



ANNUAL REPORT 2017

Victim Support Europe



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ii. WHO WE ARE

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 56 national member organisations, providing support and information services to more than 2 million people affected by crime every year in 27 countries.

Founded in 1990, VSE has been working for over 25 years for a Europe, and a world, where all victims have strong victims' rights and services, whether they report the crime or not.

We work towards this mission through advocacy to improve EU and international laws, through research and knowledge development and through capacity building at the national and local level.

56 national
member
organisations

27 countries

25 years



Strengthening the rights and services for all victims of crime in Europe.



1. FROM THE PRESIDENT

João Lázaro

In completing my third year as President of Victim Support Europe (VSE), it gives me great pleasure to report the sustained year on year success of VSE, increasingly positioning us as a global leader in the field of victims' rights.

Our success is thanks to the combined contributions of our talented team of staff, Board members and the extensive knowledge, expertise and commitment of our members and trusted networks. A partnership of European and international NGOs and State entities which has for nearly 30 years helped VSE and its members drive laws, policies and services across Europe.

Our activities over the course of the year have focused in particular on the quality of support services and of course access to those services, supporting the development of European and international policies and laws that benefit victims and increasing VSE's outreach work.

VSE's vision for a Europe where all victims have access to high quality support services took an important step forward in 2017. For the first time, VSE has established a standards and accreditation system for its full members. The system will guide and support members in their compliance with a range of quality standards. Piloting began in Croatia in 2017 and we will see a number of organisations accredited in 2018. We hope these standards will form the foundation of future European standards in the field.

Of course standards alone are not enough. VSE's commitment to quality services was met through a range of training and knowledge development activities including two new centres of excellence covering 116 006 helplines and supporting victims at a distance, our first ever winter training school on victims of terrorism, numerous training workshops, lectures and presentations.

We have continued our engagements in an extensive list of countries including Croatia, Greece, Hungary, Italy, Lithuania, Malta, Romania, and Serbia where we are supporting NGOs and governments to establish or strengthen victim support services for all victims of crime. Strong commitments in all countries including attendance of VSE training events has paved the way for new activities in 2018. Nevertheless, funding of organisations and support from governments remains a critical hurdle to overcome.

With these activities and greater outreach, we have also seen an increase in requests for help directly from victims – in particular those abroad. We have referred all victims to national support organisations which have made follow up contacts. This work is now complemented by a new referral scheme that was established this year and will be made operational in 2018. The scheme will facilitate the referral of foreign victims between

members.

VSE's increasingly high profile and the delivery of high quality services, attracted a number new organisations to its membership. I'd like to personally welcome them all to the VSE family which grows from strength to strength.

Throughout the year, VSE had continuous contacts across European Union institutions – supporting the development of new laws and policies directly impacting on victims lives including victims of terrorism, victims of cybercrime and victims of fraud. We also broadened and deepened relations on the international stage supporting the UN's work on victims in general and on victims of terrorism, working with the World Bank and the Serbian Government in Serbia, and maintaining its international networking activities bringing together organisations and experts from around the world.

VSE highlighted concerns including those raised by members and shared good practices. VSE supported its members and other victims' support organisations in relation to the implementation of the EU Directive on victims' rights and also helped them in the development of good policies and expertise in the field.

2017 has also seen an increasing focus on awareness raising and out reach. We expanded our social media accounts - Twitter, Facebook, YouTube and Pinterest, and developed promotional materials and newsletters. VSE's short film 'Right to be Forgotten' raised awareness not only the impact of cybercrime but also the support available to victims. It received global recognized at film festivals across the world.

VSE also experienced a notable increase in interest from national mainstream newspapers and television broadcasters due to its expertise on victims' rights and services. VSE's Annual and Autumn Conferences was very successful and contributed to EU-wide awareness raising on implementing victims' rights and services.

2017 has been an exciting year continuing VSE's trajectory of growth and impact. It has provided a strong foundation for a 2018, where we will further improve VSE's own capabilities, consolidate gains from the previous years and increase our reach across Europe and globally – maintaining VSE as the leading organisation acting for all victims across Europe.



2. TREASURER'S REPORT

Geraldine Hanna

With just four months into my Treasurer tenure, I am delighted to present VSE's financial situation for the 2017 period. I would also like to thank our former Treasurer Brendan Loughran, the office staff in Brussels and my fellow VSE Executive Board members for their hard work and support in 2017.

2017 was an extremely strong year for VSE with careful financial management and delivery of projects resulting in an 83% increase in income in 2017 compared to 2016. By the end of 2017, we were able to accomplish our strategic objectives of sustainable growth, increasing our income, diversifying our income sources and strengthening our reserves position. Income is now drawn through an EU operating grant, Member registrations, projects and donations.

VSE brought to a successful conclusion its EU Framework Partnership Agreement which ran from 2015-2017. Buoyed by its success and increasing activities, VSE successfully bid for a new four-year EU Framework Partnership Agreement running from 2018-2021. This will provide VSE with core financing and stability for the next four years, and will allow it to expand staff and service delivery.

In 2017, total income increased by 83% compared to 2016 rising to €714,304 with a total expenditure of €649,766. This resulted in a yearend surplus of €64,538. In line with our objectives, our available reserves position has improved to €192,326, which will provide future sustainability and security.

The increase in income and reserves have been achieved in particular, through four large projects – two action grants - Vociare, VICToRIIA and two tenders – a European Parliament Study on victims of terrorism and a World Bank project in Serbia. These projects have been carefully pursued to support VSE's financial integrity whilst developing victims' rights and services across Europe, in line with VSE's priorities.

The financial statements, as prepared and audited under Belgian law, show a healthy Audit Report. The General Meeting in May 2018 approved the financial report 2017 and the audit report 2017 as audited by VSE's statutory auditor Crowe Horwath Callens Pirenne & Co (audit report dated 08 May 2018).

This places us in an extremely strong position to continue a carefully planned growth in 2018 enabling additional improvements in VSE's operations and the delivery of new services.

Capacity building, partnerships and stakeholder activities were key areas of focus throughout the year, as we view these as critical to our longterm growth strategy. We saw excellent progress on all three fronts.

3. VSE 2017 IN PICTURES



Annual Conference in Dublin



VSE at EU Remembrance Day for Victims of Terrorism, p.18 & p.30



Elder Abuse Victims, workshop, p.18



Supporting Victims of Cybercrime, p.20



VSE & NATAL in Israel

The annual Alberto Jiménez-Becerril Foundation Award, p.31



4. VSE 2017 FACTBOX

In 2017, Victim Support Europe saw strong growth in all our key metrics. Here are some of the key figures.



5. OVERVIEW OF VICTIM SUPPORT EUROPE ACTIVITIES 2017

5.1. Improving VSE's capacity and management



Mrs. Aleksandra Ivankovic

As a relatively young office, VSE's Brussels Headquarters has continued to grow in 2017 whilst also recognising the need to develop its internal capabilities. We have taken forward an important strategic priority of improving organisational governance through effective internal control.

In 2017, this has meant improvements in management policies, financial structures and engagement with MENSURA – the State recognised association supporting health, safety and proficiency measures in the office. Continuing successes in 2016 and 2017 have also required increases in staff capacity.

Early in 2017, Aleksandra Ivankovic was taken on as a part time project manager and within 6 months this was increased to full time due to the high demand for VSE's services. Aleksandra is responsible for a range of activities including the development of new projects and the successful implementation of the operating grant objectives.



Dr. Gábor Veisz

VSE's Brussels office also took on a new volunteer in 2017. Ilse Vandewalle made an important contribution through her support on VSE's Standards and Accreditation System, training delivery, research for new projects and new forms of campaigning.

Matching VSE's increasing activities, VSE's Executive Board Members have actively supported the team throughout the year. They have served not only in their oversight capacity to ensure VSE delivers on its commitments but have also represented the organisation through numerous events around Europe.

VSE was also delighted to welcome Gábor Veisz to the Executive Board following his election at the Annual General Meeting.

5.1.1. Developing 'Centres of Excellence' across the EU

In 2017, VSE and member organisations conducted two workshops on Supporting at a distance and the 116006 Helpline in Mainz and Lisbon. The Supporting at a distance workshop has been organised by VSE and Weisser Ring Germany to exchange views, knowledge and networks about the implementation and use of supporting at a distance with a focus on online guidance throughout various organisations in Europe. Representations from 10 different organisations assembled in September 2017 in Mainz, Germany. The 116006 workshop was organised by VSE and the Portuguese Association for Victim Support in October 2017 in Lisbon, Portugal. This workshop was targeted to staff and/or volunteers working at the victim support helplines.



Workshop Victim Support

5.1.2. Strengthening VSE's Fundraising Activities

In 2017, VSE's newly appointed Project Manager, updated and began implementing VSE's Fundraising strategy for 2017/2018. Subsequently, VSE continued its work on diversifying funding streams, in particular through service delivery opportunities, developing closer relationships with philanthropies and proactively engaging in work with intergovernmental entities, such as the World Bank, the United Nations or the Council of Europe. These efforts resulted in VSE increasing its income by 83% through a range of funding sources.

5.2. European and international advocacy work

During 2017, VSE has strongly contributed to the development of EU policies in relation to victims' rights and to their implementation through numerous activities. VSE supported the implementation of the Victims' Rights Directive in several countries, developed harmonized quality standards and an accreditation system for its full members. This will help support them in delivery high quality services to all victims in all countries and create more awareness and interest about victims' needs among relevant stakeholders. VSE has also supported EU institutions' legal and policy work on wider victims' issues such as on terrorism and cybercrime.

5.2.1. Supporting **victims abroad**

In 2015 and 2016, research and analysis was carried out on problems and solutions for effective cross border support and compensation. In 2017, VSE worked with its members to establish a referral mechanism by which VSE members may refer foreign victims to other VSE members where the victim is permanently resident. Informed by the members' requests and needs for a referral procedure, a draft procedure was developed.

During Victim Support Europe's Winter School on Victims of Terrorism, a special meeting was included on crossborder referral between Victim Support Europe's members. This meeting enabled VSE to improve collaboration and initiate a pilot of the referral mechanism. The final design for the cross-border referral procedure included a simplified version of the process leaving wider discretion to victim support organisations and a feedback procedure allowing for a more constructive evaluation of cross-border referrals.

Moreover, Victim Support Europe published a study on cross-border victimisation which identified a range of factors which increase barriers and complexity for victims seeking to exercise their rights, when abroad.

Find the full report: <http://victimsupport.eu/activeapp/wp-content/uploads/2017/02/VSE-Cross-border-Victimisation-Report.pdf>



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Victim Support Europe's Winter School on Victims of Terrorism

5.2.2. Developed a harmonised **system of accreditation** for service providers

VSE's standards and accreditation process for victim support services are an important step in furthering quality in victim support services in Europe. VSE has joined this objective with its capacity building work, collaboration with other VSE members and training to ensure compliance to standards is directly linked to a rise in quality of the services provided to victims.

Two organisations were chosen to pilot and support the development of the accreditation process. A first technical visit was made to "France Victimes" to inform them about the process and content of victim support standards. This visit was used both to prepare France Victimes for the accreditation process as well as to learn more about their own system and to identify transferable mechanisms, standards and guidance.

A second technical visit was carried out in Croatia where an in-depth pilot evaluation process was undertaken with Bijeli Krug. VSE's full member in Croatia - Bijeli Krug - underwent a first evaluation of the nine victim support standards. In the following months of 2018, Bijeli Krug will put in place the necessary changes and implement improvements to abide by all standards based on the report carried out by VSE.

In 2018, VSE will continue its accreditation process with other organisations and will combine this work with other capacity building activities.

VICTIM SUPPORT EUROPE SERVICE STANDARDS

1 Make services accessible to victims of all types of crime	External Services, Support & Assistance
2 Respecting victims and treating them with courtesy and dignity	
3 Working to ensure victims are safe	
4 Responding to individual victims' needs	
5 Support Victims through diverse services	
6 Delivering for victims through referrals and co-ordination	
7 Ensuring good governance structures	Capacity Building Activities & Continuous Service improvement
8 Achieving quality through training	
9 Improving our services through monitoring & evaluation	

5.2.3. VSE's collaboration with **other NGOs**

VSE engaged in dozens of collaborations throughout the course of the year, through meetings, conferences, presentations, joint projects and regular discussions. A small example of highlights of those is provided below.

- In 2017 VSE continued its successful partnership developed with international institutions and agencies including the World Bank and the UN. The World Bank projects that are carried out outside this Operating Grant's objectives contribute to the development of VSE's expertise and feeds directly in a stronger development of victims' rights and services in the EU. VSE has carried out further research in Serbia in 2017, culminating in a significant awareness raising campaign, new info materials for police and NGOs, an advertising support services on national television and an interactive online map of victim services in Serbia (www.victimservices.eu).
- VSE also developed a strong collaboration with the UN – both the UN High Commissioner for Human Rights and the UNODC. With respect to the UNODC, they are currently revising the Handbook of Justice for Victims of Crime and Abuse of Power. The Handbook supports the implementation of the UN Declaration of the basic principles of justice for victims of crime and abuse of power adopted in 1989.
- Due to VSE's expertise in the field and its extensive network, we were contacted to restructure and rewrite the handbook to fully reflect recent developments in the field, ensure it was properly focused on victims' needs and is oriented towards policy makers and practitioners. VSE joined with Victim Support England to deliver this work and the final Handbook is expected to be published in the first quarter of 2018. As part of the finalisation of the Handbook, VSE attended a two-day meeting with several experts in Vienna between the 2 and 3 November 2017 in which the revised Handbook was reviewed and further changes agreed.
- Throughout the year VSE has worked with RONDPUNT – the Belgian NGO for road traffic victims. In 2017, RONDPUNT focused part of its activities on awareness raising and advocacy building on the EU Victims' Rights Directive. The communications with RONDPUNT have mainly been dedicated to advocacy on European legislation related to victims of crime and how they can support in enhancing the rights and services for road traffic victims. VSE has provided RONDPUNT with reports, advice and expertise on EU legislation.
- To mark the fifth anniversary of when the Victims Rights Directive entered into force, End FGM EU in collaboration with Victim Support Europe have produced this latest infographic on Female Genitale Mutulation as a form of VAWG and providing support to victims of violence against women and girls. Cfr. next page.



SUPPORT FOR VICTIMS OF FEMALE GENITAL MUTILATION/VIOLENCE AGAINST WOMEN & GIRLS



FGM = VAWG

Female Genital Mutilation is defined as a form of Violence Against Women and Girls (VAWG) in accordance with the 2011 Council of Europe Convention on preventing and combating violence against women and domestic violence.



FGM SURVIVORS ARE VICTIMS OF VAWG



Women and girls who are survivors of FGM are also victims of violence against women and girls. As a female victim of VAWG you are protected by EU and international law.



VICTIMS OF VAWG HAVE RIGHTS



Any persons who fall into the legal definition as a victim of violence against women and girls is victim of crime and has a number of rights under the EU including the right to support and are entitled to access victim support services .



WHAT ARE YOUR RIGHTS AS A VICTIM OF VAWG ?

Victim support services must:

- Inform victims of their rights
- Provide procedural and practical information
- Provide referrals to specialist services
- Receive emotional support



Victims have the rights to confidential, free support, whether they reported the crime or not, irrelevant of their residence status.



HOW CAN I ACCESS THESE SERVICES ?



Visit www.victimsupport.eu or www.endfgm.eu/members for further information on victims rights.

- At the third meeting of the European Network on Victims' Rights on Victims' Rights VSE Executive Director Levent Altan spoke alongside Isabelle Sadowski (from France Victims) on the work of NGOs in support to victims of terrorism in the immediate aftermath of an attack and the months and years afterwards.
- Alongside its partner V-Europe, VSE spoke at the Belgian Parliamentary Research Commission on the Brussels attacks. This appearance combined with a series of actions to support victims of Brussels attacks and help Belgian government improve its responses to attacks and support of the victims.

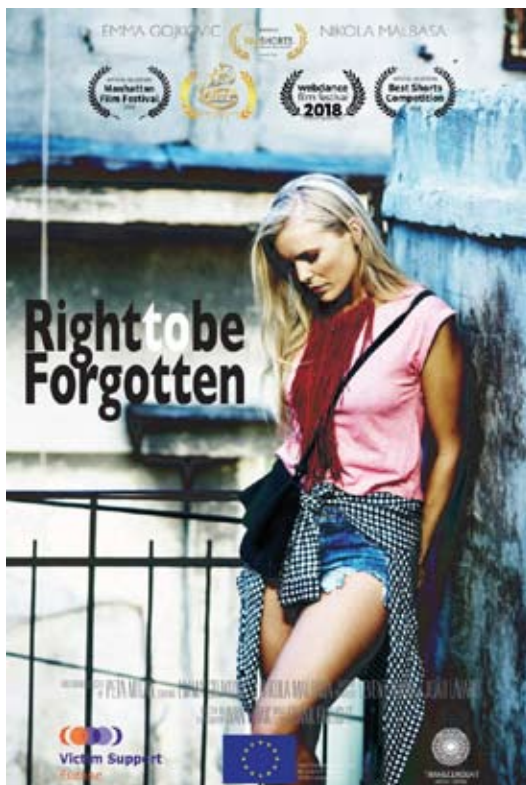


5.2.4. **Awareness raising** and advocacy on victims

- In 2017, VSE's awareness raising activities focused on implementation of rights and access to those rights related to the EU Victims' Rights Directive in particular. VSE's Annual Conference held in Dublin examined victims' needs and how these were being met. Our Autumn Conference in Brussels addressed the difficulties faced by cybercrime and the support possibilities that exist. VSE also premiered its first short film "Right to be forgotten" which depicts the anguish faced by a young girl whose images are shared with the public without her permission by her ex-boyfriend. The film subsequently got festival awards and earned global attention.



VSE'S Annual Conference 2017



During the Autumn Conference VSE premiered a short film it produced named "Right To Be Forgotten". The movie was created to help improve awareness of support to victims of cybercrime. It will be part of our broader campaign for support to victims of cybercrime in 2018.

- VSE's Vice-President Helgard van Hüllen speaks at **EU Remembrance Day for Victims of Terrorism**. As in previous years, the European Commission organised a moving Day of Remembrance for victims of terrorism bringing together victims, policy makers, support providers to stand by victims of terrorism and commemorate the loss of so many lives.



Helgard van Hüllen

- Interspersed with the accounts of victims of terrorism from around the continent, VSE's Vice President, Helgard van Hüllen shared how important it is for victims to get the right support, not only immediately after an attack but also in the long term. She discussed the needs of victims of terrorism and of victims of the Berlin attacks in particular. The stories of victims stressed once more the need for victim-oriented planning and training of support providers in ensuring victims are provided with the right information and support.



- Workshop on protection and support for **victims of elder abuse**. On the occasion of the 12th World Elder Abuse Awareness Day on 14 June, AGE Platform Europe and Victim Support Europe co-organised a workshop on protection and support for victims of elder abuse, with the support of the European Commission and the Council of Europe. The event brought together members of AGE platform to discuss

the particular risks that older people face and the barriers that exist in identifying victims of elder abuse and helping them to seek support or to report the crime.

- VSE's Executive Director speaks at **ERA Summer Course**. The European Academy of Law (ERA) holds a Summer Course every year for justice practitioners on European Criminal Justice. Continuing previous years of commitment to the victims agenda, ERA invited VSE's Levent Altan to lecture on Victims' rights in EU legislation. Drawing on his experience in drafting and negotiating the EU Victims Directive as well as the experience of organisations across Europe which implement that Directive, Levent highlighted key elements of victims legislation, and some of the challenges and successes in implementation.



Levent Altan

- VSE's Deputy Director presents at **Trauma Conference**. VSE's An Verelst presented an overview of international psychosocial support initiatives at the 15th conference of the European Society for Traumatic Stress Studies at The National Centre for Psychotraumatology and the University of Southern Denmark.



The presentation set out international psychosocial support initiatives after mass victimisation by analysing them against the theoretical model developed by Michel Dückers. This model provides a valuable framework to analyse quality and attitude (active to passive) of different interventions to support evidence based improvements in those interventions.

- Working with the **World Bank in Serbia**. On behalf of the World Bank, and Multi Donor Trust Fund for Justice Sector Support (MDTF-JSS) Victim Support Europe has been implementing a number of activities to assist the Serbian Government develop national victim support services across Serbia for all victims of crime. Four reports focusing on police activities relevant to victims, different approaches to funding support services, different approaches to networks of victim services and the mapping of services in Serbia were produced. These reports were designed to provide an evidence base for the establishment of national services in Serbia.



The report on mapping was accompanied by an interactive map which allows victims to identify the nearest and most appropriate support service to them. The map provides a range of information on the service including contact details, types of service provided and types of victims supported. The reports and map were launched at a final conference on the implementation of the EU Victims' rights directive in Serbia. Alongside the conference, VSE ran a national media campaign which included an advert on national television and leaflets and posters for use by the police and NGOs on victims' rights and needs.

- Tribute to the victims of terrorism and emergency services. For the first time ever, emergency services and rescuers from the 28 countries of the European Union marched in Brussels in honour of all victims of terrorist attacks. This action was organised by the European Emergency Number Association and the Victim Support Europe, and is kindly supported by AVT (Spanish association of victims of terrorism), FENVAC (French national association for victims), V-Europe (Belgian association of victims of terrorism) and Victim Support (Charity for victim support in England & Wales).



- VSE conference "Supporting Victims of Cybercrime". Thanks to the ongoing support of the European Economic and Social Committee, in December, VSE organised its second conference of the year "Supporting victims of Cybercrime". The Conference provided a unique opportunity to address the most active issues related to cyber-crime. Recognising that the focus is primarily on prevention, security and pursuit of criminals, the conference placed a spotlight on what happens to victims after the crime, what they need and how to support them. The conference included fascinating speeches from the MEP Miriam Dali, the European Commission, Europol, Facebook, Tell Mama, Jurport, and victim support organisations from France and the Netherlands.

- VSE organises Third Round Table Meeting with EU NGOs and the European Commission. For the third consecutive year, Victim Support Europe organised it's EU NGO roundtable. The meeting brings together European NGOs which work



with victims or clients who are particularly vulnerable to victimisation. This includes organisations working with the elderly, missing children, people with disabilities and minority groups. The meeting gave organisations an opportunity to hear about each others work and priorities, especially as they relate to victims issues. In addition, a range of opportunities for joint working were discussed including on European projects. Previous discussions have led, for example to VSE and EndFGM working on a new infographic on female genital mutilation.

5.2.5. **Enhancing VSE's services** for members

In 2017, we worked continuously on increasing the level of quality and accessibility of members' oriented services. VSE members now have access to a range of benefits designed to enhance knowledge exchange, visibility, networking, and information sharing in order to support their work.

We improved our intranet additionally through design modifications, upload of new materials, articles and literature and by encouraging engagement on forums for exchange of knowledge and best practices. VSE website activity increased even more in 2017. During the year, we introduced several new pages with "News from members" being the most significant one. In 2017, VSE published on our website 96 articles, 50 of which were news from members and 4 publications. The site received 95587 page views.

5.2.6. Developing monitoring of **EU victims legislation**

In 2017, VSE began carrying out research to better understand what victimisation satisfaction surveys are carried out, how they operate and what challenges and solutions have been met. Victim Support Europe reached out to nine victim support organisations in order to gain insights into the current priorities and challenges of gathering victims' feedback.

To summarise the findings of the report, victim satisfaction surveys play a crucial role in the quality assessment process of victim support organisations. Collecting feedback directly from the victims can enable organisations to better understand victims' needs and perspectives and, hence, improve their services accordingly. The organisations using victim satisfaction surveys reported that it is an effective tool which helps them constantly improve their services in the right direction.

Extensive Victim Support

Internal Knowledge Development

Trusted International Network
of Victim Support Organisations

5.3. Building the capacity of the members and stakeholders

5.3.1. Support the development of victim support in EU Member State

Within the framework of VSE's strategy, the capacity building activities with NGO's and national governments in 2017 were guided by the principles of sharing of knowledge and expertise, tailored support and advice and participation in conferences and training activities responding to their needs.

An important link was made this year between VSE's work on standards and accreditation and capacity building activities. The developed standards for victim support organisations offer a structured framework of engagements for victim support organisations as well as avenues for reinforcement and capacity building.

Throughout the year, we continued to strengthen our contact and engagement with numerous countries across Europe. Even though in each country the context requires a particular approach to improving victim support services, many of the targeted countries face similar problems. A combination between individual and collective needs and solutions forms the foundations of 2017's approach.

Lithuania

VSE continued supporting the development of the Lithuanian Centre for Crime Prevention. In particular, collaboration resulted in a strong partnership for an EU project to help it and other organisation develop their referral systems, information to victims, mapping of victim support organisations and co-ordination. VSE has also worked with the Human Right Monitoring institute, supporting their project reviewing victims' issues in Lithuania. Contacts have been maintained to support both organisations with questions on victims' rights.

Italy

RETE DAFNE was invited to participate in VSE's study visit to France President João Lázaro visited Italian members, Italian government actors and academics working on victim support President João Lázaro presented on EU victim support at a conference in Verona with Italian government and civil society actors. VSE has worked repeatedly with the organisations following terrorist attacks which affected Italian victims.

Romania

VSE hosted a visit of Romanian policy makers and judiciary to learn about VSE and EU victims' rights and support. VSE's member ACTEDO was invited as a partner to the VOCIARE project and Victoriia project. ACTEDO was also invited to participate in VSE events. A follow up meeting on the situation in Romania for victims and victim organisations was held in Cluj, Romania in partnership with ACTEDO.

Greece

VSE's President João Lázaro continued contacts with organisations in Greece through a range of meeting with representatives from the European Anti-Violence Network, the National Center for Missing and Exploited Children and The Smile of the Child, Centre for the Study and Prevention of Child Abuse and Neglect, the Department of Mental Health and Social Welfare and the Institute of Child Health. The meetings aimed to explore the current situation in Greece and what options might exist to increase support services for all victims of crime. In addition to these activities, VSE has support work a number of other countries through meetings, support of conferences, advice on EU laws and policies, projects and invitation to participation in VSE workshops, study visits and training.



Training provided in Serbia by VSE in the judicial workfield

Serbia

VSE provides training with EIPA on the EU and Domestic Violence at the Judicial Academy of the Republic of Serbia. On 10th and 11th of October Victim Support Europe's Aleksandra Ivankovic and An Verelst joined the European Institute for Public Administration for a training of judges, prosecutors, professors and trainers of the Serbian Judicial Academy on EU and Domestic Violence.

Victim Support Europe provided training on the Directive 2012/29/EU establishing minimum standards on the rights, support and protection of victims of crime and made the link with the Serbian legislative framework.



Belgrade: A workshop with victim support providers VSE Project manager Aleksandra Ivankovic and Finance & Project Officer Sanjin Buzo held a workshop in Belgrade with victim support providers from Serbia.

The workshop was organized in cooperation with our member Victimology society of Serbia (VDS) as part of the VSE project "Victim support services in Serbia".

5.3.2. Supporting at a Distance

To encourage and broaden interchange between members of VSE which operate distance support services, VSE and WEISSER RING Germany organised a "Supporting at a Distance" workshop in Mainz Germany in September. A total of ten organisations were present and had been offering distance services from between one year to 12 years with that support varying from email, to chat, Facebook, a purpose built online consultation platform, Skype and Youtube. The meeting also provided a first opportunity for organisations to discuss the centre of excellence covering this topic.

5.3.3. Develop state-of-the-art **training tools** for victim support

VSE has also been working on developing state-of-the-art training tools for victim support. The training module on the EU Victims' Rights Directive and Advocacy for victim supporters that was developed under Victim Support Europe's Operating Grant in 2016 was placed online to enable VSE members and other experts with access to the VSE intranet to use the module for internal training and capacity building.

The module contains a three-day long training programme preparing participants for Advocacy on the EU Victims' Rights Directive and other victim related issues. An introductory chapter is followed by specialised chapters each foreseen of an introduction, teacher's notes, participant's exercises and where applicable printable materials and slides. This training reaches victim support organisations in our network and provides a solid base for trainers aiming to support advocacy initiatives for victims' rights and services in their country.

In addition to online training, VSE has discussed the delivery of training for practitioners such as police, prosecutors and judiciary with a number of actors.

This resulted for example in training being delivered:

- to the Serbian judiciary/ police,
- for ERA on victims with disabilities –focused on judges and prosecutors,
- for ERA on victims' rights for judges, prosecutors and policy makers.

5.4. European and International projects

VOCIARE

In 2017, we launched our biggest project so far - Victims of Crime Implementation Assessment of Rights in Europe (VOCIARE). This ambitious 2-year project examines the practical implementation of the Victims' Rights Directive in 26 EU Member States (Denmark and the UK could not be covered).

In 2017, the project team conducted research into the implementation of the Directive and develop detailed surveys and research templates. The project gathered VSE members and partner organisations, who met on the margins of our autumn annual meeting and conference, to discuss the approach, project methodology and steps to follow in 2018.

By the end of 2018, the project will result in 26 national implementation reports and a synthesis EU report and will aim to guide the EU through the future steps towards better enforcement of victims' rights across the European Union.

World Bank

In previous years, VSE started a successful cooperation with the World Bank's Multi Donor Trust Fund, which gave us an opportunity to work with stakeholders in Serbia to ensure implementation of the Victims' Rights Directive in preparation of Serbian candidacy for the EU membership.

In 2016, VSE delivered a report on the Analysis of victims' rights and services in Serbia and their alignment with EU Directive 2012/29/EU. Building on this report's findings, in 2017 we worked with our Serbian member, Victimology Society of Serbia - VDS, to further look into how to make adequate, accessible and effective victim support services in Serbia a reality for all victims of all crimes.

To further this endeavour, in 2017 we delivered three additional reports in Serbia. In the first one, Overview of existing victim support services in Serbia, we mapped the existing victim support services and described the main gaps in the existing support provided to victims, which will help define focus in the future development of victim support services in the country.

Importantly, the project produced an interactive map of victim support services in Serbia, where victims and professionals can find information about available services and where to find them. The map was made with the ambition to become the global

repository of information about victim support services.

Apart from looking into gaps in the existing services, by comparing approaches to funding victim support services in Finland, France and the UK, and looking into potential such sources in Serbia, we also published a report on Ensuring funding for victim support services. The purpose of the report was to clearly establish potential lines of funding for support services, in order to make them permanent and sustainable.

Finally, in order to ensure that victim support services are not only set up in view of the gaps identified and with financing pinned down and secured, a report on Operating networks for victim support services was made looking into how victim support services organisations in other European countries are set up and how they operate, in order to ensure well organised and properly functioning victim support services in Serbia. Reports were made possible thanks to the generous support of our members: Victimology Society of Serbia, France Victimes, RIKU and Supporting Justice.

EIPA

In February 2017 VSE was asked by the European Institute of Public Administration (EIPA) to join them in an effort to bid for a contract to provide a report to the LIBE Committee of the European Parliament on the needs of victims of terrorism. Following a successful bid, VSE won the contract and authored a report: How can the EU and the Member States better help victims of terrorism?

The study was based on the research conducted on legislation and policy responses to the needs of victims of terrorism in Belgium, France, Germany, Hungary, Spain and the United Kingdom. Focusing on the two main EU instruments in this field: the Victims' Rights Directive and the Directive on Combating Terrorism, the study proposed a set of recommendations for the EU and the Member States legislative and policy response to better ensure the needs of victims of terrorism are well taken care of.

In the delivery of this important piece of research, we cooperated with our members: France Victimes, SAM, Weisser Ring, A.N.V.D.V. and Victim Support England and Wales.

VICTORIA

In September 2017, we launched a new project - Best Practices in Victims' Support: Referrals, Information, Individual Assessment which will over the period of two years look into how best to ensure referral, information and individual assessment for victims of crimes in Lithuania, Portugal, Romania and Italy. The project is coordinated by the Lithuanian Centre for Crime Prevention, our long-standing

partner organisation in Lithuania, and it also involved our members: APAV (PT), Libra (IT) and Actedo (RO), as well as Vilnius Municipality and the Lithuanian Police.

In 2017 the project was only being launched, with some initial research tools being developed, but in 2018 the project is expected to take full swing, with the development of the outputs, such as: the best European practices; Manual on effective and secure referral of victims; Manual on information on victims' rights, criminal justice system and victims' support services; National reports on current situation in the participating states; and Support needs assessment tool. Another important output of the project will be interactive maps of victim support services in the four project countries, which will be fed into the interactive map developed within the World Bank projects in Serbia.

UN Office for Drugs and Crime 2018, UN Manual of Justice for Victims of Crime
(ongoing)

VSE is currently engaged by the UN Office for Drugs and Crime to review and rewrite the UN Manual of Justice for Victims of crime. This document complements the UN Declaration of Justice for Victims of Crime and Abuse of power and targets governments and NGOs to support their work to implement victims rights. VSE carried out research and consultation to inform an updated draft which reflects victims rights and services in the 21st Century. The contract will conclude in 2018 with the report expected to be published towards the end of 2018.

“VSE can be seen as a platform for new initiatives and a helping hand in quality matters. And, very important, it is a very useful to be a member to increase political pressure.”

Petra Kjällman
Managing Director
Rikosuhripäivystys Suomessa, Finland

5.5. Terrorism

2016 saw a number of terrorist attacks in Europe, in particular in Belgium, France and Germany, devastating the lives of many hundreds of people. The dreadful attack on Brussels took place very close to our Brussels office and touched us deeply, like others living in Brussels and Belgium.

Faced with these attacks, governments and victim support organisations requested the assistance of Victim Support Europe including with respect to supporting cross-border victims. To help ensure that victims and family members were offered support in their home countries, VSE established an international response network committed to offering support to victims of terrorism in most countries of the EU as well as other countries in Europe and beyond, including Canada, United States and Brazil. To our knowledge, this is the first time such an extensive international co-operation for supporting the foreign victims of terrorism has been carried out. We now cover around twenty eight countries and will continue to expand so no foreign victim is left alone on their return home.

Beyond cross-border assistance, we responded to requests for assistance from our Belgian Member and the Flemish Minister Vandeurzen. Activities included supporting the development and translation of relevant information for victims of terrorist attacks in Brussels; supporting the preparation of meetings with the Parliamentary Research Commission, Policy Makers and government on victims of terrorism; supporting the development of policies on victims of terrorism; supporting multi-agency co-operation and networking. We have provided similar information services such as translation for French and German Members after terrorist attacks and have collaborated with Dutch, English and other Members on their victims of terrorism policies.

In addition to responding to individual attacks, VSE has continued to develop a coherent set of policies and recommendations to ensure that governmental planning and response to attacks takes into account the specific needs of victims of terrorism. At the end of 2015, the European Commission took the initiative to propose a new European Directive on combatting terrorism. Whilst an important first step, the proposal was very limited in its focus on victims of terrorism. Working, therefore, with Members of the European Parliament and with the ongoing support of the European Commission, we pushed for a series of amendments to the Directive. The Directive was subsequently strengthened to include a number of measures on the support of victims of terrorism including those from abroad.

Following on this success, VSE has continued to develop a coherent set of policies focused on victims of terrorism. We have had the privilege to work with experts and organisations from around the world including Voices of 9/11, Massachusetts Office for Victim Assistance, Federal Bureau of Investigation, the Canadian Federal Ombuds-

man for victims of crime, the Northern Ireland Commissioner for victims of the troubles and many of our member organisations including victim support in France (Inavem), the Netherlands (Slachtofferhulp), England and Wales (Victim Support), Germany (Weisser Ring), and Portugal (APAV).

Based on those efforts, we have been able to support the European Union to include victims' rights in newly agreed European terrorism legislation.

"We would like to take this opportunity to thank them for their support, expertise and commitment, without which we would not be have been able to make such significant and swift progress."

VSE



VSE received the annual Alberto Jiménez-Becerril Foundation award The Board of the Foundation against Terrorism and Violence Alberto Jiménez-Becerril, on their meeting at the Sevilla City Council last December, under the presidency of Teresa Jiménez-Becerril and the Presidency of Honor of Juan Espadas, agreed to award their annual award to Victim Support Europe, as their recognition of VSE as an organization that collaborates regularly with European and international institutions to influence EU laws and policies on victims' rights.

5.6. Dissemination and awareness-raising work

In 2017, we also remained focused on improving our services to our members. The VSE intranet library is regularly extended while forums for exchange of knowledge and best practice were established and used to facilitate discussions on VSE's Strategy and between members of VSE's communications group.

5.6.1. Social media

Whilst VSE's social media activities are still in its infancy, having started in 2015, we continued to expand our various social media accounts including Twitter, Facebook, Youtube and Pinterest.

- We tweeted over 1100 tweets on victims' issues, earned over 179,000 impressions and the number of followers doubled in 2016.
- We have set up numerous playlists on YouTube showing victims' rights related videos, we currently have over 100 pins on Pinterest linking to articles, videos and publications.
- Our Facebook page has over 490 likes and 446 followers. We have over 100 posts with outreach of 500 persons per post.



5.7. New Members

The Executive Board approved three applications for associate membership, in 2016. These new members are

- Human Rights in Democracy Center (HRDC) from Albania
- Associazione Aleteia from Italy
- Women's Room – Centre for Sexual Rights from Croatia.



Studi e Ricerche Giustizia Riparativa e Mediazione



6. EXECUTIVE BOARD MEMBERS



PRESIDENT

João Lázaro



VICE PRESIDENT

Helgard van Hüllen

EXECUTIVE BOARD MEMBERS



Leena-Kaisa Åberg
CEO of Victim support Finland



Livija Plancic
President of White Circle Croatia



Gábor Veisz
Member of Fehér Gyűrű Egyesület/ White Ring Association



Brendan Loughran
Treasurer (till May 2018)



Geraldine Hanna
Treasurer (from May 2018)

VSE Secretariat 2017



Levent Altan
Executive Director



An Verelst
Policy Officer



Jeanette Fava
Office Manager






Sanjin Bužo
Finance & Project Officer









Aleksandra Ivankovic
Project Manager (Joined in 2017)

8. MEMBERS' LIST


MEMBERS' LIST (status April 2017)		
ALBANIA 	Human Rights in Democracy Center (HRDC) (associate member)	Rruga Siri Kodra, Pall 23, Sh 1, Ap 12, Tirana, Albania Email: info@hrdc.al Tel: + 355 4 2 400 712 Website: www.hrdc.al
AUSTRIA 	Weisser Ring (full member)	Nussdorfer Strasse 67- 1090 Wien Email: office@weisser-ring.at Tel: +43 1 712 1405 Website: www.weisser-ring.at
BELGIUM 	Steunpunt Algemeen Welzijnswerk (full member)	Diksmuidelaan 50 - 2600 Berchem Email: kris.degroof@steunpunt.be Tel: +32 3 340 49 00 Website: www.steunpunt.be
BULGARIA 	SVCCC Foundation - Support Victims of Crime and Combating Corruption (full member)	ul. Tzar Samuil 113 - Sofia 1000 Email: stopcrimes@abv.bg Tel: +359 2-9807548 Website: www.stopcrimes-bg.net
CZECH REPUBLIC 	Bily kruh bezpeci (full member)	U Trojice 2 - 150 00 Prague 5 Email: centrala.praha@bkb.cz Tel: +420 257 317 110 Website: www.bkb.cz
CROATIA 	Bijeli krug Hrvatske - White Circle Croatia (full member)	Ljudevita Posavskog 14 - Split Email: bijeli.krug@gmail.com Tel: +38521783449 Website: www.bijeli.krug-hrvatske.hr
	Croatian Victim and Witness Support Service (associate member)	Ljudevita Gaja 12, 32 000 Vukovar Email: pzs@pzs.hr Tel: +385 1 3714 007 Website: www.pzs.hr


	Ministry of Justice - Independent Service for Victim and Witness Support (associate member)	Ulica grada Vukovara 49, 10 000 - Zagreb Email: Nikica.Hamer@pravosudje.hr Tel: + 385 13714 756 Fax + 385 13714 798
	Bijeli Prsten Hrvatske (associate member)	Duga ulica 56 32100 Vinkovci Email: bijeli.prsten@gmail.com Tel: + 385 95 529 3000
	Women`s Room - Center for Sexual Rights (associate member)	51a Maksimirska, Zagreb, Croatia Tel: +385 1 61 19 174 Email: zenska.soba@zenskasoba.hr Website: www.zenskasoba.hr
DENMARK 	Offerrådgivningen i Danmark (full member)	Vesterballevej 5 7000 Fredericia Email: info@offerraadgivning.dk Tel: +45 4358 4402 Website: www.offerraadgivning.dk
	Hjælp Voldsofre (associate member)	Rådhusstræde 7, 1. DK-8900 Randers C Email : voldsofre@voldsofre.dk Tel: +45 86 41 59 00 Website: www.voldsofre.com
ESTONIA 	Ohvriabi (associate member)	Harkujärve, Kiriku tee 2 Harjumaa, Harku vald 76912, Estonia Email: ohvriabi@solo.ee Tel: +372 673 38 45 Website: www.ohvriabi.ee
FINLAND 	Rikosuhripäivystys (full member)	Maistraatinportti 4 A, 7th floor, 00240 Helsinki Email: leena-kaisa.aberg@riku.fi Tel: +358 (0)50 3378703 Website: www.riku.fij
FRANCE 	INAVEM - Institut National d'Aide aux Victimes et de Médiation (full member)	27 Avenue Parmentier - 75011 Paris Email: sbellucci@inavem.org Tel: +33 1 41 83 42 00 Website: www.inavem.org


GERMANY 	Weisser Ring (full member)	Weberstrasse 16 - 55130 Mainz Email: info@weisser-ring.de Tel: +49 6131 830 30 Website: www.weisser-ring.de
	ADO - Arbeitskreis der Opferhilfen (full member)	Oldenburger Str. 38 - 10551 Berlin Email: verwaltung@opferhilfen.de sprecher@opferhilfen.de Tel: +49 176 6035 7576 Fax: +49 6181 248 75 Website: www.opferhilfen.de
HUNGARY 	Fehér Gyűrű Közhasznú Egyesület (full member)	Szt.István krt.1 - H-1055 Budapest Email: fehergyuru@t-online.hu Tel: + 36 1 312 22 87 Website: www.fehergyuru.eu
	Office of Justice, Victim Support Unit (associate member)	Róna u. 135., Budapest, H-1145 Tel: +36 30 280 7594 Email: csaba.miklos.czegledy@im.gov.hu Website: http://igazsagugyihivatal.gov.hu/
IRELAND 	Crime Victims Helpline (associate member)	6-7 Hanover Street East, Dublin 2 Email: info@crimevictimshelpline.ie Tel: + 353 1 408 6118 Website: www.crimevictimshelpline.ie
	Irish Tourist Assistance Service (associate member)	6-7 Hanover Street East - Dublin 2 Email: info@itas.ie Tel: + 353 1 6610562 Website: www.itas.ie
	Victims of Crime Office (associate member)	2nd Floor Montague Court, Montague Lane, Dublin 2, D02 FT96 Email: vco@justice.ie Tel: +353 1 4768686 Website: http://www.victimsofcrimeoffice.ie/en/vco/

	Victims' Rights Alliance (supporter member)	C/O Maria McDonald, Law Library Four Courts Dublin 7 Email: marianidhomhnaill@gmail.com Tel: +353866095070 Website: https://victimsrightsalliance.com/
	Advocates for Victims of Homicide (associate member)	PO Box 10106 Email: info@advic.ie Tel : +353 861 272 156 Website: www.advic.ie
ITALY 	I-CARE - Associazione Italiana di Supporto Vittimologico (associate member)	Viale Valganna 84 - 21100 Varese Tel: +39 800 96 05 33 Email: info@associazionevittimologica.it Website: www.associazionevittimologica.it
	Associazione LIBRA Onlus (associate member)	Via Sandro Pertini 6, 46100 Mantova (Colle Aperto) Tel: +39 0376 415683 Email: projects@associazionelibra.com Website: www.associazionelibra.com
	Associazione Rete Dafne ONLUS (associate member)	Via Peano 3, 10129 Turin Tel: +39 (0)115683686 Email: retedafne@gmail.com Website: www.retedafnetorino.it
	Associazione Aleteia (associate member)	Viale Milton, 73 50129 Firenze Tel: +39 0327 6327018 Email: associazionealeteia@associazionealeteia.it Website: http://www.associazionealeteia.it
MALTA 	Victim Support Malta (full member)	1, Rhea Flats Triq Santissima Trinita MRS 2280 - Marsa Email: info@victimsupport.org.mt Tel: +356 2122 8333 Website: www.victimsupport.org.mt
NETHERLANDS 	Slachtofferhulp Nederland (full member)	Pallas Athenedreef 27 3561 PE Utrecht Email: info@slachtofferhulp.nl Tel: +31 30 2340116 Website: www.slachtofferhulp.nl

<p>POLAND</p> 	<p>Subvenia Victima (associate member)</p>	<p>ul. Mostowa 1 - 43-300 Bielsko-Biala</p> <p>Email: contactus@subvenia.pl</p> <p>Tel: + 48 33 817 28 38</p> <p>Fax: +48 33 817 28 38</p>
<p>PORTUGAL</p> 	<p>APAV - Associação Portuguesa de Apoio à Vitima (full member)</p>	<p>Rua José Estêvão, 135 A 1150-201 Lisboa</p> <p>Email: apav.sede@apav.pt</p> <p>Tel: +351 21 358 79 00</p> <p>Website: www.apav.pt</p>
<p>ROMANIA</p> 	<p>Equality and Human Rights Action Centre - ACTEDO (associate member)</p>	<p>Calea Dorobantilor, nr. 15, ap. 31, Cluj-Napoca</p> <p>Email: info@actedo.org</p> <p>Tel: 0040-744-346365; 0040-757-307928</p> <p>Website: www.actedo.org</p>
<p>RUSSIA</p> 	<p>Victim Support Foundation (VSF Russia) (full member)</p>	<p>14 Bolshoi Vlasievsky pereulok, Bldg. 1, Moscow 119002</p> <p>Tel: +7 499 241 37 33</p> <p>Email: info@fondpp.org</p> <p>Website: www.fondpp.org</p>
<p>SERBIA</p> 	<p>Victimology Society of Serbia (associate member)</p>	<p>Ismeta Mujezinovica 21/6 11000 Belgrade</p> <p>Email: vds@eunet.rs</p> <p>Tel: +381116303022</p> <p>Website: www.vds.org.rs</p>
<p>SLOVAKIA</p> 	<p>Pomoc Obetiam Násilia (full member)</p>	<p>PO Box 83 - 82005 Bratislava 25</p> <p>Email: info@pomocobetiam.sk</p> <p>Tel: +421 2 5263 2496</p> <p>Website: www.pomocobetiam.sk</p>

SPAIN 	A.N.V.D.V - Asociación Nacional de Víctimas de Delitos Violentos (associate member)	Calle Enrique Larreta 9, Entreplanta 2. 28036- Madrid Tel: +34-91-5014406 Fax: +34-91-5527640 E-mail: victimasviolencia@hotmail.com Website: www.victimas.org
	ATENIN Sociedad Cooperativa Andaluza de interés social (associate member)	Alameda Sundheim 28, 5ª planta (Palacio de Justicia) - 21003 Huelva Tel: +34 959 10 68 88 Fax: +34 959 01 38 67 Email: atenin@atenin.org Website: www.atenin.org
SWEDEN 	Brottsofferjouren Sverige (full member)	Hammarby Fabriksväg 25 120 30 Stockholm Email: info@brottsofferjouren.se Tel: +46 8 644 88 00 Website: www.brottsofferjouren.se
SWITZERLAND 	Weisser Ring/Anneau Blanc/Anello Bianco (full member)	Dufourstr. 96 - CHF-8008 Zürich Email: info@weisser-ring.ch Tel: +41 444226565 Website: www.weisser-ring.ch
	SVK-OHG - Swiss Liaison Centre Committee for the Victims of Crime Act (associate member)	c/o Swiss Conference of Cantonal Ministers of Social Affairs Speichergasse 6 - Postfach 3000 Berne 7 Email: Veronika.Neruda@sodk.ch Tel: +41 31 320 29 99 Website: www.sodk.ch

UNITED KINGDOM 	Victim Support England and Wales (full member)	Hallam House 50-60 Hallam Street London W1W 6JL Email: contact@victimsupport.org.uk Tel: +44 207 268 0200 Website: www.victimsupport.org.uk
	Victim Support Northern Ireland (full member)	Annsgate House Albany House, 73-75 Great Victoria Street, Belfast, BT2 7AF Email: info@victimsupportni.org.uk Tel: +44 28 9024 4039 Website: www.victimsupportni.co.uk
	Victim Support Scotland (full member)	15/23 Hardwell Close Edinburgh, EH8 9RX Email: info@victimsupportsco.org.uk Tel: +44 131 668 4486 Website: www.victimsupportsco.org.uk
	Supporting Justice (associate member)	9 Devonshire Square, Third Floor, London, EC2M 7YD Email: sam.maxwellsmith@supportingjustice.org.uk Tel : +44 208 004 1577 Website: http://supportingjustice.org.uk/
	Commission for Victims and Survivors Northern Ireland (associate member)	Equality House, 7-9 Shaftesbury Square BT2 7DP, Belfast Email: commission@cvsni.org Tel : +44(0)2890311000 Website: http://www.cvsni.org/
	Mayor of London (associate member)	City Hall, The Queen's Walk, London SE1 2AA Email: bernardo.rodriques@london.gov.uk Tel: +32 (0)2 650 0804 Website: https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac/support-victimss

<p>USA</p> 	<p>ICV - International Cruise Victims Association</p> <p>(associate member)</p>	<p>5521 North Camelback Canyon Drive, Phoenix, AZ 85018</p> <p>Email: kcarver17@cox.net</p> <p>Tel: 00 1 602 852 5896</p> <p>Website: www.internationalcruisevictims.org</p>
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9. CLOSING THOUGHTS

Much of this report has focused on growth: how much we've grown so far and the foundation we're laying for future growth. But in all the discussion of metrics, growth rates, and infrastructure, it's easy to forget that these are all means toward an end.

Our work only has value to the extent that it creates meaningful improvement in the lives of the victims. We want to grow because the scope of victimisation demands a dramatically larger response than it currently receives. We're inspired to be connected to so many people who are joining to provide support and information services to those affected by crime.

We have a successful year to date behind us. Now we are looking forward to an equally exciting 2018.

We will continue to execute our strategy to actively stimulate further establishment of the rights for victims of crime.

We believe all victims are entitled to support and assistance in the aftermath of crime, regardless of whether or not the crime is reported to the police.

VICTIM SUPPORT EUROPE
c/o The Security Center
Rue de la Loi 235 - box 27
1040 Brussels
Belgium

T: +32 2 2310112
F: +32 2 2310557

info@victimsupporteurope.eu
www.victimsupporteurope.eu



With financial support from
the Justice Programme
of the European Union

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