

# ENCLAVE SEMINAR



## A co-ordinated victim centered response to crime



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Levent Altan, Executive Director

# WE ARE VICTIM SUPPORT EUROPE

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**Victim Support Europe** (VSE) is the leading European umbrella organisation advocating on behalf of all victims of crime, no matter what the crime, no matter who the victim is.

VSE represents **64 national** member organisations, providing support and information services to more than **2 million people** affected by crime every year in more than **30 countries**.

# Victim Support Europe



- ✓ Advocate for all victims of crime
- ✓ 70 Members, 33 Countries
- ✓ 2.5+ million victim per year supported
- ✓ Policy, advocacy, capacity building, support

INTERACTIVE MAP OF SERVICES



TERRORISM RESPONSE NETWORK



CROSS-BORDER REFERRAL FOR VICTIMS



TRAINING ACADEMY



STANDARDS AND ACCREDITATION



CENTRE OF EXCELLENCE FOR 116006 AND DISTANCE SUPPORT



# PROGRESS AND CHALLENGES

# SUPPORT AND JUSTICE

- 15% of citizens fall victim to serious crime every year
- Steady progress – particularly for specific groups

**BUT**

- Start-stop, short term policies
- Local, ad hoc, project based, lacking in funds
- Uncoordinated, non strategic
- Failure to implement
- Insufficient knowledge, skills and victim centered culture

**A LOT COULD BE IMPROVED**

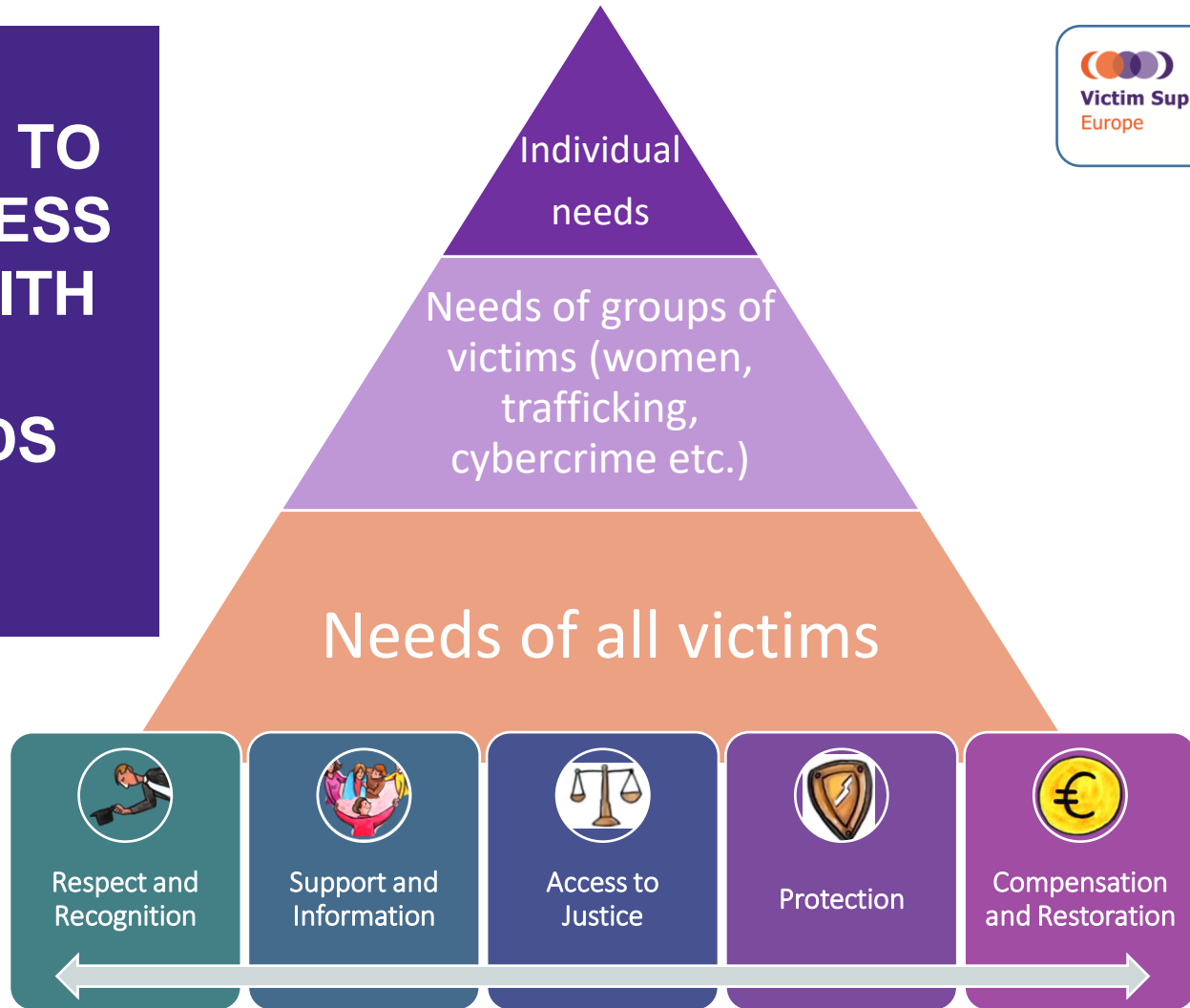
# RESEARCH FINDINGS



## OVERALL THE RESULTS ARE SOBERING:

- 8 Member states - IT, IE, EL, RO, LV, LT, BG and SK - haven't still established their national victim support service.
- There isn't a single country that indicates full implementation of the entirety of the Directive to all victims on their territory.
- lack of public awareness and comprehensible information on victim support services in all 26 Member States
- deficit regarding the training of officials in terms of sensitisation for victims' needs and the abilities to provide specific support to certain types of victims.

**THE BEST WAY TO  
ACHIEVE SUCCESS  
IS TO START WITH  
VICTIMS NEEDS**



# NEEDS OF VICTIMS

## WOMEN AND CHILDREN

### RESPECT AND RECOGNITION

Believe the victim  
Secondary victimization



Child participation  
Children as forgotten victims of DV

### SUPPORT AND INFORMATION

Generalist and specialist support  
Opt-out referrals  
Support needs assessment



### ACCESS TO JUSTICE

Safe justice  
Legal aid  
Justice of outcome



### PROTECTION

Individual assessment (Art 22)  
Multidisciplinarity



### RESTORATION AND COMPENSATION

Victims' compensation fund  
Never in civil proceedings



# **MOVING TOWARDS A SYSTEMIC APPROACH TO VICTIM POLICY**

- **A NATIONAL VICTIM SUPPORT FRAMEWORK**
- **SAFE JUSTICE**
- **COMMUNICATIONS FRAMEWORK**

# ACHIEVING CHANGE



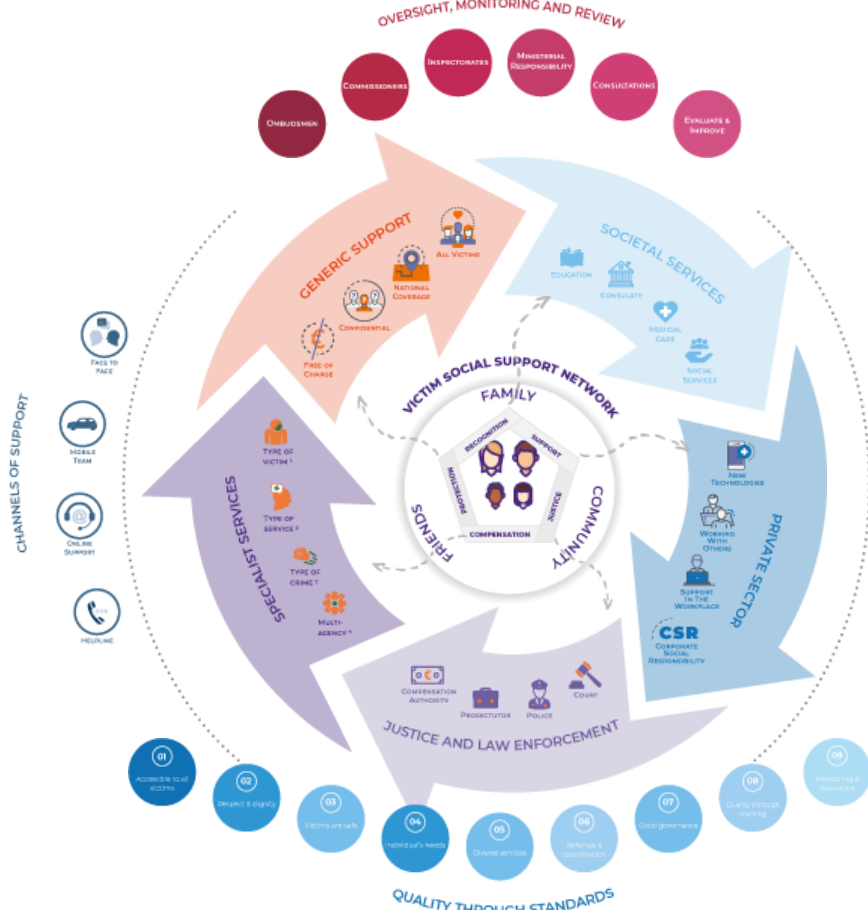
1. Leadership
2. Structural
3. Personal

# KEY AREAS OF A NATIONAL SYSTEM OF SUPPORT

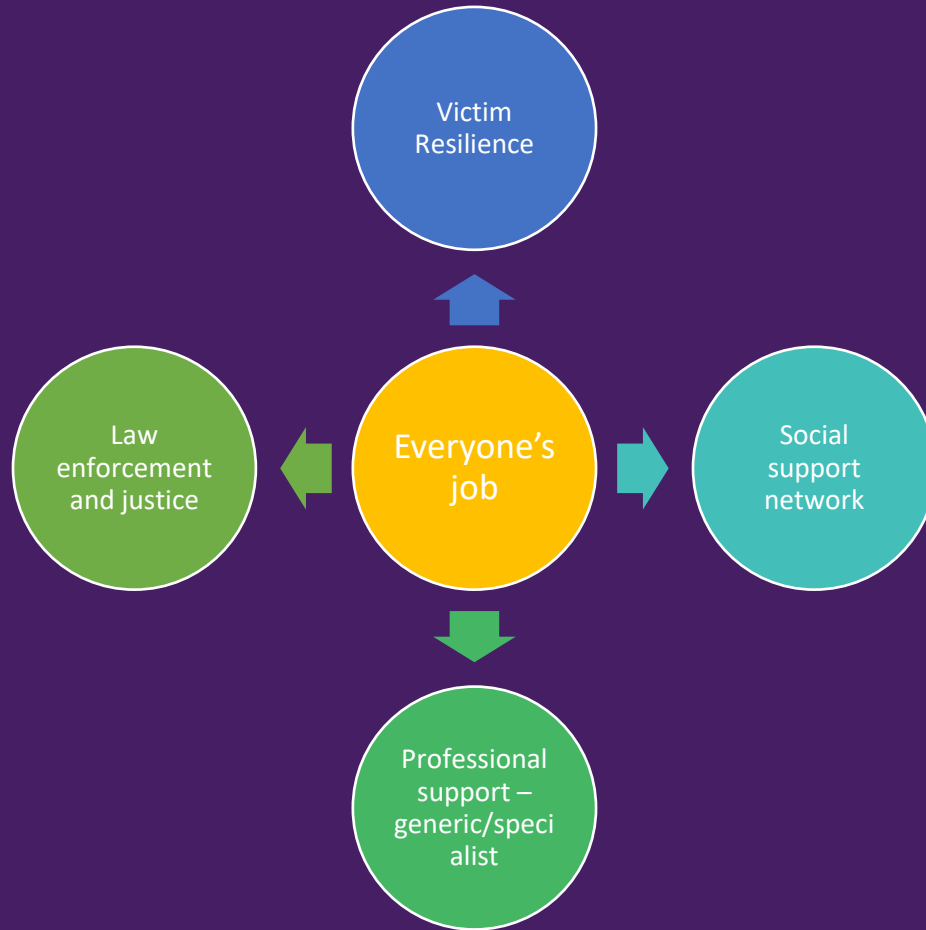


1. Support is everyone's job
2. Establish institutional structures
3. Establish implementation mechanisms

# A National framework for Victim Support Services



# SUPPORT IS EVERYONE'S JOB



# SAFE JUSTICE



**What are we trying to achieve with justice – how do we measure success?**

## **Some key objectives:**

- Reporting of crime, outreach
- Communication
- Personal engagement and trust
- Needs assessment
- Support in an out of the organisation:
  - Referral
  - Multi-agency, specialist and generic
  - Accompaniment
  - Specialisms e.g. FYDO

# COMMUNICATION FRAMEWORK

**Improve the way we engage with victims and how they engage with us – RECEIVED, UNDERSTOOD, ACTED ON**

## **Strategic framework**

- **Strategy**
  - **Laws and policies**
  - **Infrastructure**
  - **multi-agency co-operation**
  - **Skills training – empathy and effective communication**



# COMMUNICATION FRAMEWORK



## ision for a Communication framework for Victims of Crime

co-ordinated system for communications with victims that ensures all victims get information when and how they need it, and they can provide information as easily as possible.

## bjectives for communications with victims

- Information exists and is available through diverse means;
- Information is accurate, credible and trusted;
- Information is simple and easy to understand;
- Information is accessible to all victims;
- Information is timely and repeated;
- Information is adapted to individual needs and relevant;
- Information is actionable.

# THANK YOU!

**Levent Altan**

Executive Director

[l.altan@victimssupporteurope.eu](mailto:l.altan@victimssupporteurope.eu)

[www.victim-support.eu](http://www.victim-support.eu)



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