



Activity 2.3.6

**Handbook on how to collect equality data targeting public institutions,
regional and local units of self-government which collect equality data**

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Twinning Project

**Establishing a comprehensive system
for anti-discrimination protection**

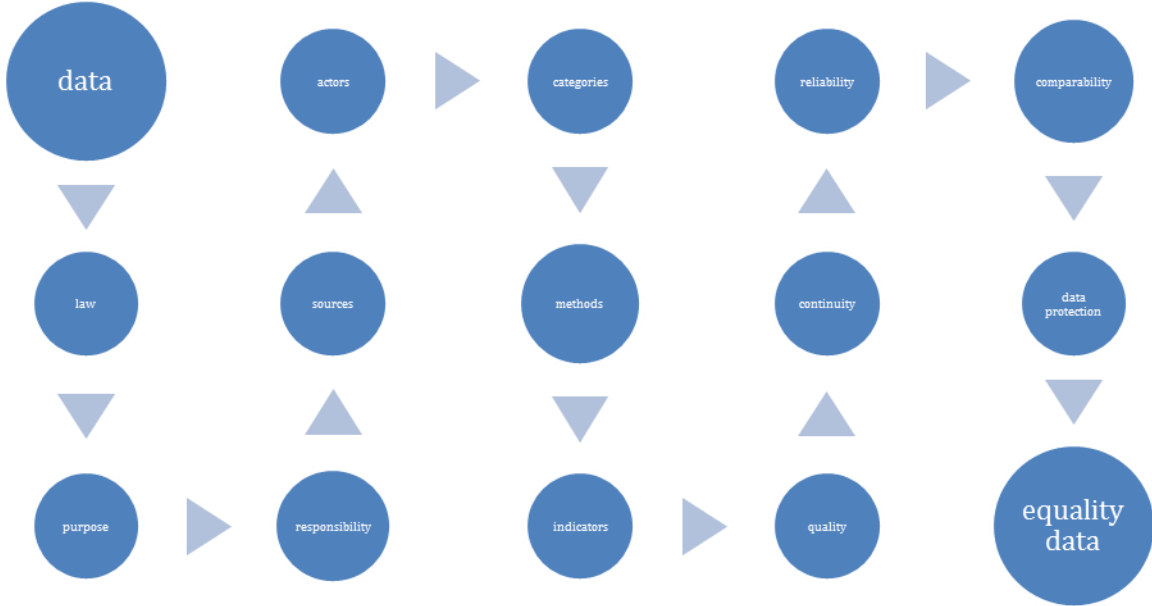
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How to collect equality data?

A practical guide for public authorities and institutions.



This handbook aims at providing the user with information, concrete guidelines and checklists concerning the purpose and instruments of collecting data in the field of equality data.

This Practical guide on how to collect equality data was drafted in the framework of the IPA 2009 Twinning project „Establishing a comprehensive system for anti-discrimination protection”. The overall objective of this Twinning project was to establish an efficient and effective system for combating discrimination, thus raising the level of protection against discrimination in the Republic of Croatia. The project strengthened the capacity of the two beneficiary institutions – the Office of the Ombudsman as the central body responsible for combating discrimination and the Office for Human Rights and Rights of National Minorities as the state body directly involved in combating discrimination. An efficient system for monitoring reported cases of discrimination and for collecting and monitoring equality data has been developed. Finally, suggestions for a comprehensive system for supporting victims of discrimination have been elaborated.

The Instrument for Pre-accession Assistance (IPA) provides assistance within the framework of the European Partnership of the potential candidate countries and the Accession Partnership of the candidate countries.

IPA is created as a flexible instrument made up of 5 components, with its main objective to support institution-building and the rule of law, human rights, including the fundamental freedoms, minority rights, gender equality and non-discrimination, both administrative and economic reforms, economic and social development, reconciliation and reconstruction, and regional and cross-border cooperation.

The European Union is made up of 27 Member States who have decided to gradually link together their know-how, resources and destinies. Together, during a period of enlargement of 50 years, they have built a zone of stability, democracy and sustainable development whilst maintaining cultural diversity, tolerance and individual freedoms. The European Union is committed to sharing its achievements and its values with countries and peoples beyond its borders.



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Republic of Croatia
Ombudsman



Government of the Republic of Croatia
Office for Human Rights and Rights
of National Minorities

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1. Introduction – general institutional and legal setting

The right to equality and non-discrimination is a fundamental human right laid down in the Croatian Constitution and other legal acts such as the Constitutional Act on the Rights of National Minorities, the Labour Act, the Gender Equality Act or the Anti-discrimination Act. Furthermore, it is codified in many international human rights treaties Croatia is a state party to.

The right to equality and the principle of non-discrimination are related but distinct concepts. The right to equality not only comprises equality before the law and the right to be equally protected by the state but also means to be equally able to participate in and have equal access to all fields of society. The principle of non-discrimination explicitly prohibits the exclusion of certain groups (e.g. ethnic minorities, women) from particular areas such as education, labour market or access to services.

The **Office for Human Rights and the Rights of National Minorities** (OHRRNM) is legally mandated to

- develop a comprehensive system of protection and promotion of human rights and monitor its effectiveness,
- develop a National Program for the protection and promotion of human rights and for monitoring the implementation of human rights,
- monitor the National Anti-discrimination Plan 2008-2013 and related Action Plans,
- consider the situation and status of human rights in the Republic of Croatia and their compliance with domestic legislation, the Constitution and International Conventions in human rights and
- improve the standards and the protection of human rights in the Republic of Croatia.

The latter includes inter alia cooperation with the international community and international regional organisations, keeping record on international instruments and initiating the ratification of specific documents or drafting and submitting reports on the implementation of human rights law as legally required by international human rights treaties such as:

- CESCR – International Covenant on Economic, Social and Cultural Rights,
- CERD – International Convention on the Elimination of All Forms of Racial Discrimination,
- CEDAW – Convention on the Elimination of All Forms of Discrimination against Women,
- Framework Convention for the Protection of National Minorities or the
- European Social Charter.

In order to be able to carry out its mandate the OHRRNM depends on the provisions of information on human rights issues including equality by public and other institutions.

The objective of this Handbook is to provide public institutions as well as regional and local units of self-government with information and guidelines on how to collect **equality data**. It is especially addressed to those persons who will be in charge of gathering and sending such data to the OHRRNM.

Equality data contains information for describing, analysing and assessing conditions and issues of equality in a society. It may comprise quantitative, statistical data as well as qualitative data. Equality data specifically looks at so called **equality groups** that are

defined as “groups that have an interest in promoting equality and/or that have experienced discrimination or inequality on the grounds of racial or ethnic origin, religion or belief, age, disability or sexual orientation”¹. Equality data not only describes or indicates the situation of a specific equality group (e.g. Roma) in a particular social area (e.g. education, employment, social security) but also compares one equality group (e.g. Roma) to another particular group (e.g. Croats) in a specific area.

¹ Makkonen, Timo (2007): European handbook on equality data, European Commission, Luxembourg, p. 13-14.

2. Purpose of collecting data in the field of equality

The collection of data in the field of equality is essential in combating discrimination and other related forms of intolerance and in promoting equality. Combating discrimination can only be achieved when relevant stakeholders gain insight into the structure of discrimination, the prevalence of inequalities and the advancement and effectiveness of policies aiming at enhancing equality. In addition, as mentioned above, some public institutions are legally obliged to collect data in the field of equality (e.g. as laid down by the Anti-Discrimination Act). Furthermore, EU legislation calls on the Member States to account for the implementation of non-discrimination law such as the Council Directive 2000/43/EC of 29 June 2000 implementing the principle of equal treatment between persons irrespective of racial or ethnic origin. In order to fulfil the obligations under this and other non-discrimination directives the collection of equality data is necessary.

2.1 Why is equality data needed?

- Analysing fields, forms and structures of discrimination and/or inequalities,
- Monitoring developments and changes concerning the situation of certain equality groups,
- Monitoring compliance of policies and measures with non-discrimination and equality law,
- Drafting reports and taking actions in case of violations of human rights law,
- Providing necessary information to the population, public authorities, politicians, international organisations and other relevant stakeholders,
- Sensitising and raising awareness among the population, public authorities, politicians and other relevant stakeholders,
- Giving recommendations to policy makers and other relevant decision makers,
- Monitoring the implementation of equality and non-discrimination policies,
- Evaluating and assessing the position of certain groups (e.g. Roma, national minorities),
- Promoting policies of non-discrimination and equality.

2.2 Which instruments are used to achieve these purposes?

- **Measuring** is the classification of a particular social phenomenon on basis of a previously agreed definition in order to be able to relate it to a specific aim or to specific priorities. Measuring provides the foundation for evaluating and monitoring equality processes and human rights policies.
- **Evaluating** is a process of assessing the impact and effectiveness of public policies. Concerning the evaluation of equality data it can also mean to assess the quality, the comprehensiveness and the validity of the data collected and to point out shortcomings or gaps in the data which hamper its utilisation as equality data.
- **Monitoring** is a systematic collection, evaluation and analysis of data in order to observe political and social processes and evaluate the impact and success of policies. The transparency of data, methods and results is an important precondition for monitoring in order to be able to assess the validity, reliability and objectivity of the data (see chapter 5.1).
- **Reporting** is a process of providing information to public authorities, politicians, the population, stakeholders or international bodies which is based on the evaluation and processing of a broad range of data. This implies the continuous and systematic collection of data and information.

2.3 What should equality data comprise?

Public and private institutions collect a broad range of data of which most is gathered for certain purposes and therefore may not necessarily be useful for measuring and monitoring equality. Some of the data not specifically collected for the purpose of measuring equality might nevertheless be utilisable as equality data although collected for another reason or might be deployable as equality data by slightly improving, altering or extending it. In order to be utilisable as equality data the data should comply with the following requirements. It should

- provide contextual information on equality groups and fields (e.g. gender structure, size and distribution of a group and/or certain characteristic, ...),
- be usable for developing equality indicators (e.g. an expanded set of variables allows to display possible relationships between indicators and strengthens the reliability of the indicator),
- be useful for further investigation and research (e.g. data can be used for multivariate analyses) and
- contain a representative sample of equality groups.

3. Areas of data collection, indicators and categories – relevance for equality and non-discrimination

The collection of equality data requires a systematic approach based on a uniform classification of data into areas of data collection, indicators and categories. In the following sections, these basic concepts that form the basis of the OHRNM data collection on equality data are defined and presented.

3.1 Areas of data collection

The areas of data collection refer to certain spheres of a society that are relevant for assessing the degree of equality and non-discrimination within a society. Those areas are not only important for the structure and the functioning of a society, but are also essential aspects for the individual because they represent crucial areas of the life of each individual (e.g. employment, education, etc.) and are important for individual biographies (e.g. educational achievements, career advancement, etc.).

The following areas were chosen as they reflect the most important social spheres for assessing the degree of equality and non-discrimination within a society related to the everyday work of the Office for Human Rights and the Rights of National Minorities:

1. General,
2. Employment,
3. Education,
4. Social security,
5. Prosecution,
6. Discrimination in the domain of the judiciary and the state administration,
7. Political participation.

3.2 Categories and variables

The term category refers to social differences, norms and characteristics of a society, which very often result in the formation of distinctive social groups. The process of social formation and the creation of such groups are grounded in the very structure of society itself, which generates social groups, among which discrimination and inequality are regular phenomena. Therefore, it is important to distinguish those groups of society, which are more prone to be discriminated against. The following lists contain different social groups, which the employees of the Office for Human Rights and the Rights of National Minorities identified as the most important equality groups with regard to the Office's mandate as well as two further lists referring to grounds of discrimination and different kinds of crimes and misdemeanours related to hate crime and racial discrimination.

"To permit comparison of census and survey results, the definitions and classifications employed should be as nearly alike as possible, while remaining consistent with the aims of each investigation."

(United Nation Economic Commission for Europe 2006)

1. Ethnicity/nationality,
2. Citizenship,
3. Gender,
4. Age,
5. Disability,

6. Religion,
7. Educational level,
8. Others (grounds of discrimination, list of crimes, list of misdemeanours).

Collecting data on ethnicity

Collecting data on ethnicity is a very sensitive and at the same time ambivalent task. The ambivalence results from the tension between the necessity to define this criterion in order to combat discrimination and guarantee equality and the historical experience of discrimination, suppression and exclusion of specific groups i.e. minorities or religious and/or ethnic groups from their political, economic, social and cultural rights.

Gathering information on the ethnicity of individuals therefore requires firstly the definition of ethnic categories and, secondly, finding a way of assigning persons to a particular group. Both tasks are highly political issues and contentious.

Ethnicity is and essentially contested concept. Definitions of ethnicity are very often rather fuzzy and blurred. The term is frequently mixed up, confused or equated with other concepts such as citizenship, religion or place of origin. The problem is exacerbated by the fact that classification of individuals as belonging to a specific ethnic group raises serious questions regarding the quality of the data.

Diverging classification mechanisms may have an impact on the data to be collected and the resulting information

There are mainly two methods of classifying individuals as belonging to a specific ethnic group: self-identification by the person concerned and identification by a third party based on certain criteria such as language, birthplace or country of origin. The latter method of classification is not only controversial from an ethical point of view but may be rather unreliable as the external classification categories applied may differ from the self-perception of a person whether he or she belongs or does not belong to a certain group. The practice of self-identification does not provoke any fewer challenges as it often leads to either fewer people identifying themselves as members of a certain ethnic group – maybe due to certain fears related to experiences of discrimination (under-reporting) or even to more people wanting to belong to a specific group in order to maybe support them in gaining certain minority rights (over-reporting). These two different classification mechanisms may result in completely different data.

As different public institutions frequently not only rely on different definitions of the concept of ethnicity, but also use diverging classification mechanisms, comparability and validity of the data collected can often not be ensured. Thus, it is of utmost importance for public institutions that collect data on ethnicity to

- explicitly indicate the definition of the concept of ethnicity on which the data collection is based,
- to provide a description of the way the data was collected (i.e. self-identification or third party identification) as well as
- to deliver information on when (i.e. at a certain point in time or over a certain period) the data was collected.

3.3 Indicators

Indicators are **detailed specifications of the areas of data collection**; they are the actual data and measure specific phenomena in a society. Indicators are necessary to **grasp the state and development of equality processes** by means of **statistically measured values** e.g. employment rate of women or number of employed persons older than 50 years of age.

Indicators allow for getting a general idea of the facts to be measured, they make them comparable, illustrate trends and reveal developments. Yet, they cannot explain causes and effects as such, but enable the observation of change and are important tools for politicians and public authorities in order to plan, shape, review and coordinate policy priorities.

Indicators are only useful for monitoring if they are **collected regularly in the same way** and by complying with certain **quality standards**. An indicator can be employed as an equality indicator if it gives information on a certain aspect of equality (e.g. position of Roma on the labour market) or non-discrimination (e.g. access of children with disabilities to secondary education).

(Please find a list of indicators defined by the employees of the Office for Human Rights and the Rights of National Minorities at the end of the Handbook.)

4. Sources and actors

A major challenge concerning the collection of equality data constitutes the diversity of data sources and actors in the field. Equality and human rights are issues that affect a multitude of different spheres and areas in a society and therefore a broad range of institutions is responsible for collecting data in these fields. To describe and measure the state and degree of equality within a society and to get the most comprehensive and complete picture of inequalities and discrimination therefore requires the gathering of information from various sources, institutions and actors. In this chapter, the most important sources for collecting equality data of the OHRNM will be presented followed by a short presentation of actors as laid down by Croatian law.

4.1 Sources for collecting equality data

The following sources are frequently used for obtaining equality data:

- **Official Statistics** include traditional population censuses, household surveys and administrative records.

Population and housing censuses are part of an integrated national statistical system, which may include other censuses (e.g. education, business), surveys, registers and administrative files. It provides at regular intervals the benchmark for the population counting at national and local levels. For small geographical areas or sub-populations it may represent the only source of information for certain social, demographic and economic characteristics. For many countries the census also provides a unique source for a solid framework to develop sampling frames. (see in detail:

http://www.unece.org/fileadmin/DAM/stats/publications/CES_2010_Census_Recommendations_English.pdf). However, censuses cover a limited set of variables relevant for data collection in the field of equality and anti-discrimination.

Administrative records are important sources of information for equality data. However, they vary considerably in regard to the quantity and quality of the data collected and they are limited by the fact that they very often only collect data for the purpose they were created (labour market service, health service, etc.). Therefore, such data may show big gaps in regard to specific equality groups such as ethnic origin or national minorities.

Household surveys are carried out in order to gain information on a specific matter in greater detail than censuses. They very often cover different and specialised topics such as employment, education, health, social services, housing and other issues or focus on specific target groups (e.g. ethnic minorities or immigrants). And household surveys contain a large range on variables. The limited sample size may cause statistical uncertainties and for a more in depth differentiation of certain variables broken down by subgroups (especially equality groups) a survey may not be representative.

- As official statistics only provide an incomplete picture concerning the monitoring of equality, another field of gathering information is **research** – including victim surveys, self-report surveys, discrimination testing, qualitative and other research.

Victim surveys and **self-report surveys** collect data on alleged incidents of discrimination or crimes.

Discrimination testing is a kind of experiment in order to unmask a discriminatory or unfavourable treatment of persons with distinctive characteristics in a given situation.

Qualitative research is used for gaining a deeper insight into social practices and structures and collects and analyses data gained from case studies, in-depth interviews, ethnography and focus groups. Other research may include media and communication studies, laboratory experiments and research into the justice system.

This kind of data might be – compared to censuses and surveys – less representative of the population as a whole, but might give a clearer and more in depth picture on the situation of certain equality groups and certain aspects of discrimination.

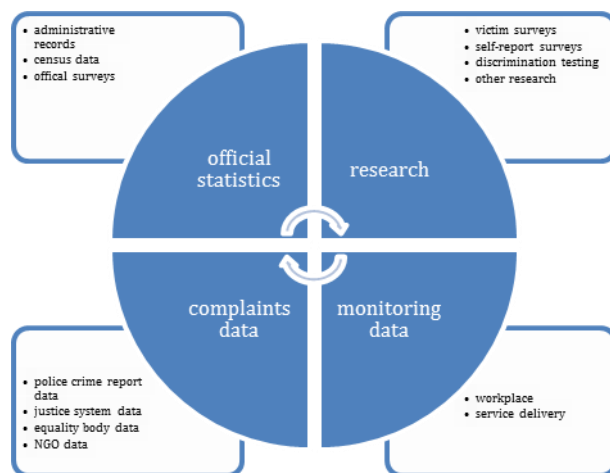
- A further important source for compiling data on equality are **complaints data** gathered either on a formal basis by the police, judiciary and courts of law, tribunals and equality bodies (such as the Office of the Ombudswoman and the specialised ombuds in Croatia) or on an informal basis by other organisations such as NGOs.

4.2 Actors collecting equality data and relevant legal provisions for collecting data

Censuses, data collection by administrative registers, surveys, research et al are carried out by a multitude of different public and private actors. In regard to official statistics and the collection of complaints data, it is important to mention, that any kind of state action including the collection, processing and dissemination of statistical data by public institutions and authorities is based on a legal framework that

- contains the obligation to collect, process and disseminate data and
- determines which institutions are entitled to collect, process and disseminate which data, who is responsible for data collection within a certain institution and what are the competences of this person or institutions in this regard, which formalities have to be complied with concerning data protection, which areas have to be covered and which methodological standards have to be considered.

Graph 1: The diversity of actors and sources for equality data²



According to Article 8 of the **Official Statistics Act Croatia** the “Central Bureau of Statistics is the chief producer, disseminator and coordinator of the official statistics system of the Republic of Croatia”.

Other producers of official statistics are state administration offices within the counties and the administrative body of the City of Zagreb, the Croatian National Bank and other authorised bodies. The preparation, collection, production, usage and storage of data for administrative purposes are codified in other laws and regulations (including e.g. Ministries such as the Ministry of Justice, the Ministry of Social Policy and Youth, the Ministry of Science, Education and Sports, the Ministry of Public Administration, the Ministry of the Interior, the Office of the Ombudswoman, the specialised ombuds or other bodies). Those specific regulations define the competences of the respective institution in the field of data collection, specify what kind of data and in which form they are collected and state if they are publicly available.

For example, the collection and analysis of statistical data on discrimination cases covering all grounds of discrimination (race, ethnic affiliation or colour, gender, language, religion, political or other belief, national or social origin, property, trade union membership, education, social status, marital or family status, age, health condition, disability, genetic heritage, gender identity and expression, sexual orientation) is carried out by the Office of the Ombudswoman and is regulated in the Anti-Discrimination Act (ADA). The ADA stipulates that the Office of the Ombudswoman has to collect and analyse complaints data, inform the Croatian Parliament on the occurrence of discrimination in its annual and, if required, extraordinary reports and has to conduct surveys concerning discrimination. The Office of the Ombudswoman is the central equality body, but is obliged to also collect data from the three specialised ombuds and from the Ministry of Justice delivering statistics on court cases concerning discrimination. The collection and submission of data by the Office of the Ombudswoman therefore depends on the collaboration of different actors within different institutions and requires inter-institutional management and communication.

² This graph was taken from Makkonen, Timo (2007): European handbook on equality data, European Commission, Luxembourg, p. 32, and adapted by the authors of the handbook.

The collection of equality data may include the gathering and processing of so-called sensitive data. Therefore, public institutions have to comply with the principles of data protection, as laid down, for instance, in the **Personal Data Protection Act (DPA)** or the **Regulation on the Procedure for Storage and Special Measures Relating to the Technical Protection of Special Categories of Personal Data** (Data Security Regulation, DSR).

List of relevant legislation

- **Official Statistics Act Croatia**, *Official Gazette No.103/03* and the most recent amendments from 19 June 2009 (Class: 011-01/09-01/107, *Official Gazette No.75/09*) and from 18 May 2012 (Class: 011-01/12-01/66, *Official Gazette No.59/2012*)
- **Anti-Discrimination Act (ADA)**, *Official Gazette No.85/08* and the most recent amendments from 28 September 2012 (Class: 011-01/12-01/119, *Official Gazette No.112/12*)
- **Personal Data Protection Act (PDPA)**, *Official Gazette, No. 103/03*, with previous amendments, *Official Gazette, No. 118/06. and 41/08* and the most recent amendments from 16 November 2011 (Class: 220-05/11-01/01, *Official Gazette No. 130/11*)
- Regulation on the Procedure for Storage and Special Measures Relating to the Technical Protection of Special Categories of Personal Data, *Official Gazette 139/04*

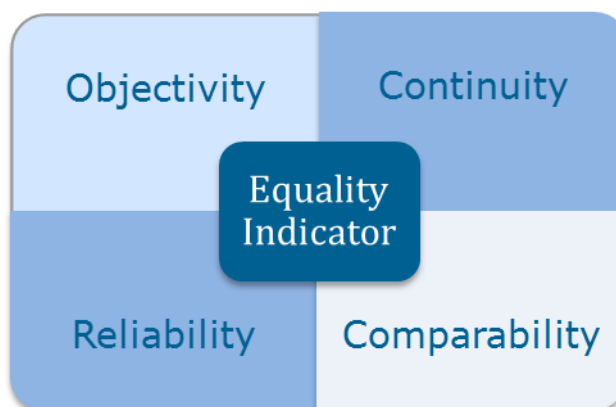
5. Data

The definition of and an agreement on quality criteria among the actors collecting equality data and the OHRNM processing the data are necessary prerequisites for ensuring that the data needed is available and of adequate quality. Such standards should also include regulations for the documentation on data sources and for the transfer of the data to the OHRNM.

5.1 Standards

Continuous improvement of the ways of data collection and the quality of data relevant for equality and non-discrimination are crucial in order to establish a sustainable monitoring system. However, as the data collection of equality data has to rely on a broad range of actors and a variety of sources and not on one single system of data collection meeting all the needs of the Office for Human Rights and the Rights of National Minorities, the different stakeholders should agree on criteria on how equality data should be collected. There are four main criteria, which are important standards in regard to collecting and processing equality data.

Graph 2: Standards for collecting data



5.1.1 Objectivity

Equality data should be gathered from official statistics such as population census, administrative registers and household surveys. These are based on scientific principles and professional ethics, on transparent methods and procedures for collecting, processing, storing and presenting statistical data. Objectivity is also an indispensable criterion for collecting complaints data, as it should also follow objective and standardised principles.

5.1.2 Continuity

To allow i.e. for the development of time-series and trend analysis it is necessary to gather data on a regular basis and from the same sources. In addition, categories should be kept stable to allow for comparability over time.

5.1.3 Reliability

According to Article 6 (3) of the Official Statistics Act Croatia reliability means “that the methods and procedures used in collecting, processing and disseminating statistical data shall be determined on the basis of established professional standards, scientific

methods and principles of professional ethics, so that the statistical output reflects the observed phenomena as faithfully as possible and with an appropriate level of accuracy.” Equality indicators should contain data that actually display the relevant aspect of the area that is measured and the measuring of a certain indicator should produce the same results on repeated trials (at a given time).

5.1.4 Comparability

Comparability of the different data sets is only possible when standardised approaches with respect to definitions, classifications and categorization principles are adhered to.

5.2 Documentation

Transparent and comprehensible documentation on the data collected is essential for a monitoring system. The documentation should include the source (e.g. census or survey), definitions of categories and variables on which the data is based. Data collected over long periods should also contain information on the extent of change as regards the methods and/or categorisations of data collection. It is essential, that authorities supplying the OHRNM with data provide a detailed documentation encompassing exact definitions of the categories and variables used. The OHRNM will publish the definitions of the categories and variables used in its data base on its website: <http://www.uljppnm.vlada.hr/>.

5.3 Transfer of data

Data transfer from various sources to the OHRNM not only has to comply with legal requirements but it should also be specified

- in what form data should be transferred from relevant sources to the Office for Human Rights and the Rights of National Minorities (e.g. electronic transmission via Excel-sheet, templates or tables to fill in),
- what categories and variables are needed,
- what time period the data should cover,
- any other information that could have an impact on the data collection and further analysis (e.g. merging of databases, new software) and that could be of relevance for the documentation (see 5.2).

6. Improving data

Paradoxical as it may sound, but neither data nor the ways of collecting data is static. Political and societal changes as well as methodological and technological developments require that data and the ways of collecting data need to be continuously adjusted. Especially because of these changes and new upcoming needs on the side of the OHRRNM it is necessary that all relevant actors cooperate closely with each other and maintain a regular exchange of information on further developments and needs.

6.1 Extending the list of variables

To improve and reinforce the validity of the data, it is increasingly necessary to use a greater number as well as more differentiated variables. It might e.g. become necessary to use various proxy variables such as citizenship, the country of birth and the date of naturalization in order to display the concept of 'ethnicity'. Data collectors should question whether the existing data can adequately meet these newly upcoming demands or consider whether it is possible to include more variables in their data collection.

6.2 Improving methods and approaches

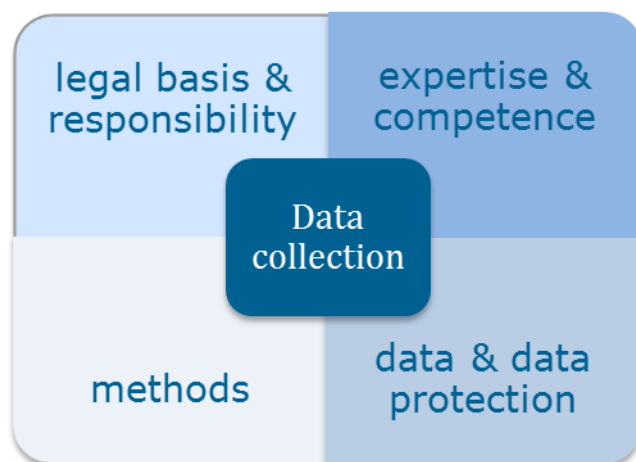
Methodological considerations as well as testing new approaches that could reinforce the validity and quality of data should be considered when working with register-based data or survey results. For example, questions on the subject of research, and thus indicators can be reformulated or samples can be increased to enhance the representativeness of certain equality groups.

7. Checklist

This checklist aims at providing support to those persons who will be in charge of gathering and sending data to the OHRRNM as well as to the employees of the OHRRNM. It seeks to be of assistance

- to gather and provide comprehensive data in the field of equality tailored to the needs of the OHRRNM,
- to facilitate the compliance of the data with legal requirements as well as quality standards,
- to interpret the data in an adequate way (e. g. What conclusions can actually be drawn based on the data gathered?).

Graph 3: Key fields of the checklist



7.1 Legal basis and responsibility

- Who is (legally) entitled to provide/transfer data and what data?
- What is the purpose of collecting this data?
- Who is responsible for collecting this data?
 - Is it solely collected by your Ministry (centralised) or is it gathered in a decentralised way?
 - If the data is collected in a decentralised way, how is the data merged and comparability of data ensured?
 - If the data is collected in a decentralised way, in what context or situation is it collected (e.g. self-determination of categories vs. determination of categories by a third person)?

7.2 Expertise and competence

- Are there unified standards for collecting data in your institution?
 - Are there guidelines for collecting data?
- Who is responsible for processing and analysing this data?
- Who is responsible for checking the reliability of this data?

7.3 Methods

- Have you established cooperation and (technical and professional) exchange among the authorities and institutions concerning the needs and demands on data and the transfer of data?
- Do you work together with the National Bureau of Statistics?
 - Are there any standards to submit the data to the National Bureau of Statistics?
 - In what form is this data submitted?

7.4 Data and data protection

- Which data are you collecting?
 - Content of the data collection (e.g. which areas or topics are covered?)
 - What kind of data do you collect – e.g. statistical/administrative data, surveys, research and other sources like situation testing, collection of complaints, etc.?
- What are the categories by which the data can be broken down – e.g. gender, age, ethnic origin, national minorities (according to the provisions in the Constitution), disability, health status, etc.?
 - Do the categories and definitions follow official guidelines?
- Which social areas are you covering – e.g. social security, employment, housing, education, etc.?
- Which indicators are you collecting – e.g. unemployment rate, percentage of high school graduates, average monthly net income, etc.?
- Is there a possibility of including other areas, indicators and categories?
 - If yes, which ones?
- How often is this data collected?
- Which time periods does this data cover?
- Have there been any technical and/or other substantive changes in your data collection that could have an impact on the data requested? (e. g. merging or expansion of categories, new software, changes of responsibilities, etc.)
- Which software do you use for processing this data?
- How long do you need to process this data and have it ready for transferral to other institutions (e.g. OHRNM)?
- How do you process requests for data from external organisations/authorities?
 - Which data is legally available?
- Is there an established and formalised way of communication among the authorities and institutions on how to gather data?
 - Are there any guidelines valid for all ministries?

8. List of Indicators

8.1 General

1. Number of inhabitants
2. Number of inhabitants differentiated by gender and age (in years)/disability
3. Number of inhabitants broken down age (in years) and disability
4. Average age (in years) of women giving birth to the first child
5. Number of one person households broken down by gender and age
6. Number of one person and more person households
7. Average size of households

8.2 Employment

1. Number of persons of working-age population/Number of active persons (labour force)/Number of inactive population
2. Number of persons in employment/Annually registered employment rate
3. Number of unemployed persons/Annually registered unemployment rate
4. Number of reported cases regarding discrimination in the field of employment
5. Number of participants in measures and programmes of active politics of employment
6. Number of exits from unemployment register
7. Number of persons employed in the judiciary/police/state administration
8. Average monthly net and gross income (in Kuna) per person in paid employment
9. Number of persons on parental leave

8.3 Education

1. Number of children/students enrolled in kindergarten, primary schools, secondary schools, universities and schools for youth with disabilities
2. Number of early leavers from education and training
3. Number of children/students graduating from secondary schools and universities
4. Number of participants in life-long learning programmes
5. Number of reported cases of discrimination in the field of education
6. Number of scholarships awarded

8.4 Social Security

1. Number of recipients of social welfare
2. Number of reported cases of discrimination in the field of social security

8.5 Prosecution

1. Total number of final judgments on hate crimes including racial discrimination and sexual orientation by the courts having jurisdiction in penal cases and the misdemeanour courts
2. Number of victims of hate crimes including racial discrimination and sexual orientation based on final verdicts of guilty by the courts having jurisdiction in penal cases
3. Number of perpetrators of hate crimes including racial discrimination and sexual orientation based on final verdicts of guilty by the courts having jurisdiction in penal cases
4. Number of victims of hate crimes including racial discrimination and sexual orientation based on final verdicts of guilty by the misdemeanour courts
5. Number of perpetrators of hate crimes including racial discrimination and sexual orientation based on final verdicts of guilty by the misdemeanour courts
6. Number of football clubs sanctioned because of hate crime and number of sanctions related to hate crime imposed by football clubs

7. Number of complaints regarding misbehaviour/ill-treatment by the police reported to the Ministry of Interior
8. Number of complaints regarding misbehaviour/ill-treatment by the police reported to the Office of the Ombudswoman
9. Number of free legal aid users

8.6 Discrimination in the domain of the judiciary and the state administration

1. Number of reported cases of discrimination in the domain of the judiciary and the state administration

8.7 Political Participation

1. Number of the councils of national minorities
2. Number of representatives of national minorities in the Croatian Parliament
3. Number of representatives of national minorities in local and regional authorities

9. List of public authorities and institutions that gather relevant data

Ministry of Administration

Ministry of Health

Ministry of the Interior

Ministry of Justice

Ministry of Science, Education and Sports

Ministry of Social Policy and Youth

Ministry of Labour and Pension System

Croatian Bureau for Statistics

Croatian Employment Service

Croatian Institute for Public Health

Croatian Institute for Pension Insurance

Office of the Ombudswoman

Ombudswoman for Gender Equality

Ombudswoman for Children

Ombudswoman for Persons with Disabilities

Croatian Football Association

Union of Autonomous Trade Unions of Croatia

10. Bibliography

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