Annex 3: Survey data

Chart 1: *According to your experience, how helpful was the FReM training for forced-return monitors for your job as a monitor?*
(NOTE: Scale fully labelled: 1. Not helpful at all, 2. Slightly helpful, 3. Somewhat helpful, 4. Moderately helpful, 5. Extremely helpful)

| 21 | 19 | 1 | 1 | 1 |

- Extremely helpful
- Moderately helpful
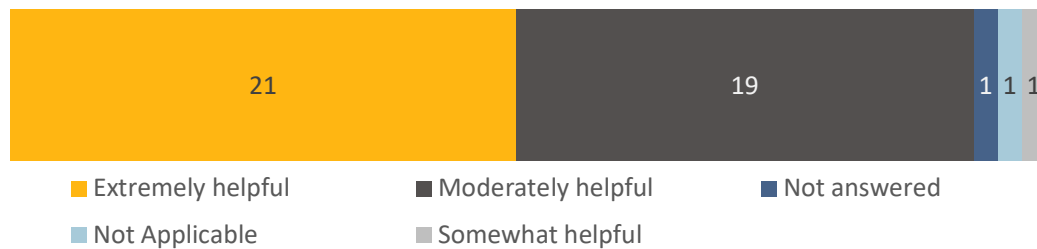- Not answered
- Not Applicable
- Somewhat helpful

Chart 2: *Did you participate in further training (following the FReM training)? If yes, in what other training did you participate?*
(NOTE: Selection, Yes/No Question. Multiple choice from 5 predefined options, with possibility to insert text if option *Other* is selected. Category *Training of trainers* was made from the answers written in option *Other*)

Chart 3: *Do you consider you need further training following the initial FReM training for forced-return monitors?* (NOTE: Selection, Yes/No Question)

Escort leader course 2
Other 4
Training of trainers 6
Annual lessons learned meeting 16
Yes 21
No 22
Pilot and monitoring mission 7
Workshop on reporting 11

Yes, I need further training 24
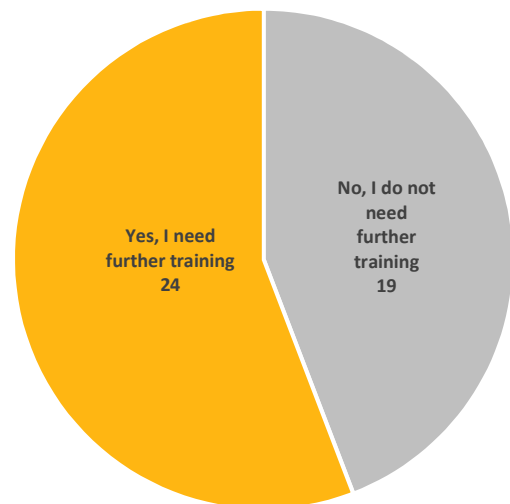No, I do not need further training 19

Chart 4: *What kind of further training should be offered?*
(NOTE: Multiple choice from 5 predefined options, with text box to insert answer for the option *Other*. The category *Workshop on risk assessment and the use of restraints* comes from the answers written in the text box for option Other)
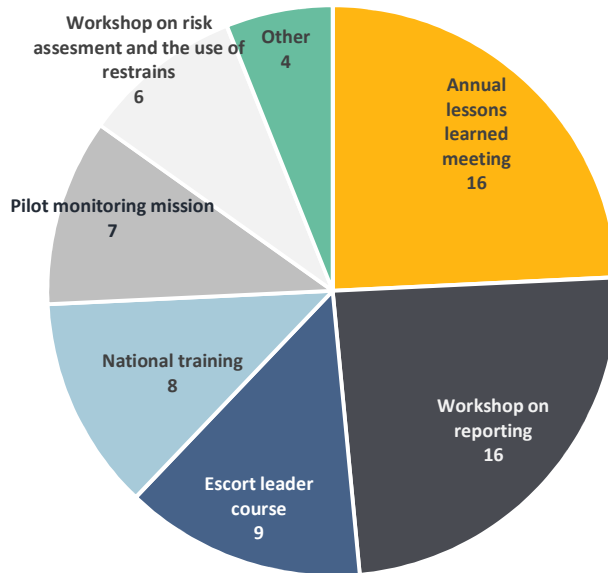
Chart 5: *According to your knowledge, which institutions in your country may nominate national monitors to the Frontex Pool?* (NOTE: Selection, predefined options)

Other national institutions 16
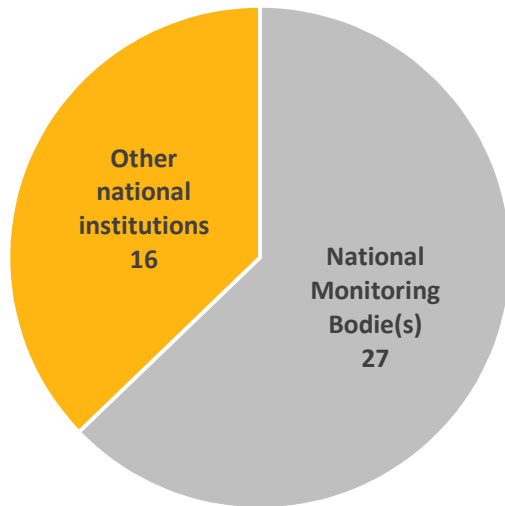
National Monitoring Bodie(s) 27

Chart 6: *According to your knowledge, what are the national requirements for this nomination (to the Pool)?* (NOTE: Multiple selection, predefined options)

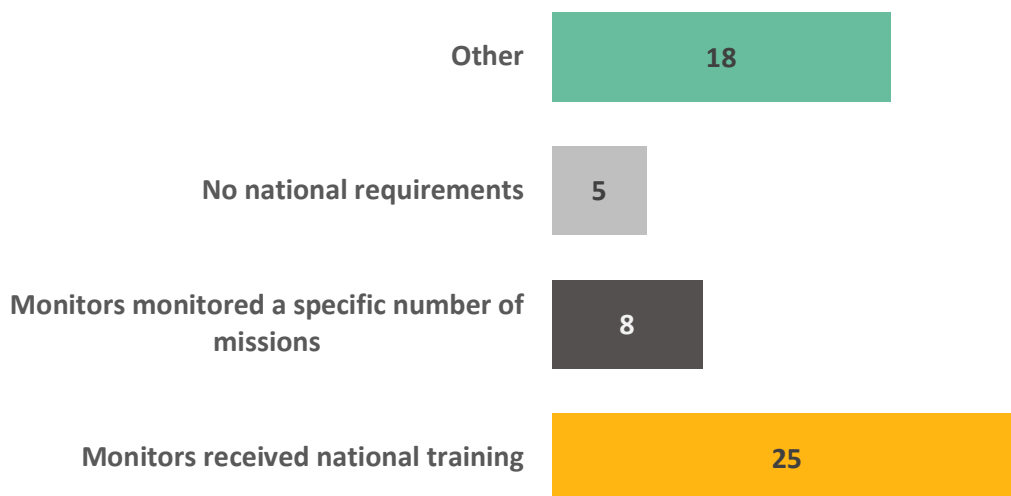|	
Other	18
No national requirements	5
Monitors monitored a specific number of missions	8
Monitors received national training	25

Chart 7: *When were you nominated to the Pool?*
(NOTE: Respondents could insert the month and year when they were nominated. The numbers below indicate the number of responses for the respective date of nomination to the Pool)
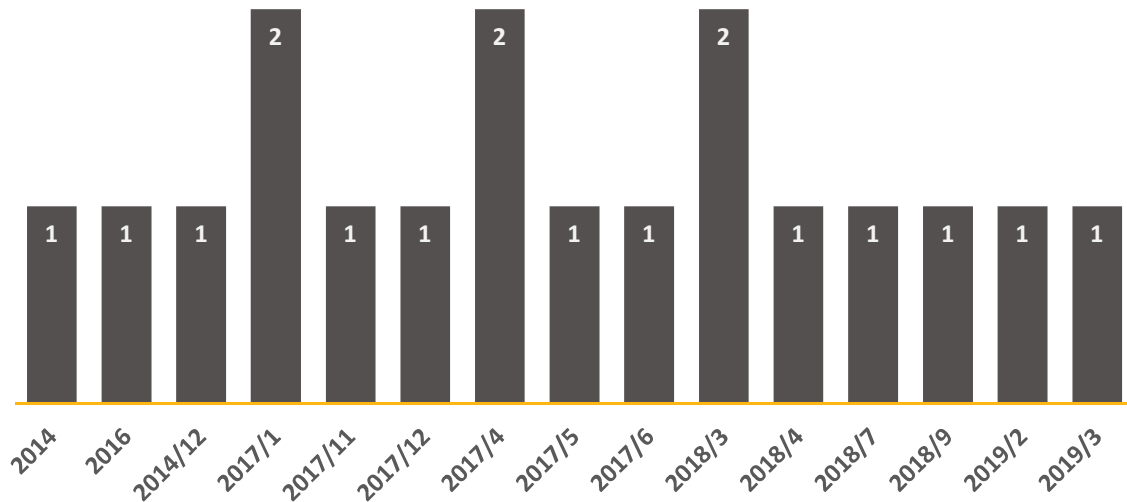

Chart 8: *According to your knowledge, does the institution that nominates national monitors to the Pool receive an answer from Frontex with regard to the acceptance/ non-acceptance of national nominations to the Pool?* (NOTE: Selection, Yes/No Question)
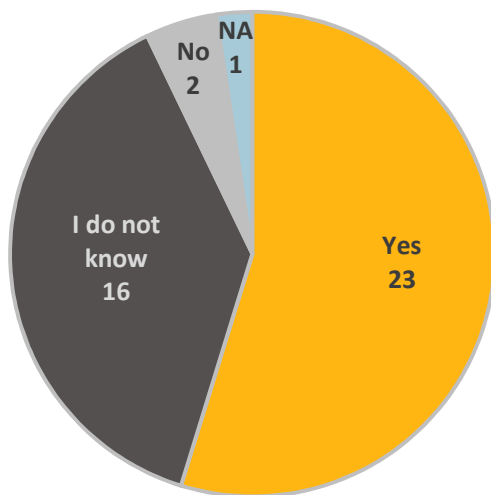
Chart 9: *According to your knowledge, were any national nominations to the Pool rejected by Frontex?*
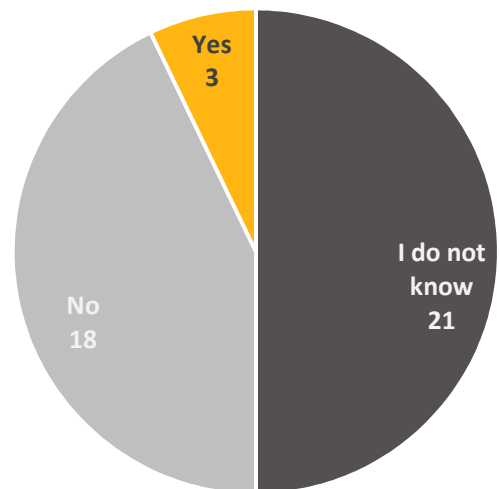
Chart 10: *According to your knowledge, is your institution receiving the call for monitors that Frontex sends to the Member States on a monthly basis?* (NOTE: Selection, Yes/No Question)
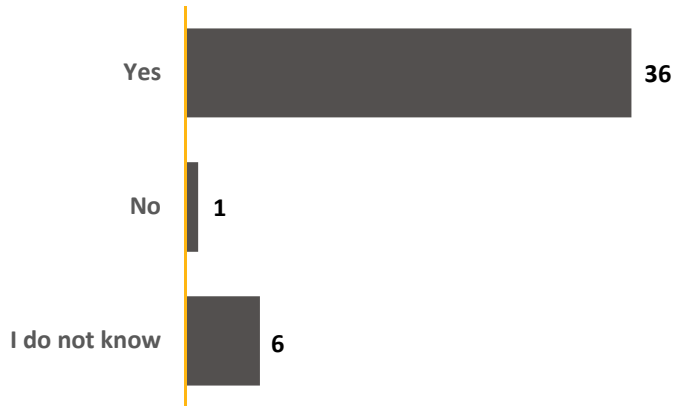

Chart 11: *According to your knowledge, how is the Frontex call for monitors forwarded in the national context (i.e. who is the initial call sent to and how/ to whom is it distributed further)?*
(NOTE: Open question, categories were made based on answers written by respondents)
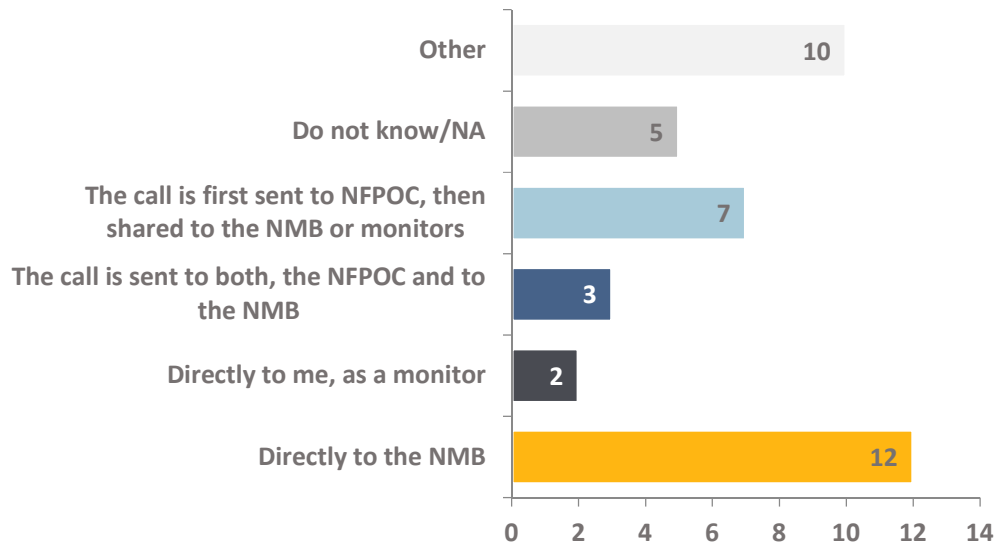
Chart 12: *According to your knowledge, does the Frontex call for monitors mention specific requirements for specific Return Operations included in the call?* (NOTE: Multiple selection, predefined options)

Chart 13: *According to your knowledge, did your institution receive a call for monitors from Frontex outside the monthly call for monitors (i.e. additional calls)?*
(NOTE: Selection, Yes/No Question)

Chart 14: *Which national institution decides if monitors should be nominated for a particular Frontex call for monitors?*
(NOTE: Selection, predefined options, with possibility to insert text fro the option *Other*)

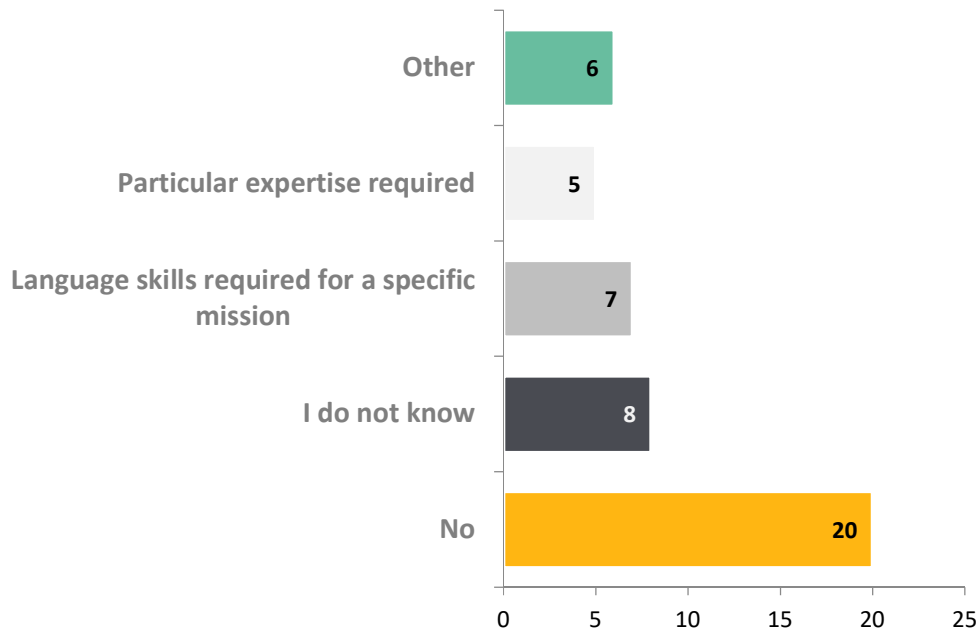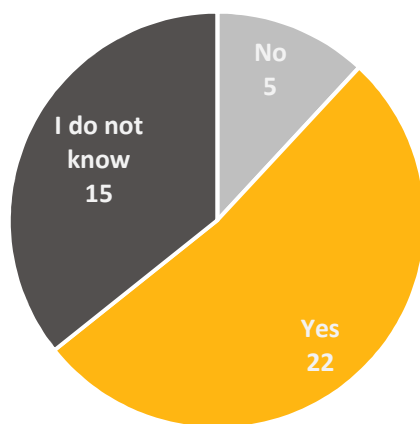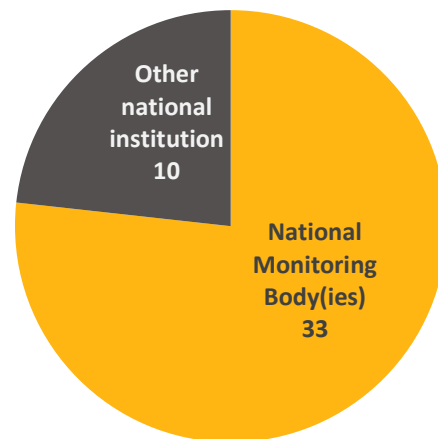Chart 15: *According to your knowledge, what factors weigh-in for a positive decision to nominate monitors for the call sent out by Frontex?* (NOTE: Multiple choice from 4 predefined options, with text box to insert answer for the options *Institutional interest* and *Other*)

Factor	Value
Other	6
Availability of a particular monitor who fits the requirements of the call	13
Institutional interest	5
Availability of monitors in general	37
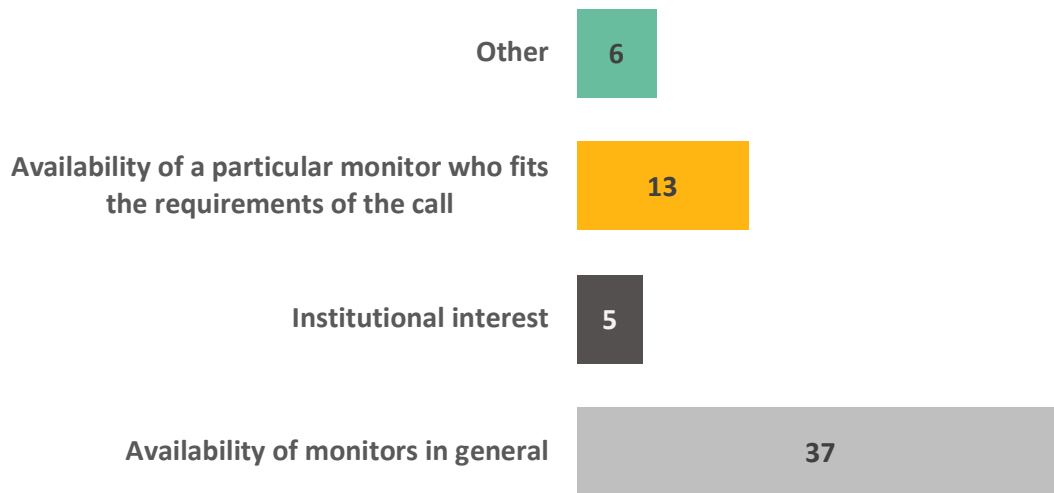
Chart 16: *According to your knowledge, what are the main factors contributing to a negative answer to the Frontex call for monitors?* (NOTE: Multiple choice from 4 predefined options, with text box to insert answer for the option *Other*)

Factor	Value
Other	10
Lack of institutional interest	6
Insufficient resources	16
Insufficient number of monitors	19

Chart 17: *Is it your institution that decides if monitors are nominated for a particular Frontex call?* (NOTE: Selection, Yes/No Question)
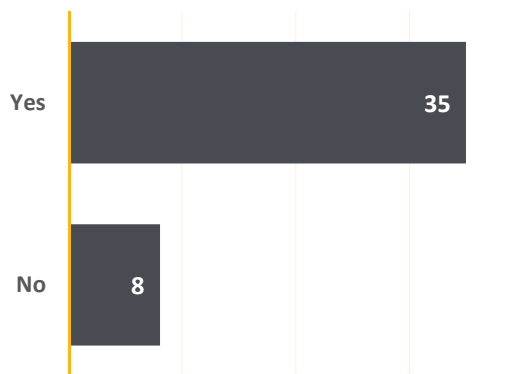
Chart 18: *According to your knowledge, did your institution/ organisation decide not to nominate monitors for a particular call?* (NOTE: Selection, Yes/No Question)
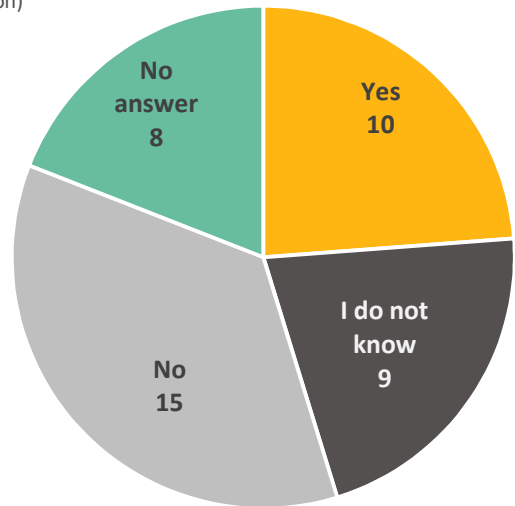
Chart 19: *What are the criteria according to which a particular monitor is nominated (by your respective national institution) for a specific Frontex call?* (NOTE: Multiple choice from 9 predefined options, with text box to insert answer for the option *Other*)

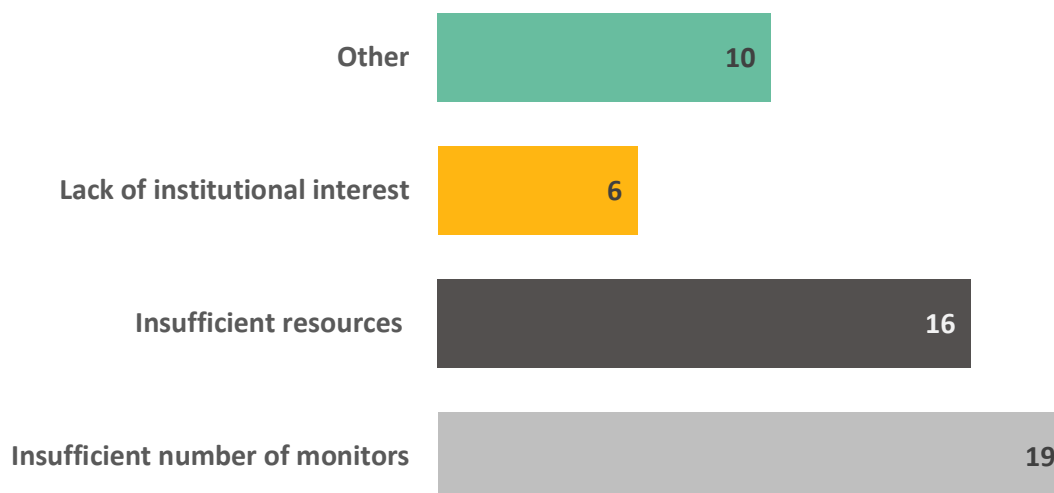| Criteria	Value
Other	2
Member State contingency to be monitored	2
Child protection expertise	4
Their special qualifications	5
Their previous deployments in the framework of the Pool	11
Country of Return	12
Their language skills	18
Their experience as a national monitor	25
Their own availability	42
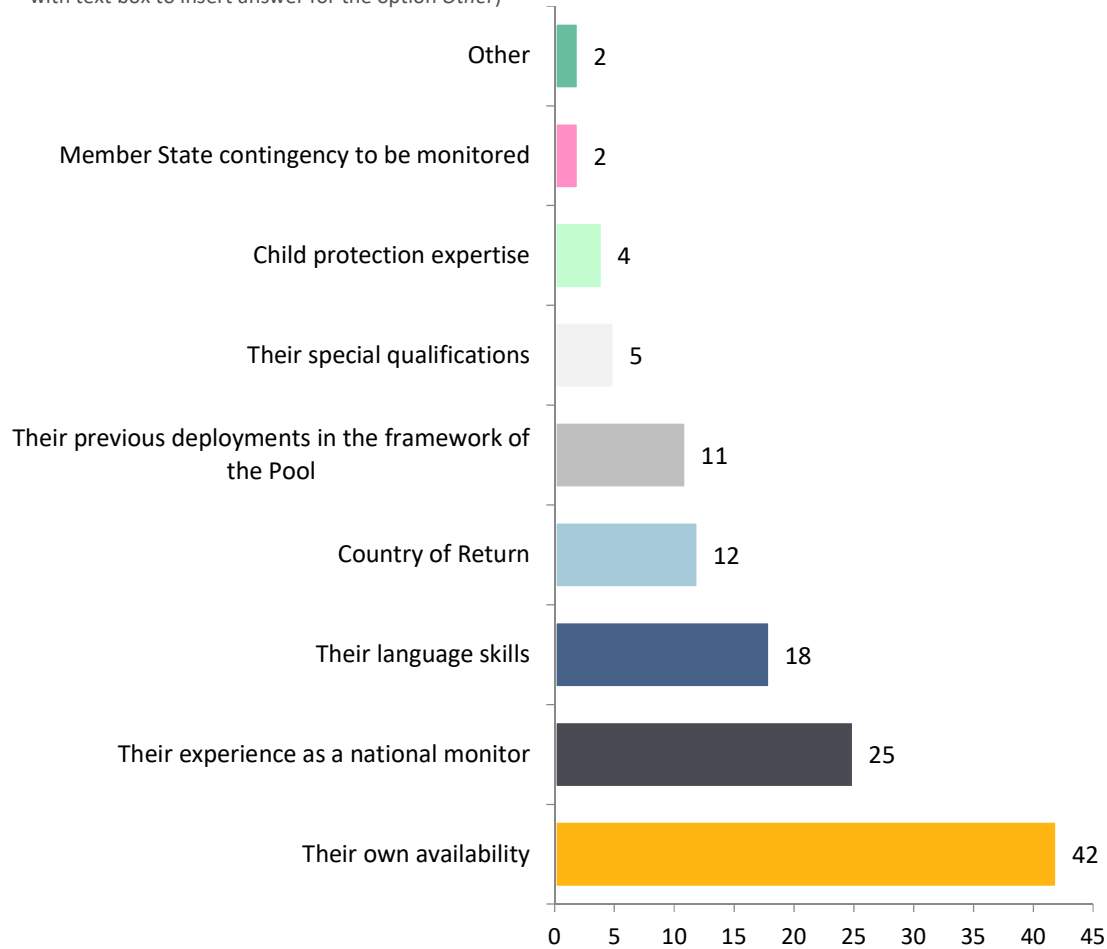
Chart 20: *According to your knowledge, who decides whether a particular monitor is nominated to a forced-return operation in a particular month?* (NOTE: Multiple choice from 3 predefined options, with text box to insert answer for the option *Someone else*)

Option	Value
The direct supervisor/superior of that particular monitor	24
That respective monitor (himself/ herself)	21
Someone else	9
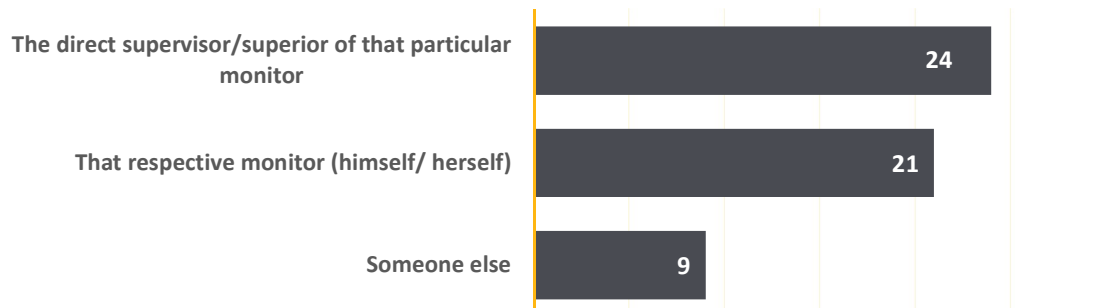
Chart 21: *According to your experience, how long does your institution usually have to answer a Frontex call for monitors?* (NOTE: Chart elaborated from answers inserted in a text box, no predefined options were provided)
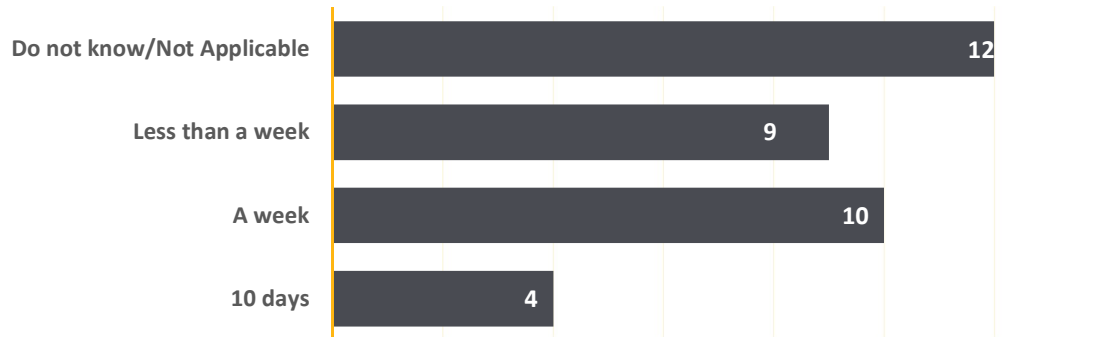
Chart 22: *According to your experience, is this time sufficient?* (NOTE: Selection, Yes/No Question)
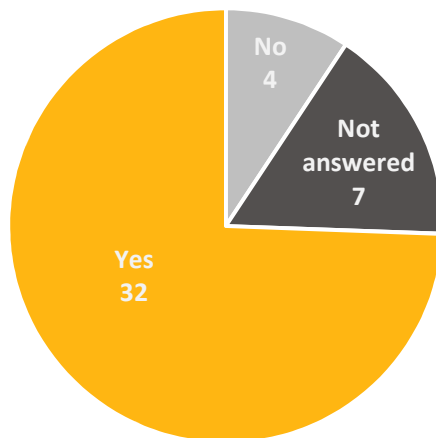
Chart 23: *According to your knowledge, after your institution answered to a Frontex call (monitors were nominated), within which time-frame does your institution receive an answer from Frontex?* (NOTE: Chart elaborated from answers inserted in a text box, no predefined options were provided)

Category	Value
Do not know/Not Applicable	8
Less than a week	9
A week	8
More than a week	3
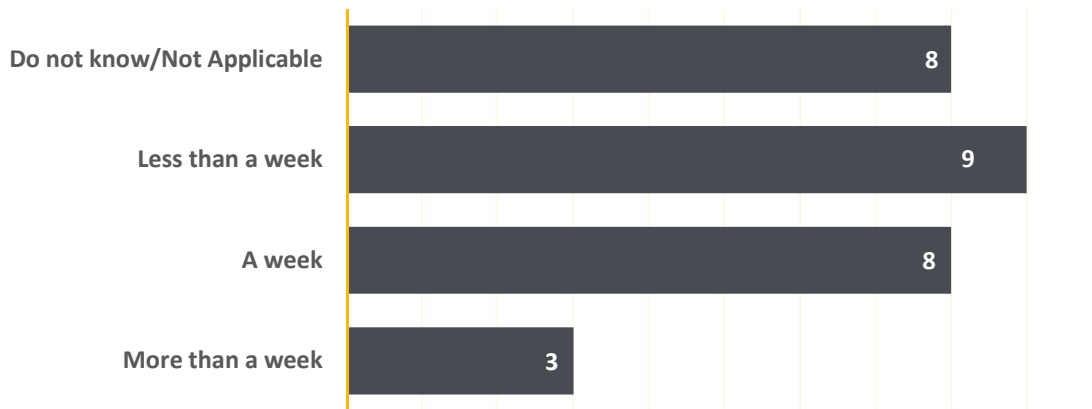
Chart 24: *Are you acquainted with the selection procedure according to which Frontex allocates nominated monitors to particular forced-return operations?* (NOTE: Selection, Yes/No Question)

Category	Value
Not answered	3
Yes	10
No	30
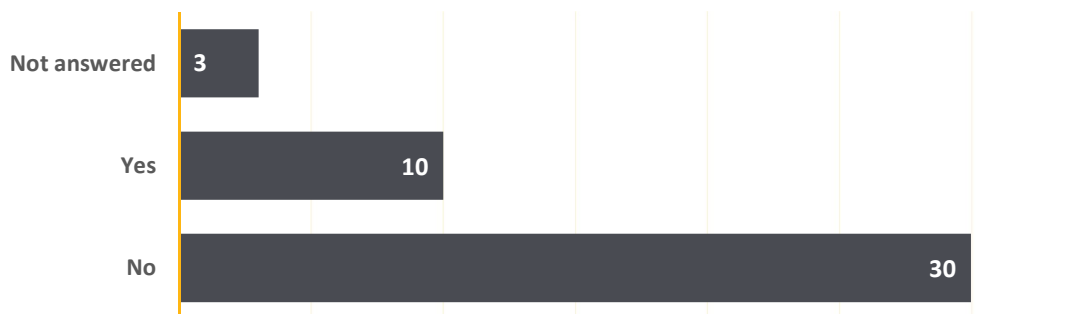
Chart 25: *According to your knowledge, were any nominations to a specific call for monitors rejected by Frontex?* (NOTE: Selection, Yes/No Question)

Yes
9

No
8

I do not know
26
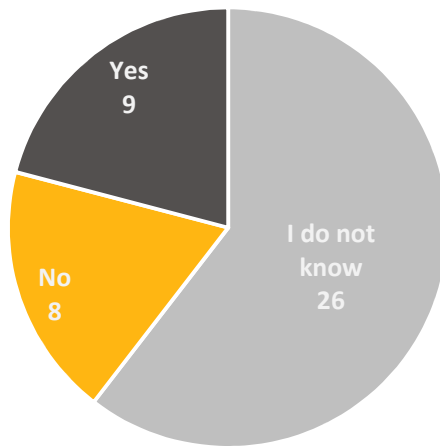
Chart 26: *When the answer from Frontex to your institution/ organisation's nominations is positive, what information does Frontex' answer usually contain?*

(NOTE: Multiple choice from 5 predefined options, with possibility to insert text for option Other)

Category	Value
Other	14
Visa requirements	16
Overnight stays	18
Contact of the Escort Leader	24
Tentative flight schedule	32
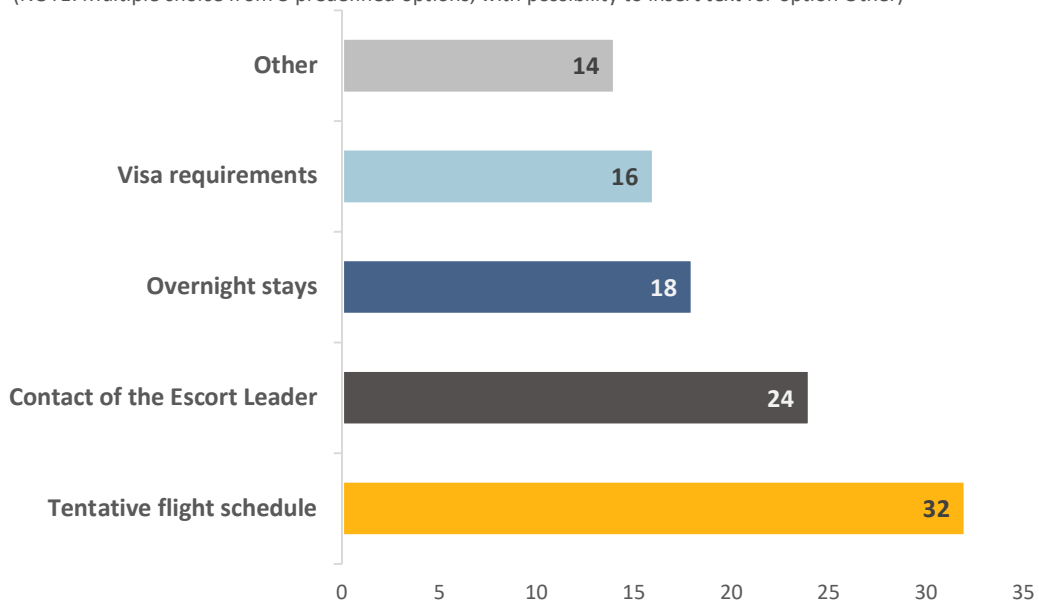
Chart 27: *According to your knowledge, did Frontex request your institution to nominate monitors for specific forced-return operations for which the institution did not nominate monitors in its initial answer?* (NOTE: Selection, Yes/No Question)
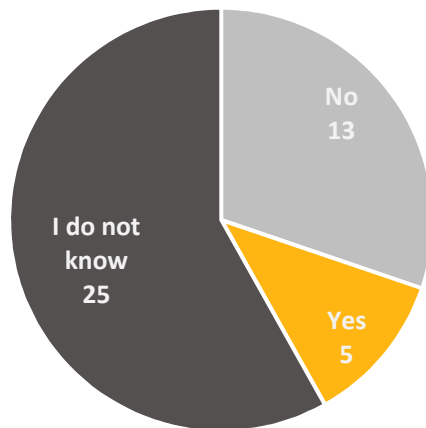
Chart 28: *Have you been deployed through the Pool?* (NOTE: Selection, Yes/No Question)
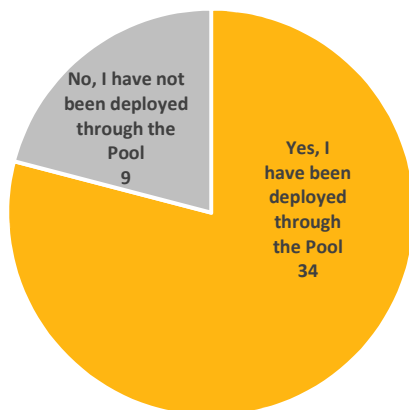
Chart 29: *What types of return operations did you monitor in the framework of the Pool?* (NOTE: Multiple choice from 4 predefined options, with possibility to insert text for option *Other*)
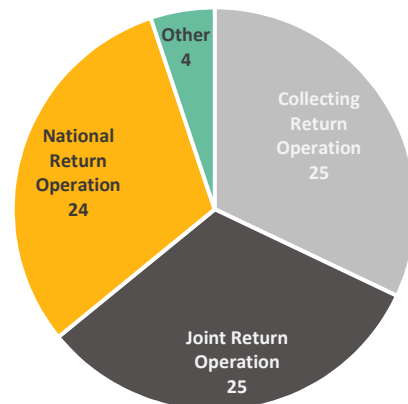
Chart 30: *How many return operations did you monitor in the framework of the Pool in total?*
(NOTE: Chart elaborated from answers inserted in a text box, no predefined options were provided)

Category	Value
More than 20	4
Between 11 and 20	5
Between 6 and 10	6
5	3
Less than 5	15
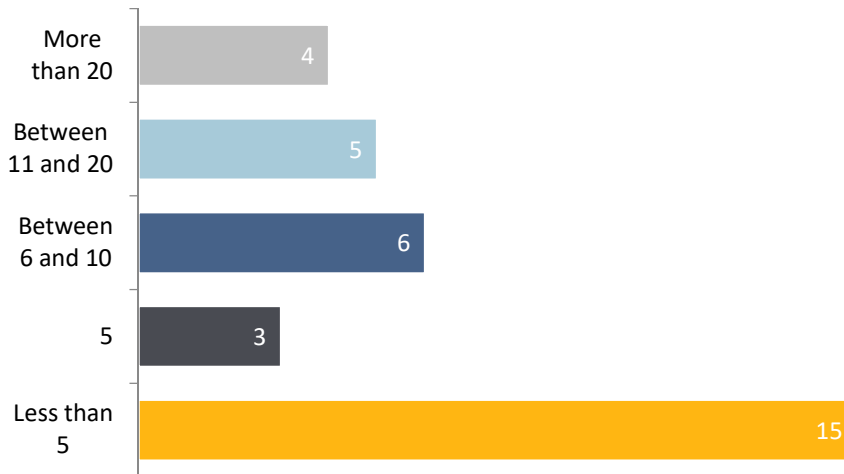
Chart 31: *How many return operations did you monitor in the framework of the Pool in 2018?*
(NOTE: Chart elaborated from answers inserted in a text box, no predefined options were provided)

Category	Value
More than 20	1
Between 11 and 20	2
Between 6 and 10	3
5	4
Less than 5	13

Chart 32: *How many return operations did you monitor in the framework of the Pool in 2019?*
(NOTE: Chart elaborated from answers inserted in a text box, no predefined options were provided. Answers cover
January – August 2019)

Chart 33: *Have you acted as a monitor for another country outside of the framework of
the European Pool? (NOTE: Selection, Yes/No Question)*
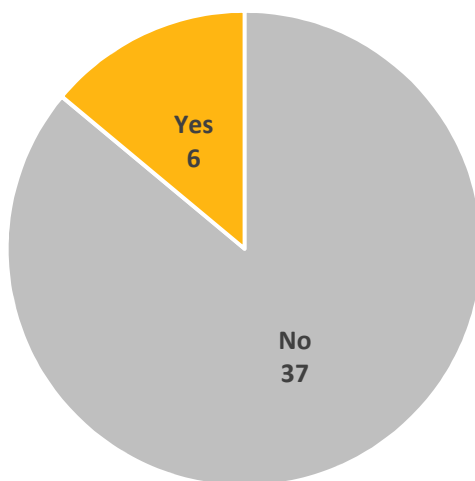
Chart 34: *After it was decided that you (as a monitor) will be monitoring a particular forced-return operation, who is your main point of contact for basic operational details related to the upcoming forced-return operation?* (NOTE: Multiple choice from 5 predefined options, with possibility to insert text for option *Other*)
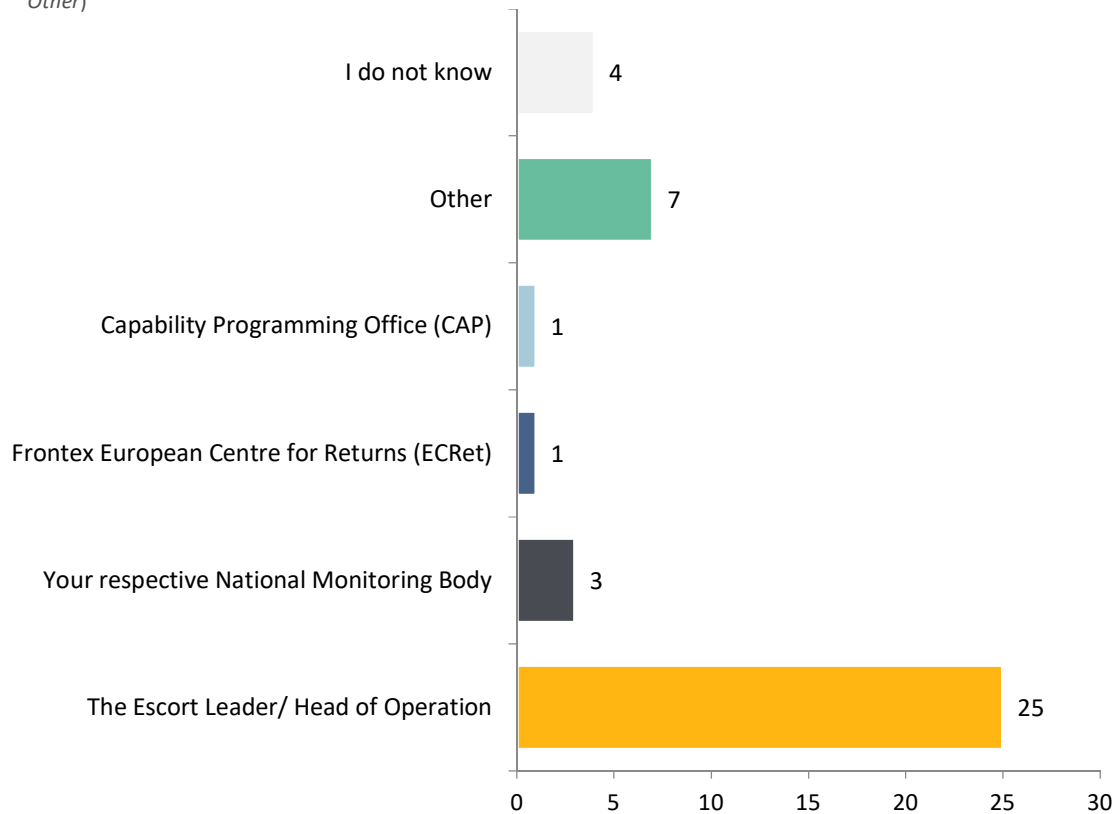
Chart 35: *According to your experience, what information do you usually receive? (upon the monthly call, upon being nominated to a specific operation, during the preparation for monitoring and on the day of the operation/ at the briefing)* (NOTE: Multiple choice, 10 predefined options, with possibility to write in a text box if option *Other* is checked)

on the day of the operation/ at the briefing

Option	Checked	Not checked
Implementation plan	17	26
Any forms of vulnerability	26	17
The number of returnees	31	12
Necessary vaccination information	2	41
Necessary travel documents	4	39
Stopover information	10	33
The country(ies) of return	10	33
Ports of departure	9	34
The date and time of the return operation(s)	11	32
Other	14	29

during the preparation for monitoring an operation

Option	Checked	Not checked
Implementation plan	23	20
Any forms of vulnerability	9	34
The number of returnees	18	25
Necessary vaccination information	3	40
Necessary travel documents	15	28
Stopover information	21	22
The country(ies) of return	21	22
Ports of departure	20	23
The date and time of the return operation(s)	22	21
Other	13	30

upon being nominated to a specific operation

Option	Checked	Not checked
Implementation plan	12	31
Any forms of vulnerability	5	38
The number of returnees	9	34
Necessary vaccination information	7	36
Necessary travel documents	18	25
Stopover information	22	21
The country(ies) of return	28	15
Ports of departure	29	14
The date and time of the return operation(s)	31	12
Other	9	34

upon the monthly call

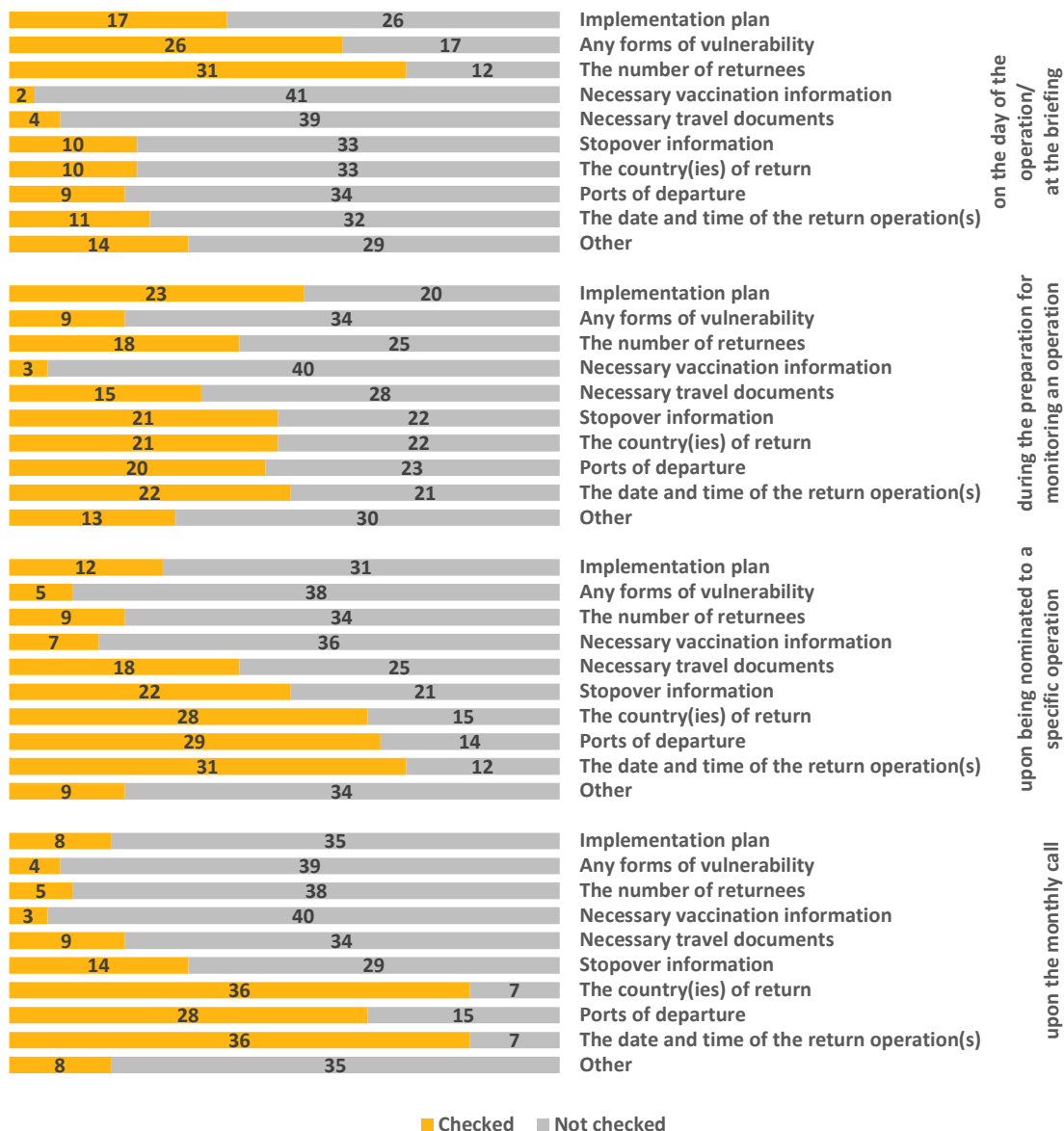| Option	Checked	Not checked
Implementation plan	8	35
Any forms of vulnerability	4	39
The number of returnees	5	38
Necessary vaccination information	3	40
Necessary travel documents	9	34
Stopover information	14	29
The country(ies) of return	36	7
Ports of departure	28	15
The date and time of the return operation(s)	36	7
Other	8	35

■ Checked   ■ Not checked

Chart 36: *How is the information do you usually receive upon the monthly call for monitors provided to you?* (NOTE: Multiple choice from 3 predefined options, with possibility to insert text for all options)

I have to specifically ask for information myself 3
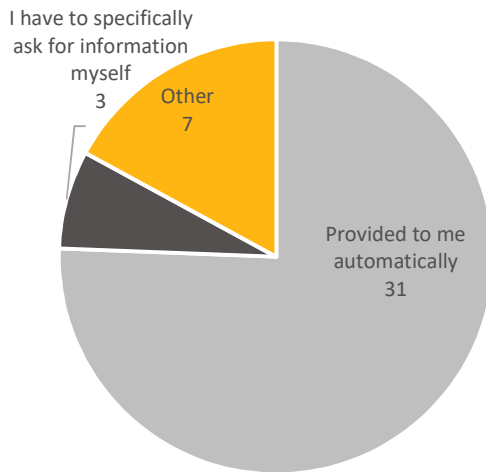
Other 7

Provided to me automatically 31

Chart 37: *How is the information you receive upon being nominated to a specific forced-return operation provided to you?* (NOTE: Multiple choice from 3 predefined options, with possibility to insert text for all options)

Other 11

Provided to me automatically 22

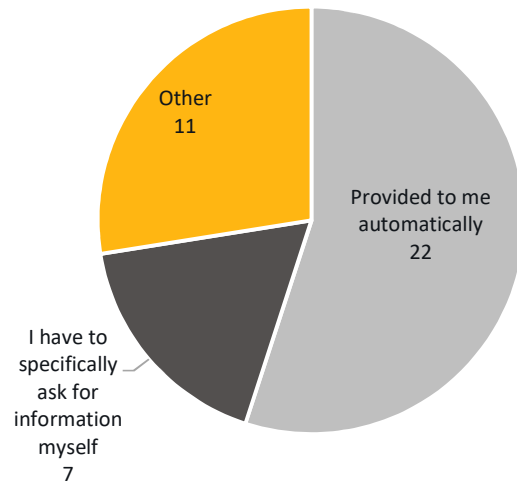I have to specifically ask for information myself 7

Chart 38: *How is the information do you usually receive during the preparation for monitoring a forced-return operation provided to you?* (NOTE: Multiple choice from 3 predefined options, with possibility to insert text for all options)

Other 8

Provided to me automatically 16

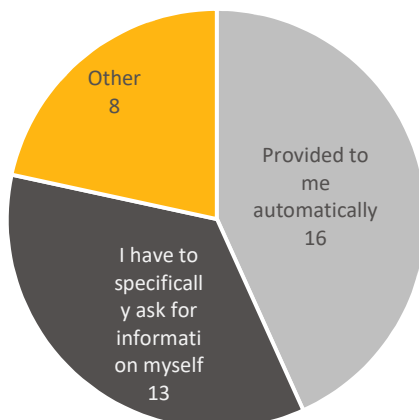I have to specifically ask for information myself 13

Chart 39: *How is the information do you usually receive on the day of the forced-return operation/ at the briefing provided to you?* (NOTE: Multiple choice from 3 predefined options, with possibility to insert text for all options)
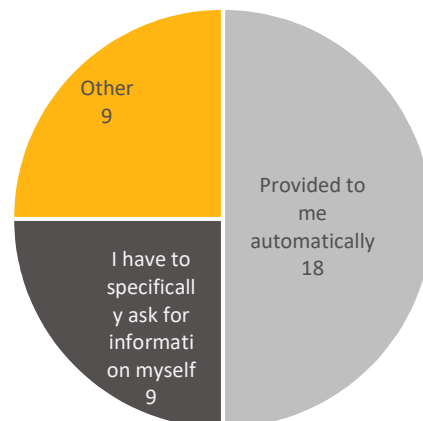
Other 9

Provided to me automatically 18

I have to specifically ask for information myself 9

Chart 40: *According to your experience, do you have enough time to get acquainted with all information you receive about an upcoming forced-return operation?* (NOTE: Selection, Yes/No Question)
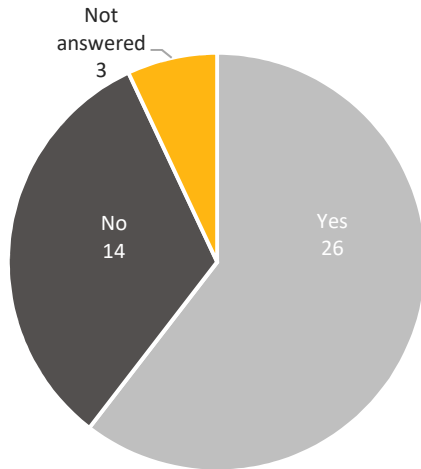
Chart 41: *According to your experience, is the information you receive in advance sufficient for you to be effectively deployed to an upcoming forced-return operation?* (NOTE: Selection, Yes/No Question)

Not answered
3

No
14

Yes
26

No
18

Yes
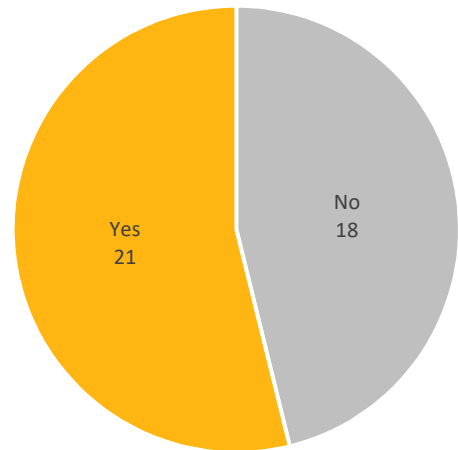21

Chart 42: *How do you usually make personal contact with the escort leader?* (NOTE: Selection from 4 predefined options)

Option	Value
Other	1
Email and telephone	25
Via telephone	2
Via email	6
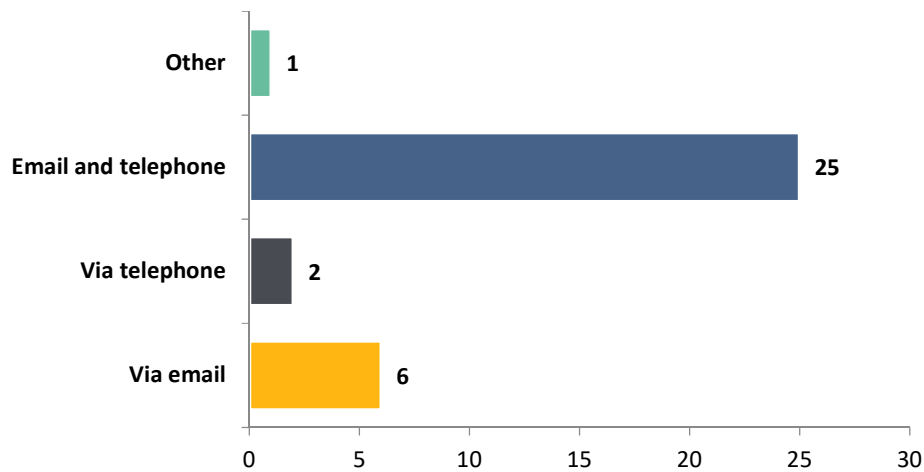
Chart 43: *According to your experience, from whom do you receive the accreditation card? (4 predefined options)*

I usually do not receive an accreditation card	2
From the responsible person from the Organising Member State	5
Via e-mail prior to the forced-return operation	16
From the Frontex representative, if present	23

Chart 44: *According to your experience, who supports you with obtaining a visa, when needed?* (NOTE: Selection from 4 predefined options, with possibility to insert text for options Other)

Other	7
Frontex	4
Organising Member State	5
National Monitoring Body	15

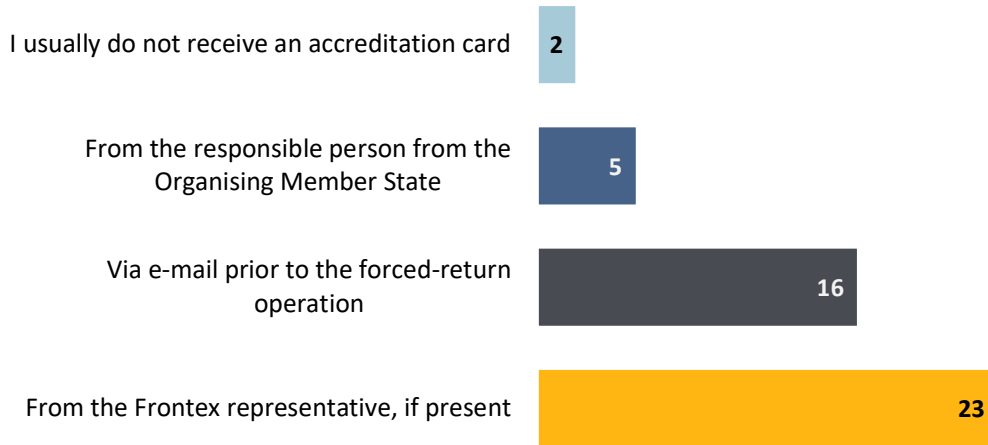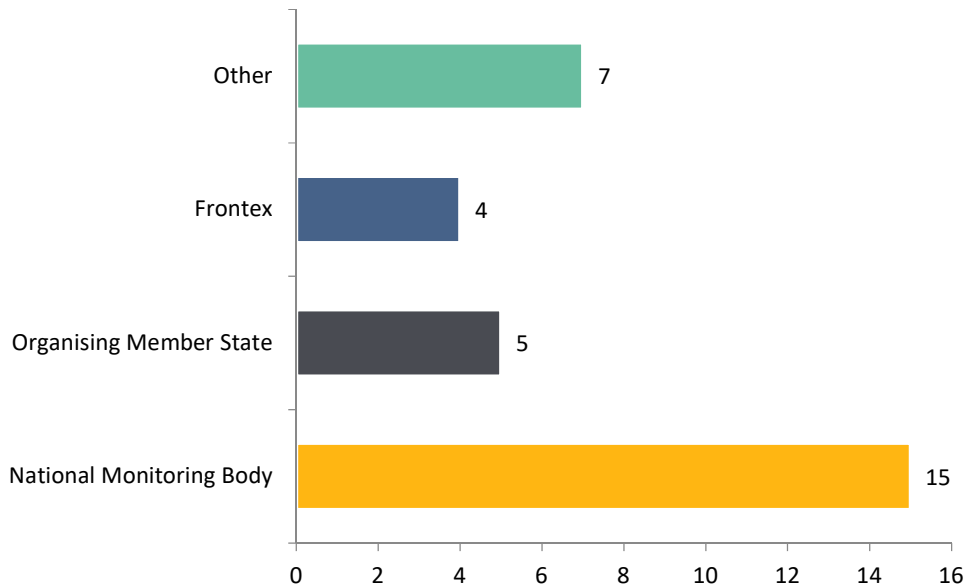Chart 45: *According to your experience, in case of last minute changes to the schedule of a forced-return operation to which you are deployed (be it a CRO, JRO or NRO), who is your first point of contact in case you need assistance (e.g. with travel, visa, insurance etc.)?* (NOTE: Multiple selection from 6 predefines options, with possibility to insert text for all options)

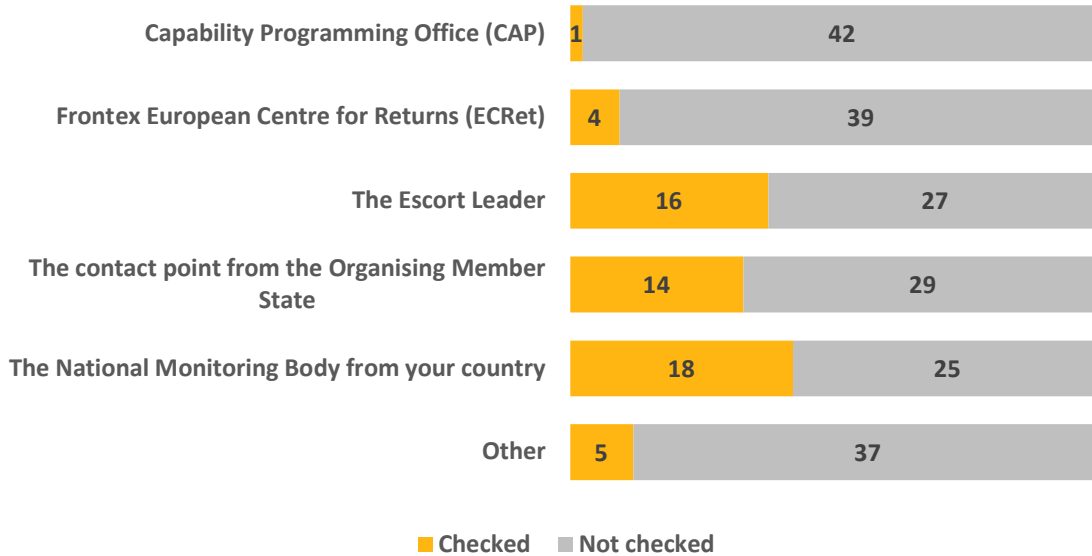| Option	Checked	Not checked
Capability Programming Office (CAP)	1	42
Frontex European Centre for Returns (ECRet)	4	39
The Escort Leader	16	27
The contact point from the Organising Member State	14	29
The National Monitoring Body from your country	18	25
Other	5	37

■ Checked ■ Not checked

Chart 46: *How satisfied are you with the support you are given in case of changes in the schedule of a forced-return operation to which you are deployed?* (NOTE: Scale fully labelled, form 1 (Very dissatisfied) to 5 (Very satisfied))

Very dissatisfied	Dissatisfied	Neither	Satisfied	Very satisfied
0	7	7	13	6

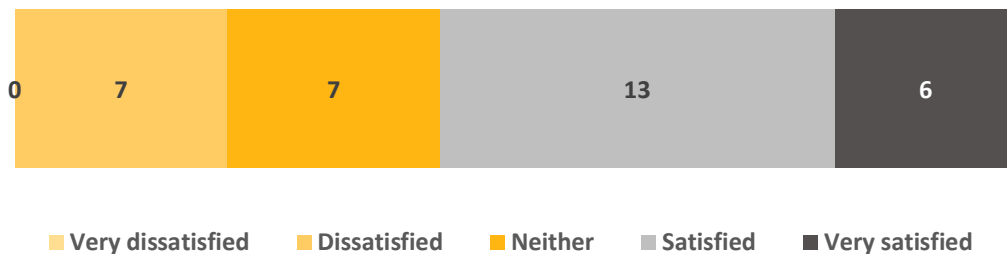■ Very dissatisfied ■ Dissatisfied ■ Neither ■ Satisfied ■ Very satisfied

Chart 47: *How satisfied are you with the way you are usually informed about an upcoming forced-return operation?* (NOTE: Scale fully labelled, form 1 (Very dissatisfied) to 5 (Very satisfied))

0	3	9	19	7

■ Very dissatisfied ■ Dissatisfied ■ Neither ■ Satisfied ■ Very satisfied
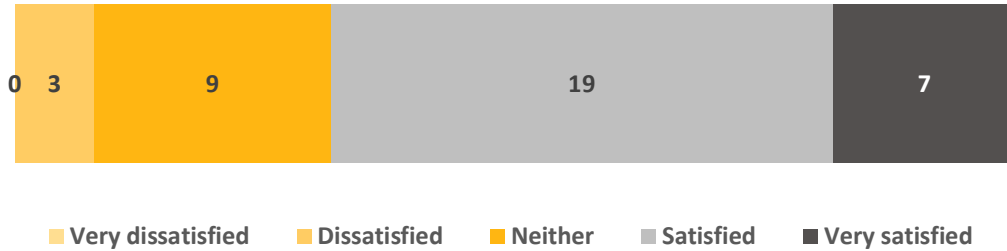
Chart 48: *To whom do you usually send your written report from the forced-return operation you monitored in the framework of the Pool?* (NOTE: Multiple choice from a predefined list of 11 options, with the possibility to insert text for option *Other*)
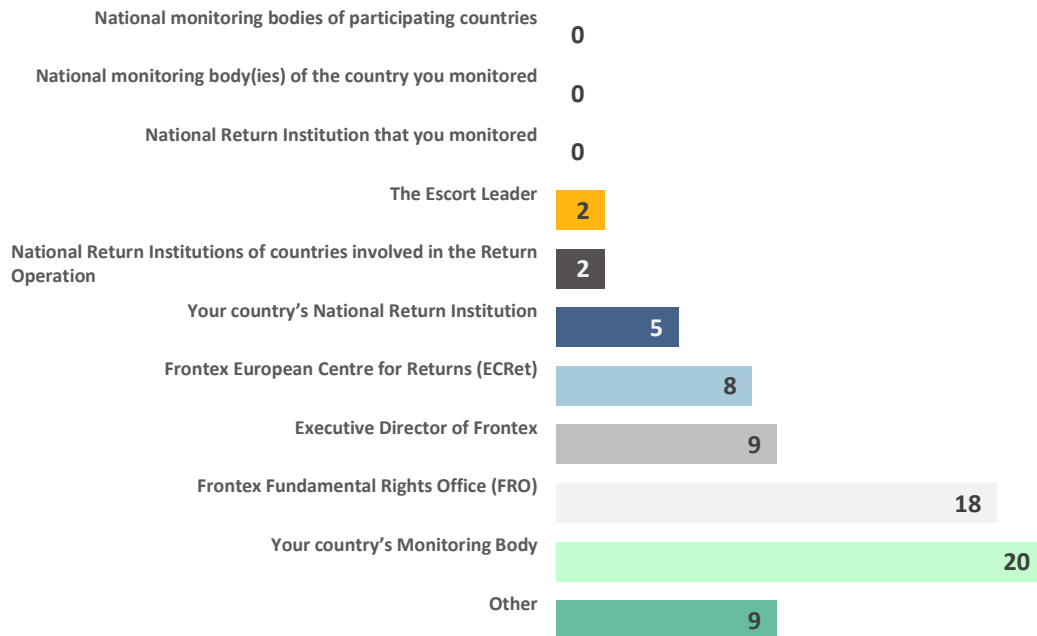
Category	Value
National monitoring bodies of participating countries	0
National monitoring body(ies) of the country you monitored	0
National Return Institution that you monitored	0
The Escort Leader	2
National Return Institutions of countries involved in the Return Operation	2
Your country's National Return Institution	5
Frontex European Centre for Returns (ECRet)	8
Executive Director of Frontex	9
Frontex Fundamental Rights Office (FRO)	18
Your country's Monitoring Body	20
Other	9

Chart 49: *Do you usually use a template to draft a monitoring report?* (NOTE: Selection, Yes/No Question)
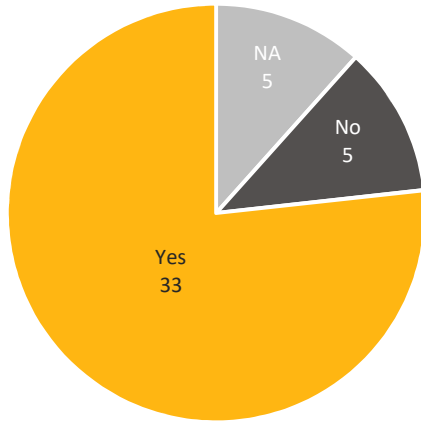
Chart 50: *What reporting template do you usually use when drafting a monitoring report?* (NOTE: Selection, Yes/No Question)
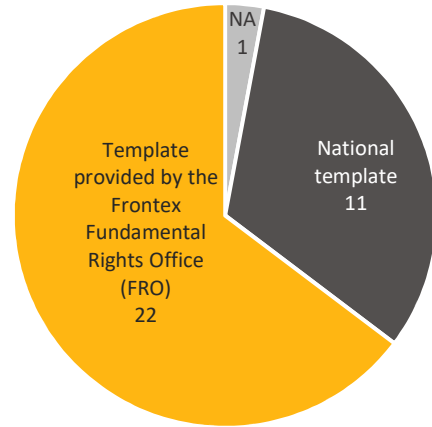
NA
5

No
5

Yes
33

NA
1

Template provided by the Frontex Fundamental Rights Office (FRO)
22

National template
11

Chart 51: *How satisfied are you with the template you are using?* (NOTE: Scale fully labelled, form 1 (Very dissatisfied) to 5 (Very satisfied))

| 0 | 7 | 7 | 13 | 6 |

■ **Very dissatisfied** ■ **Dissatisfied** ■ **Neither** ■ **Satisfied** ■ **Very satisfied**
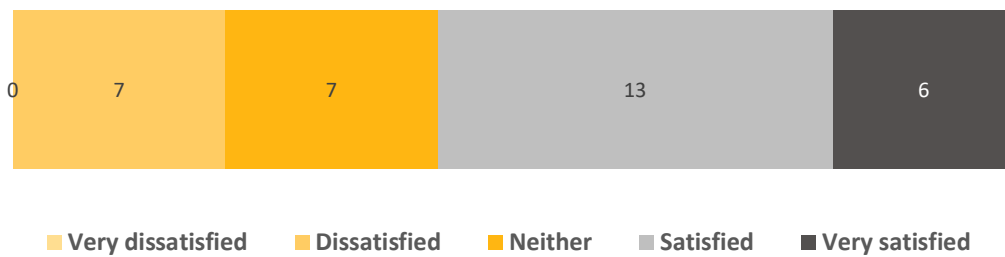
Chart 52: *Did you receive any feedback on your reports from forced-return operations monitored in the framework of the Pool?* (NOTE: Selection, Yes/No Question)
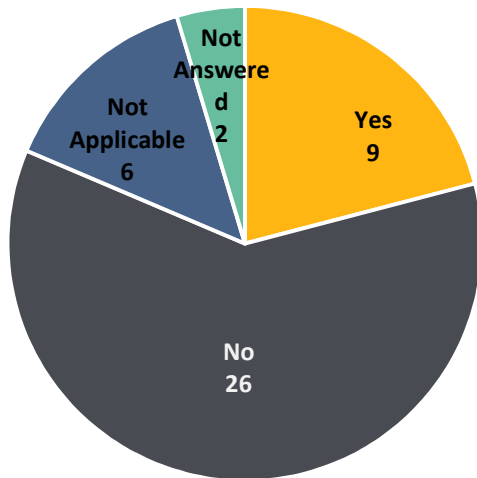

Chart 53: *What type of feedback did you receive?* (NOTE: Multiple choice from 3 predefined options, with possibility to enter text for option Other)
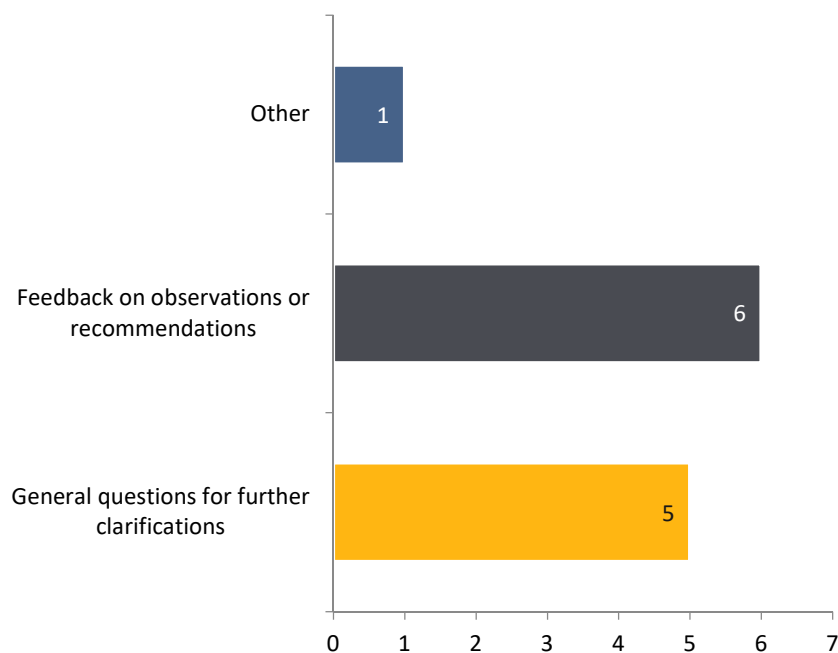
Chart 54: *From whom did you receive feedback?* (NOTE: Multiple choice from 11 predefined options)
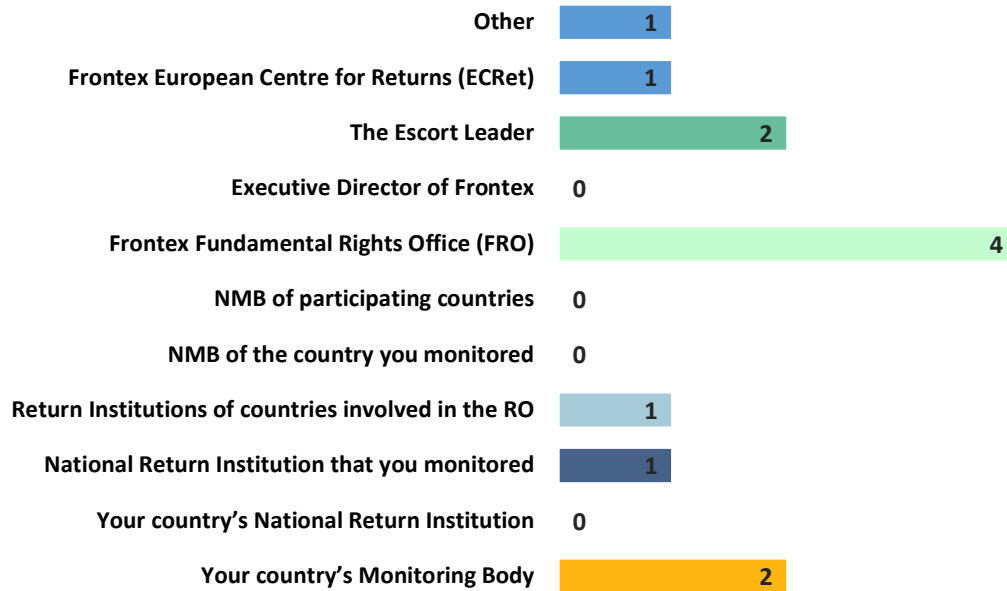
Other	1
Frontex European Centre for Returns (ECRet)	1
The Escort Leader	2
Executive Director of Frontex	0
Frontex Fundamental Rights Office (FRO)	4
NMB of participating countries	0
NMB of the country you monitored	0
Return Institutions of countries involved in the RO	1
National Return Institution that you monitored	1
Your country's National Return Institution	0
Your country's Monitoring Body	2

Chart 55: *How satisfied are you, in general, with the feed-back you received so far on your monitoring reports?* (NOTE: Scale fully labelled, form 1 (Very dissatisfied) to 5 (Very satisfied))
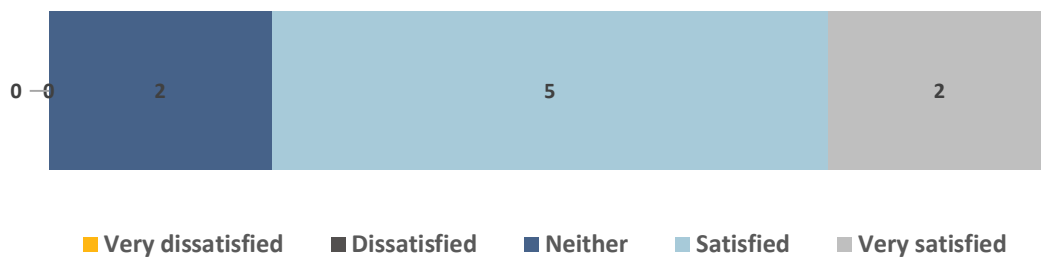
Neither	Satisfied	Very satisfied
2	5	2

■ Very dissatisfied ■ Dissatisfied ■ Neither ■ Satisfied ■ Very satisfied

Chart 56: *How satisfied are you with the communication process regarding your monitoring reports sent to Frontex?* (NOTE: Scale fully labelled, form 1 (Very dissatisfied) to 5 (Very satisfied))
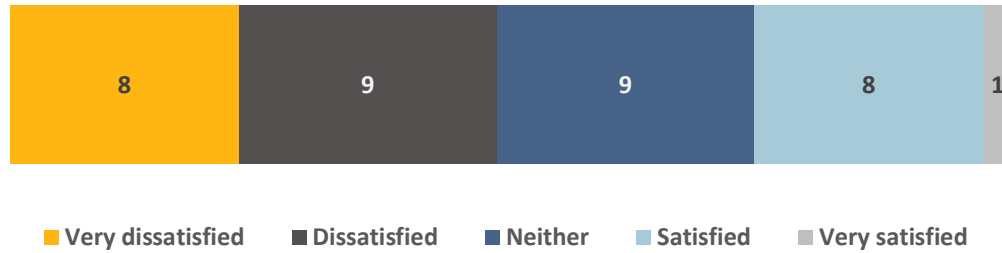
Very dissatisfied	Dissatisfied	Neither	Satisfied	Very satisfied
8	9	9	8	1

■ Very dissatisfied ■ Dissatisfied ■ Neither ■ Satisfied ■ Very satisfied

Chart 57: *According to your knowledge, how are your monitoring reports being used?* (NOTE: Multiple choice from 6 predefined options, with possibility to enter text for option Other)

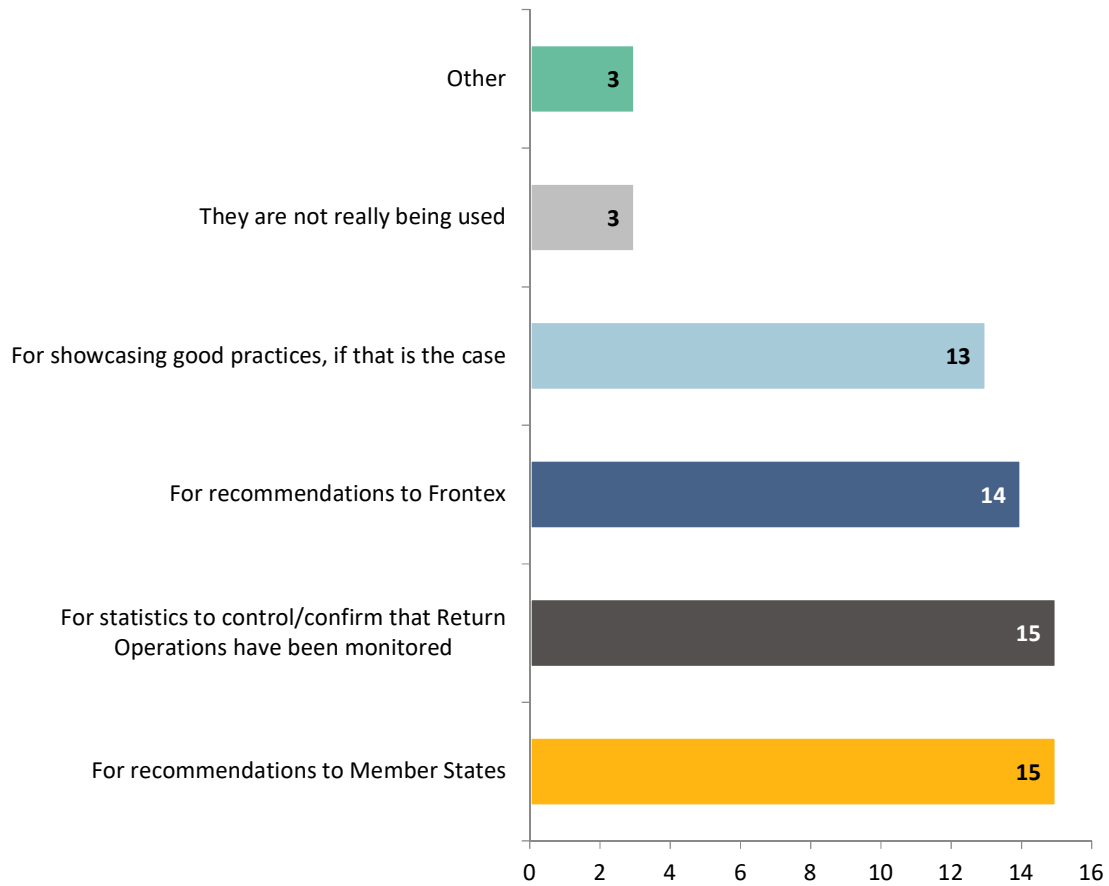| Category	Value
Other	3
They are not really being used	3
For showcasing good practices, if that is the case	13
For recommendations to Frontex	14
For statistics to control/confirm that Return Operations have been monitored	15
For recommendations to Member States	15

Chart 58: *How satisfied are you with the way your monitoring reports are being used?* (NOTE: Scale fully labelled, form 1 (Very dissatisfied) to 5 (Very satisfied))

6	5	13	6	3

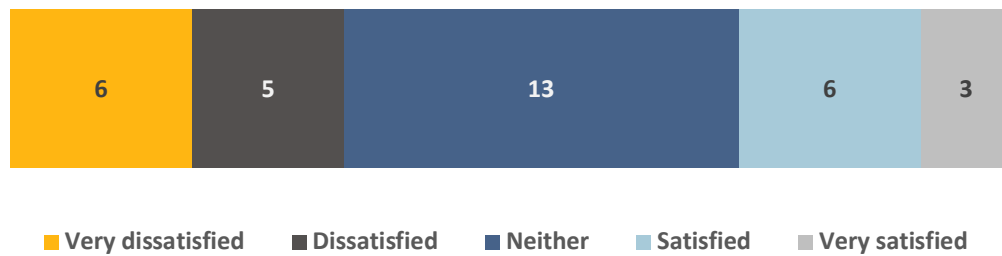■ Very dissatisfied　■ Dissatisfied　■ Neither　■ Satisfied　■ Very satisfied

Chart 59: *According to your experience, how are your travel costs being covered, for monitoring: Collecting Return Operations, Joint Return Operations and National Return Operations, respectively?* (NOTE: Multiple choice from 5 predefined options, with possibility to enter text for all options)

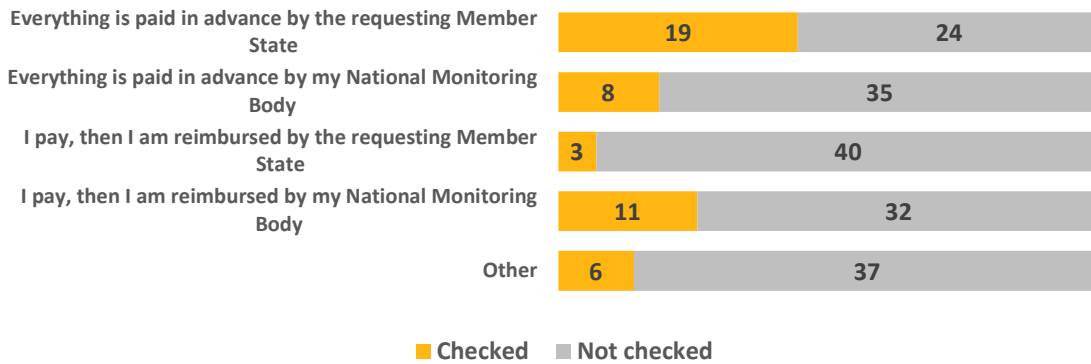|	Checked	Not checked
Everything is paid in advance by the requesting Member State	19	24
Everything is paid in advance by my National Monitoring Body	8	35
I pay, then I am reimbursed by the requesting Member State	3	40
I pay, then I am reimbursed by my National Monitoring Body	11	32
Other	6	37

■ Checked　■ Not checked

Chart 60: *According to your experience, what documents do you need to submit for the reimbursement of monitoring costs?* (NOTE: Multiple choice from 5 predefined options, with possibility to enter text for option *Other*)
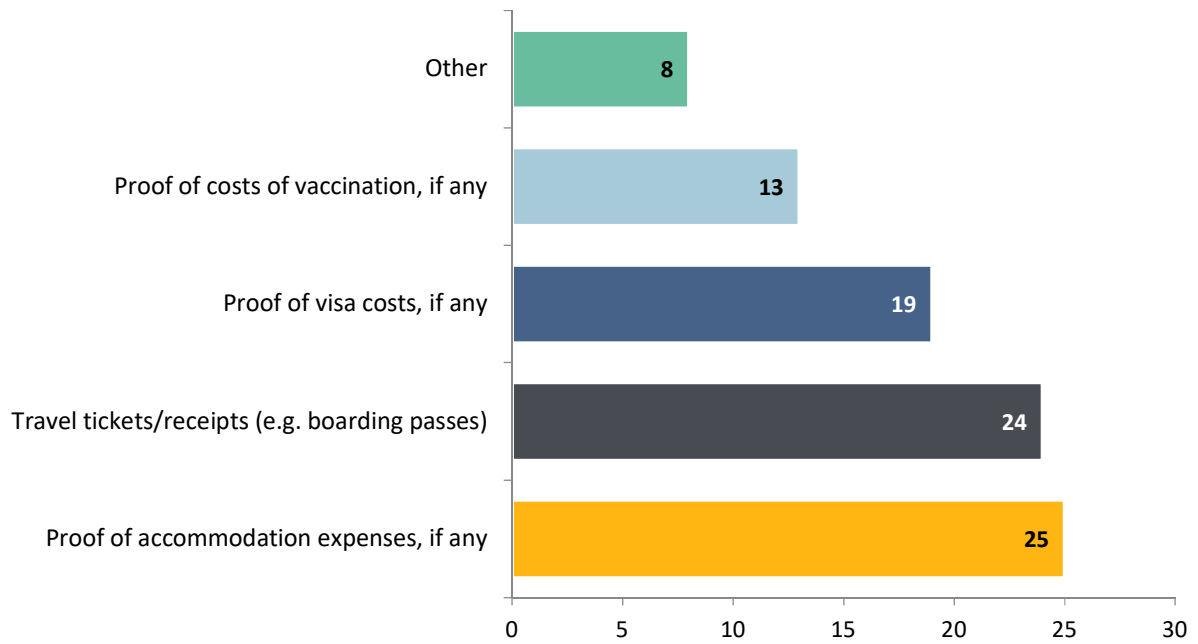

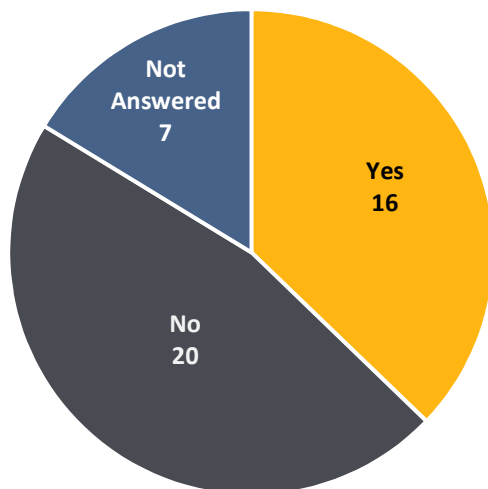Chart 61: *Do you charge a monitoring fee?* (NOTE: Selection, Yes/No Question)

Chart 62: *How satisfied are you with the process of reimbursement of monitoring costs (travel, accommodation, visa, vaccination if needed etc.) for the return operations you monitored?* (NOTE: Scale fully labelled, form 1 (Very dissatisfied) to 5 (Very satisfied))

2	1	10	18	5

■ Very dissatisfied ■ Dissatisfied ■ Neither ■ Satisfied ■ Very satisfied