

# Annual Report

2016

**Victim Support Europe**

The Voice of Victims in Europe



With financial support from  
the Justice Programme  
of the European Union



**Victim Support**  
Europe



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# 1

## FROM THE PRESIDENT



**João Lázaro**  
President

Our work in 2016 has encompassed not only activities foreseen under our EU operating grant, but also significant work to improve the way victims of terrorism are supported, as well as capacity building work in Serbia with the World Bank and the Serbian Government.

The year after the implementation deadline of the EU Victims' Rights in November 2015, supporting transposition and implementation of the EU Victims' Rights Directive remained a key part of Victim Support Europe's work in 2016. While many countries have shown important progress, it is clear that a lot remains to be done for all victims in the EU to see their rights become a reality. Victim Support Europe (VSE) conducted a number of capacity building activities and supported the development of victim support in several EU countries. In November, VSE organised a successful conference in the European Economic and Social Committee on Establishing Victims' Rights and Support Services in Challenging Times. Furthermore, we have continued to be highly active in European and international advocacy by attending various conferences and events to discuss victims' rights and services. In 2016 VSE continued to develop collaborations with a large number of international NGO networks and agencies involved with different groups of victims of crime. Through bilateral meetings and a successful roundtable VSE helps foster collaborations, monitoring of rights and ensure that all victims of crime in the EU can exercise their rights and be supported.

2016 was a year of increasing and strengthening collaboration and commitment. Our Annual Conference co-organised with our Dutch Member Slachtofferhulp Nederland was very successful in bringing victim supporters, academics, police, government workers, European Institutions and NGO's together to connect and commit on victims' issues. The Conference was an important step forward in establishing new partnerships and increasing VSE's engagement with stakeholders from across Europe.

Growth has been an important element of VSE for 2016. VSE has been able to extend its activities and increase its financial sustainability by engaging and winning in important projects with the World Bank and the European Commission. As such, we have started projects on analysis and development of victims' rights and services in Serbia; Monitoring of the EU Victims' Directive through the VOIARE project and are a proud partner in many others.

Our Executive Board and Secretariat in Brussels have further expanded since May 2016. Brendan Loughran, Chair of Victim Support Northern Ireland has been elected Treasurer by the General Assembly, at the AGM in Utrecht. VSE has also further developed its secretariat and welcomed two new members of staff, Irina Dragoman as Office Manager and Sanjin Buzo as Finance and Project officer.



Whilst we continue to work on a daily basis for all victims of crime the previous year VSE has put in additional efforts in working for victims of terrorism at an International, European and National level. The terrible attacks in Europe since Charlie Hebdo attacks in 2015 have made many hundreds of victims. Acknowledging the need for a coordinated effort to ensure victims of terrorism are supported pushed VSE to increasingly work on this issue with governments, the EU, victims and victim support organisations. We have 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. We now cover around 28 countries but must continue to expand so no foreign victim is left alone on their return home. VSE co-founded the International Framework for Dialogue and Information Sharing (IFDIS) an independent, international discussion group of experts from state and non-state bodies that shares ideas, experiences, and lessons learned with respect to response strategies for victims in the context of mass victimisation and terrorist incidents. We have also been developing a coherent set of policies and proposals for laws and services to support victims of terrorism, and have brought together an international group of experts in the field to ensure we advocate for the best practices that exist globally. Based on those efforts, we have been able to support the European Union to include victims' rights in newly agreed European legislation on Combatting Terrorism. This terrorism related work was not planned nor budgeted for nevertheless, given its importance we considered it essential to be implemented with limited impact on our 2016 work programme.

We have also been able to advance on other fronts: VSE carried out a study on cross-border compensation and worked closely together with the European Commission on the issue; Raise awareness on Victims' Rights through a video campaign; supported development of victim support services in different countries; start a volunteering programme in VSE; increase our membership.

I am very thankful to our members, our Executive Board and to Levent, An, Irina, Sanjin and Aleksandra, our staff members in Brussels, for their hard work and commitment to deliver more and better services for victims in Europe.

This report provides you with details about all the VSE 2016 activities which I only shortly described above. We hope you will enjoy reading it and we look forward to 2017!

# 2

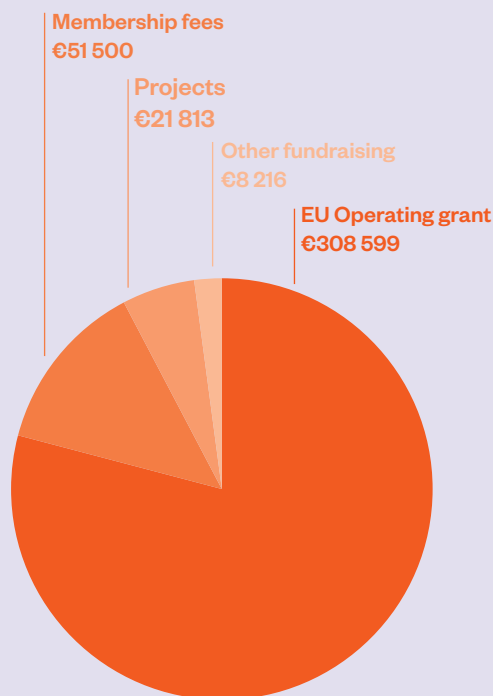
## TREASURER'S REPORT



**Brendan Laughran**  
Treasurer

2016 has proven a successful year both for VSE activities as well as finances. In line with our strategic objectives to increase VSE's financial resilience, we have continued to diversify our income sources. Whilst the majority of income derives from an EU operating grant and membership fees, VSE has now successfully expanded its operations through project funding. As a result total VSE income for 2016 was € 390 128.

### VSE income sources 2016



VSE is also improving the efficiency of its budget usage year on year with a 95% usage in 2016 – the highest to date. This means VSE achieved a budget expenditure of € 385k out of total EU operating grant of € 404k.

Income versus expenditure resulted in €13k deficit, which was covered through 2016 reserves. This means that reserves changed from €141 621 in January 2016, to €127 787.97 in December 2016.

Nevertheless, a significant project with the World Bank will be registered in 2017 with a total value of €151 079.72. This and other contracts in 2017, will ensure a robust financial position in 2017 with such contracts more than doubling VSE's income.

The financial statements, as prepared and audited under Belgian law, show a healthy Audit Report. Based on these results the General Meeting 2017 approved the Balance sheet 2016, including the assets, liabilities and income statement (audit report dated 20 April 2017).

# 3

## OVERVIEW OF VICTIM SUPPORT EUROPE ACTIVITIES 2016

### 3.1

#### DEVELOPMENT OF THE VSE 2015-2020 STRATEGY

With VSE's growth over the last several years, 2016 has been an important year for consolidation and planning. To ensure the organisation is best placed to meet new demands and challenges whilst making the most of range of opportunities, VSE finalised its Strategy for the 2015-2020 period. Extensive

consultation was held with members to ensure the Strategy reflects their priorities and concerns whilst also ensuring VSE retains its outward focus and leadership approach. Based on those discussions, VSE's Vision, Mission, Values and objectives for 2015-2020 period are:

<b>OUR VISION</b>	A Europe in a world where the needs of all victims of crime are fully met through effective rights and high quality services.
<b>OUR MISSION</b>	To achieve this Vision, VSE's mission is to drive change on victims' issues and support of the delivery of victims' services whilst operating sustainably and growing our capability.
<b>OUR VALUES</b>	At the heart of Victim Support Europe's actions are its values: respect, compassion, commitment, community, collaboration. The way we work, the way we interact with others, the way we seek to achieve change and the way we expect others to work with and on behalf of victims, it is all driven by those values.
<b>RESPECT AND COMPASSION</b>	We work with dignity, respect and compassion for others. We strive to ensure victims are treated, without judgement, but with respect and compassion. We work to ensure that victims' rights, including their human rights, are respected, protected and fulfilled.
<b>COMMITMENT</b>	At the heart of our work is our commitment to victims. It drives us and our members to deliver more and better rights and services. It reflects our belief that no matter how difficult the issues or our operating environment, we will always strive to achieve a Europe where victims' needs are met.
<b>COLLABORATION AND COMMUNITY</b>	To achieve results, VSE believes in working in collaboration with and through our community of members, stakeholders, policy makers, practitioners and victims.  Our strength lies in our members. Through this community of organisations and individuals, VSE increases its authority and influence. Our success is also founded on our co-operation with a wide spectrum of other organisations. Victims issues cut across all social groups, relate to all aspects of peoples' lives, and don't have geographical boundaries. Only together can we achieve change in all areas that affect victims of crime.

Our path to achieving our vision and mission will be guided by eight core objectives together with specific tasks which are established under

each of three pillars of our mission – to drive change, support service delivery and operate sustainably whilst growing capability.



Under our mission to **DRIVE CHANGE**, we will

**1**

### **ADVANCE IMPROVEMENTS IN LAWS AND POLICIES:**

Our objective is to ensure that European and international norms are fit for purpose – that gaps and weaknesses are properly identified and that effective, efficient and feasible laws and policies are developed.

**2**

### **PURSUE COMPLIANCE WITH EXISTING LAWS AND POLICIES:**

It is not enough for laws and policies to be adopted. They must result in real rights, which are available and accessible to victims. Our objective is to ensure we understand whether victims' rights are available in practice and, where they are not, to support implementation and enforcement of those rights.

**3**

### **RAISE AWARENESS OF VICTIMS' ISSUES AND OUR WORK:**

It is not enough for laws and policies to be adopted. They must result in real rights, which are available and accessible to victims. Our objective is to ensure we understand whether victims' rights are available in practice and, where they are not, to support implementation and enforcement of those rights.

Under our mission to **SUPPORT SERVICE DELIVERY**, we will

**4**

### **ENABLE IMPROVEMENTS IN THE QUALITY AND ACCESSIBILITY OF SERVICES:**

We will use VSE's access to European and global knowledge on effective practices and bring this knowledge together in the most relevant and usable form for national organisations.

**5**

**SUPPORT CO-ORDINATION AND DELIVERY OF COHERENT SUPPORT SERVICES:**

Whenever a crime involves a cross border element – whether a person is victimised abroad, a criminal is abroad and victimises the victim in their home country, or the criminal is arrested abroad, victims and those serving victims face a range of additional problems. Our objective is to identify the problems faced by victims and develop practical and legal solutions which can be adopted by governments, governmental authorities and by organisations assisting victims.

Under our mission to **OPERATE SUSTAINABLY WHILST GROWING CAPABILITY**, we will

**6**

**STRENGTHEN VSE COLLECTIVE CAPABILITY:**

VSE is best able to achieve its Vision by working in partnership with others and strengthening the collective capability of its membership. This means developing VSE policies based on that collective knowledge and bringing members together to increase their ability to deliver for victims at the national level.

**7**

**INVEST IN VSE INFRASTRUCTURE:**

VSE's ambitious mission will only succeed if we have the right infrastructure. VSE will develop its internal governance structures, staffing and information systems alongside and in anticipation of growth, to ensure those structures support and enhance the delivery of all other objectives.

**8**

**ENHANCE FINANCIAL RESILIENCE:**

VSE's growth is contingent on developing and broadening our income streams to reduce risks to the organisation whilst increasing the type of activities VSE can engage in and the geographical scope of those activities.

## 3.2

# CAPACITY BUILDING AND TRAINING

### 3.2.1

## SUPPORTING THE DEVELOPMENT OF VICTIM SUPPORT SERVICES IN EU MEMBER STATES

In 2015, VSE worked in Bulgaria, Cyprus, Greece, Italy, Lithuania and Romania to support the establishment of national generic victim

support services. This work continued in 2016 through stakeholder meetings and contacts in those countries as well as in Slovenia.



### GREECE

In Greece, VSE met with NGOs and government's representatives including the European Anti-Violence Network, The Smile of the Child and the Institute for Child Health and different divisions within the Greek Ministry of Justice. Overall it was agreed by the partners that currently no national support service exists as reported by the Fundamental Rights Agency in 2014. Whilst, many specialized support services tailored to child victims and victims of domestic violence exist, funding for victim support services remains an important issue for all. The scarcity of funding and plans to end certain EU funding resources is a concern for both government and civil society partners in Greece.

Bringing government, civil society and academic stakeholders together once again brought forward the importance of making victims' rights and services a reality. From the Government side, the feeling was that while laws had been put in place, these now needed to be implemented in practice. The government representatives and NGOs welcomed any opportunities to work together on developing a national support system. With respect to the development or identification of a specific support package, it was too early to know how best to work together. 2017 were suggested to reinforce contacts and explore opportunities for co-operation.



### CYPRUS

VSE met with a number of members of civil society working on victims' issues in Cyprus. These included representatives of the Association for the Prevention and Handling of Violence in the Family (SPAVO), Sotia Nicolaou "Hope For Children" UNCRC Policy Center, Cyprus Stop Trafficking, and the Cyprus Women's Lobby. A wide ranging meeting was also held with a number of government ministries and authorities working on domestic violence, child abuse, trafficking and human rights, social welfare and electronic communications were present during the engaging meetings.

As with the situation in Greece, it was recognised that to fully implement the EU Victims Directive and ensure that national victim support services will be available everywhere, more work lies ahead. Civil Society in Cyprus tends to be focused on domestic violence, sexual violence, human trafficking and children. Whilst services do not seem to be available for all victims of all types of crime, specialized services are often offered through a victim-oriented approach. To support certain victims of crime, strong rights and professional training for practitioners are available.

There was significant enthusiasm from all sides not only to establish national support services but also to improve the rights victims have and the quality of treatment they receive in criminal proceedings. As part of this, it was felt that training could be an important way to improve the way victims were treated and that practitioners understand fully their needs.



## ROMANIA

VSE has been working directly with its member ACTEDO (“Equality and Human Rights Action Center”) over the course of 2016 to provide guidance on best practices and approaches to specific victims’ issues, for example following a gang rape of a girl in Romania, and with respect to the implementation of the Council of Europe Convention on preventing and combating violence against women and domestic violence (Istanbul Convention).

VSE and ACTEDO also held two key stakeholder meetings with NGOs and with the Romanian government. A first meeting with State Secretary Scutea from the Ministry of Justice and the Head of the Prime Minister’s Cabinet provided very positive with the government keen to explore approaches to establish victim support services across the country. They also emphasised that work on victims’ legislation and its implementation was progressing well. However, upcoming elections could affect progress in 2017.

VSE and ACTEDO also met with NGOs which already working on victims’ issues. During the roundtable meeting, organisations highlighted their interest in assisting the establishment of national victim support services. However, funding of services was a significant barrier which prevented them from offered support services. Alongside these meetings VSE has also been co-ordinating with its member from Germany - Weisser Ring – which is working on a project with Romanian authorities to promote cooperation between the Public Prosecutor’s Offices and victim support organisations at national and cross-border level. Overall it was found that a range of individual partnerships existed but a lack of transparency and non-transparent structures and unregulated processes hampered co-operation. The first task would therefore be to build trust between different organisations.



## LITHUANIA

VSE has maintained regular contacts with the Human Rights Monitoring Institute (HRMI) and the Vilnius Institute for Advanced Studies (VIAS) to support them in their engagements with the Government and with the development of their own victim support services.

In particular, in 2016, VSE joined as a partner with the VIAS to help them develop a project for EU funding which includes partners from the Lithuanian police services and other European Partners from Romania, Italy and Portugal. The project will help develop victim support expertise, improve information services to victims and develop referral arrangements between police and victim support.



## ITALY

Working closely with its associate Member Rete Dafne, VSE supported a meeting organised in Italy aimed at exploring how to develop a national network of victim support services in Italy. The meeting including a representative of the Ministry of Justice and representatives of associations and Italian support services to crime victims. Importantly the Rete Dafne network of victim support organisations in the Turin area and a similar network covering the Florence area, provided their experience and expertise in establishing local networks in Italy.

The various support organisations from around Italy presented their work and explored how they might work more closely together. A model for the coordination of a national operating model was also discussed. Amongst the key issues examined were the current situation in terms of referral/co-operation, the existence of a public / private agreements between judicial authorities, local government, health authority, voluntary and associations; financing services through European funds, regional funds or by banking foundations; the establishment of local working groups, a permanent representative of the partner entities, and the establishment of groups of operators.

The meeting established new working relationships, strengthened existing ones and was an important step forward in developing a national network.

## 3.2.2

# SUPPORTING FURTHER DEVELOPMENT OF EXISTING VICTIM SUPPORT ORGANISATIONS IN IDENTIFIED EU MEMBER STATES

In 2016 Victim Support Europe worked with member organisations in Malta, Croatia, Estonia, Hungary and Spain to support their work, discuss common problems as well as individual priorities and explore how to strengthen nationwide services.

For Croatia key priorities included establishment of generic victim support with quality standards, increasing trust between government and civil society as well as improving reporting of crime and support to those who don't report. These priorities were also reflected in the Maltese position. In addition, it was felt that quality standards for support organisation and accreditation systems could be examined including with respect to pro bono legal assistance.



VSE General Meeting and Leaders Meeting, 28 November 2016, Brussels

In Spain, it was noted that much of the focus is on specific groups of victims such as victims of terrorism, though even here there tends to be limited numbers of victim support offices and with limited access (such as working hours only in the morning). Concern was also expressed over victim support services being tendered to private companies who provide services based on reduced costs which affects quality. In discussions with VSE's Estonian Member Ohvriabi, it became clear that funding was a significant difficulty for the organisation. Whilst it was a large national provider of services in the past, the government in recent years took on service provision itself and cut government funding to the organisation. It was also highlighted that whilst a range of measures or laws are in place for victims of crime – such as a requirement for the police to refer victims to support services – in practice this does not happen to a sufficient degree. There was also concern that some victims who were reluctant to go to the police or government services had limited options for support. It would therefore be important to develop alternative NGO led services to ensure no gaps in access existed. As with other countries, it was recognised that services tend to focus on specific groups of victims such as minors, victims of domestic violence and human trafficking.

VSE's Hungarian Member organisation Fehér Gyűrű expressed similar difficulties with funding – following the government's decision to provide support services itself and therefore to reduce or remove funding for NGOs in the sector. In 2016, VSE supported efforts of NGOs and of Fehér Gyűrű to strengthen collaboration with law enforcement and government more generally, in particular by providing evidence to government actors of the advantages and importance of joint working.

### 3.2.3

## WORKING WITH OUR MEMBERS

VSE's Members lie at the heart of our work. We value our Membership greatly and seek to support them in various manners throughout the year. A large part of our work –whether through the organisation of conferences, workshops, or policy preparation is aimed at supporting Member objectives in broad terms. Throughout the year VSE was able to amplify the voice of our Members on their awareness raising, training and other initiatives.

However, every year we also work directly with individual members on issues specific to their priorities. In 2016, in addition to general ad hoc advice, the key areas of support have been with respect to Guidance on the implementation on the EU Victims Directive, assistance with respect to funding, and support for member

conferences, where we presented for example in Serbia and Hungary.

With respect to the EU Victims Directive, we have helped members understand the legal interpretation of specific article of the Directive, have indicated best practices used across Europe and the World and supported the develop recommendations at the national level. Our work on EU funding has been especially important where we have been well placed to inform organisations about upcoming opportunities, supported the development of proposals including through the development of partnerships. Knowing the difficulties of submitting EU grant proposals, this will remain an important focus in 2017.

### 3.2.4

## STUDY ON TRAINING NEEDS

VSE developed a training module in 2016 based on the results of the 2015 training needs assessment study. The training module focuses on the Victims' Rights Directive and how to use the Directive to lobby for change at the national level. The aim is support organisations in developing lobby strategies to improve implementation of the Directive.

The training covers basic techniques in lobbying and advocacy; developing a strategy in lobbying; the rights in the Victim's Rights Directive and what this means in practice; the impact of these rights on victims; how to use the information in lobbying for better victims' rights and services and persuasion techniques. The training course combines theory with real life examples, interactive exercises, worksheets and skills training.



VSE General Meeting and Leaders Meeting, 28 November 2016, Brussels

VSE strived to develop a module that goes beyond information provision. It rather takes the participants on a participatory journey where they are facilitated to develop their skills, knowledge and strategy. The historical expertise of VSE in developing and influencing decision making processes, policy and law is brought to the table to enrich the module and inspire participants to advocate for victims' rights and implementation of these rights in their respective countries.

Victim Support Europe also provided a training session to END FGM members on The Victim's Rights Directive and Female Genital Mutlation.



## 3.3

# COLLABORATION WITH STAKEHOLDERS

### 3.3.1

## VSE ANNUAL CONFERENCE AND AGM, 25-26 MAY, UTRECHT, NETHERLANDS



VSE Annual Conference 2015, 25-26 May Utrecht, Plenary session

On 25-26 May VSE organised its 26th Annual Conference “Taking victim support to the next level: Connect & Commit” in collaboration with our Dutch Member in Utrecht, the Netherlands. The conference focused on implementing victims’ rights and services and promoted Connect and Commit. The Conference was attended by European as well as international speakers such as:

- **Ard van der Steur, Dutch Minister of Security and Justice;**
- **Michèle de Kerckhove, President of INAVEM;**
- **Sue O’Sullivan, Federal Ombudsman for Victims of Crime in Canada and Executive Board Member of Victims of Crime International (VOCI);**
- **Marc Cerón, President of the Confederation of European Probation (CEP) and Executive Member of the Criminal Justice Platform (CJP)**

Many other speakers and workshop presenters made the VSE Annual Conference a big success.

In two days, 225 participants attended the event. Among the wide range of professionals, there

was a large representation of professionals from victim support organisations, the criminal justice system, the security forces, NGOs, Protection of Children and Youth Commissions, Employment and Social Security.



VSE Annual Conference 2016, 25-26 May Utrecht, VSE President’s speech

On 27 May, VSE held its Annual General Meeting which was attended by 26 members’ representatives from 43 member organisations and 16 member States.



VSE Annual Conference 2015, 25-26 May Utrecht, Workshop session



VSE Annual General Meeting, 25-26 May Utrecht, Netherlands



VSE Annual General Meeting, 25-26 May Utrecht, Netherlands

Following VSE's General Meeting, the VOCI (Victim of Crime International) Annual General Meeting took place. It was attended by ten VOCI Members' representatives from VSE, NOVA (US National Organization for Victim Assistance), Victim Support Services of Korea, Canadian Ombudsman for Victims, iWeisser Ring, APAV, and Victim Support England and Wales. VOCI was established by the participating organisations to support the develop of rights and services for victims of crime across the world.



VSE Annual General Meeting, 25-26 May Utrecht, Netherlands

### 3.3.2

## EU NGO ROUNDTABLE ON VICTIMS' RIGHTS

Building on last year's Round table and the priorities elicited during the discussion, on VSE organised a second European roundtable on victims' rights hosted by the European Commission Directorate-General for Justice. The event was an opportunity for European NGOs and networks working in the victims' rights, human rights and other related fields to highlight current issues and concerns relating to victims' rights and needs for specific groups (with a particular focus on the EU Victims Directive and other EU victims' legislation such as trafficking, child sexual exploitation, protection measures) and the work which relates to victims' rights that they are currently carrying out and plans in 2017. There was also discussion on existing collaborations between participants and opportunities for co-operation at the EU level or between national members; and of course monitoring of the EU Victims' Rights Directive.



Roundtable, 12 December, Brussels

The roundtable was again a success with 12 organisations attending: EENA 112 End FGM European Network, AGE-Platform, PICUM, European Disability Forum, Amber Alert, European Forum for Restorative Justice, Child Helpline International, Confederation of European Probation, FENVAC, and the European Commission Directorate-General for Justice.



### 3.3.3

## VSE AND EUROPEAN ECONOMIC AND SOCIAL COMMITTEE CONFERENCE



VSE EESC event, 29 November, Brussels.



AGM, 28 November, Brussels. From left to right: Levent Altan, Executive Director and An Verelst Policy Officer



AGM, 28 November, Brussels. General Assembly

On 29 November, VSE's held its autumn conference in the European Economic and Social Committee in Brussels. The event focused on implementing victims' rights in challenging times which reflected a range of obstacles and issues including the economic crisis, refugee crisis and challenges faced by migrants, increases in hate crimes, terrorism in Europe and around the world, and new and emerging trends in crime.

During the event the state of play on the implementation of the EU Victims Directive was explored especially given the current challenges. The event also contributed to share expert advice and practical options for the implementation of EU Directive across all EU Member States.

At this event we welcomed speakers from diverse areas of expertise – including two victims of burglary and terrorism, Security Commissioner Julian King, MEP Monika Hohlmeier, Alexandra Jour-Schroeder (DG Justice), Azzeddine Salmane (UNODC), Kathleen Walker-Shaw (EESC) and victim support organisations: Levent Altan (VSE) & Roberta Lepre (VS Malta).

Importantly, all attendees of the event also had opportunity to hear testimonies from Aimee Metselaar, victim of violent burglary in her home, Kristin Verellen, partner of Johan Van Steen who died in the attack on 22/3 in Maelbeek, Philippe Vansteenkiste, brother of Fabienne Van Steenkiste who died in the attack on 22/3 in Zaventem and Eddy Van Calster, husband of Fabienne Van Steenkiste who died in the attack on 22/3 in Zaventem. The event provided an important platform for the victims of the terrorist attacks to explain their experience in the following months. Their speeches generated significant media attention and contributed to an increased political interest in the issues of victims of terrorism in Belgium.

On 28 November, VSE held a General Meeting and a Leaders Meeting in Brussels. Representatives of twelve VSE full members and eleven associate members attended the meeting. During the meeting, two workshops were also held.

### 3.3.4

## BUILDING VSES NETWORK IN EUROPE AND AROUND THE WORLD



Meeting with Commissioner Sir Julian King, 7 November, Brussels. From Left to right: Mark Castle, Kurt De Backer, Helgard van Hüllen, Julian King, João Lázaro, Levent Altan

Throughout the year, a large number of advocacy meetings with European and international agencies, and organisations working with victims of crime took place to discuss challenges and priorities in order to help to promote the further development of European and international victim policy.

VSE invested in collaborations and partnerships with a large number of organisations from EU institutions and agencies (e.g. the European Commission, European Parliament, the EU Fundamental Rights Agency, European Institute for Gender Equality), EU networks involved with victims of crime (e.g. ILGA Europe, End FGM European Network, AGE-Platform, PICUM, Inclusion Europe, Women Against Violence Europe, European Network Against Racism, Transgender Europe, European Disability Forum, Amber Alert, Missing Children Europe, European Forum for Restorative Justice, Intervict, Child Helpline International, Confederation of European Probation, etc) and national governments and institutions of Member States. VSE strongly values these partnerships allowing us to collaborate with

and amplify the work for victims carried out by specialised organisations around Europe. Furthermore, these collaborations allow us to learn from others, share good practices and strengthen our work for victims of crime.

On 7 November, VSE representatives had a highly positive meeting with Commissioner Sir Julian King where we shared our experience and priorities in particular on victims of terrorism. Commissioner King reassured us of his and the European Commission's commitment to the victims and the importance ensuring policies also focus on their needs.

Throughout 2016, VSE had meetings with a large number of EU networks involved with victims of crime as well as attending and speaking at a large number of relevant conferences and meetings across the EU. We continue to strengthen itsour relationship and cooperation with national governments, victim support organisations and all other stakeholders to make sure that victims' rights are kept high on the national and European agenda and that the Directive 2012/29/EU is implemented in practice across all EU Member States.

## 3.4

## PROJECTS

### 3.4.1

### PROJECT VOCIARE



**VOCIARE**  
Victims of Crime  
Implementation Analysis  
of Rights in Europe



**Victim Support**  
Europe

Regarding the VOCIARE project, which started on 1st January 2017, we will develop indicators for certain articles of the Directive, produce national research and reports to determine the practical implementation of EU Victims Directive and produce a synthesis report to provide an overview of the EU situation.

### 3.4.2

### VSE'S WORK WITH THE WORLD BANK

In 2016 Victim Support Europe started two World Bank projects as part of the Multi Donor Trust Fund for Justice Sector Support in Serbia. The first project was implemented earlier in 2016, where we analysed how Serbia currently conforms with the EU Victims Directive and what should be the priorities for reform.

Working closely with the World Bank, the government, judiciary and NGOs, our interdisciplinary team shared international and regional know-how, facilitated stakeholder dialogue, conducted surveys among victim support providers, reviewed legislation, mapped existing institutional arrangements and made recommendations for improving Serbian law and practice to establish comprehensive victim support services.

Through this work, the team found that an incomplete patchwork of services already exists in Serbia, which bodes well for scaling up service delivery. Existing services, however, fall short of a national system. At present, some services are provided by the courts and prosecutor offices and others by NGOs, but it seems that more than half of victims don't receive any support.

Building on this work, a second project aimed to support the government to develop a national system of victim support services which comply with EU Directive 2012/29 EU. The project was carried out in the framework of the development of Serbia's victim's rights system as part of its Accession process. The analysis focused on five key elements of the Victims' Rights Directive to provide:

- **An overview of existing victim support services in Serbia;**
- **Analysis and detailed description of organisational structures of existing victim support networks;**
- **Analysis of funding mechanisms for victim support services; and**
- **analysis of legislation, policy documents and practice guidelines relevant to the responsibilities of Serbian police when dealing with victims of crime.**

In particular, the project will assist in the development of Victim Support in Serbia, namely through a network of NGO's. Based on the former analysis with key stakeholders in Serbia, the development of a network of NGO's was put forward as the optimal strategy for Serbia. For this project we are very happy to work with our Member – the Victimology Society of Serbia (VDS) in Serbia namely VDS. Our joint work has been highly appreciated by our funders.

## 3.5

### WORK ON CROSS-BORDER VICTIMISATION

The success of free movement of people in the EU and globally has also unfortunately exposed an increasing number of people to crime when abroad. Victims abroad find themselves in a much more difficult situation in particular when seeking to access justice and support services. VSE has therefore made it a priority to help improve the mechanisms for cross border support.

As a starting point, VSE has been examining **compensation systems for foreign victims**. In 2016, VSE carried out a desk review and interviews with national compensation authorities with additional information being gathered from victim support organisations, victims and other stakeholders to inform an analysis of potential barriers for cross-border victims in receiving compensation. Suggestions and recommendations were formulated to improve access to the right for compensation, both on a national and EU level.

As a second key concern has been the ability to easily and effectively **refer a victim to support services across two or more countries**.

As a first step to facilitating this process, VSE has started to develop a cross-border referral form. This will allow victim support member organisations to provide information and referral requests to a support organisation in another country. That receiving organisation will then be able to make contact with the victim and offer support, referral or other services as appropriate. The form will be piloted and evaluated in 2017.

To further support the development of cross-border referrals, VSE has continued its co-operation with a range of national and EU NGOs working in the victims areas or with groups vulnerable to victimisation. EU organisations like Amber Alert Europe, Missing Children Europe, EENA112 and others have shed light on their cross-border work and explored how referrals can be improved including closer co-operation between national organisations. Their experiences in referrals across regions and internal borders have influenced our current and future work in supporting cross-border referral.

## 3.6

### WORK ON STANDARDS AND ACCREDITATION

With EU legislation now provided a strong foundation and obligation on States to ensure support services exist for victims, organisations and States are increasingly exploring how to ensure such services offer high quality support in a safe and appropriate way.

Recognising the importance of a uniform approach which will help ensure that victims receive the same level of support no matter where they are, VSE has been developed a Standards and accreditation system for its full members which are national, generic victim support providers.

In 2016, we have narrowed down the priorities for standards based on research of existing standards and consultation with partners. The overarching headings for such standards could include Planning, organisational management, networks and partnerships, staff management, defining the scope of services provided, data management, as well as monitoring and evaluation. The work will continue in 2017 to ensure standards are focused on service delivery. The accreditation system will be further developed and piloted towards the end of the year.



## 3.7

# 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 Ombudsman 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 have been able to make such significant and swift progress.

At the end of 2015, the European Commission took the initiative to propose a new European Directive on combatting terrorism. That proposal largely ignored the specific needs of victims of terrorism. Working with European Members of Parliament and with the ongoing support of the European Commission, we were able to ensure that key rights for victims of terrorism were included in the Directive. The Directive was agreed by the Council in the beginning of March.

## 3.8

# DISSEMINATION AND AWARENESS-RAISING WORK

In 2016, we also remained focus on improving our services to our members. The VSE intranet library is regularly maintained and 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 the communications group. In VSE's Intranet,

members can find important and useful information on victims' rights and victim support across Europe. Members are also able to access VSE's documents templates and other tools. meeting in Utrecht. In the latter half of 2016, the intranet has also been increasingly used to update members on new developments and provide information.

### 3.8.1

## EUROPEAN DAY FOR VICTIMS OF CRIME

On 22 February 2016, the European Day for Victims of Crime, VSE launched a video on victims of crime in Europe. The video explains the problem of victimisation in the EU and describes the potential consequences of victimisation for victims of crime. It also describes the rights of all victims of crime in Europe. Furthermore, the video shows the different ways in which victim support can help victims.

The video has received positive feedback from around Europe and has been by our Members and partners into Spanish (A.N.V.D.V. Asociación Víctimas), Serbian (Victimology Society of Serbian), Chinese (The delegation of the European Commission in Taipei), English (Victim Support Europe), Dutch (Steunpunt Algemeen Welzijnswerk) and Portuguese (APAV). The text was also separately translated into different languages. It also features on websites of many of VSE's Members such as Ireland, Croatia, and Denmark.

### 3.8.2

## 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.

### 3.8.3

## NEWSLETTERS

Four Newsletters (24 March, 21 June, 7 October and 30 December) were produced and largely disseminated including updates

on VSE work and activities, news from VSE members from across Europe and updates on ongoing projects.

## 3.8.4

## PRESS ARTICLES AND INTERVIEWS

The increased media attention for the work and policy positions of VSE reflects the higher profile of our organisation. Throughout the year there were several media articles, radio interviews, documentaries and television appearances and several press articles were published about VSE's Annual Conference. Testimonies by victims of the Brussels attacks

at our EESC event in November generated enormous media and political interest and resulted in much greater attention to victims not only by the Belgian media but also by the Belgian Parliament and Government. VSE Mmembers and other organizations also reported on VSE's events on their websites and in their newsletters.

## 3.8.5

## STRENGTHENING VSE TO DELIVER MORE AND TO BETTER DELIVER

### ● VSE Executive Board

Since November 2015, VSE has worked with a strong management structure with João Lázaro as President and two Vice Presidents, Helgard van Hüllen and Sabrina Bellucci. Currently seven countries are represented on the VSE board (PT, DE, FR, FI, AT, HR, UK).



From left to right: Levent Altan, VSE Executive Director and Brendan Loughran VSE Treasurer

Victor Jammers, Executive Board Member ended his second mandate in May. Victor has been a highly committed Board Member over the past six years offering a wealth of expertise and knowledge throughout his tenure. We wish

him the best and look forward to continuing our close co-operation with him and Victim Support Netherlands.

Since the resignation of Jo Keaney as VSE treasurer in November 2015, Vice President Helgard van Hüllen was acting treasurer between November 2015 and May 2016. From May, we had the great pleasure to welcome Brendan Loughran as VSE Treasurer. Brendan has significant experience in running large organisations and is currently Chair of Victim Support Northern Ireland.



From left to right: Kurt De Backer, Steunpunt Algemeen Welzijnswerk (Belgium) and Victor Jammers, Slachtofferhulp (Nederland)

In 2016 the Executive Board and the Management Team continued to work closely and to lead the organisation through four Executive Board meetings and five Management Team meetings.

## 3.8.6

### MORE STAFF CAPACITY IN VSE BRUSSELS OFFICE

In October 2016, VSE's Administrative Officer Helene Heinrichs left VSE. VSE took on two new staff members; Irina Dragoman was appointed as Office manager and Sanjin Buzo as Finance & Project officer.



**Irina Dragoman**  
Office Manager

Irina Dragoman is now responsible for the administration of the VSE's head office including the financial management system, financial reports preparation, and events organisation. She has broad experience in the management, monitoring, evaluation and audit for projects financed by the European Commission, the African Development Bank and the World Bank.

**Sanjin Buzo**  
Finance & Project officer



The Finance and Project Officer Sanjin Buzo supports Irina in her duties as well being responsible for communications and maintaining the website. He is also responsible for the financial management of all non-operating grant projects and supports the delivery of policy objectives.

Over the past fifteen years he has been working with numerous non-profit organizations, groups and networks on human rights and social justice, conflict resolution and reconciliation, peace-building and non-violent communication.



**Rita Bhandari**  
Volunteer

**Luis Bispo**  
Volunteer



We also expanded our office staff with three new volunteers – Pien Vandeven, Rita Bhandari and Luis Bispo. Pien initially volunteered her services to support work on standards and accreditation and on terrorism, before taking on an additional contract position to support delivery of work with the World Bank. Rita Bhandari joined VSE as a communications expert, developing VSE's first draft Communications Strategy and setting up a communications group with all our members. Luis has provided a wide range of help across all our activities, but in particular, he provided important expertise in developing VSE's cross-border support policies and training programmes. The efforts and engagements of VSE's volunteers contributed greatly to our work in 2016.

## 3.8.7

### IMPROVING COMMUNICATIONS ON VICTIMS' ISSUES

Improvement of communications and developing a communications strategy was an important element in VSE's work in 2016. VSE's volunteer Rita Bhandari led the development of VSE's new Communications Strategy which provides a framework for VSE to manage and conduct its communications work in a comprehensive and integrated way in the coming years.

Furthermore, a Communications Group was set up in the latter half of 2016 consisting of

communications officers from VSE's national member organisations. A group of eighteen National Communications experts were invited to share resources, experiences and skills related to communications activities. Through this exchange collaborations were initiated and awareness raising initiatives were amplified across Europe. In order to respond to the needs of the varying members, a survey helped identify priorities for VSE Members and provide direction to the Communications group.

## 3.9

## NEW MEMBERS

The Executive Board approved four applications for associate membership, in 2016. These new members are ATENIN (Associate Member, Spain), Commission for Victims

and Survivors (Associate Member, UK), The Mayor of London (Associate Member, UK) and Associazione Rete Dafne ONLUS (Associate Member, Italy).



### ATENIN Associate Member, Spain

ATENIN (Sociedad Cooperativa Andaluza de interés social) is our second member in Spain. ATENIN is a public organisation which was established in 2005 and whose mission is to guide and support any person who is a victim of a crime, or lacks legal, psychological and social perspective.

### Commission for Victims and Survivors Associate Member, UK



The Commission for  
Victims & Survivors

The Commission for Victims and Survivors is our sixth member in UK next to three full members and two other associate members. The organisation was established in May 2008 and it is a Non-departmental Public Body (NDPB) of The Executive Office. Its mission is to address the needs of all victim and survivors by ensuring excellent service provision, acknowledging the legacy of the past and building for a better future.

### MAYOR OF LONDON

### The Mayor of London Associate Member, UK

The Mayor of London is our sixth member in UK next to three full members and two other associate members. Established in 2011, responsible for policing in London, its responsibility is for victims' services in London, in partnership with all Criminal Justice System agencies, from October 2014.

### Associazione Rete Dafne ONLUS Associate Member, Italy



The Associazione Rete Dafne ONLUS is our third member in Italy next to two other associate members. The organisation was established in Turin in 2008 with the intention of offering support and protection related activities to elderly people who are referring to Justice as victims of a crime irrespective of their age, nationality, ethnic origin, religion, social and economic status.

## ● Looking forward to 2017

In 2017 we will continue to work on the objectives of our Framework Partnership Agreement and the new Action Grants that VSE won.

The VSE's projects include supporting the development of victim support in EU Member States where there are no generic victim support services as well as the further

development of existing victim support organisations in identified EU Member States, supporting the implementation of the EU Directive on victims' rights in relation to cross-border victimisation, working on the development of a system of accreditation of victim support service providers, developing state-of-the-art training tools for victim support, further improving the operational capacity of VSE and continuing to represent wider victim interest and stakeholders.

## 3.10

### EXTERNAL EVALUATION OF VSE ACTIVITIES

For the second year, Logframe carried out an external evaluation for VSE. The evaluation is part of an evaluation that takes place over three years (2015-2017) and is an important step in VSE's evolution, ensuring that we recognise our successes, learn from mistakes and understand how to improve in the future. Based on a consultation and evaluation process, the evaluation team monitored, described and evaluated the success of VSE's activities and analysed the quantitative and qualitative indicators.

The main conclusions drawn from VSE's external evaluation process for the year 2016 were very positive. The evaluator reported a high degree of efficiency in the implementation of VSE's 2016 work programme. The delivery rates for the objectives outlined in VSE's strategy in 2016 are estimated higher than planned. The external evaluation shows that VSE's strategy and its operationalisation exhibit a degree of robustness and elevated coherence, with successful articulation between the strategic and operational aspects of VSE's work. VSE has a positive dynamic contributing to achievement of its objectives.

The organisational structure and the Human Resources of VSE underwent some changes during the year. In 2016 VSE evolved in a team that is more able, in number and competencies, to respond to the increase of interactions and demands from Members and new projects VSE is involved in. There is a good level of feedback and reporting by VSE staff and the Board Members to the Member organisations.

VSE's work is recognised by partners and the relevant Directorate Generals of the European Commission. The evaluation commended VSE's direct and significant influence on the terrorism agenda at an EU level. The evaluation clearly showed that all relevant stakeholders considered VSE performance in 2016 was better than in 2015



## 4

# BALANCE SHEET

## (1 January 2016 to 31 December 2016)

	Code	2016	2015
		01/01/2016 - 31/12/2016	01/01/2015 - 31/12/2015
<b>ASSETS</b>			
<b>FIXED ASSETS</b>	20/28	4.936,01	4.936,01
Financial fixed assets (explanation 4.4/4.5.1)	28	4.936,01	4.936,01
<b>CURRENT ASSETS</b>	29/58	230.802,65	267.278,61
Amounts receivable within one year	40/41	61.538,09	32.429,11
Trade debtors	40	10.766,01	4.583,39
Other amounts receivable	41	50.772,08	27.845,72
Current investements (explanation 4.5.1/4.6)	50/53		
Cash at bank and in hand	54/58	166.531,77	232.346,45
Deferred charges and accrued income (explanation 4.6)	490/1	2.732,79	2.503,05
GL accounts not in the standard Belgian schema	AXX		
<b>TOTAL ASSETS</b>	20/58	235.738,66	272.214,62
<b>EQUITY AND LIABILITIES</b>			
<b>CAPITAL AND RESERVES</b>	10/15	179.647,10	179.647,10
Association Funds	10	38.026,03	38.026,03
Opening equity	100	38.026,03	38.026,03
Accumulated profits (losses) (+)/(-)	14	127.787,9792.567	141.621,07
<b>AMOUNTS PAYABLE</b>	17/49	,52	92.567,52
Amounts payable within one year	42/48	69.924,66	92.317,52
Trade debts	44	41.376,31	68.653,62
Suppliers	440/4	41.376,31	68.653,62
Taxes, remuneration and social security (explanation 4.8)	45	28.548,35	23.663,90
Taxes	450/3	1.199,77	0,00
Remuneration and social security	454/9	27.348,58	23.663,90
Miscellaneous amounts payable	48	0,00	0,00
Debentures and matured coupons and cash deposit	480/8		
Miscellaneous interest-bearing amounts payable	4890	0,00	0,00
Miscellaneous non interest-bearing amounts payable or with an abnormally low interest rate	4891		
Accruals and deferred income (explanation 4.8)	492/3	0,00	250,00
GL accounts not in the standard Belgian schema	BXX		
<b>TOTAL LIABILITIES</b>	10/49	235.738,66	272.214,62
<b>INCOME STATEMENT</b>			
<b>Operating income and charges</b>			
Gross operating margin (+)/(-)	9900	242.754,33	242.133,00
Operating income	70/74	389.496,78	407.004,00
Turnover (explanation 4.9)	70	27.831,59	
Contributions, gifts, legacies and grants	73	360.890,52	406.380,52
Raw materials, consumables, services and other goods	60/61	146.742,45	164.871,00
Remuneration, social security costs and pensions (explanation 4.9) (+)/(-)	62	252.190,78	198.046,58
Depreciation of and other amounts written off formation expenses, intangible and tangible fixed assets	630		
Operating profit [loss] (+)/(-)	9901	-9.636,45	44.086,42
Financial income (explanation 4.5)	75	647,09	295,64 794,18
Financial charges (explanation 4.5)	65	699,41	76.075,81
Gain (loss) on ordinary activities before taxes (+)/(-)	9902	43.687,88	
Extraordinary income	76	0,16	1.070,17 -6,61
Extraordinary charges	66		75.012,25
GL accounts not in the standard Belgian schema	WXX		
Gain (loss) of the period (+)/(-)	9904	43.588,04	

# 5

## EXECUTIVE BOARD MEMBERS (from 27 May 2016 onwards)

### PRESIDENT



**João Lázaro**  
*President of Associação Portuguesa de Apoio à Vítima (APAV), Portugal*

### EXECUTIVE BOARD MEMBERS



**Leena-Kaisa Åberg**  
*CEO of Victim Support Finland*

### VICE PRESIDENTS



**Helgard van Hüllen**  
*Vice-President of Weisser Ring Germany*



**Barbara Unterlerchner**  
*Weisser Ring Austria*



**Sabrina Bellucci**  
*Executive Director of INAVEM, France*



**Livija Plancic**  
*President of White Circle Croatia*

### TREASURER



**Brendan Loughran**  
*Chair of The Board of Victim Support Northern Ireland, UK*



**Mark Castle**  
*CEO of Victim Support England and Wales, UK*

# 6

## SECRETARIAT



**Levent Altan**  
*Executive Director*



**An Verelst**  
*Policy Officer*



**Irina Dragoman**  
*Office Manager*



**Sanjin Buzo**  
*Finance & Project officer*



**Aleksandra Ivankovic**  
*Project Manager*  
(has joined us in 2017)

## 7

# MEMBERS' LIST

(status April 2017)



AUSTRIA

## Weisser Ring

(full member)

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 Tel: +43 1 712 1405  
 Website: www.weisser-ring.at



BELGIUM

## Steunpunt Algemeen Welzijnswerk

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Diksmuidelaan 50 - 2600 Berchem  
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BULGARIA

## SVCCC Foundation Support Victims of Crime and Combating Corruption

(full member)

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 Website: www.stopcrimes-bg.net

CZECH  
REPUBLIC

## Bily kruh bezpeci

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U Trojice 2 - 150 00 Prague 5  
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 Website: www.bkb.cz



CROATIA

## Bijeli krug Hrvatske White Circle Croatia

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## Croatian Victim and Witness Support Service

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## Ministry of Justice Independent Service for Victim and Witness Support

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## Bijeli Prsten Hrvatske

(associate member)

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DENMARK

## Offerrådgivningen i Danmark

(full member)

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## Victims of Crime Office

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ESTONIA

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FINLAND

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FRANCE

## INAVEM

### Institut National d'Aide aux Victimes et de Médiation

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GERMANY

## Weisser Ring

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## ADO

### Arbeitskreis der Opferhilfen

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HUNGARY

## Fehér Gyűrű Közhasznú Egyesület

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 Website: www.fehergyuru.eu



IRELAND

## Office of Justice, Victim Support Unit

(associate member)

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 Tel: +36 30 280 7594  
 Website: www.igazsagugyihivatal.gov.hu

## Crime Victims Helpline

(associate member)

6-7 Hanover Street East - Dublin 2  
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 Tel: + 353 1 408 6118  
 Website: www.crimevictimshelpline.ie

## Irish Tourist Assistance Service

(associate member)

6-7 Hanover Street East - Dublin 2  
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 Website: www.itas.ie

## Victims of Crime Office

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Website: www.victimsofcrimeoffice.ie/en/vco

## Victims' Rights Alliance

(supporter member)  
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## Advocates for Victims of Homicide

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## I-CARE

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NETHERLANDS

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POLAND

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## APAV

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ROMANIA

## ACTEDO

### Equality and Human Rights Action Centre

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RUSSIA

## Soprotivlenie

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SERBIA

## Victimology Society of Serbia

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SPAIN

## A.N.V.D.V

### Asociación Nacional de Víctimas de Delitos Violentos

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Fax: +34 91 552 7640  
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Website: www.victimtas.org

## ATENIN

### Sociedad Cooperativa Andaluza de interés social

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SWITZERLAND

## Weisser Ring/Anneau Blanc/Anello Bianco

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## SVK-OHG

### Swiss Liaison Centre Committee for the Victims of Crime Act

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### Victim Support England and Wales

(full member)

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Tel: +44 207 268 0200  
Website: [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

### Victim Support Northern Ireland

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Website: [www.victimsupportni.co.uk](http://www.victimsupportni.co.uk)

### Victim Support Scotland

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### Supporting Justice

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### Commission for Victims and Survivors Northern Ireland

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### Mayor of London

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USA

### ICV

### International Cruise Victims Association

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