

Single Market Scoreboard

Performance per governance tool

Your Europe

(Reporting period: 01/2015 - 12/2015)



About

The **Your Europe** portal seeks to help people and companies move and/or do business in the EU by providing clear **information on their single market rights** and **signposting them to assistance services** when needed.

Putting user needs first, the multilingual portal has 2 separate sections:

- Citizens and
- Business.

Its content is provided by both **EU institutions** and **national governments**.

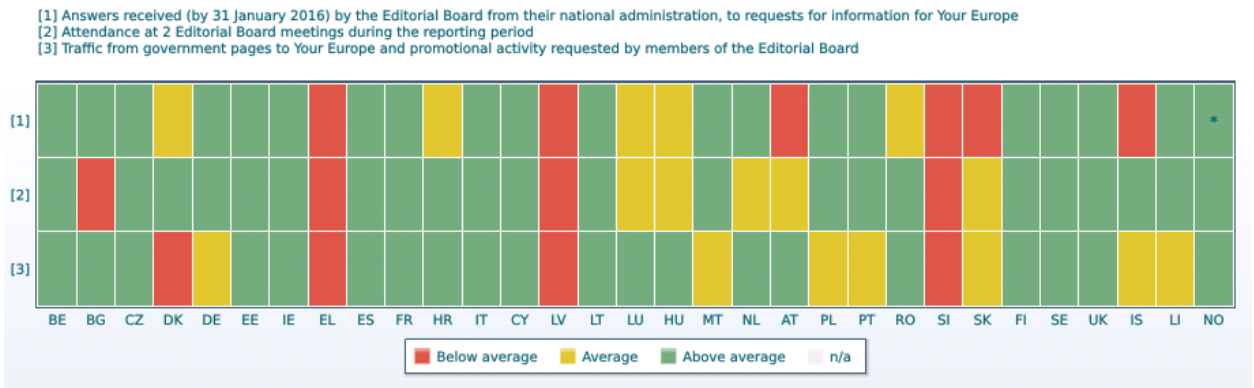
EU governments can support this website in 2 important ways:

- by **contributing content** to it (*i.e. national rules implementing the single market*)
- by **promoting it** to their own citizens and businesses.

The 2013 **Commission Action Plan for Your Europe** reiterated **the need for EU countries to provide support**. The Competitiveness Council and the European Parliament endorsed this.

Performance

1. by indicator



* participation in the business part of Your Europe only

[1]	request answered in full	some answers	none
[2]	attended twice	attended once	no attendance
[3]	both traffic & promotion	either traffic or reported promotion	no traffic & no promotion

A country's **overall performance** is calculated by assigning the following values to each of its 3 individual indicators:

- red = 0,
- yellow = 1
- green = 2.

The average is calculated and the appropriate colour assigned.

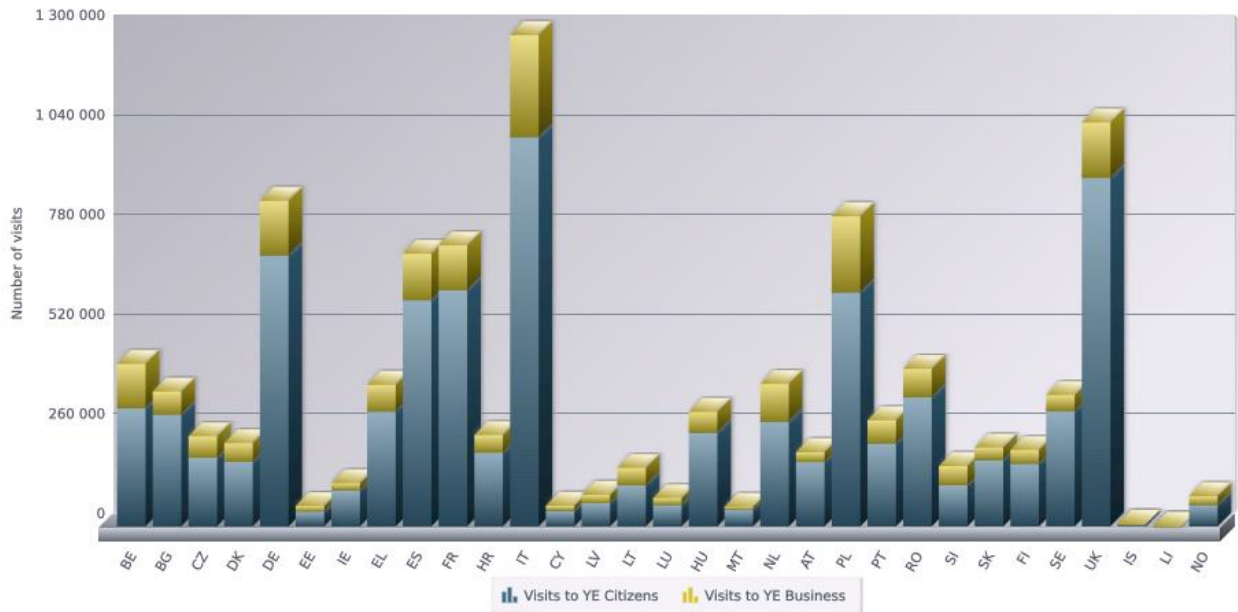
2. overall (all 3 indicators combined)



This map shows the extent to which EU countries are contributing to [Your Europe](#).

More involvement from Greece, Latvia and Slovenia would be welcome.

Your Europe – Visits by country



**limited to visits from Member States and associated countries, excluding third countries*

Total visits (both sections): over 12.2m – 27% more than in the previous period

Average visits per day: 33 500

Main sources for *Citizens* section: Italy, UK, Germany (*same as in 2014*)

Main sources for *Business* section: Italy, Poland, UK (*previously: Italy, Poland, France*)

Achievements

- Your Europe-Citizens

New national content

- National rules for car registration, insurance and driving licences

New EU content

- Overhaul of the consumer section including new content on energy rights, the Consumer Credit Directive and VAT rules when shopping abroad
- New sub-section on professional qualifications including the European Professional Card (access point for the e-procedure)

Improved content

- Revamped section on vehicles
- Air and road safety
- Links to updated guides on national security systems

- Your Europe-Business

More countries provided national content on

- intellectual property rights
- annual accounts
- VAT (basic rules, cross-border VAT, VAT number)
- excise duties
- terms of employment

New EU content

- resolving disputes

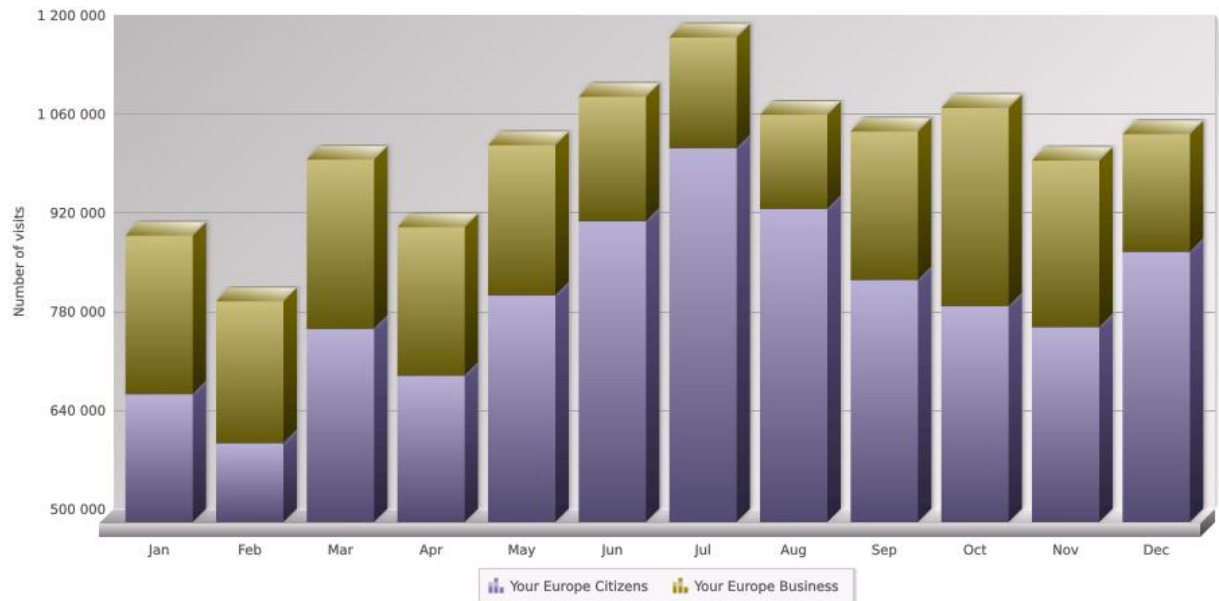
Improved content on a number of pages including

- Start & Grow (start-ups, annual accounts, mergers with foreign companies)
- VAT & customs (VAT number, excise duties, reporting import/exports)
- Selling abroad (distance selling, unfair contract terms, late payment, importing/exporting goods)

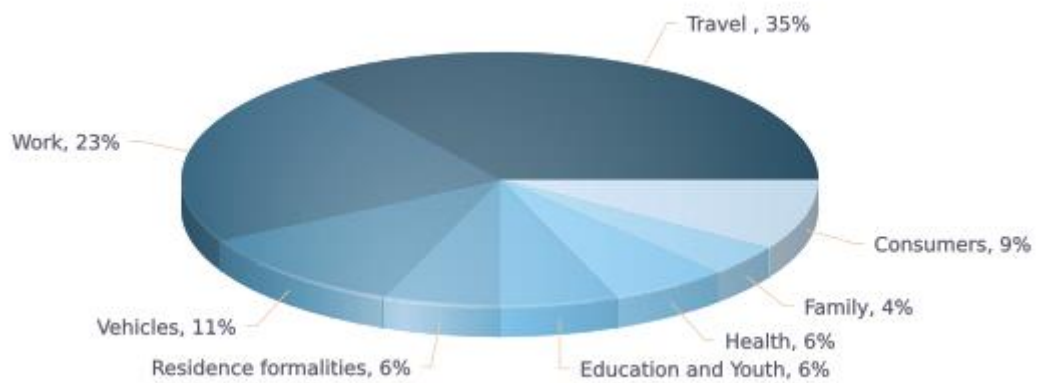
Facts and Figures

- Automatic exchange of content (syndication) with 2 national portals (Malta, Croatia)
- Use of the site is **still growing fast** – over one million monthly visits in this period (800 000 in the previous period)
- Continued **high level of satisfaction** – more than 90% 'satisfied' or 'very satisfied' in online surveys

Your Europe - total visits



Visits by topic: *Citizens* section



Visits by topic: *Business* section

