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European Citizen Action Service

## ECAS Annual Report 2013

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Avenue de la Tolson d'Or, 77  
4th floor  
B-1060 Brussels  
Belgium  
Tel: +32 2 548 04 90  
Fax: +32 2 548 04 99  
Email: [publication@ecas.org](mailto:publication@ecas.org)  
Website: [www.ecas-citizens.eu](http://www.ecas-citizens.eu)

January 2014



# European Citizen Action Service Annual Report 2013

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Editor: Assya Kavrakova



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## 1. The Board of Directors and General Assembly

In 2013, the composition of the Board of Directors was as follows:

Last Name	Name	Position	Organisation	Country
ANDREÉN	Thomas		Nätverket Ungdom i Europa/ NETWORK YOUTH IN EUROPE	Sweden
BARABÁS	Miklos		European House- Hungary	Hungary
BRIHAY	Laurent		Executive Director of the Press Club	Belgium
CASTBERGER	Anders	Chairman	Nykterhetsrörelsens Bildningsverksamhet	Sweden
FRANCIOSI	Maria Laura		J@YS	Italy
FRANZ	Henrike		Representation of Saxony-Anhalt to the EU	Belgium
HELLAM	Mall		Open Estonia Foundation	Estonia
HERMANNNS	Angelina		Com Consult	Germany
MORVAI-HORVAT	Hedvig		European Fund for the Balkans	Serbia
MUNOZ	Rodolphe		University of Liege	Belgium
PLAVŠA-MATIĆ	Cvjetana		National Foundation for Civil Society Development	Croatia
VALLELY	Malachy	Treasurer	Leuven Institute for Ireland in Europe	Ireland
VENABLES	Tony	ECAS Director	ECAS Director	Great Britain
VON BONIN	Andreas		FRESHFIELDS	Germany

The Board of Directors met on

- 5 February 2013
- 21 March 2013
- 15 May 2013
- 2 October 2013
- 2 December 2013

A General Assembly was held on 2 December 2013.



## 2. Your Europe Advice

[Your Europe Advice](#) is an **EU advice service**, provided by legal experts from ECAS operating under contract with the European Commission. It consists of a **team of lawyers** who cover **all 24 official EU languages** and are familiar both with EU law and national laws in all EU countries. They are also familiar with the administrative procedures in their own countries. Your Europe Advice responds to questions within one week, free of charge and in the language chosen by the user. Enquiries can be submitted either via an [online form](#) or by phone (00 800 6 7 8 9 10 11).

Your Europe Advice answers questions from **individuals** who are nationals of the European Union, Norway, Iceland or Liechtenstein; **non-Europeans** – if they are family members of an EU national or resident in an EU country; and **European/national information and advice services**, on behalf of individuals and/or **businesses** that have their seat in the EU.

Topics of enquiries typically handled by Your Europe advice are **social security** (questions about pension rights, family benefits, unemployment benefits), **vehicles** (registering or buying a car in another EU country, driving licences), **visas** (Schengen and other visas for people from outside the EU), **residence** (the right to live in another EU country, and what formalities are involved), **work** (recognition of professional qualifications and diplomas, people sent to work abroad), and **taxes** (finding out in which country you have to pay taxes).



YEA Expert – Annual Training Seminar

In 2013 more than **19 000 enquiries** were answered by the Your Europe Advice lawyers. Compared to 2012, the number of enquiries rose by 20%. More and more enquiries are arriving via the **Your Europe** website. Another important source of questions is the **Europe Direct Contact Centre** and **SOLVIT**. The main topics of enquiries have remained the same over the last few years but are becoming **more and more specific** and partially more complicated. Particular attention was paid to the **quality of replies**. This concerns not only legal accuracy, but especially the user-friendliness of the replies (easily understandable and jargon-free language, links to legal provisions and signposting to relevant authorities). The speed of response continues to be very high, with 97% of enquiries being answered within **four working days**. Nearly half concerned social security and residence rights. Most questions in absolute terms were asked by British, German, Italian and French nationalities. Each quarter about 12% of eligible enquiries are identified in **quarterly feedback reports** in order to provide details about the latest developments based on the received enquiries. The feedback reports are based on the summaries of interesting cases prepared by the 60 legal experts. In 2013, YEA experts

participated in an **annual training seminar** organised in Brussels. These seminars give allow experts to work together in smaller groups and hear useful information, advice and problem-solving services or specific areas of legislation directly from those responsible in the European Commission. In 2013, as part of the European Year of Citizens, the YEA experts participated in more than 40 outreach activities. Every month the YEA experts receive **updates on new EU legislation**.

#### **Publications**

In 2013 the “Help and advice on your EU rights” [YEA leaflet](#) was published in all official EU languages with the help of YEA experts.



### 3. IMPACT Brussels office (BO) activities

The BO continued its regular activities throughout 2013 and contributed to the news section of the National Foundation for Civil Society Development(NFCSD) with articles covering developments in the EU institutions, EU programmes and in particular the Multiannual financial perspectives 2014-2020. It also reported on the activities and initiatives of Brussels CSO networks. The office organized two Study visits for Croatian CSOs. The first one brought to Brussels representatives of the Centers of knowledge, the main sectoral CSO networks in Croatia. It took place on 13-16 May 2013 and included a series of external and internal trainings: tracking and analysis of EU public policy, the role of thematic networks and think-and-do tanks, management of European Social Fund projects, European Citizens' Initiatives and lobbying in the EU with practical examples of successful influencing of decision-making.

In the scope of the visit, meeting with representatives of DG Enlargement and DG Employment, Social Affairs and Inclusion were also organized.

In addition, the BO also set up bilateral meetings for individual participants with the following organizations and institutions: European Youth Forum, Council of Europe Brussels Office, European Parliament, EU Ombudsman, DG Justice, DG Home Affairs, DG Education and Culture, Eco Res Group One, Viacampina, EAPN- European Anti-Poverty Network, FEANTSA, and European Juvenile Justice Observatory (EJJO).

The second Study visit took place during the Open Days in Brussels on 7-9 October 2013 and focused on representatives of small Croatian Municipalities (up to 25 000 inhabitants) implementing participative and cross-sectoral projects in their communities. Several CSO representatives from these towns also took part in the visit.

Apart from actively taking part in several Open Days workshops, the participants met with representatives of DG Regional Policy and Urban Affairs, The European department of the Brussels Commune of Saint Gilles and the Ambassador of Croatia in the Permanent Representation of Croatia to the European Union.

The IMPACT office also updated the ECAS publication *50 Q&A on your European citizens' rights*, which was translated into Croatian and widely distributed (in particular during the European Day event in Zagreb). In addition, ECAS and the BO prepared the research paper entitled *Ways and means to involve civil society in the EU Cohesion Policy 2014-2020; Analysis of the proposals for the future Structural Funds*. This study was widely disseminated by the NFCSD and presented during a conference in Zagreb, Croatia on 14 February 2013.



#### **4. Triple A for Citizens: Access to Information, Advice and Active Help**

The project Triple A for Citizens – access to information, advice and active help - is implemented in the framework of the European Commission's Partnership programme for Civil Society organizations. It is based on the principle that everyone has the right to be informed on their rights.

In order to achieve this goal and strengthen the role of civil society, the project encompasses a multitude of services provided to citizens to enable them to access information on their right as well as obtain advice and active help in exercising them. It encourages non-governmental organizations to provide information, advice and active help to citizens on their rights in the Western Balkans (Croatia, Bosnia and Herzegovina, Serbia, Kosovo) and Turkey.

ECAS' partners in the project are: Association for Democratic Initiatives (ADI), Civil Rights Program in Kosovo (CRP/K), National Foundation for Civil Society Development (NFCSD), Lawyers' Committee for Human Rights (YUCOM), Association of Civil Society Development Centre (STGM), Law Centres Federation (LCF), National Association of Citizens Advice Bureaux (RoNACAB), National Association of Citizens Information Services (NACIS).

In 2013 ECAS, with its partners, accomplished the following key activities: drafting of the "[Guidelines on Triple A](#) - Towards a shared concept of access to information, advice and active help services" (which provide the definition of the Triple A concept), the mapping of the citizen information, advice and active help services in the Western Balkans and Turkey and the selection of ten pilot project sub-grantees. A questionnaire was prepared and widely distributed in all five countries in the region. On the basis of the responses received, five Country reports (national reports) were produced, providing an analysis of the landscape of service providers and the legal and administrative environment. They also formulated initial recommendations for sustainability and development of the sector. Five national conferences were organised where the report was presented and legal reforms were examined by government, EC and CSO stakeholders:

- National Conference in Zadar, Croatia with 94 participants for three days, 3-5 July 2013;
- National Conference in Sarajevo, Bosnia and Herzegovina with 53 participants for two days, 12-13 September 2013;
- National Conference in Belgrade, Serbia with 54 participants for two days, 12-13 September 2013;
- National Conference in Prishtina, Kosovo with 43 participants for one day, 13 September 2013;
- National Conference in Ankara, Turkey with 23 participants for one day, 25 October 2013.



The first study visit was organised in Bucharest, Romania, which gave the beneficiaries the chance to get acquainted with the activities of the Citizen Advice Bureaux in Romania and examine how they coped with both the financial crisis and the paradigm shift which occurred when Romania became a member of the EU. The Study visit involved 26 participants for three days, from 27<sup>th</sup> to 29<sup>th</sup> November.

In 2013 the drafting of the [Synthesis report](#) was initiated, which brings together the main conclusions from WB and Turkey, but also provides an insight into the workings of the Triple A services in the UK and Ireland. A website was also created ([www.tripleacitizens.eu](http://www.tripleacitizens.eu)), which became fully active on January 2014 and includes a complete and regularly updated database (and map) of existing organizations providing citizens with information, advice and legal aid or active help.

## 5. The European Citizen House (ECH)

In 2009, ECAS developed the concept of the European Citizens' House to exist both virtually, based on a web platform, and physically, in Brussels, in order to reduce the gap between the EU and European citizens.

ECAS created the ECH virtual platform along the three Cs (Civil Society, Citizens' Rights and Civic Participation), where both information and on-line services are available (EU Rights Clinic, ECI Support Centre, discussions on EU issues across Europe etc.) The number of visitors to the ECH virtual platform has increased by more than **270%** from June 2012 (411 visitors) to June 2013.



The European Citizen's Virtual House (<http://www.citizenhouse.eu/>) is being built around the 3Cs:

- C1 – Citizen's Rights: The key service here is the EU Rights Clinic whose mission is to solve difficult cases through collective action. It also aims to contribute to improvements in European policy and legislation. This section of the website also

provides detailed information on the different instruments for the enforcement of citizens' rights – petitions to the European Parliament, complaints to the Commission, access to documents and requests to the European Ombudsman.

- C2 – Civil Society: This section of the website acts as a resource centre on European issues and civil society. Different types of databases and information will gradually be built up to bring together contacts, models of best practice and research results from across Europe.
- C3 – Citizen Participation: The virtual house will be a repository for techniques of citizen participation. Here, one will be able to find an interactive space (both public and secured) where citizens will have the opportunity to participate in, initiate, and shape discussions amongst themselves and with the EU Institutions. Extensive information on the background, framework and the current European citizens' initiatives (ECIs) are included. The ECI support centre has been launched by ECAS, Democracy International and the Initiative and Referendum Institute.

ECAS identified promising premises with an interesting potential for multifunctional use but in serious need of renovation (estimated at 3 000 000 Euro) in the Commune of Etterbeek in Brussels (Maison Hap). In order to negotiate the terms of reference for using the premises for the ECH, in 2013 three meetings were held with representatives of the Commune and six written communications on the subject have been pro-actively initiated on behalf of ECAS (including a draft of a Memorandum of Understanding). A Study on the potential use of these premises for the purposes of the ECH has been commissioned by ECAS and implemented by architects.

## 6. The EU Rights Clinic

ECAS, the University of Kent in Brussels and national partners (ENRAC) launched on 10 January 2013, the official opening day of the European Year of Citizens, the EU Rights Clinic as a not-for-profit service aiming at helping EU migrants and their family members overcome problems they encounter when moving within the EU. It focuses especially on the areas of free movement of young people, family reunion (entry and residence in the EU) and EU citizens in limbo (social security across borders). The EU Rights Clinic has a dual mission:

- To resolve difficult cases involving migrants—EU citizens and third country nationals (family members and long term residents)—when such cases remain unresolved by the EU's existing information and assistance services (Your Europe Advice and SOLVIT).

- To undertake advocacy for the implementation of concrete and adequate measures at both the EU level and in member states to overcome the visible and hidden barriers to European citizenship and free movement.

This assistance is provided by **postgraduate students enrolled on the EU Migration Law course** at the University of Kent in Brussels who work with qualified lawyers and citizens' rights advisers. The Clinic is able to draw on the pro bono support of several law firms in Brussels, as well as a network of volunteer legal researchers and translators based throughout the EU.



The 'difficult cases' of the EU Rights clinic are identified through:

- **Citizens that contact the EU Rights Clinic with information about their cases provided they need assistance which goes beyond information and advice.**
- **Members of the European Network of Rights Advice Centres (ENRAC)** that is being created under the EU Rights Clinic. The network will facilitate problem-solving of complex cases through cooperation across borders. So far National Partners are: [Association pour le droit des étrangers ASBL, Belgium](#), [Legal Clinic of Faculty of Law, Zagreb, Croatia](#); [The Danish Immigrant Counseling, Denmark](#); [Migrants' Information and Support Network \(GISTI\), France](#); [Immigrant Council, Ireland](#); [Union of Citizens Advice Bureaux, Poland](#); [NGO PRO IGUAL, Spain](#); [National Association of Citizens Advice Bureaux, Romania](#); [Accem, Spain](#) and the [AIRE Centre \(Advice on Individual Rights in Europe\), UK](#).

**The added value** of the EU Rights Clinic is that it:

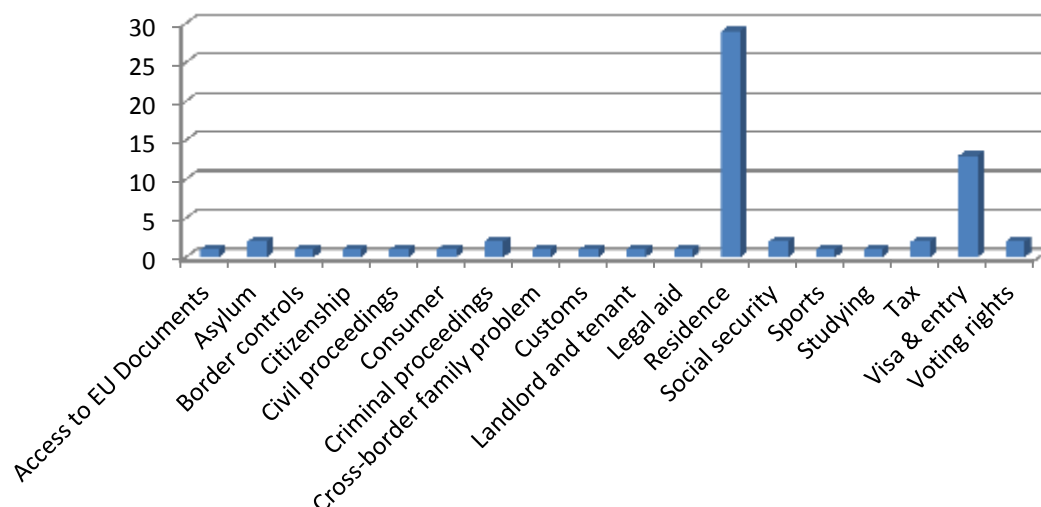
- **Provides problem-solving of difficult cases which goes beyond the advice that the European Commission Services Europe Direct, Your Europe Advice (YEA) and SOLVIT provide.**
- **Deals with key cases that illustrate serious short-comings in EU policy and legislation or its enforcement throughout Europe.** The grouping together of similar cases into a

“super” complaint also provides empirical evidence **to advocate** for changes in policy or legislative framework or enforcement practices.

- **Encourages collective action** across borders which might involve different interventions (litigation but also administrative and advocacy instruments) to be carried out in collaboration with national partners.
- **Develops a strong educational and voluntary component.** The EU Rights clinic involves students enrolled in a course on EU Migration Law, PhD researchers and students as volunteers, as well as pro bono support from Freshfields Bruckhaus Deringer.

In the twelve months since its establishment, **the Clinic has received over 60 requests for assistance**. The Clinic **assisted over 160 individuals throughout the EU** - of which over half comprised British citizens – and helped them to resolve problems in **14 different European countries**. 44% of the Clinic’s cases related to problems encountered by EU citizens in the UK, but several problems were also reported in Belgium (12% of cases), Spain (11% of cases) and France (8% of cases).

The problems encountered by the Clinic’s clients span a wide range of issues, but the vast majority of problems related to residence formalities (46%) and visa problems faced by non-EU family members (21%). The following chart illustrates the nature of the cases handled by the Clinic in 2013:



During the course of the year, the Clinic provided its assistance in a number of **notable cases**.

The nature of the assistance ranged from assisting EU citizens in completing forms and signposting to EU information services, to providing advice and helping them to appeal before the national courts.

## 7. European Citizen Initiative Support Centre (ECISC)

The [ECI Support Centre](#) was launched in June 2013 to provide advice and to help ECI organizers before and during the process of launching and implementing an ECI. This service aims to complement the support available through other institutional channels (e.g. the European Commission contact point, the Economic and Social Committee intermediary role etc.). It is available free of charge. The Support Centre's role is to be neutral as to the content of an ECI, treating equally all requests.

The ECI Support Centre offers two kinds of services:

- Specialized support to ECI organizers before and during the ECI process
- Policy and research-based analysis on the implementation of the ECI regulation at national and European level

As a not-for-profit service, the ECI Civil Society Centre is made operational by a consortium of civil society organizations across Europe with different specializations. The organizations will coordinate amongst themselves who will provide advice based on their expertise. A preliminary division of tasks envisages:

- *ECAS – legal basis; fundraising (certain aspects)*
- *Democracy International – campaigning (grassroots campaigning at national level)*
- *Initiative and Referendum Institute – Europe (IRI - Bruno Kaufmann) – research, monitoring and evaluation of ECIs and participatory democracy techniques*
- *EurActiv – preliminary testing of the idea and feasibility of getting citizens' support (communication strategy)*



## 8. Creating Synergies among Non-profit Resource Centres in Europe

There are thousands of non-profit resource centres in Europe at different geographical levels. Although they take many different forms (buildings or shared premises, sharing know-how, advice and training or resource centres which take on a representative function), they all aim at strengthening the sector by bringing people and organisations together to share resources and knowledge and therefore to strengthen the ability to join forces and speak with one voice. Resource centres in Europe have a greatly under-utilized potential for reaching citizens and civil society, and this diminishes their impact on the overall development of a European civil society.



Following a kick-off meeting of not-for-profit resource centres from some 21 countries in Brussels (in November 2012) at which possible areas of cooperation and synergies were identified, a common agenda for collaboration within the framework of the ECH was agreed upon to include:

- The development of a common pool of resources that can assist the individual organisations in their daily work (providing them with additional resources and/or extending the geographical coverage of their services);
- Positioning the network of resource centres internationally through the development of common services based on the common pool of resources in the framework of the ECH;
- Acquiring additional skills and the development of new services based on the expertise that some of the organisations already have through training, the implementation of common projects, etc.;
- Implementation of an adequate Brussels-based agenda of the resource centres within the ECH to support further organizational and service capacity development.



**Partner organisations** from the following countries will participate: Albania, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Germany, Italy,



Kosovo, Macedonia, Montenegro, Netherlands, Romania, Serbia, Slovakia, Spain, Turkey and the UK.

## 9. “JoiEU” Europe for Citizens’ project

In 2013 twelve of these partner organisations, including ECAS, came together under the “JoiEU” Europe for Citizens’ project to organize debates in 12 member states, which started in December 2013.

The JoiEU project also has a blog, <http://joieu.net/>, with all the information related to the project in addition to videos from the events.

## 10. ECAS Guide to European Funding and Membership Services



Throughout 2013, ECAS also published a new edition of its Guide to European Funding, and continued to provide Funding Alerts in addition to a ‘European Citizen Newsflash’ to its over 150-strong network.

The nineteenth edition of ECAS’ Guide to European Funding for the Non-Profit Sector was published in March 2013. Following on from previous editions, the nineteenth edition of the Guide provided advice to non-profit organisations on how to secure European funding by setting out information on budget lines, the structural funds, foundations and key contact points. As 2013 was the last year of the 2007-2013 multiannual financial framework, the Guide also provided

an overview of the changes envisaged by the 2014-2020 financial framework, and the new programmes and opportunities that it would introduce.

Funding alerts were generally sent to ECAS Members on a monthly basis, but on occasion were sent on an exceptional basis, for example if a deadline was to expire before the publication of the next batch of funding alerts were due. The alerts set out details of the most relevant calls for proposals and calls for tenders for ECAS Members, providing such information as how and when to apply, what actions are eligible and how much funding is available. A monthly newsflash was also sent to ECAS Members. The newsflash, on the other hand, summarises significant EU developments that occurred in the latest month and provides information on open consultations.

## **11. Civil Society as a Partner in the New Cohesion Policy**

In August 2012, the European Citizen Action Service published a paper analysing the new proposals for the European Union's Cohesion Policy which the Commission forwarded in October 2011, with a view to examine the ways and means civil society organisations can be involved in the updated framework. When an agreement was finally made between the Commission, Parliament and Council on the new policy at the end of 2013, it was of no surprise that the final agreement saw a host of changes made to the Commission's original proposal. Consequently, in late 2013 ECAS' original paper was updated in order to reflect the changes made to the Commission's original proposals.

This updated paper began by providing a general introduction to the 2014-2020 programming period, providing background and context for the policy itself and some of the general changes which were to be introduced. The second chapter set out the ways in which civil society organisations can best make use of the revised policy, while the third chapter elaborated upon the increased focus on simplified financial management for the new period before a concluding section set out the final findings and presented a number of tips for civil society organisations to assist them in taking part in the new policy.

The updated paper was published on ECAS' website in early December 2013 and can be downloaded [here](#).

## **12. The Charter on European Citizenship**

In order to help to bridge the gap between European citizens and the institutions of the EU, and due to 2013 being designated as the European Year of Citizens, in 2013 ECAS put together a draft 'Charter of European Citizenship'. The basic idea was to bring together scattered Treaty provisions addressing citizens in a more efficient and easy-to-understand way to help increase their awareness of their rights. The draft Charter also proposed a number of potential changes that could be made to the current conception of European citizenship in order to strengthen citizens' rights.

Over 2013, the text of the Charter went through at least four general revisions and countless changes to individual articles. Dozens of different groups – other civil society actors, academics, Commission officials and MEPs – were asked to comment on different versions of the Charter in a personal capacity. The Charter was in general well received, but numerous comments were made which were reflected in subsequent versions. Different revisions attempted to reconcile the contradictory requirements of remaining as close as possible to the actual texts of the Treaties in the name of realism, whilst making the contents as readable as possible. The final

“product” goes as far as is possible in that respect thanks to a high degree of expert input and a final check by Freshfields Bruckhaus Deringer LLP, which does pro-bono work for ECAS. Once completed, the Charter was translated into a number of languages, and now versions of the Charter exist in English, French, Greek, Lithuanian, Croatian and Maltese. The English version of the Charter can be found [here](#).

### **13. Economic Governance: Public Consultations during the Crises**

When looking at citizen input on an EU-wide level, there are a number of mechanisms that are at the disposal of Europeans. One of these is the online consultation process of the European Commission, which publishes questions aimed for the public realm in order to help the Commission determine which policies and legislation should be proposed. *Economic Governance: Public Consultations during the Crises*, released by ECAS in December 2013, followed up an earlier internal paper and built extensively on it by looking widely into consultations regarding economic governance mainly over the period 2009-2013. Of importance to this paper were questions of how many citizens actually participated in the consultations; the impact of citizens on the consultation process; and whether or not the European Commission has held itself to the Minimum Standards for Consultation, which were established in 2002 as a basic guideline that aimed to involve citizens in policymaking. In total, over twenty consultations were analysed in detail.

The purpose of this paper was not to critique the Commission’s current practices but rather to show that there are solutions which will allow for increased citizen involvement in the Economic governance consultation process going forward. Accordingly, we have made several recommendations:

- Raise awareness
  - Very few people seem to be aware of the consultations taking place. Despite some topics which have been frequently discussed in the media, corresponding consultations received an insubstantial number of responses. To fix this, ECAS recommends firstly translating the documents into more languages, as many were done exclusively in English. In addition, civil society organisations should work to promote awareness of the consultations.
- Addressing the Technical Nature of the Consultation Documents
  - While technical questions for complex problems having to do with specific legislation are understandable, the Commission should consider using different sets of questions for different groups to ensure a wider range of responses. For

example, one set of questions could be used for experts in the field, while other, more simplistic questions could be a valuable information tool to help formulate more complex policy.

- More extensive feedback
  - There is not enough feedback given to those who provide comments, despite being a requirement of the Commission's own minimum standards. The Commission needs to follow up the consultations with summaries more consistently. Without these, there is a risk that participating in consultations may be seen as futile.
- Modernise Communication Methods
  - After a decade of use, consultations may start to be seen as old-fashioned and could become increasingly irrelevant, especially if stakeholders cannot properly work out what they get from the procedure. The results in the paper suggest that the current system is buckling, of little attraction to business interests and with practically no input from individuals. This is not a simple case of advancing a few administrative reforms to fix the system, but one of political changes, which can be looked at by the new Commission after the 2014 Parliamentary elections.

The paper was published on the ECAS website in December 2013 and can be found [here](#).

## **14. Brainstorming Seminar: Civic Participation and the EU (2 December 2014)**



On 2nd December, a significant number of civil society activists, academics and European officials attended ECAS' brainstorming seminar on civic participation and the EU. The aim of the event was to help shape ECAS' future programme and to focus on a reform agenda for the European elections in order to bring about real citizen participation in EU decision-making.

The programme revolved around three themes: the rights to know, to be heard, and to participate, each of which was introduced by a panel before proceeding into a more open discussion. The aim was for an open debate on the broad demands which civil society organisations can put to candidates during the elections in 2014 and which can help bring about a new European governance. All too often, reforms in the areas of the right to be informed, to be heard, and to participate are looked at separately. In this

respect, the brainstorming seminar was useful in bringing these together and demonstrating the way forward.

The programme, together with background documents for the conference, are all available on [ECAS' website](#).

## **Annex 1**

### **List of the main meetings in 2013**

<b>10 January</b>	EU Rights Clinic Press Briefing
<b>10 January</b>	ECAS promotional cocktail
<b>22 January</b>	Coordination Meeting for the Triple A project
<b>5 February</b>	ECAS Board of Directors
<b>21-22 February</b>	Internal Market rights
<b>19 March</b>	European Citizens' Initiatives: a case for orientation or re-orientation?
<b>20 March</b>	Press-Breakfast on European Citizens' Initiative
<b>21 March</b>	ECAS Board of Directors
<b>9 April</b>	ECI DAY
<b>13-16 May</b>	Study visit for Croatian CSOs
<b>15 May</b>	ECAS Board of Directors
<b>24 May</b>	Steering Group Meeting for the Triple A project
<b>3-5 July</b>	National Conference in Croatia- Triple A

<b>5 July</b>	Steering Group Meeting for the Triple A project
<b>12-13 September</b>	National Conference in Bosnia and Herzegovina – Triple A
<b>12-13 September</b>	National Conference in Serbia – Triple A
<b>13 September</b>	National Conference in Kosovo – Triple A
<b>2 October</b>	ECAS Board of Directors
<b>16 October</b>	JoiEU project
<b>7-9 October</b>	Study Visit for Croatian Municipalities
<b>25 October</b>	National Conference in Turkey – Triple A
<b>28-30 October</b>	Kick-off meeting EPIC project
<b>13 November</b>	Lecture: Citizens’ perspective in Europe
<b>27-29 November</b>	Study Visit in Romania
<b>2 December</b>	ECAS Board of Directors
<b>2 December</b>	ECAS General Assembly
<b>2 December</b>	Brainstorming Seminar ‘Civic Participation and the EU’
<b>10 December</b>	JoiEU project

## Annex 2

### List of ECAS Members (updated 31 December 2013)

ORGANISATION NAME	COUNTRY
ACCESS TO INFORMATION PROGRAMME FOUNDATION	BULGARIA
ACTIONAID INTERNATIONAL ITALY	ITALY
ACTIVE - SOBRIETY,FRIENDSHIP AND PEACE	SWEDEN
ADICE-ASSOCIATION POUR LE DEVELOPPEMENT DES INITIATIVES CITOYENNES ET EUROPEENNES	FRANCE
ALBANIAN SAVINGS & CREDIT UNION	ALBANIA
ALLIANCE ELIANT (EUROPEAN ALLIANCE OF INITIATIVES FOR APPLIED ANTHROPOLOGY)	BELGIUM
ASSOCIATION DES ETATS GÉNÉRAUX DES ETUDIANTS DE L'EUROPE	BELGIUM
ASSOCIATION FOR PROMOTION OF HUMAN RIGHTS AND MEDIA FREEDOMS "CENZURA PLUS"	CROATIA
ASSOCIATION FOR WOMENS HEALTH	CROATIA
ASSOCIATION INTERNATIONALE SCALABRINIENNE AU SERVICE DES MIGRANTS	BELGIUM
ASSOCIATION OF VOLUNTARY SERVICE ORGANISATIONS	BELGIUM
AUTONOMOUS CENTRE - UDRUGA ACT	CROATIA
BARNARDOS - REPUBLIC OF IRELAND LTD	IRELAND
BELFAST UNEMPLOYED RESOURCE CENTRE	UNITED KINGDOM
BODOSSAKI FOUNDATION	GREECE
BOISAUBERT	FRANCE
BORGHINI ANDREA	ITALY
CARITAS EUROPA	BELGIUM
CEE BANKWATCH NETWORK	CZECH REPUBLIC
CENTER FOR THE STUDY OF DEMOCRACY	BULGARIA
CENTRE FOR CIVIC INITIATIVES	BOSNIA AND HERZEGOVINA
CENTRE IKO	NETHERLANDS
CENTRO DI SERVIZI PER IL VOLONTARIATO DI PALERMO	ITALY
CHILD HELPLINE INTERNATIONAL	NETHERLANDS
CHRISTIAN CHILDREN'S FUND OF CANADA	CANADA
CIRCOM EUROPEAN ASSOCIATION OF REGIONAL TELEVISION C/O FRANCE 3 ALSACE	FRANCE
CITIZENS ADVICE	UNITED KINGDOM
CITIZENS INFORMATION BOARD	IRELAND
CIVIL SUPPORT NONPROFIT LTD.	HUNGARY
CIWI GMBH	GERMANY
COMMUNITY DEVELOPMENT FOUNDATION	UNITED KINGDOM
CULTURA CONTRO CAMORRA	BELGIUM
DALMATINSKI ODBOR SOLIDARNOSTI - DOS DALMATIAN SOLIDARITY COMMITTEE	CROATIA
DANCING ON THE EDGE	THE NETHERLANDS

DAS INSTITUT FÜR MUSIKSOZIOLOGIE AN DER UNIVERSITÄT FÜR MUSIK UND DARSTELLEND KUNST WIEN	AUSTRIA
DBT – THE DANISH BOARD OF TECHNOLOGY FOUNDATION	DENMARK
DEFENSE DES ENFANTS - INTERNATIONAL BELGIQUE	BELGIUM
DEUTSCHER JUGENDSCHUTZ-VERBAND (GERMAN ASSOCIATION FOR YOUTH PROTECTION)	GERMANY
DIESIS	BELGIUM
ENAME CENTER FOR PUBLIC ARCHAEOLOGY AND HERITAGE PRESENTATION	BELGIUM
ETHICAL TRADING INITIATIVE	UNITED KINGDOM
EUCLID NETWORK	UNITED KINGDOM
EUROCONSULTS	GERMANY
EUROPE DIRECT INFORMATIONSCENTER FOR BORGERE OG CIVILSAMFUND I DANMARK	DENMARK
EUROPEAN ASSOCIATION FOR VIEWERS' INTERESTS	BELGIUM
EUROPEAN ASSOCIATION OF SERVICE PROVIDERS FOR PERSONS WITH DISABILITIES	BELGIUM
EUROPEAN BEER CONSUMERS UNION (EBCU)	UNITED KINGDOM
EUROPEAN CIVIL SOCIETY PLATFORM ON LIFELONG LEARNING	BELGIUM
EUROPEAN COUNCIL OF RELIGIOUS LEADERS	NORWAY
EUROPEAN ENDOWMENT FOR DEMOCRACY	BELGIUM
EUROPEAN FEDERATION OF PUBLIC SERVICE UNIONS	BELGIUM
EUROPEAN FEDERATION OF RETIRED AND ELDERLY PEOPLE	BELGIUM
EUROPEAN HOUSE	HUNGARY
EUROPEAN INSTITUTE OF PUBLIC ADMINISTRATION	NETHERLAND
EUROPEAN MOVEMENT IRELAND	IRELAND
EUROPEAN MULTIPLE SCLEROSIS PLATFORM	BELGIUM
EUROPEAN NETWORK FOR ENVIRONMENT AND SUSTAINABLE DEVELOPMENT	BELGIUM
EUROPEAN NETWORK FOR VISION IMPAIRMENT TRAINING EDUCATION AND RESEARCH	UNITED KINGDOM
EUROPEAN NETWORK ON DEBT AND DEVELOPMENT	BELGIUM
EUROPEAN ONCOLOGY NURSING SOCIETY	BELGIUM
EUROPEAN ORGANISATION OF MILITARY ASSOCIATIONS	BELGIUM
EUROPEAN POLICY CENTRE	BELGIUM
EUROPEAN SPAS ASSOCIATION	BELGIUM
EUROPEAN TRADE UNION INSTITUTE	BELGIUM
EUROPEAN YOUTH FORUM	BELGIUM
EUROVISIONING.NET	BELGIUM
FERN-UK	UNITED KINGDOM
FONDATION EURACTIV	BELGIUM
FONDAZIONE ASCOLTA E VIVI	ITALY
FORUM EUROPÉEN POUR LA SÉCURITÉ URBAINE	FRANCE
FOUNDATION OF LOCAL DEMOCRACY SARAJEVO	BOSNIA & HERZEGOVINA
FRENCH AGRICULTURAL CHAMBERS	BELGIUM
FRIENDS INDEED	NETHERLANDS
FRONTALIERS INQUIETES	FRANCE
FUNDAÇÃO CALOUSTE GULBENKIAN – PGAD	PORTUGAL

FUTURE OF EUROPE ASSOCIATION	HUNGARY
GENDER ALLIANCE FOR DEVELOPMENT CENTER	ALBANIA
GOVERNMENT OF THE REPUBLIC OF SERBIA - OFFICE FOR COOPERATION WITH CIVIL SOCIETY	SERBIA
GTR - GENERATIE TANARA ROMANIA	ROMANIA
INDEPENDENT DIPLOMAT	UNITED KINGDOM
INDEPENDENT DIPLOMAT	USA
INSTITUTE FOR COMMUNITY PARTNERSHIP - BETHLEHEM UNIVERSITY	ISRAEL
INSTITUTE FOR DEMOCRACY KONSTANTINOS KARAMANLIS	GREECE
INTERCULTURAL COMMUNICATION AND LEADERSHIP SCHOOL	ITALY
INTERCULTURAL DIALOGUE PLATFORM	BELGIUM
INTERNATIONAL CHILD DEVELOPMENT INITIATIVES	NETHERLANDS
INTERNATIONAL NETWORK OF ALTERNATIVE FINANCIAL INSTITUTIONS - BANGLADESH	BANGLADESH
INTERNATIONAL RESOURCE CENTER FOR CIVIL SOCIETY ORGANIZATIONS	MEXICO
INTERNATIONAL SPORT AND CULTURE ASSOCIATION	DENMARK
IOGT INTERNATIONAL	SWEDEN
IPIS VZW	BELGIUM
IRISH ENVIRONMENTAL NETWORK	IRELAND
ISTITUTO DI RICERCA DEI SISTEMI EVOLUTIVI DEI MANAGEMENT	ITALY
JUNIOR ACHIEVEMENT YOUNG ENTERPRISE EUROPE	BELGIUM
KEYSTONE HUMAN SERVICES INTERNATIONAL	USA
KNOWLEDGE CENTER SOCIAL EUROPE	BELGIUM
KYRKLUNDS CONSULTING INTERNATIONAL	SWEDEN
KYRKORNAS EU-KONTOR - THE ECUMENICAL OFFICE FOR EU RELATIONS	SWEDEN
LA LIGUE DE L'ENSEIGNEMENT	FRANCE
LAND SALZBURG	BELGIUM
LAW CENTRES NETWORK	UNITED KINGDOM
LEGER DES HEILS	NETHERLANDS
LLANWRTYD COMMUNITY TRANSPORT AND EVENTS RECYCLING	UNITED KINGDOM
LOCAL COUNCILS' ASSOCIATION	MALTA
LOCAL DEVELOPMENT AGENCY	REPUBLIC OF MACEDONIA (FYROM)
LONDON'S EUROPEAN OFFICE	BELGIUM
LOWER SILESIA REGIONAL OFFICE IN BRUSSELS	BELGIUM
LUPUS EUROPE	BELGIUM
MDM CONSULTANCY	BELGIUM
MENNONITE ECONOMIC DEVELOPMENT ASSOCIATES	CANADA
MICHAL GRINBERG	BELGIUM
NATIONAL ASSOCIATION OF CITIZENS ADVICE BUREAUX	ROMANIA
NATIONAL FOUNDATION FOR CIVIL SOCIETY DEVELOPMENT	CROATIA
NATIONAL YOUTH COUNCIL OF SLOVENIA	SLOVENIA
NÄTVERKET UNGDOM I EUROPA/ NETWORK YOUTH IN EUROPE	SWEDEN
NGO COUNCIL BIH	
NGO INNOVA ESTONIA	ESTONIA

NYKTERHETSRORELESENS BILDNINGSVERKSAMHET	BELGIUM - SWEDEN
OFFICE FOR A DEMOCRATIC BELARUS (ODB)	BELGIUM
ON THE MOVE (OTM)	BELGIUM
OPEN ESTONIA FOUNDATION	ESTONIA
PETITION.NL FOUNDATION	NETHERLANDS
PLATFORM FOR INTERCULTURAL EUROPE (AISBL)	BELGIUM
PLATFORM LONDON	UNITED KINGDOM
POLICY ASSOCIATION FOR AN OPEN SOCIETY	CZECH REPUBLIC
POLITIS PLUS (CITIZEN PLUS)	GREECE
POSTEUROP A.I.S.B.L.	BELGIUM
PROIOU AIKATERINI	GREECE
PRORURALINVEST	MOLDOVA
PSN LAB	ITALY
RESEARCH AND ORGANISATION SERVICES LTD	IRELAND
RIGHT TO PLAY INTERNATIONAL	CANADA
RIGHT TO PLAY NETHERLANDS	NETHERLANDS
RURAL DEVELOPMENT CENTER	REPUBLIC OF MOLDOVA
SOS GLOBAL	UNITED KINGDOM
START STRONG	IRELAND
STATEWATCH	UNITED KINGDOM
STICHTING DON BOSCO YOUTHNET NEDERLAND	THE NETHERLANDS
STICHTING EVENS	BELGIUM
STICHTING NEDERLANDS	BELGIUM
STITCHING BREATH	NETHERLANDS
THE EUROPEAN FOOD INFORMATION COUNCIL	BELGIUM
THE GERMAN MARSHALL FUND	GERMANY
THE JORDANIAN HASHEMITE FUND FOR HUMAN DEVELOPMENT	JORDAN
THINK YOUNG	BELGIUM
UCEPE - ORGANIZZAZIONE ACCREDITATA UFFICIALMENTE PRESSO IL PARLAMENTO DI BRUXELLES	ITALY
VILNIUS UNIVERSITY HOSPITAL SANTARIŠKIŲ KLINIKOS	LITHUANIA
WALES COUNCIL FOR VOLUNTARY ACTION	UNITED KINGDOM
WILKINSON CHRISTOPHER	BELGIUM
WORLD YWCA	SWITZERLAND
YEPP COMMUNITY	GERMANY

## Annex 3

### Balance sheet for 2013 and report of the auditor

#### BILAN APRÈS RÉPARTITION

Ann.	Codes	Exercice	Exercice précédent
<b>ACTIF</b>			
	<b>ACTIFS IMMOBILISÉS</b>		
	20/28	<b>3.983</b>	<b>5.528</b>
	<b>Frais d'établissement</b>		
	20		
	<b>Immobilisations incorporelles</b>		
5.1.1	21		
	<b>Immobilisations corporelles</b>		
5.1.2	22/27	<b>3.448</b>	<b>4.993</b>
	Terrains et constructions		
	Appartenant à l'association ou à la fondation en pleine propriété		
	22/91		
	Autres		
	22/92		
	Installations, machines et outillage		
	Appartenant à l'association ou à la fondation en pleine propriété		
	23		
	Autres		
	231		
	232		
	Mobilier et matériel roulant		
	Appartenant à l'association ou à la fondation en pleine propriété	3.448	4.993
	24		
	Autres		
	241	3.448	4.993
	242		
	Location-financement et droits similaires		
	25		
	Autres immobilisations corporelles		
	Appartenant à l'association ou à la fondation en pleine propriété		
	26		
	Autres		
	261		
	262		
	Immobilisations en cours et acomptes versés		
	27		
	<b>Immobilisations financières</b>		
5.1.3/5.2.1	28	<b>535</b>	<b>535</b>
	<b>ACTIFS CIRCULANTS</b>		
	29/58	<b>879.804</b>	<b>681.939</b>
	<b>Créances à plus d'un an</b>		
	Créances commerciales		
	29		
	Autres créances		
	290		
	dont créances non productives d'intérêts ou assorties d'un intérêt anormalement faible		
	291		
	2915		
	<b>Stocks et commandes en cours d'exécution</b>		
	Stocks		
	3		
	30/36		
	Commandes en cours d'exécution		
	37		
	<b>Créances à un an au plus</b>		
	Créances commerciales		
	40/41	<b>588.088</b>	<b>197.460</b>
	40	494.285	169.847
	Autres créances		
	41	93.803	27.613
	dont créances non productives d'intérêts ou assorties d'un intérêt anormalement faible		
	415		
	<b>Placements de trésorerie</b>		
5.2.1	50/53		
	<b>Valeurs disponibles</b>		
	54/58	<b>280.997</b>	<b>483.904</b>
	<b>Comptes de régularisation</b>		
	490/1	<b>10.719</b>	<b>575</b>
	<b>TOTAL DE L'ACTIF</b>	<b>883.787</b>	<b>687.467</b>

	Ann.	Codes	Exercice	Exercice précédent
<b>PASSIF</b>				
<b>FONDS SOCIAL</b>		10/15	<b><u>908</u></b>	<b><u>826</u></b>
<b>Fonds de l'association ou de la fondation</b>		10		
Patrimoine de départ		100		
Moyens permanents		101		
<b>Plus-values de réévaluation</b>		12		
<b>Fonds affectés</b>	5.3	13		
<b>Résultat positif (néгатif) reporté</b>	(+)/(-)	14	<b>908</b>	<b>826</b>
<b>Subsides en capital</b>		15		
<b>PROVISIONS</b>	5.3	16	<b><u>225.591</u></b>	<b><u>110.300</u></b>
<b>Provisions pour risques et charges</b>		160/5	<b>100.000</b>	<b>110.300</b>
<b>Provisions pour subsides et legs à rembourser et pour dons avec droit de reprise</b>		168	<b>125.591</b>	
<b>DETTES</b>		17/49	<b><u>657.288</u></b>	<b><u>576.341</u></b>
<b>Dettes à plus d'un an</b>	5.4	17		
Dettes financières		170/4		
Etablissements de crédit, dettes de location-financement et assimilées		172/3		
Autres emprunts		174/0		
Dettes commerciales		175		
Acomptes reçus sur commandes		176		
Autres dettes		179		
Productives d'intérêts		1790		
Non productives d'intérêts ou assorties d'un intérêt anormalement faible		1791		
Cautionnements reçus en numéraire		1792		
<b>Dettes à un an au plus</b>	5.4	42/48	<b>657.288</b>	<b>506.163</b>
Dettes à plus d'un an échéant dans l'année		42		
Dettes financières		43	50.000	66.787
Etablissements de crédit		430/8	50.000	66.787
Autres emprunts		439		
Dettes commerciales		44	329.993	167.122
Fournisseurs		440/4	329.993	167.122
Effets à payer		441		
Acomptes reçus sur commandes		46	211.426	252.752
Dettes fiscales, salariales et sociales		45	61.005	19.502
Impôts		450/3	8.734	
Rémunérations et charges sociales		454/9	52.271	19.502
Dettes diverses		48	4.864	
Obligations et coupons échus, subsides à rembourser et cautionnements reçus en numéraire		480/8		
Autres dettes productives d'intérêts		4890		
Autres dettes non productives d'intérêts ou assorties d'un intérêt anormalement faible		4891	4.864	
<b>Comptes de régularisation</b>		492/3		<b>70.178</b>
<b>TOTAL DU PASSIF</b>		10/49	<b>883.787</b>	<b>687.467</b>

## COMPTE DE RÉSULTATS

Ann.	Codes	Exercice	Exercice précédent
<b>Produits et charges d'exploitation</b>			
Marge brute d'exploitation	9900	415.545	253.622
Ventes et prestations	70/74		
Chiffre d'affaires	70		
Cotisations, dons, legs et subsides	73		
Approvisionnements, marchandises, services et biens divers	60/81		
Rémunérations, charges sociales et pensions	62	356.701	202.151
Amortissements et réductions de valeur sur frais d'établissement, sur immobilisations incorporelles et corporelles	630	2.992	4.030
Réductions de valeur sur stocks, sur commandes en cours d'exécution et sur créances commerciales:			
dotations (reprises)	631/4		1.059
Provisions pour risques et charges: dotations (utilisations et reprises)	635/8	45.291	33.200
Autres charges d'exploitation	640/8	9.567	11.369
Charges d'exploitation portées à l'actif au titre de frais de restructuration	649		
<b>Résultat positif (négatif) d'exploitation</b>	<b>9901</b>	<b>994</b>	<b>1.813</b>
<b>Produits financiers</b>	<b>75</b>	<b>1.258</b>	<b>1.113</b>
<b>Charges financières</b>	<b>65</b>	<b>2.170</b>	<b>2.637</b>
<b>Résultat positif (négatif) courant</b>	<b>9902</b>	<b>82</b>	<b>289</b>
<b>Produits exceptionnels</b>	<b>76</b>		
<b>Charges exceptionnelles</b>	<b>66</b>		
<b>Résultat positif (négatif) de l'exercice</b>	<b>9904</b>	<b>82</b>	<b>289</b>

## AFFECTATIONS ET PRÉLÈVEMENTS

	Codes	Exercice	Exercice précédent
<b>Résultat positif (négatif) à affecter</b>	<b>9906</b>	<b>908</b>	<b>289</b>
Résultat positif (négatif) de l'exercice à affecter	9905	82	289
Résultat positif (négatif) de l'exercice antérieur reporté	14P	826	
<b>Prélèvements sur les capitaux propres</b>	<b>791/2</b>		
sur les fonds de l'association ou de la fondation	791		
sur les fonds affectés	792		
<b>Affectations aux fonds affectés</b>	<b>692</b>		
<b>Résultat positif (négatif) à reporter</b>	<b>14</b>	<b>908</b>	<b>826</b>

AUDIT REPORT

**ECAS AISBL**

Final report  
Book year January 2013 – December 2013

To the Management Committee

We have examined the balance sheet of the AISBL ECAS and the related statements of income and expenditure for the period of 1st January 2013 to 31 December 2013. Our examination has been made in accordance with generally accepted auditing standards as specified by the Belgian Institute of Registered Auditors, and, accordingly, included such tests of the accounting records and such other auditing procedures, as we considered necessary in the circumstances. However some procedures as confirmations of third parties were not organised.

We have received from the Management all documents and information we asked for.

The organization is a small organization with a limited system of internal control. Consequently substantive audit procedures had to be applied for.

In our opinion, the financial statements referred to above (balance sheet total € 883.787 with a profit of € 82) present fairly the financial position of the AISBL ECAS for the period of 1<sup>st</sup> January 2013 to 31 December 2013, as well as the results of its operations for the period then ending, in conformity with generally accepted accounting principles applicable in Belgium.

Brussels, 28 May 2014

CDP De Wulf & C° scprl  
Registered auditors  
Represented by



Vincent De Wulf  
Registered auditor  
Partner

## Annex 4

### Organigram

#### ECAS ORGANIGRAM –2013

<p><b>Kenan HADZIMUSIC</b> Project Manager/IMPACT Brussels Office Liaison Officer</p> <ul style="list-style-type: none"> <li>• ECAS projects</li> <li>• Fundraising</li> <li>• Civil society development</li> <li>• Participative projects</li> </ul> <p><b>Pietro EMILI</b> Document Manager</p> <ul style="list-style-type: none"> <li>• Members and Funding Guide</li> <li>• Support – fundraising</li> <li>• Newsletter 'European Citizen'</li> </ul> <p><b>Goran MOMCILOVIC (EVS)</b></p> <ul style="list-style-type: none"> <li>• Assistant to Project Manager</li> <li>• Support for IMPACT Brussels office</li> <li>• Fundraising</li> <li>• Croatian Civil Society</li> </ul> <p><b>Elena BALASEV (EVS)</b></p> <ul style="list-style-type: none"> <li>• EU cohesion policy</li> <li>• Social Innovation</li> <li>• ECH</li> </ul> <p><b>EXTERNAL SUPPORT:</b> <i>Roland MORLIE, Expert Accountant</i> <i>Louisa DE BRAEL, Accountant</i> <i>Nathalie DUMBA, Trainee accountant</i></p>	<p><b>Tony VENABLES</b> Director</p> <ul style="list-style-type: none"> <li>• ECAS Board</li> <li>• Fundraising</li> <li>• Programme and Coordination</li> <li>• Citizenship &amp; Governance</li> </ul> <p><b>Diana CASEANO</b> Office Manager</p> <ul style="list-style-type: none"> <li>• General administration and payments</li> <li>• Board of Directors and General Assembly</li> <li>• Membership and Funding Guide</li> <li>• Website and Database Management</li> </ul> <p><b>EUROPEAN CITIZEN'S HOUSE</b></p> <p><b>Assya KAVRAKOVA</b> Program Manager ECH</p> <ul style="list-style-type: none"> <li>• European Citizen' House management</li> <li>• Projects connected to ECH</li> <li>• Fundraising</li> </ul> <p><b>Elisa BRUNO</b> Project Coordinator ECH</p> <ul style="list-style-type: none"> <li>• Helpdesk</li> <li>• Steering Group and National Contact points</li> <li>• Assistant to Program Manager for projects and fundraising</li> <li>• Website and newsletter</li> <li>• Research on centres in Europe</li> </ul>	<p><b>YOUR EUROPE ADVICE</b></p> <p><b>Claire DAMILANO</b> Project Manager Your Europe Advice</p> <ul style="list-style-type: none"> <li>• Case handling (eligibility, attributions, deadlines)</li> <li>• Quality Control</li> </ul> <p><b>Vera SOLDANOVA</b> Assistant Project Manager</p> <ul style="list-style-type: none"> <li>• Support for monthly reports</li> <li>• Outreach</li> <li>• Feedback</li> </ul> <p><b>Management team YEA:</b> <i>Sören HAAR, Richard UPSON, Isabelle KLETZLEN and Pia CONSEIL</i></p>
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