I would like to have short presentation about starting the evaluation process before a strategic plan is finalised. As the Public Defender of Rights acts not only as an equality body but deals with other ombud agendas with different type of work and activities it is complicated to prepare a single strategic plan. There is still an ongoing discussion among the heads of all divisions in law department.

Althought the strategic plan has not been finalised yet our Division of Equal Treatment has its own action plan. The action plan for 2016 includes evaluation of our activities related to the goals of our work. We have established the following goals and indicators.

1. **The first goal is: Better quality of help to victims of discrimination**.

Last year we conducted a research focused on access to justice for victims of discrimination and found out that only minor part of the respondents who felt discriminated against reported their experience to any authorities or organizations (including the Defender) – 11%. Therefore we decided to improve information published and improve the accessibility of information so as the victims could find information needed without contacting the Defender.

The specific activities we have planned are producing or amending information leaflets, to make blank form claim/complaints, updating information on internet sites of the Defender.

**Indicators (future indicators):**

* number of leaflets delivered to complainants
* number of blank form complaints delivered to complainants
* number of downloaded leaflets or blank form complaints from internet sites
* number of the access sights – how many times the sites have been accessed

In the interest of quality of our services, we would like to send questionnaires to the complainant and cooperating organisations and evaluate their content and applicability of our help.

1. **The second goal is: Increase awareness of society regarding discrimination and reduce or eliminate prejudice**

Part of our activities is education and awareness raising among experts or general public. We also cooperate with public authorities, NGOs, private sector and foreign partners.

Activities: educational activities, sharing of good practices, courses for experts, articles, improving information on web sites, making recommendations, researches, cooperation with NGOs and private sector

Indicators:

* number of educational activities (number of participants) organised by the Office of the Public Defender of Rights
* number of educational activities where the employees of the Office participated as a speakers/number of participants
* number of recommendations – legislative/non legislative
* number of surveys and reports
* number of articles in periodicals or other media
* number of organizations who asked the Defender for help or cooperation
* number of study visits abroad

**We also would like to measure**

* fulfilment of expectations of participants in educational activities (qualitative questionnaire)
* applicability of information in practice (follow up questionnaire – sent after some time asking whether participants used information from lectures)
* number of recommendations accepted by various subjects (lawmakers, public authorities, private sector, etc.)
* fulfilment of expectations from NGOs, employers, service providers of cooperation with the Office of the Public Defender of Rights
* awareness of the defender among general public and potential victims of discrimination and their knowledge of her activities