

# Single Market Scoreboard

*Performance per governance tool*

## Your Europe Advice

*(Reporting period: 01/2014 - 12/2014)*



The image shows a hand holding a tablet displaying the 'Your Europe Advice' page. The page header includes the European Commission logo and the title 'THE EU SINGLE MARKET Single Market Scoreboard'. The navigation menu has five tabs: 'THE SINGLE MARKET GOVERNANCE CYCLE', 'PERFORMANCE OVERVIEW', 'PERFORMANCE PER MEMBER STATE', 'GOVERNANCE TOOLS', and 'PERFORMANCE PER POLICY AREA'. The 'GOVERNANCE TOOLS' tab is selected. The main content area is titled 'Your Europe Advice' and includes a list of links: 'About', 'Achievements', 'Facts and Figures', and 'Priorities'. There is a circular diagram with the words 'ADOPT', 'TRANSPOSE', 'IMPLEMENT', 'EVALUATE', 'CONNECT', and 'SOLVE' around it. Below the links, there is an 'About' section and an 'Achievements' section. A green box highlights a typical question: 'A typical question people ask "Your Europe Advice"'. A red paperclip icon is next to it.

## About

Your Europe Advice is an EU-run **advisory service** answering citizens' and enterprises' queries (by phone or online) about their EU rights in the single market. It relies on a network of legal advisors in every country.

## Achievements

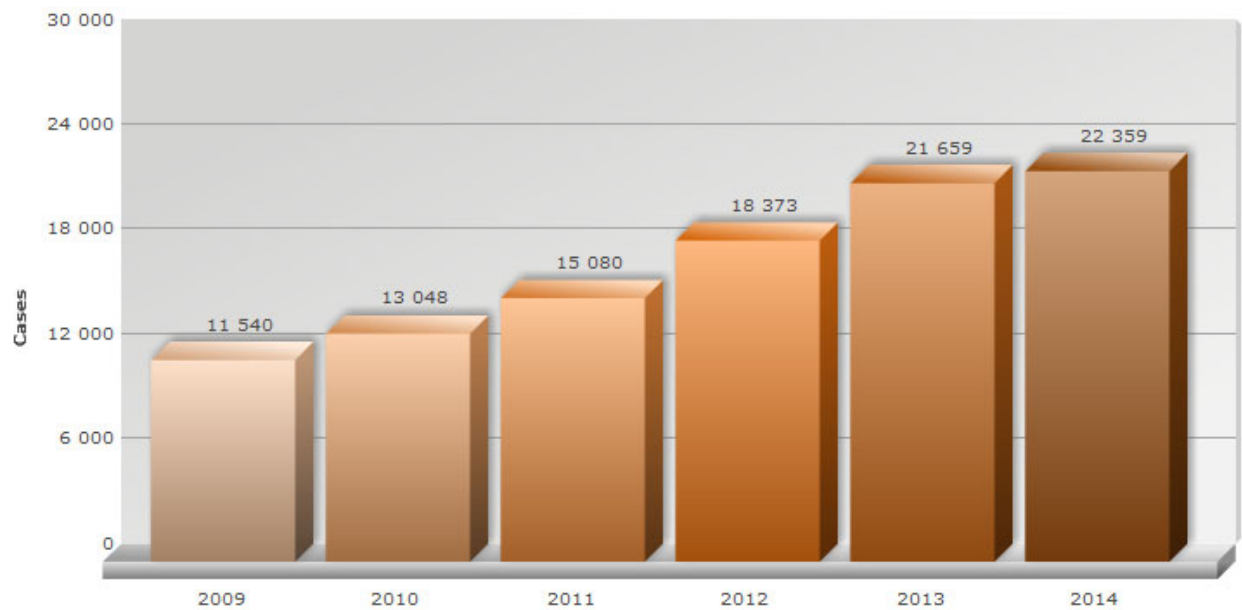
- **Cooperation & coordination** with the Commission's related support services has been improved (SOLVIT, Europe Direct Network, Your Europe website).
- As a result, **more users** are being **directed to Your Europe Advice**.
- Furthermore, a **direct transfer system** from Your Europe Advice to SOLVIT has been implemented.
- Your Europe Advice's experts have benefitted from in-house **training on new EU law** and on **clear writing**.
- Controls of both **quality & speed** of replies have been stepped up.
- And although questions put to Your Europe Advice are **increasingly specific** and **complex**, the quality and user-friendliness of the replies have considerably improved.

### A typical question to "Your Europe Advice"

A Belgian who had worked in France for 4 years lost his job recently. He moved back to Belgium to look for work and wanted to know whether he would receive unemployment benefits from the French or the Belgian social security system. Your Europe Advice told him that France - where he had last worked - was responsible for examining his right to unemployment benefit under national law. French unemployment benefit could be transferred to Belgium for up to 3 months, with the option of one renewal.

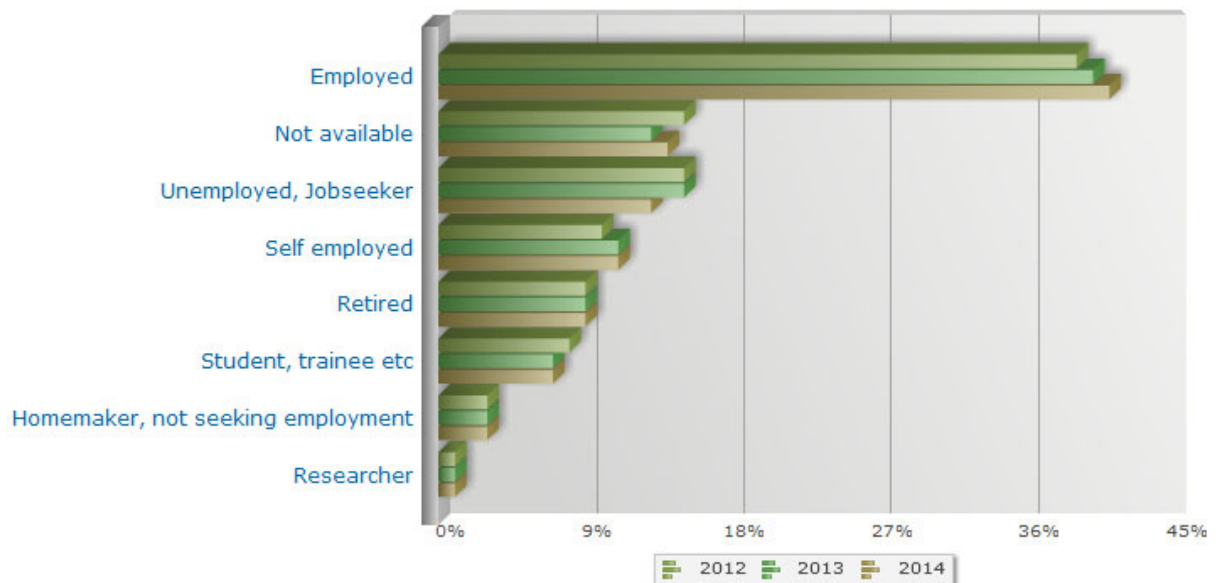
## Facts and figures

### Total annual enquiries

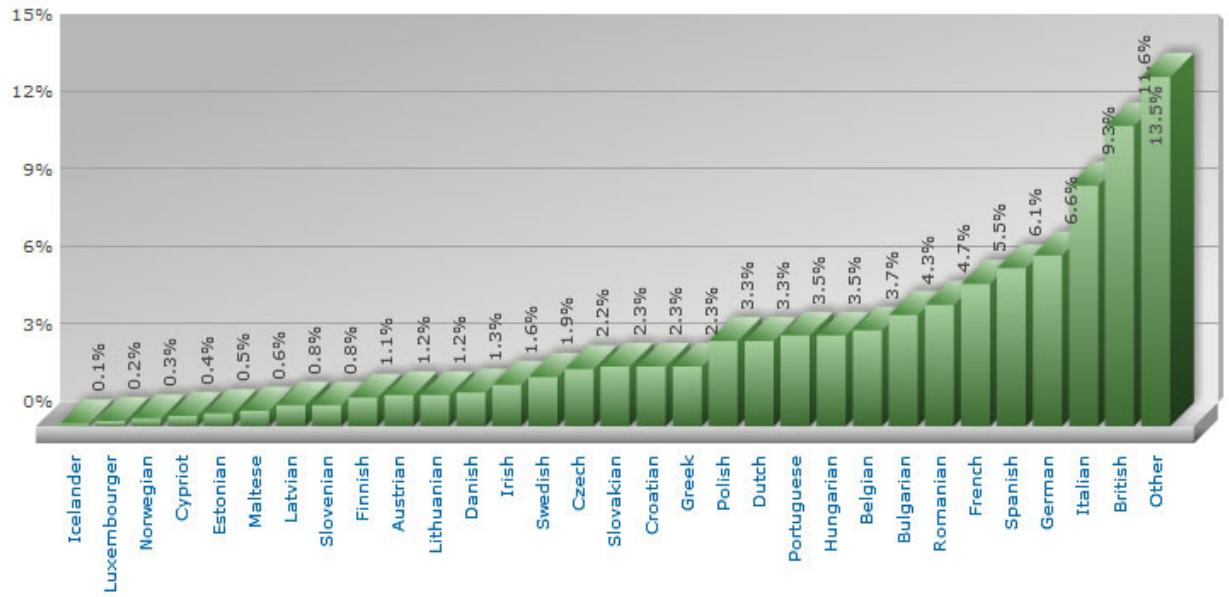


Between 2009 and 2014 the number of enquiries doubled and compared to last year, the use of YEA increased slightly (3 % more inquiries).

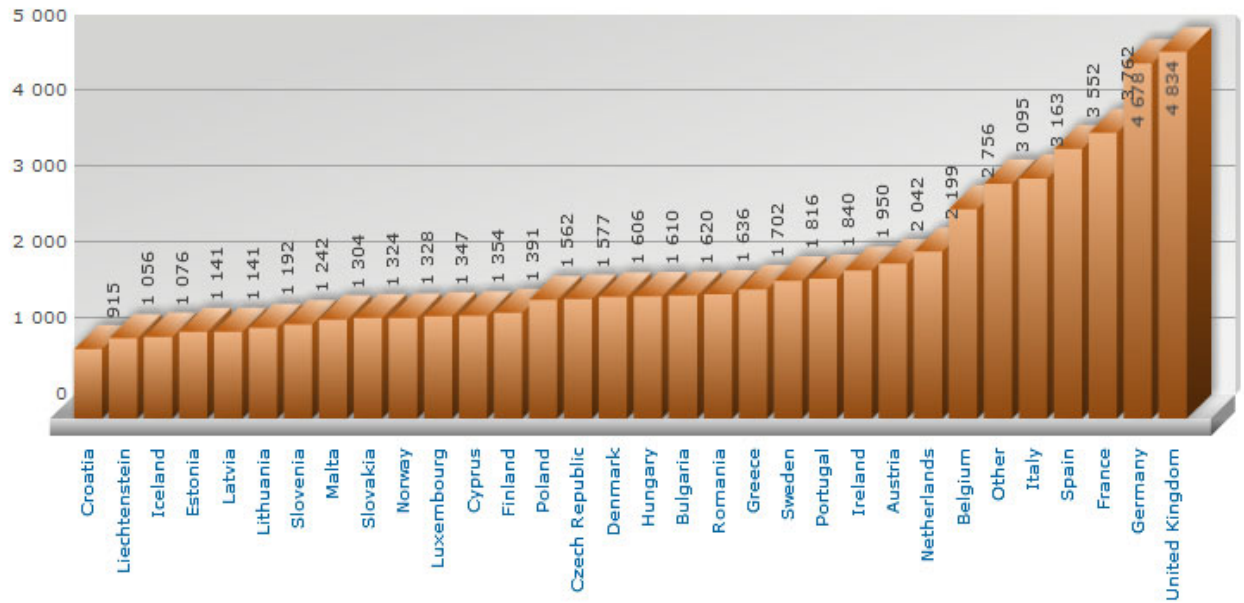
### Enquiries by type of user



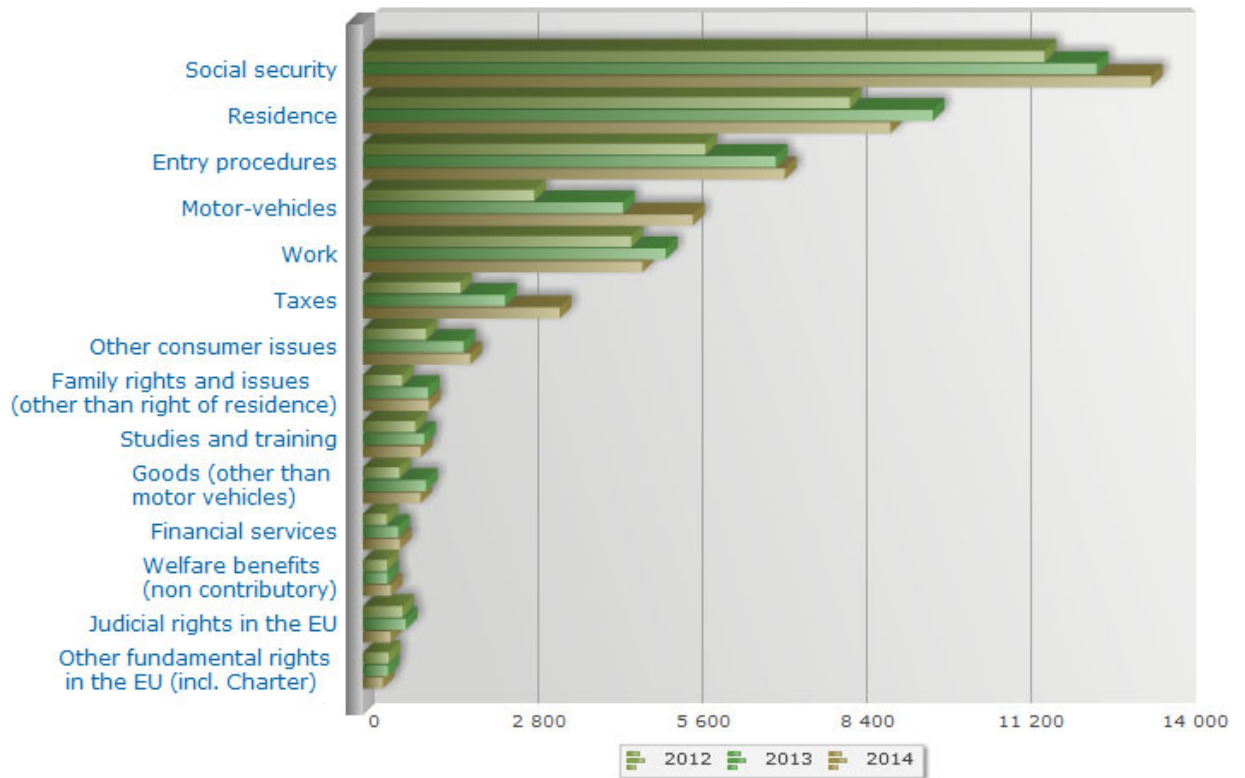
### Enquiries by nationalities



### Enquiries by country



### Enquiries by subject area



The main subject areas have stayed the same in comparison to previous years. They show where people's real problems with the Single Market lie.

### Priorities

- Cooperation with SOLVIT and the Europe Direct Network will still be intensified.
- Further improve quality and user-friendliness.