

ANNUAL WORK PROGRAMME 2010

European Union Agency for Fundamental Rights

Helping to make fundamental rights a reality for everyone in the EU

October 2009

Table of contents

1	<i>Who we are and what we do</i>	3
	<i>Programme Focus</i>	3
	<i>Working methods – an integrated approach</i>	3
	The Charter of Fundamental Rights and the Multi-annual Framework of the Agency	5
2	Activities for 2010	7
2.1	Freedoms	8
2.2	Equality	13
2.3	Citizen’s Rights	31
2.4	Justice	32
3	<i>Horizontal activities covering all MAF areas</i>	40
3.1	Annual Report	41
3.2	Fundamental Rights Conference	41
3.3	Research and data collection	41
3.4	Networking and stakeholder cooperation	42
3.5	Human Rights Education	43
3.6	Communication and awareness-raising	44
4	<i>Bodies of the Agency</i>	47
5	<i>Summary of financial and human resources by Area of Activity</i>	48

1 Who we are and what we do

Programme Focus

The purpose of the Charter of Fundamental Rights is to strengthen the protection of fundamental rights in the light of changes in society, social progress and scientific and technological developments. In this way the Charter and international human rights standards support the realisation of the potential of all those living together in the 27 EU countries. The Fundamental Rights Agency was established to help contribute to these goals.

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. By its decision of 28 February 2008 the Council of the EU provided for a Multi-annual Framework (MAF) for the Agency for the period 2007-2012 defining nine thematic areas within which the Agency is to carry out its tasks. The MAF addresses pertinent issues in relation to the full realization of inclusive societies and inter alia covers barriers on the grounds of discrimination, lack of access to justice and issues related to the protection of the private sphere.

In order to guide its work within the present five-year period, the Agency has set out 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;
- Identify and disseminate examples of good practice;

In achieving this the Agency will be:

- Ensuring complementarity and maximizing synergies with the Council of Europe and the EU Gender Equality Institute.
- Assigning high priority to cooperation with civil society and international organisations.

The FRA will address in 2010 a variety of related fundamental rights including the protection of personal data, the situation of irregular migrants, developments concerning racism and xenophobia, multiple discrimination, the rights of the child, the social situation of mentally disabled persons, etc. These will be complemented by cross-cutting horizontal activities of a more general nature. These are aimed at raising awareness of fundamental rights across the board, developing capacity to embed fundamental rights through education, training and networking with the FRA's stakeholders and the broader human rights movement, and developing reports at short notice on a variety of fundamental rights issues.

Working methods – an integrated approach

To meet the challenges of promoting and protecting fundamental rights over the short to medium term, FRA's working methods must be efficient, effective and form a seamless line from inception to dissemination to ensure effective implementation and maximise impact. In this light, the Agency's Work Programme is characterised by an integrated approach to the planning and implementation of its activities. Projects have three key components: (a) research and analysis, (b) communication and awareness raising, and (c) networking and education. In

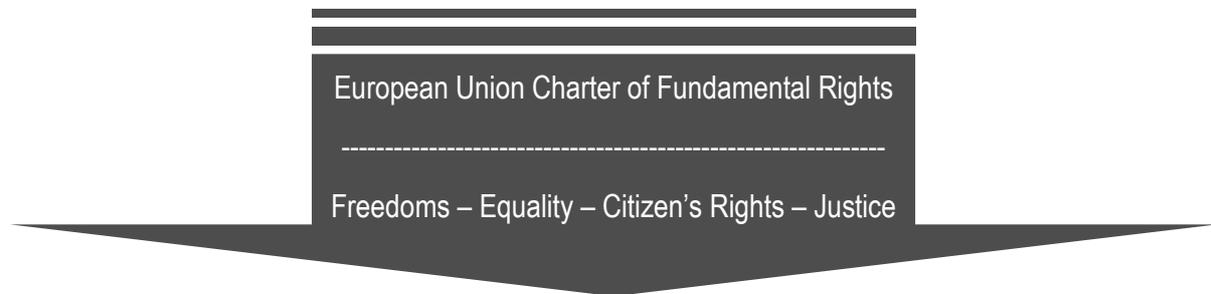
addition horizontal activities allow the Agency to cover comprehensively a broad spectrum of fundamental rights issues and respond to needs that might arise during the year.

Stakeholder consultation and feedback are integral parts of the Agency's working methods. In particular, the Agency will coordinate its activities with those of the Council of Europe, in accordance with Article 9 of its Regulation and with the Agreement on cooperation between the Agency and the Council of Europe. In designing, developing and implementing its research and communication activities the Agency takes into account the past and ongoing standard-setting work of the Council of Europe and the outcome of its monitoring, as well as its relevant research and communication work. In addition, the Agency's working methods include multi-annual rolling projects to allow it to address more resource demanding issues.

The Charter of Fundamental Rights and the Multi-annual Framework of the Agency

The Agency situates its work in the wider context of the Charter of Fundamental Rights of the European Union, which is divided into the six chapters of **Dignity; Freedoms; Equality; Solidarity; Citizens' Rights** and **Justice**.

The Agency fulfils its tasks, as defined by its Regulation, by developing specific projects and horizontal activities within the thematic areas of its five-year Multi-annual Framework, which fall broadly under the 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. As an illustration, the project on 'Protecting, respecting and promoting the rights of disabled mentally ill persons in the European Union' is placed under the chapter heading 'equality' but its content is cross-cutting with the chapter on 'dignity', in relation to mental integrity, and with the chapter on 'solidarity', in relation to health care. 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. The chapters of the Charter on 'dignity' and 'solidarity' are not explicitly singled out under specific activities in the 2009 Work Programme but their scope is included within the work of various projects.



Thematic areas of the Multi-annual Framework
Asylum, immigration and integration of migrants
Information society and, in particular, respect for private life and protection of personal data
Visa and border control
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 (multiple discrimination)
The rights of the child, including the protection of children
Participation of the citizens of the Union in the Union's democratic functioning
Access to efficient and independent justice
Compensation of victims

According to Article 5 of its Regulation, the Agency may 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 on 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 past and ongoing 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 Community bodies, offices and agencies, Member States, governmental organisations and public bodies competent in the field of fundamental rights in the Member States, including the National Human Rights Institutions, the Equality Bodies, and Ombudsmen institutions. Its projects take into account research conducted in various contexts including under the EC Framework Programme for research on fundamental rights issues. In addition, the Agency cooperates with the Organisation for Security and Cooperation in Europe (OSCE), especially the Office for Democratic Institutions and Human Rights (ODIHR), 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 research, communication and networking activities, and primarily relate to supporting greater knowledge and a broader awareness of fundamental rights such as human rights education and awareness-raising, and more generally to development related to human rights promotion and protection in the European Union.

2 Activities for 2010

In 2010, the Agency will develop its work in the following thematic areas of its Multi-annual Framework, which broadly correspond to chapters of the European Union Charter of Fundamental Rights (CFR), as outlined below:

The Agency implements projects within one or more years. As the Work Programme is annual, for some projects, one component, for example 'research', may not feature here, since it was carried out under the Annual Work Programme and Budget of previous years. As an illustration, the research component of the project "EU-MIDIS: European Union Minorities and Discrimination Survey" was completed in 2008, while follow-up communication and networking activities are scheduled to be implemented in 2009 and 2010. Consequently, it will only be these latter activities that will feature in this Annual Work Programme, whereas the research component would have been included in a previous Annual Work Programme.

- Asylum, immigration and integration of migrants; (*CFR Freedoms*)
- Information society and, in particular, respect for private life and protection of personal data; (*CFR Freedoms*)
- Visa and border control; (*CFR Freedoms*)
- Racism, xenophobia and related intolerance; (*CFR Equality*)
- 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 discrimination); (*CFR Equality*)
- The rights of the child, including the protection of children; (*CFR Equality*)
- Access to efficient and independent justice. (*CFR Justice*)

In order to assist the MB in its planning work, the operational services have marked projects contained in this Annual Work Programme 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 – as '**second priority**': projects which, although essential, could be postponed to next year owing to, for example, unforeseen requests by stakeholders (Article 5 of the Regulation) – and as '**third priority**': projects that can be done only if funds become available in the course of the financial year.

2.1 Freedoms

2.1.1 Asylum, immigration and integration of migrants

Specific objectives of the MAF Thematic Area

1. Identify and analyse good practices in Member States aiming to promote a culture of fundamental rights in migration management and integration policies;
2. Identify and analyse access to effective legal remedies for asylum applicants;
3. Identify and analyse practices and measures relating to the provisions of and access to health care, employment, education, housing and social services to asylum seekers;
4. Identify and analyse how fundamental rights of non-documented immigrants are protected;
5. Identify and analyse the impact of family reunification in relation to social integration and the right to family life.

• **The situation of irregular immigrants in the EU**

Various estimates put the rapidly increasing number of irregular immigrants in the European Union at almost 8 million, unequally distributed among Member States. Irregular immigrants are largely invisible to public authorities putting an enormous strain on civil society actors, health care and educational establishments and professionals, as well as local authorities, who work often with limited resources to ensure irregular migrants' fundamental rights, such as access to health care, education and training, fair working conditions, and housing. In order to support the Community and its Member States in their efforts to develop coherent and effective policies addressing irregular immigrants, while respecting their fundamental rights, the Agency will develop a project in order to enhance our understanding of the phenomenon and to identify key issues including the gender dimension and the rights of the child. This project will contribute towards the achievement of specific objectives 1 to 5.

Research activities (rolling programme over three years)

In 2009 the project was initiated with desk research. In 2010 the research continues with fieldwork in selected EU Member States.

Research Budget: €570,000 (2009-10)

Communication & awareness-raising activities

The FRA will publish deliverables and translate in targeted languages; other media and awareness-raising activities in line with the FRA's communication strategy.

Networking and educational activities

The FRA will follow-up the publication of the output of this project through consultation meetings with key stakeholders, including representatives from migrant and asylum organisations at the national and European level, experts and international organisations, members of the Agency's Local Communities Network (LCN), civil society support organisations and representatives from NHRIs, to examine policy options, link to the work of existing networks (such as the NHRIs project on migration) and develop concerted communication and awareness-raising activities. In addition, it will develop with stakeholders an online networking facility to support the exchange and sharing of information, good practice and action-oriented solutions.

It will link all its work on networking across the various issues related to asylum, immigration and integration to maximise synergies, the Agency's resources, enable knowledge sharing and exchange and identify joined-up action.

Performance 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;
- relevance of the meetings to the specific objectives, based on the participants' feedback;
- stakeholder satisfaction survey; 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 Staff	Budget 2010
Research	0.8	0.1	—	0.9	€370,000
Communication & awareness-raising	0.1	0.3	—	0.4	€140,000
Networking and Education	0.2	0.1	0.2	0.5	€70,000
Total	1.1	0.5	0.2	1.8	€580,000

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

The Schengen Borders Code underlines that border checks should be carried out in a professional and respectful manner and full respect human dignity paying due respect to 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 border officials (Article 13). There are limited materials that describe the treatment of third country nationals at the external EU borders. 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.

Research activities

Through the collection of primary data, FRA research will shed light on the practical application of Schengen Border Code provisions safeguarding respect for fundamental rights in order to provide policy makers and practitioners with reliable, objective and comparable information on the realities on the ground. The findings could inform, amongst other things, discussions concerning whether there is a need to complement the Schengen Borders Code with practical measures to enhance respect for fundamental rights.

Given the complexity of conducting fieldwork research on the experiences of vulnerable groups at the EU's borders, the Agency will undertake pilot research in 2010 to develop its expertise in this field in order to start full-scale primary research as soon as possible.

The research would be undertaken in cooperation with FRONTEX as well as with organisations mandated to protect specific groups of persons, such as UNHCR.

Communication & awareness-raising activities

No communication and awareness raising activities foreseen in the context of AWP 2010.

Networking and educational activities

No networking and educational activities foreseen in the context of AWP 2010.

Performance 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; 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 Staff	Budget 2010
Research	0.1	—	—	0.1	€350,000
Communication & awareness-raising	—	—	—	—	€0
Networking and Education	0.2	0.1	—	0.3	€0
Total	0.3	0.1	—	0.4	€350,000

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

Specific objectives of the MAF Thematic Area

1. Identify and analyse good practices established to improve citizens' knowledge of and access to data or information related to them;
2. Identify and analyse mechanisms and procedures for the protection of personal data;
3. Identify and analyse measures and practices on the protection of personal data aiming to avoid ethnic profiling;

4. Identify and analyse measures and practices having an impact on freedom of expression and information in the world wide web;
5. Identify and analyse strategies to include vulnerable groups in the information society;
6. Identify and analyse measures and practices aiming to improve access to internet information and to evaluate the consequences of lack of information.

• **Safeguards for and knowledge concerning the processing of personal data**

Electronic data collection, storage and dissemination are increasingly used throughout the EU. While new technologies are beneficial for data collection and transfer, the same ease with which data is transferred also presents significant risks with respect to data getting into the 'wrong hands'.

Although standards exist at national, EU and international level (e.g. the Council of Europe Convention for the Protection of Individuals with regard to Automatic Processing of Personal Data, CETS no 108) to protect citizens' personal data, there is evidence to indicate that adequate safeguards are either not in place or are not working in practice to ensure protection of personal data; as examples are increasingly coming to light of electronic data files containing sensitive personal data being 'lost'. In a first phase of the project in 2009 focus was dedicated to various crucial elements in this regard including, amongst others, the effectiveness of data protection in the Member States and the practical application and effects of the safeguards.

The degree to which the public are aware of their rights with respect to their personal data, and in particular their rights with respect to access to and rectification of personal data, is also an area where more work needs to be carried out. With evidence about the public's knowledge in this area policies can be targeted to improve awareness, and identify those groups who are least informed about their rights and potential remedies concerning their personal data (such as, for example, the elderly or those with basic education levels). This project will contribute towards the achievement of specific objectives 1, 4 and 6.

Research activities

Building on the existing legal study on Data Protection, published in 2009, a second phase of the project, in 2010 will explore the possibility of proposing a new module in a Eurobarometer survey that asks relevant and up-to-date questions about the public's awareness and knowledge of their rights regarding personal data protection working in close cooperation with the European Commission. In 2011, this could lead to a quantitative social study based on the Eurobarometer survey instrument to examine the general public's understanding and knowledge of data protection legislation and remedies.

Communication & awareness-raising activities

No communication and awareness raising activities foreseen in the context of AWP 2010.

Networking and educational activities

The organisation of consultation with stakeholders and the development of a network of key stakeholders involved in the data protection field to provide input and feedback into the data protection work and its possible uses by stakeholders and support communication work.

Performance 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 Staff	Budget 2010
Research	0.8	0.1	—	0.9	€0
Communication & awareness-raising	—	—	—	—	€0
Networking and Education	0.2	0.1	0.2	0.5	€20,000
Total	1.0	0.2	0.2	1.4	€20,000

2.1.3 Visa and border control

Specific objectives of the MAF Thematic Area

1. Identify and analyse practical measures regarding, in particular, detention and deportation;
2. Identify and analyse practices and measures relating to the conduct of border control in particular when implementing the Schengen Border Code.

- **Border Control and Fundamental Rights: FRA-FRONTEX Joint Project**

FRONTEX is the EU agency tasked with coordinating operational cooperation between Member States in the field of border security. Having discussed possibilities for inter-Agency cooperation and pending the finalisation of an MOU (memorandum of understanding), the FRA proposes to start work with FRONTEX in the development of training for border guards on fundamental rights, which will draw on the FRA's existing research work in areas such as ethnic profiling in relation to border stops. This project will contribute towards the achievement of specific objectives 1 and 2.

Research activities

In-house work exploring the development of research-related activities, including an analysis of existing fundamental rights training for border guards. Participant observation of FRONTEX activities in the field will also be explored, in order to compare existing practices at Member States' borders and identify key issues for joint training activities with FRONTEX.

Research Budget: In-house capacity**Communication & awareness-raising activities**

No communication and awareness-raising activities foreseen in the context of AWP 2010.

Networking and educational activities

During 2010, specific educational activities will be piloted. Also in 2010, the Agency will gradually build up its potential for human rights training.

Performance 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 Staff	Budget 2010
Research	1.0	—	—	1.0	€0
Communication & awareness-raising	—	—	—	—	€0
Networking and Education		0.2	—	0.2	€0
Total	1.0	0.2	—	1.2	€0

Financial Resources by Area of Activity	Priority	Budget
Asylum, immigration and integration of migrants		
The situation of irregular immigrants in the EU	First	€ 580,000
Treatment of third country nationals at the EU's external borders	First	€350,000
Total 'First' priority		€930,000
Information society and, in particular, respect for private life and protection of personal data		
Safeguards for and knowledge concerning processing of personal data	First	€20,000
Total 'First' priority		€20,000
Visa and border controls		
Border Control and Fundamental Rights: FRA-FRONTEX Joint Project	First	€0
Total 'First' priority		€0

2.2 Equality

2.2.1 Racism, xenophobia and related intolerance

Specific objectives of the MAF Thematic Area

1. Identify and analyse the problem in Member States of racist, xenophobic and anti-Semitic hate speech in all its forms, in particular from opinion leaders and how it is effectively addressed including when featuring on the internet;
2. Identify and analyse trends on racist, xenophobic and anti-Semitic violence and crime in order to ascertain the causes and measures taken to reduce the number of incidences;

3. Identify and analyse measures to combat racism in all its forms and how they can contribute to improving social integration and community cohesion, including the effects and impacts of the Race and Employment Directives;
4. Identify and analyse the impact of the current economic crisis on racism, xenophobia and anti-Semitism;
5. Identify and analyse good practices regarding the participation and social inclusion of persons and communities with different ethnic origins in social life.

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

Research activities

The Agency collects relevant information and data regularly, providing an overview of the situation, as well as policies and initiatives promoting equality and diversity in Member States. The deliverables resulting from this work constitute the background material for a comparative analysis of the situation presented in the Agency's Annual Report and its online documentation resources. This project will contribute towards the achievement of specific objectives 1 to 4.

Communication & awareness-raising activities

The publication of the Annual Report is under the Horizontal activities in Section 3.1.

Performance 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; 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 Staff	Budget 2010
Research	1.0	0.8	0.5	2.3	€500,000
Communication & awareness-raising	—	—	—	—	€0
Networking and Education	—	—	—	—	€0
Total	1.0	0.8	0.5	2.3	€500,000

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

The economic crisis creates a heightened risk for the intensification of racist and xenophobic activities, as well as “scapegoating”. Rising racism and xenophobia could impact on community relations with far reaching

effects given the current size of the EU's migrant and ethnic communities, in particular the Roma. In this context, and building on work initiated in 2009, the FRA will continue to examine the situation closely, collecting data and information from a variety of sources, as often as necessary. This project will contribute towards the achievement of specific objective 4.

Research activities

The Agency will review relevant data and information on racism, xenophobia, anti-Semitism, Islamophobia, and related intolerance through deliverables already included under other activities of the WP.

Communication & awareness-raising activities

Reports will be published on the website, as necessary.

Networking and educational activities

In 2009, the issue of the economic crisis was discussed at the meeting of the Fundamental Rights Platform and the FRP was encouraged to provide information to the Agency on the impact of the crisis related to the thematic areas of the Agency's Multi-annual Framework. In 2010 the Agency will continue to collect information from stakeholders to feed into the Agency's research analysis and assessment of the situation.

Performance 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; 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 Staff	Budget 2010
Research	0,2	—	0.2	0.4	€0
Communication & awareness-raising	0.1	0.1	—	0.2	€0
Networking and Education ¹	—	—	—	—	€0
Total	0.3	0.1	0.2	0.6	€0

- **Update of the thematic comparative overview reports published between 2004 - 2007 on racial and ethnic discrimination in the areas of legislation, education, housing and racist violence and crime**

→ Second priority²

¹ This activity is undertaken as part of the work with the Fundamental Rights Platform.

Research activities

The Agency published between 2003 and 2005 a series of comparative thematic overview reports on racial and ethnic discrimination covering the areas of legislation, education, employment, housing and racist violence and crime. In 2008 the Agency updated its report on employment. In 2010 the Agency will update its thematic overview reports on education and housing. This project will contribute towards the achievement of specific objectives 1 to 3.

Communication & awareness-raising activities

No communication and awareness-raising activities foreseen in the context of AWP 2010.

Networking and educational activities

Results will be incorporated into other networking activities, particularly those associated with national parliaments.

Performance 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 Staff	Budget 2010
Research	1.0	0.3	0.4	1.7	€0
Communication & awareness-raising	0.1	—	—	0.1	€0
Networking and Education	—	—	—	—	€0
Total	1.1	0.3	0.4	1.8	€0

- **Human Rights Education**

- a. **Lessons from the Holocaust**

In 2008 the FRA developed a research project on the role of commemoration sites, original sites and historical museums in Holocaust education and Human Rights education in the EU. In parallel the Agency continues to develop its educational training project with Yad Vashem bringing together trainers and educationalists to test educational material developed by both organisations. This activity will take into account results from the 2008 project on Holocaust education and the extensive work carried out by the Council of Europe and the Education working group of the Task Force for international cooperation on Holocaust Education, remembrance and research. This project will contribute towards the achievement of specific objectives number 3 and 5.

² 'second priority': projects which, although essential, could be postponed to next year owing to, for example, unforeseen requests by stakeholders (Article 5 of the Regulation).

b. Crimes committed by totalitarian regimes

Following the educational seminar of 2009, the Agency will organise a meeting to look at ways to develop further educational training materials and identify areas of possible gaps in and approaches to teaching. This project will contribute towards the achievement of specific objectives 1 and 3.

Research activities

Completed in 2009.

Communication & awareness-raising activities

Publication and translation of selected deliverables and other communication activities.

Networking and educational activities

In 2010, activities related to the outcomes of the research project on the role of commemoration sites, original sites and historical museums in Holocaust education and Human Rights education in the EU will be carried out. In parallel activities will continue with Yad Vashem and will focus on strengthening the network of educators via meetings and peer review, with an emphasis on teacher-students projects, which will include awareness raising and incorporating fundamental rights, using Holocaust education methodology. A publication of a toolkit and a first meeting of young people involved in the projects. In another string of activities the Agency will also look at ways to deal with crimes committed by totalitarian regimes and convene a follow-up meeting on the issue in consultation with the European Commission.

Holocaust Education and Fundamental Rights €80,000

A follow-up meeting on the topic of crimes committed by totalitarian regimes will be hosted by the Agency.

Meeting on crimes committed by totalitarian regimes €20,000

Performance 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;
- relevance of the meetings to the specific objectives, based on the participants' feedback;
- suggestions for action agreed with stakeholders; 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 Staff	Budget 2010
Research	0.2	—	—	0.2	€0
Communication & awareness-raising	0.3	0.4	—	0.7	€200,000
Networking and Education	0.2	0.2	0.1	0.5	€100,000
Total	0.7	0.6	0.1	1.4	€300,000

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

The Agency collects regularly the relevant available data and publishes an annual update of its anti-Semitism report. Past reports indicate a continuing and often unrecorded problem concerning anti-Semitism in the EU. In 2010 the Agency will continue to report on the situation of anti-Semitism, and will also explore possibilities for launching future survey research on anti-Semitism. This project will contribute towards the achievement of specific objectives 1 to 3.

Research activities

In 2010 the Agency will continue to collect data on anti-Semitism, based on information collected from RAXEN and in-house data analysis, and will also explore the feasibility of future survey research on anti-Semitism.

Financial and human resources allocated to the project

	Temporary Agents	Contract Agents	Seconded National Experts	Total Staff	Budget 2010
Research	0.2	—	0.4	0.6	€0
Communication & awareness-raising	—	—	—	—	€0
Networking and Education	—	—	—	—	€0
Total	0.2	—	0.4	0.6	€0

2.2.2 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

Specific objectives of the MAF Thematic Area

1. Identify and analyse the problem of hate speech in all its forms, in particular from opinion leaders, and how it is effectively addressed including when featuring on the internet;
2. Identify and analyse effective mechanisms and procedures to protect and promote the rights of Roma and Travellers in all areas of social life;
3. Identify and analyse measures and practices regarding protection of fundamental rights of persons discriminated against on the basis of their sexual orientation;
4. Identify and analyse the treatment of people with disabilities and in particular the most vulnerable such as people disabled with mental illness;
5. Identify and analyse horizontal approaches to the fight against discrimination on all grounds through innovative models of positive action;
6. Collect data on the issues covered by the draft discrimination directive in order to inform policy and practice.

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

The results of EU-MIDIS will feed into a number of the Agency's ongoing and new projects in 2010. This project was developed to address the lack of reliable and comparable official data on immigrants and ethnic minorities' experiences of discrimination and racist crime in the EU, which has been reported in the Agency's Annual Reports since the mid-2000s. Based on a 2005 feasibility study by the Agency, and after consultation with experts, a pilot project was undertaken in 2006-07 to develop cost effective tools and appropriate scientific methodologies for the collection of comparable quantitative data on 'difficult to sample' minority groups. Following on from this successful pilot project, in late 2007 the Agency launched a full scale quantitative survey on discrimination and victimisation among selected ethnic minority and immigrant groups in all 27 Member States. The survey was the first of its kind systematically survey vulnerable minority groups using the same questionnaire instrument in all Member States. The study resulted in the production of comparable data covering a broad range of themes, as reported by respondents to the survey. Analyses of statistical data are carried out in-house by FRA experts leading to multiple publications. In 2009, a full-scale report was launched and a series of 'Data in Focus' reports – short, readable reports – were produced in-house on specific themes drawn from the results. During 2010 more 'Data in Focus' reports will be produced in-house, and the survey's large database will continue to be transformed into a series of indicators for use by the public via the FRA website.

The Agency has developed a comprehensive communication and networking strategy to ensure an effective dissemination of survey results to relevant stakeholders and maximise impact. This strategy places emphasis on utilising networking effectively to deliver targeted key messages emerging from the survey. This is combined with a phased use of media and web communication to reach out to a broader audience. This project will contribute towards the achievement of specific objectives 3 and 4.

Research activities

Research activities completed in 2008.

In-house writing of 'Data in Focus' reports and development of indicators for FRA website.

Communication & awareness-raising activities

Publication of "Data in Focus" reports in selected languages and additional communication measures informing about project results and media work accordingly. A web area linked to EU-MIDIS will continue to be updated and developed.

Networking and educational activities

Targeted work with specific audiences that EU-MIDIS identifies as key in delivering equality and human rights to ethnic minorities and immigrants. This will include events, activities and the production of targeted information for a variety of stakeholders, including local authorities, specialised bodies, businesses, NGOs, law enforcement and public services. Human rights education activities and materials will be developed aimed at addressing the identified gap in rights awareness among immigrant and ethnic minority groups exposed to racial discrimination and/or multiple discrimination (including the Roma). This activity may involve a cooperation with specialised bodies in developing a multilingual online victim support guide.

Performance indicators

- number of downloads and relevant website user statistics from the Agency's website;
- number of copies disseminated;
- relevance of the meetings to the specific objectives, based on the participants' feedback;
- quantity and quality of media coverage;

- feedback on input into policy development; 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 Staff	Budget 2010
Research	0.2	—	—	0.2	—
Communication & awareness-raising	0.4	0.8	—	1.2	€200,000
Networking and Education	0.2	—	0.2	0.4	€50,000
Total	0.8	0.8	0.2	1.8	€250,000

• **Training programme – journalists and fundamental rights**

Networking and educational activities

The Agency will continue with its programme in cooperation with the European Broadcasting Union of education and training of journalists on fundamental rights. The aim will be to develop further the diversity training toolkit and extend it to other media practitioners in addition to those involved in broadcast media. This project will contribute towards the achievement of specific objective 1.

Performance indicators

- Number of interested journalists and geographical spread of the participants in the training programme;
- Participation rate in the training programme organised by the Agency; and
- Relevance and usefulness of the training programme, based on participants' feedback.

Financial and human resources allocated to the project

	Temporary Agents	Contract Agents	Seconded National Experts	Total Staff	Budget 2010
Research	—	—	—	—	€0
Communication & awareness-raising	—	—	—	—	€0
Networking and Education	0.2	0.2	—	0.4	€20,000
Total	0.2	0.2	—	0.4	€20,000

- **The impact of the Racial Equality Directive**

In 2009 the Agency completed its data collection and research activities investigating the Impact of the Racial Equality Directive and highlighting 'good practice' in the transposition measures adopted by the Member States. The data collection included data and information provided by RAXEN and relevant case law and judicial statistics provided by FRALEX. In addition during 2009 extensive fieldwork research yielded important information on social partners views on the impact of the Racial Equality Directive in the area of employment in the Member States. Also, the project will draw on the results from EU-MIDIS. This project allows the Agency to fulfil its task, according to Article 17 of the Racial Equality Directive, which is to contribute to the European Commission's report to the European Parliament and the Council on the application of the Directive in the Member States. The comparative report will also take into account the monitoring and research work carried out by ECRI and in particular its country reports. This project will contribute towards the achievement of specific objectives 5 and 6.

Research activities

In-house drafting of final report.

Communication & awareness-raising activities

Publication of reports and other communication activities

Networking and educational activities

The Agency will collect feedback from its stakeholders in particular its FRP members, Local Community Network and through its cooperation with Equality Bodies and Equinet on the impact of the Racial Equality Directive and feed this into the Agency's analysis and assessment.

Performance 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 Staff	Budget 2010
Research	0.1	—	—	0.1	€ 0
Communication & awareness-raising	0.3	0.3	—	0.6	€50,000
Networking and Education³	—	—	—	—	€ 0
Total	0.4	0.3	—	0.7	€50,000

³ This activity is undertaken with human resources under the Horizontal networking activities.

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

Following on the 2008 and 2009 published reports, the Agency will continue its networking with its stakeholders, civil society and other actors identifying knowledge gaps with a view to engage in research activities in 2011. This project will contribute towards the achievement of specific objective 3 and 5.

Research activities (rolling programme over two years)

Research activities completed in 2008.

Communication & awareness-raising activities

Reprints of publications.

Networking and educational activities

The Agency will follow up the work undertaken in 2008 – 2010 with networking activities with civil society LGBT organisations and networks, the Network of Government LGBT policy focal points and inter-governmental organisations, in particular the Council of Europe. The aim will be to continue to raise awareness of particular LGBT issues which were identified in the Agency's studies, to inform the policy making process and develop cooperation within a broader section of civil society on LGBT issues.

The Agency will also cooperate with the Commissioner for Human Rights (CHR) of the Council of Europe through the joint organisation of roundtable meetings with relevant local, regional and national authorities, human rights bodies and other relevant stakeholders. These roundtables will serve to raise awareness and facilitate dialogue on key findings of the Agency's research as well as the CHR study on Discrimination on Grounds of Sexual Orientation and Gender Identity in the Council of Europe member states.

Performance 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
- series of suggestions for action to follow up agreed with 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 Staff	Budget 2010
Research	0.1	—	—	0.1	€0
Communication & awareness-raising	0.2	—	—	0.2	€20,000
Networking and Education	0.2	0.1	0.2	0.5	€50,000
Total	0.5	0.1	0.2	0.8	€70,000

- ***Fundamental Rights of Persons with Intellectual Disabilities and Persons with Mental Health Problems***

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. They may find it problematic to access employment and social services, including general health care, thus making it impossible to live an independent life in mainstream society.

The fundamental abuse of human rights can still be seen in some of the outdated institutional care facilities in some of the Member States. Practices such as compulsory admissions and coercive treatment, seclusion and restraint raise important human right concerns.

Good mental health is crucial to the overall well-being of individuals, societies and countries. The magnitude, suffering and costs for individuals, families and societies are staggering. The United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) and Optional Protocol represent a significant change to the way disability has been conceptualised. It establishes disability not as much as a social welfare matter but as a human rights issue and matter of law. The Convention reflects a disability strategy which combines anti-discrimination, equal opportunities and active inclusion measures. It identifies areas where adaptations have to be made so that persons with disabilities can exercise their rights and areas where the protection of their rights must be reinforced because those rights have been routinely violated. The European Community itself is a signatory to the Convention.

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. Likewise, within the framework of the Council of Europe several legal and strategically important documents should be mentioned: Recommendation (2004)¹⁰ of the Committee of Ministers to member states concerning the protection of human rights and dignity of persons with mental disorder; Recommendation (2009)³ of the Committee of Ministers to member states on monitoring the protection of human rights and dignity of persons with mental disorder; Recommendation (2006)⁵ of the Committee of Ministers to member states on the Council of Europe Action Plan to promote the rights and full participation of people with disabilities in society: improving the quality of life of people with disabilities in Europe (2006-2015); as well as the Recommendations and guidelines of the Committee on the Rehabilitation and Integration of People with Disabilities (Partial Agreement – CD-P-RR) to promote community living for children with disabilities and de-institutionalisation as well as to help families to take care of their disabled child at home. Furthermore, the Steering Committee on Bioethics (CDBI) is considering the possibility of drawing up an Additional Protocol to the Convention on Human rights and Biomedicine concerning the protection of the fundamental rights and dignity of persons with mental problems.

This project will contribute towards the achievement of specific objective 4 and dedicate emphasis also to the gender dimension.

Research activities (rolling programme over two years)

A legal study has been completed under WP 2009, and the social study will be completed under WP 2010.

Research Budget: €700,000 over three years (2009-10-11)

Communication & awareness-raising activities

Publication of reports and other deliverables.

Networking and educational activities

A project review meeting with stakeholders will be held following the publication of the report.

Performance 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;
- Participation rate in the meetings on mental health 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 Staff	Budget 2010
Research	1.0	0.7	—	1.7	€500,000
Communication & awareness-raising	0.3	0.5	—	0.8	€25,000
Networking and Education	0.2	0.1	—	0.3	€25,000
Total	1.5	1.3	—	2.8	€550,000

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

→ Second priority⁴

Multiple discrimination occurs when an individual is subjected to discrimination on more than one ground, while intersectional discrimination occurs when discrimination involves more than one ground, but the grounds interact with each other in such a way that they are inseparable. The importance of recognizing the intersectionality of multiple forms of discrimination was emphasized in the 2001 UN World Conference Against Racism, Racial Discrimination, Xenophobia and Related Intolerance and reemphasised at the 2009 review conference. 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, and older people, among other disadvantaged groups, is well recognised. However, while the number of academic theoretical studies on multiple and intersectional discrimination is

⁴ 'second priority': projects which, although essential, could be postponed to next year owing to, for example, unforeseen requests by stakeholders (Article 5 of the Regulation).

growing, primary and evidential data collection on the intersection and cross-cutting themes of discrimination remains under-developed. Research in this area would therefore produce significant added value, by revealing covert aspects of discrimination in terms of gender, ethnicity, age, etc., and thus allowing the development of evidence based and thus more coherent and effective anti-discrimination policies. In this light the FRA will develop a research project in the area of health, which is particularly significant in regard to the variables of gender and age, utilising both a quantitative and qualitative dimension, and spanning over two years, to complement the European Commission's 2007 report, 'Tackling Multiple Discrimination – practices, policies and laws', which explored the issue mainly from a legal perspective in ten EU Member States. This project will contribute towards the achievement of specific objectives 5 and 6.

In addition, during 2009, the Agency undertook a series of communication and networking activities related to EU-MIDIS which highlighted issues related to multiple and intersectional discrimination across various grounds. The follow up from those activities will inform the communication and networking work.

Research activities (rolling programme over two years)

In 2010 the project will initiate fieldwork primary research in a selection of EU Member States, as appropriate, to study multiple discrimination on the grounds of gender, age and racial/ethnic background in the area of health.

In parallel, a comparative legal study will be carried out to identify existing models dealing with multiple discrimination in the Member States and relevant good practices. This study would also serve to update the previous Commission report from 2007 and to expand it to cover all Member States. The study will take note of a report on related issues by the gender network of the European Commission.

Total Research Budget: €700,000 over two years (2010-11)

Communication & awareness-raising activities

Activities under WP 2011.

Networking and educational activities

Building on the communication and networking activities related to EU-MIDIS carried out in 2009, the Agency will integrate the action points and follow up from these activities into the consultation with stakeholders. The Agency will broaden the stakeholder base and schedule a series of activities which combine EU-MIDIS findings and conclusions with stakeholder feedback.

Performance 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 Staff	Budget 2010
Research	1.0	0.5	—	1.5	€400,000
Communication & awareness-raising	—	—	—	—	€0

Networking and Education	0.2	0.1	0.1	0.4	€50,000
Total	1.2	0.6	0.1	1.9	€450,000

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

The Agency has published a data-in-focus report on Roma from its EU-MIDIS survey, reports on the situation of Roma concerning their education, housing and health. In addition, the project will draw on the findings of the Agency's project on the freedom of movement of Roma. Findings will also be drawn from the Agency's Annual Reports, which provide data and information, in less detail, on their situation in employment. In 2010 the Agency will inter alia intensify its outreach approach to engage more closely with local authorities to discuss the Agency's reports on the situation of the Roma, as well as projects and positive initiatives identified in the Agency's reports. In this context particular attention will be paid to the cross-cutting themes of gender, age and the rights of the child. This project will contribute towards the achievement of specific objective 2.

Research activities

Further in-house analysis of EU-MIDIS data.

Communication & awareness-raising activities

No communication activities foreseen in the context of AWP 2010.

Networking and educational activities

The Agency will follow up the findings and conclusions related to Roma from EU-MIDIS, its common project with the Council of Europe and OSCE and the various products and outputs from its previous work on education, health and housing. This will include seminars, outreach activities and meetings with selected Roma groups, inter-governmental organisations, local authorities and experts. These could also serve to prepare the Agency for its collaboration with the Spanish EU Presidency. An awareness-raising component will be built into the networking and educational work component.

Performance indicators

- relevance of the meetings to the specific objectives, based on the participants' feedback;
- suggestions for action agreed with stakeholders;
- stakeholders' perception of the relevance of this activity to their needs.

Financial and human resources allocated to the project

	Temporary Agents	Contract Agents	Seconded National Experts	Total Staff	Budget 2010
Research	0.1	—	—	0.1	€0
Communication & awareness-raising	0.2	—	0.2	0.4	€0

Networking and Education	0.2	0.2	—	0.4	€100,000
Total	0.5	0.2	0.2	0.9	€100,000

- **Organisation of the Diversity Day events**

Communication & awareness-raising activities

Apart from awareness raising activities in the context of several projects, the Agency will organise its annual Diversity Day events with partners across Europe. Based on experiences with Diversity Day 2007, 2008 and 2009 the Agency will proactively place the concept of this awareness raising event at the disposal of other potential partners, support similar activities and make usage of possible synergies with activities organised in the framework of the "For Diversity-Against Discrimination" campaign run by the European Commission. This project will contribute towards the achievement of specific objectives 1 to 5.

Performance indicators

- participation rate in the Diversity Day and other awareness raising events;
- number and extent of press reports and articles;
- stakeholders' perception of the relevance of this activity.

Financial and human resources allocated to the project

	Temporary Agents	Contract Agents	Seconded National Experts	Total Staff	Budget 2010
Research	—	—	—	—	€0
Communication & awareness-raising	1.0	0.4	—	1.4	€140,000
Networking and Education	0.1	—	—	0.1	€0
Total	1.1	0.4	—	1.5	€140,000

- **Publication of FRA S'cool Agenda**

Communication & awareness-raising activities

The Agency will continue to publish its S'cool Agenda as an Agency-associated product aimed at school children and youth. S'cool Agenda brings together a calendar of key dates related to issues on racism and cultural diversity with information on equal treatment and discrimination on the grounds of sexual orientation, religion or belief, age, and disability. It is aimed at raising awareness among young people of racism, xenophobia and anti-Semitism, discrimination under several grounds and the importance of respect and tolerance for diverse cultures and religions. The S'cool agenda was hugely popular with young people in the EU and beyond and was distributed in 120.000 copies (in en, fr and de) in 2008/2009. This project will contribute towards the achievement of specific objectives 1 to 5.

Performance indicators

- number of orders and downloads of online version from the Agency's website;
- stakeholders' perception of the relevance of this activity.

Financial and human resources allocated to the project

	Temporary Agents	Contract Agents	Seconded National Experts	Total Staff	Budget 2010
Research	—	—	—	—	€0
Communication & awareness-raising	0.8	0.5	—	1.3	€195,000
Networking and Education	0.1	—	—	0.1	€0
Total	0.9	0.5	—	1.4	€195,000

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

Specific objectives of the MAF Thematic Area

1. Identify and analyse codes of conduct and indicators for service providers regarding children and in particular the rights of children at risk, such as, for example, disabled children, children with ethnic minority backgrounds, separated migrant and asylum seeking children, undocumented children etc;
2. Identify and analyse targeted actions combating child trafficking in all its forms;
3. Identify and analyse equal access to quality education and quality health care for children belonging to disadvantaged groups in particular for Roma and Traveller children.

• **Separated asylum seeking children in EU Member States**

Following up on its work developing indicators for the rights of the child, the FRA conducted in 2008 and 2009 a research project on the situation and experiences of separated asylum seeking children. The aim of the project was to provide EU and national policy makers, agencies and services with a valuable insight into the separated children's views and experiences to assist them in improving the quality of asylum conditions, as well as the legal procedures and relevant support structures for asylum seeking minors. At the core of this project was child centred research: children's participation is an axiomatic principle of children's rights, enshrined in Article 12 of the UN Convention for the rights of the Child. Children's perspectives and interests often differ from those of adults. Therefore, exploring children's views and experiences directly is a critical means to assess the effectiveness of practices and to identify the changes necessary to ensure that they are appropriately tailored to children's needs. In this context, the study also developed methods for empowering these children to engage more actively in shaping their future. Also the gender dimension is being appropriately taken into account. This project will contribute towards the achievement of specific objectives 1 and 3.

Research activities

Research activities completed in 2009.

Communication & awareness-raising activities

Publication of project deliverables. Development and publication of a short “child-friendly” version of the report for educational use. Media activities will be undertaken in line with the FRA communication strategy.

Networking and educational activities

The Agency will host a seminar with stakeholders and partners at the national and local level to review the situation regarding separated children from Third Countries (asylum seeking or migrant) at the national and local level, including national and local level strategies and examples of good practice.

Performance 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;
- quantity and quality of media coverage;
- relevance of the follow-up 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 Staff	Budget 2010
Research	0.2	—	—	0.2	€0
Communication & awareness-raising	0.2	0.3	—	0.5	€65,000
Networking and Education	0.2	0.1	—	0.3	€50,000
Total	0.6	0.4	—	1.0	€115,000

- **Indicators for the Rights of the Child**

Following up its work on child rights, the Agency will continue its consultation with key stakeholders in the field during 2010 in order to improve the FRA Rights of the Child (RoC) indicators, identify specific and policy relevant knowledge gaps and promote the use of the Indicators by Member States in close cooperation with the European Commission. One main aim of this exercise would be to identify the best possible data sources for a comprehensive data collection exercise in 2011 based on the FRA Rights of the Child Indicators in close cooperation with the European Commission, the CoE and UNICEF. In this context, the work of the Council of Europe on guidelines on child-friendly justice and on the rights and legal status of children being brought up in various marital and non-marital forms of partnerships and cohabitation should be taken into account. This project will contribute towards the achievement of specific objectives 1 to 3. The indicators cover children in a variety of situations, including disabled children living in institutions.

Research activities

In-house analysis and further development of the FRA RoC Indicators. A small group of selected key stakeholders including the European Commission, CoE, UNICEF and ChildonEurope will meet regularly to assist with future planning of related research activities.

Communication & awareness-raising activities

Development of a dedicated web page on the FRA website on Child Right Indicators.

Networking and educational activities

Consultation meetings with stakeholders for the improvement of the FRA RoC indicators and meetings with Member States statistical offices and other relevant EU actors, e.g. the European Commission, CoE, UNICEF, Eurostat, Commissioners for children's issues, Children's Ombudspersons etc with a view to promoting the use of the indicators. The Agency will follow up with a selected group of stakeholders and policy makers, its work on rights of child from 2009, activities will include seminars with stakeholders and partners at the national and local level to review the use of the Agency's indicators as part of the implementation of rights of the child at the national and local level, including national and local level strategies and examples of good practice.. The activities will include a consultation with stakeholders to identify gaps and outline priorities for future work. The overall focus will develop a consistent and coherent rights of the child map of the European Union that can be used for monitoring and assessing progress.

Performance 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 Staff	Budget 2010
Research	1.0	—	—	1.0	€0
Communication & awareness-raising	0.3	—	—	0.3	€0
Networking and Education	0.2	—	—	0.2	€50,000
Total	1.5	—	—	1.5	€50,000

Financial Resources by Area of Activity	Priority	Budget
Racism, xenophobia and related intolerance		
Reporting on the situation concerning racism, xenophobia, anti-Semitism, Islamophobia, and related intolerance	First	€ 500,000
RADAR – monitoring the impact of the financial crisis on racism, xenophobia, anti-Semitism, Islamophobia, and related intolerance	First	€ 0

Update of the thematic comparative overview reports published between 2004 - 2007 on racial and ethnic discrimination in the areas of legislation, education, housing and racist violence and crime	Second	€0
Human Rights Education: a. lessons from the Holocaust, b. crimes committed by totalitarian regimes	First	€300,000
Reporting on anti-Semitism in EU Member States	First	€0
Total 'First' priority		€800,000
Total 'Second' priority		€0
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	Priority	Budget
EU-MIDIS: European Union Minorities and Discrimination Survey	First	€250,000
Training programme – journalists and fundamental rights	First	€20,000
The impact of the Racial Equality Directive	First	€50,000
Homophobia, transphobia and discrimination on the grounds of sexual orientation and gender identity	First	€70,000
Fundamental Rights of Persons with Intellectual Disabilities and Persons with Mental Health Problems	First	€550,000
Multiple and intersectional discrimination on grounds of gender, age and ethnicity in the EU Member States in the area of health	Second	€450,000
Activities on the situation of Roma and Travellers	First	€100,000
Organisation of the Diversity Day events	First	€140,000
Publication of FRA S'cool Agenda	First	€195,000
Total 'First' priority		€1,375,000
Total 'Second' priority		€450,000
The rights of the child, including the protection of children	Priority	Budget
Separated asylum seeking children in EU Member States	First	€115,000
Indicators for the Rights of the Child	First	€50,000
Total 'First' priority		€165,000

2.3 Citizen's Rights

2.3.1 Participation of the citizens of the Union in the Union's democratic functioning

Specific objectives of the MAF Thematic Area

1. Identify and analyse good practices regarding the widest possible participation in EU democratic processes, in particular with reference to the young and elderly, Roma and Travellers, ethnic minorities, the illiterate and the disabled;
2. Identify and analyse the role of the European media in the participation of people in the Union's democratic functioning.

No work will be done in this thematic area in 2010.

2.4 Justice

2.4.1 Access to efficient and independent justice

Specific objectives of the MAF Thematic Area

1. Identify and analyse good practices which ensure that equal access to justice is available to all regardless of their sex, race or ethnic origin, religion or belief, disability, age or sexual orientation, minority background, residence status or any combination of these;
2. Identify and analyse initiatives in Member States aiming to assist the implementation of European Union law by the legal systems, in particular by providing information to judges and police officers (development of manuals, guides etc);
3. Identify and analyse models and good practices of public interest litigation in particular for disadvantaged groups;
4. Identify and analyse policy and practical measures ensuring adequate access to legal aid, in particular regarding disadvantaged groups, such as, for example, migrants, undocumented migrants and ethnic minorities, in particular Roma and Travellers;
5. Identify and analyse good practices regarding access to alternative dispute resolution.

- **Respecting and promoting the right to freedom of movement for Roma EU citizens**

In 2009 the FRA together with the office of the OSCE's High Commissioner for National Minorities and the Office of the Council of Europe's Commissioner for Human Rights initiated a common project consisting of a programme of activities related to Roma migration and freedom of movement issues. The FRA project examined the recent movements of Roma populations within the European Union analysing push and pull factors, the social situation of the Roma with a particular emphasis on the situation of children, and how authorities have been able to deal with the issue, for example through integration measures and other positive initiatives. In addition, the project examined issues related to access to justice and respect of the fundamental rights of Roma as citizens of the European Union. This project will contribute towards the achievement of specific objective 2.

Research activities

Completed in 2009

Communication & awareness-raising activities

No communication and awareness raising activities foreseen in the context of AWP 2010.

Networking and educational activities

In 2010, the three organisations (FRA, CoE and OSCE) will hold additional supporting events to disseminate results of studies. FRA will also initiate other related networking events engaging key stakeholders, including Roma organisations.

Performance 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; 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 Staff	Budget 2010
Research	0.1	—	—	0.1	€0
Communication & awareness-raising	—	—	—	—	€0
Networking and Education	0.2	0.1	—	0.3	€20,000
Total	0.3	0.1	—	0.4	€20,000

- **Accessing efficient and independent justice**

Following on from the 2008 expert meeting on 'access to justice', which brought together judges, lawyers, magistrates and representatives from the European Commission and the Council of Europe working in the fields of criminal, civil and administrative law, the Agency initiated a two year study on 'access to justice' in 2009, which in its first year focused on specific legal aspects of access to justice. The project was developed, in collaboration with the Council of Europe and the European Commission, and will ensure complementarity and avoidance of duplication of activities. This project will contribute towards the achievement of specific objective 1, covering areas like anti-discrimination and free movement and touching on many relevant dimensions including legal aid.

Research activities (rolling programme over two years)

In 2009 the legal component of the study was completed and its results served to inform the development of the social component of the project in 2010, which will consist of a social study of people's/complainants' experiences of access to justice addressing the efficiency and equitability of 'access to justice' as a process, its outcomes and the services provided. The study will be based on primary fieldwork research with complainants and selected legal actors.

Research Budget: €500,000 over three years (2009-10)

Communication & awareness-raising activities

Publication of output in selected EU languages.

Networking and educational activities

The FRA will organise an initial meeting with stakeholders (judges, lawyers, magistrates, bar associations) to discuss the outcome of the legal study.

Performance 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;
- 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 Staff	Budget 2010
Research	1.0	0.2	—	1.2	€300,000
Communication & awareness-raising	0.1	0.3	—	0.4	€30,000
Networking and Education	0.3	0.2	—	0.5	€20,000
Total	1.4	0.7	—	2.1	€350,000

- **Access to Justice for Asylum Seekers**

Equality before the law and access to justice are central elements of a rights-based justice system. However, there is evidence to indicate that access to justice is not, in practice, a reality for certain people in society – such as asylum seekers. This project will contribute towards the achievement of specific objective 1.

Research activities (rolling programme over two years)

The Agency will explore access to justice for asylum seekers in 2010 building on the UNHCR study expected to be released at the end of 2009.

Communication & awareness-raising activities

Communication activities will take place in 2011.

Networking and educational activities

The FRA will follow-up the publication of the output of this project through consultation meetings with key stakeholders, including representatives from migrant and asylum organisations at the national and European level, experts and international organisations, members of the Agency's Local Communities Network (LCN),

civil society support organisations and representatives from NHRIs, to examine policy options, link to the work of existing networks (such as the NHRIs project on migration) and develop concerted communication and awareness-raising activities. In addition, it will develop with stakeholders an online networking facility to support the exchange and sharing of information, good practice and action-oriented solutions.

Performance 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.

Financial and human resources allocated to the project

	Temporary Agents	Contract Agents	Seconded National Experts	Total Staff	Budget 2010
Research	1.0	0.2	—	1.2	€0
Communication & awareness-raising	—	—	—	—	€0
Networking and Education	0.2	0.1	—	0.3	€25,000
Total	1.2	0.3	—	1.5	€25,000

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

EU law, particularly in the area of non-discrimination, is increasingly coming under indirect consideration before the European Court of Human Rights (ECtHR). In such a situation aggrieved individuals, who have been unable to resolve their disputes through the application of EU and/or ECHR law in their national courts, turn to the ECtHR for a remedy involving the interpretation of EU law per se or as applied by the Member State. The introduction and transposition of the discrimination directives, proposals for a future horizontal directive, and the foreseen accession of the EU to the ECHR mean that the ECtHR could be facing increasingly issues of EU law, where these are not resolved satisfactorily at the national level. This activity would serve as a pilot project and would facilitate EU Member States in their efforts to apply the anti-discrimination directives effectively by identifying possible systemic problems while at the same time supporting the important training work of the Council of Europe. The output of this project would include training materials for national judges (in selected EU languages) developed in close collaboration with the Council of Europe and the ECtHR as well as partner networks in order to take into account initiatives, such as the work done by the European Network of Legal Experts in the Non-Discrimination field. This project will contribute towards the achievement of specific objectives 1 and 2.

Research activities

It is in the area of non-discrimination where the bulk of EU measures relevant to the implementation of human rights guarantees lies. After an in-house preparation phase, the project would begin with the concrete research into and the selection of extracts from key judgments and decisions delivered by the ECtHR and

ECJ. The extracts would highlight the path of the case through the domestic courts and the manner in which EU Directives, the European Convention on Human Rights (ECHR) and other instruments in the fields of non-discrimination were applied at national and European level.

The same methodology could be applied to other areas such as the manner in which access to independent and efficient justice was ensured at national level. This will facilitate understanding of why the individual may be unable to obtain a remedy at the national level and highlight which issues relating to EU law most frequently confront the judges of the ECtHR.

Communication & awareness-raising activities

Publication and translation of key training material in selected languages in 2011 after completion of the research component and of the training tool-kit.

Update of FRA national Case Law database with new relevant data and linkage with existing training database, such of Council of Europe *Human Rights Education for Legal Professionals* (HELP).

Networking and educational activities

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

Performance 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; 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 Staff	Budget 2010
Research	0.8	—	—	0.8	€0
Communication & awareness-raising	0.3	—	—	0.3	€300,000
Networking and Education	—	—	—	—	€0
Total	1.1	—	—	1.1	€300,000

• **Joined-Up Governance**

The Agency initiated a set of consultation meetings with selected stakeholders involved in governance issues in 2009 and established a peer group of stakeholders representing different levels of governance. The consultation meetings were in response to stakeholder feedback on the lack of strategic focus and systematic implementation of human rights at the national level and gaps in human rights coordination and integration, and multi-level promotion and protection of human rights. These issues are related to the field of

access to justice, while essentially cutting across all the thematic areas of the Multi-annual Framework. This project is therefore interlinked with a large number of the Agency's ongoing projects.

The consultation meetings identified that fragmented governance is one of the key barriers to the effective implementation of human rights, thus directly impacting on the ability of people to access justice and undermining national level efforts to comply with international or regional human rights standards. In the context of the EU, fragmented human rights governance additionally entails the risk that fundamental rights issues are not sufficiently considered across the various layers of government and public authority concerned with the implementation of Community legislation. A prime example relates to the field of equality where the Agency's reports demonstrated that the lack of cooperation and involvement of important stakeholders (ministries, local government, parliaments, judiciary, public agencies, equality bodies, civil society, etc.) has limited the impact of the Community's anti-discrimination legislation. With regard to specific communities, one of the areas that the peer group will examine is ways to improve the coordination and integration of policy and delivery for particular vulnerable groups such as the Roma and ways to develop a rights-based approach to service delivery. The Agency can build on the results of its studies and activities related to vulnerable groups such as the Roma to identify the governance gaps. This project will contribute towards the achievement of specific objective 1.

Building on the Agency's core competences, i.e. expertise in data collection and its networking role, this project will seek to help in the development and dissemination of:

- Good practice models and action-oriented solutions for the implementation of a joined-up human rights governance system;
- Indicators that can help in monitoring the implementation of fundamental rights (e.g. to be used for baseline studies, regular reviews and impact assessments).

Research activities

In 2010, the Agency will map selected EU, national and local-level initiatives in this area to identify institutional gaps and areas of fragmented governance preventing access to justice, as well as relevant good practices.

Communication & awareness-raising activities

The Agency will develop an e-community tool to foster a peer-to-peer exchange of good practices and the dissemination across EU Member States, as well as regional and local authorities.

Networking and educational activities

The Agency will create and facilitate a platform for experts and relevant stakeholders from various governmental levels in EU member states. Through a peer-to-peer support process, these meetings will serve to develop and explore action oriented solutions for specific fundamental rights issues in order to draw conclusions on structural, institutional and procedural improvements of human rights governance.

Performance 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.

Financial and human resources allocated to the project

	Temporary Agents	Contract Agents	Seconded National Experts	Total Staff	Budget 2010
Research	0.2	—	—	0.2	€0
Communication & awareness-raising	0.2	—	—	0.2	€40,000
Networking and Education	0.3	0.2	0.2	0.7	€100,000
Total	0.7	0.2	0.2	1.1	€140,000

- **Encouraging reporting of discrimination and victimization**

Research activities

The Agency will build on the outcome of research that it has conducted on non-reporting of discrimination and victimization by vulnerable groups, as reported through EU-MIDIS and in the Agency's Annual Reports, and in addition will draw on secondary sources to undertake in-house research on reasons for non-reporting. This project will contribute towards the achievement of specific objectives 1.

Communication & awareness-raising activities

Publication and translation in selected languages in 2011 after completion of the research component.

Networking and educational activities

The Agency will gradually develop close cooperation with Equality Bodies to explore action oriented solutions improving reporting of fundamental rights violations, such as discrimination.

Performance 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.

Financial and human resources allocated to the project

	Temporary Agents	Contract Agents	Seconded National Experts	Total Staff	Budget 2010
Research	0.2	—	—	0.2	€0
Communication & awareness-raising	0.2	—	—	0.2	€0
Networking and Education	0.5	0.2	—	0.7	€10,000

<i>Total</i>	<i>0.9</i>	<i>0.2</i>	—	<i>1.1</i>	<i>€10,000</i>
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• **Seminar on raising awareness of charter of fundamental rights under Spanish Presidency**

Networking and educational activities

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

Participants would be members of the Court of Justice of the EU, the European Court of Human Rights, MEP's, and participants at the Convention responsible for drafting The Charter of Fundamental Rights and government delegations. This project will contribute towards the achievement of specific objectives 1 and 2.

Performance 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.

Financial and human resources allocated to the project

	Temporary Agents	Contract Agents	Seconded National Experts	Total Staff	Budget 2010
Research	0.1	—	—	0.1	€0
Communication & awareness-raising	—	—	—	—	€0
Networking and Education	0.1	0.1	0.1	0.3	€50,000
Total	0.2	0.1	0.1	0.4	€50,000

Financial Resources by Area of Activity	Priority	Budget
Access to efficient and independent justice		
Respecting and promoting the right to freedom of movement for Roma EU citizens	First	€20,000
Accessing efficient and independent justice	First	€350,000
Access to Justice for Asylum Seekers	First	€25,000
Supporting the implementation of EU law and other legal instruments in the field of non-discrimination and access to justice	First	€300,000
Joined-Up Governance	First	€140,000
Encouraging reporting of discrimination and victimization	First	€ 10,000
Seminar on raising awareness of charter of fundamental rights under Spanish Presidency	First	€50,000
Total 'First' priority		€895,000

2.4.2 Compensation of victims

Specific objectives of the MAF Thematic Area

1. Identify and analyse the level of victim protection in particular in light of Council of Europe standards;
2. Identify and analyse accessibility and effectiveness of remedies in case of violations of Community law;
3. Identify and analyse good practices regarding 'victim-centred' approaches to compensation as a social provision in particular in relation to victims of fundamental rights violations.

No work will be done in this thematic area in 2010.

3 *Horizontal activities covering all MAF areas*

Specific objectives

1. Collect and disseminate relevant data and information;
2. Contribute to ensuring respect of fundamental rights in Community legislation and its implementation;
3. Contribute to the development of common indicators and standards in the field of fundamental rights;
4. Raise public awareness of fundamental rights and the Charter for Fundamental Rights;
5. Identify strategic partnerships with stakeholders to advance fundamental rights promotion;
6. 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;
7. Identification of possible human rights education products and materials.

3.1 Annual Report

The Agency has a legal obligation to present on 15 June each year an Annual Report on the situation concerning fundamental rights in the EU. The appropriations here are intended to cover deliverables on issues or events which might arise during the current financial year (e.g. responses to requests by stakeholders, responses to unforeseen events, preparation of background material, and ad hoc expert meetings).

Performance 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.

Temporary Agents	Contract Agents	Seconded National Experts	Total Staff	Budget 2010
0.8	0.2	—	1.0	€165,000

3.2 Fundamental Rights Conference

The European Union Agency for Fundamental Rights will host a Fundamental Rights Conference (FRC) under the Belgian Presidency of the European Union. The Conference will be an occasion to bring together a variety of stakeholders from the international to the local level and from intergovernmental organisations, governments, service providers and victim support organisations to discuss, assess and devise ways to deal with issues related to fundamental rights. The Conference will focus on specific issues based on the Agency's work. It will aim to be solution driven, pragmatic, action-oriented and support policy development and good practice at the European, national and local level.

Performance indicators

- participation rate in the Fundamental Rights Conference;
- relevance to the subject of the conference, based on the participants' feedback;
- number and extent of press reports and articles.

Temporary Agents	Contract Agents	Seconded National Experts	Total Staff	Budget 2010
0.2	0.4	—	0.6	€300,000

3.3 Research and data collection

The research work of the Agency with respect to thematic studies, reports and surveys has been budgeted under the project headings. The appropriations here are intended to cover deliverables on issues or events which might arise during the current financial year (e.g. responses to requests by stakeholders, responses to unforeseen events, preparation of background material, ad hoc expert meetings, etc) and might require legal data collection and analysis activities.

Performance 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 disseminated in relation to the estimated size of the target group/audience; and
- stakeholders' perception of the relevance of this work to their needs.

Temporary Agents	Contract Agents	Seconded National Experts	Total Staff	Budget 2010
1.0	—	1.0	2.0	€150,000

3.4 Networking and stakeholder cooperation

The Agency's aim of networking and stakeholder cooperation is to undertake activities which provide opportunities for improved performance within the Agency's projects, programmes and policies – making them more effective; activities which respond to the needs of its stakeholders and partners – address relevant issues; activities which offer opportunities for learning and knowledge generation together with stakeholders; activities which produce learning effects and recommendations for use by stakeholders and partners; and activities which create the opportunities for replication, adaptation and the dissemination of knowledge to other stakeholders working in the same field and multiply the impact of the Agency's work. The overriding objective is not only to place the Agency centrally among its stakeholders, but to ensure that the Agency's stakeholders and partners and their needs take centre stage.

The Agency therefore continues to position itself centrally among its key stakeholders to facilitate stronger and more focused European action on fundamental rights through networking activities, human rights education and development. In 2008 and 2009, the Agency enhanced its networking at the national and local level using its projects as the basis for engagement. The Agency will continue to host meetings with the National Liaison Officers, the National Human rights Institutions, the Equality Bodies, Ombudsmen institutions and the Local Communities Network (LCN).

In order to develop further the Agency's engagement with civil society and to complement the work of the Fundamental Rights Platform, the Agency will host two additional meetings or roundtables with civil society in 2010.

The Agency will continue to broaden its cooperation with inter-governmental organisations, in particular with regard to ensuring 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.

The Agency will also engage with the World Forum on Human rights hosted by the city of Nantes. The Agency will aim to raise awareness of its products, materials and activities. It will organise special events and invite selected stakeholders to participate in common activities at the Forum.

Strategic Review – Networking with stakeholders

In 2010, the Agency will meet with its stakeholders (EU institutions and bodies, national and local authorities, specialised bodies, civil society, inter-governmental bodies etc.) as part of a strategic review of its networking activities, its methods and its products. To this end networking and stakeholder cooperation has been based

around a set of objectives which will guide the strategic review with stakeholders and partners. These will include to what extent the Agency has been able

- To reconstruct networking and human rights development boundaries.
- To reach beyond existing stakeholders.
- To support a partnership approach which responds to the needs of the Agency's stakeholders and partners with regard to product design, development, improvement and use.
- To support a partnership approach which offers opportunities for learning and knowledge generation.
- To identify key breakthroughs in human rights work.
- To explore opportunities for radical innovation, with an emphasis on the exploration of new technology.

Meetings with the National Liaison Officers	€80,000
Fundamental Rights Platform and other meetings with civil society	€100,000
National Human Rights Institutions (incl. relevant Ombudsmen)	€40,000
Equal Treatment Bodies (incl. relevant ombudsmen)	€40,000
Local Communities Network	€20,000
Strategic Review - Networking with stakeholders	€100,000
Interagency Meetings	€20,000

Performance indicators

- participation rate in the meetings organised by the Agency;
- suggestions for action agreed with stakeholders;
- relevance to the subject of the meeting, based on the participants' feedback;
- stakeholders' perception of the relevance of this work to their needs;
- Effective use of the Agency's profile and products at the Nantes Human Rights Forum via a variety of networking and communication activities.

Temporary Agents	Contract Agents	Seconded National Experts	Total Staff	Budget 2010
2.3	—	1.3	3.6	€400,000

3.5 Human Rights Education

• Support to Agency's Human Rights Education networks

The Agency brought together a group of Human Rights Education experts and practitioners in 2009 as part of its strategy development on human rights education. In 2010 it will examine the possibilities for developing human rights education materials and products and supporting innovative thinking on human rights education and training. The members of the group will continue to support the Agency in identifying potential human rights education materials, guiding and advising on the direction of the human rights education work and providing feedback to the Agency on its human rights education work and the possibilities for cross cutting activities based on the multi-annual framework. The Agency will continue to cooperate with its institutional partners in the Human Rights Education field such as the Council of Europe, UNESCO, the Office of the UN High Commissioner for Human Rights and the OSCE. It will meet with its partners and members of the group as part of the follow up to its stakeholder consultation Meeting in 2009.

Performance indicators

- Number of stakeholders participating in meetings and workshops;
- Number of materials and products distributed; and
- Use of templates and material by stakeholders and user satisfaction level.

Temporary Agents	Contract Agents	Seconded National Experts	Total Staff	Budget 2010
1.3	0.1	—	1.4	€100,000

3.6 Communication and awareness-raising

• Horizontal communication activities

Horizontal communication activities are intended to raise public awareness of fundamental rights and include the design and production of related products. Based on the communication strategy developed in 2009 the FRA will develop innovative communication tools, mainly internet based. The agency will also continue to work with the media and take advantage of media opportunities to profile the work of the Agency and support the public awareness of fundamental rights issues.

Communication activities will also be linked to the European Year of Combating Poverty and Social Exclusion. Additional awareness-raising activities in cooperation with other EU and Member States' stakeholders are envisaged in the context of the ratification of the Treaty of Lisbon and the promotion of the Charter of Fundamental Rights.

Performance indicators

- participation rate in the awareness raising events;
- number and extent of press reports and articles;
- stakeholders' perception of the relevance of this work to their needs.

	Temporary Agents	Contract Agents	Seconded National Experts	Total Staff	Budget 2010
Communication & awareness-raising	2.0	0.5	—	2.5	€120,000
Networking and Education	0.2	—	—	0.2	€0
Total	2.2	0.5	—	2.7	€120,000

• **Communication and public information products**

The Agency will adapt information produced by its research activities for its communication needs targeting the media, the general public and specific target audiences.

In this context the Agency will produce diverse information material in different formats (general information leaflets and handouts) and by using innovative technologies as:

- audiovisual material, video clips and video news releases
- animated films and cartoons
- visualised statistical information and mapping
- online games

This information material will be made available via the Agencies' website and via the new FRA InfoPoint, platforms as EU tube et al. and will be disseminated through the Agency's distribution lists and at awareness-raising events. In addition, the Agency will organise presentations of important reports at its premises and elsewhere.

Performance indicators

- Relevance and effectiveness of public information products, based on the feedback from target groups;
- number of visitors to the FRA website;
- number of downloads and relevant website user statistics from the Agency's website; and
- stakeholders' perception of the relevance of this work to their needs.

Temporary Agents	Contract Agents	Seconded National Experts	Total Staff	Budget 2010
1.0	—	0.5	1.5	€210,000

• **Web and documentation**

The Agency developed in 2008-09 a new web-site for general information purposes, for communication with civil society, as an Information Portal on human rights issues, which can also function as a limited information service for individuals seeking more information on fundamental rights. The Agency will develop and maintain its web-site towards a unique information service by implementing innovative ways and means to support communication with target audiences in close cooperation with the operational departments of the Agency.

In this context, specific sections of the web-site and of the Information Portal will be extended to cover additional areas of the Agency's Multi-annual Framework, updated and maintained. The Agency reorganised in 2008-09 its Internet presence providing access to a wide range of information on its activities and further developed its Information Portal that provides access to specific online documentation on racism and xenophobia, as well as case-laws, bibliographical references and NGOs.

The Agency will continue developing its Internet presence, regularly maintaining and updating content. For 2010 a specific update of FRA case law database is envisaged.

The Agency will also continue consulting with other database providers on human rights issues as part of its gradual incorporation of fundamental rights related information.

The Agency maintains a regularly updated library with relevant books and periodicals mainly for staff use.

Performance indicators

- number of visits to the Agency's website and Information Portal;
- stakeholders' perception of the relevance of this work to their needs; and
- Use of the FRA library by staff.

Temporary Agents	Contract Agents	Seconded National Experts	Total Staff	Budget 2010
1.0	0.5	0.5	2.0	€270,000

• Publications

In 2010 the Agency will publish a number of deliverables related to research outputs – as briefly listed under the different Chapter headings above. In addition, the Agency will publish based on the communication strategy a magazine, and products and information aimed at various target groups containing information of general human rights issues.

Performance indicators

- number of downloads per publication from the Agency's website and number of copies disseminated in relation to the size of the target group/audience;
- stakeholders' perception of the relevance of this work to their needs.

Temporary Agents	Contract Agents	Seconded National Experts	Total Staff	Budget 2010
1.5	1.0	—	2.5	€80,392

Financial Resources for the Horizontal Activities	Priority	Budget
Annual Report	First	€165,000
Fundamental Rights Conference	First	€300,000
Research and data collection	First	€150,000
Networking and stakeholder cooperation	First	€400,000
Human Rights Education	First	€100,000
Communication and awareness-raising	First	€680,392
Total 'First' priority		€1, 795,392

4 *Bodies of the Agency*

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

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

Temporary Agents	Contract Agents	Seconded National Experts	Total Staff	Budget 2009
1.0	—	1.5	2.5	€245,000

Financial Resources	Priority	Budget
Management Board meetings	First	€100,000
Executive Board meetings	First	€15,000
Scientific Committee meetings	First	€50,000
Translations and interpretation	First	€80,000
Total 'First' priority		€245,000

5 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
Information society and, in particular, respect for private life and protection of personal data	1.0	0.2	0.2	1.4	20,000	351,225	371,225
Asylum, immigration and integration of migrants	1.4	0.6	0.2	2.2	930,000	551,926	1,481,926
Visa and border control	1.0	0.2	—	1.2	—	301,050	301,050
Racism, xenophobia and related intolerance	3.3	1.8	1.6	6.7	800,000	1,680,864	2,480,864
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 discrimination)	7.1	4.4	0.7	12.2	1,825,000	3,060,678	4,885,678
The rights of the child, including the protection of children	2.1	0.4	—	2.5	165,000	627,188	792,188
Participation of the citizens of the Union in the Union's democratic functioning	—	—	—	0	—	—	—
Access to efficient and independent justice	5.8	1.6	0.3	7.7	895,000	1,931,739	2,826,739
Compensation of victims	—	—	—	0	—	—	—
Horizontal operational activities	11.3	2.7	3.3	17.3	1,795,392	4,340,142	6,135,534
Bodies of the Agency	1.0	—	1.5	2.5	245,000	627,188	872,188
Operational reserves	—	—	—	0	—	—	—
Total	34.0	11.9	7.8	53.7	€6,675,392	€13,472,000	€20,147,392

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.