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SUMMARY

ECAS' mission is to empower citizens to exercise their rights and promote open and inclusive decision-making through the provision of high quality advice, research and advocacy, as well as capacity building to civil society organisations.

ECAS aspires to be the EU Resource Centre on citizens' rights, campaigning for an inclusive, transparent and democratic Europe, where the benefits of EU citizenship can be fully tapped.

ECAS' work is focused on three main areas: EU Rights, Digital Democracy and Beyond the EU. In addition, ECAS provides services to its network of about 80 members as well as numerous civil society organisations in the EU and beyond.

In 2016, ECAS' work in the **EU Rights** focus area was marked by:

- New trends in Your Europe Advice (YEA) enquiries: for the first time in 20 years, "entry procedures" featured as the second most problematic issue for EU mobile citizens EU-wide after "social security" and followed by "residence".
- The number of cases handled by the EU Rights Clinic remained stable in 2016. Cooperation with Brussels Helpdesk, which is an entity that provides free legal advice and legal action for mobile EU citizens who are exercising their right to freedom of movement in Belgium and who are facing an expulsion order from the Belgian authorities, continued.
- Persistent problems experienced by EU mobile citizens in a number of countries have been identified. The UK's Home Office refuses to recognise the rights of residence of EU citizens who do not work (students, homemakers, etc.) if they do not hold private healthcare insurance, which could affect over 1 million EU citizens there. In Sweden, the tax authorities refuse to issue personal identification numbers ("personnummer") to EU citizens and their family members. In Belgium, in cases where an expulsion order has been issued, the judicial appeals system fails to allow EU citizens to secure the continuity of their residence and safeguard their acquired rights under the Citizens Directive.
- Prominent featuring of ECAS' positions at relevant conferences with regard to the deteriorating framework for the enforcement of free movement rights, populist rhetoric around the issue, the restoration of borders in the EU, and the challenge to the Schengen agreement in the context of terrorist threats and the Brexit referendum, as well as through increased media presence and by contributing to consultations.

Under the **Digital Democracy** focus area, in 2016 ECAS produced the study "Potential and Challenges of E-Participation in the European Union", commissioned by the European Parliament to support the AFCE Committee and the rapporteur of the E-Democracy INI.

Through the publication "Towards a Crowdsourcing Pilot at the EU level: Taking Decisions with Citizens and Not for Them" presented at the annual Digital Democracy Day, ECAS set the scene for new e-participation methods at EU level, which should be introduced to enhance citizens' engagement in policy-making.

ECAS has also been striving for the improvement of already existing EU participation tools, mainly the European Citizens' Initiative (ECI). By being one of the members of the REFIT platform for Better Regulation, ECAS facilitated the development of an opinion for the revision of the ECI regulation in order to make it "fit

for purpose". In the meantime, the ECI Support Centre has continued to support ECI organisers through the provision of advice and information.

In 2016, in the **Beyond the EU** focus area, there was a coordinated advocacy effort for the establishment of comprehensive legal aid systems in the Balkan countries and Turkey. Advocacy carried out by members of the Triple A network in all of the countries stemmed from advocacy roadmaps, providing a thorough analysis of the different stakeholders, related legislation and future challenges.

In order to ensure the sustainability of local CSOs and the Triple A network, and to guarantee the high quality of their services, ECAS officially launched the Triple A Pan-European network and Quality Standards for providers of information, advice and free legal aid in November 2016.

ECAS continued to **support its network of about 80 members** through providing free access to ECAS' annual comprehensive funding guide for the non-profit sector and monthly alerts on open calls for proposals and tenders.

In 2016, ECAS continued to organise **training modules for non-profit organisations** to help them improve their fundraising and advocacy strategies, as well as their project management skills. The two training sessions - in Spring and Autumn - included three modules to choose from: EU funding, EU advocacy and EU project management. In addition, in March 2016 a tailor-made training session for a non-profit association was organised upon request.

Well aware of the potential of **digital tools and social media channels** to reach out to more people, ECAS has shifted to a 2.0 communication model with a more intensive use of social media and a website-centric approach. ECAS' website currently provides information about our identity (mission, vision and values), projects and services to citizens, partners and members, and advocacy activities at EU level. The number of subscribers to ECAS' newsletter has been growing steadily, exceeding 2,500 in January 2017, up from 1,600 in January 2016 (+56%).

In 2016, ECAS boosted all of its media channels, in particular Twitter and Facebook as the most effective outreach tools, in addition to its Youtube channel and LinkedIn account.

EU RIGHTS FOCUS AREA

ECAS empowers citizens to exercise their rights and campaigns for an inclusive, transparent and democratic Europe where the benefits of EU citizenship can be fully tapped.

The right to free movement of persons is one of the four fundamental freedoms underpinning the European project. It is the right that EU citizens consider the most notable achievement of European integration.

ECAS has an extensive track record in helping EU citizens to exercise their right to free movement and an in-depth knowledge of the problems associated with its implementation.

In 2016, Your Europe Advice (YEA - a service which ECAS implements on behalf of the European Commission) legal experts replied to 20,491 enquiries. The service celebrated its 20th Anniversary and its 200,000th enquiry. The proportion of purely informative questions decreased and the proportion of those reflecting real problems increased. Social security is still the largest topic but, for the first time in 20 years, it did not rise. On the contrary, the proportion of enquiries about entry procedures and residence increased.

In 2016, the EU Rights Clinic (a partnership with the University of Kent in Brussels), which helps EU citizens and their family members who are faced with complex problems when moving around the EU, handled 113 cases – almost twice as many as in 2013 when it was launched.

The EU Rights Clinic continued its cooperation with Brussels Helpdesk, which is an entity that provides free legal advice and legal action for mobile EU citizens who are exercising their freedom of movement in Belgium and who are facing an expulsion order from the Belgian authorities.

Considering the recent deteriorating framework for the enforcement of free movement rights, in addition to the populist rhetoric on the issue in certain member states, the restoration of borders in the EU, and the challenge to the Schengen agreement, ECAS has actively promoted free movement as the most cherished right by EU citizens through organising debates (e.g. Security-Or-Rights Evening Debate) and conferences (e.g. “24 Years of EU Citizenship: What We Stand to Lose”), participating in high level events on European citizenship (e.g. the EU Citizenship Hearing at the European Parliament), publishing policy positions and contributing to consultations (e.g. the mid-term review of the Europe for Citizens programme).

SERVICES TO CITIZENS

Your Europe Advice

In 2016, Your Europe Advice celebrated its 20th anniversary and 200,000th enquiry.

Performance in 2016

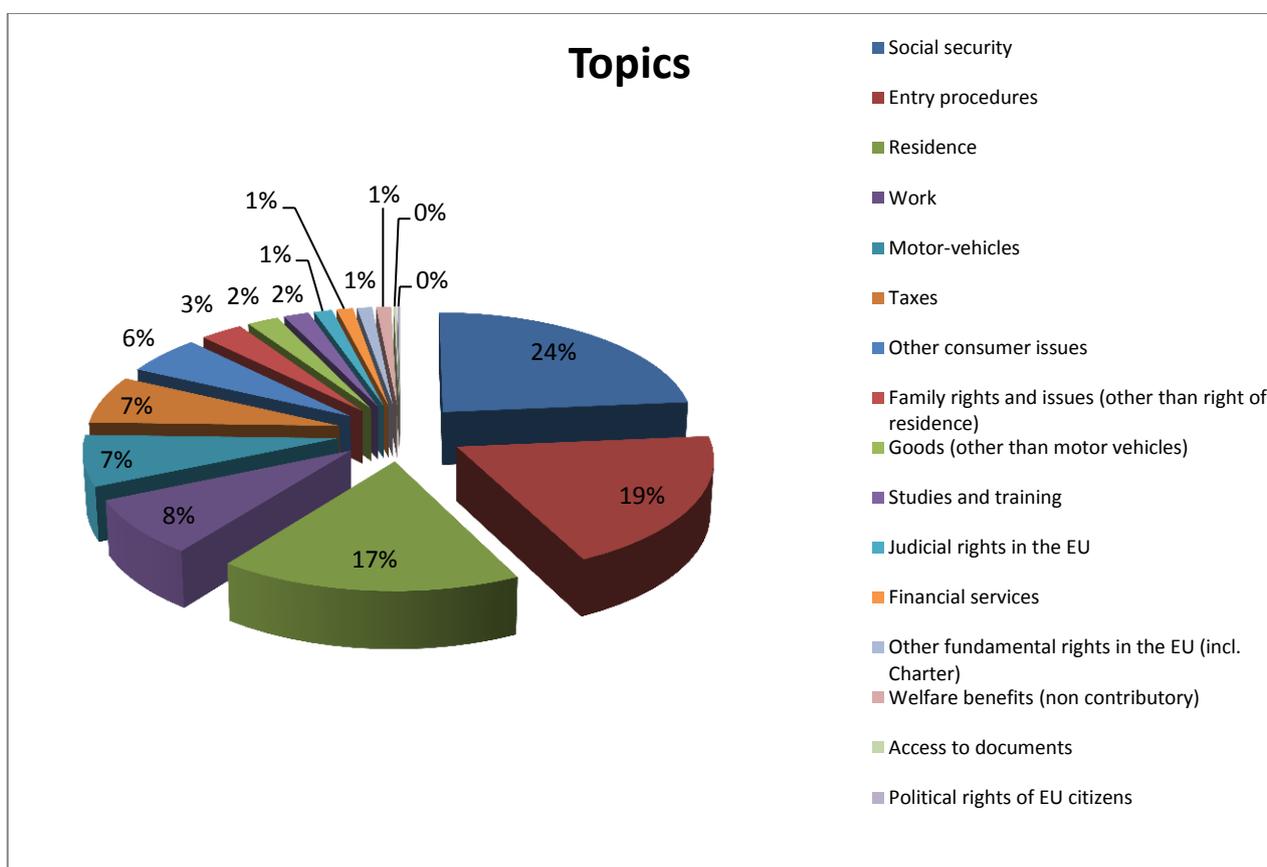
YEA legal experts replied to **20,491 enquiries**.

The quality of the service was maintained at a high level. Under the service contract, the European Commission requires ECAS to have a higher level of quality assurance and to carry out quality control on the basis of a sample which “should be 10% of all cases” and “not less than 150” (previously, it was only 120 cases). This quality assessment allows precise quality control and very focused management responses.

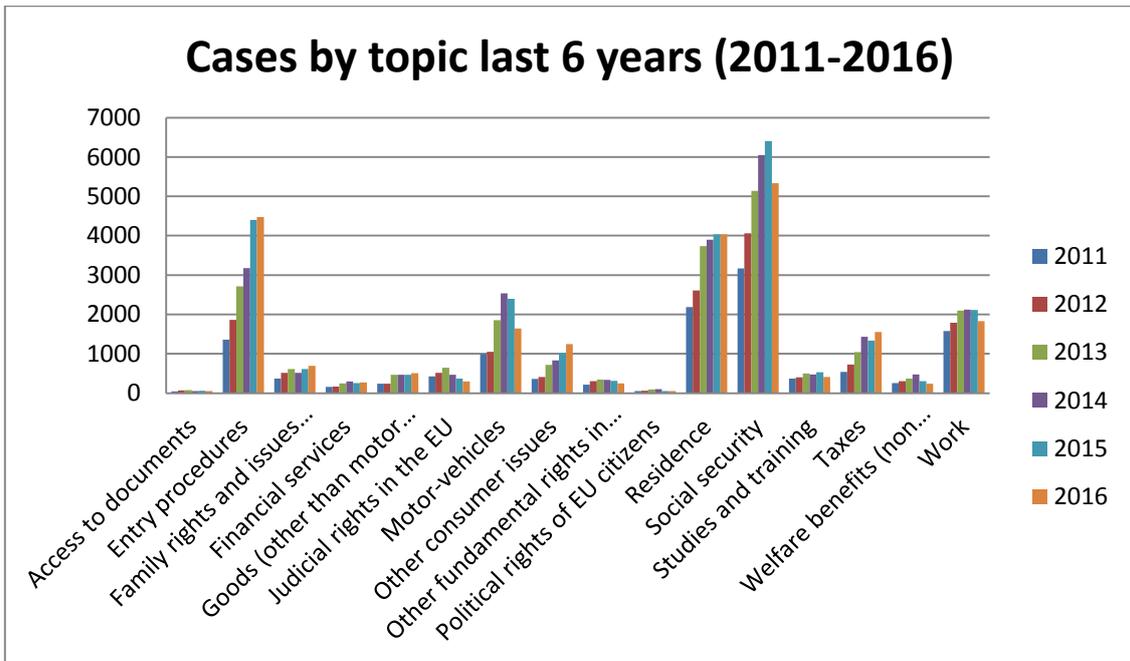
More than 95% of the controlled cases again fulfilled all of the quality assurance criteria and 94.2% of all replies were provided within the deadline.

Nature of the Enquiries

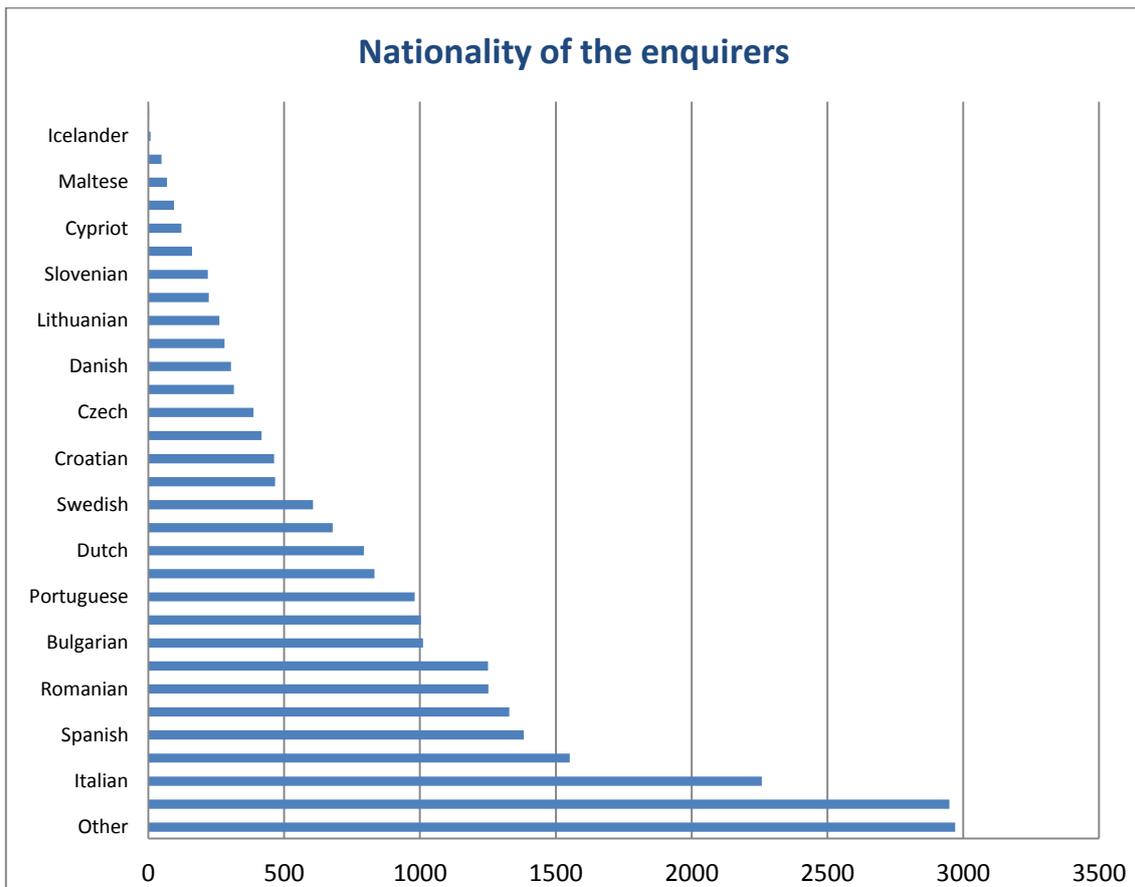
The proportion of purely informative questions decreased and the proportion of those reflecting real problems increased. This was true for all the topics and categories of citizens. Citizens face obstacles not only from national administrations but also from private entities. A certain proportion of citizens are well informed but unable to find any remedy to their situation.



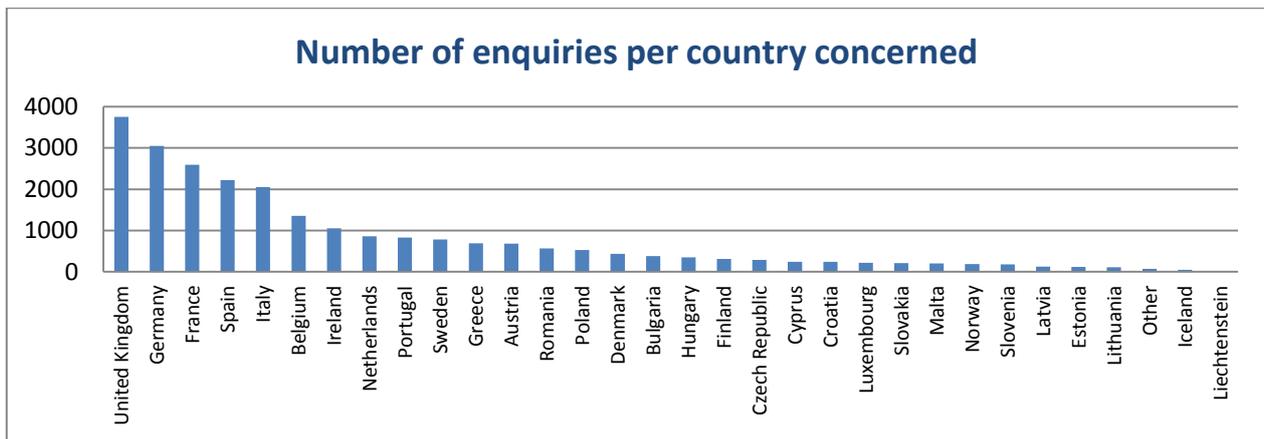
Social security is still the largest topic but, for the first time in 20 years, it did not rise. On the contrary, social security enquiries fell, but the proportion of enquiries about entry procedures and residence rose and became more important.



Enquiries were received from all 28 EU countries, as well as from Norwegian, Icelandic, and third country nationals who are family member of an EU citizen:



The enquiries received concerned all 28 Member States, as well as Norway, Iceland and Liechtenstein. 15% of the enquiries received were about the United Kingdom, which is partly due to Brexit:



Outreach Activities

Between January and December 2016, 16 YEA experts participated in 10 outreach activities covering the following countries: Belgium, Croatia, Hungary, Ireland, Portugal, Slovakia and Slovenia. The number of participants varied according to the type of event, but, based on the feedback reports, the number of persons reached may have exceeded 1,000 (excluding the facebook chats). The events can be divided into 4 categories: network meetings, general public events, consultation days and Facebook chats with citizens.

The network meetings were generally organised by the Commission Representations and gathered a large number of representatives from various service networks, such as SOLVIT, Europe Direct, Team Europe, EURES, Enterprise Europe Network, consumer organisations, etc. YEA experts met the two main objectives, namely presenting and explaining the Your Europe website and YEA to potential multipliers and “institutional” users and liaising with representatives from other networks that provide help and advice to citizens and businesses.

Most of the general public events took the form of public fairs where YEA experts provided information about Your Europe and YEA. They often gave short presentations and sometimes provided face-to-face advice to visitors at, for example, citizenship forums in Brussels.

Consultation days took place at the Dublin Commission Representation. During these consultation days, an expert provided face-to-face advice to EU citizens on their free movement rights. Citizens had the opportunity to present documents to the legal expert to clarify their case.

EU Legal Updates

The Management Team ensures that the experts are kept up-to-date with new legislation and case law by providing them with a monthly newsletter entitled “EU Law Update”. This newsletter is tailored to the continuously evolving information needs of the experts. It includes the latest news from the EU, information on recent infringement procedures undertaken by the European Commission and an analysis of the latest Court of Justice cases relating to areas dealt with by experts in their enquiries. Each month, by way of example, the newsletter also publishes one or more of the experts’ enquiries judged to be either good or interesting. Outreach activities, interesting websites, developments in individual Member States and references to academic EU articles, which may be relevant for the experts, are also included in this newsletter.

Feedback Reports

At the request of the European Commission, ECAS provides them with four feedback reports. These reports include details of the cases handled by YEA experts and also a policy analysis of the topics covered in the enquiries. In 2016, a study on the obstacles to free movement in the EU, commissioned by the European Parliament, based its findings, for the most part, on the YEA feedback reports.

YEA training seminars

In cooperation with the European Commission, ECAS organises a training seminar once a year. On the 20 and 21 October, the YEA annual training seminar took place in Brussels and 59 experts attended. This year's seminar was marked by the special celebration of the 20th anniversary of YEA, which ECAS proudly manages on behalf of the European Commission. The seminar was launched on the evening of 19 October, with a cocktail party organised at ECAS' premises, featuring the European Ombudsman, Emily O'Reilly, as special guest.

Training topics are proposed to the Commission by the Management Team after consultation with the experts, taking into account difficult enquiries that have been identified by quality control together with trends and problems presented in the feedback reports and issues arising from outreach activities. In cooperation with the European Commission, the topics are delivered and discussed during the training seminar by specialists in these areas from the European Commission. In 2016, the experts were trained on the latest legislative updates and developments in social security and healthcare, professional qualifications, VAT, the Schengen area and free movement of people, and issues regarding the Digital Single Market.



Your Europe Web Portal Assistance

The Your Europe Portal is an EU website designed to provide comprehensive first-stop information and signposting to assist citizens and businesses in understanding, exercising and enforcing their rights and entitlements throughout the European Union under EU law. At the request of the European Commission, or occasionally on its own initiative, but always with the prior approval of the Commission, ECAS submits updates to the Your Europe Portal to ensure the ongoing accuracy, completeness and quality of information on the portal. In 2016, ECAS was asked to undertake an in-depth analysis of cases replied to over the year and to collate the most common legal and practical difficulties that EU citizens face when buying properties abroad. The report shows that the major problems that citizens encounter when buying residential property abroad stem from a lack of information and the unexpected consequences of particular rules more than the inherent nature of foreign property systems themselves. The Your Europe Portal may help to make up for this lack of information. ECAS was also required to check the business section of the Your Europe Portal and list what should be added or updated in the Portal. Both studies were sent to the Commission in November.

Your Europe Chat on Recognition of professional qualifications

On 18 April 2016, ECAS' legal experts from the Your Europe Advice service and experts from the European Commission – DG Internal Market, Industry Entrepreneurship and SMEs and Your Europe Portal – replied to about 100 questions on the recognition of professional qualifications and practicing in another EU country. Some questions also touched upon the academic recognition of diplomas across the EU. Altogether, 2,400 citizens followed the chat online from 11am until 1pm, and 115,000 were informed about their rights.

[Read more here](#)

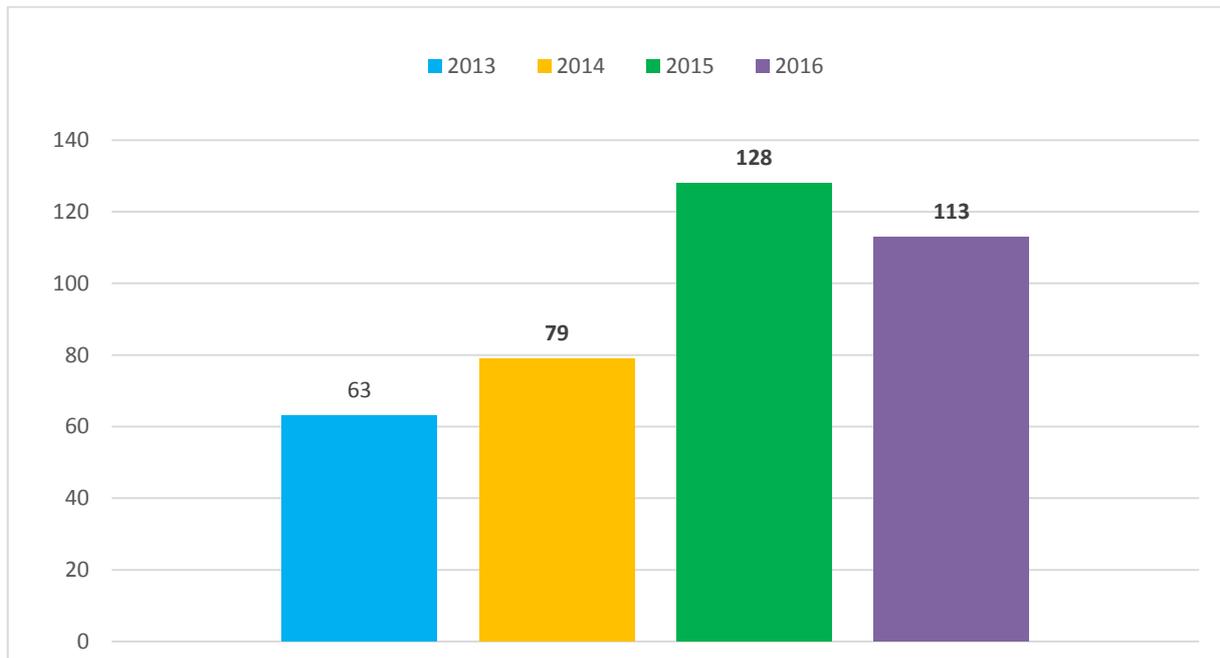




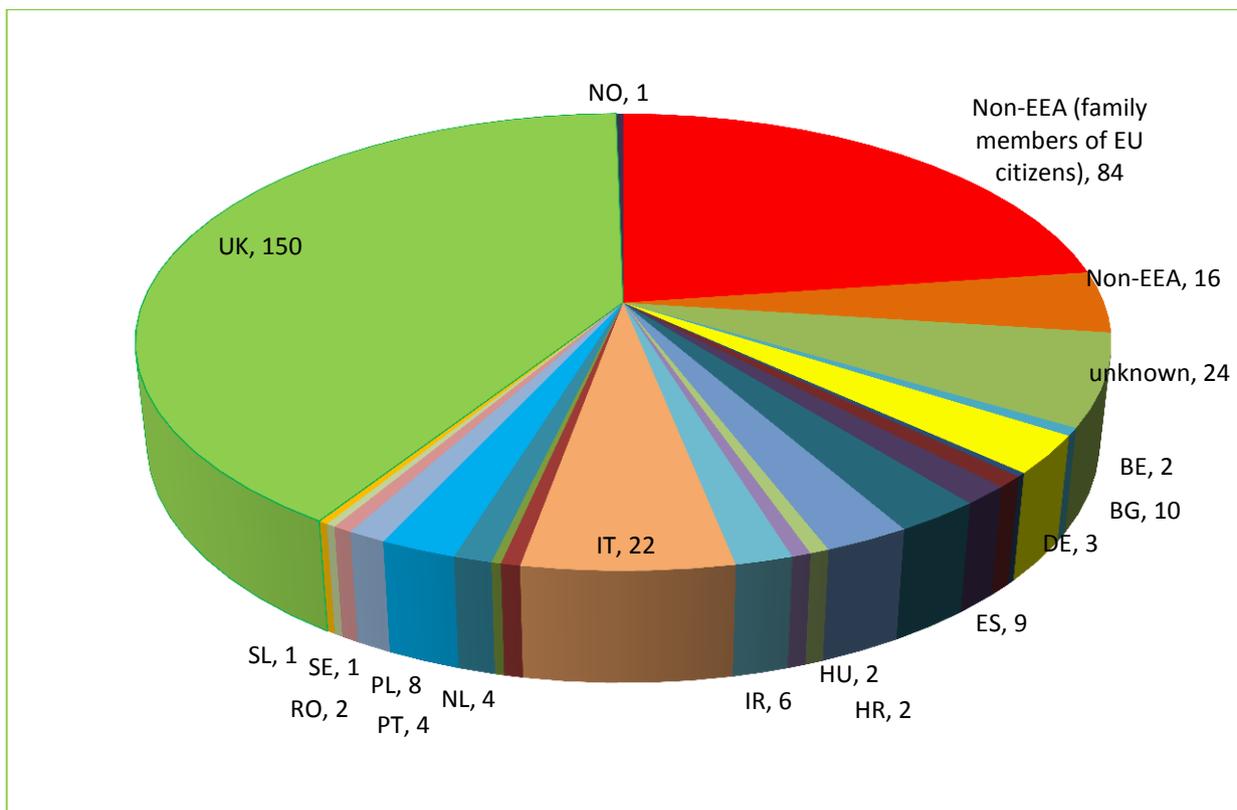
In 2016, the EU Rights Clinic continued to provide problem-solving services in difficult cases involving migrants and advocate for the implementation of concrete and adequate measures at EU level and in Member States to overcome the visible and hidden barriers to European citizenship.

Between January 2013 and December 2016, the EU Rights Clinic handled over 380 cases that involved 470 individual clients and 4 NGO clients.

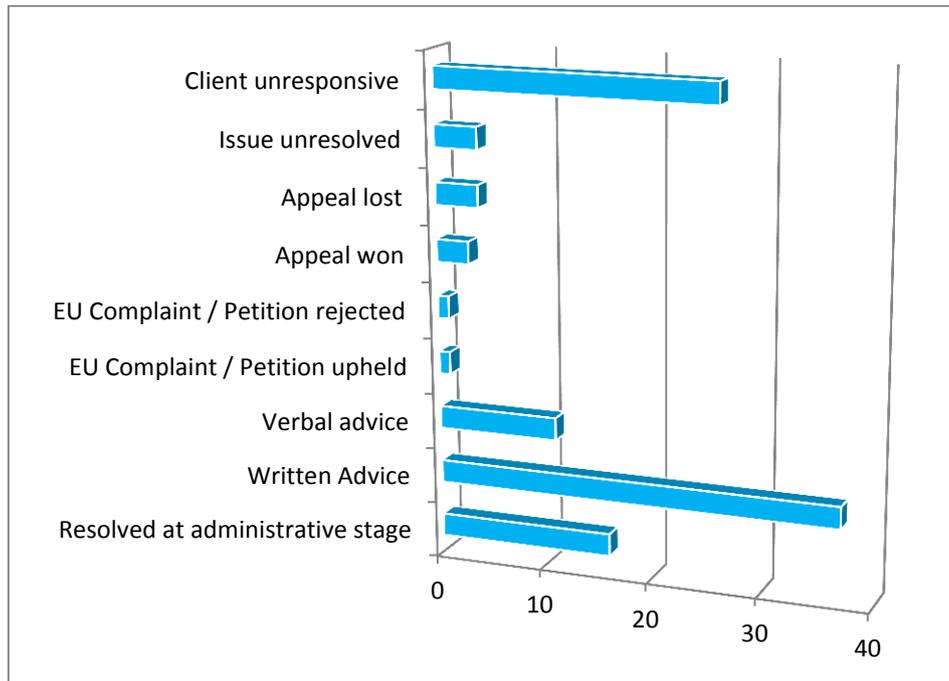
The number of cases handled by year:



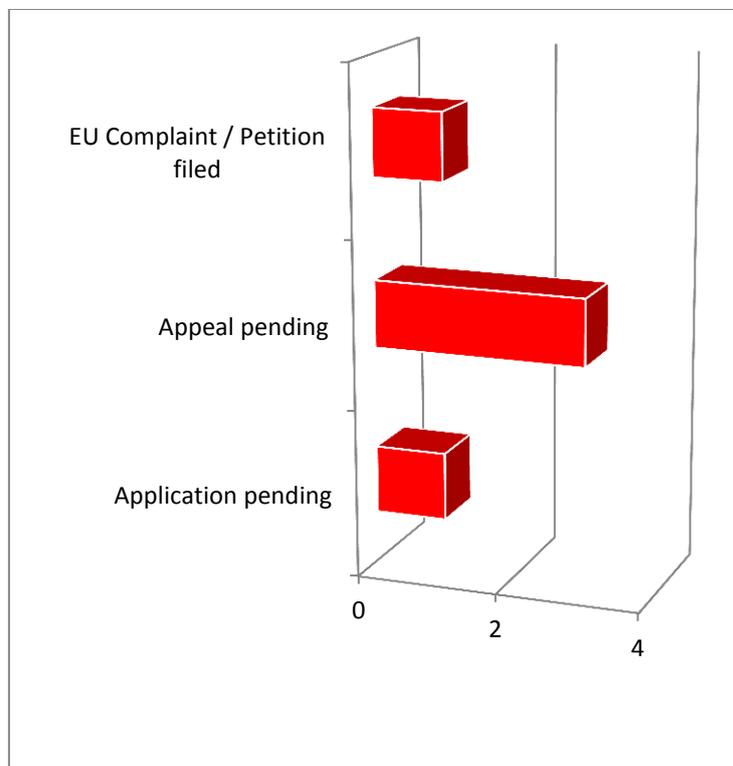
The origins of the clients were the following:

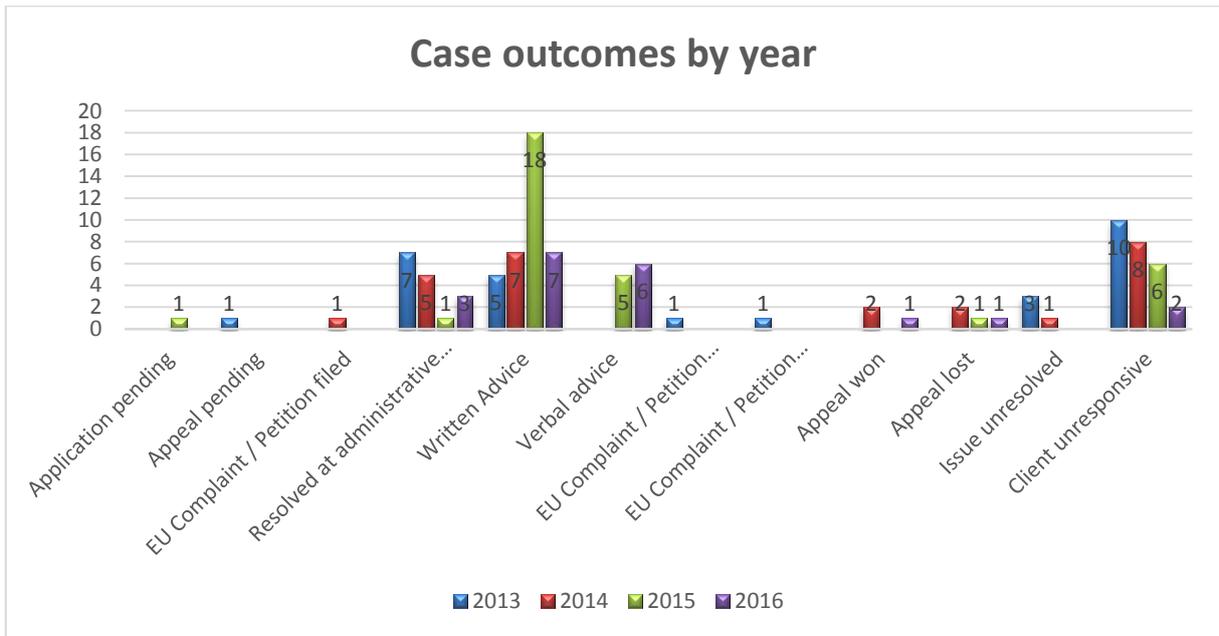


Between January 2013 and December 2016 the EU Rights Clinic successfully closed 103 cases (excluding cases referred to other services):

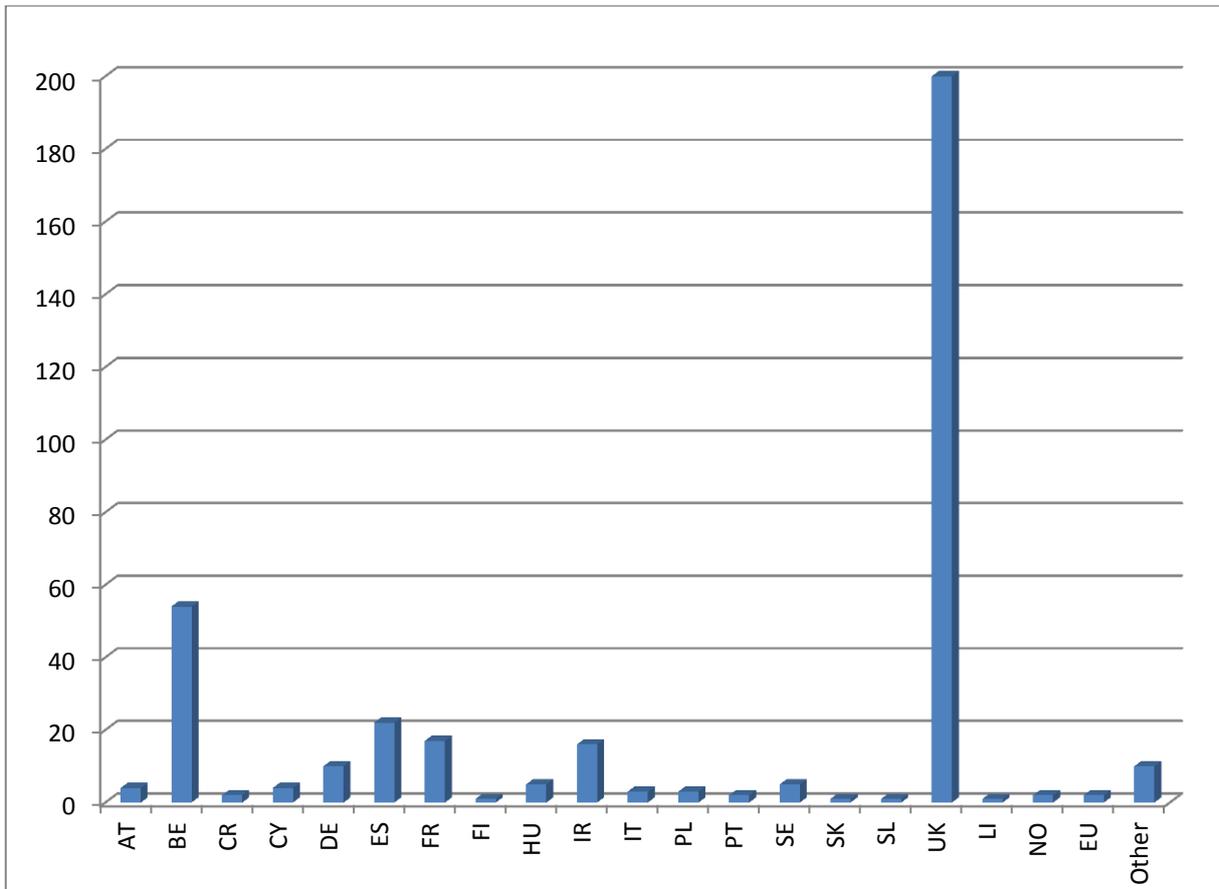


At the end of 2016, there were 5 open cases:

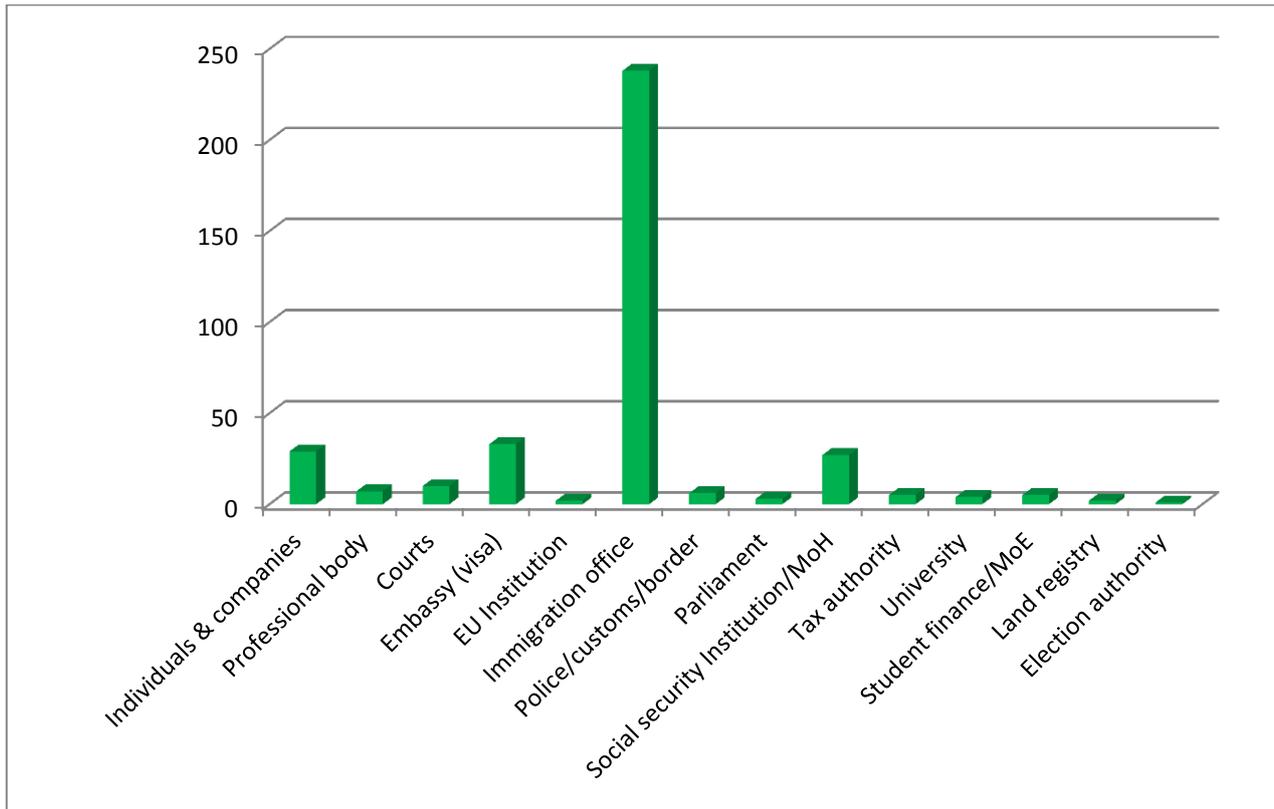




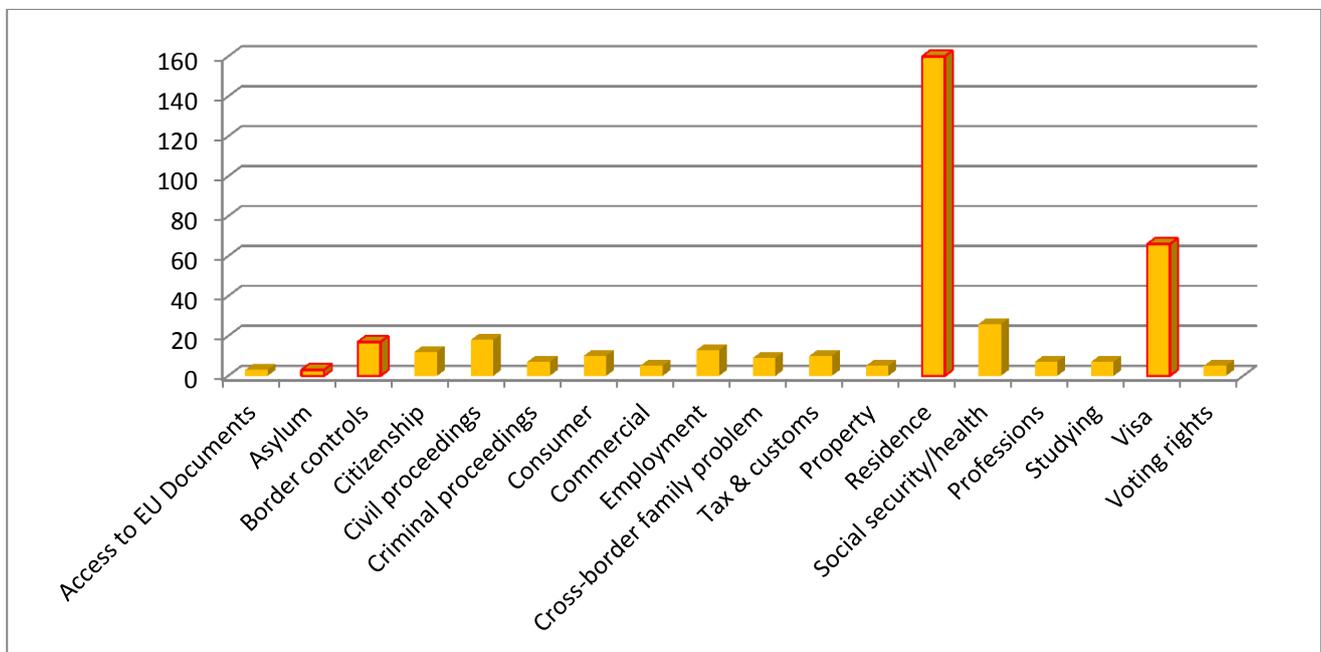
The Member States in which the cases originated are:



The institutions being dealt with on behalf of the clients were:



The following chart shows the nature of the problems dealt with by the EU Rights Clinic. In 2016, 64% of the cases were regarding EU migration issues.



In 2016, the EU Rights Clinic continued its cooperation with Brussels Helpdesk, which is an entity that provides free legal advice and legal action for mobile EU citizens who are exercising their freedom of movement in Belgium and who are facing an expulsion order from the Belgian authorities.

EVENTS

Security-Or-Rights Evening Debate

On 13 January 2016, ECAS and the European Movement International (EMI) co-organised a panel debate on the security/rights trade-off, which focused on the measures that were being discussed at EU level to respond to the looming security threats and the impact they could have on citizens' rights. Over 60 people participated in this evening debate, in addition to guest speakers from DG HOME (European Commission), the LIBE Committee, a think tank and a European NGO focusing on digital rights.

[Read more here](#)





ECAS' Director, Guest Panellist at CEPS' Lunchtime Debate on Schengen

On 28 January 2016, Assya Kavrakova was invited as a speaker by CEPS to a lunchtime debate on Schengen hosted by Carlos Coelho MEP at the European Parliament as part of the SOURCE project.

The discussion was moderated by the *EU Observer* journalist Nikolaj Nielsen and included as guest speakers the Executive Director of Frontex, Fabrice Leggeri, Professor Groenendijk from the University of Nijmegen, and the Head of the Justice and Home Affairs Programme at CEPS, Sergio Carrera.

The debate examined the state of play and developments in the Schengen system during 2015 and 2016 and the measures that have been put forward to address the migration and security challenges.

[Read more here](#)

ECAS Director's Intervention at the EU Citizenship Hearing

On 15 March 2016, ECAS' Director, Assya Kavrakova, participated in the fourth panel of the hearing, jointly organised by the European Commission and the European Parliament. Her panel focused on citizens' rights to address the EU. In her intervention, she drew attention to two tools in place for citizens to enforce their rights and to engage in EU policy-making. In addition, she pointed to the fact that, while the Commission's usual public consultations are a useful tool to engage with organised interest groups, they are not suitable for engaging with citizens, and urged EU policy-makers to put parallel tools in place for that purpose.

[Read more here](#)

Conference - 24 Years of EU Citizenship: What We Stand to Lose

On 18 May 2016, ECAS organised the conference '24 Years of EU Citizenship: What We Stand to Lose', to discuss the achievements and challenges of EU Citizenship, close to 25 years after this concept was enshrined in EU law.

More than 70 participants took part in the conference, which was held at the premises of the Representation of the Catalan Government to the EU in Brussels. In addition, the event was live-streamed and recorded, and over 100 people were able to watch it online. This conference was organised as part of the project "From Citizen Involvement to Policy Impact" (U-Impact), funded under the Europe for Citizens programme. The project consisted of a series of discussion events on different topics of interest across 8 Member States and one candidate country in support of a European public space.



[Read the policy brief and the conference report](#)

ECAS hosted a Free Movement Workshop at the Civil Society Days 2016

As a member of the EESC Liaison Group with Civil Society, ECAS was invited to organise a workshop during the Civil Society Days 2016. The workshop, called 'Freedom of Movement in the EU: Challenges and Prospects for EU citizens', took place on 1 June 2016 and attracted numerous civil society representatives and a larger public audience. The event was moderated by the political correspondent for the Swiss newspaper *Neue Zürcher Zeitung*, Niklaus Nuspliger.



[Read the full article](#)

ECAS at the conference ‘European Citizenship in Challenging Times’

On 31 May and 1 June, Barcelona hosted the conference ‘European Citizenship in Challenging Times’ and the annual Civil Dialogue, organised by the European Commission in collaboration with EUROM, the University of Barcelona and Barcelona City Council. ECAS’ Director, Assya Kavrakova, was a speaker on the second panel on how to consolidate the EU’s achievements and strengthen EU citizens’ rights. She shared a panel with Francisco Fonseca, Deputy Director-General for Justice and Consumers, Friso Roscam-Abbing, Head of the Fundamental Rights Promotion Department at the Fundamental Rights Agency, and Pierre Baussand, European Social Platform’s former Director.



[Read the programme](#)

[Read the full article](#)

ECAS at the CoR Conference on EU Citizenship

ECAS' Director, Assya Kavrakova, was a panellist at the conference 'Promoting EU Citizenship: rights, values and involvement', which took place in Oviedo (Spain) on 23 September. The conference was organised by the Committee of the Regions, with the support of the European Commission and the regional government of Asturias.

ECAS' Director was a speaker on the second panel, which focused on democratic and civic participation and EU common values.

[Read more here](#)

Continental Drift? ECAS on Brexit and the Cultural Sector

On 8 December 2016, ECAS' Director, Assya Kavrakova, participated in the conference 'Continental Drift? EU-UK Negotiations in the Cultural Sector' organised jointly by Culture Action Europe, the European Cultural Foundation and Bozar. She defended freedom of movement as an asset that must not be taken for granted and that should be preserved "at all costs", and presented some of the findings of ECAS' analysis of the impact of Brexit on the rights of citizens, which will be published in early 2017.



[Read more](#)

ECAS Moderates a Post-Brexit Workshop with Young Europeans

On 16 November 2016, ECAS' Membership and Outreach Manager, Marta Pont, was invited by the Heinrich Boell Stiftung to moderate a working group on the unavoidability of Brexit and ways to maintain close relations between the EU and the UK.

[Read the event report](#)

POLICY POSITIONS

“Free Borders is a Privilege We are Losing” - ECAS’ Director interviewed by a Danish newspaper on the impact of dismantling Schengen

ECAS’ Director was interviewed in January 2016 by the Danish newspaper *Information* on the impact of dismantling Schengen. She claimed that such an ugly scenario could have long-standing consequences for one of EU citizens’ most cherished rights, namely free movement in Europe.

[Read more here](#)

Our Director on *VoxEurop*, on the Impact of the New Security Measures on Citizens

In April 2016, ECAS’ Director published an opinion editorial on *VoxEurop* on the measures that were being adopted in response to the looming security threats in Europe and their implications for the civil liberties and basic freedoms of EU citizens. She argued that citizens are expected to pay a high price with regard to their rights in the hope of a safer scenario that cannot be guaranteed. She contended that, rather than adopting new measures, the outcome and impact of which is uncertain, Member States should first do their homework and implement the cooperation schemes that are already in place.

[Read the full article](#)

ECAS calls for a Brussels ‘wake-up’ after Brexit outcome

In reaction to the UK’s EU referendum outcome, ECAS sent out a press release to all its contacts on 24 June 2016. ECAS argued that, in spite of the disappointing result, if properly seized, Brexit could be seen as an opportunity for the EU to reform itself and to better engage with its citizens, in an attempt to see the silver lining to this challenging situation. In 2017, ECAS will work on a project to inform citizens about the likely impact of Brexit on their rights.

[Read the press release here](#)

Our Take on the Posted Workers Directive

In collaboration with Your Europe Advice legal expert Soren Haar, ECAS prepared an article to comment on the Commission’s proposed revision of the Directive on posted workers, following a Communication in March 2016. ECAS was involved in consultations on the Labour Mobility Package with the Commission in 2015 and submitted 9 recommendations, one of which concerned this particular Directive.

[Read our recommendations](#)

[Read our reaction to the proposed revision](#)

Bratislava Summit – ECAS calls for a citizen-centric EU

ECAS reacted to the EU leaders summit in Bratislava in September 2016 by calling for a citizen-centric EU that puts the interests of its people first, by delivering tangible benefits and ensuring their views are taken into account. Prior to the summit, ECAS joined forces with other civil society organisations and trade unions to put forward a common vision of the future of the EU.

[Read the press release here](#) and the [joint statement](#)

ECAS' reaction to the Commission's work programme for 2017

In a press release issued on 27 October 2016, ECAS welcomed the Commission's commitment to promoting awareness among citizens and companies of their rights and upgrading and streamlining existing problem-solving tools, which it included among its tasks for 2017, but regretted the lack of ambitious measures to either make the ECI fit for purpose or support of citizens' engagement.

[Read the press release](#)

ECAS contributes to the mid-term review of the Europe for Citizens programme

Ahead of the mid-term review of the Europe for Citizens programme, ECAS launched an internal consultation among its members, partners and networks in order to contribute to the discussion about this programme. The consultation was open from July until the end of 2016. The results were shared with the rapporteur of the Europe for Citizens programme at the European Parliament, MEP Teresa Barbat, as well as with relevant Commission staffers at DG Home and key Permanent Representations. ECAS was also invited to present the findings of its survey at EACEA, in a meeting with the Unit responsible for managing this programme. The recommendations put forward by ECAS were largely incorporated into the report prepared by the EP rapporteur. In 2017, ECAS will submit its contribution to the Commission's public consultation on this programme and ensure its dissemination among its members and partners.

[Read more here](#)

ECAS' Reply to EU Transparency Register

As part of its mission to support a more open and inclusive decision-making process at EU level, ECAS submitted its reply to the Commission's public consultation on the EU Transparency Register, which was open from March until early June 2016.

[Read a summary of our reply](#)

DIGITAL DEMOCRACY FOCUS AREA

ECAS is implementing a Digital Democracy Agenda with the aim being to explore the democratic potential of Information and Communication Technology (ICT) in:

- Reducing the gap between political elites and citizens.
- Transforming the relationship between EU citizens and EU decision-makers into more of a partnership, thus contributing to the creation of an engaged citizenship.
- Enabling the EU to go beyond consultations and structured dialogues with the usual stakeholders to expand the number of contributors to EU policy-making, remove potential barriers to participation that translate into a general feeling of exclusion, and engage groups that are underrepresented.

In 2016, ECAS succeeded in raising awareness of its positions in the Digital Democracy focus area through different activities. ECAS' study on the 'Potential and Challenges of E-Participation in the European Union', commissioned by the European Parliament, has been thoroughly taken into consideration by the AFCD Committee, mainly by Ramon Atondo Jauregui MEP, rapporteur of the E-Democracy INI, whose e-democracy report was approved by Parliament on 16 March.

The publication 'Towards a Crowdsourcing Pilot at the EU level: Taking Decisions with Citizens and Not for Them' sets the scene for new e-participation methods at EU level, which should be introduced to enhance citizens' engagement in policy-making.

ECAS has also been striving for the improvement of already existing EU participation tools, mainly the ECI. By being one of the members of the REFIT platform for Better Regulation, ECAS managed to make the revision of the ECI regulation one of the main priorities proposed to the European Commission. In the meantime, the ECI Support Centre continued to support ECI organisers in 2016 through several bilateral meetings and the provision of legal advice through its collaboration with Freshfields.

ECAS has not only organised successful workshops, seminars and events, such as 'Digital Democracy Day 2016', but has also been increasingly invited to numerous events to participate as a speaker, expert or trainer on this topic.

SERVICES TO CITIZENS

ECI Support Centre

Support, Advice, and Information

The ECI Support Centre, a joint initiative between ECAS, Democracy International, and the Initiative and Referendum Institute Europe, continued to run in 2016. The ECI Support Centre is a not-for-profit service, whose aim is to provide advice and information to ECI organisers before and during the process of launching and implementing an ECI.

In 2016, collaboration between the ECI Support Centre and the Economic and Social Committee (EESC) continued after a *Letter of Intent* was signed by both parties in 2015. The collaboration includes working closely together on ECI related issues by supporting each other in the promotion of activities on ECIs, supporting ECI organisers, exchanging information on ongoing ECI procedures, co-organising events, and more.

Furthermore, the ECI Support Centre continued to give support to various ECI organisers following the competences delineated in the previous year:

AIMS OF THE ECI SUPPORT CENTRE			
1. To be a contact point for ECI related issues (for organisations, institutions, think tanks, etc.). 2. To share knowhow and expertise at conferences and events. 3. To advocate for a simplification and an increased user-friendliness of the ECI. As a platform of organisations with expertise in different fields, the ECI Support Centre offers a complete package to ECI organisers:			
ORGANISATION	GENERAL COMPETENCES	SERVICES PROVIDED	CONTACT
European Citizen Action Service (ECAS)	<ul style="list-style-type: none"> • Research and analysis • Legal and technical advice • Advocacy work 	<ul style="list-style-type: none"> • Legal advice for ECI proposals (partnership with Freshfields, non-binding but high-level legal advice) • Expertise on procedure (to guide ECI organisers through registration and collection process) • Access to more than 250 informational resources on ECI through the ECI Knowledge Centre 	<ul style="list-style-type: none"> • Assya Kavrakova, Director assya.kavrakova@ecas.org • Elisa Lironi, Coordinator elisa.lironi@ecas.org
Democracy International	<ul style="list-style-type: none"> • Campaigning • Europe-wide network • Convey issue to ordinary citizens 	<ul style="list-style-type: none"> • Campaigning advice (communication, fundraising, raising public awareness) • Help dissemination of ECI (app, other online support infrastructure, mailing list) 	<ul style="list-style-type: none"> • Daniel Schily, Executive Manager schily@democracy-international.org • Sophie Hatzfeldt, EU Programme Manager vonhatzfeldt@democracy-international.org
Initiative and Referendum Institute Europe (IRI) and people2people	<ul style="list-style-type: none"> • Broad media network • Editorial and broadcasting competences 	<ul style="list-style-type: none"> • Editorial advice on formulating ECI proposals • Broadcasting support (consultation for ECI organisers regarding communication, media broadcasting of initiative in different languages) 	<ul style="list-style-type: none"> • Bruno Kaufmann, President kaufmann@iri-europe.org

The ECI Watch bimonthly newsletter was produced in 2016 and sent out to almost 800 subscribers: <http://ecas.org/category/eci-watch/>

PROJECTS

DEEP-Linking Youth

In 2016, ECAS started implementing the ‘Digital Ecosystem for E-Participation Linking Youth’ (DEEP-Linking Youth) project under the Erasmus+ programme. ECAS is leading a consortium of 7 European partners working in the field of e-democracy and youth participation. The project will run for two years, finishing in November 2017.

The aim of the DEEP-linking Youth project is to use e-participation as an instrument to foster young people’s empowerment and active participation in democratic life. The project will test the functioning of a digital ecosystem for youth engagement by bridging technology and young citizens on a common task, with the aim of providing quality input into decision-making with a sustainable impact.

The project began by mapping existing youth mobility channels, developing online content and creating different analytical tools to monitor the results. At the same time, two offline ‘Boot Camps’ were organised in Croatia and Hungary to train young people on using digital tools to voice their opinions to policy-makers and to create their own online content to influence decision-making.

The project partners also worked on creating the BETA version of what is called the ‘Digital Dashboard’, which is an innovative tool made to monitor what young people are voicing online, especially on youth learning mobility and the Erasmus programme. Policy-makers will be able to use the Digital Dashboard to understand the concerns of young people and take their perspectives into account in the policy-making process.



EUCROWD

The European Citizens Crowdsourcing (EUCROWD) project, under the Europe for Citizens programme, is being implemented by the Institute for Electronic Participation (INePA), in partnership with 8 organisations, including ECAS. It started in September 2016 and the kick-off meeting and first public event were held in Ljubljana in October 2016.

The project aims to study in more depth the possibilities of crowdsourcing mechanisms, especially at EU level. Crowdsourcing allows people to participate in debates in a constructive way and to learn from each other throughout the deliberation process ('Wisdom of the crowd' principle).

The partners will organise more national public events, mainly in 2017, following the framework based on the study developed by ECAS on international crowdsourcing practices. The conclusions from the conferences organised by the project partners will lead to recommendations for EU policy-makers on both the most suitable policies to be crowdsourced at EU level and the most appropriate e-participation tools to be used.



EVENTS

ECI DAY 2016: Forging Change

'ECI Day 2016: Forging Change' took place at the Economic and Social Committee (EESC) on 20 April 2016 in Brussels. Organised by the EESC in cooperation with several civil society organisations, including ECAS, it represents an important annual meeting to exchange ideas on the European Citizens' Initiative (ECI) as a tool for participatory democracy in the EU. This year's theme, 'Forging change', focused on analysing the current situation of the ECI and the possibilities for enhancing its performance in the future.

'ECI Day 2016' took a close look at the state of the ECI four years after it was first launched. There was a clear division between the European Commission, which has concluded that more time and reflection are needed to review the terms and conditions of the ECI Regulation 11/2011, and other EU institutions, campaigners and civil society partners, who called for a revision of the ECI as a necessary step towards helping this instrument to grow and become more efficient and accessible to citizens.

The conference was organised by the EESC partnership with the Committee of the Regions (CoR), ECAS, Democracy International, the Initiative and Referendum Institute Europe (IRI), The ECI Campaign, EurActiv and Euronews.

Programme: <http://www.eesc.europa.eu/?i=portal.en.events-and-activities-eci-day-2016-programme>

Final report: <http://www.eesc.europa.eu/resources/docs/eci-day-2016-report.pdf>



ECAS hosts a workshop on e-participation at the European Youth Event

ECAS was present at this year's European Youth Event (EYE) as a group organiser to host a workshop on youth e-participation. The workshop 'EU digital toolbox for successful e-participation' took place on Friday 19 May in Strasbourg and was co-chaired by ECAS' Digital Democracy Coordinator, Elisa Lironi, and Outreach and Membership Manager, Marta Pont.

The aim of the workshop was to test young Europeans' familiarity with, and interest in, using digital tools as a way to engage with decision-makers. The workshop was well attended, with almost 40 participants, who actively participated in the anonymous online poll that was organised to collect their views on a number of ideas linked to e-participation.



[Read more here](#)

Digital Democracy Day 2016

On 18 October, 2016, ECAS held its second annual 'Digital Democracy Day – Will E-Participation Bring Citizens Back to the EU?' exploring the future of e-participation and crowdsourcing, engaging 'digital natives' in policy-making and connecting citizens to politicians.

More than 110 participants took part in the event, which was held in Brussels at the Representation of Saxony-Anholt to the EU. Three panels presented and debated the latest innovations and existing practices in e-participation.

Panel 1: Future E-Participation tools and methods in the EU: What possibilities for Crowdsourcing?

Panel 2: Youth E-Participation: Engaging Digital Natives in Policy-Making

Panel 3: E-Participation and Political Parties: Connecting Citizens to Politicians

There were several common themes throughout the conference: the need to develop a new participatory model of policy-making to bring political engagement in line with advances in digital technology; to find innovative solutions to the problems of democratic disengagement and low levels of participation amongst young people; and, the opportunities that digital technologies offer in this regard.

Final Report: <http://ecas.org/wp-content/uploads/2016/11/DDD-2016-Report.pdf>

Videos: <https://www.youtube.com/user/ECASBrussels>

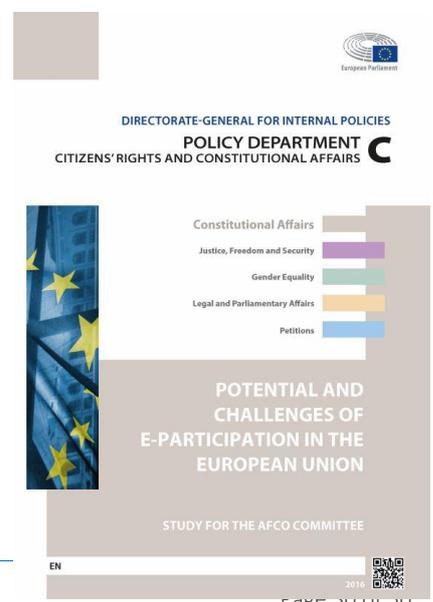


RESEARCH STUDIES

Potential and Challenges of E-Participation in the European Union

In May 2016, a study on the ‘Potential and Challenges of e-Participation in the European Union’ was published by the European Parliament at the request of the AFCE Committee. This study was commissioned to ECAS by the European Parliament’s Policy Department for Citizens’ Rights and Constitutional Affairs.

The study illustrates how European countries have started exploring e-participation as a way of regaining citizens’ trust and revitalising European democracy by developing a more responsive, transparent and



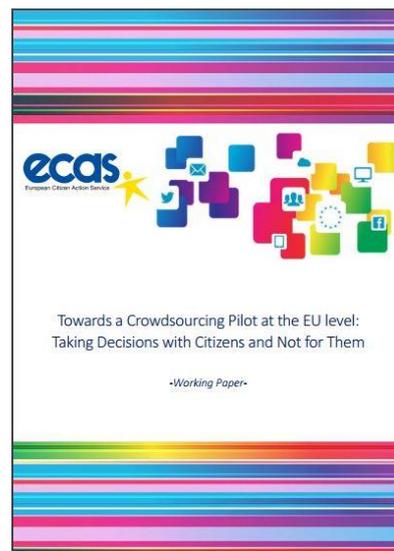
participatory decision-making process. The main objectives of this study were to identify best practices in EU Member States, describe e-participation tools and initiatives at EU level, and explain the benefits and challenges of e-participation. ECAS proposed a series of recommendations for EU policy-makers working on e-participation.

Study:

[http://www.europarl.europa.eu/RegData/etudes/STUD/2016/556949/IPOL_STU\(2016\)556949_EN.pdf](http://www.europarl.europa.eu/RegData/etudes/STUD/2016/556949/IPOL_STU(2016)556949_EN.pdf)

Towards a Crowdsourcing Pilot at the EU Level: Taking Decisions with Citizens and Not for Them

In October 2016, ECAS published a working paper on how to apply the crowdsourcing method as a complementary tool to existing frameworks in order to expand the number of contributors to EU policy-making, remove potential barriers to participation and “engage the unengaged” throughout Europe. This was done by assessing 27 national case studies of crowdsourcing worldwide in order to examine if the EU can benefit from the lessons learnt in this field, thanks to the pro bono support of Freshfields Bruckhaus Deringer. The first results are promising, as the method of crowdsourcing legislation has shown in many national cases the potential to reduce the gap between EU decision-makers and citizens and to transform the relationship between them into more of a partnership, thus contributing to the development of an engaged citizenship.



Working paper: <http://ecas.org/wp-content/uploads/2016/10/Towards-a-crowdsourcing-pilot-at-the-EU-level-1.pdf>

POLICY POSITIONS

ECAS' Digital Democracy Coordinator on *RTBF* on the ECI

In February 2016, ECAS' Digital Democracy Coordinator was interviewed by the French-speaking Belgian public broadcaster *RTBF* on the links between online community petition platforms like Avaaz and the European Citizens' Initiative (ECI), which allows European citizens to invite the European Commission to propose legislation on matters where the EU has the competence to legislate.

[Read the full article](#)

The REFIT Platform Supports ECAS' Call to Make the ECI 'Fit for Purpose'

As a member of the Stakeholders' Group of the REFIT Platform, ECAS submitted an evidence-based opinion calling for the revision of the European Citizens' Initiative (ECI) Regulation in June 2016. This opinion was endorsed by the other members of the REFIT Platform and was presented to the Commission's Vice-President Timmermans on 28 June 2016. The Commission analysed ECAS' recommendations, submitted

under REFIT, and announced some follow-up measures in October 2016 when it presented its 2017 work programme. In 2017, ECAS will keep monitoring the progress of the ECI.

[Read our opinion](#)

[Read the Commission's follow-up](#)

Towards a Better Europe – A Europe that Empowers Citizens through Digital Democracy

In September 2016, ECAS featured as a guest on *Euractiv's* blog, reacting to President Juncker's State of the Union speech (SOTEU) on 14 September. In his speech, President Juncker emphasised the opportunities offered by the internet and digital technologies, and explicitly made a bold promise to provide free wireless internet in public spaces all over Europe by 2020, in order not to exclude anyone from its potential benefits. ECAS contended in this piece that the Digital Single Market should not only be about economic and commercial opportunities, but also empowering and better engaging European citizens.

[Read the full article](#)

Citizens' Corner: ECAS on the Challenges of the ECI

In October 2016, ECAS' Director, Assya Kavrakova, and Digital Democracy Manager, Elisa Lironi, took part in a Citizens' Corner debate organised by *Euranet Plus* and *RTBF* at the European Parliament on the challenges facing the European Citizens' Initiative (ECI).

The debate consisted of two separate panels, bringing together key MEPs working with the ECI and other ECI stakeholders. Both sessions were broadcast live. The speakers were asked to reflect on the challenges faced by the ECI and suggest ways to improve this unique tool for participatory democracy.

[Read the full article](#)



ECAS, among Europe's top employers for interns

In an article published by *Le Figaro* in October 2016, ECAS ranked among the top 14 employers for interns. ECAS has achieved an 'Advanced' label for its commitment to providing a quality learning programme for the career development of young people.

Acumen public affairs	 Belgium	Brussels	Public Affairs & Strategic Communications	Champion 
EUK Consulting	 Belgium	Brussels	Consulting	Champion 
European Youth Forum	 Belgium	Brussels	NGO sector / Charity	Champion 
Uniplaces	 Portugal	Lisbon	Student Accommodation	Champion 
Wyzer Law	 France	Paris	Legal / Law	Champion 
American Chamber of Commerce to the European Union	 Belgium	Brussels	Business Management	Excellent 
European Women's Lobby	 Belgium	Brussels	European Affairs	Excellent 
La Dipu te Eurobeca	 Spain	Valencia Region	Accounting & Finance	Excellent 
AB-INBEV Belgium	 Belgium	Leuven	Food and Drink	Advanced 
British Chamber of Commerce in Belgium	 Belgium	Brussels	Business Management	Advanced 
European Citizen Action Service (ECAS)	 Belgium	Brussels	NGO sector / Charity	Advanced 
Microsoft Europe	 Belgium	Brussel	Internet / Web	Advanced 
TIM - Telecom Italia Group	 Italy	Rome	Telecommunications	Advanced 
On Purpose Berlin	 Germany	Berlin	Social Economy	Advanced 

[Read the article in *Le Figaro*](#)

ECAS EVS Volunteer Features on EuroparTV

In December 2016, ECAS featured on *EuroparTV*, the European Parliament's web video service, as a host organisation for the European Voluntary Service (EVS). The interview was part of a *EuroparTV* feature showcasing the value and diversity of EVS experiences, which ECAS participates in as part of the ERASMUS+ programme. MEP Silvia Costa came to our offices to talk to our volunteers and discuss the projects they have been involved in during their time at ECAS.

[Read the full article](#)



BEYOND THE EU FOCUS AREA

ECAS continued its activities in the Western Balkans and Turkey in 2016 through the implementation of the Triple A for Citizens project. ECAS followed the developments in the so-called Balkan refugee route closely with regard to access to legal aid. All the partners in the Triple A for Citizens project were involved in dealing with the refugee crisis, either by providing direct legal aid to refugees and asylum seekers or by analysing their governments' policies regarding asylum, borders and human rights' protection. The Triple A network facilitated the exchange of information and best practices, and promoted the value of legal aid in the regional context.

2016 was also marked by a coordinated advocacy effort by the network members for the establishment of comprehensive legal aid systems in their countries. Advocacy in all of the countries stemmed from the advocacy roadmaps, providing a thorough analysis of the different stakeholders, related legislation and future challenges.

In order to ensure the sustainability of local CSOs and the Triple A network, and raise the quality of their services, ECAS officially launched the pan-European Triple A network and Quality Standards for providers of information, advice and free legal aid in November 2016.

PROJECTS

In 2016, the Triple A for Citizens project entered the last year (2014/351-417 continuation of 2012/306-166) of the Framework Partnership Agreement signed with the European Commission in December 2012. The local partners focused on active campaigning for better access to justice and for an improved legal framework for the provision of direct services to citizens. This was achieved on the basis of coordinated national advocacy roadmaps, which provided an analysis of the legal aid systems, national legislation and capacities of CSOs that provide information, advice and free legal aid. Clear action plans for an enabling framework for the provision of Triple A services were presented and discussed with stakeholders at national conferences in Turkey (14 June), Montenegro (18 July), Macedonia (22 September), Bosnia and Herzegovina (29 September), Albania (3 October), Serbia (3 November) and Kosovo (30 November).

Monitoring of a total of seven pilot projects in Albania, Macedonia, Montenegro and Turkey also took place in conjunction with the national events. Mentoring was performed with the twinning partner organisations in EU countries and designated capacity building experts. All sub-granted projects showed exemplary capacities to tackle and develop different types of supported activities, such as targeted advocacy, research and direct service provision to citizens.

In June, the Triple A for Citizens project was chosen for a Result Oriented monitoring (ROM) review by the EC for its innovative approach. The ROM focused on Turkey, Serbia and Macedonia and the findings were positive as they underlined that the "project has three major strengths that may present a fundamental shift in justice policy thinking and move the focus from lawyers and courts to citizens:

- It provides unique data on the public experience of the justice system;
- It transforms the understanding on the legal needs of citizens and introduces a concept of citizens's services/one-stop-shop, and

- It leads to the adaptation of policy and practice of legal aid through intensified dialogue”

The Quality Standards of the network as well as the “self-evaluation mechanism” were finalised and successfully tested by ECAS and the project partners. An online self-evaluation tool built on the basis of the Triple A Network Quality Standards was launched (<http://selfassessment.tripleacitizens.eu>).

EVENTS

The period from July to December focused on finalising project activities and taking stock of the achievements of the 4-year initiative. On 29 and 30 November 2016, an international conference was organised as the closing event of the Triple A project and the launch of pan-European Triple A for Citizens network. During the event, a [video](#) was screened that illustrates the outcomes of the Triple A network in the Western Balkans and Turkey.



This project is co-funded by the European Union

WHAT IS IT?

Triple A for Citizens is about empowering Civil Society Organisations (CSOs) to help citizens to exercise their rights through the provision of information, advice and free legal aid

WHO IS INVOLVED?

Partnership of 11 CSOs from:

- Albania
- Belgium
- Bosnia and Herzegovina
- Ireland
- Kosovo
- Macedonia
- Montenegro
- Romania
- Serbia
- Turkey
- United Kingdom

TIMEFRAME

2012-2016

Next steps:

- Development of the Triple A pan-European Network with offices in Belgrade and Brussels
- Continuation of advocacy activities, including civic monitoring
- Active involvement of citizens in Triple A services

Triple A for Citizens

Access to Information, Advice and Active Help

www.tripleacitizens.eu | @TripleAEurope

The project in figures



-  11 countries covered
-  Partnership of 11 CSOs
-  21 small projects funded
-  22 CSOs mentored
-  6 study visits organised
-  7 advocacy roadmaps developed
-  16 conferences organised

Key achievements

Access to information, advice and free legal aid improved to avoid citizens being left 'in limbo'



CSOs' role in providing advice and free legal aid recognised



Quality standards for CSOs in place



Synergies between stakeholders fostered



Better awareness of the importance of a legislative framework for free legal aid



Capacities of CSOs increased through 21 pilot projects and 6 study visits



Interactive map of service providers developed



Citizen-centric services reinforced





POLICY POSITIONS

Based on the advocacy roadmaps prepared by the partners in the Western Balkan and Turkey, ECAS drafted the '[Advocacy Roadmaps in Western Balkans and Turkey Synthesis Report](#)'. The report contains general recommendations for a more enabling environment for free legal aid:

- Governments should devise legislation related to the provision of free legal aid in consultation with CSOs and other relevant actors, which would allow CSOs to play an active role in the free legal aid system and ensure its effective implementation.
- CSOs should engage in dialogue with governments in order to come up with a predictable and fair system of public financing of free legal aid services which will be embedded in law. Different models should be examined and modalities adapted to fit national circumstances, avoiding a “one size fits all” approach.

- It is necessary to organise public campaigns for raising the awareness of citizens of their rights and direct them to Triple A service providers that can help in solving their problems. In addition, an ongoing needs assessment should be carried out in all of the countries in order to identify common issues and help shape the kind of free legal aid that should be offered to citizens.
- In order to build professional organisations, gain the trust of citizens and governments, and attract funding, providers of direct services to citizens should invest in the development and implementation of quality standards.
- Networking between providers of Triple A services should be stimulated in order to foster better signposting, increase efficiency and facilitate the exchange of best practices, and should be accompanied by common regional and national advocacy initiatives. Moreover, more cross-sectoral networking and collaboration is needed in order to foster a better understanding between CSOs, governments and bar associations.
- Within the framework of the EU accession process, Triple A members should develop and implement a civic monitoring system with regard to the implementation of reforms within the framework of Chapter 23 (Judiciary and Fundamental Rights). Shadow civic progress reports could be issued independently from both national governments and the EU institutions.



ECAS SERVICES TO MEMBERS AND CIVIL SOCIETY ORGANISATIONS

Services to Members

In 2016, ECAS continued to provide a package of services to its network of 80 members. This package includes:

- Free access to ECAS' annual comprehensive funding guide for the non-profit sector.
- Monthly alerts on open calls for proposals and tenders.
- Dedicated space in our bimonthly newsletter to advertise their organisation, projects and activities.
- Information about info days, conferences and other relevant networking events organised by the European Commission and its executive agencies; general guidance and timely advice on particular projects or funding programmes.

All these services can be accessed via the Members' Room – an online platform specially reserved for our members (*see image below*).

Welcome to ECAS Members Room



ECAS Members

Find out more about the other members using the Membership Guide overview.



News and funding updates

- [Funding Alerts Record](#)
- [Newsletter Record](#)



ECAS Funding Guide for the non-profit sector

[Click here to access ECAS 2015 e-Funding Guide.](#)



Members Forum

Start a discussion on a CALL, a PROJECT, an EVENT or a TOPIC



Contact your Funding Helpdesk

Questions on EU funding opportunities?



Membership Statutes

[Click here for the Membership Statutes.](#)

ECAS Newsletter (bi-monthly)

In January 2016, a decision was taken to switch to a bi-monthly newsletter. This has allowed ECAS to combine this with other communication tools, such as press releases, targeted emails and event invitations, without blocking recipients' email accounts.

In the past two years, ECAS has invested significantly in its newsletter as its central communication tool, together with its website. As a result, the number of subscribers has grown steadily, exceeding 2,500 in January 2017, up from 1,600 in January 2016 (+56%).

The newsletter is structured around ECAS' 3 focus areas - EU Rights, Beyond the EU and Digital Democracy. It serves to promote our activities, and those of our members and partners, and to inform our stakeholders, and citizens in general, about the main ongoing initiatives at EU level relevant to our areas of work, while enabling them to participate and have a say in the discussions.



ECAS Funding Guide for the Non-Profit Sector

ECAS has been producing a European Funding Guide for the non-profit sector for over 22 years. This publication is updated annually with the new programmes and sources of funding available in the EU. The 2015 version was published in a revamped format and layout, offering increased accessibility through an electronic version downloadable in PDF format. ECAS kept the same layout and format in 2016, in order to strengthen the visual identity of this publication. However, the last edition included new features, such as schemes, tables and pictures, to make the content more appealing. The guide is offered for free to its members and for a fee to non-members. It can be purchased online on our website and at European bookstores in Brussels.



Training Centre

In 2016, ECAS continued to organise training modules for non-profit organisations to help them improve their fundraising and advocacy strategies, as well as their project management skills. We organised two training sessions, one in Spring 2016 and another in Autumn 2016. Both training sessions included three modules to choose from: EU funding, EU advocacy and EU project management. In addition, in March 2016, we organised a tailor-made training session for a non-profit association (the European Association of Communication Agencies) targeting their specific funding needs. Drawing on our previous experience from past sessions, we improved the structure of our modules to make them more orientated towards the practical needs of the participants. This is why our modules are now split into two sessions - a first, theoretical session and a second session to provide participants with feedback on an individual home assignment.

Also, in March, we were contacted by the National Contact Point for Belgium for the Europe for Citizens programme to participate as speakers in the information session organised by the Flemish Community Commission to share some tips with prospective applicants about this funding programme. In May 2016, we delivered a webinar on EU funding as part of an international diploma for the non-profit sector offered by the "Centro de Recursos Internacionales para Organizaciones Civiles" (CERI) in Mexico.

[More information about our Training Centre](#)





Revamped graphical identity

In 2016, ECAS further developed its visual identity in order to enhance the visibility, awareness and impact of its focus areas and related activities. Our ultimate aim is to reach out to more citizens and organisations who can benefit from our services and collaborate with us in our areas of work. We have developed, for this purpose, a new brochure reflecting our mission, vision and values, as well as our different focus areas and the activities and services carried out under each of them. In 2017, ECAS will distribute these materials as widely as possible through its public events.



ECAS on social media

Well aware of the potential of digital tools and social media channels to reach out to more people, ECAS has shifted to a 2.0 communication model with a more intensive use of social media and a website-centric approach. In 2014, ECAS revamped its website to make it more attractive, user-friendly and transparent, and visits have been growing steadily as a result. Our website currently provides information about our identity (mission, vision and values), projects and services to citizens, partners and members, and advocacy activities at EU level. In 2016, we updated the website more frequently to increase activity and content. In addition, we have joined the Google programme for non-profit organisations, which now offers us the opportunity to promote our activities and work for free, thereby reaching a larger number of people.

As for our social media activity, in 2016 ECAS boosted all of its channels, in particular Twitter and Facebook, as the most effective outreach tools, in addition to its Youtube channel and LinkedIn account. Below, there are a number of statistics for each channel.

Website activity

In 2016, the number of visitors to our website varied between **2,418** and **9,138** a month, totalling **60,983** for the year. This peaked in October, probably due to several events being concentrated around this month, with a notable increase in activity in the fourth quarter, and was at its lowest in August.



Page views during the year reached a high of **17,607** in October, with a low of **6,191** in August. There were **123,933** in total.



The number of sessions followed a similar trend, with a high of **10,567** in October and a low of **2,816** in August, and a total of **71,168**.

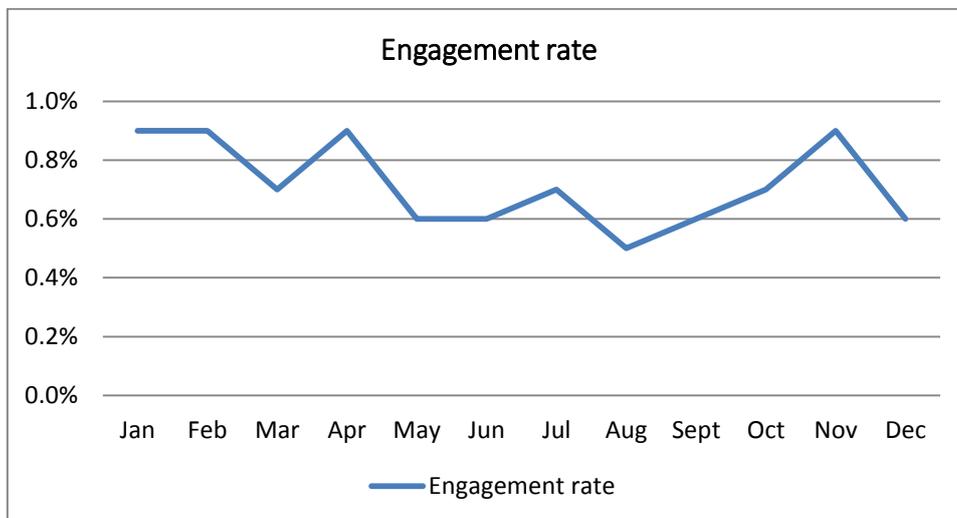
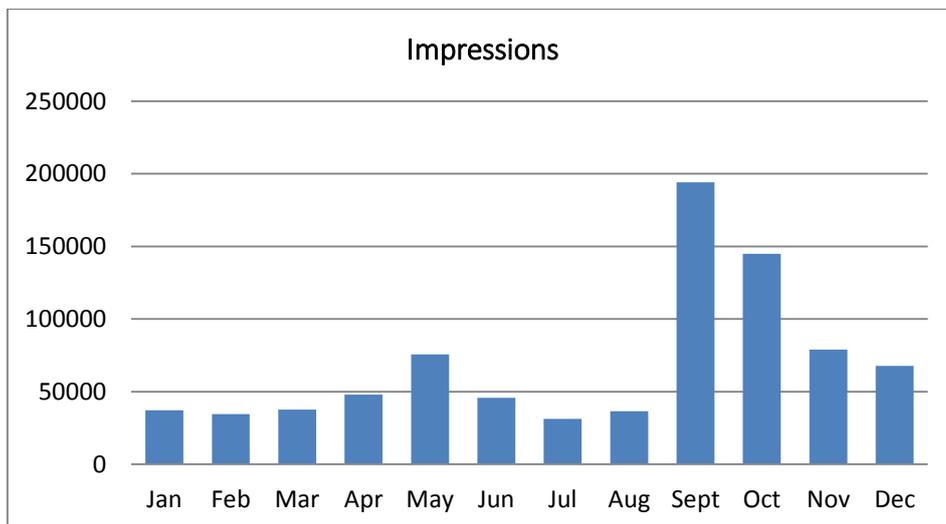


Twitter

In December 2015, ECAS had **2,247 followers** on Twitter. In 2016, we increased this to **2,766** – a net increase of **519** and in January 2017 we had already surpassed 2,800 followers.

In 2016, we sent **1,121 tweets**, which produced **832,500 impressions** (i.e. the number of times a user sees a Tweet on their timeline or in search results).

The average engagement rate per month was **0.72%**, with **1,475 retweets** and **1,196 likes**.



Our top 3 tweets were:

ECAS NGO @ecas_europe
 Our Director **@AKavrakova** speaking today @ #CIVEX
 @EU_CoR on democratic & civic participation w
 @jonasfernandez @AEGEE_Europe @EURightsAgency

 **Reach a bigger audience**
 Get more engagements by promoting this Tweet!

Get started

 **ECAS NGO** @ecas_europe
 115,000 citizens informed on
 #ProfessionalQualifications during our last
 joint chat with @EU_Growth &
 @YourEuropeEu
 pic.twitter.com/bhIOEPwN7g

 **Reach a bigger audience**
 Get more engagements by promoting this Tweet!

Get started

 **ECAS NGO** @ecas_europe
 Access to Justice in the EU & beyond: What
 role for civil society? Register
 http://bit.ly/2ebc96s @TripleAEurope
 @EU_Justice @EUombudsman
 pic.twitter.com/qFV4Gv2OdO

 **Reach a bigger audience**
 Get more engagements by promoting this Tweet!

Get started

Impressions 159,697

Total engagements 7

Retweets 4

Likes 1

Detail expands 1

Profile clicks 1

Impressions 16,258

Total engagements 21

Detail expands 6

Media engagements 5

Likes 4

Retweets 3

Profile clicks 3

Impressions 11,137

Total engagements 52

Link clicks 18

Media engagements 9

Profile clicks 9

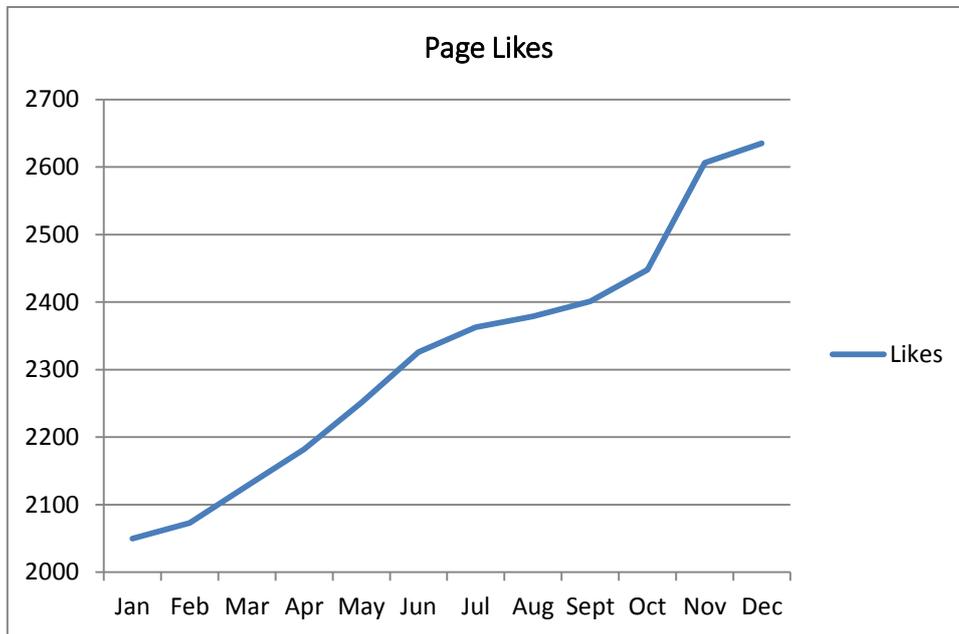
Detail expands 7

Retweets 6

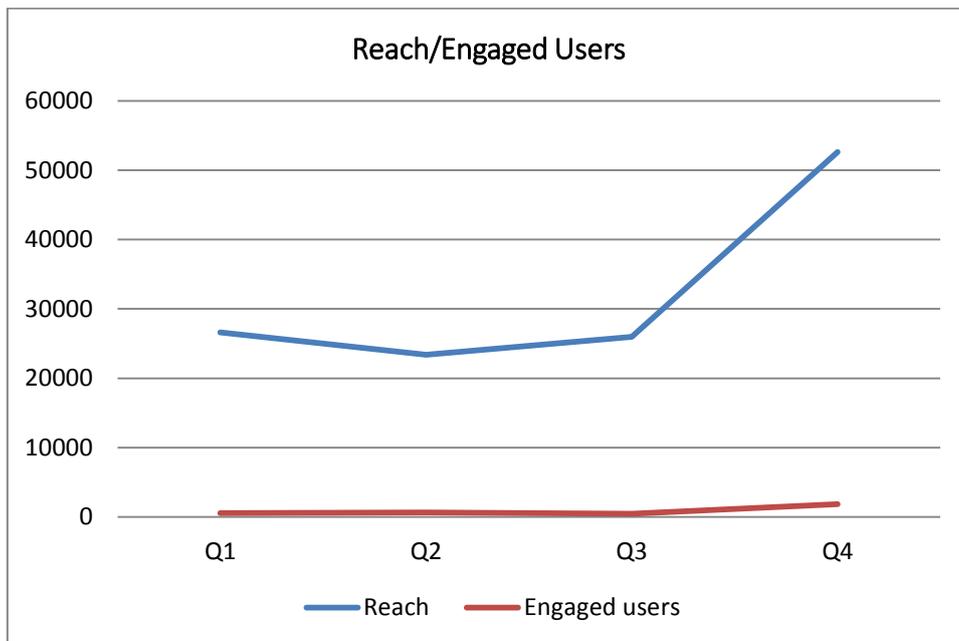
Likes 3

Facebook

In 2016, our Facebook page had a net gain of **627 likes**, reaching **2,635** by the end of the year. In January 2017, the number reached 2,657 likes.



Our 128 Facebook posts reached 128,522 unique users (182,416 impressions), with 3,528 users engaging with our page.



LinkedIn

In 2016, our followers on LinkedIn increased by 72, reaching **395** by the end of the year.

Our 18 posts during the year reached a total of **8,810** users. We had **361 page views** and an **engagement rate of 0.94%** per post.

YouTube

In 2016, we published **18 videos** on our YouTube channel – ECASBrussels – from 31 October to 19 December. Over the course of the year, we had a net gain of **15 subscribers**, standing at **29** at the end of the year.

Our videos were viewed for a total of **3,344 minutes** and received **722 views**. The average viewing time was **4 minutes 37 seconds**.

Our most popular videos were:

1. [Your Europe Advice webinar with experts](#)
 - a. 178 views
2. [Ways for public engagement | ECAS Digital Democracy Day '16](#)
 - a. 85 views
3. [ECAS' webinar on Brexit implications for citizens' rights 5 Dec 2016](#)
 - a. 69 views



ECAS

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Policy

Digital

Support

Citizens

Europe

Citizen

NGOs
Centre
Project

Advocacy
Enquiries
Citizenship

Democratic
Assistance
E-Democracy

Projects
Beyond
Freedom

Portal
Civic
Social
Service

Movement
Outreach
Dashboard
Newsletters
Transparent

Policy

Digital

Support

Citizens

Europe

Citizen

Free
Future
Positions

Participation
Stakeholders
People's
Quality

Crowdsourcing
Decision-Making

Citizens

Europe

Citizen

Media
Control
Seminars

Participation
Stakeholders
People's
Quality
E-Participation

Law Migrants

Citizens

Europe

Citizen

Web

Reports

Action

ECI
Clinic
Youth

Citizens

Europe

Citizen

Fundamental
Freedom
Dialogue

Legal

Europ
Represer

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DEEP-Linking
Commur

Tools

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Initiative
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Tripl
Services

Adv