analyse trends in order to ascertain causes and measures taken to reduce their occurrence; in addition; also to identify how combating racism contributes to improving social integration and inclusion of persons with minority ethnic origin taking into account the impact of the ongoing economic crisis. A specific objective concerns the collection of data on the situation of the Roma and Travellers in order to establish how their rights are protected, promoted and fulfilled in all areas of social life.

In this regard the Agency collects regularly data, analyses and publishes relevant comparative reports. For example, in 2004 it published a report on antisemitism in the EU; in 2005 a report on racist crime and violence; in 2006 a report on the situation of Roma children in education and a report on Islamophobia, in 2010 a report on racism in sport, a report on the representation of minorities in the press, etc. These reports fulfilled some of the FRA's strategic objectives in this area, including the cross-cutting area of children's rights; for example, FRA's specific strategic objective to identify and analyse access to quality education and quality health care for children belonging to disadvantaged groups, in particular for Roma and Traveller children. All these reports highlighted the paucity of reliable data in most Member States. In response to this lack of data FRA carried out and published in 2009 EU-MIDIS, a unique survey of migrants and minorities experiences of racist discrimination and racist crime. In 2011 FRA carried out a second survey of this kind focusing on Jews. Building up on its research on holocaust

education the Agency developed in 2008 in cooperation with Yad Vashem a five year programme of human rights education raising awareness of young people about the universal lessons of the Shoah and other genocides and link these universal lessons to fundamental rights and values of the EU.

In regard to discrimination on other grounds, FRA's strategic objective is to identify and analyse the situation of LGBT persons, as well as positive measures and practices to reduce discrimination on grounds of sexual orientation and gender identity. FRA pioneered research work on other grounds of discrimination immediately after its establishment in 2007 leading in 2008 to a legal report and in 2009 a social report on homophobia and discrimination on grounds of sexual orientation and gender identity. In 2010, in collaboration with the Council of Europe, it updated the legal report and in 2011 launched a preparatory study for a survey of LGBT people in the EU. In addition, together with the European Court of Human Rights, the FRA has prepared a Handbook on European Non-discrimination law, published in March 2011. In view of the EU's obligations regarding the Convention on the Rights of Persons with Disabilities a FRA objective is to identify and analyse the treatment of people with disabilities and in particular the most vulnerable among them, such as people with mental illnesses. In this context, FRA initiated work on disability developing in 2009 a legal study and carrying out in 2010 and 2011 pioneering fieldwork research on the situation of persons with intellectual disabilities and mental health problems in selected Member States.

#### Future challenges

The Agency's reports show that despite the progress made in past years much more needs to be done to combat racism and discrimination, especially in a period of economic crisis, to achieve respect of fundamental rights and the EU's "Europe 2020" targets. Given the persistent nature of these problems FRA will continue to monitor the situation and collect the necessary evidence. While doing this it will cooperate closely with Member States and support them in developing appropriate data collection structures. At the same time the Agency will pilot research targeting particular cross-cutting issues, such as racist bullying affecting children, racism on the internet or female genital mutilation among African women. Finally, FRA will aim to develop innovative

methods to collect evidence regarding the problems and needs of persons with disabilities.

The FRA will also continue its work on the Roma based on its Roma Programme outlined above.

### Planned Activities in 2012

In 2012 FRA will continue to collect data on racism, update its annual report on antisemitism and disseminate the results of its work on racism and sport examining the possibilities of covering other grounds of discrimination. It will also continue work on the 2011 survey of Jews and complete the joint project with Yad Vashem “Lessons from the Holocaust” producing an interactive web site and educational material and cooperate with the Council of Europe on the implementation of its programme on “Remembrance of the Holocaust and prevention of crimes against humanity”. The work on the survey of LGBT persons initiated in 2011 will continue in 2012 expanding the work by examining the views and perceptions of authorities, including law enforcement, of homophobia and transphobia, as well as their good practices.

Based on the results of previous work on the situation of persons with intellectual disabilities and mental health problems, which will be wider disseminated and discussed during 2012, FRA will launch new pioneering research in this area. The project entitled ‘Equal Rights for persons with disabilities – Accessibility and reasonable accommodation’ will identify accessibility issues in everyday life faced by persons with disabilities, taking into account the full spectrum of disability from long-term physical, mental, intellectual to sensory impairments. Furthermore, it will finalise the project on multiple and intersectional discrimination that started in 2010 completing the data analysis and publishing results.

In response to the European Commission’s request in its Communication on an EU Framework for national Roma integration strategies the FRA will develop in close cooperation with the Commission’s services an ambitious programme, which will include surveys, working with Eurostat and national statistical offices to improve the collection of data, qualitative research to deepen our understanding of the key issues affecting the Roma, and stakeholder engagement activities.

### Expected impact

Each project aims at driving the relevant policy agenda forward by providing policy makers at EU and

national level, and other stakeholders with evidence based advice.

Work on racism and antisemitism, for example, aims mainly at the national and local level providing evidence as to the need, as a minimum, to implement EU law and develop effective measures to combat these phenomena, but, in addition, can also support civil society organisations in their advocacy work. The data collected in the context of discrimination against LGBT persons will also help member States in implementing the Recommendation of the Committee of Ministers of the Council of Europe on measures to combat discrimination on grounds of sexual orientation or gender identity”. Work on multiple discrimination aims to sensitize policy makers, and medical practitioners, about the vulnerabilities resulting from the intersection of ethnic origin, age and gender in health care. Work on disability discrimination aims at supporting the development of more effective EU policies, but can also support national and local authorities and other actors in improving the life of disabled persons. Finally, the Agency’s Roma projects will help the EU, as well as national and local authorities, in designing more effective and inclusive Roma initiatives, while also empowering Roma participation.

### Corresponding projects fiches in the AWP2012

- Project fiche 2.3.1**
- Survey on discrimination and hate crime against Jews in selected EU Member States... page 28
- Project fiche 2.3.2**
- Lessons from the Holocaust (2008-2012)... page 29
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### 3.4 The rights of the child, including the protection of children

#### Policy background

The respect, protection, promotion and fulfilment of the rights of the child are objectives of the EU on which the Treaty of Lisbon has put further emphasis. All Member States have signed and ratified the UN Convention on the Rights of the Child, and Article 24 of the EU Charter of Fundamental Rights provides a clear political mandate for action on children's rights.

The European Commission published in 2011 an ambitious EU Agenda on the rights of the child. Its purpose is to reaffirm the strong commitment of all EU institutions and of all Member States to promoting, protecting and fulfilling the rights of the child in all relevant EU policies and to turn it into concrete results. In the future, EU policies that directly or indirectly affect children should be designed, implemented, and monitored taking into account the principle of the best interests of the child enshrined in the EU Charter of Fundamental Rights and in the UN Convention on the Rights of the Child. The EU has implemented several initiatives, for example, child alert systems, funding instruments, etc, and tries to ensure the respect and promotion of children's rights in EU legislative and non-legislative actions (mainstreaming).

The Commission's Communication notes a significant lack of reliable and comparable data, which hinders the development of evidence-based policies, and identifies as one key challenge the improvement of existing monitoring systems, establishing child rights-related policy targets, and monitoring their impact. It stresses that gaps in knowledge about the situation and needs of the most vulnerable groups of children should be addressed as a matter of priority.

The Communication notes that this process will take stock of the child rights indicators developed by the FRA, which were developed on the request of the Commission to measure how the rights of the child are implemented, protected, respected and promoted across the EU. They are intended to guide the Agency's data collection and research, allowing it to develop evidence-based opinions and support the EU institutions and Member States when they take measures or formulate actions.

The FRA in close cooperation with the Commission services will develop an ambitious programme on the

rights of the child developing projects collecting data on the situation of children in the EU's justice systems guided by the Council of Europe's Guidelines on child friendly justice. In addition, data on children in vulnerable situations will be collected through other projects, for instance the survey on women's experiences of violence, which also covers their experiences as children, the Roma survey that has a particular focus on education, etc.

#### Previous work

The Agency started to work in this area by building up on its past work on Roma children in education. In 2007 following a request by the European Commission the Agency developed indicators for measuring the respect and protection of child rights in the EU. The Agency carried out this task in close cooperation with key institutional stakeholders, namely the Commission, the Council of Europe, UNICEF and ChildonEurope. In 2009 the Agency published a report on child rights indicators and continued in the following years to refine and operationalise them.

The Agency's work in this area is cross-cutting with many other areas of its work drawing from them, as well as contributing to them. The FRA pays particular attention in engaging children in its relevant research work. Building on this need for child-centred research the Agency carried out in 2009 and published in 2010 research on the situation and experiences of separated asylum seeking children in 12 Member States interviewing a large number of boys and girls aged 12-18.

In 2011 the FRA developed its indicators focusing on child friendly in civil justice procedures and mapped the existence of relevant comparable data at EU level.

#### Future challenges

The Agency's work shows that much needs to be done to respect, protect, promote and fulfil the rights of the child across the EU. As the Commission's Communication noted, there is a paucity of comparable data disaggregated by age and other key variables, e.g. gender, disability, ethnic origin, etc. In some areas, for example, children in civil or criminal justice or children in institutional care, comparable statistical data do not exist.

The Agency will develop its future work in close cooperation with the European Commission, the Council of Europe and UNICEF. This will involve the systematic collection of existing statistical and other



data at national level, the identification of important data gaps at EU and national level, as well as the development of methods. In parallel, FRA will engage in primary fieldwork research to develop the necessary evidence base for its work.

#### Planned activities in 2012

Following up to the operationalization of its indicators and initial data mapping carried out in 2011, FRA will launch in close cooperation with the European Commission primary fieldwork research with legal practitioners, e.g. judges and lawyers, to investigate how child friendly are currently civil justice procedures that concern children, engaging with parents and children, as appropriate. In parallel, the FRA will support the Commission's efforts to work with Eurostat and national statistical offices in order to develop justice related data disaggregated by age.

#### Expected impact

The work in this area will support the development of policies at EU level to protect the rights of the child, and in particular of children in vulnerable situations, in several areas, namely civil and criminal justice, as well as asylum and migration. The evidence will also be useful for Member States in improving their justice systems to be more child friendly.

#### Corresponding projects fiches in the AWP2012

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## JUSTICE

### FRA Multiannual Framework

Access to efficient and independent justice

Compensation of victims

### 3.5 Justice

#### Policy background

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

With the entry into force of the Lisbon Treaty, the former pillar structure of the Union, including the 'third pillar' area of policing and judicial cooperation in criminal matters, has been merged – a development that requires a significant review and revision of policy and law with respect to pre-Lisbon instruments. Crucially, the Lisbon Treaty's introduction of qualified majority voting to all but a limited number of areas under the former third pillar will serve to streamline decision making in these areas. Developments in policing and criminal justice will have major implications with respect to fundamental rights; notably in relation to the Court of Justice of the European Union that will have, in time, jurisdiction to enforce decisions in the area of justice and home affairs. The Action Plan implementing the Stockholm Programme envisages a number of developments

that are either directly or indirectly of key relevance for fundamental rights in this area; for example: a Communication on the Fundamental Rights policy, and reference to the FRA's multi-annual framework "to cover the domain of judicial and police cooperation in criminal matters". To this end, the Agency may be expected to play a key role in the provision of evidence-based advice in these fields.

### Previous work

The FRA's founding regulation, drafted pre Lisbon, limits the scope of the Agency's work to Union law, under article 3, which means that it is necessarily restricted with respect to the fields of policing and judicial cooperation in criminal matters. As a reflection of these limitations, the Agency undertook projects focusing on access to justice in the area of civil justice — largely related to the area of discrimination, and specifically in relation to discrimination complaints and Equality Bodies as channels for redress. In 2011 the Agency published its first report on 'Access to justice in Europe: an overview of challenges and opportunities', which presented a broad overview of access to justice mechanisms and barriers at the EU and national level with respect to the field of non-discrimination. As a reflection of the Agency's core thematic areas of work for the period 2007-2012, the report addressed the issue of financial redress, including compensation and legal aid, for victims of discrimination.

Other projects by the Agency have looked at subjects that are directly relevant to policing and criminal justice matters as part of projects addressing the fundamental right of equality by means of exploring vulnerable groups' experiences of discrimination — including their experiences of policing; namely, the Agency's EU-MIDIS survey ('European Union Minorities and Discrimination Survey'), and, in particular, the specific results from the survey relating to minorities' experiences of criminal victimisation and policing. Notably, the survey collected the first EU-wide data on minorities' experiences of police stops. The results from this part of the survey were launched in the second half of 2010 as an EU-MIDIS Data in Focus report on 'Police Stops and Minorities', together with an FRA Guide entitled 'Towards More Effective Policing — Understanding and Preventing Discriminatory Ethnic Profiling: A Guide'. These reports have contributed towards the Agency's work in the field of human rights training and policing, and

complement the Agency's on-going work with FRONTEX concerning incorporation of human rights training in their core curricula.

In 2010, the Agency also initiated a procurement procedure for the pre-testing of an EU-wide violence against women survey, which was launched throughout the EU27 in 2011 and continues in 2012.

Key aspects of this survey look at violence against women as a criminal and/or civil law matter, and explore issues such as victims' willingness to report to the police, as well as their reasons for not reporting. In this regard, the Agency has been progressively moving into areas that directly relate to policing and criminal justice matters in relation to 'victims' rights', and, more generally, the scope of the Agency's work has been in a gradual process of transition to address different aspects of policing and criminal justice through the lens of non-discrimination. It is envisaged that with the adoption of the Agency's revised thematic areas of work under its new multi-annual framework, from 2013, the field of justice will become increasingly central to the FRA's work.

### Future challenges

The post-Lisbon era has triggered a series of developments where the Agency could play a major role in ensuring a solid fundamental rights basis in key areas related to justice. Notably, the Council Resolution of 30th November 2009, which sets out a six-part 'Roadmap for strengthening procedural rights of suspected or accused persons in criminal proceedings', presents a number of areas where fundamental rights need to be enhanced.

The six-part Roadmap is well underway with a directive on rights in criminal procedures related to interpretation and translation ('Measure A'). The second stage, presented by the Commission in July 2010, was initiated with the proposal for a letter of rights for criminal suspects ('Measure B'). The further stages of the Roadmap are: Legal Advice and Legal Aid ('Measure C', foreseen for 2011); Communication with Relatives, Employers and Consular Authorities ('Measure D', foreseen for 2012); Special Safeguards for Suspected or Accused Persons who are Vulnerable ('Measure E', foreseen for 2013); A Green Paper on Pre-Trial Detention ('Measure F'). A parallel development is also the reform of victims' rights, for which work commenced by the Commission in

relation to the 'Victims' Package' and the proposed new Victims Directive to replace the Framework Decision from 2001 on the standing of victims in criminal proceedings.

This has been complemented by a 'Victims' Roadmap', which was put forward by the Hungarian Presidency of the EU in March 2011. Future developments concerning the Compensation Directive would also need to be taken into consideration in the FRA's work with respect to victims.

These various developments need to be considered alongside the Action Plan implementing the Stockholm Programme, as referred to above, which incorporates key fundamental rights considerations. The challenge for the Agency is to how to address areas in relation to fundamental rights and justice – with regard to both the Roadmap for suspects and defendants, and the proposed Roadmap (as of 2011) for victims of crime. These various aspects should not be seen as competing claims for justice – between suspects/the accused and victims – but should be addressed as part of a complementary fundamental rights 'package' – an important message in itself.

### Planned activities in 2012

As a reflection of the fact that negotiations are on-going in relation to the Agency's future work in the former third pillar area of police and judicial cooperation in criminal matters, the Agency's work in these fields remains at a developmental stage until a decision. To this end, the Agency will continue to work with the results of its research in the field of administrative and civil law, and will look at how findings from its on-going work on access to justice can be reflected in other fields.

At the same time, the fieldwork for the Agency's EU-wide violence against women survey is on-going and due for completion in 2012; the results of which will provide a rich database for different users in consideration of women's experiences of violence, and with regard to policing and justice responses to violence against women in the context of core fundamental rights.

The results of other survey research by the Agency that variously addresses victims of hate crime will also feed into the Agency's work on access to justice; namely, the survey on the Jewish population in selected Member States and the survey on Europe's LGBT communities. In addition, the Agency's work in

the field of police training and fundamental rights will be able to utilise the results of the Agency's research-based work, in the above areas, in the development of core training material.

### Expected Impact

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

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### 3.6 Cross-cutting projects or activities covering all MAF areas

The Agency carries out work on fundamental rights which can cut across the various thematic areas of its multi-annual framework (MAF) or is aimed at strengthening the fundamental rights environment in general. In the area of research, most projects, as well as its regular activities, for example in relation to the Annual Report, are cross-cutting, because they address a range of fundamental rights issues.

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

The Agency has regular contact and relations with EU institutions, the Council of Europe, the United Nations and OSCE. An additional dimension to the Agency's work is the development of its relations with Union agencies and bodies such as EUROFOUND, FRONTEX, EUROJUST, the Gender Equality Institute, EASO and CEPOL and the development of thematic networks composed of stakeholders to strengthen cross cutting themes and policy areas in the Agency and develop the basis for future work such as gender mainstreaming, health, participation, business and human rights and human rights budgeting. This should continue to strengthen the relevance of the Agency's work and the synergies associated with certain policy areas.

In the area of communication and awareness raising, cross cutting activities complement those related to particular projects. This includes information as well as awareness raising regarding the EU Charter of Fundamental Rights. In addition, cross cutting communication activities address practical needs at events organised by FRA or others, such as stands, presentations, online or media statements. Furthermore, FRA produces and/or promotes also information about itself (factsheets/brochures, Infopoint and visitor programme, website, media relations and media monitoring, online documentation).

In the area of research, a number of activities are also

cross-cutting, for example the work on fundamental rights indicators, the Annual Report, ad hoc requests from the EU's institutions, etc

#### Objectives in 2012

- Collect and disseminate relevant data and information;
- Contribute to ensuring respect of fundamental rights in Union legislation and its implementation;
- Contribute to the development of common indicators and standards in the field of fundamental rights;
- Raise public awareness of fundamental rights and the EU Charter of Fundamental Rights.
- Identify strategic partnerships with stakeholders to advance fundamental rights promotion;
- Develop and foster a close working relationship with European Union Institutions, EU Member States the Council of Europe, other international organisations, civil society and the research community.
- Identification of possible human rights education products and materials

#### Expected impact

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

#### Future challenges

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

## Corresponding projects fiches in the AWP2012

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## Fundamental Rights of Irregular Migrants in the European Union

### Project description

#### Objectives

The project aims to support the Union and its Member States in their efforts to develop coherent and effective policies addressing irregular migrants in full respect of fundamental rights, including in the context of return.

As a follow up to two separate projects included in the 2009-2010 work programmes (respectively on the rights of persons in return proceedings and on the situation of irregular migrants), in 2012, the Agency will promote the results of the research with policy makers. The work by the Agency in this field will also be used to support the implementation of the cooperation arrangement with FRONTEX.

#### Overall outputs

A comprehensive analysis of the enjoyment of fundamental rights by irregular migrants in the European Union in order to provide a overview of existing gaps and good practices to policy makers.

#### Beneficiaries and target groups

- European Commission
- Member states (Ministries and specialised agencies related to asylum, immigrants etc)
- Migrant rights organisations
- UNHCR, UNICEF
- NHRIs

#### Activities and results achieved so far

Through three questionnaires (for national and municipal authorities as well as civil society), primary interviews with the persons concerned as well as desk research the following reports have been published:

- A comparative report on the situation of irregular immigrants in all EU Member States
- Thematic study on protracted situations of legal limbo affecting irregular immigrants who are not removed
- Thematic study on practices used by EU Member States to detect irregular migrants, which de facto prevent their exercise of fundamental rights as well as good practices
- Thematic study on the health care of irregular immigrants
- Thematic study on irregular immigrants employed as domestic workers

### Planned activities in 2012

#### Research activities

The relevant research activities were completed in 2009 and 2010.

#### Communication & awareness raising activities

Communications activities were completed in 2011

#### Networking and educational activities

The Agency will meet the key stakeholders and discuss the findings of the project.

### Planned outputs in 2012

- Meeting with stakeholders
- Report of meetings with Stakeholders
- Feedback reports

#### Output indicators

- Relevance of the information and the analyses provided;
- Number of downloads from the Agency's website as well as the
- Number of copies requested in relation to the estimated size of the target group/audience

#### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	1.0	0.5	--	1.5	€ 0
Communication and awareness-raising	0,1	0,1	--	0,2	€ 0
Networking and Education	0.2	--	0.2	0.4	€ 0
<b>Total</b>	<b>1,3</b>	<b>0,6</b>	<b>0.2</b>	<b>2,1</b>	<b>€ 0</b>

## Handbook on European law in the field of asylum, immigration and border control

## Project description

**Objectives**

Issues arising in the areas of asylum, immigration and border control are increasingly coming under consideration in cases both before ECtHR and CJEU. Relevant European law is not always readily understood. Groups in need of particular guidance comprise administrative-law judges (and judicial training academies) and legal practitioners, as well as officials at border posts and in holding centres (and their in-house trainers), law enforcement officials, and NGOs.

The main objective of the project is to raise awareness and knowledge amongst judges and legal practitioners of fundamental rights guarantees in the area of asylum, immigration and border control. The European Court of Human Rights will be a project partner in the implementation of this project. In addition, the FRA will collaborate with the Court of Justice of the European Union, FRONTEX and the EASO when carrying out the project. The project will result in a Handbook, which will provide legal professionals and judges at national level, with an accessible summary and analysis (in selected EU languages) of the relevant case law of the Court of Justice of the European Union and the case law of the European Court of Human Rights.

In the area of asylum, the project will build on work undertaken in the context of the European Asylum Curriculum, which will be carried out in consultation with the EASO. The FRA will coordinate implementation of this project with other related initiatives that look to set up case law databases by the EASO, international organisations, and other related initiatives funded by the European Refugee Fund.

**Overall outputs**

Handbook on European case law

**Beneficiaries and target groups**

- FRONTEX
- European Asylum Support Office (EASO)
- Legal professionals (lawyers, judges etc.)

**Activities and results achieved so far**

This project builds on the methodology followed in the first FRA-ECtHR joint project which enabled the publication of a Handbook on European case-law in the field of non-discrimination (2010-2011). It will also supplement FRA work on accessing efficient and independent justice, supplement FRA/FRONTEX cooperation in the area of training, and contribute to the various FRA projects in the area of asylum and immigration (2009-2011).

Year of origination: 2012

## Planned activities in 2012

**Research activities**

In-house analysis and selection of extracts from key judgments and decisions delivered by the ECtHR and CJEU highlighting the path of the case through the domestic courts and the manner in which EU law, the European Convention on Human Rights (ECHR) and other instruments in the fields of asylum, immigration and border control were applied at national and European level. An external consultant will prepare the draft Handbook in collaboration with the project partners.

**Communication & awareness raising activities**

A Handbook will be translated into selected languages, published and disseminated.

Project-specific stakeholder communication and awareness raising activities will be developed.

**Networking and educational activities**

Preparation of the handbook in co-operation with the Council of Europe (incl. the ECtHR) and of relevant training material

## Planned outputs in 2012

- Publication of a handbook in selected languages

**Output indicators**

- Relevance of the information and the analyses provided;
- Number of downloads from the Agency's website as well as the
- Number of copies requested in relation to the estimated size of the target group/audience

## FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	0,8	--	--	0,8	€ 40.000
Communication and awareness-raising	0,2	0,1	--	0,3	€ 200.000
Networking and Education	--	--	--	--	€ 0
<b>Total</b>	<b>1,0</b>	<b>0,1</b>	<b>--</b>	<b>1,1</b>	<b>€ 240.000</b>

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

## Project description

**Objectives**

The Schengen Borders Code underlines that border checks should be carried out in a professional and respectful manner and fully respect human dignity in accordance with the Charter of Fundamental Rights and of the obligations deriving from the principle of non-refoulement. (Recitals 6 and 20, Articles 3 and 6). Procedural safeguards are foreseen in case of refusal of entry by border officials (Article 13). Organisations mandated to protect specific groups of persons, such as UNHCR, have highlighted the practical obstacles that asylum-seekers may face in accessing asylum procedures, including their access to redress (complaints mechanisms and follow-ups). NGOs have also raised concerns about the treatment of different vulnerable groups at the EU's borders.

There is limited information regarding the treatment of third country nationals at the external EU borders. The objective of this project is to support policy makers by providing a detailed picture of the situation at the EU's borders, as well as on the kind of training on fundamental rights that is provided to border guards. The Agency will cooperate with FRONTEX, and the new European Asylum Support Office (EASO), in the further development of the project so that the results may serve to inform national level and joint operations concerning the treatment of third country nationals at the EU's external borders.

**Overall outputs**

The following outputs are envisaged:

- a comparative report on the treatment of third country nationals at the EU Southern sea borders, including good practices which promote respect for fundamental rights;
- advice to national authorities in charge of border management on fundamental rights training and possibly development of innovative training tools.
- comparative report on the treatment of third country nationals during border checks at border crossing points, focusing in particular on large air and land crossing points.

**Beneficiaries and target groups**

- FRONTEX
- EASO
- National Border Agencies

**Activities and results achieved so far**

Following consultations with stakeholders in Vienna during 2010, the scope and content of the project was defined, and in the same year the Agency launched a tender for the research component of the project. In addition, a steering group was established with the participation of Member States to follow the implementation of the project. In 2011 fieldwork research was carried out and completed.

Year of origination: 2010

## Planned activities in 2012

**Research activities**

In house data analysis, drafting and revision of a series of reports

**Communication & awareness raising activities**

A project-specific stakeholder communication and awareness raising strategy will be developed

Project results will be published (including a media launch) both of pilot as of main project results; AV and other material will be produced

**Networking and educational activities**

The Agency will continue with its stakeholder engagement to ensure that key stakeholders have the opportunity to provide feedback and for the Agency to seek their views on emerging options. There will be a particular focus on policy makers and specialised agencies at the national level. The Agency will organise meetings with key actors (i.e. EASO and UNHCR), including relevant government departments, border control agencies, FRONTEX and relevant civil society actors to receive feedback on the Agency's work so far and to feed it into the

## Planned outputs in 2012

- Publication of research reports and other material
- Meetings with stakeholders
- Report of stakeholder meetings

**Output indicators**

- relevance of the information and the analyses provided to the specific objectives;
- number of downloads and relevant website user statistics from the Agency's website;
- relevance of the meetings to the specific objectives, based on the participants' feedback;
- stakeholders' perception of the relevance of this work to their needs.

## FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	1,0	1,0	--	2,0	€ 0
Communication and awareness-raising	0,3	0,1	--	0,4	€ 180.000
Networking and Education	0,3	0,1	0,2	0,6	€ 25.000
<b>Total</b>	<b>1,6</b>	<b>1,2</b>	<b>0,2</b>	<b>3,0</b>	<b>€ 205.000</b>



## Border Control and Fundamental Rights

### Project description

#### Objectives

FRONTEX is the EU agency tasked with coordinating operational cooperation between Member States in the field of border security. Following the signature of a cooperation arrangement between the FRA and FRONTEX in May 2010, the FRA will continue to develop its work with FRONTEX in the areas covered by the agreement, including, in particular, the provision of operational advice as well as training of FRONTEX staff/border guards on fundamental rights. At the same time as working closely with FRONTEX, the project will be developed with reference to the work of the European Asylum Support Office.

This project will contribute to the achievement of specific objectives 1 and 2.

#### Overall outputs

- Training materials
- Training workshops
- Practical advice to FRONTEX on other issues

#### Beneficiaries and target groups

- FRONTEX
- EASO (once established and working arrangements are elaborated)
- National Border agencies

Year of origination: 2010

Past project related to the current one: *Border Control and Fundamental Rights: FRA-FRONTEX Working Arrangement signed in May 2012*

### Planned activities in 2012

#### Research activities

Continuation of in-house work further developing research-related activities between the two Agencies, including an analysis of existing fundamental rights training for border guards. In this regard, the Agency will build on the results of its project 'Treatment of third country nationals at the EU's external borders' to assist FRONTEX in the assessment of fundamental rights training needs.

The FRA will also assist FRONTEX with fundamental rights expertise in developing and upgrading "Common Curricula" and other training material for border guards. Where feasible, the FRA will strive to evaluate the impact of such curricula in close cooperation with FRONTEX.

#### Communication & awareness raising activities

No activities foreseen for 2012.

#### Networking and educational activities

A fundamental rights training concept for FRONTEX was developed under the lead of the FRA in cooperation with UNHCR and FRONTEX in 2010. The implementation of the training programme in 2011 should be evaluated in 2012. Revisions to the training programme shall be carried out based on the evaluation and on any further assessment of upcoming needs. The objective is to assist FRONTEX in establishing a sustainable mechanism to deal with specific fundamental rights challenges.

### Planned outputs in 2012

- Publication of research reports and other material
- Meetings with stakeholders
- Report of stakeholder meetings

#### Output indicators

- relevance of the information and the analyses provided to the specific objectives;
- number of downloads and relevant website user statistics from the Agency's website;
- relevance of the meetings to the specific objectives, based on the participants' feedback;
- stakeholders' perception of the relevance of this work to their needs.

### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	1,0	0,5	--	1,5	€ 0
Communication and awareness-raising	0,3	0,1	--	0,4	€ 0
Networking and Education	0,1	--	0,1	0,2	€ 0
<b>Total</b>	<b>1,4</b>	<b>0,6</b>	<b>0,1</b>	<b>2,1</b>	<b>€ 0</b>

## FREEDOMS

Project fiche 2.2.1 | First Priority Information society and, in particular, respect for private life and of personal data

## Data Protection: redress mechanisms and their use

## Project description

Article 22 of Directive 95/46/EC on the protection of individuals with regard to the processing of personal data and on the free movement of such data provides for the right of every person to a judicial remedy for any breach of his/her rights. Furthermore, Article 23 provides that every person who has suffered damage as a result of an unlawful processing of his/her data must be entitled to receive compensation from the data controller concerned. In turn, article 28 provides for a judicial remedy against decisions by Data Protection Authorities.

At present there has been insufficient information at EU level on practices in Member States concerning access of individuals to judicial redress on issues related to data protection.

The Agency will undertake selective research on Member States' data collection authorities, and other relevant institutions, through which people can address breaches of the law concerning their personal data. The research will:

- present an overview of redress mechanisms concerning legal breaches related to personal data;
- present an overview of the numbers of complaints received through these redress mechanisms, and select individuals for interviewing with respect to their experiences of and satisfaction with these redress mechanisms

## Objectives

The objectives of the project are (1) to map the existing judicial redress mechanisms in the EU Member States in relation to data protection rights, and (2) to assess the use and level of protection provided by redress mechanisms.

## Overall outputs

Reports scheduled for 2013

## Beneficiaries and target groups

Data protection authorities in the EU Member States, individuals using redress mechanisms, law makers in the EU Member States

## Activities and results achieved so far

In 2010, the Agency published a report on the role of National Data Protection Authorities with a comparative overview and analysis of the structure, function and work of national data protection authorities.

## Planned activities in 2012

## Research activities

During 2012, the project will involve both a legal and a social component with respect to its research activities. The legal component will map current provisions with respect to relevant legislation and redress mechanisms concerning data protection at Member State level. The social component will necessitate close cooperation with and support from national data protection authorities. The fieldwork will involve selective qualitative interviews with data protection authorities, and related institutions, concerning their work with respect to Directive 95/46/EC and relevant national legislation. Adapting a model that the Agency has successfully used for referral of complainants by Equality Bodies, data protection authorities and other relevant institutions will be asked to refer a random sample of complainants for interviewing concerning their experiences of and satisfaction with redress mechanisms. The fieldwork will be initiated in 2012, and will continue into 2013.

## Communication &amp; awareness raising activities

A project-specific stakeholder communication and awareness raising strategy will be developed

## Networking and educational activities

The Agency will organise further consultation with stakeholders and the network of key stakeholders involved in the data protection field to provide input and feedback into the data protection work and its possible uses by stakeholders and support communication work.

## Planned outputs in 2012

- Fieldwork research
- Meeting with stakeholders
- Meeting Report
- Preparation of a sociological report to be published in 2013 once the legal data will have been collected

## Output indicators

- relevance of the information and the analyses provided to the specific objectives;
- relevance of the meetings to the specific objectives, based on the participants' feedback; and
- stakeholders' perception of the relevance of this work to their needs;

## FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	1,0	1,0	--	2,0	€ 200.000
Communication and awareness-raising	0,3	0,1	--	0,4	€ 0
Networking and Education	--	--	--	--	€ 0
<b>Total</b>	<b>1,3</b>	<b>1,1</b>	<b>--</b>	<b>2,4</b>	<b>€ 200.000</b>

**Private vs. Public: Protecting privacy in today's digital era?**

**Project description**

Major developments will occur at the level of the EU data protection legal framework in the coming years. Taking into consideration these reforms, the project will undertake sociological research to assess how far the protection of personal data and more generally the right to private life is a concern amongst the public. The research will show whether ICT users have clear knowledge about how their personal data is used and protected, whether they are aware of the potential risks when providing personal data through ICT systems, and what are the security shortcomings with respect to the role of data controllers (e.g. providing inadequate information to Internet users about the measures taken in respect of security, lawfulness and transparency of the processing of data, or providing the information in an improper form, etc.). The project will document, in detail, how people use the internet on a regular/daily basis - to map how often and in what form they divulge personal data online, and whether they are aware of their rights and redress opportunities when doing so. To this end it will not be a perceptions study in the style of Eurobarometer surveys.

The project will focus on data actively provided by individuals through the internet, rather than look at data that are processed by public authorities and institutions in the framework of carrying out their tasks (e.g. e-ID, e-Health, CCTV records for investigating crimes, potential body scanners, etc.). The sociological research will provide important data on the behaviour of Internet users. The results will provide evidence and indicators on the situation in practice concerning privacy concerns and ICT usage, which can be used by EU institutions and Member States when preparing and/or implementing the new EU legal framework regarding data protection. The project will follow up with the conclusions of the previous FRA reports in this area (2010 and 2011). It will also draw from the existing studies on security issues relating to making use of social network services (e.g. Rome Memorandum, or the position paper published by the European Network and Information Security Agency (ENISA) on Security Issues and Recommendations for Online Social Networks in October 2007).

**Objectives**

The main objective of this project is to contribute to the protection of the right to privacy and the right to the protection of personal data in the digital area.

**Overall outputs**

Comprehensive sociological report to be published in 2013

**Beneficiaries and target groups**

By collecting data on the behaviour of the ICT users, and by identifying and analyzing good practices established either by the Member States or by network providers, the project will significantly contribute to the achievement of its strategic objectives by way of

- informing the national authorities of the existing gaps in the area of protection of individual's privacy and personal data and suggesting concrete improvements based inter alia on Internet users' suggestions,
- disseminating examples of good practices that could be of help for network providers,
- identifying major obstacles in accessing personal data by individuals and main shortcomings in preventing misusing personal data and violating fundamental rights, and
- contributing to the awareness raising of Internet users of their rights and risks they are running when providing personal data online.

**Planned activities in 2012**

**Research activities**

Research on online users' regular/daily use of the internet to map how often and in what form they divulge personal data, and if they are aware of their rights and redress opportunities when doing so. The research will be a pilot study to explore how this information can possibly be collected through an internet-based survey. The social study will be complemented by a legal study in 2013.

**Communication & awareness raising activities**

A project-specific stakeholder communication and awareness raising strategy will be developed

**Networking and educational activities**

The Agency will organise further consultation with stakeholders and the network of key stakeholders involved in the data protection field to provide input and feedback into the research work and its possible uses by stakeholders and support communication work.

**Planned outputs in 2012**

- Fieldwork research
- Meeting with stakeholders
- Meeting Report
- Preparation of a sociological report to be published in 2013 once the legal data will have been collected

**Output indicators**

- relevance of the information and the analyses provided to the specific objectives;
- relevance of the meetings to the specific objectives, based on the participants' feedback; and
- stakeholders' perception of the relevance of this work to their needs;

**FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT**

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	1,0	0,7	--	1,7	€ 440.000
Communication and awareness-raising	0,1	--	--	0,1	€ 0
Networking and Education	0,1	0,1	0,3	0,5	€ 25.000
<b>Total</b>	<b>1,2</b>	<b>0,8</b>	<b>0,3</b>	<b>2,3</b>	<b>€ 465.000</b>

**Handbook on European data protection case law****Project description**

The guarantee of the right to data protection is ensured at several levels. At national level — national courts and data protection authorities are tasked to protect this fundamental right. At EU level, the European Court of Justice of the European Union has developed an important body of case law. Likewise, the European Court of Human Rights has interpreted Article 8 of the ECHR as guaranteeing data protection. Through its research network and in collaboration with Data protection authorities at national level, the FRA will prepare a Handbook which will synthesise the European and national case law in this fast evolving area.

Once published the handbook could be kept up-to-date through the development of a dedicated case law data base.

**Objectives**

The main objective of the project is to raise awareness and knowledge amongst judges and legal practitioners on fundamental rights guarantees in the area of data protection. The European Court of Human Rights as well as the Court of Justice of the European Union will be consulted during the implementation of this project. In addition, the FRA will collaborate with other relevant stakeholders, such as the Council of Europe, the European Data Protection Supervisor, and the Article 29 Working Party.

**Overall outputs**

The result of the project will be a Handbook, which will provide legal professionals; and in particular judges at national level as well as national data protection authorities (DPAs), with an accessible summary and analysis (in selected EU languages) of the relevant case law of the Court of Justice of the European Union, the European Court of Human Rights and national courts and DPAs, on selected topics in the area of data protection. The Handbook on European data protection case law will be published in 2013

**Beneficiaries and target groups**

National judges and legal practitioners, data protection authorities in the EU Member States, law makers in the EU Member States, as well as other relevant experts in the field at both national and European level

**Activities and results achieved so far**

This project builds on the methodology followed in the first FRA-ECTHR joint project which enabled the publication of a Handbook on European case-law in the field of Non-discrimination (2010-2011). The same methodology is planned to be adopted with regard to the project on “Supporting the implementation of European law in the field of asylum, immigration and border control”. It will also supplement the FRA/EC/COE rolling project “Accessing efficient and independent justice”, and will supplement FRA/FRONTEX cooperation in the area of training, as well as contribute to the various FRA projects in the area of asylum and immigration (2009-2011).

**Planned activities in 2012****Research activities**

In-house analysis of relevant extracts from key judgments and decisions delivered by the ECtHR and ECJ — highlighting the path of individual the cases through the justice system at the domestic level, and the manner in which EU law, the European Convention on Human Rights (ECHR) and other instruments in the fields of data protection, within regard to selected topics, were applied at national and European level.

**Communication & awareness raising activities**

- A Handbook will be translated into selected EU official languages.
- Project-specific stakeholder communication and awareness raising strategy will be developed.

**Networking and educational activities**

A peer-review meeting will be organised with key data protection specialists and stakeholders in 2012.

**Planned outputs in 2012**

- Besides a draft Handbook, no research outputs are foreseen in 2012

**Output indicators**

- Number of participants to the peer-review meeting
- number of downloads and relevant website user statistics from the Agency's website;
- Number of copies requested in relation to the estimated size of the target group/audience

**FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT**

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	0,8	--	--	0,8	€ 40.000
Communication and awareness-raising	0,3	--	--	0,3	€ 260.000
Networking and Education	0,2	--	--	0,2	€ 25,000
<b>Total</b>	<b>1,3</b>	<b>-</b>	<b>-</b>	<b>1,3</b>	<b>€ 325,000</b>

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

## Project description

On the basis of its EU-MIDIS survey the Agency started in 2011 a similar discrimination and victimisation survey on a random sample of Jews in selected EU Member States. The issues covered include experiences of discrimination (direct, indirect and harassment) in key areas of social life, as well as experiences of criminal victimisation and hate crime. In addition perceptions of the extent of discrimination and hate crime are also explored, as well as awareness of legal remedies and victim support.

## Objectives

The survey provides research evidence, previously unavailable, on the experiences of discriminatory treatment and criminal victimisation (including hate crime), perceptions of discrimination and personal safety, and rights awareness among Jews in the selected Member States. The survey results will inform policy makers and other stakeholders in developing legislation and policies in the EU, regional, national and local levels to tackle discrimination, hate crime, lack of awareness of rights and to improved service delivery to affected persons.

## Overall outputs

Survey results will be published in a variety of formats based on needs identified through stakeholder consultations.

## Beneficiaries and target groups

- Member States
- European Commission
- European Parliament
- Law enforcement officials and agencies
- Civil Society (incl. organisations representing the Jewish communities)
- Union Agencies and Bodies

## Activities and results achieved so far

In 2010 the Agency planned a survey on the discrimination and victimisation of Jews. The fieldwork was started in 2011 with expected completion in 2012, followed by the analysis of results which will be published in 2013.

Year of origination: 2010

## Planned activities in 2012

## Research activities

In house data analysis

## Communication &amp; awareness raising activities

Media monitoring activities accompanying the survey fieldwork will be carried out

## Networking and educational activities

The Agency will convene a meeting with key actors as part of its stakeholder communication activities in order to prepare for the release of the results of the survey and to look at ways to follow it up

## Planned outputs in 2012

- Fieldwork research

## Output indicators

- relevance of the information and the analyses provided to the specific objectives;
- relevance of the meetings to the specific objectives, based on the participants' feedback;
- stakeholders' perception of the relevance of this work to their needs; and
- participation rate in the meetings with selected key stakeholders.

## FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	1,5	1,0	--	2,5	€ 0
Communication and awareness-raising	0,3	--	0,1	0,4	€ 0
Networking and Education	0,2	--	--	0,2	€ 25.000
<b>Total</b>	<b>2,0</b>	<b>1,0</b>	<b>0,1</b>	<b>3,1</b>	<b>€ 25.000</b>

**Lessons from the Holocaust (2008-2012)**

**Project description**

The Agency will enter into its final year (2008-2012) of the cooperation with Yad Vashem on its human rights and holocaust education project. In 2012, the project will be focused around two specific areas namely the evaluation and lessons learned from the use of its report, handbooks and the further development of interactive software for use in education about the holocaust and human rights. FRA together with Yad Vashem developed a five year programme of activities to link fundamental rights to education about the Shoah. The five year long project aims to raise awareness of young people about the universal lessons of the Shoah and other genocides and link these universal lessons to fundamental rights and values of the EU, while respecting diverse backgrounds and experiences of young people, in order to support implementation of Recommendation on key competences for life-long learning. The 'Key Competences for Lifelong Learning – A European Reference Framework' includes knowledge, skills and attitudes that lead people to be more involved in both sustainable development and democratic citizenship.

**Objectives**

Raise young people's awareness across the EU of the universal lessons from the Shoah and enable younger generations to learn more about this difficult subject, while at the same time raise awareness about fundamental rights, promote human dignity, equality, non-discrimination as elementary European values.

Support EU Member States' and the European Commission work on ensuring that by the end of initial education and training young people have developed adequate level of civic competence at the level of attitudes, skills and knowledge as defined in the Key Competences Framework.

Contribute to development of a module on awareness raising and teaching about fundamental rights and Holocaust to diverse audience in the EU.

**Overall outputs**

- Handbook for educationalists on Holocaust Education and Human Rights
- Interactive website for training
- Project Report (including evaluation with stakeholders)
- Meeting reports
- Training workshops

**Beneficiaries and target groups**

- Youth
- Teachers
- European Commission

**Activities and results achieved so far**

In 2007 in cooperation with Yad Vashem, the Agency used a tool of video conferences that enabled a group of young people in Vienna to meet with Holocaust survivor Alfred Israel Gluck. In addition, the Agency produced awareness raising tools targeting young people and journalists in order to support the EU efforts to earmark 2007 European Year of Equal Opportunities for All and the 2008 European Year of Intercultural Dialogue. In 2006 and 2008-2009, the FRA participated at meetings of the EC and Israel, where FRA activity in the area of awareness raising about Holocaust was highlighted as useful initiative. The FRA has also joined the International Task Force on Holocaust Education, Remembrance and Research in a capacity as an observer. In 2009 – 2010 the Agency in cooperation with Yad Vashem held training workshops with practitioners and teachers as part of development of the Handbook and elements of the toolkit.

**Planned activities in 2012**

**Research activities**

No activities foreseen for 2012.

**Communication & awareness raising activities**

A section in the FRA website will be developed.

**Networking and educational activities**

The FRA will engage with national actors interested in conducting Holocaust Education and human rights education projects, the running of an interactive section of the FRA web site, developing the open source toolkit on holocaust education and human rights and running teacher training on the Holocaust and Human rights education.

The Agency will also consult with stakeholders to assess the usefulness of its handbook. The FRA will also cooperate with the Council of Europe's programme on Remembrance of the Holocaust and prevention of crimes against humanity.

**Planned outputs in 2012**

- Interactive website
- Training workshop
- Closing event

**Output indicators**

- relevance of the information and the analyses provided to the specific objectives of the project;
- relevance of the meetings to the specific objectives, based on the participants' feedback;
- use of educational materials by stakeholders;
- stakeholders' perception of the relevance of this work to their needs.

FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT					
	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	0,1	--	--	0,1	€ 0
Communication and awareness-raising	0,1	0,2	--	0,3	€ 0
Networking and Education	0,5	--	--	0,5	€ 50.000
<b>Total</b>	<b>0,7</b>	<b>0,2</b>	<b>--</b>	<b>0,9</b>	<b>€ 50.000</b>

**Project fiche 2.3.3 | First Priority** 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

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

### Project description

Although persons with intellectual disabilities and persons with mental health problems constitute two different groups of individuals, the reaction of society to them is often similar - that of stigma, which consequently leads to discrimination and social exclusion. Stigma and prejudice contribute to limitations in the exercise of civil, political, social and economic rights by persons with intellectual disabilities and persons with mental health problems.

The protection and promotion of good mental health are high on the agenda of the European Union. The Green paper "Promoting the mental health of the population - Towards a strategy on mental health for the EU", issued in October 2005, suggests that such a strategy could add value by creating a framework for exchange and cooperation between Member States, stakeholders in the relevant sectors, and the research community. The project has a legal and a social research dimension, which were completed in 2010 and 2011 respectively.

### Objectives

The project aims to better understand how the fundamental rights of persons with mental health problems and persons with intellectual disabilities are safeguarded in the EU and where violations of rights occur.

### Overall outputs

A socio-legal report on the fundamental rights protection of persons with intellectual disabilities and persons with mental health problems. Mobilisation of a network of organisations and individuals working on the fundamental rights of persons with intellectual disabilities and persons with mental health problems.

### Beneficiaries and target groups

- European Commission
- European Parliament
- Member States (Government depts. public sector bodies, local authorities etc.)
- Professional organisations
- Civil Society
- Designated National frameworks and focal points for the UNCRPD
- Council of Europe
- NHRIs/Equality Bodies
- Persons with intellectual disabilities and persons with mental health problems

### Activities and results achieved so far

In 2009-2010, the Agency collected legal data on national and international legal frameworks available to persons with intellectual disabilities and persons with mental health problems. In 2010 and 2011, the Agency published short reports on the right to political participation, on involuntary placement and treatment and on legal capacity.

In 2010-2011, the Agency conducted a social study on the situation of persons with lived experience of intellectual disability or mental health problems. In 2009 to 2011, Agency has conducted several networking activities aimed at mobilising relevant stakeholders.

Year of origination: 2009

### Planned activities in 2012

#### Research activities

Research activities completed

#### Communication & awareness raising activities

Tailor-made communication products with specific consideration of accessibility issues will be disseminated.

#### Networking and educational activities

There will be ongoing contacts and feedback on the utility and outcomes of the Agency's outputs. The Agency will therefore continue to cooperate with disability networks and organisations, the stakeholders identified as part of the project development and implementation, the NHRI group on disability, and designated national contact points on disability. The work will also feed into the UNCRPD activities and enforcement mechanisms as identified by stakeholders as the next phase of work on disability

### Planned outputs in 2012

- Meetings with stakeholders
- Meeting Reports
- Publication of an overall research report

### Output indicators

- Number of references to the final report in policy/opinion papers published by FRA's main stakeholders
- Number of invited presentations (dissemination of research results)
- Number of shorter papers/ad hoc requests following the publication of the main study
- Number of downloads from the Agency's website
- Number of copies requested in relation to the estimated size of the target group/audience;
- Participation rate in the meetings on mental health with key FRA stakeholders;

### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	1,0	--	--	1,0	€ 0
Communication and awareness-raising	0,1	0,2	--	0,3	€ 100.000
Networking and Education	0,3	--	--	0,3	€ 25.000
<b>Total</b>	<b>1,4</b>	<b>0,2</b>	<b>--</b>	<b>1,6</b>	<b>€ 125.000</b>

## EQUALITY

**Project fiche 2.3.4 | First Priority** 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

### Multiple and intersectional discrimination on grounds of gender, age and ethnicity in the EU

#### Project description

The Race Equality Directive refers to multiple discrimination, noting, as an illustration, that women are often victims of multiple discrimination. The experience of discrimination faced by Europe's women, ethnic minorities, persons with disabilities, and older people, among other disadvantaged groups, is well recognised. However, while the number of academic theoretical studies on multiple and intersectional discrimination is growing, primary and evidential data collection on the intersection and cross-cutting themes of discrimination remains under-developed. In 2010 and 2011 the FRA developed research in this area aiming at revealing the special vulnerabilities of persons at the intersection of gender, ethnicity, and age in the area of health.

#### Objectives

This project will contribute to developing a better understanding of how discrimination in health care affects persons with particular vulnerabilities resulting from the intersection of ethnic origin, age and gender. Given the lack of relevant comparative research the work is expected to provide policy makers, civil society actors and medical professionals with important evidence regarding the problems these persons face. The project will also map relevant good practice policy initiatives and disseminate them among stakeholders through communication and networking activities.

#### Overall outputs

Publication of the relevant reports and media launch

#### Beneficiaries and target groups

- Member States
- European Commission
- Professional organisations
- Civil Society

#### Activities and results achieved so far

In 2010, fieldwork research, based on interviews, was initiated in a selection of EU Member States to study multiple discrimination on the grounds of gender, age and racial or ethnic origin in the area of health. The fieldwork research was continued in 2011 and analysis will be completed in 2012.

*Year of origination: 2008*

#### Planned activities in 2012

##### Research activities

In house data analysis of the research findings, and report writing.

##### Communication & awareness raising activities

Project results will be published (including a media launch) and disseminated

##### Networking and educational activities

The Agency will continue to engage with stakeholders who have undertaken work and are developing approaches to multiple and intersectional discrimination. The Agency will participate in events and seminars related to the issue and look at ways of incorporating the results of its work particularly with Equality Bodies, National Human Rights Institutions, European civil society networks and professional groups working in the area of health.

#### Planned outputs in 2012

- Comparative research report and other publications
- Meetings with Stakeholders
- Meeting Reports

#### Output indicators

- relevance of the information and the analyses provided to the specific objectives;
- number of downloads from the Agency's website as well as the number of copies requested in relation to the estimated size of the target group/audience;
- relevance of the meetings to the specific objectives, based on the participants' feedback;
- participation rate in the meetings with selected key stakeholders;
- stakeholders' perception of the relevance of this work to their needs

#### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	1,0	--	--	1,0	€ 0
Communication and awareness-raising	0,1	0,2	--	0,3	€ 60.000
Networking and Education	0,4	0,3	--	0,7	€ 0
<b>Total</b>	<b>1,5</b>	<b>0,5</b>	<b>--</b>	<b>2,0</b>	<b>€ 60.000</b>



**Project fiche 2.3.5 | First Priority** 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

## Pilot Roma Survey - follow up

### Project description

On 7 September 2010 the European Commission set up a Roma Task Force to assess Member States' use of European Union funds. The FRA participated in the Task Force contributing to its work. On 21 December the Roma Task Force announced its first findings noting the paucity of data and highlighting that Member States do not yet properly use EU money for the purpose of an effective social and economic integration of Roma.

The FRA aware of the paucity of data on Roma launched in late 2010 a major pilot household survey of Roma in 11 EU Member States working in parallel with a European Commission survey covering also third countries and implemented by the United Nations Development Programme (UNDP) and the World Bank. Both surveys apply a common core questionnaire and provide a wealth of new comparable data in key substantive areas related to fundamental rights; for example, with respect to social inclusion and integration, and other relevant areas. In addition, the surveys collected key information on the socio-economic characteristics of the target population. The surveys also interview a sample of respondents from the majority population who live in the same areas or near to the Roma, in order to compare results. The FRA conducted also interviews with representatives of several local authorities in each country.

In 2012 in response to the European Commission's Communication of 5 April 2011 on an EU Framework for National Roma Integration Strategies up to 2020 the FRA will expand its collection of data to cover in addition to the 11 Member States surveyed (Bulgaria, Czech Republic, France, Greece, Hungary, Italy, Poland, Portugal, Romania, Slovakia, and Spain) as many EU Member States, as its current resources allow, using a variety of methodological approaches to collect data in key substantive areas related to fundamental rights; for example, with respect to social inclusion and integration, and other relevant areas. In addition, key information will be collected on the socio-economic characteristics of Roma and Travellers. The remaining countries will be surveyed in 2013.

\* The terms 'Roma' and 'Travellers' are used as umbrella terms, inclusive of the variety of groups such as Roma, Sinti, Gypsies, Jenisch, Travellers, etc. and their subdivisions without prejudice to the manner in which any of these groups present themselves.

### Objectives

Collect robust data and information through fieldwork research.

### Overall outputs

- Reports on the situation
- Development and refinement of research methods
- Stakeholder engagement events

### Beneficiaries and target groups

- European Commission
- Member States
- Roma communities and organisations

### Activities and results achieved so far

The FRA collected data and published several reports on Roma related issues, for example on education, housing, healthcare and freedom of movement. In 2009 it published the results of its major discrimination and victimisation survey EU-MIDIS concerning the Roma in a "Data in Focus" report and following up to its work in the European Commission's Roma Task Force it carried out in 2011 a major survey on the Roma in eleven Member States in close cooperation with the European Commission, the UNDP and the World Bank.

### Planned activities in 2012

#### Research activities

The research will employ a combination of methodological approaches to collect data and information in those EU Member States, where Roma and Travellers could not be surveyed, following the methodology used for the 11 EU Member States included in the Pilot Roma Survey.

#### Communication & awareness raising activities

Publication, translation and dissemination of results

#### Networking and educational activities

Stakeholder events and workshops

### Planned outputs in 2012

- Main comparative survey report
- Data in Focus reports
- Other reports, factsheets and communication material

### Output indicators

- relevance of the data collected and the analyses provided;
- required participation in stakeholder events
- timely delivery of the deliverables and
- number of downloads from the Agency's website as well as the number of copies requested in relation to the estimated size of the target group/audience.

### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	2	0,5	--	2,5	400.000
Communication and awareness-raising	0,3	0,2	--	0,5	€ 85.000
Networking and Education	0,5	0,1	--	0,6	€ 15.000
<b>Total</b>	<b>2,8</b>	<b>0,8</b>	<b>--</b>	<b>3,6</b>	<b>€ 500.000</b>

**Project fiche 2.3.6** | **First Priority** | **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**

## Non-Discrimination and sport

### Project description

Building on the Agency's project deliverables in 2010, the Commission's White paper on sport and the outcomes of the Sport Forum, the Agency will organise a series of focus groups with key actors in the sport field and policy makers with the aim to operationalise the findings from its work. It will also take advantage of the 4 major sports events in Europe in 2012 to undertake awareness raising activities and support sporting bodies and civil society initiatives to use sport and especially the four following major events to promote equality.

January - 1st Winter Youth Olympic Games in Innsbruck  
 June/July – UEFA Football Championship in Poland and Ukraine  
 July/August - Summer Olympics in London  
 August/September – Paralympics in London

### Objectives

The project seeks to contribute to the following FRA long-term objectives:  
 Inform target audiences through awareness raising activities;  
 Identify and disseminate examples of good practice;  
 Cooperate with civil society and international organisations.

### Expected outputs

Tailored FRA contributions for the four events

### Beneficiaries and target groups

Key actors in the sport field and policy makers, broader public via awareness raising during the event

### Activities and results achieved so far

Research resulting in a comparative report published in 2010. The project will also rely on experiences and contacts developed since 2004 in the context of the 'European Year of Education through Sport' in cooperation with the European Parliament, European Commission, Committee of the Regions, UNDP, UEFA, and the NGO network, Football against Racism in Europe (FARE) and the Enlarged Partial Agreement on Sport of the Council of Europe.

Year of origination: 2009

### Planned activities in 2012

#### Research activities

Research completed in 2009.

#### Communication & awareness-raising

Event-related information material will be produced and disseminated

#### Networking and educational activities

The Agency will follow up its activities to maintain the momentum and prepare a programme of activities for the four events. FRA will identify partners for undertaking awareness raising activities during the year and support sporting bodies and civil society initiatives to use sport to promote equality and non-discrimination. These activities will include UEFA EURO 2012 and London Olympics 2012.

In addition, in order to examine the possibility of supporting the establishment of a players group and organisations to address issues specific to the European Union and engage in communication and networking activities with the Agency.

### Planned outputs in 2012

- Targeted Communication materials
- Participation in events

### Output indicators

- relevance of the data collected and the analyses provided;
- number of downloads from the Agency's website as well as the number of copies requested in relation to the estimated size of the target group/audience;
- relevance to the subject of the meetings, based on the participants' feedback; and
- Participation rate in meetings with stakeholders.

### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	0,1	--	--	0,1	€ 0
Communication and awareness-raising	0,4	--	--	0,4	€ 30.000
Networking and Education	0,1	0,1	--	0,2	€ 0
<b>Total</b>	<b>0,6</b>	<b>0,1</b>	<b>--</b>	<b>0,7</b>	<b>€ 30.000</b>

**Project fiche 2.3.7 | First Priority** 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

**Surveying LGBT people and authorities**

**Project description**

Following up to its preparatory work in 2011 the Agency will continue with the implementation of a survey on discrimination and victimisation of LGBT persons in all EU Member States.

This survey will be supplemented by qualitative research to examine the views and experiences of public authorities and other duty bearers on LGBT related issues, including support to victims of discrimination and hate crime. According to the Council of Europe Committee of Ministers recommendation of 31 March 2010, Member States should ensure 1) effective, prompt and impartial investigations, 2) that victims and witnesses of hate-motivated incidents are encouraged to report, and, most importantly, 3) that law-enforcement structures, including the judiciary, have the necessary knowledge and skills to identify such crimes and incidents and provide adequate assistance and support to victims and witnesses. Hence, the project will also assist Member States in ensuring the implementation of the CoE Recommendation on measures to combat discrimination on grounds of sexual orientation or gender identity.

The research will identify good practice in fostering prevention, assistance in reporting and adequate recording of homophobic and transphobic incidents, as well as raising awareness among authorities and providing relevant training.

**Objectives**

This project will provide data to enhance understanding of LGBT persons' experiences of discrimination and victimisation; the results of which can be used by: policy makers, schools (for bullying), medical professionals (for victims of hate-related violence), victim support organisations, law-enforcement structures, including the judiciary, and LGBT organisations. The project will provide evidence of how law enforcement and public authorities address discrimination, hate crime and speech against the LGBT population in their daily practice.

**Overall outputs**

Fieldwork research, meetings and other networking activities

**Beneficiaries and target groups**

European Parliament, European Commission, Member States Law enforcement officials, Local authorities, Professional groups, Civil society, Social partners, Council of Europe

**Activities and results achieved so far**

The 2008 and 2009 FRA reports on homo- and transphobia have shown that LGBT discrimination and hate-motivated incidents, including expressions and violence based on prejudice and stigma, are a common phenomenon in the EU today. Derogatory or offensive remarks, as well as verbal and physical assaults, testify to the widespread persistence of homo- and transphobia in our societies.

In 2011 the Agency carried out preparatory work for a survey to document the extent and nature of discrimination and victimisation experienced by LGBT persons in the EU.

Year of origination: 2011

**Planned activities in 2012**

**Research activities**

Following the preparatory steps carried out successfully in 2011, the FRA will complete the survey. The FRA will also launch interview based research to examine the views of duty bearers, as specified above, depending on authorisation by Member States. It will target law enforcement officials working in police stations located in areas where hate-motivated incidents are more likely to appear (e.g. urban areas densely populated by LGBT persons, city entertainment districts, etc.). It will also encompass a questionnaire to policy makers, schools, the medical profession, victim support organisations, law-enforcement structures, including the judiciary, and LGBT organisations in order to map the official policies put in place to address discrimination and victimisation, and their impact. The research will assess the involvement of and support by LGBT organisations in various initiatives, and the extent to which they are acknowledged by public authorities as key partners in their work. The research will be carried out in selected Member States.

**Communication & awareness raising activities**

1) Project-specific stakeholder communication and awareness raising strategy will be developed 2) Targeted online communication tools will be utilised 3) Targeted dissemination of tailor-made communication products will be undertaken

**Networking and educational activities**

The Agency will carry out networking activities with civil society LGBT organisations and networks, the national human rights and equality mechanisms, the Network of Government focal points and inter-governmental organisations, in particular the Council of Europe. In addition meetings will be organised with law enforcement, relevant Union agencies and bodies (CEPOL, EUROPOL), and local government authorities in order to get their input and develop policy and action oriented outcomes. It will combine this with its work on 'Human rights based police training' with police academies on human rights and network activities with the government contact points on equality and non-discrimination.

**Planned outputs in 2012**

- Targeted Communication materials
- Participation in events

**Output indicators**

- relevance of the data collected and the analyses provided;
- number of downloads from the Agency's website as well as the number of copies requested in relation to the estimated size of the target group/audience;
- relevance to the subject of the meetings, based on the participants' feedback; and
- Participation rate in meetings with stakeholders.

FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT					
	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	1,0	0,3	--	1,3	€ 750.000
Communication and awareness-raising	0,3	--	--	0,3	€ 25.000
Networking and Education	0,3	--	--	0,3	€ 25.000
<b>Total</b>	<b>1,6</b>	<b>0,3</b>	<b>--</b>	<b>1,9</b>	<b>€ 800.000</b>

**Project fiche 2.3.8** | **First Priority** | **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**

**Breaking down barriers - Equal access for persons with disabilities –**

**Project description**

Breaking down barriers and improving accessibility for people with disabilities is one of the main objectives of the European Disability Strategy 2010-2020. Indeed, accessibility is a precondition for inclusion and meaningful participation of people with disabilities. It is a means of ensuring equality of opportunity. The UN Convention on the Rights of Persons with Disabilities (CRPD) recognises “the importance of accessibility to the physical, social, economic and cultural environment, to health and education and to information and communication, in enabling persons with disabilities to fully enjoy all human rights and fundamental freedoms” (CRPD Preamble (v))

The issue of the coverage and content of accessibility strategies with respect to existence of policies “on paper” has been studied by the European Network of Legal experts in non-discrimination field, but little research has been conducted regarding the implementation of the relevant legislation in practice “on the ground”..

**Objectives**

The project will examine how accessibility provisions are applied in everyday practice “on the ground” on the ground . It will look into the existence of relevant complaint mechanisms and how they could be improved. The research will also examine what sanctions are foreseen, and, if applicable, how they are applied. Existence of any other preventive measures will be explored.

The project will take into account and complement the work carried out by the European Commission in this field informing discussions on the forthcoming proposal for the European Accessibility Act as outlined in European Commission’s Disability Strategy 2010 – 2020.

**Overall outputs**

Socio-legal report

**Beneficiaries and target groups**

- European Commission
- European Parliament
- Member States Professional organisations
- Civil Society
- Local authorities
- Council of Europe
- NHRIs/Equality Bodies

**Activities and results achieved so far**

This project follows up on work on the fundamental rights of persons with disabilities undertaken by FRA in 2009-2011. Up to date, FRA’s research focused on persons with intellectual disabilities and persons with mental health problems. This project would cover issues of concern for all persons with disabilities.

**Planned activities in 2012**

**Research activities**

The project will consist of desk and fieldwork research in selected Member States. The fieldwork which will serve to contextualise the findings of the desk research, will be based on interviews with key stakeholders, including persons with disabilities.

**Communication & awareness raising activities**

No communication activities in 2012

**Networking and educational activities**

No networking activities in 2012

**Planned outputs in 2012**

- Meetings with stakeholders
- Draft report
- Factsheet on accessibility/reasonable accomodation

**Outputs indicators**

- Number of references to the final report in policy/opinion papers published by FRA’s main stakeholders
- Number of invited presentations (dissemination of research results)
- Number of shorter papers/ad hoc requests following the publication of the main study
- Feedback on the use of the training materials by the stakeholders
- Number of downloads from the Agency’s website
- Number of copies requested in relation to the estimated size of the target group/audience;
- Participation rate in the meetings with key FRA stakeholders;
- Stakeholders’ assessment of the relevance of this project to their needs

**FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT**

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	1,0	0,3	--	1,3	€ 330.000
Communication and awareness-raising	--	--	--	--	€ 0
Networking and Education	--	--	--	--	€ 0
<b>Total</b>	<b>1,0</b>	<b>0,3</b>	<b>--</b>	<b>1,3</b>	<b>€ 330.000</b>

## Children and justice

### Project description

Following the adoption of the EU's Agenda for the Rights of the Child in February 2011, the FRA refined and further developed - during 2011 - its own relevant indicators on the rights of the child. This was undertaken in consultation with key stakeholders - in particular the Commission, the Council of Europe and UNICEF - with a view to identifying specific and policy relevant knowledge gaps and promoting the use of the indicators in EU policy development and by Member States. In 2011 FRA also carried out in house a mapping of available relevant data and liaised with the Commission to identify data needs relating to the implementation of the Agenda, especially regarding civil justice issues (i.a. Regulation 2201/2003 known as Brussels II a on jurisdiction and the recognition and enforcement of judgments in matrimonial matters and matters of parental responsibility and the Maintenance Regulation 4/2009).

In 2012 the FRA in close cooperation with the European Commission will engage in fieldwork research through qualitative research (interviews with legal practitioners, including judges, lawyers and other officials involved in civil justice procedures) to examine the extent to which civil justice processes are child-friendly and involve children in decisions concerning them taking into account the Council of Europe Guidelines on Child Friendly Justice and other relevant international standards.

### Objectives

The objective of this project is to complement future data collection activities that will be undertaken by the Commission in order to support, by means of qualitative evidence, the future development of appropriate actions to fully respect, protect and fulfil children's rights.

### Expected outputs

- Comparative report
- Factsheets for citizens and family and child support organisations on procedural rights in the field of civil law
- Other reports, as necessary

### Beneficiaries and target groups

- European Commission
- Member States
- CoE and other IGOs (e.g. UNICEF)
- Civil Society organizations, including professional associations
- Specialised agencies
- Ombudspersons for children

### Activities and results achieved so far

In 2009 FRA developed and published its child rights indicators, which were refined and developed further in 2010 and 2011. The work on indicators identified two groups of children in situations of particular vulnerability: trafficked children and separated, asylum-seeking children. The FRA developed research on these groups and published the relevant reports 'Child Trafficking in the EU' in July 2009 and 'Separated, Asylum-seeking Children in EU Member States' in November 2010. In November 2010 the FRA also published its full updated report on child rights indicators. In 2011 the FRA mapped the availability of data regarding some aspects of the EU Agenda for the Rights of the Child.

### Planned activities in 2012

#### Research activities

The FRA will develop fieldwork research involving interviews with legal practitioners including judges, lawyers and other officials involved in civil justice procedures.

The research will examine the extent to which family justice processes are child-friendly and how they involve children in decisions concerning them taking into account the Council of Europe Guidelines on Child Friendly Justice and other relevant international standards.

#### Communication & awareness-raising activities add from Igbt

Planning of communication and awareness raising activities

#### Networking and educational activities

The Agency will liaise closely with the European Commission and key stakeholders, such as the Council of Europe, UNICEF and ChildOnEurope, through exchange of information, meetings, etc.

### Planned outputs in 2012

- Preparation and launch of fieldwork research
- Stakeholders meetings
- Meeting reports

#### Outputs indicators

- relevance of the information and the analyses provided to the specific objectives;
- stakeholders' perception of the relevance of this work to their needs

### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	1,5	1,0	--	2,5	€ 410.000
Communication and awareness-raising	0,1	0,1	--	0,2	€ 0
Networking and Education	0,3	0,1	--	0,4	€ 20.000
<b>Total</b>	<b>1,9</b>	<b>1,2</b>	<b>--</b>	<b>3,1</b>	<b>€ 430.000</b>

Accessing efficient and independent justice

Project description

The Court of Justice of the European Union (CJEU) has long been motivated in its interpretations of EU law by the aim of giving full effect to individuals' rights. The underlying premise on Access to Justice is the principle that there must be effective protection of rights derived from EU law. The right to effective judicial protection has been accepted by the CJEU as a general principle of EU law, as influenced by the case law of the European Court of Human Rights (ECtHR). The right of access to a judicial body has been complemented by the possibility of access to effective remedies through non-judicial mechanisms. Moreover, recent FRA research has shown that many people who felt discriminated against do not report the incident to official complaint or monitoring bodies. While the rate of perceived discrimination in various contexts is high, the reporting rate is rather low – meaning that most victims of discrimination do not try to find a solution to the matter through official mechanisms. The question is how this situation can be improved and access to justice facilitated. The Agency's research on access to justice from a legal perspective has been supplemented with a social component examining this issue by looking at those discrimination grounds for which Member States had to establish equality bodies; namely, racial or ethnic and gender grounds, both in employment and in the access to and supply of goods and services

Objectives

The main objective of this project is to assess the availability of access to justice and the degree to which this fundamental right is in fact enforced by national courts and Equality bodies.

Overall outputs

A legal report published early 2011 and a sociological report published in 2012. These deliverables will provide overall findings about access to justice in the EU.

Beneficiaries and target groups

- Member States
- European Commission
- NHRIs/Equality Bodies
- Victim support organisation
- Civil Society
- Legal professionals

Activities and results achieved so far

In 2011, the Agency published an EU-wide comparative legal analysis of the effectiveness of judicial protection (as complemented by alternative modes of accessing justice) as a means of ensuring the reality of individuals' rights under EU law. The social research component of the study was completed in the same year - consisting of qualitative interview research with complainants, lawyers, NGO representatives and representatives of equality bodies or similar entities. The report included literature reviews of studies on access to justice in discrimination cases for all 27 EU Member States.

Year of origination: 2009

Planned activities in 2012

Research activities

The research findings from this study will continue to be analysed in 2012. Research staff will continue to develop outputs from this research and, in addition, link it to other FRA research in relation to broader themes on access to justice – focusing on the theme of procedural rights and rule of law. The research activities will consider the work done by the European Commission on the Efficiency of Justice (CEPEJ).

Communication & awareness raising activities

Publication of project results and other media and awareness raising activities in line with the FRA's communication strategy.

Networking and educational activities

The Agency will continue with networking and stakeholder cooperation activities to receive feedback on the project deliverables, particularly the social research component, outcomes and key findings. It will also look at ways to assess implementation. It will also examine ways the project deliverables can be incorporated into the project on procedural Rights.

Planned outputs in 2012

- Stakeholder Meeting Report
- Publication of reports

Output indicators

- relevance of the information and the analyses provided to the specific objectives;
- number of downloads and relevant website user statistics from the Agency's website;
- number of copies disseminated;
- feedback from stakeholders on the relevance and utility of the outputs

FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT					
	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	1,0	--	--	1,0	€ 0
Communication and awareness-raising	0,3	--	--	0,3	€ 100.000
Networking and Education	--	--	--	--	€ 0
<b>Total</b>	<b>1,3</b>	<b>--</b>	<b>--</b>	<b>1,3</b>	<b>€ 100.000</b>

## Gender-based violence against women: from childhood to adulthood

## Project description

After consultation with key experts, including the CoE, the Agency is embarking on an EU-wide survey on gender-based violence against women that encompasses childhood and adulthood experiences. Violence against women and girls continues to be a pressing problem in many EU Member States, which serves to undermine core fundamental rights such as dignity, access to justice and gender equality (amongst others). The impact of gender-based violence reaches far beyond the immediate individuals involved as it affects families, communities and the wider society, and has significant implications regarding the State's resources and ability to effectively address this social ill. Existing research and criminal justice data show that the majority of incidents of this nature go unreported, and therefore the State is typically ill-informed about the extent and nature of the problem; which has implications for the development of policies and action concerning violence. To this end, the research would provide the first EU-wide comparable survey data on gender-based violence against women, from childhood to adulthood, that could be used to inform policy developments and action in this area. The results of such research could also offer useful guidance to Member States in their ratification and implementation of the forthcoming CoE Convention on violence against women and domestic violence.

Support for an EU-wide survey by the FRA on violence against women stems from a European Parliament Resolution of 26 November 2009, which was also referred to in Council conclusions of 8 March 2010. Currently there is no EU-wide survey of this nature. Whereas a number of EU Member States have conducted surveys that have variously collected data on violence against women, the results are not comparable and many surveys are dated. Eurostat is coordinating a European Safety Survey, which will include questions on experiences of violence. However, the Eurostat survey, as a general crime victimisation survey, will not be in the position to provide the type of in-depth data that will be collected in the FRA survey. The FRA will closely involve the European Institute for Gender Equality (EIGE) in its work on the survey.

**Objectives**

The project will provide for the first time comparable data on the nature and extent of violence against women in the EU27. The survey aims to offer policy makers and other stakeholders in the EU, regional, national and local levels evidence necessary for developing legislation and policies to address violence against women through prevention of incidents, protection of victims and prosecution of offenders, including with a view to ensuring compliance with the Council of Europe Convention on violence against women and domestic violence.

**Overall outputs**

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

**Beneficiaries and target groups**

- Member States
- European Commission
- European Institute for Gender Equality (EIGE)
- IGOs (UN, CoE)
- Victim Support organisations
- Civil Society

Year of origination: 2010

## Planned activities in 2012

**Research activities**

Completion of fieldwork in EU27, followed by in-house data analysis and writing up of the results

**Communication & awareness raising activities**

The first project results will be published online (to be continued in 2013) and the Agency will carry out media monitoring activities accompanying the survey interviews in the 27 Member States. The Agency will inform main stakeholders and the public about the survey design and its implementation during 2012.

**Networking and educational activities**

The Agency will undertake a series of meetings with policy makers and frontline organisations to increase the impact of the survey results and to link with the communication strategy. This activity will complement the Fundamental Rights Conference if the topic is violence against women

## Planned outputs in 2012

- Release of preliminary first results
- Meetings with stakeholders
- Meeting reports

**Output indicators**

- relevance of the information and the analyses provided to the specific objectives;
- number of downloads from the Agency's website
- relevance of the meetings to the specific objectives, based on the participants' feedback;
- stakeholders' perception of the relevance of this work to their needs; and
- participation rate in the meetings with selected key stakeholders.
- use by policy makers and others of the results of the survey

## FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	1,0	--	--	1,0	€ 1.500.000
Communication and awareness-raising	0,6	0,4	0,1	1,1	€ 25.000
Networking and Education	0,3	0,1	--	0,4	€ 25.000
<b>Total</b>	<b>1,9</b>	<b>0,5</b>	<b>0,1</b>	<b>2,5</b>	<b>€ 1.550.000</b>

Joined-up governance

Project description

The Agency established a peer group of stakeholders representing local, regional, national and supranational governments from a number of EU Member States to develop practical suggestions for a joined-up approach to fundamental rights implementation in 2010. Since 2010, it has also undertaken focus group research to map existing practice, analyse challenges and obstacles, and identify successful models of multi-level cooperation in fundamental rights. At the core of the project, a set of components have been developed in a collaborative exercise with the peer group, which local, regional and national authorities can use and refer to in implementing a joined-up approach in the area of fundamental rights. In 2012, the Agency will undertake communication, networking and educational activities to facilitate the dissemination and application of good practices identified and developed in the earlier project phases. It will also broaden its focus group research to cover further fundamental rights issues identified by the peer group (based on a needs assessment). These issues are related to the field of access to justice, but essentially cut across various thematic areas of the Multi-Annual Framework. This project is interlinked with a large number of the Agency's ongoing projects. One of the areas that the project will examine is how to improve the coordination and integration of policy and rights protection for particularly vulnerable persons such as the Roma.

Objectives

- High level of awareness on rights is achieved
- Cooperation among different layers is enhanced and facilitated
- Rights implementation is properly monitored and effective remedies to violations are available
- Rights initiatives at local level are sustainable

Overall outputs

- Publications AND good practice examples on joined-up governance approach
- Cross level events, seminars and workshops
- Web-platform for good practice exchange
- Checklists, guidelines, toolkits on selected fundamental rights issues
- Framework for rights benchmarking and branding at the local level
- Promotion of successful rights implementation plans or initiatives

Beneficiaries and target groups

National and local policy makers, Service providers, Roma, Migrants, Children

Activities and results achieved so far

In 2010, the project completed its mapping phase, set up a platform of experts and stakeholders from local and national governments of five pilot EU Member States and identified issues to address using a joined-up approach. These issues were Roma inclusion, protection of children, non-discrimination and integration of migrants. In 2010, meetings were held to identify obstacles. Good practices and incentives for a coordinated, joined-up approach to fundamental rights. This was complemented through focus group research and resulted in a first analytical compilation of existing methods, tools and incentives for joined-up governance on fundamental rights. For the purpose of disseminating knowledge, a website with online resources has been created. In 2011, the project partners began to pilot the joined-up approach. Mechanisms in some members States will provide feedback for UN Treaty Bodies such as the Universal Periodic Review on human rights. It will also support local level impact of EU policy and action for example directives, structural funds and strategies.

Planned activities in 2012

Research activities

Following-up on its 2010-2011 research, the Agency will broaden the evidence-based by undertaking focus group research and peer review sessions in a number of additional EU Member States. This research serves to map existing practice, analyse challenges and obstacles, and identify suggestions for a more integrated, joined-up approach to rights implementation.

Communication & awareness raising activities

- Update of e-community tool as foreseen in AWP 2010 and 2011
- Dissemination of good practices and peer-to-peer information sharing through a webtool for local authorities interested in fundamental rights protection

Networking and educational activities

The Agency will facilitate cross-level learning events with national and local stakeholders to develop joined-up strategies to addressing fundamental rights challenges identified through its research.

Networking events with a broader group of stakeholders, particularly from the local level, to promote and support the dissemination of good practices identified through the project. This will include cooperation with existing city networks and representative bodies of local and regional authorities, the EU Committee of the Regions of the European Union (CoR) and the Congress of Local and Regional Authorities (CLRAE) of the Council of Europe in particular.

The Agency will co-organise an event with the CoR Commission for Citizenship, Governance, Institutional and External Affairs (CIVEX) within the context of the Annual Dialogue with the CoR on multi-level protection of fundamental rights. The precise theme will be determined on the basis of FRA research and ongoing work of CIVEX.

Planned outputs in 2012

- Data analysis
- Release of first results
- Meetings with stakeholders
- Meeting reports

Output indicators

- relevance of the information and the analyses provided to the specific objectives;
- number of downloads from the Agency's website as well as the number of copies requested in relation to the estimated size of the target group/audience.
- relevance of the meetings to the specific objectives, based on the participants' feedback;
- stakeholders' perception of the relevance of this work to their needs;
- participation rate in the meetings with selected key stakeholders.
- Use by policy makers and others of the results of the survey

FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	0,2	--	--	0,2	€ 50.000
Communication and awareness-raising	0,2	--	--	0,2	€ 20.000
Networking and Education	0,4	0,1	--	0,5	€ 130.000
<b>Total</b>	<b>0,8</b>	<b>0,1</b>	<b>--</b>	<b>0,9</b>	<b>€ 200.000</b>



**Victim Support Services in the EU: An overview and assessment of victims' rights in practice\***

**Project description**

In March 2011 a "Victims' Roadmap" was put forward under the Hungarian Presidency of the EU that sets out to propose measures that can meet the needs and rights of victims of crime in specific areas; including victim support. The Roadmap complements the Commission's renewed focus on victims through its "Victims' Package", a key component of which is the newly drafted Victims Directive that is intended to replace Framework Decision 2001/220/JHA on the standing of victims in criminal proceedings. As shown by the results of a 2009 study financed by the Commission on the implementation of the above 2001 Framework Decision (APAV, 2009), there is still a long way to go in many Member States before victims' rights 'on paper' are transferred to concrete enjoyment of rights 'in practice'.

A core component in meeting the rights, and needs, of victims is the provision of adequate victim support services throughout the EU; services that provide victims with information and support at different stages after victimisation, which can range from practical advice about how to claim compensation through to support when going to court.

**Objectives**

The project will provide the first independent overview of targeted victim support services in the EU's 27 Member States — with a review of current practices and gaps in provision at the national and regional level. The project will look at the provision of services by both the State and NGOs; with a view to developing an overview of different models of victim support provision from which 'good practices' can be highlighted that can serve as models for victim support provision and implementation across the EU (in line with the requirements of the new Victims Directive). The provision of generic victim support services will be looked at together with some specific areas for targeted intervention – such as in the area of violence against women.

**Overall outputs**

End of 2013-2014

- Report on victim support service provision in the EU27; highlighting different practice models, and emphasising good practices with the potential for transference between Member States. Report to focus on compliance of existing victim support provisions in line with new Victims Directive, the proposed Victims' Roadmap and the Commission's Victims' Package.
- Interactive web-based 'Map of Gaps' of victim support provision in the EU27, which will also highlight good practices.

**Beneficiaries and target groups**

The project will be undertaken with the support of Victim Support Europe and victim support organisations at Member State level in an effort to see how States can effectively bolster victim support services in line with requirements under the new Victims Directive and the accompanying Victims Roadmap and Package.

Specific beneficiaries include: Victims of crime, The Commission, Victim support services

**Activities and results achieved so far**

The project will build on existing work conducted by the Agency in the field of access to justice with respect to Equality Bodies, and will draw on research findings from its on-going surveys that variously address the experiences of victims of crime – including their experiences of service provision (namely: Violence against women survey, LGBT survey, anti-Semitism survey).

\* this project is based on the European Commission's request according to art. 4 art. 1 par. d of the Council Regulation No 168/2007

**Planned activities in 2012**

**Research activities**

Primary and secondary source data collection through FRANET on the range and status of different victim support services in the EU27; using qualitative interviews with key victim support organisations in Member States, as well as quantitative components for data collection for purposes of comparison – where appropriate. Using the evidence collected by FRANET, a group of experts in the field of victims' rights and service provision will develop practical and policy-relevant models for current and future victim service provision in the EU in line with the new Victims Directive and the accompanying Victims' Roadmap and Package.

**Communication & awareness raising activities**

Preliminary development of interactive web-based 'Map of Gaps' of victim support service provision.

**Networking and educational activities**

No networking activities in 2012

**Planned outputs in 2012**

- Data analysis
- Release of preliminary first results
- Meetings with stakeholders
- Meeting reports

**Output indicators**

- relevance of the information and the analyses provided to the specific objectives;
- number of visits and downloads from the Agency's website
- relevance of the meetings to the specific objectives, based on the participants' feedback;
- stakeholders' perception of the relevance of this work to their needs; and
- participation rate in the meetings with selected key stakeholders
- use by policy makers and others of the results of the survey

**FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT**

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	1,0	0,5	1,0	2,5	€ 400.000
Communication and awareness-raising	0,5	--	--	0,5	€ 0
Networking and Education	0,5	--	--	0,5	€ 0
<b>Total</b>	<b>2,0</b>	<b>0,5</b>	<b>1,0</b>	<b>3,5</b>	<b>€ 400.000</b>

## Existence and interpretation of the freedom to conduct a business\*

## Project description

## Objectives

The freedom to conduct a business is a fundamental right contained in article 16 of the Charter of Fundamental Rights of the European Union. It is a right which has been developed by the CJEU in a number of cases with reference to constitutional traditions in the Member States. Yet, little research has been undertaken in relation to this fundamental right. On 16 February 2011, the Commission requested the FRA according to Article 4 (1) (c) to conduct a study on the existence and interpretation of the freedom to conduct a business in the 27 Member States of the European Union. The study will focus on where the difficulties ("bottlenecks") are for a European citizen to set up and conduct a business, also in a different member state to his/her own.

The study will consist of a 'mapping exercise' with respect to existing legislation and procedures that are in place in Member States with respect opportunities and constraints to conduct a business. Specifically, the study will serve to highlight gaps in the freedom to conduct a business with respect to setting up and conducting a business. The concrete shape of the study will be determined after stakeholder consultation.

## Overall outputs

Report on freedom to conduct a business in the 27 Member States of the EU

## Beneficiaries and target groups

- European Commission
- Economic and Social Committee
- Law makers in the EU Member States, as well as other relevant experts in the field at both national and European level
- Business community in the EU

## Activities and results achieved so far

This project builds on the methodology followed in the first access to justice report published by the FRA in 2011.

\* this project is based on the European Commission's request according to art. 4 art. 1 par. d of the Council Regulation No 168/2007

## Planned activities in 2012

## Research activities

In 2012 research for the study will be undertaken, which will consist of an analysis of secondary source material with respect to existing legislation, relevant policies, and examples of their implementation in practice with respect to the freedom to conduct a business. The results of the research will be used to draft a comparative report on freedom to conduct a business in the EU; which will include examples of promising and problematic practices. The comparative study will be drafted in-house by research staff on the basis of information collected through the Agency's FRANET research network, and through other sources. This material may also be presented as online documentation.

## Communication &amp; awareness raising activities

A project-specific stakeholder communication and awareness raising strategy will be developed.

## Networking and educational activities

The Agency will organise consultation with key stakeholders, and specifically with stakeholders involved in the business field, to provide input and feedback into the project concerning its development and possible uses.

## Planned outputs in 2012

- Research
- Meeting with stakeholders
- Preparation of a comparative report to be published in 2013 once the relevant information and data will have been collected

## Output indicators

- relevance of the information and the analyses provided to the specific objectives;
- relevance of the meetings to the specific objectives, based on the participants' feedback; and
- stakeholders' perception of the relevance of this work to their needs.

## FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	1,0	0,5	1,0	2,5	€ 0
Communication and awareness-raising	0,5	--	--	0,5	€ 0
Networking and Education	0,5	--	--	0,5	€ 0
<b>Total</b>	<b>2,0</b>	<b>0,5</b>	<b>1,0</b>	<b>3,5</b>	<b>€ 0</b>

## Fundamental rights indicators

### Project description

The Agency is developing indicators on fundamental rights in the EU. To this end, fundamental rights indicators serve to highlight limitations and gaps in current provision and availability of data, providing a springboard for future legal, policy and research development. The development of the Agency's work in this area complements and builds upon other efforts to develop human rights indicators and monitoring processes at EU and international level. The indicators, which will be subjected to continuous development and review, are used by the FRA to guide its own research and data collection activities. Utilising results from its existing research projects – that variously address and collect structural, process and outcome indicators – the Agency can seek to adopt evidence-based opinions that draw on fundamental rights indicators. The results of this will be to support EU institutions and Member States in developing and strengthening legislation and policy to protect, respect, promote and realize fundamental rights (within their respective spheres of competence). In parallel, the development of indicators will take into account similar activities by other EU bodies, the CoE and UN bodies, and will focus on those areas where concrete output indicators can be developed or collected – including through the Agency's own primary research. Establishing workable and robust methods for developing fundamental rights indicators is a long-term process and demands significant attention to legal developments, both at the domestic and international levels, as well as sensitivity to the institutional and political dynamics of the EU and its decision-making process. At the same time, indicator development needs to be aware of the latest initiatives at the level of Eurostat and national statistical offices with respect to what is collected and how it is collected. With this in mind, the indicators will constitute a starting point rather than a definitive result, requiring continued refinement and expansion in response to emerging data and legal and policy developments.

### Objectives

- Identify strategic partnerships with stakeholders to advance fundamental rights promotion;
- Collect and disseminate relevant data and information in the form of indicators;

### Overall outputs

Indicators for different fundamental rights areas: As the development of indicators is a dynamic process they will be published online with a possible print version in 2013.

### Beneficiaries and target groups

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

Professional organisations

### Activities and results achieved so far

In 2011 the FRA started developing indicators related to key fundamental rights areas addressed through its research. This work was initiated by building on the quantitative survey results from EU-MIDIS, with the aim of producing human rights indicators on racist discrimination and racist victimisation. In May 2011 the Agency held a conference on FRI.

Year of origination: 2011

### Planned activities in 2012

#### Research activities

In 2011 the FRA started developing indicators related to key fundamental rights areas addressed through its research. This work was initiated by building on the quantitative survey results from EU-MIDIS, with the aim of producing human rights indicators on racist discrimination and racist victimisation. Research in 2012 will fine-tune and operationalise indicators in relation to different FRA projects that collect data.

#### Communication & awareness raising activities

Software for interactive web-based applications will be developed to adapt results from FRA research – that can be utilised as indicators – for dissemination through the Agency's website.

#### Networking and educational activities

The Agency has been following developments at the UN with regard to the conceptual and methodological framework for human rights indicators, the Agency has been working closely with a group of experts with regard to the rights of the child indicators and the Agency has been following the work of NHRIs on indicators; particularly the UK Equality and Human Rights Commission's Human Rights Measurement Framework. The Agency will build on this work in 2010-2011, and that of other actors in order to feed results into its own work. The Agency will continue to engage in meetings of key actors, including the European Commission and United Nations, and experts in this area.

### Planned outputs in 2012

- Meetings with stakeholders
- Meeting Reports

### Output indicators

- relevance of the information and the analyses provided to the specific objectives;
- stakeholders' perception of the relevance of this work to their needs.

### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	1,0	0,5	--	1,5	€ 0
Communication and awareness-raising	0,3	0,1	--	0,4	€ 0
Networking and Education	0,1	0,4	--	0,5	€ 0
<b>Total</b>	<b>1,4</b>	<b>1,0</b>	<b>--</b>	<b>2,4</b>	<b>€ 0</b>

## Annual Reports

### Project description

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

### Objectives

The Annual Reports contribute to the following FRA long-term objectives:

- Identify and analyse major trends in the field of fundamental rights;
- Assist the EU and its Member States in decision making by providing evidence based opinions;
- Inform target audiences through awareness raising activities;
- Identify and disseminate examples of good practice

### Beneficiaries and target groups

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

### Planned activities in 2012

#### Research activities

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

#### Communication & awareness raising activities

FRA Annual Report will be produced, translated, published, disseminated and presented to the European Parliament; an accompanying media launch will be carried out.

#### Networking and educational activities

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

### Planned outputs in 2012

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

#### Output indicators

- relevance of the information and the analyses provided to the specific objectives;
- number of downloads from the Agency's website as well as the number of copies requested in relation to the estimated size of the target group/audience;
- number of copies disseminated; and
- stakeholders' perception of the relevance of this work to their needs.

### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	2,0	1,0	1,0	4,0	€ 400.000
Communication and awareness-raising	0,5	0,6	0,1	1,2	€ 250.000
Networking and Education	0,1	--	--	0,1	€ 0
<b>Total</b>	<b>2,6</b>	<b>1,6</b>	<b>1,1</b>	<b>5,3</b>	<b>€ 650.000</b>

## Fundamental Rights Conference

### Project description

The Fundamental Rights Conference (FRC) is a key annual event on the Agency's calendar. The FRC creates a space for decision-makers, experts and human rights defenders to examine key fundamental rights challenges in the EU and develop courses of action that better guarantee their protection. The FRC is

- A forum to pool cutting-edge knowledge on fundamental rights and to share good practice;
- A catalyst for developing an evidence-based approach to decision-making and practice;
- An opportunity to forge strategic partnerships between actors from the local to the supranational level.

The FRC brings together the key human rights stakeholders (national government officials, EU bodies and intergovernmental organisations, local authorities and service providers, national human rights institutions and equality bodies, civil society organisations and other non-traditional human rights actors). The FRC themes are set in the context of current EU policy and legislative developments, the Stockholm Programme in particular, and are held in relation to challenges identified through FRA research. The FRC follows a practice-oriented approach, including side-events by many organisations and space for good practice sharing and workshops aimed at identifying practical solutions to specific challenges. The FRC is also used as an opportunity to raise awareness of the work of FRA among key stakeholders and is therefore often combined with the launch of a major FRA report.

The FRC theme is identified in consultation with key stakeholders and in accordance with FRA priorities. Previous FRC themes included racism and freedom of expression (2008), social inclusion of marginalised communities (2009), justice for children and child protection (2010).

### Objectives

- Forging strategic partnerships and action oriented coalitions between various stakeholders to address issues highlighted by the Agency's reports
- Promoting awareness for the Agency's findings among relevant stakeholders
- Evaluating the validity and relevance of the Agency's findings and testing the usability of its opinions (matching them against stakeholder needs, expectations, and experience)
- Generating support among policy-makers and legislators for implementing the recommendations, in cooperation with relevant stakeholders (human rights bodies, civil society, service sector, etc.)
- Creating an open space for creative thinking and ideas for innovative practices to promote and protect fundamental rights in the EU
- Developing cutting-edge knowledge on specific human rights issues and working methods of human rights actors

### Beneficiaries and target groups

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

### Planned activities in 2012

This is the major conference of the Agency, where it presents key results of its work. It is organised in-house annually together with the EU Presidency and gathers a large number of key stakeholders. The specific topic will be decided at a later stage.

In the context of the FRC various research and other deliverables related to the topic will be produced. In addition, there will be a media presentation of report(s) and the resulting media coverage will be monitored.

### Planned outputs in 2012

Reports in different formats

### Output indicators

- relevance of the information and the analyses provided to the specific objectives; and
- stakeholders' perception of the relevance of this work to their needs.

### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	0,3	--	--	0,3	€ 0
Communication and awareness-raising	0,2	0,2	--	0,4	€ 0
Networking and Education	0,4	0,1	--	0,5	€ 200.000
<b>Total</b>	<b>0,9</b>	<b>0,3</b>	<b>--</b>	<b>1,2</b>	<b>€ 200.000</b>

## FRA Europe Day - symposium

### Project description

Building on the experiences with the FRA symposium “Strengthening the fundamental rights architecture in the EU” in 2010, the Agency will contribute also in 2012 to Europe Day on 9th May with a symposium at its premises in Vienna. This event will be planned in close cooperation with and under the umbrella of Europe Day activities in Austria (by the European Commission representation and the Information Office of the European Parliament).

### Objectives

The project seeks to contribute to the following FRA long-term objectives: Identify and analyse major trends in the field of fundamental rights; Assist the EU and its Member States in decision making by providing quality and relevant data, facts and opinions; Inform target audiences through awareness raising activities and use of data collected in the field that provide factual evidence;

### Planned outputs

As in 2010 it is expected that the symposium will be linked to the launch of one or several FRA reports. The symposium will be used consequently for discussing major results of these reports with key stakeholders.

#### Beneficiaries and target groups

Key stakeholders as representatives from EU institutions, equality bodies, national human rights institutions and national government officials aiming at the provision of greater knowledge of and intensified exchange on Fundamental Rights, and their enforcement and the role of FRA in the European context.

### Activities and results achieved

On 7 May 2010, for the first time, the FRA took advantage of the momentum created ahead of Europe Day and organised a symposium addressing key stakeholders entitled “Strengthening the fundamental rights architecture in the EU”. In 2011 a similar event is planned as FRA contribution to the Europe Day.

*Year of origination: 2011*

### Planned activities in 2012

This is a symposium organised in-house in spring annually, which will gather a small number of key experts for a discussion on key fundamental rights issues based on relevant work carried out by the FRA. The specific topic will be decided at the end of 2011.

In the context of the symposium various research and other deliverables related to the topic will be produced. In addition, there will be a media presentation of report(s) and the resulting media coverage will be monitored. The Agency will host the symposium and incorporate its outcome into the relevant stakeholder consultations.

### Planned outputs in 2012

- Symposium event
- Symposium proceedings
- Other reports and related information material

### Output indicators

- relevance of the information and the analyses provided;
- level of participation in the symposium by targeted groups;;
- stakeholders' perception of the relevance of this work to their needs.

### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	0,1	--	--	0,1	€ 0
Communication and awareness-raising	0,5	0,2	0,1	0,8	€ 0
Networking and Education	0,1	0,1	--	0,2	€ 60.000
<b>Total</b>	<b>0,7</b>	<b>0,3</b>	<b>0,1</b>	<b>1,1</b>	<b>€ 60.000</b>

## Human rights education and remembrance

### Project description

Within the European integration process the conscience on history and remembrance plays a significant role for the protection and promotion of fundamental rights. An increasing need to deal with the various facets of European history, taking into account the diversity in the reflections of these is evident. By linking human rights education with remembrance a step towards forming a European consciousness will be taken.

Building on the inception phase in 2009 with an experts meeting and the establishment of a related network of a variety of actors with an accompanying preparatory 'academy workshop' in 2010-2011 where a set of criteria on 'how HRE can cover different aspects of memory, history and remembrance' has been developed, in 2012 a series of national level projects towards positive action will be facilitated in Germany, Latvia, Lithuania, Estonia, Poland, Czech Republic, Hungary, Spain and Italy.

In 2013 a second phase can build up on the revised concept, based on the experiences of the 1st phase by including other EU Member States.

### Objectives

- Develop HR specific concepts and material for use in remembrance programmes
- Raise awareness of the importance of integrating human rights into remembrance

### Beneficiaries and target groups

- Member States educational authorities
- Agencies and bodies set up to deal with issues related to remembrance and history

Year of origination: 2009

### Planned activities in 2012

#### Research activities

No research component

#### Communication & awareness raising activities

National project documentation and other related materials will be made available on FRA website.

#### Networking and educational activities

Conduct a networking event to share experiences of the national projects and to promote the project concept. Documentation of the national projects and draw lessons learned. Draw a set of criteria on 'how to link human rights education to memory, history and remembrance'. The FRA will also cooperate with the Council of Europe's programme on Remembrance of the Holocaust and prevention of crimes against humanity

### Planned outputs in 2012

- Examples of Good Practice
- HRE training and education materials

### Output indicators

- Interdisciplinary and cross border networking at national level (f.e. education/ media/ research or art/ education/ museum), based on a specific project;
- Promotion of a European consciousness by acknowledging the diversity of historic reflections and by defining human rights education as a common denominator

### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	0,1	--	--	0,1	€ 0
Communication and awareness-raising	0,1	0,1	--	0,2	€ 0
Networking and Education	0,2	--	--	0,2	€ 30.000
<b>Total</b>	<b>0,4</b>	<b>0,1</b>	<b>--</b>	<b>0,5</b>	<b>€ 30.000</b>

## Human rights based police training

### Project description

Building on the key recommendations of the human rights education and training stakeholder consultation and of 2010 and in line with the determined professional groups as target groups in the Agency's human rights education and training strategy, a network with relevant actors was build up over 2010-2011 (CEPOL, AEPC, European Council of Police trade unions and NGOs). A workshop in 2010, which identified the core requirements on how to turn theory into practice (based on the MIDIS policing related indications) in formal police training has kicked off a process of structured and targeted exchange. Thematic areas that are most vital for the police colleges and academies in terms of translating human rights provisions into training were identified together. Based on this a set of thematic guidelines were developed in 2011.

The protection of the human rights of LGBT persons will be taken in consideration when implementing this project in line with the standards set out in the Committee of Ministers' Recommendation on measures to combat discrimination based on sexual orientation or gender identity and to the European Code of Police Ethics (Committee of Ministers' Recommendation Rec(2001)10).

### Objectives

- Incorporate human rights based policing as part of core curricula and training for police
- Operationalise thematic guidelines on human rights based police training

### Beneficiaries and target groups

- Police officials
- CEPOL
- AEPC,
- European Council of Police trade unions
- National Police Academies
- Civil Society

### Planned activities in 2012

#### Research activities

Human rights education and training activities are based on existing research work.

#### Communication & awareness raising activities

Communication activities will focus on making any material available on the website.

#### Networking and educational activities

Building up on 2010-2011 a model practice for human rights based policing can be developed and selected police academies can be assisted in the implementation of it. The Agency will also examine the training in the context of its work on Violence Against Women and Homophobic hate crimes.

### Planned outputs in 2012

- Training events
- Revision of police educational and training materials

#### Output indicators

- Development of a model practice for human rights based police training;
- Assist the police academies to take positive action with practical tools for implementation.

### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	0,2	--	--	0,2	€ 0
Communication and awareness-raising	0,1	0,1	--	0,2	€ 0
Networking and Education	0,4	--	--	0,4	€ 25.000
<b>Total</b>	<b>0,7</b>	<b>0,1</b>	<b>--</b>	<b>0,8</b>	<b>€ 25.000</b>



## Complementary and ad hoc research and data collection activities

### Project description

The research work is carried out under specific project headings. The appropriations here are intended to cover deliverables on issues or events, which arise during the current financial year, for example responses to requests by stakeholders, responses to unforeseen events, additional data or information required by research projects that could not have been foreseen, additional data and information for the annual report, ad hoc expert meetings, etc. Therefore the amount allocated is temporarily placed under the operational reserves.

### Objectives

All FRA objectives may be addressed through this activity

### Beneficiaries and target groups

FRA Stakeholders

Year of origination: 2009

### Planned activities in 2012

#### Research activities

Data collection activities will be carried out, as needs may develop.

#### Communication & awareness raising activities

Project-specific stakeholder communication and awareness raising strategy will be developed

#### Networking and educational activities

No activities foreseen in 2012

### Planned outputs in 2012

Reports in different formats

#### Output indicators

- relevance of the information and the analyses provided to the specific objectives;
- number of downloads from the Agency's website as well as the number of copies requested in relation to the estimated size of the target group/audience;
- number of copies disseminated; and
- stakeholders' perception of the relevance of this work to their needs.

### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	0,2	--	--	0,2	€ 250.000
Communication and awareness-raising	0,4	0,2	--	0,6	€ 0
Networking and Education	--	--	--	--	€ 0
<b>Total</b>	<b>0,6</b>	<b>0,2</b>	<b>--</b>	<b>0,8</b>	<b>€ 250.000</b>

## FRA contributions to key international and EU events

### Project description

This project aims to communicate important results of research completed in 2010 and 2011 to specific audiences at key international European events throughout the year 2012, which are not covered directly by project-related activities (e.g. the European Year 2012, likely theme: "Active Ageing and Intergenerational Solidarity", International Human Rights Day, European Data Protection Day, the International Day of Persons with Disabilities, the International Day against Homophobia, Roma Day, International Women's Day, International Migrants Day; Equality Summit, etc).

### Objectives

The project seeks to contribute to the following FRA long-term objectives: Inform target audiences about fundamental rights issues through awareness raising activities;

- Identify and disseminate examples of good practice in the field;
- Ensure complementarity and maximize synergies with the EU institutions and the Council of Europe.
- Cooperate with civil society and international organisations.

### Planned outputs

Tailored FRA contributions for the events, as well as general FRA information and promotional material.

### Beneficiaries and target groups

Stakeholders gathering at the above-described meetings, conferences and events.

### Activities and results achieved so far

Since this FRA project will be implemented for the first time in 2011, an impact assessment of 2011 activities will form the basis of the 2012 programme

### Planned activities in 2012

Active participation in key European events is a means of communicating important results of research completed in 2010 and 2011, tailored to the specific themes and audiences of such events/days. Targeted information and promotional material shall be prepared to increase impact. Active distribution of materials through the use of InfoStands is envisaged.

### Research activities

No research component

### Communication & awareness raising activities

Organising and coordinating tailor-made contributions to events, including: organising FRA participation, the FRA info stand,, production, press work and media releases and follow-up management of FRA contributions.

### Networking and educational activities

Development of an event calendar of important events, meetings and conferences in 2012.

### Planned outputs in 2012

- Participation in events.
- Event-specific materials.

### Output indicators

- relevance of the contributions for stakeholders and event organisers
- relevance to the theme of the event
- media coverage

### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	0,2	--	--	0,2	€ 0
Communication and awareness-raising	0,4	0,3	0,1	0,8	€ 20.000
Networking and Education	--	--	--	--	€ 0
<b>Total</b>	<b>0,6</b>	<b>0,3</b>	<b>0,1</b>	<b>1,0</b>	<b>€ 20.000</b>

## Stakeholders meetings

### Project description

The Agency cooperates and has relations with a variety of stakeholders at the European and national level. These relations and cooperation assist the Agency in defining, developing and coordinating its work better. The relations with its stakeholders ensure that the Agency does not duplicate the work of others and can bring added value to human rights work at the European and national level. The cooperation with stakeholders ranges from regular contact and relations with EU institutions, the Council of Europe, the United Nations and OSCE, to cooperation with National Human Rights Institutions, Equality Bodies and ombudsmen at the national level. An additional dimension to the Agency's work is the development of its relations with Union agencies and bodies such as EUROFOUND, FRONTEX, EUROJUST and CEPOL and the development of thematic networks to strengthen cross cutting themes and policy areas in the Agency and develop the basis for future work such as gender mainstreaming, health, participation; business and human rights and human rights budgeting. This should continue to strengthen the relevance of the Agency's work and the synergies associated with certain policy areas.

The work with the EU institutions will continue to be strengthened particularly the work with the European Parliament, the Council and the Commission. This relationship is vital to ensure that the Agency's outputs are policy relevant and linked to priority areas of the Union. In addition, the continuous feedback from the EU stakeholders will support the tailoring of outputs.

The Agency will continue to host meetings with the National Human rights Institutions, the Equality Bodies, and Ombuds Institutions and look at ways to engage them closely in the projects of the Agency.

The Agency will continue to broaden its cooperation with inter-governmental organisations, in particular with the Council of Europe, to reinforce mutual areas and ensure that the Agency's work is shared and communicated across the various bodies and mechanisms associated with the IGOs. The Agency will host inter-agency meetings to exchange and share information, develop synergies, avoid duplication, streamline networking strategies and to reinforce action in common areas. In 2012, the Agency will aim to develop broad networking communities of stakeholders on freedoms, equality, justice and citizenship to complement the work of the projects in these areas and to engage with a more focused group of stakeholders to provide input to the work programme and provide advice to the Agency on key issues in the respective areas.

### Objectives

- Ensure that the Agency's stakeholders and partners and their needs are better incorporated into the Agency's work and thinking.
- Receive feedback on their views of the utility of the Agency's outputs and the impact that the Agency is having in the shape of outcomes related to its outputs.
- Facilitate its interaction with key stakeholders and continue to explore innovative ways to engage with them.

### Beneficiaries and target groups

- NHRIs
- Equality Bodies
- Ombuds institutions
- IGOs (e.g. Council of Europe, United Nations)
- Civil Society
- European Commission
- Union Agencies
- Professional organisations
- Social Partners
- Experts
- Specialised Agencies

### Planned activities in 2012

Meeting of the NHRIs	€ 30,000
Meeting of the Equality Bodies	€ 30,000
Meeting of Ombuds institutions	€ 30,000
Thematic Meetings with stakeholders	€ 50,000

### Research activities

No specific research activities are foreseen for this component of the Agency's work, but it will entail the use, adaptation and presentation of existing research work of the Agency's two research departments, where relevant.

### Communication & awareness raising activities

The development of media and communication products targeted at the stakeholders. The coordination of cooperation with stakeholders to provide feedback on FRA targeted products and support dissemination strategies.

### Networking and educational activities

The development and definition of the aims, objectives, substance and outcomes of the meetings, the organisational coordination, the coordination and drafting of the meeting reports and evaluation and contact with participants – working in cooperation with the stakeholders.

### Planned outputs in 2012

- Participation in events.
- Event-specific materials.

### Output indicators

- relevance of the contributions for stakeholders and event organisers
- relevance to the theme of the event
- media coverage

### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	--	--	--	-	€ 0
Communication and awareness-	0,2	0,2	--	0,4	€ 0
Networking and Education	1,3	0,2	0,2	1,7	€ 140.000
<b>Total</b>	<b>1,5</b>	<b>0,4</b>	<b>0,2</b>	<b>2,1</b>	<b>€ 140.000</b>

**Online communication and documentation**

**Project description**

During 2010 and 2011 the new online communication strategy developed further the FRA web services available on the internet to new useful, user-friendly and interactive tools and features. FRA stakeholders were addressed through web 2.0 tools (social media), interactive features allowing online collaboration and exchange of information on and off-site. Online communication targeted key audiences as identified in the Communication Strategy of the Agency departing from the FRA's Founding Regulation, supporting further the objective of the FRA online activities to become a key and innovative 'information hub' promoting the FRA's excellence and expertise on Fundamental Rights issues.

**Objectives**

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

- Inform target audiences through awareness raising activities;
- and disseminate examples of good practice;
- Cooperate with civil society and international organisations.

**Planned outputs**

- FRA Website
- Social media profiles on the most relevant social media platforms
- On-site and Off-site online tools

**Beneficiaries and target groups**

Interested public with specific offers for main stakeholder groups

**Activities and results achieved**

In 2010/2011 the FRA communication strategy was supplemented by an Online Communication Strategy which will be further implemented in 2012.

In 2011 a preliminary analysis of the new online strategy will be developed. This analysis will use Web stats on identified indicators and user's satisfaction forms. Priority will be given to seek the views and feedback of the FRA key stakeholders in particular on the following:

- the use of push and pull services,
- the combined presentation of all FRA web service: the general Website and Infoportal into a unique portal,
- the quality and relevance of the content,
- the accessibility and user friendliness of the online services.
- Additionally the impact, challenges and risks generate by the use of the social media platform will be analysed to assess further developments in this area.
- Based on the results of this analysis the online communication strategy and planning might be updated/revised for forthcoming activities.

**Planned activities in 2012**

**Website update and maintenance**

As in years before, the website will be updated and maintained constantly. A substantial part of the information will be updated in 3 languages: English, French and German.

Information related to FRA activities and projects will be extended and regularly updated with new content such as new outputs, videos, pictures, podcasts. The Thematic area of the site will be also modified to adapt to the Agency's priorities for 2012. Regular and timely publication of latest news, events and activities will be done on FRA social media profiles. Various sets of statistics will be generated on regular basis and after the media launches to assist project teams in the analysis of the results and impact of the FRA activities.

**Website development**

The FRA website will be further developed by continuing the technical integration of the two web applications (FRA website and FRA Information Portal). Further analysis on the evolution of social media tools and web semantic will be performed in order to incorporate relevant aspects in the FRA online tools in particular the Website and InfoPortal services. Based on the above analysis a proposal for technical improvements will be prepared to address the key results of the FRA online communication survey. Further tools/features will be developed to share content with key Human Rights stakeholders.

**FRA InfoBase**

The FRA InfoBase - an online information tool on the state of protection of fundamental rights and recent developments in the area of fundamental rights in the European Union and its Member States - will be updated and maintained constantly on the basis of FRA studies and findings. The results of the user satisfaction survey of 2011 will be implemented.

**FRA Case Law Database**

As in 2010 and 2011 the FRA Case Law database will continue to collect and classify decisions of the European Court of Justice, the European Court of Human Rights and National Supreme and Constitutional Courts, with specific reference to Charter of Fundamental Rights of the EU. Also here the results of the user satisfaction survey of 2011 will be implemented.

**Coordination of Human Rights Documentation**

The Agency will continue consulting with other European documentation centres and database providers on human rights issues as part of its gradual collection of fundamental rights information. In addition, the Agency will support the standard setting initiatives in Human Rights Documentation by organising and participating in meetings and conferences in the Human Rights Documentation area.

**FRA Library**

The Agency will continue running a library for internal use supporting the in house analysis activities, by providing access to relevant external databases, online journals, document delivery services and further developing of the FRA library stock.

**Planned outputs in 2012**

**Output indicators**

- number of visits to the Agency's website and its online documentation tools
- stakeholders' perception of the relevance of this work to their needs
- user satisfaction survey
- number of meetings on Human Rights Documentation joined by FRA
- participation rate in meetings on Human Rights Documentation organized by FRA

FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT					
	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	--	--	--	--	€ 0
Communication and awareness-raising	1,0	0,5	--	1,5	€ 228.000
Networking and Education	--	--	--	--	€ 0
<b>Total</b>	<b>1,0</b>	<b>0,5</b>	<b>--</b>	<b>1,5</b>	<b>€ 228.000</b>

## Production and dissemination of communication products

### Project description

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

### Objectives

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

- Inform target audiences through awareness raising activities;
- Identify and disseminate examples of good practice;

### Planned outputs

FRA Information and promotional material supplementing project specific deliverables

### Beneficiaries and target groups

Interested public as well as tailored products for specific stakeholder groups

### Planned activities in 2012

#### Production of FRA Info Material

In 2010 the Agency produced an “Introductory Guide” to the work of the Agency, a “Circle of Rights” tool as well as a revised and updated “Factsheet on the FRA”. Based on the experiences with these different types of Info Material for dissemination at FRA conferences and FRA Info Stands the Agency will publish, in line with its communication strategy, products and information aimed at various target groups containing information on general fundamental rights issues and will adapt and update the FRA information material already available. To speed up the production process and especially in response to urgent requests for print and layout on demand, the FRA will enhance its in-house production capacity partially improved already in 2010. The main aim is to respond to short-term requests for re-print, for production of specifically tailored material.

#### Promotional material

For the numerous FRA conferences and meetings in 2012, for FRA information stands, for the FRA Info Point as well as for other occasions the Agency will order regularly promotional material for different target groups. Flash Drive USB Stick containing important FRA reports, other project deliverables or basic FRA documents will be made available especially for experts and other stakeholders. For equipping FRA Info Stands Jute-bags, pens and other promotional material will be made available.

#### Dissemination policy and stock management

With the implementation of a Contact Management System in 2010 and 2011 and a more stakeholder oriented dissemination strategy, the dissemination policy was already improved significantly by extending, for instance, the delivery of electronic FRA reports via USB sticks and CD-ROMs. In 2012 the Agency will focus therefore on fine-tuning this policy by responding to new and changing needs (broader dissemination of FRA reports in the context of extended FRA contributions to international days and events) and requests. In addition, an improved stock management system should ensure the timely delivery of material and reports in printed form to conferences and events or to main stakeholder groups. The FRA will also look into new channels for disseminating its findings and outcome and especially here to main stakeholder groups

#### Corporate Design and Identity

Based on the communication strategy and the follow-up Corporate Identity Manual including the new FRA Style Guide developed in 2010, the Agency will fully implement the Manual and adapt it to new needs, new publications and new material requested.

### Output indicators

- number of downloads per publication from the Agency's website and number of copies disseminated

FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT					
	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	--	--	--	--	€ 0
Communication and awareness-raising	2,0	1,0	0,1	3,1	€ 230.000
Networking and Education	--	--	--	--	€ 0
<b>Total</b>	<b>2,0</b>	<b>1,0</b>	<b>0,1</b>	<b>3,1</b>	<b>€ 230.000</b>

## Information about FRA research and awareness raising

### Project description

Communication is key to ensuring that the FRA's approaches are appropriate to its goal and objectives, that they are implemented effectively, and that activities and outcomes bring added value to the EU and its Member States' policies on fundamental rights, and raise awareness in European society. Therefore, and in addition to the project specific measures described below the Agency introduced several additional activities to establish a target group oriented approach for Agency's key audiences.

### Objectives

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

- Identify and analyse major trends in the field of fundamental rights (via media monitoring)
- Assist the EU and its Member States in decision making by providing evidence based opinions;
- Inform target audiences
- Awareness raising
- Identify and disseminate examples of good practice;
- Cooperate with civil society and international organisations

### Planned outputs

FRA Information and promotional material supplementing project specific deliverables

### Beneficiaries and target groups

Main stakeholder groups as well as key audiences as described in FRA Communication Strategy

### Planned activities in 2012

#### Info Point

The Info Point opened on 9 May 2010 celebrating Europe Day will be continuously updated to reflect the new main topics of FRA activities and serve as a living instrument in its role as an information and awareness raising tool.

#### Public Information Inbox

The public information inbox (info@fra.europa.eu) is the electronic interface that facilitates communication between the public and the Agency via email. Members of the general public send enquiries about the Agency's work, fundamental rights in general, individual affairs and EU issues (on average 200 requests per month). These requests are to be answered and the inbox is continuously maintained. All answers and follow up activities are monitored and documented.

#### Visitor Groups Programme

The visitor group programme offers experts, students and other interested groups the chance to visit the Agency (on average: 2-3 groups per month including judges, members of parliaments, diplomats, Law Professors mainly of EU Member States but also third countries) and to be introduced into FRA activities and mandate. Tailor-made presentations are prepared in order to address the specific interests of each group and to better communicate the scope and activities of the agency. The Visitor Group Programme is continuously revised and will be developed further, building on the opportunities provided by the Info Point established in spring 2010 at the FRA premises.

#### Production of AV material

Supplementing production of Info Material and In order to achieve the objectives of the FRA External Communication Strategy towards a more target group oriented approach, the Agency will adapt information produced by its research activities for its communication needs targeting the media and specific target audiences. This includes also the production of information material for the specific use of the FRA Info Point, focusing particularly on Audiovisual material, video clips and video news releases, animated films and cartoons, visualised statistical information and mapping, and online games.

#### Media monitoring and press clipping service

In addition to in-house media monitoring the Agency tendered in 2011 for a regular Media monitoring service to follow closely the impact of FRA activities as presented in different types of Media (incl. a monitoring of performance on social networking sites) covering all EU Member States. These two services will be continued in 2012

### Output indicators

- Relevance and effectiveness of public information products, based on the feedback from target groups;
- number of visitors;
- number of downloads and relevant website user statistics from the Agency's website; and
- number of FRA mention in the media

FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT					
	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	--	--	--	--	€ 0
Communication and awareness-raising	0,3	0,4	--	0,7	€ 145.000
Networking and Education	--	--	--	--	€ 0
<b>Total</b>	<b>0,3</b>	<b>0,4</b>	<b>--</b>	<b>0,7</b>	<b>€ 145.000</b>

## Monitoring and Evaluation

### Project description

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

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

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

### Planned activities in 2012

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

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

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

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

### Planned outputs in 2012

The analysis of reports and assessments on results achieved (outputs and outcomes) will be published in the FRA Annual Performance Report that will provide fair and reliable information based on key performance expectations, major strategies implemented, activities undertaken and achievements focused on outcomes taking into account the mission, mandate and objectives of FRA.

#### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
	--	--	--	--	€ 0
	--	--	--	--	€ 0
	--	--	--	--	€ 0
<b>Total</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>€ 0</b>

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## Bodies of the Agency and consultation mechanisms

## Bodies of the Agency

## Project description

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

Organisation of MB Meetings (3)

Organisation of Executive Board Meetings (4)

Organisation of Scientific Committee Meetings (4)

## Planned activities in 2012

2 Management Board meetings (1 extraordinary meetingp.m.)  
€ 73.000

Executive Board meetings  
€ 15.000

Scientific Committee meetings  
€ 50.000

Translations  
€ 90.000

## Planned outputs in 2012

The analysis of reports and assessments on results achieved (outputs and outcomes) will be published in the FRA Annual Performance Report that will provide fair and reliable information based on key performance expectations, major strategies implemented, activities undertaken and achievements focused on outcomes taking into account the mission, mandate and objectives of FRA.

## FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
	--	--	--	--	
	--	--	--	--	
	--	--	--	--	
<b>Total</b>	<b>1,0</b>	<b>1,0</b>	<b>--</b>	<b>2,0</b>	<b>€ 228.000</b>



## Consultation mechanism - National Liaison Officers

### Project description

The EU Member States are key stakeholders in the work of the Agency. The Agency has a role to provide assistance and expertise to Member States on fundamental rights issues. It therefore works together with Member States to improve the promotion and protection of fundamental rights both at the national and local level. In addition, much of the Agency's products and activities have a potential impact on the work of national administrations. It is therefore of great importance to the Agency to engage with representatives of Member States to ensure that their needs are taken into account, where relevant and appropriate, and to build partnerships with Member States to contribute to policy making and service delivery that is human rights based. To achieve this the Agency works closely with the representatives of national administrations who act as National Liaison Officers. They also have the role to deliver opinions and feedback on the Agency's work.

The Agency meets with its National Liaison Officers twice a year. The National Liaison Officers undertake their role within three broadly based areas – coordination and communication, information exchange and providing feedback on FRA products and activities.

The National Liaison Officers also form a key group to communicate, disseminate and use the Agency's products. They provide feedback on the utility and relevance of the Agency's products for policy and action purposes. The Agency therefore relies on them to provide feedback on the nature and style of its publications and ways to make its products more user-friendly for national policy makers.

### Objectives

Ensure timely and adequate coordination and communication with regard to the Agency's products and activities

Ensure regular and timely information sharing and exchange

Ensure timely feedback on the Agency's Annual Work Programme and other products and activities

Raise awareness of the Agency's work across national administrations

### Planned activities in 2012

Meeting with the National Liaison Officers and other communication activities

### Planned outputs in 2012

- Meeting Reports
- Improved coordination and communication between FRA and the national administrations
- Timely feedback with regard to FRA's work programme and other products and activities

### Outputs indicators

- participation rate in the meetings;
- timely organisation of the meeting and distribution of the meeting materials;
- stakeholders feedback on the usefulness and relevance of the meetings;
- stakeholders' perception of the relevance of their input into the various Agency processes, such as the annual work programme.

### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	--	--	--	--	€ 0
Communication and awareness-raising	--	--	--	--	€ 0
Networking and Education	0,2	--	--	0,2	€ 60.000
<b>Total</b>	<b>0,2</b>	<b>--</b>	<b>--</b>	<b>0,2</b>	<b>€ 60.000</b>

## Consultation mechanism - Fundamental Rights Platform

### Project description

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

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

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

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

The Agency's will again host a meeting of the Fundamental Rights Platform as part of its engagement with civil society. The FRP will help shape the initial thinking of the Agency vis a vis its work programme and the FRP will kick the process off by bringing forward suggestions. This will be complemented by the feedback on the Agency's Annual Report and looking at ways to better integrate the results of civil society's general activities into the work of the Agency. The e-platform will be fully operational and should further develop the interaction with the FRP.

### Objectives

- Ensure close cooperation with civil society, the social partners and others active in the area of fundamental rights;
- Ensures feedback to the Agency's work programme and annual report
- Communicates relevant outcomes and recommendations from civil society activities and products

### Planned activities in 2012

- Meeting of the FRP and other communication activities
- E-Platform sharing and exchange of information

### Planned outputs in 2012

- FRP Meeting Report
- FRP Report on suggestions for the Agency's Work programme
- FRP feedback on the Agency's Annual Report
- Variety of civil society information, reports and products to inform the Agency's work

### Outputs indicators

- participation rate in the meetings organised by the Agency;
- relevance to the subject of the meeting, based on the participants' feedback;
- stakeholders' perception of the relevance of this work to their needs.

### FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE PROJECT

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
Research and data collection	--	--	--	--	€ 0
Communication and awareness-raising	--	--	--	--	€ 0
Networking and Education	0,4	0,1	--	0,5	€ 100.000
<b>Total</b>	<b>0,4</b>	<b>0,1</b>	<b>--</b>	<b>0,5</b>	<b>€ 100.000</b>

Financial Resources by Area of Activity	Priority	Budget
<b>Asylum, immigration and integration of migrants</b>		
Fundamental rights of irregular migrants	First	€ 0
Handbook on European law in the field of asylum, immigration and border control	First	€ 240.000
<i>Total 'First' priority</i>		<b>240.000</b>
<i>Total 'Third' priority</i>		<b>€ 0</b>
<b>Visa and border control</b>		
Treatment of third country nationals at the EU's external borders	First	€ 205.000
Border control and fundamental rights	First	€ 0
<i>Total 'First' priority</i>		<b>205.000</b>
<i>Total 'Third' priority</i>		<b>€ 0</b>
<b>Information society and, in particular, respect for private life and protection of personal data</b>		
Data protection: judicial redress mechanisms and their use	First	€ 200.000
Private vs. Public: Protecting privacy in today's digital era?	First	€ 465.000
Handbook on European data protection case law	First	€ 325.000
<i>Total 'First' priority</i>		<b>990.000</b>
<i>Total 'Third' priority</i>		<b>€ 0</b>
<b>Racism, xenophobia and related intolerance</b>		
Survey on discrimination and hate crime against Jews in selected EU Member States	First	€ 25.000
Lessons from the Holocaust (2008-2012)	First	€ 50.000
<i>Total 'First' priority</i>		<b>€ 75.000</b>
<i>Total 'Third' priority</i>		<b>€ 0</b>
<b>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</b>		
Fundamental Rights of Persons with Intellectual Disabilities and Persons with Mental Health Problems	First	€ 125.000
Multiple and intersectional discrimination on grounds of gender, age and ethnicity in the EU Member States	First	€ 60.000
Pilot Roma Survey - follow up	First	€ 500.000
Non-Discrimination and sport	First	€ 30.000
Surveying LGBT people and authorities	First	€ 800.000
Breaking down barriers - Equal access for persons with disabilities	First	€ 330.000
<i>Total 'First' priority</i>		<b>€ 1.845.000</b>
<i>Total 'Third' priority</i>		<b>€ 0</b>
<b>The rights of the child, including the protection of children</b>		
Children and justice	First	€ 430.000
<i>Total 'First' priority</i>		<b>€ 430.000</b>
<i>Total 'Third' priority</i>		<b>€ 0</b>



Financial Resources by Area of Activity	Priority	Budget
<b>Access to efficient and independent justice</b>		
Accessing efficient and independent justice	First	€ 100.000
Gender-based violence against women: from childhood to adulthood	First	€ 1,550,000
Joined-up governance	First	€ 200.000
Victim Support Services in the EU: an overview and assessment of victims' rights in practice	First	€ 400.000
Existence and interpretation of the freedom to conduct a business	First	€ 0
<i>Total 'First' priority</i>		<b>€ 2.250.000</b>
<i>Total 'Third' priority</i>		<b>€ 0</b>
<b>Cross-cutting projects or activities covering all MAF areas</b>		
Fundamental Rights indicators	First	€ 0
Annual Reports	First	€ 650.000
Fundamental Rights Conference	First	€ 200.000
FRA Europe Day - symposium	First	€ 60,000
Human Rights Education and remembrance	First	€ 30,000
Human Rights based police training	First	€ 25,000
Complementary and ad hoc research and data collection activities	First	€ 250.000
FRA contributions to key international European events	First	€ 20,000
Stakeholders meetings	First	€ 140.000
Online communication and documentation	First	€ 228.000
Production and dissemination of communication products	First	€ 230.000
Information about FRA research and awareness raising	First	€ 145.000
<i>Total 'First' priority</i>		<b>€ 1.728.000</b>
<i>Total 'Third' priority</i>		<b>€ 0</b>

<b>Operational reserves</b>		
Monitoring and Evaluation	First	<b>€ 0</b>
Complementary and ad hoc research and data collection activities	First	€ 250.000
<i>Total 'First' priority</i>		<b>€ 250.000</b>

<b>Bodies of the Agency and consultation mechanisms</b>		
2 Management Board meetings, Executive Board meetings, Scientific Committee meetings	First	<b>€ 228.000</b>

<b>Bodies of the Agency and consultation mechanisms</b>		
Consultation mechanism - National Liaison Officers	First	€ 60,000
Consultation mechanism - Fundamental Rights Platform	First	€ 100,000
<i>Total 'First' priority</i>		<b>€ 160.000</b>
<i>Total 'Third' priority</i>		<b>€ 0</b>

### Summary of financial and human resources by Area of Activity

Area of Activity	Temporary Agents	Contract Agents	SNEs	Operational Human resources (Note 1)	Operational expenditure (Note 2)	Overheads (Note 3)	Total Cost Operational expenditure plus Overheads
Asylum, immigration and integration of migrants	2,3	0,7	0,2	3,2	€ 240.000	€ 654.197	€ 894.197
Visa and border control	3,0	1,8	0,3	5,1	€ 205.000	€ 1.042.626	€ 1.247.626
Information society and, in particular, respect for private life and protection of personal data	3,8	1,9	0,3	6,0	€ 990.000	€ 1.226.619	€ 1.247.626
Racism, xenophobia and related intolerance	2,7	1,2	0,1	4,0	€ 75.000	€ 817.746	€ 892.746
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	8,9	2,2	--	11,1	€ 1.845.000	€ 2.269.245	€ 4.114.245
The rights of the child, including the protection of children	1,9	1,2	--	3,1	€ 430.000	€ 633.753	€ 1.063.753
Access to efficient and independent justice	8	1,6	2,1	11,7	€ 2.250.000	€ 2.391.907	€ 4.641.907
Compensation of victims	--	--	--	--	--	€ 0	€ 0
Cross-cutting projects or activities covering all MAF	12,7	6,2	1,6	20,5	€ 1.728.000	€ 4.190.948	€ 5.918.948
Bodies of the Agency and consultation mechanisms	1,6	1,1	--	2,7	€ 388.000	€ 551.979	€ 939.979
Operational reserves	0	--	--	0	€ 250.000	--	€ 250.000
<b>TOTAL</b>	<b>44,9</b>	<b>17,9</b>	<b>4,6</b>	<b>67,4</b>	<b>€ 8.401.000</b>	<b>€ 13.779.020</b>	<b>€ 22.180.020</b>

**Note 1** – The operational Human Resources consist of the total number of Temporary and Contract Agents directly involved in operations.

**Note 2** – The operational expenditure is the costs directly involved in the implementation of the projects of the Annual Work Programme. These costs may include outsourcing, printing, translations and other similar expenses.

**Note 3** – The overheads are costs indirectly involved in the implementation of the projects of the Annual Work Programme. These include fixed costs such as salaries, rent, software licences and other similar costs. In addition, overheads include variable costs such as office equipment and supplies, ICT equipment, telecommunication costs and other similar expenses. The total overheads are distributed to each area of activity in proportion to the operational staff employed in each area of activity.

An efficient and effective administration makes a direct contribution to achieving FRA objectives. It develops internal policies, procedures and services, based on the Staff Regulations and the Financial Regulation. The administration supports operations in the areas of Directorate, Human Resources and Planning, Administration (Finance and Procurement Accounting, Quality, ICT and facilities).

### Human Resources and Planning

Human Resources service provides a full range of centralised, comprehensive human resource management services for FRA staff and assists management in attracting and retaining qualified employees. Planning services include the coordination of the Annual Work Programme definition and implementation (ensuring the transparency, communication and openness in the formalised stakeholder involvement at all levels in this process) as well as the management and implementation of the monitoring and evaluation activities.

#### Principal activities in 2012

In 2012, HR will continue to deliver effective HR services and focus on the implementation of the new appraisal and career advancement processes, the further improvement of effectiveness by documentation and automation of procedures, in collaboration with IT, and the advancement of the evaluation of its services. Planning will focus on the consolidation of the planning procedures as well as the implementation of the several Monitoring and Evaluation activities .

#### Principal output in 2012

- Basic HR services (selection, recruitment, rights and obligations, appraisal, training and career advancement, leaves and absences, statistics, commitments and payments under Title I).
- Documentation of main HR procedures
- Full implementation of new appraisal and career advancement
- Ongoing processes (templates, guides, training)
- Consolidated Planning procedures and elaboration of AWP
- Consolidated Monitoring and Evaluation framework
- Enhanced framework of key performance indicators
- Elaboration of Project and Annual Work Programmes and Annual Performance reports
- Implementation of surveys, desk research, focus group meetings for monitoring and evaluation purposes

FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE ACTIVITIES				
	Temporary Agents	Contract Agents	Seconded National Experts	Total
Human Resources	5	3	--	8
Planning	2	--	--	2
<b>Total</b>	<b>7</b>	<b>3</b>	<b>--</b>	<b>10</b>

### Directorate

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

#### Principal activities in 2012

In 2012 Directorate will coordinate the implementation of the Annual Work Programme and Budget 2012 and prepare the ground for the Multi-Annual Framework 2013-2017 and implementation of the 2013 Annual Work Programme. It will provide guidance to the external and internal evaluation process and continue cooperation with National Liaison Officers and civil society .

#### Principal output in 2012

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

FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE ACTIVITIES				
	Temporary Agents	Contract Agents	Seconded National Experts	Total
Directorate	4,00	1,00	1,00	6,00
<b>Total</b>	<b>4,00</b>	<b>1,00</b>	<b>1,00</b>	<b>6,00</b>

## Administration

**INFORMATION COMMUNICATION TECHNOLOGY & FACILITIES (ICTF)****Description**

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

**Objectives**

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

**Activities and results achieved so far**

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

**Planned activities in 2012**

- Manage and further develop the core administrative, financial, human resources and planning information systems.
- Manage and maintain the ICT underline infrastructure and policies ensuring high availability and BCP.
- Develop internal workflow applications that will minimise paper-based processes and enhance the existing reporting mechanisms.
- Enhance extranet applications offering quality services to external stakeholders.
- Provide internal facilities and audio-visual related infrastructure, services and ensuring appropriate working conditions.
- Develop further the environmentally friendly culture and take actions towards an EMAS certification.

**Planned outputs in 2012**

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

**Indicators**

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

**FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE ACTIVITIES**

	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2012
ICT & Facilities	5	3	--	8	2,426 million
<b>Total</b>	<b>5</b>	<b>3</b>	<b>--</b>	<b>8</b>	

**ACCOUNTING**

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

**Principal activities in 2012**

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

**Principal output in 2012**

- Production of the Agency's 2011 annual accounts

## Administration

**FINANCE & PROCUREMENT**

The Finance and Procurement team provides service-oriented financial services, ensures sound financial management of the Agency's financial resources (effectiveness, efficiency and economy of operations) as well as compliance with the applicable financial and implementing rules (legality and regularity). The team produces reliable financial reporting to the Agency's management in order to facilitate the decision-making process.

The Agency manages its budget following the ABB (Activity Based Budgeting) approach. The presentation of the budget per activity takes into account all operational components (research, communication and networking) under the same budget line. This allows to have a clear picture on the use of financial resources per project. The Agency has also in place an electronic application where staff registers the number of hours invested per project, reflecting the real use of human resources. This resource allocation is consistent with the Agency's priorities and pre-defined objectives, and ensure a common framework for planning, budgeting, monitoring and reporting.

**Principal activities in 2012**

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

**Principal output in 2012**

- Ensure excellence, quality, efficiency and legality and regularity of all transaction and procedures monitored; targeting no final remarks from auditing entities.
- Budget execution target above 95%.
- Delayed payments target less than 10%
- Failed procurement procedures target less than 5%.

**QUALITY MANAGEMENT**

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

**Principal activities in 2012**

In 2012, the quality team will consolidate the implementation of the Quality management system through the following:

- \* Strengthen the Quality documentation (policies, procedures) and the appropriate description of lean administrative and operational processes.
- \* Annual risk management
- \* Communication and training on Quality assurance issues
- \* Liaise with external auditing bodies for the follow up of corrective and preventive actions
- \* Implementation of a management review process and

**Principal output in 2012**

- Consolidated process description in the appropriate procedures
- Risk register
- Communication and training initiatives on Quality assurance
- Management review meetings and improvement initiatives

FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE ACTIVITIES				
	Temporary Agents	Contract Agents	Seconded National Experts	Total
Finance & Procurement	4	5	--	9
Accounting	1	--	--	1
Quality Management	1	--	--	1
<b>Total</b>	<b>6</b>	<b>5</b>	<b>--</b>	<b>11</b>



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

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

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

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

**This annex is an extract of the risk register representing the risks that the Management considers relevant to the implementation of AWP 2012 and that will be mitigated with specific preventive actions.**

Risk #	Risk register Ref No.	Risk details		Assessment of the risks				Action owner	Management of the risks Action (Only if the residual risk still needs to be reduced after evaluation of existing controls)
		Description of the risks	Possible consequences	Likelihood of occurrence	Objectives	Financial	Reputation		
<b>Management and planning</b>									
1	M10	Absence of tools allowing management to monitor activities in a timely fashion.	Unavailability of a full picture.	Medium	Significant	Significant	Significant	All	Reinforce the use of Matrix.
<b>Communication and awareness raising on FR</b>									
2	C3	Difficulties to react to negative communication campaigns against the Agency or in case of emergency situations (political crisis, major business disruption).	Political crisis and pressure. Loss of confidence in the Agency.	Medium	Significant	Limited	Significant	CAR	Update the media crisis plan document and increase awareness on the rules of procedure in case of crisis. Update the list of standardised answers to critical questions.
3	C4	Incapacity to address the right stakeholders leading to limitation of Agency impact.	Criticism from stakeholders. Political crisis and pressure.	Medium	Limited	Limited	Significant	CAR	Reinforce the shared knowledge of CAR, ERN and RES department creating a Contact database for management of relations with Stakeholders. (ERN, RES Support). Implementation of FRA stakeholder communication framework.
<b>Stakeholder engagement</b>									
4	S4	Difficulties measuring the impact of Agency's deliverables.	Incapacity to develop improvement actions. Criticism from MS	High	Significant	Limited	Significant	HRP ERN	Define a framework for evaluation of Agency impact. Define key impact indicators. Define a framework for evaluation of Projects impact.
5	S5	Difficulties identifying Stakeholder's perception of Agency's work.	Incapacity to develop improvement actions. Incapacity to develop preventive measures.	Medium	Significant	Limited	Limited	ERN	Implement regular (2/3 years) Stakeholders review. Implement evaluation of project results.
<b>Research and analysis</b>									
6	P8	Insufficient control on data collection activities performed by contractors.	Poor research outcomes. Data protection issue. Additional workload.	Low	Significant	Significant	Limited	RES	Despite a low residual risk it is proposed to identify a common understanding of an acceptable level of compliance and create a guideline/template for the application of consistent quality checks on data collected.
<b>Procurement</b>									
7	PR2	Due to high specific services no tenderers are identified. No correct advertisement. Incapacity to reach tenderers.	Failure of the procurement process.	Low	Significant	Limited	Limited	ADMIN	Despite a low residual risk it is decided to make a deep analysis of the past experience to identify potential causes of failure or lack of response.

## Procurement

The overall budgetary allocation reserved for procurement contracts in 2012 amounts to **€ 8.401.000**

### Asylum, immigration and integration of migrants

**Legal basis:** Council Regulation (EC) No 168/2007 / Council Decision of 28 February 2008 implementing Regulation 168/2007

**Budget line:** B0-3201

#### Project 2.1.1: FUNDAMENTAL RIGHTS OF IRREGULAR MIGRANTS

Objectives: See AWP2012 page 20

Budget: € 0

Objectives: See AWP2012 page 20

Budget: € 0

Description of the action: Research and data collection

Type of contracts:

Number of contracts:

Indicative timeframe for procurement:

Indicative budget for procurement: € 0

#### Project 2.1.2: HANDBOOK ON EUROPEAN LAW IN THE FIELD OF ASYLUM, IMMIGRATION AND BORDER CONTROL

Objectives: See AWP2012 page 21

Budget: € 240.000

Description of the action: Research

Type of contracts: Service contract

Number of contracts: 1

Indicative timeframe for procurement: 1st quarter 2012

Indicative budget for procurement: € 40.000,00

Description of the action: Communication & awareness - raising

Type of contracts: Framework Contract

Number of contracts: 1

Indicative timeframe for procurement: 1st quarter 2012

Indicative budget for procurement: € 200.000,00

### Visa and border control

**Legal basis:** Council Regulation (EC) No 168/2007 / Council Decision of 28 February 2008 implementing Regulation 168/2007

**Budget line:** B0-3221

#### Project fiche 2.1.3: TREATMENT OF THIRD COUNTRY NATIONALS AT THE EU'S EXTERNAL BORDERS

Objectives: See AWP2012 page 22

Budget: € 205.000,00

Description of the action: Communication & awareness – raising activities

Type of contracts: Framework contract

Number of contracts: 1

Indicative timeframe for procurement: N.A.

Indicative budget for procurement: €180.000,00

Description of the action: Stakeholder cooperation

Type of contracts: framework contract

Number of contracts: 1

Indicative timeframe for procurement: third quarter

Indicative budget for procurement: €25.000,00



**Project fiche 2.1.4: BORDER CONTROL AND FUNDAMENTAL RIGHTS**

Objectives: See AWP2012 page 23

Budget: € 0

Description of the action: Research and data collection

Type of contracts: Not applicable

Number of contracts: Not applicable

Indicative timeframe for procurement: Not applicable

Indicative budget for procurement: € 0

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

**Legal basis:** Council Regulation (EC) No 168/2007 / Council Decision of 28 February 2008 implementing Regulation 168/2007

**Budget line:** B0-3221

**Project fiche 2.2.1: DATA PROTECTION: JUDICIAL REDRESS MECHANISMS AND THEIR USE**

Objectives: See AWP2012 page 24

Budget: € 200.000,00

Description of the action: Fieldwork research and data collection

Type of contracts: Framework contract

Number of contracts: 1

Indicative timeframe for procurement: 1st quarter

Indicative budget for procurement: € 200.000,00

**Project fiche 2.2.2: PRIVATE VS. PUBLIC: PROTECTING PRIVACY IN TODAY'S DIGITAL ERA?**

Objectives: See AWP2012 page 25

Budget: € 465.000,00

Description of the action: Fieldwork research and data collection

Type of contracts: Service contract

Number of contracts: 1

Indicative timeframe for procurement: 2nd quarter

Indicative budget for procurement: € 440.000,00

Description of the action: Networking and education activities

Type of contracts: Framework contract

Number of contracts: 1

Indicative timeframe for procurement: 2nd quarter

Indicative budget for procurement: € 25.000,00

**Project fiche 2.2.3: HANDBOOK ON EUROPEAN DATA PROTECTION CASE LAW**

Objectives: See AWP2012 page 26

Budget: € 325.000,00

Description of the action: Fieldwork research and data collection

Type of contracts: Framework contract

Number of contracts: 1

Indicative timeframe for procurement: 1st quarter

Indicative budget for procurement: € 40.000,00



Description of the action: Communication and awareness raising activities  
 Type of contracts: Service contract  
 Number of contracts: 1  
 Indicative timeframe for procurement: 1st quarter  
 Indicative budget for procurement: € 260.000,00

Description of the action: Stakeholders cooperation  
 Type of contracts: Framework Contract  
 Number of contracts: 1  
 Indicative timeframe for procurement: 3rd quarter  
 Indicative budget for procurement: € 25.000,00

### Racism, xenophobia and related intolerance

**Legal basis:** Council Regulation (EC) No 168/2007 / Council Decision of 28 February 2008 implementing Regulation 168/2007

**Budget line:** B0-331

#### Project fiche 2.3.1: SURVEY ON DISCRIMINATION AND HATE CRIME AGAINST JEWS IN SELECTED EU MEMBER STATES

Objectives: See AWP2012 page27  
 Budget: € 25.000,00

Description of the action: Network and Educational activities  
 Type of contract: Framework Contract Conference and Events  
 Number of contracts: 1  
 Indicative timeframe for procurement: 2nd quarter  
 Indicative budget for procurement: € 25.000,00

#### Project fiche 2.3.2: LESSONS FROM THE HOLOCAUST (2008-2012)

Objectives: See AWP2012 page 28  
 Budget: € 50.000,00

Description of the action: Networking and educational activities  
 Type of contracts: Framework Contract Conference and Events, Framework Contract Business Consultancy; Specific contracts  
 Number of contracts: 4  
 Indicative timeframe for procurement: 2nd quarter  
 Indicative budget for procurement: € 50.000,00

### 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

**Legal basis:** Council Regulation (EC) No 168/2007 / Council Decision of 28 February 2008 implementing Regulation 168/2007

**Budget line:** B0-3321

#### Project fiche 2.3.3: FUNDAMENTAL RIGHTS OF PERSONS WITH INTELLECTUAL DISABILITIES AND PERSONS WITH MENTAL HEALTH PROBLEMS

Objectives: See AWP2012 page29  
 Budget: € 125.000,00

Description of the action: Communication & awareness - raising activities  
 Type of contracts: Framework contract for production – agreement with CDT  
 Number of contracts: 3  
 Indicative timeframe for procurement: 1st quarter  
 Indicative budget for procurement: € 100.000,00

Description of the action: Networking and Educational activities  
 Type of contracts: framework contract for production – agreement with CDT  
 Number of contracts: 3  
 Indicative timeframe for procurement: 2nd quarter  
 Indicative budget for procurement: €25.000,00



**Project fiche 2.3.4: MULTIPLE AND INTERSECTIONAL DISCRIMINATION ON GROUNDS OF GENDER, AGE AND ETHNICITY IN THE EU MEMBER**

Objectives: See AWP2012 page 30  
Budget: € 60.000,00

Description of the action: Communication & awareness - raising activities  
Type of contracts: Framework contract  
Number of contracts: 1  
Indicative timeframe for procurement: 3rd quarter  
Indicative budget for procurement: € 60.000,00

**Project fiche 2.3.5: PILOT ROMA SURVEY - FOLLOW UP**

Objectives: See AWP2012 page 31  
Budget: € 500.000,00

Description of the action: Research & Data Selection  
Type of contracts: Framework contract  
Number of contracts: 28 specific contracts  
Indicative timeframe for procurement: 1st quarter  
Indicative budget for procurement: € 400.000,00

Description of the action: Communication and Awareness activities  
Type of contracts: Not applicable  
Number of contracts: Not applicable  
Indicative timeframe for procurement: Not applicable  
Indicative budget for procurement: € 85.000

Description of the action: Networking and educational activities  
Type of contracts: Not applicable  
Number of contracts: Not applicable  
Indicative timeframe for procurement: Not applicable  
Indicative budget for procurement: € 15.000

**Project fiche 2.3.6: NON-DISCRIMINATION AND SPORT**

Objectives: See AWP2012 page 32  
Budget: € 30.000,00

Description of the action: Communication & awareness - raising activities  
Type of contracts: Not applicable  
Number of contracts: not applicable  
Indicative timeframe for procurement: Not applicable

**Project fiche 2.3.7: SURVEYING LGBT AND AUTHORITIES**

Objectives: See AWP2012 page 33  
Budget: € 800.000,00

Description of the action: Research & Data Selection  
Type of contracts: contract of service  
Number of contracts: 2  
Indicative timeframe for procurement: 1st quarter  
Indicative budget for procurement: € 750.000,00



Description of the action: Communication & awareness - raising activities

Type of contracts: framework contract

Number of contracts: 1

Indicative timeframe for procurement: 4th quarter

Indicative budget for procurement: € 25.000,00

Description of the action: Networking and Educational activities

Type of contracts: framework contract

Number of contracts: 1

Indicative timeframe for procurement: 2nd quarter

Indicative budget for procurement: € 25.000,00

### **Project fiche 2.3.8: BREAKING DOWN BARRIERS – EQUAL ACCESS FOR PERSONS WITH DISABILITIES**

Objectives: See AWP2012 page 34

Budget: € 330.000,00

Description of the action: Research & Data Selection activities

Type of contracts: Framework contract

Number of contracts: 1

Indicative timeframe for procurement: 2nd quarter

Indicative budget for procurement: € 330.000,00

## **The Rights of the child including the protection of children**

**Legal basis:** Council Regulation (EC) No 168/2007 / Council Decision of 28 February 2008 implementing Regulation 168/2007

**Budget line:** B0-331

### **Project fiche 2.4.1: CHILDREN AND JUSTICE**

Objectives: See AWP2012 page 35

Budget: € 430.000,00

Description of the action: Research & Data Selection activities

Type of contracts: Framework contract

Number of contracts: 28

Indicative timeframe for procurement: 1st quarter 2012

Indicative budget for procurement: € 410.000,00

Description of the action: Networking and Educational activities

Type of contracts: Not applicable

Number of contracts: Not applicable

Indicative timeframe for procurement: Not applicable

Indicative budget for procurement: € 20.000,00

## **Access to efficient and independent justice**

**Legal basis:** Council Regulation (EC) No 168/2007 / Council Decision of 28 February 2008 implementing Regulation 168/2007

**Budget line:** B0-3601

### **Project fiche 2.5.1: ACCESSING EFFICIENT AND INDEPENDENT JUSTICE**

Objectives: See AWP2012 page 36

Budget: € 100.000,00

Description of the action: Communication & awareness - raising activities

Type of contracts: Framework Contract

Number of contracts: 7

Indicative timeframe for procurement: 1st quarter

Indicative budget for procurement: € 100.000,00

**Project fiche 2.5.2: GENDER-BASED VIOLENCE AGAINST WOMEN: FROM CHILDHOOD TO ADULTHOOD**

Objectives: See AWP2012 page 37  
Budget: € 1.550.000,00

Description of the action: Research & Data Selection  
Type of contracts: Service Contract  
Number of contracts: 1  
Indicative timeframe for procurement: 3rd quarter  
Indicative budget for procurement: € 1.500.000,00

Description of the action: Communication & awareness - raising activities  
Type of contracts: specific contract(s) within existing production framework contract(s)  
Number of contracts: 1-2 specific contracts depending on the existing production framework contracts  
Indicative timeframe for procurement: November 2012  
Indicative budget for procurement: € 25.000,00

Description of the action: Networking and Educational activities  
Type of contracts: Framework contract for Conference and Events  
Number of contracts: 1  
Indicative timeframe for procurement: Not applicable  
Indicative budget for procurement: € 25.000,00

**Project fiche 2.5.3: JOINED-UP GOVERNANCE**

Objectives: See AWP2012 page 38  
Budget: € 200.000,00

Description of the action: Research & Data Selection activities  
Type of contracts: framework contract  
Number of contracts: 1  
Indicative timeframe for procurement: 2nd quarter  
Indicative budget for procurement: € 50.000,00

Description of the action: Communication & awareness - raising activities  
Type of contracts: low value service contract  
Number of contracts: 1  
Indicative timeframe for procurement: 2nd quarter.  
Indicative budget for procurement: € 20.000,00

Description of the action: Networking and Educational activities  
Type of contracts: Framework contract conferences and events/Framework contract consultancy  
Number of contracts: 2/1  
Indicative timeframe for procurement: 1st and 3rd quarter/1st and 2nd quarter  
Indicative budget for procurement: € 130.000,00

**Project fiche 2.5.4: VICTIM SUPPORT SERVICES IN THE EU: AN OVERVIEW AND ASSESSMENT OF VICTIMS' RIGHTS IN PRACTICE**

Objectives: See AWP2012 page 39  
Budget: € 400.000,00

Description of the action: Research & Data Selection  
Type of contracts:  
Number of contracts:  
Indicative timeframe for procurement:  
Indicative budget for procurement: € 400.000,00



**Project fiche 2.5.5: EXISTENCE AND INTERPRETATION OF THE FREEDOM TO CONDUCT A BUSINESS**

Objectives: See AWP2012 page 40  
Budget: € 0

Description of the action: Not applicable  
Type of contracts: Not applicable  
Number of contracts: Not applicable  
Indicative timeframe for procurement: Not applicable  
Indicative budget for procurement: Not applicable

**Cross-cutting projects or activities covering all MAF areas**

**Legal basis:** Council Regulation (EC) No 168/2007 / Council Decision of 28 February 2008 implementing Regulation 168/2007  
**Budget line:** B0-3701

**Project fiche 2.6.1: FUNDAMENTAL RIGHTS INDICATORS**

Objectives: See AWP2012 page 41  
Budget: € 0

Description of the action: Not applicable  
Type of contracts: Not applicable  
Number of contracts: Not applicable  
Indicative timeframe for procurement: Not applicable  
Indicative budget for procurement: Not applicable

**Project fiche 2.6.2: ANNUAL REPORTS**

Objectives: See AWP2012 page 42  
Budget: € 650.000

Description of the action: Research activities  
Type of contracts: framework contract for production - agreement with CDT  
Number of contracts: 3  
Indicative timeframe for procurement: 1st quarter  
Indicative budget for procurement: € 400.000,00



### Cross-cutting projects or activities covering all MAF areas

**Legal basis:** Council Regulation (EC) No 168/2007 / Council Decision of 28 February 2008 implementing Regulation 168/2007

**Budget line:** B0-3711

#### Project fiche 2.6.2: ANNUAL REPORTS

Objectives: See AWP2012 page 42

Budget: € 650.000

Description of the action: Communication and awareness-raising activities

Type of contracts: Framework Contracts for production, agreement with CDT.

Indicative timeframe for procurement: first and second quarter 2012

Indicative budget for procurement: € 250.000,00

#### Project fiche 2.6.8: FRA CONTRIBUTION TO KEY INTERNATIONAL AND EU EVENTS

Objectives: See AWP2012 page 48

Budget: € 20.000,00

Description of the action: Communication activities

Type of contracts: Framework Contracts for production, agreement with CDT

Number of contracts: unknown

Indicative timeframe for procurement: 1st to 4th quarter

Indicative budget for procurement: € 20.000

#### Project fiche 2.6.10: ONLINE COMMUNICATION AND DOCUMENTATION

Objectives: See AWP2012 page 50

Budget: € 228.000,00

Description of the action: Communication and Awareness Raising Activities

Type of contracts: (1) agreement with CDT (2) negotiated procedures (3) framework contract WEB development (4) specific contract "updating info base" (5) specific contract for book orders and subscription of journals Number of contracts: not available

Indicative timeframe for procurement: 1st to 4th quarter

Indicative budget for procurement: € 228.000,00

#### Project fiche 2.6.11: PRODUCTION AND DISSEMINATION OF COMMUNICATION PRODUCTS

Objectives: See AWP2012 page 51

Budget: € 230.000,00

Description of the action: Communication

Type of contracts: (1) framework contracts for production (2) agreement with CDT (3) negotiated procedures (4) framework contract promotional material (5) framework contract photographic services (6) SLA with OPOCE (production and stock management) (7) contract for courier services

Number of contracts: not available

Indicative timeframe for procurement: 1st to 4th quarter

Indicative budget for procurement: € 230.000,00

#### Project fiche 2.6.12: INFORMATION ABOUT FRA RESEARCH AND AWARENESS RAISING

Objectives: See AWP2012 page 52

Budget: € 195.000,00

Description of the action: Communication activities

Type of contracts: (1) framework contracts for production ; (2) agreement with CDT ; framework contract event organisation negotiated procedures, FWC photographic services; FWC audio-visual material

Number of contracts: unknown

Indicative timeframe for procurement: 1st to 4th quarter

Indicative budget for procurement: € 195.000,00



**Cross-cutting projects or activities covering all MAF areas**

**Legal basis:** Council Regulation (EC) No 168/2007 / Council Decision of 28 February 2008 implementing Regulation 168/2007

**Budget line:** B0-3721

**Project fiche 2.6.3: FUNDAMENTAL RIGHTS CONFERENCE**

Objectives: See AWP2012 page 43

Budget: € 200.000,00

Description of the action: Networking and Educational Activities

Type of contracts: framework contract

Number of contracts: 1

Indicative timeframe for procurement: second quarter

Indicative budget for procurement: € 200.000,00

**Project fiche 2.6.4: FRA EUROPE DAY SYMPOSIUM**

Objectives: See AWP2012 page 44

Budget: €60.000,00

Description of the action: Networking and Educational Activities

Type of contracts: framework contract / low value service contract

Number of contracts: unknown

Indicative timeframe for procurement: 1st and 2nd quarter

Indicative budget for procurement: € 60.000,00

**Project fiche 2.6.5: HUMAN RIGHTS EDUCATION AND REMEMBRANCE**

Objectives: See AWP2012 page 45

Budget: € 30.000,00

Description of the action: Networking and Educational Activities

Type of contracts: low value service contract

Number of contracts: 2-3

Indicative timeframe for procurement: second and third quarter

Indicative budget for procurement: € 30.000,00

**Project fiche 2.6.6: HUMAN RIGHTS BASED POLICE TRAINING**

Objectives: See AWP2012 page 46

Budget: € 25.000

Description of the action: Networking and Educational Activities

Type of contracts: low value service contract

Number of contracts: 4

Indicative timeframe for procurement: second and third quarter 2012

Indicative budget for procurement: € 75.000,00

**Project fiche 2.6.9: STAKEHOLDERS MEETINGS**

Objectives: See AWP2012 page 49

Budget: € 90.000,00

Description of the action: Networking and Education Activities

Type of contracts: Framework Contract

Number of contracts: 1

Indicative timeframe for procurement: 1st, 2nd and 3rd quarter

Indicative budget for procurement: €90.000,00

**Bodies of the Agency and consultation mechanisms**

**Legal basis:** Council Regulation (EC) No 168/2007 / Council Decision of 28 February 2008 implementing Regulation 168/2007

**Budget line:** B0-3801

**Project fiche 2.6.7: COMPLEMENTARY AND AD HOC RESEARCH AND DATA COLLECTION ACTIVITIES**

Objectives: See AWP2012 page 47

Budget: € 250.000,00

Description of the action: Research and data collection activities

Type of contracts: framework contract

Number of contracts: 28 or more depending on the needs

Indicative timeframe for procurement: within 2012

Indicative budget for procurement: €250.000,00

**Project fiche 2.6.13: MONITORING & EVALUATION**

Objectives: See AWP2012 page 53

Budget: € 0

Description of the action: Not applicable

Type of contracts: Not applicable

Number of contracts: Not applicable

Indicative timeframe for procurement: Not applicable

Indicative budget for procurement: Not applicable

**Bodies of the Agency and consultation mechanisms**

**Legal basis:** Council Regulation (EC) No 168/2007 / Council Decision of 28 February 2008 implementing Regulation 168/2007

**Budget line:** B0-3721

**Project fiche 2.6.14: BODIES OF THE AGENCY**

Objectives: See AWP2012 page 54

Budget: € 228.000

Description of the action: Organization of Management Board Meetings

Type of contracts: Framework Contract (conferences and events), Purchase Order

Number of contracts: 1 Specific contract under Framework Contract, 4 Purchase Orders

Indicative timeframe for procurement: 2nd and 4th quarter

Indicative budget for procurement: €73.000



Description of the action: Organization of Executive Board Meetings  
 Type of contracts: Purchase Order  
 Number of contracts: 1  
 Indicative timeframe for procurement: approximately 1 month  
 Indicative budget for procurement: €1.200,00

Description of the action: Translation  
 Type of contracts: Service Agreement with CdT according to regulation.  
 Number of contracts: N/A  
 Indicative timeframe for procurement: 1st to 4th quarter 2012  
 Indicative budget for procurement: €80.000,00

#### **Project fiche 2.6.15: CONSULTATION MECHANISM – NATIONAL LIAISON OFFICERS**

Objectives: See AWP2012 page 55  
 Budget: € 60.000,00

Description of the action: Organization NLO meetings  
 Type of contracts: Framework Contract Communication and Events Number of contracts:2  
 Indicative timeframe for procurement: 1st and 2nd quarter of the year  
 Indicative budget for procurement: € 58.000,00 Euro (split into 2 meetings)

Description of the action: Translation and Interpretation  
 Type of contracts: Centre de Traduction (CDT), Interpretation service is included in Framework Contract Communication and Events  
 Number of contracts: 2  
 Indicative timeframe for procurement: 1st and 3rd quarter of the year  
 Indicative budget for procurement: € 2.000,00

#### **Project fiche 2.6.16: CONSULTATION MECHANISM – FUNDAMENTAL RIGHTSPLATFORM**

Objectives: See AWP2012 page 56  
 Budget: € 100.000,00

Description of the action: FRP meetings and Meetings of the Advisory Board  
 Type of contracts: FWC C&E (FRP meeting), PO's (Advisory Panel meeting)  
 Number of contracts: 1 FWC, several PO's....  
 Indicative timeframe for procurement: FWC: 1st quarter, PO's: 3rd quarter  
 Indicative budget for procurement: FWC: € 99.000,00 PO's: € 10.000,00

Description of the action: Translation and Interpretation  
 Type of contracts: Centre de traduction (CdT); Interpretation is included in FWC C&E (see above) Number of contracts: 1  
 Indicative timeframe for procurement: 1st quarter  
 Indicative budget for procurement: € 1.000,00