

Citizens First
Signpost Service
Analysis of Enquiries
during Phase 1
November 1996 - November 1997

This working document contains an analysis of 3235 enquiries by individuals received by the Citizens First Signpost Service. The document is intended as a purely factual summary of those cases

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Introduction

The Citizens First initiative aims to provide people throughout the EU with easy access to tailor-made information about their rights and opportunities within the European Union and its Single Market. The objective of Citizens First is to raise awareness amongst citizens about these rights and to provide channels for feedback concerning practical problems encountered. Phase 1 of Citizens First, launched in November 1996, dealt with individual rights and opportunities in three areas: living, working and studying in another EU country.

In terms of direct requests to obtain Guides and Factsheets, several million people have contacted Citizens First. Over 400,000 have made telephone calls and many more have downloaded more documents straight from the Citizens First Internet site (<http://citizens.eu.int>). Relative to their populations, Spain, Ireland and Italy have the highest response rates. Strong responses are also evident from Luxembourg, Portugal, Greece and Finland. It is also worth noting that over 24 million Guides have been printed and distributed through European and national channels. In fact, a few months after the launch of "Citizens First" around 75 million (21%) of the EU population had heard of the initiative according to opinion surveys conducted for the Commission (*Flash Eurobarometer 59 volume 1-3*).

Signpost Service

3235 people with practical problems concerning living, working or studying in another EU country have made use of the Citizens First "Signpost Service" between Nov. 1996 and Nov. 1997. These enquiries have been further analysed for the purposes of this report.

By using the Citizens First free-phone numbers, people sought advice on specific situations and/or problems in exercising their rights. They were called back (within three working days) by an expert and given advice on the next step they should take. Whenever possible, citizens were "signposted", ie directed, to the body – be it at EU, national or local level - which could solve their problem or, if need be, give more detailed advice.

The aim of the Signpost Service is therefore to reinforce public awareness of advice available from existing EU, national, regional and local bodies. This service is also available through the Citizens First internet site <http://citizens.eu.int>

The Signpost Service is provided by ECAS (Euro Citizens Action Service and its partners) which is an independent non-profit making organisation under contract to the Commission following a public call for tender.

Overview

The objective of the analysis of the 3235 cases is to help identify the areas where people experience practical problems so as to provide a concrete basis on which to take further action to improve the functioning of the internal market. It is relevant therefore to both the Member States and the European institutions.

Many of the questions raised with the Signpost Service by citizens concerned social security, in particular unemployment benefit, pension schemes, and health. Other issues raised frequently concerned right of residence, recognition of professional qualifications, personal taxation and enquiries about the various community programmes for study, research and training.

It is evident that most callers had difficulties exercising their rights simply because they were not aware of the EU rules applicable to their situation, and therefore needed "signposting" help.

Method of analysis

Each enquiry received by the Citizens First Signpost Service represents a case. The cases have been analysed in four categories:

Identification of the country in which the issue lies

The cases have been analysed to find out in which country the issue lies. For example, a case where a German citizen would like to get his diploma recognised in Spain would qualify as a Spanish case.

Identification of the caller

Two features have been identified: the caller's nationality and his or her occupation. The categories are: employed, unemployed, retired, student (including apprentices and trainees) or self-employed workers. Furthermore when the callers identify themselves as disabled this has also been noted.

Identification of subject area of case

As a first step, the cases have been analysed with the aim of finding out if the topic is related to Phase 1 of the Citizens First initiative.

- Citizens First - Phase 1 themes - This category concerns questions related to themes covered by Phase 1 of the Citizens First initiative (living, working and studying in another EU country).
- Other EU rights and general European information- this portmanteau category covers all other rights derived from EU legislation not covered by the above category; this category

will be partly covered by Phase 2 of Citizens First and the forthcoming Dialogue with Citizens. It also includes requests for information about EU jobs, subsidies, grants, scholarships and addresses.

- Purely national matter - any other subject of purely national matter not related to citizens rights or European information requests.

In a second step the cases which relate to Phase 1 of the Citizens First initiative have been analysed in detail. The following elements have been taken into account (multiple answers possible):

- Access to employment - questions related to the conditions attached to obtaining employment.
- Job seeking - questions related to looking for employment and the rights citizens have before finding employment.
- Professional recognition - recognition of diplomas and/or work experience for regulated professions, these being professions which are restricted to holders of specific professional qualifications.
- Posted workers - any issue related to a worker dispatched to another Member State by his or her employer.
- Cross border workers - any issue related to cross border workers, that is workers who are resident in one Member State and commute to work in another (coming home at least once a week).
- Right of establishment - cases of callers trying to establish themselves permanently in another Member State for professional purposes, either by creating their main centre of personal and professional interests in that Member State or setting up a fixed professional structure secondary to their main centre of activities.
- Freedom to provide services - covers providing services without establishing oneself permanently in another Member State. This includes travelling to clients or providing paid services without travelling to the client.
- Right of residence - the right to live in another Member State and problems with the formalities related to this right.
- Rights related to your family (EU) - calls covering rights that family members have due to your EU rights, but only those cases where the family members are also EU citizens.
- Rights of non-EU citizens - those cases where the rights relate to non-EU citizens.
- Social security and welfare benefits - This category splits into four: social security (unemployment); social security (pensions); social security (health); and social security (other) including welfare benefits. The subjects covered include sickness and maternity (including cash benefits and treatment), accidents at work and occupational diseases, invalidity and old-age pensions, survivor's benefits and death grants, unemployment benefits and family benefits. Welfare benefits are all those benefits which, whether or not linked to a contract of employment, are generally granted to national workers primarily because of their status as workers or by virtue of the simple fact of their residence on the national territory. Examples include interest free loans on the birth of a child, minimum income guarantees, access to local authority housing.
- Personal taxation - questions related to income tax, wealth tax, inheritance tax, and concerning both rates of tax and allowances.

- Moving personal property - all movement of personal property including goods on which there may be some restrictions (e.g. firearms, pets), except motor vehicles.
- Motor vehicles - covers all issues concerning moving vehicles, type- approval, registration and motor vehicle taxes.
- Driving licences - covers all issues related to driving licences.
- Academic recognition - recognition of study periods spent abroad and recognition of degrees in order to study for more advanced degrees.
- Community programmes for study, research, training - inquiries about participating in schemes and funding available for them in the categories listed.
- Civic rights - rights to vote and stand as a candidate in municipal and European Parliament elections.

Assessment of case

The following elements have been taken into account:

- Problem exercising national rights at national level - the difficulties encountered (or claimed to be encountered) by the caller regarding issues that fall solely under national competence, hence not falling within the scope of EU legislation.
- Problem exercising EU rights at national level - difficulties encountered (or claimed to have been encountered) by the caller regarding rights derived from EU legislation.
- Problem related to exercising rights in the private sector - where callers have encountered (or claimed to have encountered) difficulties in exercising their rights dealing with private sector bodies.
- Problem due to maladministration at EU level - where the issue has been caused by maladministration by an EU body. The caller would have been advised to contact the European Ombudsman.
- Specific signposting needed - after having received Guides and Factsheets the caller's problem was not knowing to whom to turn to solve their problems.
- Problem related to non-governmental contact point - the caller could not reach or did not obtain correct information from a non-governmental contact point.

Results for the European Union

Between the launch of Phase 1 of Citizens First on 26 November 1996 and the end of November 1997, 3235 citizens used the Signpost Service in order to obtain further advice. Indeed, since that date, the Signpost Service has continued to receive enquiries on the themes covered by Phase 1 (living, working and studying, in another Member State). The analysis of the issues raised with the Signpost Service reveals some very interesting pointers to the functioning of the Single Market.

Identification of the country in which the issue lies

The 3235 Signpost cases which have been analysed are spread over all Member States. A few concern third countries. However, in most of the cases the enquiries concern bigger Member States such as France, Italy, Spain, the United Kingdom and Germany. Amongst the smaller Member States, most of the enquiries concern Belgium (192 cases) and Greece (159 cases). For those Member States with less than 50 the sample size for further statistical analysis has been deemed too small to draw representative conclusions.

Austria	77	2%
Belgium	192	6%
Denmark	29	1%
Germany	240	7%
Spain	487	15%
Finland	28	1%
France	626	19%
Greece	159	5%
Ireland	38	1%
Italy	397	12%
Luxembourg	32	1%
Netherlands	84	3%
Portugal	74	2%
Sweden	49	2%
U.K.	358	11%
Unknown	276	9%
Non EU	89	3%
Total cases	3235	100%

Identification of the caller

A wide variety of people are using the Signpost Service - of the callers whose occupation is known (55% unknown), 14% are students, but at the other end of the spectrum 3% are pensioners. About half of the callers are in work (either employed or self-employed) but 7% are unemployed. Almost 2% of the callers described themselves as disabled.

Caller profile		
Employed	384	12%
Self-employed	234	7%
Student	438	14%
Unemployed	230	7%
Disabled	50	2%
Retired	108	3%
Unknown	1791	55%
Total	3235	100%

Regarding their nationality, citizens from all Member States have used the Signpost Service. However, French (22%) and Spanish (24%) citizens used it more often than citizens from other Member States. As the main publicity programme for Citizens First in the U.K. began in January 1998, the share recorder for the U.K. is rather low.

nationality		
Austrian	30	1%
Belgian	189	6%
Danish	32	1%
German	339	10%
Spanish	764	24%
Finnish	58	2%
French	709	22%
Greek	167	5%
Irish	20	1%
Italian	478	15%
Lux	13	0%
Dutch	33	1%
Port.	53	2%
Swedish	53	2%
British	110	3%
Dual Nationality	13	0%
Non-EU	72	2%
Unknown	102	3%
Total	3235	100%

Identification of subject area of case

A large majority (69%) of all enquiries are directly related to themes which are covered by Phase 1 of the Citizens First initiative (living, working and studying in another Member State)¹. In addition, 15% of the cases fall into the category "Other questions concerning EU rights and general information". Typical questions under this category include requests for information on areas covered by Phase 2 of Citizens First, such as how to open a bank account in another Member State, insurance questions and timeshares. Other information requested concerns people wanting to know about financial contributions from the EU (for example for agriculture or SMEs) or the text of EU legislation or court judgements. Finally, 12 % concern subjects related to purely national matters. Typical questions in this category include requests for information on military service, on acquiring the nationality of a Member State, on getting married in a specific Member State and on maintenance rights in the case of marriage breakdowns.

¹ As certain cases are rather complex, they can also raise issues which fall into the other two categories mentioned below.

Type of question		
Citizens First Phase 1	2241	69%
Other questions concerning EU rights and gen. info	612	19%
Purely national matters	382	12%
Total	3235	100%

Amongst the cases which relate to Phase 1 of Citizens First, most of the problems concern social security. This category is split into 4 sub-categories: unemployment benefits (13.8%), pension schemes (16.3%), health (19.4%) and other social security issues (16.2%). This is followed by problems related to the right of residence (19.9%), Community programmes for study, research and training (18%), recognition of professional qualifications (16.6%), and job seeking (12%).

However, the profile of enquiries differs between Member States: for example issues dealing with motor cars mainly crop up in Portugal and to a lesser extent Greece; recognition of diplomas is the most cited issue in Austria and Italy; questions concerning social security mainly relate to unemployment in Sweden, welfare benefits in Luxemburg, health in Belgium; Ireland and Belgium; enquiries on the right of residence come up most often in Spain and France.

Access to employment	7,6%
Job seeking	12,0%
Professional recognition	16,6%
Posted workers	1,8%
cross border workers	2,0%
Right of establishment	6,4%
Freedom to provide services	2,9%
Right of residence	19,9%
rights related to your family (EU)	4,8%
rights of non-EU citizens	4,2%
social security (unemployment)	13,8%
social security (pensions)	16,3%
social security (health)	19,4%
social security (other) + welfare benefits	16,2%
personal taxation	10,9%
Moving personal property	0,5%
Motor vehicles	5,7%
Driving licences	2,7%
Academic Recognition	5,8%
Community programmes for study, research, training	18,0%
Civic rights	0,8%

Assessment of cases

The overwhelming majority of callers had problems exercising their rights simply because they were not aware of the EU rules applicable to their situation and needed very specific signposting. This concerned 96% of the cases.

Problem exercising national rights at national level	90	3%
Problem exercising EU rights at national level	254	8%
Problem exercising rights in the private sector	58	2%
Problem due to maladministration at EU level	4	0%
Specific signposting needed	3092	96%
Problem related to contact point	7	0%

Some 8% of cases came from citizens who encountered (or claimed to have encountered) problems with national administrations concerning the exercise of their rights in the Single Market. Most of these problems concern the right of residence, professional recognition of diplomas and social security (health). The following table shows the breakdown of these cases per topic for the European Union:

Problem exercising EU rights at national level

Access to employment		18
Job seeking		7
Professional recognition		36
Posted workers		2
cross border workers		5
Right of establishment		7
Freedom to provide services		7
Right of residence		62
rights related to your family (EU)		9
rights of non-EU citizens		2
social security (unemployment)		28
social security (pensions)		29
social security (health)		45
social security (other) + welfare benefits		33
personal taxation		10
Moving personal property		1
Motor vehicles		11
Driving licences		22
Academic Recognition		13
Community programmes for study, research, training		11
Civic rights		5
Other questions concerning EU rights and gen. info		

(cases may be entered in more than one category)

Evaluation of cases per country

- ***Austria***

77 cases have been analysed.

Identification of the caller

The main groups of callers which could be identified were German citizens (31%) followed by Spanish and Italian citizens (23%). Among those callers who were classified by occupation (81% unknown), the biggest group are students (8%), closely followed by employed people (5%)

Identification of subject area of case

A large majority (61%) of all enquiries are directly related to themes which are covered by Phase 1 of the Citizens First initiative (living, working and studying in another Member State)². In addition, 27% of the cases fall into the category "Other questions concerning EU rights and general information" and 9% concern subjects related to purely national matters. Amongst the cases which relate to Phase 1 of Citizens First, most of the questions concern professional recognition (29.8%).

Assessment of cases

As in all other countries an overwhelming majority of cases show that citizens have a need for very specific signposting (98%). There is one case related to problems with the national administration with regard to the exercise of rights in the Single Market and that concerns academic recognition.

Caller profile		
Employed	4	5%
Self-employed	3	4%
Student	6	8%
Unemployed	1	1%
Retired	1	1%
Unknown	62	81%
Total	77	100%

² As certain cases are rather complex, they can also raise issues which fall into the other two categories.

nationality		
Austrian	7	9%
German	24	31%
Spanish	18	23%
French	3	4%
Greek	6	8%
Italian	18	23%
Non-EU	1	1%
Total	77	100%

Access to employment	6,4%
Job seeking	10,6%
Professional recognition	29,8%
Posted workers	0%
Cross border workers	0%
Right of establishment	4,3%
Right of residence	17,0%
Freedom to provide services	0%
rights related to your family (EU)	6,4%
rights of non-EU citizens	2,1%
social security (unemployment)	4,3%
social security (pensions)	14,9%
social security (health)	8,5%
social security (other) + welfare benefits	6,4%
personal taxation	4,3%
Moving personal property	2,1%
Motor vehicles	4,3%
Driving licences	2,1%
Academic Recognition	14,9%
Community programmes for study, research, training	23,4%
Civic rights	0%

Problem exercising EU rights at national level	1	1%
Problem due to maladministration at EU level	1	1%
Specific signposting needed	73	98%

- **Belgium**

192 cases have been analysed.

Identification of the caller

The biggest group of callers are French (39%). The presence of a fair number of Belgians (26%) can be observed as well. Amongst those who were classified by occupation (45% unknown), the biggest group is those employed people (20%) closely followed by students (16%).

Identification of subject area of case

A large majority (74%) of all enquiries are directly related to the themes of Phase 1 of the Citizens First initiative (living, working and studying in another Member State)³. In addition, 15% of the cases fall into the category “Other questions concerning EU rights and general information” and 10 % concern subjects related to purely national matters. Amongst the cases which relate to Phase 1 of Citizens First, most of the questions concern social security in its different forms (e.g. health 27.3%). However, a variety of other areas have also been touched upon, particularly personal taxation (25.2%), right of residence (18.2%) and Community programmes for study, research and training (11.2%).

Assessment of cases

As in all other countries an overwhelming majority of cases show that citizens have a need for very specific signposting (96%). However, 8% of the cases (16 out of 192) are related to problems with the national administration related to the exercising of rights in the Single Market. Those cases concern social security (health and pensions) and the right of residence.

Caller profile		
Employed	38	20%
Self-employed	11	6%
Student	30	16%
Unemployed	18	9%
Disabled	4	2%
Retired	4	2%
Unknown	87	45%
Total	192	100%

³ As certain cases are rather complex, they can also raise issues which fall into the other two categories.

nationality		
Belgian	49	26%
German	9	5%
Spanish	20	10%
Finnish	2	1%
French	74	39%
Greek	2	1%
Irish	2	1%
Italian	11	6%
Lux	3	2%
Dutch	2	1%
Port.	2	1%
Swedish	1	1%
British	3	2%
Dual	2	1%
Non-EU	1	1%
Unknown	9	5%
Total	192	100%

Access to employment	5,6%
Job seeking	6,3%
Professional recognition	9,1%
Posted workers	3,5%
cross border workers	2,8%
Right of establishment	1,4%
Freedom to provide services	2,8%
Right of residence	18,2%
rights related to your family (EU)	6,3%
rights of non-EU citizens	2,8%
social security (unemployment)	19,6%
social security (pensions)	21,7%
social security (health)	27,3%
social security (other) + welfare benefits	22,4%
personal taxation	25,2%
Moving personal property	0%
Motor vehicles	4,9%
Driving licences	1,4%
Academic Recognition	5,6%
Community programmes for study, research, training	11,2%
Civic rights	1,4%

Problem exercising national rights at national level	3	2%
Problem exercising EU rights at national level	16	8%
Problem exercising rights in the private sector	4	2%
Problem due to maladministration at EU level	1	1%
Specific signposting needed	184	96%
Problem related to contact point	1	1%

Problem exercising EU rights at national level

Access to employment	1
Professional recognition	2
Right of establishment	1
Freedom to provide services	1
Right of residence	4
rights related to your family (EU)	1
social security (unemployment)	2
social security (pensions)	3
social security (health)	3
social security (other) + welfare benefits	2
personal taxation	1
Driving licences	1
Academic Recognition	1
Other questions concerning EU rights gen.information (cases may be entered in more than one category)	

- **Denmark**

29 cases have been analysed. This sample is considered too small for firm statistically valid conclusions to be drawn.

Identification of the caller

The main group of callers which could be identified were Danish citizens (38%). Among those callers who were classified by occupation (62% unknown), the biggest group is students (14%).

Identification of subject area of case

A majority (59%) of all enquiries are directly related to themes which are covered by Phase 1 of the Citizens First initiative (living, working and studying in another Member State)⁴. In addition, 31% of the cases fall into the category “Other questions concerning EU rights and general information” and 10% concern subjects related to purely national matters. Amongst the cases which relate to Phase 1 of Citizens First, most of the questions concern Community programmes for study, training and research (29.4%) and the right of residence (29.4). However, a broad variety of other areas has also been touched upon. As the sample size is too small, these figures should be treated as only very broadly indicative.

Assessment of cases

As in all other countries an overwhelming majority of cases show that citizens have a need for very specific signposting (100%). There are no cases related to problems with the national administration concerning the exercise of rights in the Single Market.

Caller profile		
Employed	2	7%
Self-employed	1	3%
Student	4	14%
Unemployed	2	7%
Disabled	1	3%
Retired	1	3%
Unknown	18	62%
Total	29	100%

⁴ As certain cases are rather complex, they can also raise issues which fall into the other two categories.

nationality		
Danish	11	38%
German	7	24%
Spanish	3	10%
Finnish	1	3%
French	3	10%
Italian	1	3%
British	1	3%
Dual	1	3%
Non-EU	1	3%
Total	29	100%

Type of question		
CF phase 1	17	59%
Other questions concerning EU rights and gen. info	9	31%
misc.	3	10%
Total	29	100%

Access to employment	11,8%
Job seeking	5,9%
Professional recognition	17,6%
posted workers	0%
cross border workers	0%
right of establishment	0%
Freedom to provide services	11,8%
Right of residence	29,4%
rights related to your family	0%
rights of non-EU citizens	11,8%
social security (unemployment)	23,5%
social security (pensions)	5,9%
social security (health)	23,5%
social security (other) + welfare benefits	17,6%
personal taxation	5,9%
moving personal property	0%
Motor vehicles	11,8%
driving licences	0%
Academic Recognition	17,6%
Community programmes for study, research, training	29,4%
civic rights	0%

Problem due to maladministration at EU level	1	3%
Specific signposting needed	29	100%

- **Finland**

28 cases have been analysed, but given the small number of cases the results may not be significant.

Identification of the caller

The main group of callers were Finnish citizens (16 cases). Among those callers who were classified by occupation, the biggest group are unemployed people (5 cases).

Identification of subject area of case

A large majority (71%) of all enquiries are directly related to themes which are covered by Phase 1 of the Citizens First initiative (living, working and studying in another Member State)⁵. In addition, 25% of the cases fall into the category "Other questions concerning EU rights and general information". There is one case related to purely national matters. Amongst the cases which relate to Phase 1 of Citizens First, most of the questions concern social security in its different forms.

Assessment of cases

As in all other countries a large majority of cases show that citizens have a need for very specific signposting (27 cases). Only one case is related to problems with the national administration concerning the exercise of rights in the Single Market. This case concerns academic recognition. In any case the sample size is too small to draw conclusions.

Caller profile		
Employed	1	4%
Student	3	11%
Unemployed	5	18%
Retired	2	7%
Unknown	17	61%
Total	28	100%

nationality		
Belgian	1	4%
Spanish	3	11%
Finnish	16	57%
French	5	18%
British	3	11%
Total	28	100%

⁵ As certain cases are rather complex, they can also raise issues which fall into the other two categories.

Access to employment	0%
Professional recognition	0%
Job seeking	10,0%
Posted workers	5,0%
cross border workers	0%
right of establishment	0%
freedom to provide services	0%
Right of residence	5,0%
rights related to your family (EU)	5,0%
rights of non EU citizens	0%
social security (unemployment)	25,0%
social security (pensions)	15,0%
social security (health)	20,0%
social security (other) + welfare benefits	20,0%
personal taxation	10,0%
moving personal property	0%
Motor vehicles	5,0%
Driving licences	10,0%
Academic Recognition	5,0%
Community programmes for study, research, training	10,0%
civic rights	0%

Problem exercising national rights at national level	1	4%
Problem exercising EU rights at national level	4	14%
Problem due to maladministration at EU level	1	4%
Specific signposting needed	27	96%

Problem exercising EU rights at national level

social security (unemployment)	2
social security (pensions)	2
social security (health)	1
social security (other) + welfare benefits	1
Academic Recognition	1

- **France**

630 cases have been analysed.

Identification of the caller

The main group of callers which could be identified were French citizens (41%). Other nationals, who often had questions were Italian, Belgian or Spanish. Amongst those classifiable by occupation (53% unknown), the biggest group are those employed (14%) closely followed by students (10%).

Identification of subject area of case

A large majority (73%) of all enquiries are directly related to themes which are covered by Phase 1 of the Citizens First initiative (living, working and studying in another Member State)⁶. In addition, 16% of the cases fall into the category "Other questions concerning EU rights and general information" and 11 % concern subjects related to purely national matters. Amongst the cases which relate to Phase 1 of Citizens First, most of the questions concern social security in its different forms (welfare benefits 24.1%) and the right of residence (25.8%).

Assessment of cases

As in all other countries an overwhelming majority of cases show that citizens have a need for very specific signposting (95%). However, 12 % of the cases (76 out of 626) are related to problems with the national administration concerning the exercising of rights in the Single Market. Those cases mainly concern the right of residence, social security (health) and professional recognition.

Caller profile		
Employed	87	14%
Self-employed	52	8%
Student	63	10%
Unemployed	54	9%
Disabled	18	3%
Retired	25	4%
Unknown	331	53%
Total	630	100%

⁶ As certain cases are rather complex, they can also raise issues which fall into the other two categories.

nationality		
Austrian	3	0%
Belgian	55	9%
Danish	3	0%
German	51	8%
Spanish	76	12%
Finnish	2	0%
French	255	41%
Greek	11	2%
Irish	5	1%
Italian	60	10%
Lux	4	1%
Dutch	7	1%
Port.	15	2%
Swedish	4	1%
British	39	6%
Dual	4	1%
Non-EU	10	2%
Unknown	26	4%
Total	630	100%

Access to employment	7,4%
Job seeking	6,1%
Professional recognition	12,3%
Posted workers	2,4%
cross border workers	3,1%
Right of establishment	8,1%
Freedom to provide services	3,7%
Right of residence	25,8%
rights related to your family (EU)	4,6%
rights of non-EU citizens	3,9%
social security (unemployment)	15,1%
social security (pensions)	20,8%
social security (health)	23,4%
social security (other) + welfare benefits	24,1%
personal taxation	11,8%
Moving personal property	0,2%
Motor vehicles	4,4%
Driving licences	3,7%
Academic Recognition	3,1%
Community programmes for study, research, training	10,7%
Civic rights	2,4%

Problem exercising national rights at national level	20	3%
Problem exercising EU rights at national level	76	12%
Problem exercising rights in the private sector	12	2%
Problem due to maladministration at EU level	2	0%
Specific signposting needed	599	95%
Problem related to contact point	3	0%

Problem exercising EU rights at national level

Access to employment		5
Job seeking		1
Professional recognition		9
Posted workers		1
cross border workers		2
Right of establishment		1
Freedom to provide services		2
Right of residence		29
rights related to your family (EU)		3
social security (unemployment)		10
social security (pensions)		10
social security (health)		16
social security (other) + welfare benefits		13
personal taxation		3
Motor vehicles		2
Driving licences		10
Academic Recognition		2
Community programmes for study, research, training		1
Civic rights		3
Other questions concerning EU rights and gen.info.		
(cases may be entered in more than one category)		

- **Germany**

240 cases have been analysed.

Identification of the caller

The largest group of callers were Spanish citizens (56%), followed by Germans (53%) and Italians (11%). Among those callers who were classified by occupation (55% unknown), the biggest group is employed people (41%) followed by students (11%).

Identification of subject area of case

A large majority (78%) of all enquiries are directly related to themes which are covered by Phase 1 of the Citizens First initiative (living, working and studying in another Member State)⁷. In addition, 10% of the cases fall into the category “Other questions concerning EU rights and general information” and 12 % concern subjects related to purely national matters. Amongst the cases which relate to Phase 1 of Citizens First, most of the questions concern social security in its different forms (with health being first - 18.7%), job seeking (18.2%) and the right of residence (17.1%).

Assessment of cases

As in all other countries an overwhelming majority of cases show that citizens have a need for very specific signposting (97%). Only 7% of the cases (16 out of 240) are related to problems with the national administration concerning the exercise of rights in the Single Market. Those cases mainly concern the right of residence, professional recognition and social security.

Caller profile		
Employed	41	17%
Self-employed	11	5%
Student	27	11%
Unemployed	16	7%
Disabled	3	1%
Retired	9	4%
Unknown	133	55%
Total	240	100%

⁷ As certain cases are rather complex, they can also raise issues which fall into the other two categories.

nationality		
Austrian	5	2%
Belgian	6	3%
Danish	2	1%
German	53	22%
Spanish	56	23%
Finnish	6	3%
French	48	20%
Greek	8	3%
Irish	1	0%
Italian	27	11%
Dutch	1	0%
Port.	2	1%
Swedish	8	3%
British	4	2%
Non-EU	6	3%
Unknown	7	3%
Total	240	100%

Access to employment	6,4%
Job seeking	18,2%
Professional recognition	14,4%
Posted workers	2,7%
cross border workers	5,3%
Right of establishment	5,3%
Freedom to provide services	3,2%
Right of residence	17,1%
rights related to your family (EU)	7,0%
rights of non-EU citizens	5,9%
social security (unemployment)	11,8%
social security (pensions)	15,5%
social security (health)	18,7%
social security (other) + welfare benefits	15,0%
personal taxation	10,7%
moving personal property	0%
Motor vehicles	10,2%
Driving licences	3,2%
Academic Recognition	4,3%
Community programmes for study, research, training	14,4%
civic rights	0%

Problem exercising national rights at national level	7	3%
Problem exercising EU rights at national level	16	7%
Problem exercising rights in the private sector	3	1%
Problem due to maladministration at EU level	2	1%
Specific signposting needed	233	97%
Problem related to contact point	0	0%

Problem exercising EU rights at national level

Access to employment		1
Professional recognition		2
Posted workers		1
Right of residence		2
social security (unemployment)		2
social security (pensions)		1
social security (health)		3
social security (other) + welfare benefits		3
personal taxation		1
Driving licences		2
Academic Recognition		1
Community programmes for study, research, training		1
Misc.		
(cases may be entered in more than one category)		

- **Greece**

159 cases have been analysed.

Identification of the caller

Mainly Greeks citizens (69%) made use of the service. However, there was a wide variety of callers from other Member States who had questions about Greece - the biggest group being French (8%) and German citizens (8%). Among those callers who were classified by occupation (52% unknown), the biggest group are the self-employed (18%) closely followed by employees (17%).

Identification of subject area of case

A majority (48%) of all enquiries are directly related to themes which are covered by Phase 1 of the Citizens First initiative (living, working and studying in another Member State)⁸. In addition, 31% of the cases fall into the category "Other questions concerning EU rights and general information" and 20 % concern subjects related to purely national matters. Amongst the cases which relate to Phase 1 of Citizens First, most of the questions are related to social security (pensions 22.1%), Community programmes for study, research and training (18.2%), and professional recognition (18.2%).

Assessment of cases

As in all other countries an overwhelming majority of cases show that citizens have a need for very specific signposting (89%). However, 14% of the cases (22 out of 159) are related to problems with the national administration concerning the exercising of rights in the Single Market. Those cases mainly concern professional recognition and themes not covered by Phase 1 of the Citizens First initiative and social security.

Caller profile		
Employed	27	17%
Self-employed	28	18%
Student	9	6%
Unemployed	3	2%
Disabled	2	1%
Retired	8	5%
Unknown	82	52%
Total	159	100%

⁸ As certain cases are rather complex, they can also raise issues which fall into the other two categories.

nationality		
Austrian	1	1%
Belgian	1	1%
Danish	1	1%
German	12	8%
Spanish	2	1%
Finnish	3	2%
French	13	8%
Greek	109	69%
Italian	7	4%
Dutch	3	2%
British	5	3%
Unknown	2	1%
Total	159	100%

Access to employment	9,1%
Job seeking	6,5%
Professional recognition	18,2%
Posted workers	2,6%
cross border workers	0%
Right of establishment	7,8%
freedom to provide services	0%
Right of residence	13,0%
rights related to your family (EU)	6,5%
rights of non-EU citizens	1,3%
social security (unemployment)	7,8%
social security (pensions)	22,1%
social security (health)	16,9%
social security (other) + welfare benefits	18,2%
personal taxation	6,5%
Moving personal property	1,3%
Motor vehicles	16,9%
Driving licences	1,3%
Academic Recognition	2,6%
Community programmes for study, research, training	18,2%
Misc.	
Civic rights	2,6%

Problem exercising national rights at national level	16	10%
Problem exercising EU rights at national level	22	14%
Problem exercising rights in the private sector	11	7%
Problem due to maladministration at EU level	1	1%
Specific signposting needed	141	89%
Problem related to contact point	0	0%

Problem exercising EU rights at national level

Access to employment		1
Professional recognition		5
Right of establishment		2
Right of residence		2
rights related to your family (EU)		2
social security (pensions)		3
social security (health)		3
social security (other) + welfare benefits		4
personal taxation		2
Motor vehicles		1
Driving licences		1
Civic rights		1
Other questions concerning EU rights and gen.info.		
Misc		

(cases may be entered in more than one category)

- **Ireland**

38 cases have been analysed, but given the small number of cases the results may not be significant.

Identification of the caller

The main group of callers were Spanish citizens (39%). Among those callers who were classified by occupation (24% unknown), the biggest group is students (29%).

Identification of subject area of case

All enquiries are directly related to the themes of Phase 1 of Citizens First (living, working and studying in another Member State)⁹. Amongst these cases most of questions concern social security related to health (25%). However, a range of other areas has also been touched upon particularly job seeking (19.4), community programmes for study, research and training (19.4%) and professional recognition (16.7%).

Assessment of cases

As in all other countries an overwhelming majority of cases show that citizens have a need for very specific signposting (97%). Only two cases are related to problems with the national administration and the exercising of rights in the Single Market. These cases concern the right of establishment, rights related to family members, community programmes and rights of non- EU citizens.

Caller profile		
Employed	8	21%
Self-employed	3	8%
Student	11	29%
Unemployed	6	16%
Retired	1	3%
Unknown	9	24%
Total	38	100%

⁹ As certain cases are rather complex, they can also raise issues which fall into the other two categories.

nationality		
German	5	13%
Spanish	15	39%
French	10	26%
Greek	1	3%
Irish	1	3%
Italian	2	5%
Swedish	2	5%
British	1	3%
Non-EU	1	3%
Total	38	100%

Access to employment	5,6%
Job seeking	19,4%
Professional recognition	16,7%
Posted workers	2,8%
cross border workers	0%
Right of establishment	11,1%
freedom to provide services	0%
Right of residence	8,3%
rights related to your family (EU)	5,6%
rights of non-EU citizens	2,8%
social security (unemployment)	13,9%
social security (pensions)	11,1%
social security (health)	25,0%
social security (other) + welfare benefits	8,3%
personal taxation	13,9%
Moving personal property	2,8%
Motor vehicles	5,6%
Driving licences	0%
Academic Recognition	8,3%
Community programmes for study, research, training	19,4%
civic rights	0%

Problem exercising EU rights at national level	3	8%
Problem due to maladministration at EU level	1	3%
Specific signposting needed	37	97%

Problem exercising EU rights at national level

Job seeking		1
Right of establishment		1
rights related to your family (EU)		1
rights of non-EU citizens		1
Community programmes for study, research, training		1

- **Italy**

397 cases have been analysed.

Identification of the caller

The main group of callers that could be identified were Italian citizens. Citizens from other Member States who had questions about Italy were mainly French, German and Spanish citizens. Among those callers whose occupation could be classified (65% unknown), the biggest group were students (11%) closely followed by employed people (9%) and the self-employed (8%).

Identification of subject area of case

A large majority (53%) of all enquiries are directly related to themes which are covered by Phase 1 of the Citizens First initiative (living, working and studying in another Member State)¹⁰. In addition, 24% of the cases fall into the category "Other questions concerning EU rights and general information" and 24 % concern subjects related to purely national matters. Amongst the cases which relate to Phase 1 of Citizens First, most of the questions concern professional recognition (26.8%), community programmes for studying, research and training (18.2%), right of residence (21.1%) and social security (health 18.2%).

Assessment of cases

As in all other countries an overwhelming majority of cases show that citizens have a need for very specific signposting (95%). However, 7% of the cases (28 out of 397) are related to problems with the national administration concerning the exercise of rights within the Single Market. Those cases mainly concern social security (health), professional recognition and the freedom to provide services.

Caller profile		
Employed	37	9%
Self-employed	32	8%
Student	44	11%
Unemployed	14	4%
Disabled	5	1%
Retired	7	2%
Unknown	258	65%
Total	397	100%

nationality		
Austrian	2	1%

¹⁰ As certain cases are rather complex, they can also raise issues which fall into the other two categories.

Belgian	15	4%
German	24	6%
Spanish	39	10%
Finnish	4	1%
French	32	8%
Greek	9	2%
Italian	218	55%
Dutch	3	1%
Port.	5	1%
Swedish	2	1%
British	7	2%
Dual	3	1%
Non-EU	24	6%
Unknown	10	3%
Total	397	100%

Access to employment	8,6%
Job seeking	10,0%
Professional recognition	26,8%
Posted workers	0,5%
cross border workers	1,0%
Right of establishment	8,6%
Freedom to provide services	3,3%
Right of residence	21,1%
rights related to your family (EU)	8,1%
rights of non-EU citizens	7,7%
social security (unemployment)	6,7%
social security (pensions)	14,8%
social security (health)	18,2%
social security (other) + welfare benefits	12,9%
personal taxation	12,0%
moving personal property	0%
Motor vehicles	1,9%
Driving licences	4,8%
Academic Recognition	8,6%
Community programmes for study, research, training	18,2%
Civic rights	1,0%

Problem exercising national rights at national level	15	4%
Problem exercising EU rights at national level	28	7%
Problem exercising rights in the private sector	11	3%
Problem due to maladministration at EU level	1	0%
Specific signposting needed	377	95%
Problem related to contact point	0	0%

Problem exercising EU rights at national level

Access to employment		2
Job seeking		1

Professional recognition	5
Right of establishment	1
Right of residence	6
social security (pensions)	2
social security (health)	8
social security (other) + welfare benefits	3
personal taxation	1
Motor vehicles	2
Driving licences	3
Academic Recognition	1
Community programmes for study, research, training	2
Other questions concerning EU rights and gen.info (cases may be entered in more than one category)	

- **Luxembourg**

32 cases have been analysed, but given the small number of cases the results may not be significant.

Identification of the caller

The main groups of callers which could be identified were either French (34%) or Belgian (31%). Citizens from other Member States include mainly German and Italian citizens. Among those callers who were classified by occupation (38% unknown), the biggest groups are those employed (39%) and self-employed (39%).

Identification of subject area of case

A large majority (72%) of all enquiries are directly related to themes which are covered by Phase 1 of the Citizens First initiative (living, working and studying in another Member State)¹¹. In addition, 13% of the cases fall into the category "Other questions concerning EU rights and general information" and 16 % concern subjects related to purely national matters. Amongst the cases which relate to Phase 1 of Citizens First, most of the questions concern social security -welfare benefits- (34.8%). However, a variety of other areas have also been touched upon particularly the right of residence (26.1%), and social security-health (26.1%).

Assessment of cases

As in all other countries an overwhelming majority of cases show that citizens have a need for very specific signposting (72%). 19% of the cases (6 out of 32) are related to problems with the national administration concerning the exercising of Single Market rights. Those cases mainly concern the freedom to provide services and social security (unemployment benefits).

Caller profile		
Employed	6	19%
Self-employed	6	19%
Student	1	3%
Unemployed	4	13%
Disabled	3	9%
Unknown	12	38%
Total	32	100%

nationality		
Belgian	10	31%
German	3	9%

¹¹ As certain cases are rather complex, they can also raise issues which fall into the other two categories.

French	11	34%
Italian	3	9%
Lux	3	9%
Dutch	2	6%
Total	32	100%

Access to employment	4,3%
Job seeking	0,0%
Professional recognition	13,0%
Posted workers	0,0%
cross border workers	8,7%
Right of establishment	4,3%
Freedom to provide services	21,7%
Right of residence	26,1%
rights related to your family (EU)	0,0%
rights of non-EU citizens	0,0%
social security (unemployment)	21,7%
social security (pensions)	13,0%
social security (health)	26,1%
social security (other) + welfare benefits	34,8%
personal taxation	17,4%
Moving personal property	0,0%
Motor vehicles	0,0%
Driving licences	4,3%
Academic Recognition	4,3%
Community programmes for study, research, training	0,0%
Civic rights	0,0%

Problem exercising national rights at national level	1	3%
Problem exercising EU rights at national level	6	19%
Problem exercising rights in the private sector	2	6%
Problem due to maladministration at EU level	1	3%
Specific signposting needed	23	72%
Problem related to contact point	1	3%

Problem exercising EU rights at national level

Professional recognition	1
Freedom to provide services	2
Right of residence	1
social security (unemployment)	2
social security (health)	1
social security (other) + welfare benefits	2

(cases may be entered in more than one category)

• **Portugal**

74 cases have been analysed

Identification of the caller

The main group of callers which could be identified were Portuguese citizens (32%), followed by the Spanish (22%). Among those callers who were classified by occupation (57% unknown), the biggest group is students (14%) closely followed by the employed (9%) and self-employed (9%).

Identification of subject area of case

A large majority (77%) of all enquiries are directly related to themes which are covered by Phase 1 of the Citizens First initiative (living, working and studying in another Member State)¹². In addition, 9% of the cases fall into the category "Other questions concerning EU rights and general information" and 10% concern subjects related to purely national matters. Amongst the cases which relate to Phase 1 of Citizens First, most of the questions concern motor vehicles (22.8%). However, a broad range of other areas has also been covered.

Assessment of cases

As in all other countries an overwhelming majority of cases show that citizens have a need for very specific signposting (92%). However, 11% of the cases (8 out of 74) relate to problems with the national administration concerning the exercise of rights in the Single Market. Those cases mainly concern motor vehicles.

Caller profile		
Employed	7	9%
Self-employed	7	9%
Student	10	14%
Unemployed	4	5%
Disabled	2	3%
Retired	2	3%
Unknown	42	57%
Total	74	100%

nationality		
Belgian	1	1%
German	5	7%
Spanish	16	22%
Finnish	1	1%
French	11	15%
Italian	3	4%
Dutch	2	3%
Port.	24	32%

¹² As certain cases are rather complex, they can also raise issues which fall into the other two categories.

British	3	4%
Dual	2	3%
Non-EU	1	1%
Unknown	5	7%
Total	74	100%

Access to employment	3,5%
Job seeking	5,3%
Professional recognition	17,5%
posted workers	0%
cross border workers	0%
Right of establishment	8,8%
Freedom to provide services	3,5%
Right of residence	14,0%
rights related to your family (EU)	0%
rights of non-EU citizens	5,3%
social security (unemployment)	21,1%
social security (pensions)	17,5%
social security (health)	21,1%
social security (other) + welfare benefits	14,0%
personal taxation	3,5%
moving personal property	0%
Motor vehicles	22,8%
Driving licences	5,3%
Academic Recognition	3,5%
Community programmes for study, research, training	7,0%
civic rights	0%

Problem exercising national rights at national level	3	4%
Problem exercising EU rights at national level	8	11%
Problem exercising rights in the private sector	1	1%
Problem due to maladministration at EU level	1	1%
Specific signposting needed	68	92%
Problem related to contact point	0	0%

Problem exercising EU rights at national level

Right of residence	1
social security (health)	1
social security (other) + welfare benefits	1
Motor vehicles	4
Driving licences	2
Misc	

(cases may be entered in more than one category)

• **Spain**

487 cases have been analysed.

Identification of the caller

The largest group of caller were Spanish (36%). The main group of citizens from abroad were French (21%). Among those callers who were classified by occupation(58% unknown), the biggest group is represented by the self-employed (9%) and the unemployed (9%).

Identification of subject area of case

A large majority (70%) of all enquiries are directly related to the themes of Phase 1 of the Citizens First initiative (living, working and studying in another Member State)¹³. In addition 19% of the cases fall into the category "Other questions concerning EU rights and general information" and 11% concern subjects related to purely national matters. Amongst those cases related to Phase 1 of Citizens First, most of the questions concerned right of residence (25.5%) and social security in its different forms, especially questions about pensions (17.9%). However, a broad range of other areas had also been touched upon particularly personal taxation (10.6%), the right of establishment (10%) and the recognition of diplomas for academic (8.2%) or professional (8.2%) purposes.

Assessment of cases

As in all other countries an overwhelming majority of cases show that citizens have a need for very specific signposting (96%). However, 8% (23 out of 273) of the cases are related to problems with the national administration concerning the exercising of rights in the Single Market. Those cases mainly concern the recognition of diplomas and the right of residence.

Caller profile		
Employed	35	7%
Self-employed	46	9%
Student	40	8%
Unemployed	44	9%
Disabled	4	1%
Retired	37	8%
Unknown	281	58%
Total	487	100%

nationality		
Austrian	2	0%
Belgian	19	4%
Danish	5	1%
German	53	11%

¹³ As certain cases are rather complex, they can also raise issues which fall into the other two categories.

Spanish	176	36%
Finnish	7	1%
French	102	21%
Greek	4	1%
Irish	4	1%
Italian	35	7%
Lux	2	0%
Dutch	9	2%
Port.	2	0%
Swedish	8	2%
British	21	4%
Dual	1	0%
Non-EU	9	2%
Unknown	28	6%
Total	487	100%

Access to employment	10,6%
Job seeking	12,3%
Professional recognition	17,9%
Posted workers	0,3%
cross border workers	1,2%
Right of establishment	10,0%
Freedom to provide services	3,5%
Right of residence	25,5%
rights related to your family (EU)	4,7%
rights of non-EU citizens	4,1%
social security (unemployment)	15,5%
social security (pensions)	17,9%
social security (health)	15,8%
social security (other) + welfare benefits	10,6%
personal taxation	10,6%
Moving personal property	0,6%
Motor vehicles	8,2%
Driving licences	2,3%
Academic Recognition	8,2%
Community programmes for study, research, training	12,3%
Civic rights	0,3%

Problem exercising national rights at national level	11	2%
Problem exercising EU rights at national level	42	9%
Problem exercising rights in the private sector	6	1%
Problem due to maladministration at EU level	2	0%
Specific signposting needed	472	97%

Problem related to contact point	0	0%
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Problem exercising EU rights at national level

Access to employment		7
Job seeking		4
Professional recognition		11
cross border workers		1
Right of establishment		1
Right of residence		11
rights related to your family (EU)		2
rights of non-EU citizens		1
social security (unemployment)		5
social security (pensions)		5
social security (health)		3
social security (other) + welfare benefits		1
Motor vehicles		1
Driving licences		1
Academic Recognition		4
Community programmes for study, research, training		1
Other questions concerning EU rights and gen.info (cases may be entered in more than one category)		

- **Sweden**

49 cases have been analysed.

Identification of the caller

The main group of callers, which could be identified were Swedish citizens (39%). Citizens from other Member States who have questions about Sweden come from a wide range of countries with Germans and French dominating. Among those callers who were classified by occupation (63% unknown), the biggest group is the employed (12%) followed by students (10%).

Identification of subject area of case

A majority (57%) of all enquiries are directly related to themes which are covered by Phase 1 of the Citizens First initiative (living, working and studying in another Member State)¹⁴. In addition, 27% of the cases fall into the category "Other questions concerning EU rights and general information" and 16 % concern subjects related to purely national matters. Amongst the cases which relate to Phase 1 of Citizens First, most of the questions concern social security-unemployment (28.6) and Community programmes for study, research and training (25%).

Assessment of cases

As in all other countries an overwhelming majority of cases show that citizens have a need for very specific signposting (96%). 6% of the cases (3 out of 49) are related to problems with the national administration concerning the exercising of rights in the Single Market. Those cases mainly concern social security (health 2 cases) and Community programmes for study, research, training (1 case).

Caller profile		
Employed	6	12%
Self-employed	4	8%
Student	5	10%
Unemployed	3	6%
Disabled	0	0%
Retired	0	0%
Unknown	31	63%
Total	49	100%

Nationality		
Belgian	2	4%
Danish	2	4%
German	6	12%
Spanish	3	6%
Finnish	2	4%
French	6	12%

¹⁴ As certain cases are rather complex, they can also raise issues which fall into the other two categories.

Irish	2	4%
Italian	3	6%
Lux	1	2%
Swedish	19	39%
British	1	2%
Non-EU	1	2%
Unknown	1	2%
Total	49	100%

Access to employment	3,6%
Job seeking	10,7%
Professional recognition	14,3%
Posted workers	3,6%
cross border workers	3,6%
Right of establishment	3,6%
Freedom to provide services	0,0%
Right of residence	17,9%
rights related to your family (EU)	3,6%
rights of non-EU citizens	3,6%
social security (unemployment)	28,6%
social security (pensions)	14,3%
social security (health)	17,9%
social security (other) + welfare benefits	14,3%
personal taxation	14,3%
Moving personal property	3,6%
Motor vehicles	3,6%
Driving licences	3,6%
Academic Recognition	0,0%
Community programmes for study, research, training	25,0%
Civic rights	0,0%

Problem exercising national rights at national level	2	4%
Problem exercising EU rights at national level	3	6%
Problem exercising rights in the private sector	0	0%
Problem due to maladministration at EU level	1	2%
Specific signposting needed	47	96%
Problem related to contact point	0	0%

Problem exercising EU rights at national level

social security (health)	2
Community programmes for study, research, training	1

• **The Netherlands**

84 cases have been analysed.

Identification of the caller

The main groups of callers which could be identified were Spanish (29%), French (15%) and German citizens (15%). Among those callers who were classified by occupation (46% unknown), the biggest groups are employed people (21%) followed by students (14%) and the unemployed (11%).

Identification of subject area of case

A large majority (79%) of all enquiries were directly related to themes covered by Phase 1 of the Citizens First initiative (living, working and studying in another Member State)¹⁵. In addition, 8% of the cases fell into the category "Other questions concerning EU rights and general information" and 13% concern subjects related to purely national matters. Amongst the cases which related to Phase 1 of Citizens First, most of the questions related to the right of residence (21.2%), social security (with unemployment, pensions and welfare benefits being first at 16.7% each) and personal taxation (16.7%). However, a broad variety of other areas, particularly professional recognition (15.2%) and Community programmes for study, research and training (13.6%) have also been touched upon.

Assessment of cases

As in all other countries an overwhelming majority of cases show that citizens have a need for very specific signposting (94%). Only 5 cases relate to problems with the national administration concerning the exercising of rights in the Single Market.

Caller profile		
Employed	18	21%
Self-employed	4	5%
Student	12	14%
Unemployed	9	11%
Disabled	0	0%
Retired	2	2%
Unknown	39	46%
Total	84	100%

nationality		
Austrian	3	4%
Belgian	12	14%
Danish	4	5%
German	13	15%

¹⁵ As certain cases are rather complex, they can also raise issues which fall into the other two categories.

Spanish	24	29%
Finnish	2	2%
French	13	15%
Italian	8	10%
Dutch	3	4%
Swedish	1	1%
Unknown	1	1%
Total	84	100%

Access to employment	7,6%
Job seeking	6,1%
Professional recognition	15,2%
Posted workers	3,0%
cross border workers	6,1%
Right of establishment	6,1%
Freedom to provide services	4,5%
Right of residence	21,2%
rights related to your family (EU)	1,5%
rights of non-EU citizens	1,5%
social security (unemployment)	16,7%
social security (pensions)	16,7%
social security (health)	15,2%
social security (other) + welfare benefits	16,7%
personal taxation	16,7%
Moving personal property	1,5%
Motor vehicles	7,6%
Driving licences	4,5%
Academic Recognition	1,5%
Community programmes for study, research, training	13,6%
Civic rights	0,0%

Problem exercising national rights at national level	4	5%
Problem exercising EU rights at national level	4	5%
Problem exercising rights in the private sector	2	2%
Problem due to maladministration at EU level	1	1%
Specific signposting needed	79	94%
Problem related to contact point	0	0%

Problem exercising EU rights at national level

cross border workers	1
Right of residence	1
Moving personal property	1
Driving licences	2

• **United Kingdom**

358 cases have been analysed.

Identification of the caller

The largest group of callers which could be identified were Spanish citizens (33%). There was a wide spread of other nationalities represented e.g. French (22%) and Italian citizens (13%). As far as occupations are concerned in 59% of case no classification was possible. Of the remainder, 25% were students, 12% were employees and 10% unemployed.

Identification of subject area of case

A large majority (81%) of all enquiries are directly related to themes which are covered by Phase 1 of the Citizens First initiative (living, working and studying in another Member State)¹⁶. In addition, 11% of the cases fall into the category "Other questions concerning EU rights and general information" and 8% concern subjects related to purely national matters. Amongst the cases which relate to Phase 1 of Citizens First, most of the questions concern community programmes for study, research and training (26.5) and social security in its different forms (with health on top: 28%).

Assessment of cases

As in all other countries an overwhelming majority of cases show that citizens have a need for very specific signposting (97%). However, 6% of the cases (22 out of 358) are related to problems with the national administration concerning the exercise of right in the Single Market. Those cases mainly concern the right of residence and social security.

Caller profile		
Employed	43	12%
Self-employed	9	3%
Student	90	25%
Unemployed	37	10%
Disabled	4	1%
Retired	2	1%
Unknown	173	48%
Total	358	100%

nationality		
Austrian	4	1%
Belgian	10	3%
Danish	4	1%

¹⁶ As certain cases are rather complex, they can also raise issues which fall into the other two categories.

German	34	9%
Spanish	119	33%
Finnish	8	2%
French	77	22%
Greek	13	4%
Irish	2	1%
Italian	46	13%
Lux	0	0%
Dutch	1	0%
Port.	3	1%
Swedish	6	2%
British	20	6%
Dual	0	0%
Non-EU	6	2%
Unknown	5	1%
Total	358	100%

Access to employment	7,9%
Job seeking	21,6%
Professional recognition	12,7%
Posted workers	2,4%
cross border workers	0,3%
Right of establishment	3,1%
Freedom to provide services	1,0%
Right of residence	22,3%
rights related to your family (EU)	4,1%
rights of non-EU citizens	2,1%
social security (unemployment)	18,2%
social security (pensions)	13,1%
social security (health)	25,4%
social security (other) + welfare benefits	17,9%
personal taxation	10,7%
Moving personal property	0,7%
Motor vehicles	3,1%
Driving licences	1,4%
Academic Recognition	6,2%
Community programmes for study, research, training	26,5%
Civic rights	0,3%

Problem exercising national rights at national level	5	1%
Problem exercising EU rights at national level	22	6%
Problem exercising rights in the private sector	6	2%
Problem due to maladministration at EU level	1	0%
Specific signposting needed	347	97%
Problem related to contact point	0	0%

Problem exercising EU rights at national level

Access to employment	1
Professional recognition	1
Freedom to provide services	1
Right of residence	4

social security (unemployment)	5
social security (pensions)	2
social security (health)	4
social security (other) + welfare benefits	3
personal taxation	2
Motor vehicles	1
Academic Recognition	1
Community programmes for study, research, training	3
Civic rights	1
Other questions concerning EU rights and gen. information	
Misc	

(cases may be entered in more than one category)