

CITIZENS SIGNPOST SERVICE

FEEDBACK REPORT N°3

Signposting Destinations

An Analysis of the European and national signposting destinations used by the legal experts of the Citizens Signpost Service

Prepared for the European Commission,
Directorate General for the Internal Market and Financial Services

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Contents

Introduction

Overview and Conclusions

Part A: European Signposting Destinations (ESDs)*

Methodology

Overview of ESDs

Country of Residence

Themes

Part B: National Signposting Destinations (NSDs)

Methodology

Presentation of Results

Commentary

Country Tables

Part C: Quality of Signposting

Introduction

Results

* The detailed tables for ESDs, by country of residence and theme are available separately in excel format (see ¶3.9)

Note: this report was drafted by Richard Upson and Pia Conseil, with the help of Antoine Fobe and the team of CSS legal experts. Laurent Merchez provided invaluable technical support.

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FEEDBACK REPORT - NUMBER 3

SIGNPOSTING DESTINATIONS

Introduction

1.1 This report on signposting destinations used by the Citizens Signpost Service is the third in the current series of feedback reports¹. The subject was chosen by the Directorate General for the Internal Market of the European Commission in April 2007, and the research carried out in May and June 2007.

1.2 The report has been prepared to give three vantage points on the signposting carried out by CSS legal experts:

- Part A deals with European-level signposting destinations, based on a key word search of over 13,000 cases held on the Citizens Signpost Service database (CSSDB) – sections 3 to 6;
- Part B deals with national signposting destinations for many important topics and subtopics, based on replies from legal experts – section 7;
- Part C deals with the quality of signposting, drawn from the regular monthly quality control reports based on a detailed examination of a random selection of cases – section 8.

Overview and Conclusions

2.1 The overriding impression is that experts chose signposting destinations carefully to ensure that the enquirer receives helpful and informative onward references tailored to the enquiry. Quality control results shows that 86% of signposting is good, and that the experts' performance has been improving over time.

2.2 Although most experts are well acquainted with the European and national signposting resources available, they run into difficulties from time to time. For example:

- some European Signposting Destinations are not sufficiently up to date to be used effectively for helping enquirers (eg factsheets on Your Europe, about residence rights and abolition of residence permits, or about access to employment in relation to

¹ Previous reports were:

- "What the Database tells us", a horizontal and largely statistical report submitted in January 2007, to provide an overview of the sort of information contained in the CSS database.
- "Financial Services", an analysis of enquiries made to the CSS, submitted in March 2007.

enlargement countries), fact sheets are only available in three main languages: English, French, German.

- certain countries have particular failings, for example national ministries appear to be slow or unhelpful (eg Italy, Lithuania), sometimes coupled with few NGOs being available to fill the gap. There are, however, several clear examples of countries with governmental agencies which are effective and responsive.

- in some circumstances, EU-level signposts are used where there is no satisfactory provision at national level other than expensive or in any case time consuming legal redress (the competent national administration is apparently unwilling to consider the matter from an EU legislation point of view).

2.3 Certain signposting destinations are overused, in particular Solvit, partly because of the several detailed briefings received by experts on this service, and partly because it may appear to experts that Solvit can deal with a wider variety of cases than appears at first sight. It is also worth bearing in mind that a reference to “Solvit” in an expert’s answer may not necessarily mean that the enquirer is being recommended to use Solvit, simply that the enquirer is being informed about it in case of need. This point is further dealt with at 4.5.

2.4 Your Europe (YE) is the most popular ESD (a comment on this is at 4.4). Eures is more used in the new Member States than the old Member States with the exceptions of Germany and Portugal. Solvit is used very widely, particularly in the old Member States. Certain countries appear to have more of an “enforcement” issue than other countries, while three show relatively more issues related to recognition of qualifications.

2.5 It is worth remarking that the methodology proved to be robust. The keyword search, already tested in the first two feedback reports, gave easily readable results; and the replies from experts, already tested in the second feedback report, produced detailed and valuable information.

2.6 We would welcome discussion of the points emerging from this report, with a view to considering:

- how to identify where signposting can be improved;
- how to involve some, at least, of the signposting destinations more in the work of the CSS;
- whether it is possible to improve the performance of certain signposting destinations.

PART A EUROPEAN SIGNPOSTING DESTINATIONS

Methodology

3.1 This part of the report was prepared on the basis of searching the database for specially chosen keywords. The European Signposting Destinations (ESDs) and corresponding keywords were selected to give a very wide coverage of European destinations. The list therefore includes centralized ESDs, decentralized EU-wide networks and European information web sites for citizens. The list of destinations, with short descriptions, is in Annex A.

3.2 The keyword search for these 24 destinations was carried out in respect of eligible enquiries replied during an up to date period, the 16 months from 1 January 2006 to 30 April 2007. This gave us a large dataset (13283) thereby giving a high degree of statistical reliability (although the distinct count for Bulgaria and Romania is low as they only joined the EU on 1 January 2007). The keyword search examined the expert's answer and its translation as those are the fields where details of signposting are to be found.

3.3 As the name of each ESD is in itself sufficient to use as a distinct keyword (ie no additional keywords were needed to pinpoint the destination), we consider that the results have a high degree of reliability. In this context it is worth noting that the keyword search counted all matches irrespective how the destination was written, for example in capital letters, a mixture of capital and low-case letters, separated words (also by dash) or combined words (e.g. FINNET, FIN-net, fin Net). Full details of the matching used is contained in the detailed tables available in excel format (see 1.9).

3.4 The exception to this is Europe Direct. This network of advice services is special as it has many relays, functioning under various names in different cities of the Member States (eg in France: L'Europe en Corse, Centre Information Jeunesse, Maison de L'Europe, Carrefour des pays lorrains, etc.). In order to avoid creating excessive lists of keywords and to make the results manageable we used only the phrase "Europe Direct". The disadvantage is that certain destinations might have been undetected where experts did not use the "brand" name of Europe Direct.

3.5 We have included keywords which appear as part of website addresses, whether or not they were specifically mentioned in the text of the expert's reply, for example "eures" in <http://europa.eu.int/eures/home.jsp?lang=en>

3.6 The number of cases which contained at least one ESD was 7059, as set out in Table 1.

Table 1: ESDs found

Number of cases considered	13283	100%
Number of ESDs found	11439	86.1%
Number of distinct cases	7059	53.1%

3.7 Thus just over one-half of cases considered contained an ESD. But it is clear that many cases contained more than one reference to an ESD, although we believe this is largely due to a technicality of the keyword search method. While it is true that experts may give more than one ESD, Table 2 shows that the europa website appears as the second most popular destination, but this arises from the fact that we have counted “europa” and other keywords in all web addresses involving the europa site (thus “europa” would be counted as well as, say, “eures” or “solvit”).

3.8 In the tables the data for specific destinations/countries is usually expressed as a percentage of the distinct count of cases (7059) to avoid giving misleading proportions.

3.9 Tables were produced on the basis of country of residence and, separately, for themes (ie topics and subtopics recorded on the CSSDB), plus financial services and health services. The list of detailed tables (DT) is as follows:

DT-Residence 1

Numbers of ESDs for each country

DT-Residence 2

Each ESD per country as percent of total for each ESD

DT-Residence 3

Each ESD per country as percent of all cases considered for each country

DT-Thematic 1

Numbers of ESDs for each topic

DT-Thematic 2

Numbers of ESDs for each subtopic

DT-Thematic 3

Each ESD per topic as percent of total for each ESD

DT-Thematic 4

Each ESD per topic as percent of total for each topic

These tables are not included in the report but are available in excel format (sent in an excel file to DG Markt).

3.10 In the presentation of results below, we aim to highlight the main points from these tables without making many direct references to them. In other words, we think it is better to avoid a statistically “heavy” report and leave readers to examine the wealth of detail in the tables by looking at those aspects which meet their particular interests.

Overview of European Signposting Destinations

4.1 Table 2 gives details of the number of cases in which each ESD was found.

4.2 A brief description of each ESD is given below the Table.

Table 2: ESDs found

Destination	Number of cases	Percent of distinct cases
Your Europe	3880	55.0
Europa (website)	2381	33.7
Solvit	1465	20.8
Eures	1036	14.7
Scadplus	819	11.6
NARIC	512	7.2
European Commission + Complaint	455	6.4
ENIC	224	3.2
ECC	158	2.2
Missoc	96	1.4
European Commission Representative Office	73	1.0
Eurojus	61	0.9
Fin-net	47	0.7
ERA-more	41	0.6
European Ombudsman	34	0.5
Ploteus	33	0.5
Europe Direct	29	0.4
Eurydice	25	0.4
EIC	25	0.4
Europass	20	0.3
Eur-lex	15	0.2
EULisses	5	0.1
Eurodesk	3	..
EYP	2	..
Total ESDs found	11439	162.0
Total distinct cases	7059	100.0

4.3 The 24 signposting destinations used in the keyword search (in descending order of count) are as follows:

Your Europe

A portal (separate from europa) which gives individuals and businesses practical information on their rights and opportunities in the EU

Europa

The main EU website, which gives access to other ESDs such as eures, Solvit, scadplus, ...

Solvit

An online problem solving network in which Member States work together without legal proceedings to solve problems caused by the misapplication on internal market law by public authorities, and under the condition no court case has been initiated.

Scadplus

Provides summaries of EU legislation

NARIC

National Academic Regional Information Centres

European Commission + complaint

A combination designed to find those replies which advise contacting the Commission to seek redress through a formal complaint

ENIC

European Network of Information Centres [related to NARIC]

ECC

European Consumer Centres network (ECC-net)

MISSOC

Mutual Information System on Social Protection

European Commission Representative Offices

The offices of the Commission in each member state

Eurojus

Provides written advice to citizens on their rights in the EU, attached to EC Representative Offices, available in some member states

Fin-net

Network for settling cross-border financial disputes out of court

ERA-more

Help desk and customised service for researchers in 200 centres

European Ombudsman

Considers cases of maladministration by EU bodies

Ploteus

Portal on learning opportunities throughout the European space

Europe Direct

Provides general information and answers about EU matters in all official languages

Eurydice

Information network on education in Europe

EIC

EuroInfoCentres – business support network providing information, advice and assistance on EU issues (particularly SMEs)

Europass

Gives access to the the Europass CV which enables a person to make their skills and qualifications visible

EUR-lex

Contains the OJ of the EU, and includes inter alia the treaties, legislation, case law and legislative proposals

EULisses

EU Links and Information on Social Security

Eurodesk

A Europe-wide information service for young people on European opportunities

European Youth Portal

For young people who want to travel, work, study or volunteer in Europe, be informed about their rights, and find out more about Europe

Comments on specific ESDs

4.4 It may seem paradoxical that Your Europe (YE) is the most popular ESD when CSS was initially imagined as a service helping users with questions that do not have an answer in YE. However, through experience of handling questions, it soon appeared and was discussed at the Steering Group that it is often necessary to signpost to YE to:

- either make citizens aware of the information available in YE;
- or assist them in finding the information which is not easily found unless you are already familiar with EC law.

In general, it is surprising to see how little people know of the information available on line on the *europa* portal and it is a useful function of the CSS to flag its existence and to assist citizens through the wide variety of services it includes.

4.5 The fact that one out of five replies contained a reference to Solvit is probably a sign that it is somewhat overused by CSS experts. This matter was discussed at the latest Steering Group meeting (26 June) in relation to the need to start using the new “submit the case to Solvit” facility of e-mail replies. CSS experts will be asked to pay attention to the following when using the option:

- is the problem at a stage where Solvit intervention is timely?
- is the problem really one that falls within the Solvit area of competence?
- does the analysis contained in the reply help set the ground for efficient Solvit handling?

4.6 Eures is logically a popular ESD for enlargement-related enquiries, especially on transitional measures for access to employment for enlargement citizens seeking work in EU 15 countries. It compensates the difficulty of finding clear and complete information on the state of play in EU 15 countries in national sources of information; besides, the latter are often not tailored to the needs of new EU citizens (e.g. being treated as a block with third country nationals), increasing the criticism of being treated as “second class citizens”. This point is confirmed by the experts’ preference for Eures over national signposting destinations.

4.7 Scadplus is used for general descriptions and references to legal texts, and it is also a very enlightening entry point to the official texts (much more so than EurLex which requires familiarity with EC law and is not a very user-friendly tool). It is therefore quite natural that it comes in fifth position among ESDs if the CSS is to enable citizens to become aware of their rights, to know the scope and limits of these rights and to defend them.

4.8 NARIC and ENIC appear as two separate networks. The first is EU-sponsored, the latter is UNESCO and Council of Europe-sponsored. However their object is the same and in practice, in EU/EEA countries, they are generally one and same contact point. So the figures should be added-up, giving NARIC-ENIC more weight at sixth position.

4.9 European Commission+Complaint is perhaps more used in certain countries as an alternative to Solvit which is not equally equipped across the EU. See also comment made under section 4.3.

4.10 Eurojus gets few signposts, mainly because it has lost visibility and there is a lot of uncertainty around its actual existence as EU-wide network. Evidence of this is that doing an Internet search based on that keyword does not lead to a central EU level portal. On the other hand, Eurojus advisers are located in Commission representations in the Member States, and there is a separate score for these as ESD.

4.11 The low score of ERA-More is explained by the low volume of questions from researchers about projects in connection with their specific status and the difficulty in general to find the site. Instead, the low score of Fin-Net is not quite a reflection of the importance of questions about financial services, as is shown by the top three ESDs in table 4; the CSS management team will raise awareness of Fin-Net among CSS experts, and this could be an item for future training sessions.

4.12 The fact that there are few “hits” for Europe Direct is correct, in line with the cascade system from Europe Direct to CSS and from there to Solvit. Signposting to Europe Direct probably only accounts for secondary parts of enquiries that are incomplete, unclear or simply too many to be handled in one same reply.

4.13 EULisses is under-used and this is due to the fact that it is too new to be known even by experts of the CSS team. The CSS management team will invite experts to explore this portal and become familiar with it. However it appears largely redundant with excellent material already available on DG ESA's website (presentation of legislation, guides on national rules, country specific information; it is clearly a web-site that will grow and increase in the future).

Country of Residence

5.1 The most used ESD is Your Europe, followed by europa website. These two appear in the first, second, or third position in all residence countries except AU, LUX, CZ and SLOVENIA. Less frequent but still substantial use is made of Solvit, Eures and Scadplus.

5.2 We have examined the variations between countries by looking at the four most used ESDs for each residence country (the full details are available at DT-Residence 1). This is a relatively simple way of identifying the considerable variations between countries without recourse to detailed tables. The basic characteristic is that Your Europe comes in first position (exceptions: LUX, AU, SLOVENIA).

5.3 In the light of the double counting involved in the keyword search on "europa" (see ¶1.7), the following analysis of countries has been carried out by excluding the *europa* website from the ESD profile. This should not be taken to mean that *europa* is not important, simply that its use as a signpost appears, for most countries, to be mainly – though not exclusively - doubled with other headings, particularly Eures and Solvit.

5.4 We therefore summarised the first three signposting destinations in terms of volume for each country (*ignoring europa*), and have identified the following patterns.

Pattern A

There are 14 countries which follow more or less closely a "standard" pattern, ie the pattern for the EU as a whole – Your Europe (YE) in 1st position, followed by Solvit in 2nd, then Eures in 3rd position:

A1 - 5 countries follow this sequence exactly:

BEL, NL, SW, UK, BUL

This is mainly an old Member State (OMS) pattern

A2 - 8 countries reverse the order of Solvit and Eures: YE 1st, Eures 2nd, Solvit 3rd:

GER, PORT, CZ, HUNG, LITH, POL, SLOVAK, ROM

A3 - 1 country shares some similarity where Eures is 1st, followed by Solvit, and then YE (a 3rd position shared with Scadplus):

SLOVEN

A2 and A3 are variants which mainly concern the new Member States (NMS), with interesting exceptions

Pattern B

There are 5 countries where Solvit and Commission+Complaint, together with YE, are in 1st, 2nd or 3rd positions:

FIN, GR, IRL, LUX, MALTA

This mainly an OMS/"Mediterranean" pattern

Pattern C

There are 3 countries where Solvit and Scadplus are in 2nd and 3rd positions (YE 1st):

DK, SP, CY

Also an old “Member State /”Mediterranean” pattern

Pattern D

There are 2 countries where Eures and Scadplus are 2nd and 3rd respectively (YE 1st):

EST, LAT

This new Member States pattern has some similarity to A2 and A3 (importance of Eures)

Pattern E

There are 3 countries where NARIC is in 2nd or 3rd position (sharing with Solvit or Eures), with YE 1st:

AU, FR, IT

A specific OMS pattern, suggesting a heightened importance of issues concerning the recognition of qualifications in these countries.

Summary

5.5 Any summary of these patterns is necessarily of a broad brush nature. It is clear that Eures is more used in the new Member States than the old Member States with the exceptions of Germany and Portugal. Solvit is used very widely, particularly in the old member States. The five countries of pattern B appear to have more of an “enforcement” issue than other countries, together with three from pattern E where issues may be concentrated on recognition of qualifications.

Themes

6.1 The numbers of distinct cases for each topic is in Table 3

Table 3: Distribution of Cases by Topic

Topic	Number	Percent of distinct cases
Buying Goods and Services	510	7.2
Data Protection	5	0.1
Enforcing Your Rights	438	6.2
Enlargement	784	11.1
Equal Rights and Opportunities	8	0.1
Financial Service	273	3.9
Health Services	771	10.9
Living	2148	30.4
Other	82	11.6
Studying	721	10.2
Travelling	771	10.9
Working	3119	44.2
Total (distinct cases)	7059	100

6.2 As with the analysis of country of residence, we have summarised the variations between **topics** by looking at the four most used ESDs for each topic (the full details are available at DT-Thematic 1). Once again we find that europa features prominently, so we have examined the first three signposting destinations in terms of volume for each topic (*ignoring europa*), and found that Your Europe comes in 1st position for all topics:

*Table 4: First 3 ESDs for each topic (excepting europa)**

Topic	1st	2nd	3rd
Buying	YE	ECC	C+C
Enforcement	YE	Solvit	C+C
Enlargement	YE	Eures	Solvit
FS	YE	Solvit	C+C
HS	YE	Solvit	Eures
Living	YE	Solvit	Scadplus
Studying	YE	NARIC	Solvit
Travelling	YE	Solvit	Scadplus
Working	YE	Eures	Solvit

* Data Protection and Equal Rights omitted (very small numbers)

6.3 The main point is the difference between the two dominant topics, Working and Living, where the main ESDs chosen for Working, apart from YE, are Eures and Solvit while for Living the emphasis is on Solvit followed by Scadplus. There is a rationale: job-related signposting is relatively more important for Working cases, while suggesting possible redress through Solvit (together with hard information through Scadplus) is relatively more relevant to Living (and also Travelling) cases.

6.4 The emphasis of Buying cases on ECC, of Enlargement cases on Eures, and of Studying cases on NARIC is to be expected. The relative prominence of Commission+Complaint in the fields of Enforcement is logical: the role of the Commission as guardian of EC law does not disappear, even with dedicated information material or networks for defending one's rights. It is instead more difficult to explain why Commission+Complaint comes up often on Buying Goods and Financial Services, considering how limited the Commission's possibility of action is when confronted with infringements from private economic actors. On the other hand, it is likely that the idea behind suggesting a complaint to the Commission in these areas is not so much about enforcing your rights by turning to the guardian of the Treaties, as about informing the policy-maker of problem areas in consumer-related affairs. In any case, it is worth observing that the European Consumer Centres are not flagged as much as they could be, apart from some new Member States (see tables of National Signposting destinations).

6.5 We have also examined the ESDs used in those **subtopics** on which the experts replied about national signposting destinations (NSDs) – see Part B of this report. Thematics table 2 contains the ESDs for these subtopics, and also for all other subtopics.

6.6 The subtopics* are:

Motor vehicle insurance
 Opening a bank account in another member state
 Overbooking of airline seats
 Legal aid
 Non-judicial procedures
 Motor vehicle tax
 Type-approval and registration of motor vehicles
 Regulated professions
 Right of access to employment
 Right of residence
 Social security
 Taxes

* NSDs were also sought about posted workers, which is not a subtopic recorded in the CSSDB

6.7 The results are given in Table 5, which contains more detail of the spread of the principal ESDs in order to reflect better the features of widely varying subject matter.

Table 5: ESDs for selected subtopics

Subtopic	1st	2nd	3rd	4 th	Distinct count of cases for Subtopic
MV insurance	YE 39	E 24	Solvit 6	ECC 4	54
Bank account	YE 27	E 13	Solvit 7	FIN-net 6	44
Overbooking Airline seats	No analysis	(small numbers)			2
Legal aid	E 17	YE 11	Solvit 8	Scadplus 4 Comm+Complaint 4	31
Non-judicial procedures	YE 57	Solvit 70	E 31	Comm+Complaint 29	150
MV tax	YE 150	E 109	Solvit 66	Comm+Complaint 22	227
Type approval, registration	YE 245	E 107	Solvit 99	Eures 39	334
Regulated professions*	YE 239	NARIC 186	E 110	Solvit 100	419
Access employment	YE 526	Eures 354	E 334	NARIC 131	965
Residence (under Living and Working)	YE383	E 222	Scadplus 121	Eures 56	617
Social security	YE 775	E 376	Eures 235	Solvit 243	1210
Taxes(under Living and Working)	YE 363	E 152	Eures 92	Solvit 77	515

Note: YE = Your Europe, E = *europa* website, ECC = European Consumer Centres

* Regulated professions: this row gives the addition of 12 subtopics.

6.8 Once again it can be seen that Your Europe and europa dominate, with the expected exception of the regulated professions, where NARIC is important (and which, if taken together the 72 signposts to ENIC, would arrive in first position).

6.9 Solvit plays a key part in signposting for nearly all subtopics, coming 2nd for non-judicial procedures. Interestingly, Solvit does not appear in any of the first four positions for right of residence, Scadplus playing a more important part instead (suggesting that enquirers need more legal explanation and references rather than problem solving as such). For *these particular* subtopics, Eures plays a less dominant role than at the level of topics, although its importance is clearly seen under access to employment.

PART B NATIONAL SIGNPOSTING DESTINATIONS

Methodology

7.1 Work on National Signposting Destinations (NSDs) has largely been carried out by the legal experts. All of them received a special form to fill in, prepared by the CSSMT, on which they were asked to give the names of the main NSD for their country/-ies which they use for each topics/subtopic which was listed in the form.

7.2 We did not use the full list of topics and subtopics as set in the CSSDB because this would have produced an unmanageable amount of material.

7.3 The list of selected topics/subtopics was therefore drawn up to provide a good coverage of the main topics and subtopics, as follows:

- while certain CSSDB topics were omitted as being too vast (eg Living, Working) to enable experts to give precise answers (ie there would be too many possible NSDs), instead several of their most significant subtopics were listed. In fact, we chose those subtopics (or suggestions for subtopics like “posted workers”) which we examined in the 1st feedback report.
- for Enforcement, we listed two subtopics, mainly because of a potential interest to other advice networks and because of their possible relation to the CSS itself;
- Studying, doing Research, and Training was divided into simply “studying” and “regulated professions”;
- Travelling was left as a topic in itself;
- two topics - Equal Rights and Data Protection - were excluded because of insignificant numbers of enquiries.

Presentation of Results

8.1 The NSDs used are presented on a country by country basis, distinguishing between governmental signposting destinations, non-governmental signposting destinations, and others for each of the selected topics/subtopics.

8.2 Legal experts were asked to comment upon their choice or/and usefulness or ineffectiveness of particular NSDs. While not all of them made comments, many comments appear to be very interesting and have therefore been integrated at the beginning of each country table.

8.3 The number of experts, before each table, represents the number of experts who have sent back the form.

Commentary

9.1 Replies to the questionnaire were received from all countries with the exception of the Czech Republic, Romania and Bulgaria (the last two only recently having had experts appointed). The replies from a few experts are necessarily limited in scope because they handle only a small number of enquiries (eg Slovenia).

9.2 The replies show that there is a fairly standard pattern for most countries in that similar ministries or NGOs are used as signposting destinations in relation to enquiries on common topics/subtopics.

9.3 There are however many interesting variations and comments.

- Some experts make particular reference to websites which provide an overview of national administrative structures and arrangements (eg France,. Italy), and in certain countries experts make direct reference to organizations and websites in host/destination countries (see, for example, Cyprus, Estonia, Hungary, UK).

- In some countries certain European Signposting Destinations are often used; this can be seen for many countries, eg several new member States, Spain, Portugal.

- Fairly widespread use is made of non-governmental organisations as NSDs and, where they exist, consumer or citizens centres are well used as destinations, as are national, local or sectoral ombudsmen. In certain countries, NGOs are not seen as useful (eg Spain, Portugal) and so recourse to government agencies is preferred.

- In some countries it is clear that the government agencies are seen to be very effective (eg Denmark, Sweden), while in others experts flag that ministries are very slow in replying to enquiries, eg Italy, Lithuania.

- The UK comment, that information for cross-border workers is non-existent, may be worth further examination. And some experts complain that information on EU websites is so out of date as to be largely worthless.

Country Tables

10.1 The following pages provide details of NSDs for the 24 countries for which replies were received.

Country: Austria
1 expert

Topic, subtopic	Governmental signposting destinations	Non-governmental signposting destinations	Other signposting destinations
Opening a bank account in another Member State	Finance Ministry	Association for consumer protection	
Overbooking of airline seats	Ministry of Traffic	Association for consumer protection	
Non-judicial procedures	Ombudsman		
Legal aid	Ministry of Justice	Bar Association	
Motor vehicle tax	Ministry of Traffic	Cardriver association	
Motor vehicle insurance	Ministry of Finance	Car driver association	
Type-approval and registration of motor vehicles	Ministry of Traffic	Car driver association	
Studying in another country of the EU	Ministry of Science NARIC Austria	Chamber of Labour	
Regulated professions	Ministry of Science NARIC Austria	Chamber of Labour	
Travelling in another country of the EU	Ministry of the Interior		Car driver association
Posted workers	Ministry of economics	Employment Agency Chamber of labour Trade Union	
Cross-border workers	Ministry of economics	Employment Agency Chamber of labour Trade Union	
Right of residence	Ministry of Interior	Employment Agency Chamber of labour Trade Union	

Right of access to employment	Ministry of Economics	Employment Agency Chamber of labour Trade Union	
Social security	Ministry of Social Affairs	Employment Agency Chamber of labour Trade Union	
Taxes	Finance Ministry	Employment Agency Chamber of labour Trade Union	

Country: Belgium

2 experts

Topic, subtopic	Governmental signposting destinations	Non-governmental signposting destinations	Other signposting destinations
Opening a bank account in another Member State			
Overbooking of airline seats	Direction Générale "Transport Aérien"	Association for consumer protection	
Non-judicial procedures			
Legal aid			
Motor vehicle tax	Service Contribution-Autos		
Motor vehicle insurance		Association Consommateurs	
Type-approval and registration of motor vehicles	DIV (Direction pour l'Immatriculation des Véhicules)		
Studying in another country of the EU	Ambassade		
Regulated professions		Ordre des Médecins Ordre des Avocats	
Travelling in another country of the EU	Ambassades ou Consulats		
Posted workers			
Cross-border workers	Service Public Fédéral Finances-Service Impôts Ambassades et Consulats		

Right of residence	Maison Communale Ambassade et Consulats		
Right of access to employment	Service Public Fédéral (SFP) Emploi		
Social security	Mutualités		
Taxes	SPF Finances		

Country: Cyprus
2 experts

Topic, subtopic	Governmental signposting destinations	Non-governmental signposting destinations	Other signposting destinations
Opening a bank account in another Member State	Cyprus Consumer Association Competition and Consumers Protection Service Ombudsman Office Central Bank of Cyprus		
Overbooking of airline seats			
Non-judicial procedures		National Ombudsman	
Legal aid	Attorney General's Office	Cyprus Bar Association	
Motor vehicle tax	The Director, Department of Customs and Excise		
Motor vehicle insurance	The Road Transport Department (Ministry of Communications and Works)	Motor Insurers Fund	
Type-approval and registration of motor vehicles	The Road Transport Department (Ministry of Communications and Works)		
Studying in another country of the EU	Ministry of Education	Relevant country's Embassy	
Regulated professions	Ms Christine Eaton Department for Education and Skills Carol Rowlands Department for Education and		

	Skills Transfer Unit The Law Society Cyprus Bar Association		
Travelling in another country of the EU	Relevant Embassy Ministry of Foreign Affairs		
Posted workers	Department of Trade and Industry And http://www.dti.gov. uk/e Ministry of Interior Immigration Department	Relevant Embassy	
Cross-border workers	Ministry of Interior Immigration Department		
Right of residence	Aliens and Immigration Unit		
Right of access to employment	Authority against racism and discrimination		
Social security	Ministry of Labour and Social Insurance		
Taxes	Ministry of Finance		

Country: Denmark

1 expert

General Comments: Governmental signposting destinations are useful and user friendly. They often also provide other languages, at least in English and German.

Topic, subtopic	Governmental signposting destinations	Non-governmental signposting destinations	Other signposting destinations
Opening a bank account in another Member State	Financial Supervision Board		
Overbooking of airline seats	Air passenger Rights Board Travel Complaint Board		
Non-judicial procedures	Citizen.dk		
Legal aid		The family Lawyer	Euro-jus EU Commission
Motor vehicle tax	Ministry of Taxation		Commission representation in Denmark
Motor vehicle insurance	Citizen.dk		
Type-approval and registration of motor vehicles	Citizen.dk Central Register for Vehicles		
Studying in another country of the EU	NARIC and CIRIUS in Denmark		
Regulated professions			
Travelling in another country of the EU	Immigration Service Ministry for refugees immigration and Integration		

Posted workers		Posting.dk	
Cross-border workers	National Social Security Agency The Social Appeal Board		
Right of residence	The immigration Service Ministry for Refugees, Immigration and Integration		
Right of access to employment	Immigration Service Ministry for Refugees, Immigration and Integration		
Social security	National Social Security Agency		
Taxes	Ministry for taxation		

Country: Estonia

2 experts

General comments: The enquirer needs often more explanations than just signposting, as EU legislation is not always known to official authorities. Most of the information is however provided by the governmental signposting destinations.

Topic, subtopic	Governmental signposting destinations	Non-governmental signposting destinations	Other signposting destinations
Opening a bank account in another Member State	Bank of Estonia Estonian Consumer Protection Board	Hansabank SEB Uhisbank Sampo Bank European Consumer Centre of Estonia	
Overbooking of airline seats	Consumer protection Office Estonia Consumer Protection Board	European Consumer centre of Estonia Union of Estonian Consumers	
Non-judicial procedures	No single signposting destination, depends on the question		
Legal aid	Ministry of Justice		Euro-jus EU Commission
Motor vehicle tax	Estonian Tax and Customs Board Estonian Car register	European Consumer Centre of Estonia	Commission representation in Denmark
Motor vehicle insurance	www.ark.ee Estonian Traffic Insurance Fund		http://www.e-kindlustus.ee
Type-approval and registration of motor vehicles	www.ark.ee Estonian Motor Vehicle Registration		
Studying in another country of the EU	Ministry of education and research	Archimedes Foundation	
Regulated professions	Estonian Labour market Board Archimede Foundation	EURES Estonia	

Travelling in another country of the EU	Estonian Ministry of Foreign Affairs Citizen and Migration board		
Posted workers	Estonian labour Market Board	EURES Estonia Web page for accountants Estonian Trade Council Estonian Employers Confederation	
Cross-border workers	Estonian Labour Market Board	EURES Estonia	
Right of residence	Citizenship and Migration Board	Legal Information Centre for Human Rights	
Right of access to employment	Estonian Labour Market Board Employment Office		
Social security	Social Insurance Board Ministry of Social Affairs		
Taxes	Estonian Tax and Customs Board	Estonian Tax Payers Association	

Country : Finland

1 expert

General Comments: Signposting in Finland is only useful and effective when it is accompanied by an expert, explaining more in details what the request is about.

Topic, subtopic	Governmental signposting destinations	Non-governmental signposting destinations	Other signposting destinations
Opening a bank account in another Member State			Private banks
Overbooking of airline seats			Private airlines
Non-judicial procedures	Consumer Agency Ombudsman		
Legal aid	Local Legal Aid Ombudsman		
Motor vehicle tax	Customs		
Motor vehicle insurance	Customs		
Type-approval and registration of motor vehicles	Customs		
Studying in another country of the EU	Centre for international Mobility		
Regulated professions	The Finnish National Board of Education		
Travelling in another country of the EU	The Social insurance Institution of Finland (health cards etc) Finish police (personal identification documents)		

Posted workers			
Cross-border workers	Tax Administration		
Right of residence	Finnish Police, Directorate of Immigration		
Right of access to employment	Ministry of Labour, Ministry of interior Directorate of Immigration		
Social security	The Social Insurance Institution of Finland		
Taxes	Customs, Tax Administration		

Country: France

3 experts

General Comments: Some general sites are very useful for France for questions of social security, taxes, vehicles, right of residence, foreigners: [Http://www.service-public.fr](http://www.service-public.fr). Also, <http://www.mfe.org> from the foreign Ministry contains a lot of useful addresses and information for travellers wanting to go to another Member State, including social security problems and employment.

On questions from French users, about other countries, the web-sites of the French Embassies are often very helpful. Concerning European matters a general site called <http://www.touteurope.fr> is very useful.

Topic, subtopic	Governmental signposting destinations	Non-governmental signposting destinations	Other signposting destinations
Opening a bank account in another Member State	Médiateur de la République	Médiateur bancaire Association des Consommateurs ADUSBEE (Association des usagers des banques)	
Overbooking of airline seats	Direction de la régularisation économique. Bureau de la facilitation et des droits du transport Direction Générale de l'Aviation civile (DGAC)	Association française des usagers du transport aérien (AFUTA) Association des consommateurs	
Non-judicial procedures	Médiateur de la République	Association de défense des consommateurs	
Legal aid			Avocat Notaire
Motor vehicle insurance		Association des consommateurs	
Type-approval and registration of motor vehicles	Directions Générales de l'industrie, de la Recherche et de l'Environnement (DRIRE) Médiateur de la République		
Studying in another country of the EU	Ministère de l'Education Maisons des Français		

	Commission Nationale de la certification Professionnelle (CNCP) Consulats a l'étranger Ambassades		
Regulated professions	Ministère de l'Education	Ordre des médecins Ordre de avocats	
Travelling in another country of the EU	Ambassades et Consulats		
Posted workers			
Cross-border workers	Direction Générale des Impôts Ambassades et Consulats		
Right of residence	Agence nationale de l'accueil des étrangers et des migrations (ANAEM) Préfecture Ambassades et Consulats		
Right of access to employment	Agence nationale de l'accueil des étrangers et des migrations (ANAEM) Direction Départementale du travail, de l'emploi et de la formation professionnelle (DDTEFP)		
Social security	Caisse régionale d'assurance maladie (CRAM) Centre de Liaisons européennes et internationales de sécurité sociale (CLEISS) http://www.service-public.fr		
Taxes	Direction Générale des Impôts Interex pour les conventions de double imposition Ambassades a l'étranger		

Country Germany

2 experts

Topic, subtopic	Governmental signposting destinations	Non-governmental signposting destinations	Other signposting destinations
Opening a bank account in another Member State	Bundesanstalt für Finanzen	Ombudsmann der Privaten Banken	Consumer Protection
Overbooking of airline seats			Consumer Protection
Non-judicial procedures		Various sectorial ombudsmen	National/regional bar associations
Legal aid			Local Districts Courts National /Regional bar Associations Search Service for German Lawyers
Motor vehicle tax			Consumer protection
Motor vehicle insurance		Insurance Ombudsman ADAC	
Type-approval and registration of motor vehicles	Authority for technical modification and registration for vehicles		
Studying in another country of the EU	Budesminister fur Bildung und Forshung	DAAD	General Information about studying and financial aspects
Regulated professions	Zentralstelle fur ausländisches Bildungsweseb im Sekretariat der Kulturministerkonferenz (KMK)		Various sectoral and regional professional chambers (National Chamber of physicians) Similar chambers for other regulated professions (dentists, lawyers, advisors)
Travelling in another country of the EU	Local regional authorities delivering personal documents		

Posted workers		Trade unions	
Cross-border workers	Competent financial and social security authorities	Trade unions	EUREGIOs depending on area of residence of the enquirer
Right of residence	Local Foreign offices		Germany info Consular services
Right of access to employment		Trade unions	DHK Chambers of Commerce depending on location or DIHK at national level
Social security		Insurers like AOK	Liaison office health insurance board Krankenkassen, Tax adviser national chamber
Taxes	Customs duty info Center		

Country : Greece

3 experts

General Comments: Governmental signposting destinations are often used. The sites mentioned in “Your Europe” or “info for citizens” must be updated they are not all useful.

Topic, subtopic	Governmental signposting destinations	Non-governmental signposting destinations	Other signposting destinations
Opening a bank account in another Member State	General Secretariat of Consumers Ministry of Economy and Finance	Hellenic Bank Association Hellenic Banking Ombudsman	
Overbooking of airline seats	Ministry of Transport	Contact Coordinates of concerned airline	IATA Website
Non-judicial procedures	Greek ombudsman		
Legal aid	Ministry of Justice and Home Affairs	Bar Associations	Avocat Notaire
Motor vehicle tax	Ministry of Economy and Finance Ministry of Transport		
Motor vehicle insurance	Ministry of Transport Ministry of Economy and Finance		
Type-approval and registration of motor vehicles	Ministry of Transport and Communications Ministry of Economy and Finances	The citizen’s local préfecture service	The citizen’s local KTEO= Service for the technical control of the vehicle
Studying in another country of the EU	Greek NARIC – DOATAP Ministry of National Education Ministry of Education Ministry of Education and Culture	DOATAP: Greek NARIC, or in another Member State’s NARIC	Ploteus, Euridice
Regulated professions	Ministry of Education and	Law Bar associations Medical Associations	

	Culture DOATAP Council of Recognition of profession of higher education Diplomas (SAEI), Ministry of National Education and Culture		
Travelling in another country of the EU	Passport or Greek ID cards (old or new with new characters): Hellenic police under the Ministry of Public Order (YDT) Hellenic police Citizen's Local police Embassies and Consulates. Pets: Ministry of rural Development and Food Tourism matters: E.O.T.: Greek Tourist organisation Greek Minister of Tourism (often in English) Ministry of Foreign Affairs		
Posted workers	Ministry of Employment and Social Insurance	Social Security institutions	
Cross-border workers	Ministry of Employment and Social Affairs	Social Security institutions	
Right of residence	Ministry of public Order (YDT) Hellenic police under YDT Local Police Ministry of Interior Affairs Municipalities	Citizen's Service Centres	
Right of access to employment	Ministry of Employment and Social Protection	Citizen's Service centres	

Social security	Ministry of Employment and Social Protection	Citizen's Service centres	
Taxes	Ministry of Economy and Finance Local D.O.Y.s (tax authorities)		

Country: Hungary

2 experts

General Comments: The experts in Hungary are mostly referring to web-sites and signposting destinations outside Hungary, as there seems to be less people looking for information relating to Hungary, mostly it is the Hungarian citizens looking for their rights outside Hungary i.e. in the “old” Member States.

Topic, subtopic	Governmental signposting destinations	Non-governmental signposting destinations	Other signposting destinations
Opening a bank account in another Member State	Hungarian Financial Supervisory Authority	National Association for Consumer Protection on Hungary	
Overbooking of airline seats	Consumer Protection Authority	National Association for Consumer Protection on Hungary	
Non-judicial procedures	Consumer Protection Authority Arbitration Panels	National Association for Consumer Protection on Hungary	
Legal aid	Legal Aid Service of the Ministry of Justice	Hungarian Civil Liberties Union Hungarian Helsinki Committee Hungarian Lawyers Association	
Motor vehicle tax	Registration Tax Customs Office No 7 for Natural Persons Hungarian Traffic Surveillance E-Government Gateway	Hungarian Automobile Club	
Motor vehicle insurance	Hungarian Financial Supervisory Authority	Hungarian Automobile Club Association of Insurance Companies in Hungary	
Type-approval and registration of motor vehicles	Hungarian Central Traffic Surveillance National transport Authority Customs Authority	Hungarian Automobile Club	

Studying in another country of the EU	Ministry of Culture and Education Hungarian Equivalence and Information Center		EUVONAL service NARIC
Regulated professions	Ministry of Culture and Education Hungarian Equivalence and Information Centre		Information Service EUVONAL General Teaching Council England NARIC
Travelling in another country of the EU	Ministry of Foreign Affairs Embassies Consular services Boarder Guards		
Posted workers	Hungarian Labour Inspectorate APEH-Hungarian Tax Authorities Bundesministerium für Finanzen in Austria	Hungarian Social Security Institutions	Information Service EUVONAL
Cross-border workers	Hungarian labour Inspectorate	Hungarian Social Security Institution	Information Service EUVONAL
Right of residence	Office for immigration and nationality in Hungary	Hungarian Helsinki Committee	Information service euvonal
Right of access to employment	Hungarian Labour Inspectorate Hungarian Employment Service Employment Office in Austria Federal Employment Agency for Germany Worker registration scheme for the UK		Information service EUVONAL EURES
Social security	Hungarian Treasury for family benefits E-Government gateway	Hungarian Social Security Institution Hungarian Pension Institution Deutsche Rentenversicherung Bund for Germany Sozialversicherung für Austria	EURES Information Service EUVONAL

Taxes	APEH-Hungarian Tax Authority Bundesministerium für Finanzen in Austria Tax Authority Customs Authority E-government gateway		

Country: Italy

3 experts

General Comments: In Italy one web-site seems most useful for foreigners: <http://www.stranieriinitalia.it>. Otherwise, professional contact points are usually very useful, but unfortunately not enough people are dealing with the enquiries (one person usually). All local Ministries (for car issues and for tax issues) are very inaccessible by phone, the call Centres being always busy!

Topic, subtopic	Governmental signposting destinations	Non-governmental signposting destinations	Other signposting destinations
Opening a bank account in another Member State	Ministry for productive activities	Italian banking Association	Ombudsman for banking problems
Overbooking of airline seats	ENAC National Institution for a civil Aviation Directory for Central Operations		
Non-judicial procedures	Ministry of Justice Embassies or consulates in Italy		Consumers centers Private legal Adviser
Legal aid	National Bar Association Italian or foreign administrative Courts Italian embassies and consulate offices Italian or foreign Ministries of Interior		Consumers centers Private legal adviser
Motor vehicle tax	Ministry of Infrastructures and Transports U.r.P Italian or foreign Traffic Control Authorities	Automobile Club Italia	
Motor vehicle	Italian Control		Private Insurance

insurance	Authoarity for the private and Public Interest Insurance		commpanies
Type-approval and registration of motor vehicles	Italian Traffic Control Authorities Ministry of Transport offices		
Studying in another country of the EU	Italian or foreign Ministries of University and Scientific Research Information Center for Academic recognition	Italian Erasmus Associations	Several Italian and foreign universities' web-sites
Regulated professions	Department for EU European Federation of Affairs Italian Foreign Ministry Italian or foreign national forensic board Italian or foreign national professional Account board Italian or foreign national Biologists Board Italian network of Chamber of commerce in the world Italian Foreign Ministry Education	European Federation of Engineers Ministerio degli Esteri Ufficio IV della Direzione Generale per la Cooperazione Culturale	
Travelling in another country of the EU	Ministry of foreign Affaires Italian Diplomatic representations Embassies and consulates		

Posted workers			
Cross-border workers	Italian Ministry of Finance		
Right of residence	Police Department Questura Italian General registry office in the world Italian Diplomatic Representations Several Ministries of Foreign Affairs' websites in the world		
Right of access to employment	Ministry of Employment and Social policy		
Social security	INPS Italian Social Security Institution Italian Ministry of Health Local Health Authorities	Green number of INPS (social security for UK residents)	
Taxes	Italian Fiscal Agency Ministry of Finance		Italian or foreign tax advisers

Country : Ireland

2 experts

Topic, subtopic	Governmental signposting destinations	Non-governmental signposting destinations	Other signposting destinations
Opening a bank account in another Member State	IFSRA Irish Financial Services Regulatory Authority		
Overbooking of airline seats	Commission for Aviation Regulation in Ireland	European Consumer Centre Dublin	
Non-judicial procedures	Citizens information Centers		
Legal aid	Legal Aid Board in Ireland Free legal Advice center Legal Aid Head office Board	Eurojus	
Motor vehicle tax	Taxation offices in Ireland (local) Revenue Commissioners Office. Web-site clear and user friendly		
Motor vehicle insurance	Insurance Ombudsman in Ireland	European Consumer Center	
Type-approval and registration of motor vehicles	Vehicle Registration Offices in Ireland St John's House Revenue on line service	Eurojus	
Studying in another country of the EU	Department of education Ireland Leargas Ireland National Qualifications Authority of Ireland Erasmus National	NARIC Eurojus Academic Recognition Information centres Higher education Authority	

	Agency Higher Education Authority National University of Ireland		
Regulated professions	Competent Authority in Ireland e.g Irish Medical Council Irish Pharmaceutical Society National Qualifications Authority of Ireland		
Travelling in another country of the EU		Commission Publication Travelling in Europe 2007	Depends on query: e.g Medical care during temporary stay EHIC
Posted workers	FAS		
Cross-border workers			
Right of residence	Department of Justice Equality of law reform Immigration and Citizenship office		
Right of access to employment	FAS Department of Enterprise Trade and Employment	EURES	
Social security	Local Health Authorities Department of Social and Family Affairs Citizens Information Centre		
Taxes	Revenue Commissioners	Europa Taxation	Accountant Tax consultant

Country : Latvia

2 experts

Topic, subtopic	Governmental signposting destinations	Non-governmental signposting destinations	Other signposting destinations
Opening a bank account in another Member State	Financial and capital Market Commission	Association of Commercial Banks	
Overbooking of airline seats	Ministry of Transport Department of Aviation Affairs		
Non-judicial procedures	Consumer Rights Protection Center	Association of Commercial banks Association of Insurers	
Legal aid	Consumer Rights Protection Centre	Latvian bar Association	
Motor vehicle tax	Traffic Security Agency, State revenue Agency		
Motor vehicle insurance	Financial and Capital Market Commission	Traffic Bureau	
Type-approval and registration of motor vehicles	Traffic Security Agency Vehicles		
Studying in another country of the EU	Ministry of Education and Science	The Soros Foundation (Latvia)	
Regulated professions	Ministry of Welfare		
Travelling in another country of the EU	Office of Citizenship and Migration Affairs Ministry of Foreign Affairs	Embassies Consulates	
Posted workers	State Social Security Agency, Ministry of Welfare		

Cross-border workers	State Social Security Agency, Ministry of Welfare		
Right of residence	Office of Citizenship and Migration Affairs		
Right of access to employment	State Employment Agency, Office of Citizenship and Migration Affairs		
Social security	State Social Security Agency		
Taxes	State revenue Agency		

Country: Lithuania

2 experts

General Comments: Mainly, the questions which involve EU law issues are dealt with by governmental institutions. The participation of non governmental institutions which would deal with citizens' problems involving internal market rights is rather limited in Lithuania. Most of the governmental institutions provide the citizens concerned with the relevant specific information. However, the institutions often request the citizens to refer questions by writing therefore the replying procedure takes a long time. One may guess that the interest and priority given to EU law issues of governmental institutions is related to recent accession to the EU, although most of governmental institutions still lack professionals who would be dealing with questions with competence relating to EU internal market rights. It is also essential to stress that Embassies of Member States concerned play an important role helping their citizens to refer matters to respective institutions.

The National Ombudsmen, State Consumer Rights Protection Authority provide quick and free means of redress to citizens. The State Social Insurance Fund Board under the Ministry of Social Security and labour is most effective, while Migration department and the Ministry of Foreign Affairs appear to be least effective.

Topic, subtopic	Governmental signposting destinations	Non-governmental signposting destinations	Other signposting destinations
Opening a bank account in another Member State	State Consumer Rights Protection Authority Bank of Lithuania	Centre of Consumer Rights protection Major banks based in Lithuania	National financial services consumer association
Overbooking of airline seats	State Consumer rights Protection Authority Civil Aviation Administration	European Consumer centre in Lithuania	
Non-judicial procedures	Ministry of Justice State Consumer Rights Protection Authority	Semas Ombudsmen's office European Consumer Centre in Lithuania	
Legal aid	Primary legal Aid office under Ministry of Justice Ministry of Justice Municipality legal authority	Vilnius University law Clinics Mykolas Riomeris University legal Aid Center Ex Jure Legal Aid office	
Motor vehicle tax	State enterprise Regitra Ministry of Transport		

Motor vehicle insurance	Insurance Supervisory Commission	Major insurance companies based in Lithuania	
Type-approval and registration of motor vehicles	State Enterprise Regitra Ministry of Transport		
Studying in another country of the EU	Studying Quality Evaluation Center Ministry of Education and Science Youth Affairs Department under the Ministry of Social and Labour Affairs Agency of International Cooperation Lithuanian Youth Organisations Council	Soros International House in Lithuania Eurodesk Lithuania	
Regulated professions	Various ministries depending on the regulated profession Lithuanian Labour Market training Authority Ministry of Social and Labour Affairs		
Travelling in another country of the EU	Ministry of Foreign Affairs Department of Customs Embassies Migration Department of Lithuania		
Posted workers	State Social Insurance Fund Board of the Republic of Lithuania under the Ministry of Social Security and Labour Ministry of Social Security and Labour Lithuanian Labour Exchange		
Cross-border workers	State Social Insurance Fund Board of the Republic of Lithuania under the Ministry of Social		

	Security and Labour Lithuanian labour Exchange		
Right of access to employment	Ministry of Social and Labour Affairs Lithuanian Labour Exchange		
Social Security	Ministry of Social and labour Affairs State Social Insurance fund Board under the Ministry of Social security and labour		
Taxes	State tax Inspectorate		

Country: Luxembourg
1 expert

Topic, subtopic	Governmental signposting destinations	Non-governmental signposting destinations	Other signposting destinations
Opening a bank account in another Member State		Commission de surveillance du secteur financier	
Overbooking of airline seats			
Non-judicial procedures		Centre de Médiation du Barreau de Luxembourg	
Legal aid		Barreau de Luxembourg/Diekirch	
Motor vehicle tax			
Motor vehicle insurance		Médiateur des Assurances	
Type-approval and registration of motor vehicles			
Studying in another country of the EU			
Regulated professions			
Travelling in another country of the EU			
Posted workers			
Cross-border workers			
Right of residence	Ministère des Affaires Etrangères-Service permis de travail		
Right of access to employment			
Social security			Conseil Arbitral des assurances sociales Conseil supérieur des assurances sociales
Taxes			

Country: Malta

1 expert

Topic, subtopic	Governmental signposting destinations	Non-governmental signposting destinations	Other signposting destinations
Opening a bank account in another Member State	http://www2.mfa.gov.mt/pages/default.asp Central Bank of Malta	www.hsbcmalta.com www.bov.com	http://www.mfsa.com.mt/insguide/maltese/index.jsp http://www.mfsa.com.mt/insguide/maltese/index.jsp
Overbooking of airline seats	http://www.mta.com.mt/index.pl/tourism_and_eu	AirMalta airlines http://www.airmalta.com/customer-care http://www.airmalta.com/extracts-of-conditions-of-carriage	European Commission Regulation 261/2004 and passenger's rights
Non-judicial procedures	http://www.ombudsman.org.mt/ http://mjha.gov.mt/justice/attorneygeneral.html	www.maltachurchtribunals.org www.mic.org.mt	http://docs.justice.gov.mt/lom/Legislation/English/Leg/VOL_15/Chapt474.pdf
Legal aid	Ombusman http://mjha.gov.mt/justice/attorneygeneral.html http://www.gov.mt/	www.mic.org.mt	http://ec.europa.eu/civiljustice/legal_aid/legal_aid_mlt_en.htm http://ec.europa.eu/justice_home/judicialatlascivil/html/pdf/national_law_malta_en.pdf
Motor vehicle tax	Malta Transport Ministry http://www.doi.gov.mt/en/press_releases/2007/03/pr0454.a		http://ec.europa.eu/youreurope/nav/en/citizens/living/car/tax/index_en.html http://www.doi.gov.mt/

	<p>sp</p> <p>Parliament Information</p> <p>http://www.parliament.gov.mt/information/Papers/1640.pdf</p>		
Motor vehicle insurance	<p>http://www.maltatransport.com/en/new/motorvehicles/roadlicense.shtml</p> <p>http://www.doi.gov.mt/en/legalnotices/2004/02/LN92.pdf</p> <p>http://docs.justice.gov.mt/lom/legislation/maltese/leg/vol_3/kap104.pdf</p> <p>http://www.parliament.gov.mt/information/Papers/5477.pdf</p> <p>www.licenzjivetturi.gov.mt</p> <p>https://secure.gov.mt/vera/public/default.asp?pageid=0&LangID=M</p>		<p>http://ec.europa.eu/youreurope/www.searchmalta.com</p> <p>https://secure.gov.mt/vera/public/default.asp?pageid=9050</p>
Type-approval and registration of motor vehicles	<p>http://www.maltatransport.com</p> <p>http://www.cemt.org/topics/road/ctrlbodies/rdmalta.pdf</p> <p>http://www.ird.gov.mt/services/carpriceguide/car.aspx</p> <p>http://www.doi.gov.mt/en/legalnotices/2004/02/LN94.pdf</p>		<p>http://ec.europa.eu/youreurope/www.searchmalta.com</p> <p>Malta Transport Act Chap 332</p> <p>http://docs.justice.gov.mt/lom/legislation/english/leg/vol_7/chapt332.pdf</p>

<p>Studying in another country of the EU</p>	<p>http://home.um.edu.mt/edrc/</p>	<p>http://www.eurocadres.org/mobilnet/english/recognition-en.htm http://www.eurunion.org/infores/eucenter.htm</p> <p>http://www.eurel.org/Young_Eng_Working_Studying.pdf http://www.um.edu.mt/</p>	<p>http://ec.europa.eu/youreurope/ http://www.eurunion.org/infores/teaching/Young/studyingin.htm</p> <p>http://europa.eu/youth/studying/index_mt_mt.html</p>
<p>Regulated professions</p>	<p>https://webgate.cece.eu.int/regprof/index.cfm?fuseaction=regProf.byCountry&cId=22</p>	<p>http://ec.europa.eu/external_market/qualifications/regprof/</p> <p>http://www.eurocadres.org/mobilnet/english/recognition-en.htm</p>	<p>http://docs.justice.gov.mt/lom/legislation/english/leg/vol_14/chapt451.pdf</p>
<p>Travelling in another country of the EU</p>	<p>www.mta.com.mt http://www2.mfa.gov.mt/pages/default.asp</p>	<p>http://ec.europa.eu/youreurope/nav/en/citizens/services/eu-guide/travelling/index_en.html</p> <p>http://ec.europa.eu/justice_home/fsj/freetravel/thirdcountry/fsj_freetravel_thirdcountry_en.htm</p> <p>http://europa.eu/abc/travel/doc/index_en.htm</p>	
<p>Posted workers</p>	<p>http://docs.justice.gov.mt/lom/legislation/english/subleg/452/82.pdf</p> <p>http://www.education.gov.mt/employment/ind_relations/legislation/english/</p>	<p>http://europa.eu/scadplus/leg/en/lvb/e02112.htm</p>	<p>http://www.msp.gov.mt/documents/dss/tress_presentation_edward_gatt.ppt</p>

	n430_02.pdf		
Cross-border workers		http://ec.europa.eu/youreurope/nav/en/citizens/working/cross-border/	https://www.uhm.org.mt/home.aspx
Right of residence		http://www.forummalta.gov.mt/	
Right of access to employment	www.etc.org.mt/	http://ec.europa.eu/employment_social/freemovement/enlarge_en.htm http://ec.europa.eu/employment_social/freemovement/enlarge_en.htm	http://www.sdo.gov.mt
Social security	http://www.msp.gov.mt/ http://www2.justice.gov.mt/lom/home.aspx		
Taxes	http://www.ird.gov.mt/default_multi.aspx http://www.ird.gov.mt/services/taxcalculator/taxreturn/start.aspx http://www.ird.gov.mt/download/metassirlek_enquiry.pdf http://docs.justice.gov.mt/lom/legislation/english/leg/vol_12/chapt406.pdf http://www2.justice.gov.mt/lom/home.aspx	http://ec.europa.eu/youreurope/nav/en/citizens/working/cross-border/taxation/index_en.html	

Country: The Netherlands
2 experts

Topic, subtopic	Governmental signposting destinations	Non-governmental signposting destinations	Other signposting destinations
Opening a bank account in another Member State	National Disputes committees	Fin net	
Overbooking of airline seats	National enforcement bodies	Air carriers and ECC	
Non-judicial procedures	National and local authorities	Lawyers	
Legal aid		Lawyers	
Motor vehicle tax	National authorities		
Motor vehicle insurance		Insurance companies	
Type-approval and registration of motor vehicles	RDW and DIV		
Studying in another country of the EU	NARIC	Educational institutions	
Regulated professions	NARIC	Professional organisations	
Travelling in another country of the EU	Embassies, local authorities and customs services	Permanent representations of the EC	
Posted workers	National social security institutions	Lawyers	
Cross-border workers	Local authorities, national social security institutions	Lawyers and tax advisers	

	and tax authorities		
Right of residence	Local authorities and Embassies	Permanent representations of the EC and Lawyers	
Right of access to employment	National job centres	EURES and lawyers	
Social security	National social security institutions, like SVB,CWI and UWV	Lawyers	
Taxes	National tax authorities	Tax advisers	

Country: Poland

2 experts

General Comments: As far as Governmental signposting destinations are concerned, relevant ministries and central agencies usually provide useful and reliable information, especially when the departments or units competent for the area covered are contacted directly.

In other cases, in such cases when issues are dealt with at the local level, it often appears useful to signpost a citizen to the local agency, bureau or institution since they tend to initiate practice, on the internal by-laws etc.

Governmental destinations still prevail over non-governmental sources in the areas enlisted in the table as the former provide information directly concerning actions which they intend to take and conditions they wish to apply.

Furthermore, governmental destinations give access to the most reliable data and advice. For national legislative acts the polish Official Journal database is very useful: <http://www.abc.com.pl/servis/public.htm>

Topic, subtopic	Governmental signposting destinations	Non-governmental signposting destinations	Other signposting destinations
Opening a bank account in another Member State	The Minister of Finance The Office for Competition and Consumer Protection	Polish Bank Association Banking Ombudsman	Banks and internet resources providing free consumer information Consumer organisation
Overbooking of airline seats	The Civil Aviation Office The Office for Competition and Consumer Protection		
Non-judicial procedures	The Ministry of Justice The Ministry of Internal Affairs Various central and local authorities, depending on the area concerned	The Ombudsman The National Bar Council The National Chamber of Legal Advisers Citizens Advice Bureaus in Poland	
Legal aid	The Ministry of Justice Common Courts signposting usually to the information point of the local court	The Ombudsman The National Bar Council The National Chamber of Legal Advisers	
Motor vehicle tax	The Ministry of Transport The National Tax Information Polish Customs Services (a list of all offices on the		Independent web-site with detailed instructions on how to challenge akcyza tax in court: includes also reports of

	following web-site: www.mf.gov.pl/sluzba_celna		old cases: http://www.zwrotakcyzv.info/index.html
Motor vehicle insurance	The Ministry of Transport		
Type-approval and registration of motor vehicles	Registration Offices located in local town halls		
Studying in another country of the EU	Bureau for Academic Recognition and International Exchange	Office for recognition of Qualifications and Academic Exchange (Polish ENIC/NARIC) For Doctors: Polish Medical Board Nurses: Polish Nursing Board Particular universities providing information on studying abroad	Internet resources and guides providing information on opportunities, youth projects and exchange programmes
Regulated professions	The Bureau for Academic Recognition and International Exchange The Ministry of Health		
Travelling in another country of the EU	Ministry of Foreign Affairs web-site – useful section called consular information. Embassies of the relevant Member States		
Posted workers	The Ministry of Employment and Social Policy Local Labour Offices Local tax-office and or social security institution required		
Cross-border workers	The Ministry of Employment and Social Policy Local Labour Offices Local tax-office and or social security institution required		
Right of residence	Relevant departments of the Local Councils in the municipalities The Ministry of Internal Affairs The office for Repatriation and Aliens		

	(for third country nationals) One of 16 Voivodship Offices (contact depending on the place of residence of the enquirer)		
Right of access to employment	The Ministry of Employment Local Labour Offices		
Social security	The Social Security Office (ZUS) Relevant departments of the Local Councils in the municipalities		
Taxes	Local Tax Authorities The National Tax information The Ministry of Finance		

Country: Portugal

2 experts

General comments: In general signposting to general ministries and governmental signposting destinations is the only possible solution in Portugal. Citizen's find however that public administrations take too long to get back to them especially to solve their problems. There would be a need to create at national/European level some more fast resolving mechanisms. Solvit, among European destinations is often a good solution, but its competences is too narrow considering its scope of action as it cannot cover all the issues and only solves conflicts between public administrations, which means in a conflict situation when you have a public administration on the one side and a private entity on the other this does not fall, in principle under their scope.

Other alternatives are Associations (bar Association), Consumer organisations, NGO's who try to get the problem solved for the citizen as quickly as possible.

Some consumer protection issues are well covered by **DECO PROTESTE** and **CENRO EUROPEU DO CONSUMIDOR**

Topic, subtopic	Governmental signposting destinations	Non-governmental signposting destinations	Other signposting destinations
Opening a bank account in another Member State		Bank of Portugal The Center for the Arbitration of Consumer conflicts	DECO (Consumers Defense Association) Semi national Bank in Portugal "Caixa General de depositos" with information for foreigners or for Portuguese nationals on how to open and bank account when living abroad
Overbooking of airline seats	DGT (The Portuguese Directorate General for Tourism)	European Consumer Centre APAVT (The Portuguese Travel Agencies Association) The ombudsman for Travel Agencies Clients	Lost of luggage: Montreal Convention Air Transport Users Council
Non-judicial procedures	The Portuguese Ombudsman The Centre for the Arbitration of Consumer Conflicts		

Legal aid	Ministry of Labour and Social Solidarity	Barristers Bar The Solicitors Chamber	
Motor vehicle tax	DGAIEC: the Directorate General for Customs and Special Consumer Taxes The Portuguese Ombudsman DGV: The Portuguese Directorate General for traffic General Authority for land transports	ACP: The Portuguese Automobile Club	
Motor vehicle insurance	The Portuguese Insurance Institute	Association of Portuguese Insurers DECO: Consumers Defence Association	Portuguese Insurance Institute The European Federation of National Insurance Associations
Type-approval and registration of motor vehicles	DGV: the Portuguese Directorate General for traffic The Portuguese Ombudsman The Directorate General for Customs and Special Consumer Taxes		
Studying in another country of the EU	Ministry of Education DGIDC: The directorate General for innovation and Curricular Development Consulates and Embassies		
Regulated professions	IEFP- Employment and Vocational Training Institute Professional bars Representative organs of the workers Ministry of Health , Department of Modernisation and Health Resources General Direction of	Order/ Society of Nurses	

	Administrative Education		
Travelling in another country of the EU	Portuguese Consulates in the Member States		
Posted workers	IEFP: Employment and Vocational Training Institute	Trade Unions	
Cross-border workers	IEFP: Employment and Vocational Training Institute Ministry of Education and Department of general Pedagogy	Trade Unions	
Right of residence	SEF: Aliens and Borders Service ACIME: High Commissariat for immigration and Ethnic minorities Foreign Affairs office SEDE GERAL	SOS racism Immigrants Associations	
Right of access to employment	IEFP Employment and Vocational Training Institute SEF Aliens and borders Service High Commission for Immigration and Ethnic Minorities	Trade Unions	
Social security	Institute for solidarity and social security International relations department of the Portuguese Social Security Office The Portuguese Ombudsman Regional Centre of Social Security		
Taxes	The Revenue Department DGAERI: the Directorate General for the European Matters and International Relations-the Revenue Department		

	Fiscal Information of the Citizens Shop Support Line for the taxpayer Service to aid citizens on tax issues		

Country: Slovakia

2 experts

General Comments: The governmental signposting destinations in Slovakia are of a very good quality. For most of the cases the official Slovak website EURO info (www.euroinfo.gov.sk) is the most useful. This web-site provides very wide range of information concerning the EU, the EU Member States, free movement of persons, working in other Member States etc... They are in the Slovak language.

For those citizens who wish to have correspondent legislation it is very useful to know that the Slovak Collection of Laws is available at www.zbierka.sk. Most of the signposting destinations can be used through this web-site.

Topic, subtopic	Governmental signposting destinations	Non-governmental signposting destinations	Other signposting destinations
Opening a bank account in another Member State			Individual banks which are on the Slovakian market
Overbooking of airline seats			
Non-judicial procedures			
Legal aid	The Ministry of justice of the Slovak Republic Ombudsman		Lawyers
Motor vehicle tax	Portal of Tax Directorate of the Slovak republic The Ministry of Finance of the Slovak Republic		
Motor vehicle insurance	The Ministry of Finance of the Slovak Republic		Generally Insurance companies
Type-approval and registration of motor vehicles	The ministry of Interior of the Slovak Republic Euro info		

Studying in another country of the EU	The Ministry of Education of the Slovak Republic Euro Info		
Regulated professions	The Ministry of Foreign Affairs of the Slovak Republic Euro Info		
Travelling in another country of the EU	The Ministry of Foreign Affairs of the Slovak Republic Euro Info		
Posted workers	The Ministry of Work, Social Affairs and Family of the Slovak Republic Euro info	EURES SK	
Cross-border workers	The Ministry of Work, Social Affairs and family of the Slovak Republic EURO Info	EURES SK	
Right of residence	The Ministry of Interior of the Slovak Republic	EURES Sk EURO info	
Right of access to employment	The Ministry of Work, Social Affairs and Family of the Slovak Republic EURO info		Company Profesia
Social security	The Ministry of Work, Social Affairs and Family of the Slovak Republic Central Office of Work, Social Affairs and Family The Slovak Social Insurance Company EURO info	EURO info	
Taxes	Portal of tax Directorate of the Slovak Republic The Ministry of Finance of the Slovak Republic	EURO info	

Country: Slovenia

1 expert

General Comments: In Slovenia the tax administration signposting destination is both useful and up-to-date. EURES is an excellent option European wide, with excellent experts.

Topic, subtopic	Governmental signposting destinations	Non-governmental signposting destinations	Other signposting destinations
Opening a bank account in another Member State		ECC Slovenia	Bank Association GIZ
Overbooking of airline seats	Ministry of Transport Directorate o Civil Aviation Inspection	ECC Slovenia	
Non-judicial procedures			
Legal aid		ECC Slovenia	
Motor vehicle tax			
Motor vehicle insurance			
Type-approval and registration of motor vehicles			
Studying in another country of the EU			
Regulated professions			
Travelling in another country of the EU		ECC Slovenia	
Posted workers		EURES	
Cross-border workers		EURES	

Right of residence			
Right of access to employment		EURES	
Social security			
Taxes	Tax Administration of the Republic of Slovenia		

Country : Spain

2 experts

General Comments: Non-governmental signposting destinations are a bad option in Spain. It seems that the competent authorities in each area are better placed and have better resources to deal with the questions of the citizens. However the best options to Signpost to the citizens seems to be the European signposting destinations.

	Governmental signposting destinations	Non-governmental signposting destinations	Other signposting destinations
Opening a bank account in another Member State	Bank of Spain Complaint Service	AUSBANK : Association of consumers for financial services	
Overbooking of airline seats	AENA Spanish Airports and Air Traffic Ministry of Transport General directorate of the Civil Aviation Information to user service		
Non-judicial procedures		Banco de Espana Service for Complaints	
Legal aid	Ministry of Justice Bar Association of Madrid	Colegio Oficial de Notarios de Madrid	
Motor vehicle tax	Spanish tax Agency (AEAT) General Directorate for road transport and motor driven vehicles Traffic general Directorate		
Motor vehicle insurance	General Directorate for Road transport and Motor driven vehicles		
Type-approval and registration of motor vehicles	General directorate of traffic General Directorate for road transport and motor driven vehicles		

Studying in another country of the EU			
Regulated professions	Ministry of Education General sub-directorate of diplomas, recognition of homologation	Council for College of Architects of Spain	
Travelling in another country of the EU	Embassies		
Posted workers			
Cross-border workers			
Right of residence	Ministry responsible for public security and residence permits Ministry of Internal Affairs Information to Citizens office		
Right of access to employment	National Institute of Employment (INEM) Ministry responsible for public security and residence permits		
Social security	National Institute for Social Security (INSS)		
Taxes	Spanish Tax Agency (AEAT).		

Country : Sweden

2 experts

General comment: Sweden has mostly governmental signposting destinations. Websites are user friendly and most often in English often also in a number of other languages.

Topic, subtopic	Governmental signposting destinations	Non-governmental signposting destinations	Other signposting destinations
Opening a bank account in another Member State	Finansinspektionen Ombudsman		
Overbooking of airline seats			
Non-judicial procedures	Justicieombudsmannen		
Legal aid	Justicieombudsmannen		
Motor vehicle tax	Vägverket Road Authority		
Motor vehicle insurance	Vägverket Road Authority		
Type-approval and registration of motor vehicles	Vägverket Road Authority		
Studying in another country of the EU	Center for High Schools		
Regulated professions	Center for High Schools		
Travelling in another country of the EU		EU help center	
Posted workers	Local Employment offices		

Cross-border workers	Local Employment offices		
Right of residence	Migrationsverket Immigration Authority		
Right of access to employment	Local Employment Offices		
Social security	Försäkringskassan National Insurance Institute (also for pensions) Riksförsäkringsverket		
Taxes	Riksskatteverket Ministry of taxes		

Country: United Kingdom

2 experts

General Comments: For the United Kingdom *DirectGov* is the information portal which contains most useful information. *DWB/NHS/JobCentre Plus* are useful websites

The National Health Service is weak and not user-friendly.

Information for cross-border workers is almost inexistent, despite a growing number of persons working in the UK but commuting from France, Belgium, Ireland, Netherlands... EURES is therefore a very useful European web-site.

Topic, subtopic	Governmental signposting destinations	Non-governmental signposting destinations	Other signposting destinations
Opening a bank account in another Member State	Financial Service Authority	Financial Ombudsman	Bank's internal complaints procedure
Overbooking of airline seats	Civil Aviation Authority	National Consumer Council	Airline's internal complaints procedure
Non-judicial procedures	DirectGov Advice Now Advice UK	Citizens Advice Bureaux National consumer Council	European Parliament Office in UK UK Parliament
Legal aid	Community Legal Service (Legal Services Commission)	Law Society Law enter's Federation AIRE Centre	Court Service
Motor vehicle tax	DirectGov HM revenue & Customs		
Motor vehicle insurance	DirectGov Financial Services Authority	Financial Ombudsman Service	Insurance company's procedure
Type-approval and registration of motor vehicles	DirectGov Driving and vehicle Licensing Agency Vehicle and Operator Services Agency		Vehicle manufacturer
Studying in another country of the EU	DirectGov Foreign & Commonwealth Office		University 's own administration
Regulated	Department of	Professional Body, law	

professions	Education and Skills (Europea Open for Professions portal)	society, General medical Council etc	
Travelling in another country of the EU	DirectGov		Destination country's website
Posted workers	HM Revenue & Customs		Host country's website
Cross-border workers	HM Revenue & Customs		Host country's website
Right of residence	Home Office	AIRE Centre	Immigration law Practitioner's Association (if TCN) Joint Council for Welfare of immigrants (if TCN) Asylum Aid (if TCN)
Right of access to employment	Home Office Department for Education and Skills	Professional Body (e.g Law Society, general Medical Council etc)	
Social security	Department for Work and Pensions National Health Service Pensions Service DirectGov JobCenter Plus DWP/NHS/Job Center Plus	Pensions Advisory Service Disability Advice Network	
Taxes	HM Revenue & Customs		Tax Adviser

PART C QUALITY OF SIGNPOSTING

Introduction

11.1 This part of the report provides details of the quality of the signposting destinations used by legal experts.

11.2 The quality control of replies (of which signposting is a part) is carried out by the Quality Control Officer member of the CSS Management Team. Each month a randomly chosen sample of cases is drawn, ensuring that one case per expert is examined (this amounts to about 45 per month). The replies made by experts are tested under four headings (the “CARE” criteria):

C – Clarity

A – Accuracy

R – Relevance

E – Enabling.

11.3 The last criterion – that the reply should be enabling in the sense of giving the enquirer a useful onward point of contact or information – constitutes the test of “signposting”. This test is particularly important because, looking back at the beginning of the 2002/07 contract period, the quality or existence at all of signposting was more of a problem, because legal experts were not all necessarily used to this aspect of legal assistance.

Results

12.1 For the 18 months from January 2006 to June 2007 inclusive 836 records were checked for internal quality control:

- a) 720 were enabling (86.1%): no criticism of any kind of the signposting;
- b) 109 were enabling (13.0%): a degree of useful signposting but other obvious or more useful signposting destinations were not included;
- c) 7 were not enabling (0.8%): no signposting at all or (in one case) signposting was useless.

12.2 The trends are:

- stable as regards the monthly proportion of category (b);
- decreasing as regards the proportion of category (c): 5 out of the 7 cases occurred before August 2006.