

The Centre in 2011

ANNUAL ACTIVITY AND MANAGEMENT REPORT FOR 2011

CENTRE FOR EQUAL OPPORTUNITIES
AND OPPOSITION TO RACISM



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INTRODUCTION

2011 was the first year of the Centre's three-year strategic plan for 2011-2013. The strategic plan sets out the main outlines of the two pillars of its legal mission: Discrimination/Equal Opportunities, and Migration (migration flows, basic rights of foreigners, human trafficking).

The Centre performs three tasks for each of these two pillars. The first consists of dealing with individual incidents of discrimination reported to the Centre, and issues relating to the basic rights of foreigners. In 2011, the Centre received no fewer than 5,185 calls, i.e. three times more than six years ago. In the area of discrimination, 4,162 incidents of discrimination were reported, which led to the opening of 1,351 cases. Concerning the basic rights of foreigners, 1,023 incidents were reported and 179 cases opened. For each of these reports, the Centre endeavours to find a solution that is satisfactory both to the legitimate interests of each of the parties concerned and to society in general. Preference is always given to a joint solution, whether negotiated or arrived at by conciliation. However, in cases of discrimination, where if no solution may can be found by these means, the Centre may initiate legal proceedings. It is then up to the court to decide on the matter, as is appropriate in a country subject to the rule of law. In 2011, the Centre refined and improved its method for processing reported incidents with a view to ensuring the best possible approach, in which complaints are heard while maintaining the distance required to guarantee an objective and independent treatment of cases.

The Centre also continues to cooperate with contact points in Flanders. Local contact points are also currently being developed in Wallonia. Further partnerships are being built with other players (government authorities, social partners, trade unions, etc.) who have responsibilities in fighting discrimination and fostering equal opportunities.

Our second task consists of informing, raising awareness and training. In 2011, to quote only a few examples, we delivered training to the police, ONEM, the Brussels home carer sector and civil servants. The Training service also paid special attention to the internal training of new staff members, heads of department, etc.

The Centre also acts as a forum by hatbringings partners together around the table to formulate various activities, but also, and above all, within the context of its third task: the formulation of opinions and recommendations. These recommendations may relate to either of the Centre's strategic pillars: the fight against discrimination and the promotion of equal opportunities (e.g. in education, sport, healthcare, the media, etc.), or migration,, with a particular focus on how the authorities can contribute to better knowledge of migratory flows, greater respect for the basic rights of foreigners and more efficient combating of human trafficking. These recommendations are based partly on the incidents reported to the Centre and partly on studies, such as the surveys performed within the framework of the "*Diversity Barometer*" or around, migration flows and the basic rights of foreigners. For instance, the Centre took part in the support commission for legalisation. A study day was devoted to family reunification and special attention was paid to the 60th anniversary of the Geneva Convention Relating to the Status of Refugees.

Combating hHuman trafficking remains a priority for the Centre, since it is strongly linked to social fraud and other forms of organised crime, and combating trafficking remains a priority for the Centre. With its three reception centres for victims of human trafficking, the Centre has set up a new electronic management system, which improves the monitoring of individual cases and should provide a better insight into the situation of human trafficking victims.

The Centre is known both in and outside Europe. Some Centre staff hold important positions within international cooperation mechanisms, and the Centre makes valued contributions to international conferences and reports in relation to its legal missions.

On 12 July 2011, the Inter-ministerial Conference for the Disabled decided to appointed the Centre as an independent agency for the application of Article 33.2 of the United Nations Convention on the Rights of Persons with Disabilities. Since the department in charge of fulfilling this task only began work in December 2011, we will be presenting its activities in the next activity report. It should be noted that this appointment consolidates the Centre's missions in the

area of disability, confirms the *de facto* inter-federal operation of the Centre and constitutes a further step towards the formation of a human rights institution.

2012 will be a crucial year for the Centre. The talks begun in December 2006 on its transformation into an inter-federal Centre should finally bear fruit, so that all Belgians will have a single point of contact for reporting cases of discrimination or problems relating to the basic rights of foreigners. The availability of a single body provides all residents with a guarantee that their requests will be dealt with in the best possible manner and in the language of their choice. Moreover, an inter-federal Centre can only be beneficial for representing our various authorities at international level, and should also make it possible to reduce operating costs. Finally, this inter-federal Centre is a necessary stage in the process leading to the foundation of a national human rights institution, in accordance with the commitments made to the UN by every one of Belgium's authorities.

Edouard Delruelle
Deputy Director

Jozef De Witte
Director





Chapter 1 :
GENERAL OUTLINE

Structure and organisation of the Centre's tasks

The Centre was founded by a federal law on the 15th of February 1993. The Centre is established as a public service that performs its legal duties and responsibilities in complete independence and in a spirit of dialogue and cooperation with other stakeholders. The Centre is a 'sui generis' public institution, vested with a special status that differs from federal administrations and public or semi-public enterprises.

When it was founded in 1993, the Centre's jurisdiction related solely to combating racism. Today, its powers are much wider. The Centre's statutory tasks are currently founded on two separate pillars:

- » The **'Discrimination / Equal Opportunities' pillar**, with the task of promoting equality of opportunity and combating all forms of discrimination, exclusion, restriction or preferential treatment based on nationality, so-called race, skin colour, descent, national or ethnic origin, as well as discrimination sexual orientation, marital status, birth, wealth, age, religion or ideology, present or future state of health, disability, political conviction, physical or genetic characteristics, or social origin¹. Gender-related issues are the preserve of our sister institution, the Institute for the Equality of Women and Men.

The Centre does not have jurisdiction for discrimination on the basis of language: the government has yet to designate an authority to deal with reports of this nature.

- » The **'Migration' pillar**, with the task of ensuring respect for the basic rights of foreigners, informing the authorities about the nature and scale of migration flows, and promoting the struggle against human trafficking and smuggling.

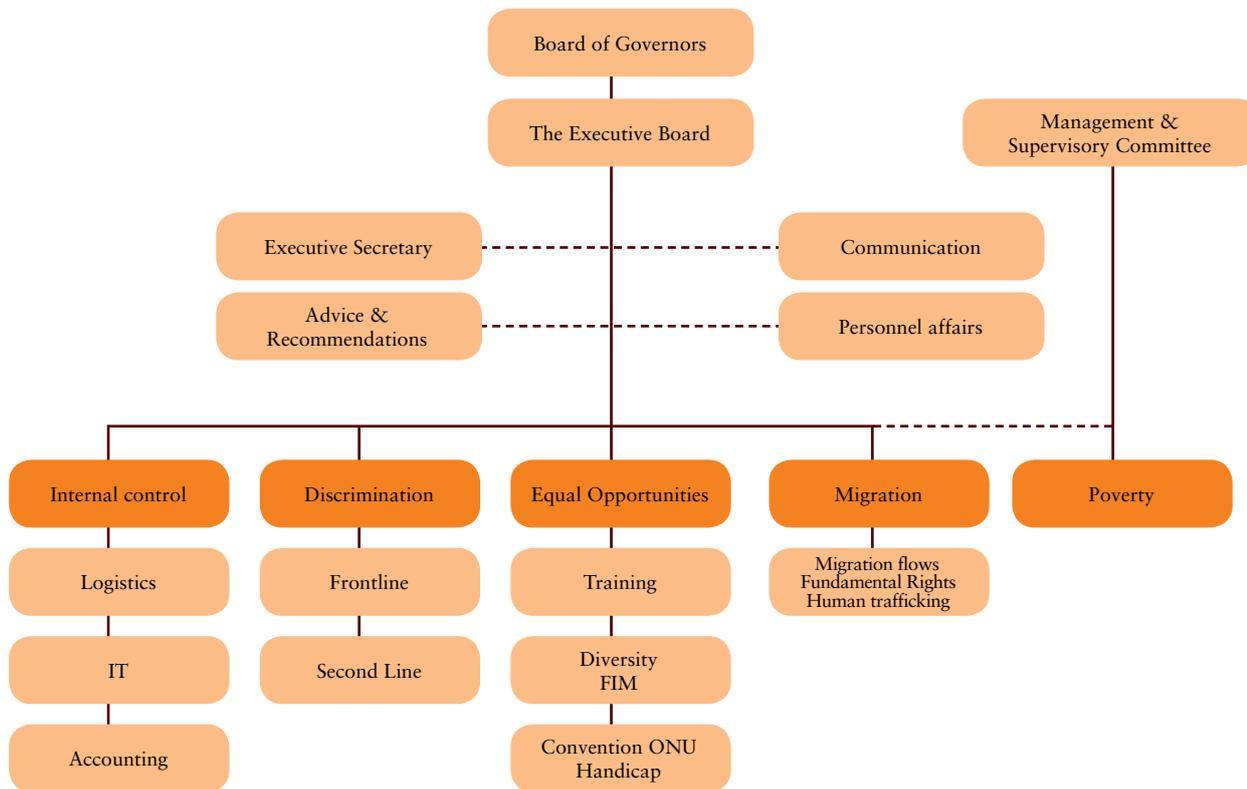
In 1999, the **Support Point for combating poverty, economic insecurity and social exclusion** was added to the Centre. This department has separate tasks of its own, works with its own administrative bodies

and has its own budget, and does not fall under the responsibility of the Centre's Board of Governors and Executive Board. Page 31 outlines the Support Point's activities in 2011.

At the Inter-ministerial Conference of 12 July 2011, the Federal State, the Communities and the Regions decided, in accordance with Article 33.2 of the United Nations Convention on the Rights of Persons with Disabilities, to entrust the Centre with the role of *"independent agency responsible for promoting, protecting and monitoring the implementation of the Convention"*. For this purpose, a UN Convention – Disabilities Service was created to oversee the promotion, protection and monitoring of the application of the Convention.

¹ The Centre's jurisdiction has not yet been formally extended to include "trade union convictions" as cited in 2009, following a decision of the Constitutional Court, in the list of criteria protected by anti-discrimination law.

Organisational Chart



Board of Governors

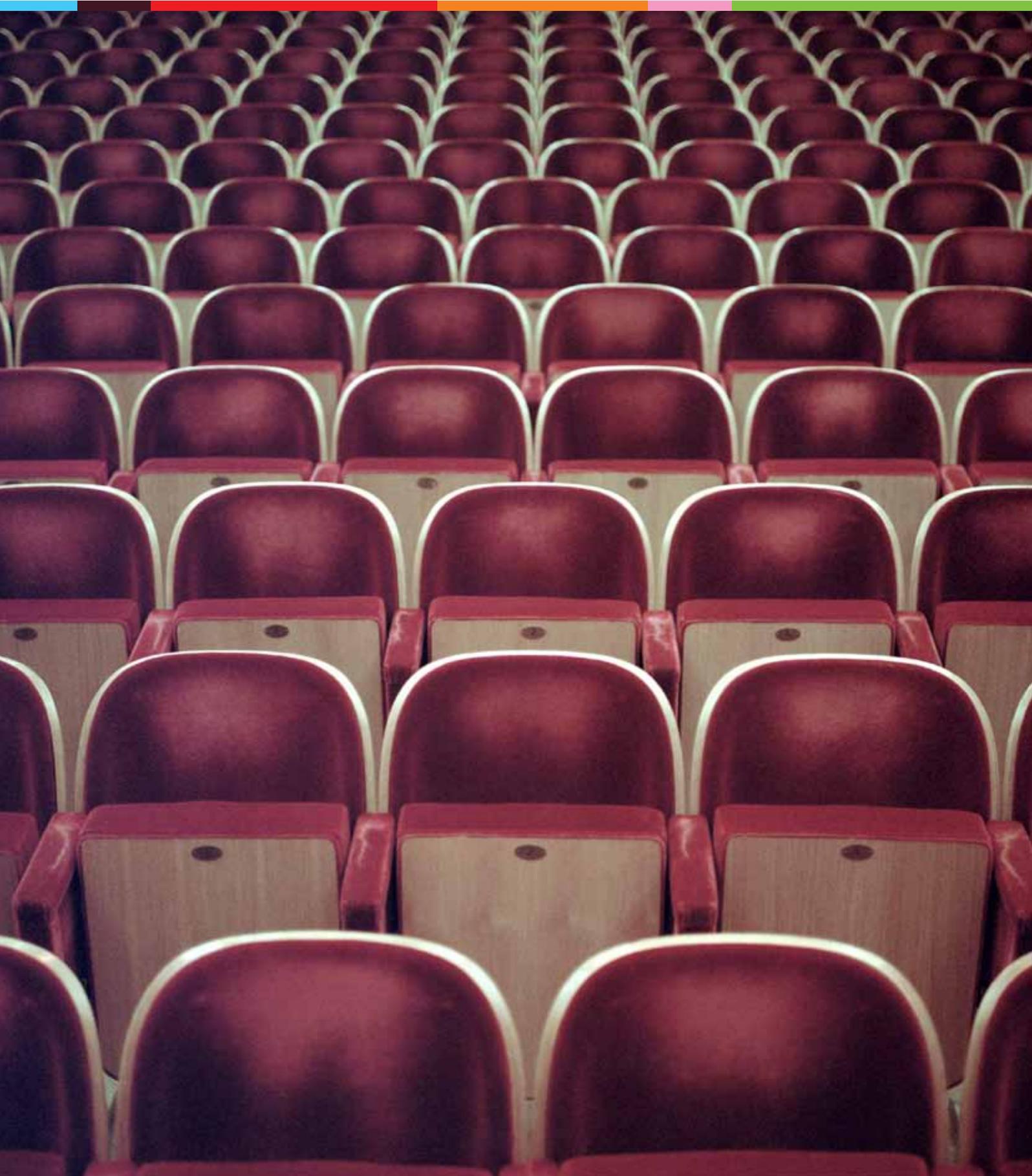
Composition of the Centre's Board of Governors as of 31 December 2011

Effective members	Deputies
<i>Hervé Hasquin (Chairman)</i>	Isabelle Mazzara
Ann Verreth (Deputy Chairperson)	Tinneke Huyghe
Bernard Blero	Fatima Shaban
<i>Jan Boulogne</i>	Anne-Marie Vangeenberghe
Anne-Emmanuelle Bourgaux	<i>Ahmed Laaouej</i>
Eddy Boutmans	Kurt Demeester
Naima Charkaoui	<i>Hakim Boutkabout</i>
Diane Culer	Chico Keksi
Claude Debrulle	<i>Zakia Khattabi</i>
Eugène Dimmock	Machteld Ory
Badra Djait	<i>Jochen Soetens</i>
Afaf Hemamou	Mohammed Tijjini
Laura Iker	Fabien Paelmans
Carine Jansen	Alain Jacobeus
Véronique Lefrancq	Benoît Drèze
Eric Lemmens	Gisèle Marlière
<i>Alexander Miesen</i>	<i>Ingrid Inselberger</i>
Liesbet Stevens	<i>Karin Van Mossevelde</i>
<i>Soetkin Suetens</i>	<i>Khadija Zamouri</i>
Renaat Vandevelde	<i>Ina Vandenbergh</i>
<i>Steven Vansteenkiste</i>	Lieve De Cocq
Government-appointed director	
Philippe Bouchat	

Italics = signedoutgoing members

The Centre in figures

- » In 2011 the Centre received a total of **5,185** complaints, of which **60%** were made via its website.
- » The Sharia4Belgium affair generated **609** complaints.
- » Remarkably, most of the complainants were men (**62%**).
- » **80%** of complaints concerned discriminationsubject, and **20%** the basic rights of foreigners.
- » **4,162** complaints relating to discrimination led to the opening of **1,277** cases.
- » **1,023** complaints relating to the basic rights of foreigners led to the opening of **179** cases.
- » The Centre took **16** cases to court and also initiated **18** legal proceedings to combat human trafficking.
- » The Centre provided **219** hours of information sessions (less than half a day) and **2,306** hours of training (at least half a day), reaching a total of **7,393** people.
- » The Centre issued a total of **80** opinions and recommendations: **13** on discrimination and equal opportunities, **49** on migration, and **18** on human trafficking.
- » As of 31 December 2011, the Centre had **100.9** full-time equivalent employees (FTE): **82.6** as staff members, **10** in projects and **8.3** in the Poverty Support Point.
- » The Centre is involved in **7** international partnerships (EQUINET, FRA, NCP INT, NCP EMN, ECRI, ODIHR and the UN).





Chapter 2 :
**DISCRIMINATION/
EQUAL
OPPORTUNITIES**

Discrimination

Frontline Service

The Frontline Service is the first point of contact with the Centre, and provides an initial response to inquiries within a reasonable period of time.

Complaints may be made via an online form available at <http://www.diversitybelgium.be/>, by phone, or in person at the Centre during its opening hours or by appointment.

The Frontline Service receives complaints of discrimination and requests for information or advice. Complaints and requests are treated in a professional manner, and concrete solutions are suggested to the complainant. As soon as a complainant requests intervention by the Centre, a case is opened provided the matter falls within the Centre's jurisdiction. After initial analysis, the case is passed on to the Second Line Service.

The Frontline Service also provides information and advice on foreigners' basic rights, particularly on administrative issues concerning territorial access, residency, installation and deportation of foreigners. Specifically, these issues range from options for legalising residency or reuniting families, to questions of access to Belgian nationality or the labour market, among others. In order to ensure that people contacting the Centre receive the best possible assistance, the Service may contact local and federal authorities or lawyers.

When the Frontline Service receives a query which does not fall within the Centre's jurisdiction, it passes the request on, and to the best of its ability, to the relevant authorities. For example, complaints concerning gender-related discrimination are referred to the Institute for the Equality of Women and Men.

Second Line Service

One of the Service's main tasks is to handle individual cases relating to discrimination, where based on all of the criteria for which the Centre has jurisdiction (age, disability, sexual orientation, so-called race, religion or ideology, wealth, state of health, etc.) and in all areas of society (employment, housing, insurance,

education, the hotel, restaurant and catering sector, police, cyber-hate, etc.).

All Second Line Service staff have are specialised in various legal areas or specific target groups. The Service's multidisciplinary approach enables solutions to be found other than the legal procedures specified by the anti-discrimination and anti-racism laws.

The Centre es with the primary The Centre aims of first and foremost to find amicable solutions. In the most serious and flagrant cases, where dialogue appears to be impossible or the case is of major social relevance (establishment of a precedent, clarification of legislation, etc.), the Centre will refer the case to the judiciary. In 2011, this was done for only 16 cases (five civil, 11 criminal). The Centre also lodged 32 complaints with the Public Prosecutor's office to establish possible infringement of the anti-discrimination and anti-racism laws.

In addition, the Service draws important conclusions from the treatment of individual cases to underpin more structural and preventive types of action. The staff take part in the development of policy instruments, studies and surveys, particularly in transverse work groups.

Cyber-hate

Cases of cyber-hate can also be reported to the Centre via the website <http://www.diversitybelgium.be/>. Cyber-hate cases are handled by two Second Line Service staff members, in close cooperation with the Frontline Service staff.

In 2011

In 2011, the Discrimination Service (Frontline and Second Line Services) gave priority to its day-to-day activity, i.e. processing the 4,162 complaints and 1,277 cases received and seeking the best solutions, preferably by amicable means, solutions.

For an analysis of the figures, please consult the 2011 Annual Report on Discrimination/Diversity.

A number of core strategies in the Strategic Plan were also implemented, especially with regard to the goal of “*A Centre at the Service of the Public*”. This was done in the wake of the internal reorganisation of the Centre in 2009-2010. The Centre’s legally mandated task — supplying individual assistance to all persons requesting a consultation concerning the extent of their rights and obligations, processing individual complaints, and referring cases to the courts where applicable — was also translated into professional, fair and harmonised practice.

In this context, the word “*complaint*” should not be confused with “*complaint*” in the specifically legal sense, for two reasons: firstly, a complaint to the Centre is not in any way tantamount to a complaint to the police or the Public Prosecutor’s office (or to a disciplinary body); and secondly, the questions addressed to the Centre do not necessarily concern dispute relationships involving misconduct, victimhood or requests for sanctions and/or disciplinary actions. Although this type of approach is justified and must be taken in certain cases, it constitutes only one among the range of responses that can be made in the areas of Migration and Discrimination. The Centre’s use of terms such as “*complaint*”, “*case*” and “*complainant*” is therefore highly specific.

The Centre is an entirely independent public service. Neither the complainant nor any of the parties involved in an individual situation can force it to take or refrain from taking to a particular course of action². Once this is understood, it is obvious that the Centre, in order to fulfil its primary task, must be attentive and open to the expectations of those who consult it, and must show empathy with their difficulties and even their distress. Indeed, one of the first steps in the processing of a complaint/case is to jointly determine with the complainant the solutions that would be acceptable to him/her. However, the Centre has to reserve the right not to comply with all the complainant’s expectations, wishes or strategies, since these are not the only factors in the case. The Centre also takes into account the interests of society as a whole.

Although the Centre has the power to take legal action, it gives priority to finding solutions by concili-

ation or negotiation. The Centre is not a machine for manufacturing court cases, but that seeks concrete and real solutions.

Every complainant is first and foremost a citizen. For this reason, the Centre’s first priority must be to increase the capacity for action of the people who approach it. Complainants must not be stripped of their own ability to act or make decisions. It must therefore be ensured that the Centre is able to supply information and support in such a way that complainants are better able to understand their situation and to take action on their own initiative.

However, this does not mean that the Centre remains on the sidelines. On the contrary, the Centre’s action involves an active and sometimes major investment in seeking solutions and, providing support, and this may take the form of direct interventions or inquiries. This is particularly justified when the Centre’s action enables an appropriate balance to be struck between the parties with regard to a given problem, or when a complainant must be given protection against potential reprisals.

In 2011, the Centre’s methodological work focused on three specific issues:

the distinction between the Frontline and Second Line Services, the design of specific thematic roadmaps, and cooperation with regional and community-level players.

Distinction between the Frontline and Second Line Services

The distribution of roles between the Frontline and Second Line Services was clarified with regard to the processing of complaints and individual cases: reception and recording of complaints; the type and scope of information supplied where the Centre does not have jurisdiction; determination of the complaint type and the complainant’s expectations; and actions against third parties; emergency procedures; discussion and feedback, etc.

Thematic “roadmaps”

Complaints and cases are not necessarily handled in the same way, and depending on the sector in which

2 However, it should be remembered in this context that certain types of action are taken by the Centre only with the agreement of the victim, either in the legal or the deontological realm.

the issue arises (employment, housing, insurance, education, etc.), the applicable criterion (origin, religious or philosophical convictions, age, sexual orientation, disability, etc.), or the nature of the violation (deliberate or unintentional discrimination, hate crime, hate speech, cyber-hate, etc.). The players, institutions, associations and procedures involved may be specific to each of these dimensions, and the Centre's response to a complaint will vary accordingly. Also, the degree of distress of complainants and/or victims may vary depending on the nature of the events on which the complaint is based, and this is a factor that needs to be taken into consideration.

Cooperation

The Centre is not the only player dealing with migration and discrimination issues, and must therefore work in partnership with all the other agencies that which, directly or indirectly, are called upon to handle such cases. This requires cooperation, exchanges and

mutual support, and a degree of subsidiarity and complementarity is certainly indispensable.

For this reason, collaborations and procedural agreements have been established with the Flemish Region's Equal Opportunities organisation (Gelijke Kansen Vlaanderen), the Discrimination Reporting Points (Meldpunten) and the Actiris anti-discrimination desk in Brussels. Under the protocols signed with the Walloon Region and the Wallonia-Brussels Federation, a cooperative project involving the Equal Opportunities Service of the Wallonia-Brussels Federation, the Walloon and Wallonia-Brussels Federation Ombudsmen and the Espaces Wallonie is underway to create a network of contact points within the framework of the Walloon and Wallonia-Brussels Federation decrees.

Finally, the Centre continues its close cooperation with the Institute for the Equality of Women and Men on complaints that fall within the latter's jurisdiction (gender-related complaints), particularly in the event of multiple cases of discrimination.

Equal Opportunities

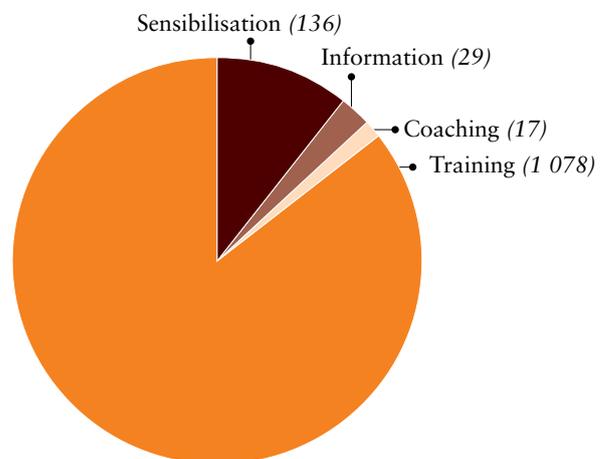
Training Service

Registration, analysis, implementation and assessment of enquiries

The Training Service collects and analyses requests for information, awareness-raising or training sessions. This makes it possible to set priorities and develop customised solutions that take account of both the subject's and the audience's expectations. For these sessions, the Service relies on its own staff, the staff of other departments, and external speakers.

The Training Service handled over 140 requests of varying types and degrees of importance, such as requests for information or advice, searches for partnerships or teaching tools, etc. It followed up around 40 of these requests, and 32 these led to the organisation of events for a total audience of 1,260 professionals from various sectors. The total number of training hours supplied was 1,961.

Number of participants by action type
Total: 1,260



The training action was the most significant. 1,078 participants attended one- to three-day courses,

while 182 took part in information and awareness-raising sessions (anti-discrimination laws), or received coaching on the Centre's competencies (prevention of discrimination within the requester's institutional context). The Centre invests a great deal of time in analysing the demand for training by meeting the would-be trainees in order to respond as closely as possible in the best possible way to the concerns of people working in the field. Participant and trainer evaluation, after the training for several groups, provides a transversal view of the problems encountered and supplies provides global and anonymous feedback to the requester with . If necessary, the requester can then promote changes in practices within their own organisation, with regard both to working relations between staff members and to relations with users or clients, within their own organisation.

External training

The topics are directly linked to the Centre's tasks, and approached in different ways so as to adapt them to the specific problems within of the institution concerned. The raw material of training courses is always the input of professionals who know their job and are aware of the related difficulties.

The Training Service's method favours the organisation of meetings with prospective participants prior to beginning the actual courses. This approach makes it possible to create a training space that is relevant to the problems encountered in the field, and to provide more effective support for the individuals and teams evolving in an institutional context.

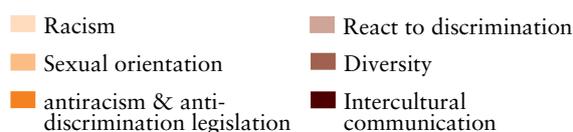
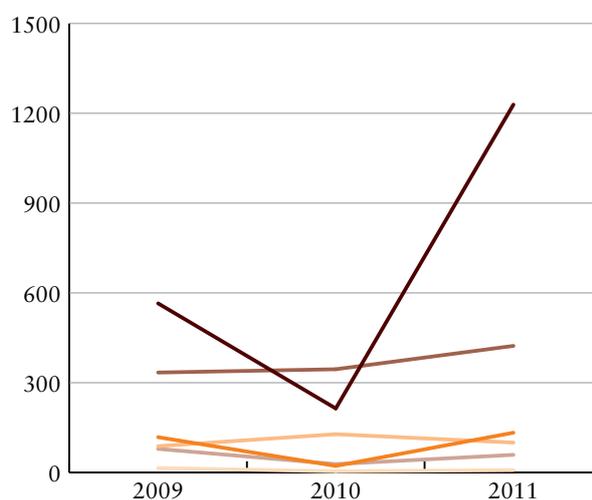
The emphasis on intercultural communication was particularly pronounced in 2011, as this was the main subject of a major training course requested by ONEM. This is a two-year project which will involve all public-facing employees in urban centres (Brussels, Antwerp, Liège, Charleroi and Ghent). It tackles the issues around the reception of diverse population groups in potentially conflictual working situations.

The demand for diversity training remains stable among our requesters, most of whom (although not all) are public sector administrations. The main emphasis of these courses is on group dynamics within teams and company culture, although they also include

support for line-management to help them to deal as effectively as possible with staff diversity. The diversity plans encouraged by the public authorities are leading to the emergence of equal treatment policies both in public services and in companies using the Centre's training services, for example on matters relating to the integration of disabled people, religious practices and signs, rejection of "different" individuals, etc.

Investment (hours) by the Training Service in the various subjects

Total for 2011: 1,961 hours



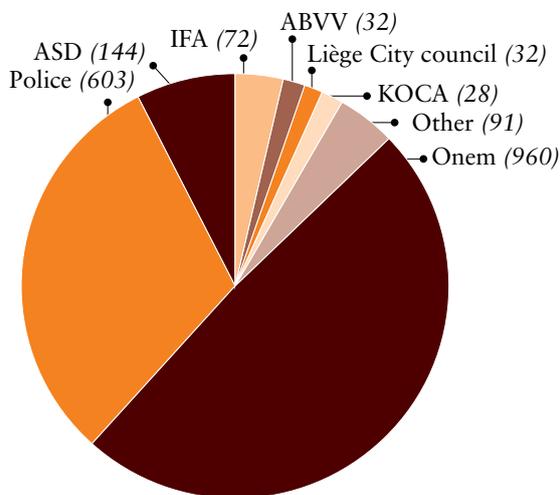
The subject of sexual orientation comes particularly to the fore in the training courses supplied to the police under our agreement with the FPS Interior Belgium (SPF Intérieur). These courses allow the issue of heteronormativity to be discussed and homophobic behaviours to be uncovered and discussed with the participants. In general, the nature of police work, which includes contact with victims, requires the ability to recognise all forms of discrimination.

Information on anti-discrimination laws is generally included in the training courses as background knowledge. Beyond personal opinions, behaviour in professional areas must, in the last resort, be guided by the law. In-depth sessions on legislation are usually handled by the Centre's legal experts, with the support of a trainer.

The treatment of racism as an isolated issue is declining, and this subject is usually handled in conjunction with the other criteria specified in the anti-discrimination laws.

Investment (hours) by the Training Service per requester

Total for 2011: 1,962 hours



As mentioned above,, our main partner in 2011 was ONEM. Training courses focusing on intercultural communication were set up to kick-start a diversity policy in the main regional offices.

Training courses to the police also account for a large share of the hours provided under our agreement with this institution. Two Centre staff members supply basic and follow-on training to all police departments and areas that are interested in the Centre’s modules and expertise.

In 2011, a substantial number of training hours were again provided to ASD, Aide et Soins à Domicile (Home Assistance and Care), in Brussels. Intercultural dialogue was the main focus of the courses, in view of the frequent tensions in this sector between carers, most of whom are migrant women, and recipients of care.

Training courses are offered on a recurring basis to federal civil servants via our partner IFA (Federal Administration Training Institute). These three-day courses allow the voluntary participants to explore the subject of diversity, discuss representations and behav-

iours, and familiarise themselves with the anti-discrimination laws.

The Flanders socialist trade union ABVV undertook a training action, with our cooperation, for the benefit of those of its staff members who are required to deal with a diverse public.

The city of Liège called on the Centre’s services within the scope of its diversity policy. Team leaders were trained and discussed their day-to-day difficulties with regard to religious practices and signs, as well as other issues.

Koca, a special needs educational institute in Antwerp, offered its maintenance and canteen staff a course on diversity in response to conflicts within the existing teams. The training was designed to provide support to individuals, strengthen the teams and advise the management.

The “Others” category comprises various courses delivered to associations (e.g. Convivial in Brussels, on the subject of diversity), CPAS/OCMWs (Public Centres for Social Welfare,) (e.g. in Mons, on the subject of “ageing and migration”, delivered in retirement homes), and at teaching institutes (on the subject of stereotypes at IHECS, the law at the Free University of Brussels (ULB), etc.).

Internal training

The Training Service continued to provide support to various Centre staff and departments: training of new staff members, management training for heads of department in cooperation with an external trainer, a course with an external trainer on the concept of negotiating spaces in connection with diversity issues, and the organisation of collective supervisions of staff who are in contact with the public.

Diversity Service

The purpose of the Diversity Service is to promote diversity in the different areas of economic, social and political life (employment, housing, education, etc.).

The Diversity Service achieves this goal by adopting

a multidisciplinary approach. It therefore works not only with the different services of the Centre, but also with external partners in order to:

- » formulate opinions and recommendations;
- » provide a forum for various actors;
- » set up studies and research projects, and collect relevant data;
- » participate in and/or design awareness-raising and informational activities. This is also done by providing support during the implementation of a diversity policy;
- » refer people to other assistance providers where necessary.

The Centre encourages multidisciplinary thinking by setting up thematic working groups comprising staff members from different services: employment, housing, education, healthcare, disability, sexual orientation, cultural harmonisation, etc.

In addition to the work carried out in these groups, the Diversity Service worked towards achieving a number of goals set out in the three-year strategic plan for 2011-2013, which defines its tasks in the medium term:

An independent public service

With a view to strengthening its relations with the actors in the field, the Service used the Centre's "Forum" function to bring professionals together on a number of highly specific subjects, particularly inclusive education, the notion of reasonable adaptations and the reclassification of disabled workers, and intercultural skills in the care sectors.

The Service also launched the "Lunchtime Diversity Debates", a dynamic and flexible formula which allows the various actors to come together and discuss a question meriting exploration or debate. The first of these events was held during the year, devoted to the occasionally unclear links between the promotion of diversity and the combating of discrimination in the labour market.

The goal of the Centre's Forum function is to anticipate and/or further investigate certain questions raised, refine its positions and strengthen its opinions and recommendations.

In 2011, as a national Belgian Integration Contact Point for the European Commission, the Centre drew up European integration modules and integration indicators. Activities relating to the second European Integration Agenda were coordinated in close cooperation with the regional authorities and the Belgian Permanent Representation to the European Union.

A Centre working in cooperation

Special attention was also paid to fostering partnerships and close cooperation with workers in the field. These actions included, among many others:

- *in the education sector*, participation in the VLOR network and the "Leerlingenrechten" (Students' Rights) Commission in the Flemish Region, as well as in the Antwerp local network. In the Brussels-Wallonia Federation, the Service's work included the launch and support of a survey on the reality of discrimination in school environments, its perception and the means used to combat it, as well as the organisation of training courses on the promotion of diversity and on anti-discrimination law;

In the sports sector, participation in the work of Pro Ligue, the Royal Belgian Union of Football Societies and the Football cell of the FPS Interior Belgium (SPF Intérieur) for the organisation of the "Football Against Racism and Discrimination" campaign (FARE);

In the media sector, participation in the Steering Committee of the "Equality and Diversity in the French-speaking Audiovisual Media" plan coordinated by the Conseil Supérieur de l'Audiovisuel; support and contributions to the "Stakes, Players and Practices of Diversity in Information and Journalism" module taught at the Higher Institute of Social Communication Studies (IHECS); and participation in the second "Panorama of Good Practices in the Areas of Equality and Diversity in the Audiovisual Media", published on 1 December 2011 in the Wallonia-Brussels Federation;

In the health sector, participation in the consultation meetings on "The exclusion from blood donation of men who have sexual relations with other men" at the Health Minister's office; training given at the ULB's Public Health College on the anti-discrimination legislation; participation in the social symposium at the

Saint-Pierre University Hospital on 7 October 2011 on combating HIV/AIDS-related discrimination in the employment and insurance sectors; and participation in the “*visual telephony*” project supported by the Cera Bank in cooperation with Fevlado for the development of a videoconferencing system for the deaf in services to the public.

In the Walloon Region, and within the scope of the cooperation protocols, the implementation of a municipal network to combat discrimination. This project allows the Centre to meet the representatives of towns and municipalities, inform them and increase their awareness of diversity-related issues and the need to combat all forms of discrimination.

A Centre of knowledge

Within the scope of its actions aimed at collecting the essential information for a better understanding of discrimination mechanisms, the Centre continued to develop and consolidate two specific tools: the Diversity Barometer and the Monitoring project intended to establish a stratification of the labour market according to the national origin of workers.

The Barometer. Among other actions, the Centre concluded the studies begun in 2009 on the discriminatory processes at work in the labour market. These studies used four separate and complementary methods: testing of job offers and their processing, quality surveys among human resources managers, a study of indicators (data warehouse) relating to the position of minorities, and an analysis of wage gaps according to gender, origin, disability and age. The final report will be drawn up at the beginning of 2012, and the results will be exploited through the organisation of a seminar.

The Centre also initiated meetings with the four regional and federal public statistical departments: Institut Walloon de l’Evaluation, de la Prospective et de la Statistique (IWEPS), Institut Bruxellois de Statistique et d’Analyse (IBSA), Studiedienst van de Vlaamse Regering (SVR) and the FPS Economy Belgium (SPF Economie). The purpose of these meetings is to create a long-term platform for discussion between the Centre and these public services.

The Monitoring project. The work performed in 2011 consolidated the cooperation with Banque Carrefour de la Sécurité Sociale (BCSS), the FPS Labour, Employment and Social Dialogue (SPF Emploi et Concertation Sociale), and the National Register. This allowed the National Register data concerned in the monitoring to be structurally integrated into the BCSS labour market data warehouse. At the end of 2011, we also received permission from the Sectoral Committee of the National Register to continue developing the tool and processing certain “*sensitive*” data. In 2012, we should be able to issue an initial report on the first six years of the project, the purpose of which is to create a long-term monitoring tool for establishing a stratification of the labour market according to the national origin of workers.

A Centre engaged with social issues

With regard to the ageing of the population and related issues, a survey and study of the age-related stereotypes still prevalent in the labour market was initiated. This study mainly targets the youngest and oldest groups faced with age-related discrimination. The purpose of the study is to compare the stereotypes affecting these target groups with their perception of society and of the discrimination they face, with the emphasis on the labour market. The opinion survey is being conducted by social research institute IPSOS.

With regard to the management of diversity of beliefs and convictions, an action was initiated in cooperation with the Training Service with the aim of organising the terms of a negotiation on the labour market, particularly in businesses.

The Impulse Fund for Migration Policy

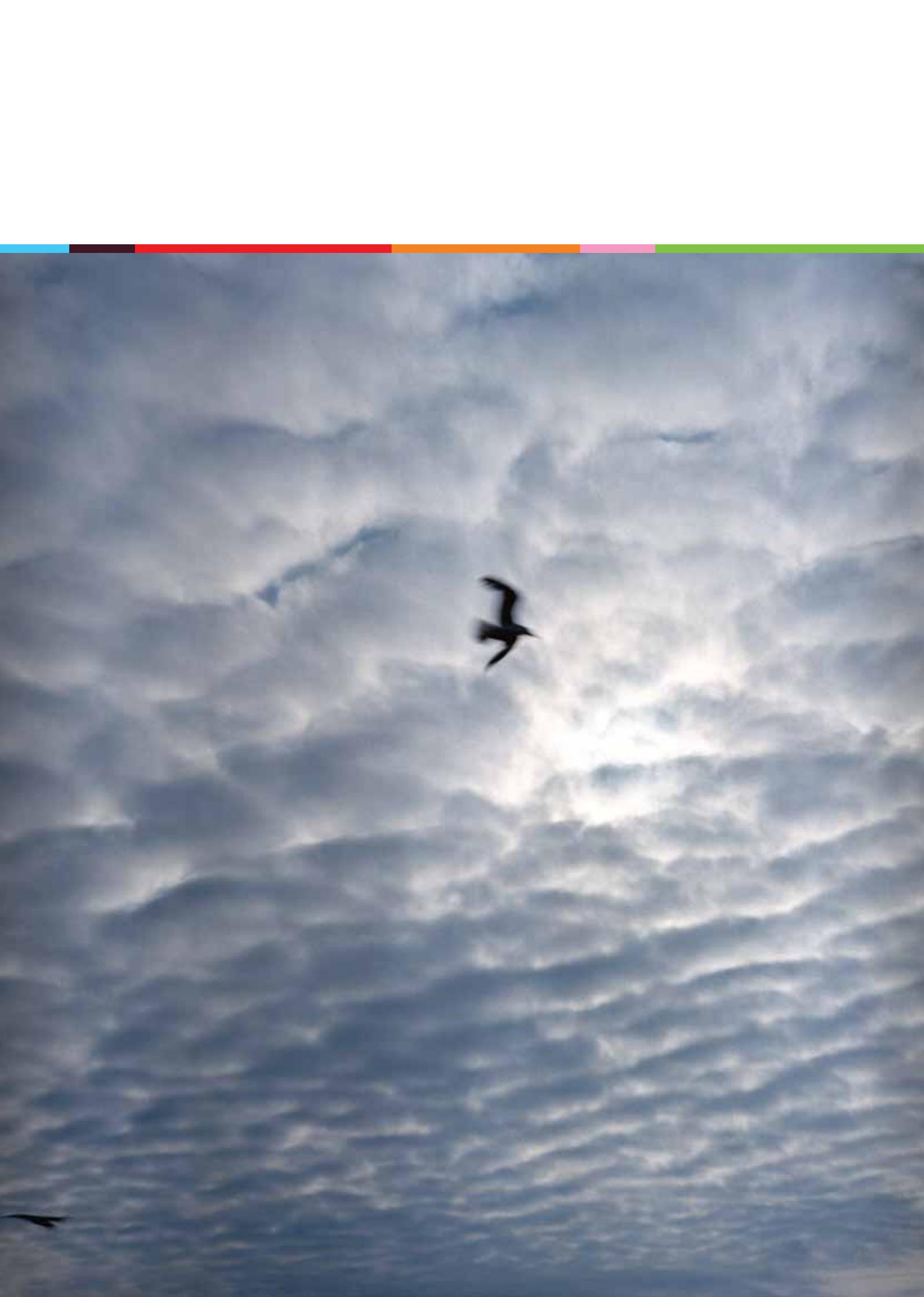
The Federal Impulse Fund for Migration Policy (FIM) was established in 1991. It aims to support projects that encourage the social integration of persons of foreign origin, contribute to the prevention of discrimination, and promote intercultural communication.

The FIM is managed by a Committee which establishes rules and priorities each year and decides which projects are to be funded, acting on proposals put forward by federal, regional and community authorities.

The Committee is composed of representatives of the Belgian federal government, representatives of the regional and community governments, and a representative of the Centre.

The Centre is responsible for the administrative and financial supervision of the FIM, but does not make any decisions.

A call for projects is published each year in the Belgian Official Journal. In 2011, the FIM was allocated a budget of €8,000,000, which was used to fund 551 of the 825 grant applications.





Chapter 3 :
MIGRATION

The Centre has three legal missions relating to migration: to inform the authorities of the scale and nature of migratory flows; to ensure compliance with the basic rights of foreigners; and to promote the fight against human trafficking.

In two of these missions, the Centre carries out all of its three tasks: processing individual complaints and cases; training, information and awareness-raising; and formulating opinions and recommendations.

Assistance with the legal rights of foreigners³

The Migration Department follows up and performs in-depth processing of individual complaints relating to the basic rights of foreigners. In 2011, the Centre received 1,023 such complaints. The Department staff and the Frontline Service meet each month to discuss basic orientations and each week to process individual cases.

Out of the 1,023 complaints relating to the rights of foreigners, the Centre opened 179 cases. The complaints provide a fairly accurate reflection of the difficulties encountered in the field and enable the Centre to discharge its function as an observer. The small number of cases opened can be explained by the fact that a complaint does not automatically lead to the opening of a case, but does so only when it concerns a complex issue or a problem that demands demand-specific structural follow-up by the Migration Department. For example, questions relating to holding and deportation (2% of complaints, or 15% of cases) are automatically transferred to the Migration Department staff, who then take over the case.

In 2011, support to applicants for legalisation again accounted for a large proportion of the work: 37% of complaints related to legalisation issues. The Centre also monitored the long application processing times and the application of the legalisation criteria as set out in the Statement of 19 July 2009. In this context, we dealt mainly with Filipino (25%), Chinese/Tibetan (23%) and Moroccan (13%) nationals. The most important questions and those most commonly raised in the complaints were discussed at the monthly meetings of the support commission convened by the

(outgoing) Secretary of State for Asylum and Migration.

As in 2010, the Centre received many enquiries (20% of all complaints) concerning the right to family life in Belgium, many of these relating to family reunification. The reform that came into force on 22 September 2011 certainly played some part in this. Otherwise, many requests for information and questions concerned marriage procedures, legal cohabitation, recognition of a child by the father, checks on sham marriages, and recognition of marriages contracted abroad. These questions were asked mainly by Moroccan (24%) and EU nationals (10%), including Belgians.

A new feature in 2011 was the relatively high number of questions concerning residency rights or permits for foreigners (7%). Issues included the granting or refusal of a temporary residency permit, the issuing of a permanent residency permit, the loss of a permanent right of residency, and the exercise of the right to free circulation as a European citizen. 38% of these questions were asked by nationals of EU Member States.

The Centre also received a number of queries about obtaining Belgian nationality (5%). These concerned the naturalisation procedure or the procedure for obtaining nationality on the basis of a declaration. Other questions related to very specific issues, such as the lack of a birth certificate or the potential loss of nationality. Some of these questions are discussed in the 2011 Annual Report on Migration.

3 See also Chapter 2 on the handling of complaints.

Demographic analysis and publications

The Centre fulfils its mission of providing information on the nature and scale of flows of migrants via several publications. These include a recurrent demographic and statistical report on the presence of foreigners in Belgium, produced in cooperation with the Demographics Centre of the IACCHOS Institute of the Université Catholique de Louvain (DEMO-UCL). This report was made public on 18 December 2011 on the

occasion of International Migrants Day, and the 2011 Annual Report on Migration will be taking up some of its main findings.

Also in 2011, in cooperation with DEMO, the Centre carried out a demographic study on Turkish migration. This study will be presented in 2012.

Consultations, symposiums and working groups

The Centre regularly receives requests for training in immigration law. In 2010, it provided training in the context of the “*social orientation*” training module offered by the non-profit organisation BON (Brussels Onthaalbureau voor Nieuwkomers). The Centre also contributed to the debate on the recognition of same-sex partnerships and marriages between foreign nationals in Belgium at a conference organised by “*Autre Cercle*” in Strasbourg (18-19 November 2011) on this subject. Following its active participation in a working and dialogue group organised by the King Baudouin Foundation on the right to family reunification, the Centre gave a presentation on the family reunification reform and the subsequent issues in terms of the right to family life, at the 5th colloquium for elected representatives and decision-makers at municipal level in France, Germany and Belgium, held in Berlin (27-28 October 2011). The Centre also took part in a panel of experts during the seminar on “*The challenges of the Geneva Convention today*” (16 December 2011), jointly organised by CIRE and Vluchtelingenwerk Vlaanderen.

The Centre also brought together several partners, including the Belgian Refugee Council, CIRE, the Immigration Service and the National Register, to work further on the difficulties that arise arising when foreigners are entered in the population registers. This work is currently in progress.

As part of its work on the basic rights of foreigners detained in closed holding centres, the Centre

continued the series of meetings begun in 2010 with field workers involved in the management of regional INAD centres. A findings and analysis report will be issued in 2012. The Centre also took part in the evaluation meeting of 27 October 2011 on the pilot scheme for the provision of legal aid to people currently residing at the closed centre in Bruges.

The Centre continued its work on the right to family life, and organised a seminar entitled “*Are Belgians second-class citizens? The new Belgian law on Family Reunification*” on 6 December 2011. This law institutes so-called “*reverse discrimination*”, meaning that Belgians receive less favourable treatment than other EU nationals, and has been submitted to various judiciaries (Belgian, EU, and European Council) to determine whether or not such reverse discrimination is permissible.

The Centre also took part in a seminar organised by UCL on the reform of the family reunification law on 25 November 2011. Finally, the Centre presented its Annual Report on Migration for 2010 at a session of the Interior Commission of the Belgian Parliament on 14 June 2011.

The Centre also participated in several support committees in connection with relating to studies either commissioned by the Centre or in which it is a partner:

- » “*CAREERS*”, a research project initiated by the Centre, carried out by ULB and UA and financed

under the federal scientific policy, on the development and analysis of a statistical module for the long-term follow-up of legalised residents (follow-on to the “ROUTE” project);

- » “MIGRAGE”, a research project initiated by the Centre, carried out by KULeuven and UA and financed under the federal scientific policy, on the ageing of the migrant population (access to pensions for the first, second and other generations of migrants in Belgium);
- » “*Partnermigratie van derdelanders naar Vlaanderen en Brussel. Een kwantitatieve en kwalitatieve studie*” (*Partner migration of third-country*

nationals to Flanders and Brussels, a qualitative and quantitative study), at the request of the Flemish Government and the European Integration Fund. Participation in the support commission;

- » “*Mapping statelessness in Belgium*”, conducted in cooperation with the UNHCR and DEMO-UCL. The Centre made a significant contribution to the analysis of statistical data concerning stateless persons in Belgium;
- » “*SaViAV*”. At the request of the ESF Agency, the Centre contributed to this study by supplying data and an analysis on asylum seekers and victims of human trafficking.

Human trafficking and smuggling

Since 1995, one of the Centre’s statutory missions, specified in a Royal Decree of 2004, has been to promote the fight against human trafficking; t. The Centre issues an independent public report which assesses developments and results in combating human trafficking. This critical annual report is intended to provide a substantive boost to the efforts of the inspection services, the judiciary and the police. The report also includes recommendations to the authorities for the development and implementation of an aggressive policy. The Centre also coordinates cooperation between the three specialised support centres for victims of human trafficking: PAYOKE (Antwerp), PAG-ASA (Brussels) and SURYA (Liège).

The Centre also performs the administrative work of the interdepartmental cell for coordination of the fight against human trafficking.

Finally, the Centre has the power to go to law and institute proceedings in cases of human trafficking.

Both the Council of Europe and the European Union require the Member States to appoint national rapporteurs on human trafficking. As of 2011, the Belgian authorities have not yet appointed a national rapporteur, and the Centre is therefore the *de facto* national rapporteur.

The Centre presented its Annual Report on human

trafficking on the day before the European Union Anti-Trafficking Day, 18 October 2011. For the second consecutive year, the report focused on human trafficking for the purposes of economic exploitation. Both this report and its 2010 predecessor exposed the links in the chain of exploitation of human beings, from the originators to the entrepreneurs and subcontractors. At the end of this chain are the people who are exploited in degrading conditions.

The Annual Report is based on interviews with front-line actors, analyses of case law, political developments, and data supplied by those involved in the fight against human trafficking. The Annual Report is completed with the opinions of external experts.

In 2011, the Centre decided to initiate legal proceedings in 18 cases of human trafficking and smuggling.

The Interior Commission of the Belgian Senate and the Justice Commission of the Belgian Parliament invited the Centre to present this latest annual report. This is the third consecutive year that the Centre has received such an invitation from the Parliament. On each occasion, the presentation is followed by an exchange with the senators and MPs, and opinions and explanations are then requested from the Centre.

On the European scene, the Centre participated as the *de facto* Belgian national rapporteur at the meeting

of National Rapporteurs organised in Brussels on 7-8 July 2011 by the Polish president of the European Union, the European Commission and the European Anti-Trafficking Coordinator, Ms. Vassiliadou.

At the international level, the Centre took part in the EU Anti-Trafficking Day on 18 October 2011 in Warsaw, and in the OSCE conference of 20-21 June in Vienna on "*Preventing Trafficking for Labour Exploitation: Decent Work and Social Justice*".

The Centre also contributed its expertise to national and international study days. At a conference in Utrecht, the Centre explained the approach to economic exploitation in Belgium. On another study day organised by the City of Ghent and the Eastern Flanders Centre for Diversity on the subject of foreigners and self-employment, the Centre approached the subject from the angle of human trafficking.

During the training course given in March 2011 to magistrates by the Institut de Formation Judiciaire, the Centre presented the module on developments in human trafficking.

In cooperation with the specialised support centres for victims of human trafficking, the Centre developed and tested a new electronic management system for victim cases. This system ensures the uniform processing of cases by the relevant bodies and ultimately enables an anonymised database of victim statements and information to be constituted.





Chapter 4 :
**THE CENTRE'S
NETWORK**

National cooperation links

Discrimination/Equal Opportunities

The Centre has signed various cooperation agreements and protocols with the Belgian authorities and partners in the field (organisations, trade unions, etc.). Almost all of these protocols also include a section on complaints and individual cases, and regulate the concrete cooperation mechanisms for their processing them.

» With the Walloon Region and the Wallonia-Brussels Federation

Cooperation protocols have been signed between the Centre⁴ and both the Walloon Region and the Wallonia-Brussels Federation (French-speaking Community) within the scope of the anti-discrimination decrees. This led to the hiring of three new staff members in 2010 for the Second Line Service and one for the Diversity Service. These staff members are responsible for handling cases relevant to the jurisdictions of the Region (public transport, vocational training, etc.) and the Community (education, culture, etc.). In this connection, networking was further developed through the new Espaces-Wallonie contact points and the cultivation of direct relations with Walloon municipalities.

» With Flanders

The agreement between the Flemish authorities and the Centre was renewed in 2011, within the scope of the development of the Flemish discrimination contact points. These use the electronic case management system (METIS), and the Centre provides them with training, a support service, assistance with cases, and occasional support at meetings.

» With the Brussels-Capital Region

A cooperation protocol was signed between the Centre and the Pacte Territorial pour l'Emploi.

With other partners, such as trade unions and other social partners, field organisations specialising in promoting the rights of individuals meeting one or

more of the criteria specified in the anti-discrimination law, regional integration centres in Wallonia, research centres, public institutions, etc. These partnerships may be structural or occasional.

Migration

- » Support committee of the Fonds d'Aide au Regroupement Familial des Réfugiés Reconnus (Fund for Assistance to Recognised Refugees) managed by the Comité Belge d'Aide aux Réfugiés (Belgian Refugee Aid Committee);
- » Participation in the Consultative Committee of the French-speaking Community's Delegate-General for Children's Rights;
- » Participation in the monthly contact meetings of the Comité Belge d'Aide aux Réfugiés (Belgian Refugee Aid Committee);
- » Participation in the meetings of the Group of closed holding centre visitors coordinated by CIRE;
- » Participation with observer member status in the work of the Plateforme Mineurs en Exil (Minors in Exile Platform);
- » Participation with consultative voting rights in the Commission Nationale des Droits de l'Enfant (National Committee for Children's Rights);
- » Participation in the Conseil Consultatif de la Main d'Oeuvre Etrangère (Consultative Committee of Foreign Workers).

International cooperation links

Within the European Union

Equinet is the European network of institutions promoting equal opportunities and equal treatment. The network aims to promote cooperation and the exchange of information and legal expertise between these institutions. Equinet published a number of studies in 2011 (the list is available at www.equineteurope.org), with several contributions from the Centre. In November 2011, the Centre's Director was elected Chair of the Equinet Executive Board.

www.equineteurope.org

The Fundamental Rights Agency of the European Union (FRA). The FRA has the following three missions: collecting and analysing data; advising European institutions and Member States; and collaborating with intermediaries and raising awareness among the general public. The Coordinator of the Centre's Discrimination Department has a seat on the FRA's Management Board. The Centre also takes an active part in several of the FRA's research projects (joined-up governance, access to justice for victims of discrimination, survey of victims of anti-semitism, etc.).

www.fra.europa.eu

The European Commission's network of National Contact Points for Integration (NCP-I). Following lengthy preparatory work by the Member States, Eurostat published the pilot study on "*Indicators of Immigrant Integration*" in 2011. This draft proposal will be analysed in 2012. A proposal for the implementation of a control system will also be reviewed.

On the initiative of the European Commission, the National Contact Points also worked in 2011 on draft content for three European integration modules. This draft content will be refined with a view to eventual implementation.

In 2011, the Commission published its second "*European Agenda for the Integration of Third-Country Nationals*". The Polish Presidency of the EU Council also took the initiative of drawing up the Council's conclusions concerning this new agenda. At the Belgian

level, this involved close collaboration between the Foreign Affairs Department and the Belgian Permanent Representation to the European institutions.

The European Migration Network (EMN). In 2011, the Centre continued its work as the Belgian National Contact Point of the European Migration Network. This included the organisation on 27 April 2011 of a Belgian network event and an active contribution to the organisation of the Belgian EMN conference of 26 October 2011 (on the occasion of the 60th anniversary of the Refugee Convention). The Centre also contributed to two EMN twinning programmes (Germany and Lithuania) and two EMN conferences (in Norway and Malta), and participated in six EMN meetings in Brussels and around ten activities for the Belgian network.

www.emn.europa.eu

www.emnbelgium.be

The Council of Europe

The European Commission against Racism and Intolerance (ECRI) bases the fight against racism, xenophobia, anti-semitism and intolerance in Europe on the conviction that human rights must be protected. A representative of the Centre has a seat on the ECRI in his own right, as do all the other members who were selected for their expertise in combating intolerance, and was elected First Vice-Chair of the ECRI in 2011. All ECRI members are independent and impartial in the performance of their duties.

www.coe.int/ecri

The Organisation for Security and Cooperation in Europe (OSCE)

The Centre takes part in the activities of the Office for Democratic Institutions and Human Rights (ODIHR) within the Organisation for Security and Cooperation in Europe (OSCE). The Centre is one of the National Contact Points in the fight against hate crimes.

www.osce.org/odihhr

The United Nations

The National Human Rights Institutions Network (NHRI) ensures that human rights are sufficiently protected in European decision-making and legislation. In June 2007, the network set up the working group on “*Asylum and Migration*”, which is led by the Centre in collaboration with the Deutsches Institut für Menschenrechte.

www.nhri.net

In 2011, Belgium presented its first report within the scope of the new Universal Periodic Review for the first time. The commitments made by the Belgian Minister of Foreign Affairs include the intention to create a national human rights institution in Belgium.

www.ohchr.org/EN/HRBodies/UPR/PAGES/BESessionII.aspx







Chapter 5 :
**THE SUPPORT
POINT FOR
FIGHTING POVERTY,
ECONOMIC
INSECURITY AND
SOCIAL EXCLUSION**

The Support Point for Fighting Poverty strives to make the elimination of poverty a political priority. This tool for combating poverty, insecurity and social exclusion was created by the Federal State, the Communities and the Regions. They have given the Service the task of providing information and analysis, formulating recommendations on the effective exercise of basic rights and on the remaining inequalities in terms of access to those rights. They have also made it responsible for ensuring a structural basis for dialogue with public and private players in the field. In view of its special status (its legal basis is different from that of the Centre), the Service produces a separate activity report. Below, we give a brief outline of some activities that characterised the past year.

Preparation and publication of the Service's 6th biennial report

In 2011, the Service completed the preparation of its 6th biennial report, which was presented to the press on 5 January 2012. The report for 2010-2011, which is based on many encounters with a wide range of players, focuses on two issues: the right to decent housing and the prospects of young people. It provides guidelines for making the right to housing more effective by linking it to an obligation of result, and also advocates better recognition of alternative forms of housing when neither the private nor the public rental markets offer affordable solutions. The report recommends that the Service increase its investment in young people who are leaving a youth service institution, in order to provide them with an easier and better supported transition from minor to full adult status. The same also applies to young people who are entering the job market after attending a training course or work/study programme.

Seminar: "Towards an effective right to housing: what lessons can we learn from French and Scottish legislation?"

Discussions were initiated on the basis of two experiences – in Scotland and in France – in which the public authorities are legally bound by an obligation of result. A law seminar was organised in March 2011 to study the ins and outs of both sets of legislation, and also to examine the issues that this raises in Belgium. This

was followed by work with players in the field. The next stage will be the organisation of a symposium by the Service and two universities (Antwerp and Facultés Saint-Louis). In the meantime, the suggestion of an obligation of result will already have been presented to the public authorities with the publication of the 6th biennial report.

Three research projects on poverty requested by the Service, financed by the Federal Scientific Policy (Agora programme)

The Service is closely involved with these projects: it manages the support commissions, maintains contacts with the research and field teams, etc.

» Is there a link between poverty and youth -assistance schemes?

The results of this project, which was undertaken by UGent and UCL, were published this year in Dutch and French. The project investigates the socio-economic origin of children who are the subjects of the first youth assistance schemes, and concludes that there is a statistically significant link between the risk (in the statistical sense of the term) of a youth assistance scheme and low socio-economic status. The method used – cross-checking of data available in various databases – does not enable this link to be identified, and qualitative analyses will be required to achieve this end.

» Under-representation of the poorest in databases
A team from HIVA (KULeuven) investigates the under-representation of certain population groups in databases. In concrete terms, the SILC survey – which is carried out in Belgium each year on approximately 6,000 homes – was adapted to include two target groups hitherto largely ignored by the statistics: homeless people and undocumented immigrants. A survey of both groups was performed in 2010, and the results were presented in 2011.

» Urban and rural poverty
The "*Urban and rural poverty*" project was launched in 2010 and is conducted by the Free University of Brussels (ULB) and KULeuven. Its purpose is to define poverty indicators that take rural or urban lifestyle factors into account. The research, which is based on the extremely dense

database provided by the EU-SILC survey, but which uses a fairly limited sample, aims to achieve a better understanding of rural poverty compared with poverty in a more urban environment. In 2011, the researchers launched a second phase, in which they endeavoured to measure rural poverty on the basis of socio-economic data for the entire population, available in the Carrefour Sécurité Sociale database. The project will be completed in May 2012.

In 2011, the Service initiated a research project as part of the “*Société et Avenir*” programme of the Federal Scientific Policy, the subject of which was the effect of demographic change on the labour market, with a specific focus on those in a weaker socio-economic position. It will be possible to launch three projects in 2012.

All the texts mentioned here are available at

www.combatpoverty.be



Chapter 6 :
2011 PUBLICATIONS

Centre

- » Three-Year Strategic Plan 2011-2013 (04/2011 – 114 pages)
- » The Centre in 2010. 2010 Annual Activity Report (05/2011 – 36 pages)
- » Mémorandum à l'attention du Formateur (08/2011 – 13 pages)

Discrimination/Equal Opportunities

- » Baromètre Diversité Egalité (2011 – CSA series – 82 pages)
- » Discrimination fondée sur l'âge. De quoi s'agit-il et comment réagir ? Informations et conseils pratiques (02/2011 – 39 pages)
- » Les signes d'appartenance convictionnelle. Etat des lieux et pistes de travail. Last updated March 2011 (03/2011 – 86 pages)
- » Livre blanc. La politique des oubliettes. Internement des personnes handicapées mentales et/ou malades mentales.
- » L'organisation du séjour temporaire des gens du voyage. Guide pratique pour les pouvoirs locaux (05/2011 – 32 pages)
- » Discrimination. Diversité. Rapport annuel 2010 (06/2011 – 162 pages)
- » Pour une Commune égalité (11/2011 – Wallonie series, IEFH – 58 pages)

Migration

- » Rapport annuel Migration 2010 (04/2011 – 234 pages)
- » Trafficking in and Smuggling of Human Beings. Combating Social Fraud to Prevent Trafficking in Human Beings. Annual Report 2010 (10/2011 – 136 pages)

- » Migrations et populations issues de l'immigration en Belgique. Etude statistique et démographique 2010 (12/2011 – 205 pages)

Poverty

- » Rapport d'activités 2010 du Service de lutte contre la pauvreté, la précarité et l'exclusion sociale (2011, 36 pages)
- » Plan Stratégique Triennal 2011-2013 du Service de lutte contre la pauvreté, la précarité et l'exclusion sociale (2011, 33 pages)
- » Programme des actions en 2011 du Service de lutte contre la pauvreté, la précarité et l'exclusion sociale (2011, 12 pages)
- » Les conditions de vie des personnes sans abri et sans chez soi et des personnes en séjour irrégulier: premier résultats (03/2011 – HIVA series – 24 pages)
- » Proceedings of Seminar “*Vers un droit effectif au logement : quels enseignements tirer des législations françaises et écossaise* ” (03/2011 – 71 pages)
- » Pauvreté, armoede, Armut. 15 acteurs, 1 combat. 15 getuigenissen, 1 strijd. 15 Akteure, 1 Ziel (04/2011 – 74 pages)
- » Existe-t-il un lien entre pauvreté et mesures d'aide à la jeunesse ? (06/2011 – SPP Politique scientifique series, Academia Press – 130 pages)
- » Annex to 2010 Activity Report: Le Service dans la presse (06/2011 – 25 pages)
- » Service de lutte contre la pauvreté, la précarité et l'exclusion sociale. Mémorandum (06/2011 – 11 pages)





Chapter 7 :
**BALANCE SHEET
AND PROFIT AND
LOSS ACCOUNT**

What follows is an overview of the most important figures from the balance sheet as of 31 December 2011 and from the profit and loss account for 2011. The 2011 Annual accounts were certified by the independent auditor and approved on 18 April 2011 by the Board of Governors. This overview contains only

figures for the Centre itself, not those relating to the Impulse Fund for Migration Policy (FIM) or the Support Point for fighting poverty, economic insecurity and social exclusion; these are dealt with separately and are the responsibility of their management committee.

Figures are expressed in EUR 1000

Balance Sheet as of 31/12/2011 (x EUR 1 000)			
Assets	7 974	Liabilities	7 974
Fixed assets	401	Capital	55
Tangible assets	246	Cumulative result	5 015
Financial assets	155	Provisions	18
Current assets	7 573	Debts	2 886
Trade debtors	1 084	Suppliers	710
Investments	6 100	Social liabilities	472
Liquid assets	370	Other liabilities	1 704
Transitional assets	19		
Profit and loss account 2011 (x EUR 1 000)			
Income	8 946	Expenses	8 052
Grants	7 260	Project costs	1 245
Project income	1 327	Operating expenses	1 534
Other Income	307	Staffing costs	5 101
Financial income	24	Depreciation	172
Exceptional income	28	Exceptional expenses	0
		Result 2011	894





The Centre in 2010

Annual Activity Report

Brussels, April 2012

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CENTRE FOR
EQUAL
OPPORTUNITIES
AND OPPOSITION
TO RACISM

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