



**COUNCIL OF
THE EUROPEAN UNION**

Brussels, 29 December 2010

18210/10

**SIRIS 183
ENFOPOL 377
COMIX 841**

"I" ITEM NOTE

from:	General Secretariat of the Council
to:	COREPER (Mixed Committee)
No. prev. docs	11983/3/10 REV 3 SIRIS 108 ENFOPOL 205 COMIX 491 + ADD 1
Subject:	SIRENE Contact Person (SIRCoP)

1. In accordance with the provisions of paragraph 1.4.2. of the SIRENE Manual (Commission Decisions 2006/757/EC and 2006/758/EC of 26 September 2006¹), the Heads of SIRENE met in October 2010.
2. At this meeting they considered that, when justified by the particular sensitive nature of a case and when the standard procedures prove not to be sufficient, additional contact between the SIRENE Bureaux should be established, namely by means of certain persons who should be available.
3. At its meeting on 26 November 2010, the Working Party for Schengen Matters (SIS/SIRENE) examined this issue and on 21 December 2010 it agreed to draw up a specific list of SIRENE Contact Persons and related procedures.
4. **COREPER is therefore invited to take note of the "SIRCOP – SIRENE Contact Persons" network as set out in the Annex and encourage Member States to implement it from 1 January 2011.**

¹ OJ L 317, 16.11.2006, p. 1.

1. Introduction

This document sets out the approach of the Presidency to the concept of SIRCoP, following deliberations by Member States' delegates to the Heads of SIRENE Conference of October 2010.

2. Purpose

In order to improve communication between the SIRENE Bureaux and thereby further enhance the quality of cooperation, it would be useful to make one or more persons available – depending on the internal structure of the Bureau - to fulfil the role of SIRENE Contact Persons (SIRCoP).

3. Problem analysis

It has been established that the exchange of information between SIRENE Bureaux takes place via the standard means of communication and is generally of a high quality.

Once in a while the standard procedures do not suffice, and an additional contact between SIRENE Bureaux needs to be established in order to help find a solution for the specific problem at hand. The sources of these “obstructing” problems are of a diverse nature. These problems may arise because international procedures (SIRENE manual, DEBS, etc.) are incorrectly followed or ignored. They may equally arise from external factors, e.g. authorities refusing to cooperate, thus “blocking” any further handling of the case.

Exceptionally and when justified by the particular sensitive and specific nature of a case, it might be useful to contact another SIRENE Bureau in advance in order to guarantee the desired outcome. A correct approach from the start, under the supervision of a person in charge, may help to avoid anticipated difficulties.

In order to ensure and maintain quality in the exchange of information and to detect recurring problems it might equally be valuable to have an overview of recurring problems within a SIRENE Bureau's own structure or between SIRENE Bureaux.

Additionally, when significant results are achieved in specific files because of excellent cooperation and communication, motivation can be boosted through the thanks the operators receive, for their professionalism, from their counterparts. The way to achieve this would be to congratulate and thank them through their direct superiors.

The situation differs from SIRENE Bureau to SIRENE Bureau depending on the organisation and number of staff. In some SIRENE Bureaux, the Head of SIRENE manages, on his/her own, the operational problems.

4. Role of SIRCoP

Notwithstanding standard procedures and means of communication, the SIRCoP is a person (or persons) which is (are) available to be contacted by their counterparts whenever the normal procedures have failed or were inadequate.

The SIRCoP is the “visible” counterpart for the issue at hand and only needs to ensure that the competent person(s) in his organisation will deal with the issue.

Following a request to intervene, the SIRCoP also informs the requesting SIRCoP of the result of his intervention (which does not equal a solution to the problem).

Depending on the different internal structures in the SIRENE Bureaux, the Heads of SIRENE assign one or more persons to fulfil the role of SIRCoP, or perform that role themselves.

5. Profile of a SIRCoP

- He or she is the Head of SIRENE or cooperates closely with him or her (deputy, team leader, legal advisor, etc.);
- He or she could be the person appointed as a trainer for his/her country;
- He or she should be able to obtain all the necessary information;
- He or she is considered an appropriate conversation partner by his or her external national partners;
- He or she has a good command of English.

6. Tasks

- Look for solutions for deadlocked/blocked files when all other possibilities have been exhausted;
- Within their area of responsibility intervene when external authorities or services hinder the smooth running of the files;
- Direct or follow up important sensitive files where problems must be avoided;
- Deal with complaints about files where problems have arisen because the procedures were not followed or where a serious error or repeated smaller errors occurred;
- Forward congratulations that were offered because of excellent cooperation on a file;
- Make suggestions for improvement (bilateral or multilateral agreements);
- Suggest themes for SIRENE training;
- Answer questions from other SIRCoPs as soon as possible, be it by a partial answer or by mentioning that the question has been forwarded to the competent service in order to obtain an answer;
- Other similar tasks in this sphere.

7. Contact and means of communication

- The SIRCoP can be reached by telephone, mobile phone or e-mail only by another SIRCoP and as a general rule only during office hours;
- The contact details are listed in 11983/3/10 REV 3 SIRIS 108 ENFOPOL 205 COMIX 491 **ADD 1** as well as in the SIRENE Address Book under an additional new group: "SIRCoP" situated just under the contact details of the Head of SIRENE;
- The Head of SIRENE sends the following information and the necessary updates to the GSC:
 - E-mail address
 - Phone number
 - If possible mobile number
 - If possible first name and surname of the SIRCoP.

8. Entry into operation

The SIRCoP network will be operational from 1 January 2011.

9. Assessment

A biannual assessment based on the following indicators will be carried out by the presidency:

- Number of SIRCoP interventions per country.
- Reason for contact: blocked file / sensitive file / complaint / congratulations / suggestions / request for information.
- Result of the interventions based on information available during the reporting period: successful / partially successful / unsuccessful / not yet known.

Therefore the delegations are kindly requested to fill in the enclosed evaluation form (see Annex) and to send it to the GSC in July and January of each year. The form should be filled in by the requesting country only.

Please note that this is a copy for information. The data should be entered in the Excel form of this table.

SIRCOP - Biannual assessment

Country (official abbreviation):

Reporting period

From:

To:

	Date of first contact	Request for which SIRENE Bureaux (<> your country)	Reason for contact	Result of the intervention (based on information available during the reporting period)	Case description (free text)
1					
2					
3					
4					
5					
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