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116006 Workshop 19 & 20 October 2017, Lisbon (PT)

Report of meeting

On 19th and 20th of October APAV hosted a Victim Support Europe workshop on European Helplines. The workshop brought together VSE members who are experienced in running helplines or looking to set up such service. Below you will find a summary of the intervention of different organisations setting out how they operate their services, good practices and challenges.

During the meeting Victim Support Europe members running a free helpline for victims of crime discussed their work with the 116006 European Helpline. Weisser Ring (Germany), Weisser Ring (Austria), Croatian Victim and Witness Support Service (Croatia), Crime Victims Helpline (Ireland), Bílý Kruh Bezpečí (Czech Republic), Offerrådgivningen i Danmark (Denmark), Rikosuhripäivystys (RIKU, Finland) and the Portuguese Association for Victim Support (APAV, Portugal) were all present.

The use of a harmonised European victim support helpline 116 006, short and easy to memorise, allows victims moving around, either victimised while travelling or still suffering consequences of a crime committed in another Member State, to use the same number and reach the same type of service. The establishment of a 116 0006 number is also aligned with the idea of common standards on the rights of victims of crime within the EU, as it enables the provision of emotional support, of information about rights and how to use them, while also referring victims to the relevant organisations.

During the workshop both technical, organisational and policy issues around the 116006 helplines were discussed and experiences shared. The meeting proved to be very interesting and useful for most participants. It moreover allowed for an in-depth discussion of commonalities and differences in the ways 116006 helplines are run. The participants discussed the way forward and common recommendations and goals.

RIKU

- 5 days a week

- Volunteers are running – all trained in the same way. No different training for helpline.
- 50 hours of training
- Now only in Finnish, next year also in Swedish 1 day a week from next year
- There is a need of other languages – but no concrete plans to expand the service
- Helpline is very important part of services.
- Rate of clients remain the same, even chat service has expanded but helpline remains the same.

CROATIA

- Been around since July 2013, result between NGO, Ministry of Justice and UNDP
- New criminal procedure act in Croatia
- Big conference in July – 116006 for implementing the Directive – 4 years in Croatia
- 11 years of VWSS Croatia in October
- More calls than ever – we improved social media presence – Google Ads – most say get info from internet
- Renewed agreement with Ministry of Justice 2017-2019
- 3 new employees 2 at 116006 and 1 in Osijek
- 5 days a week -8 -20h
- All volunteers – 45 volunteers at the moment, 27 new ones
- 30 training – with trial period, then they have a ‘test’
- 2 projects
 - o Right, support, protection and compensation for victims of crime, EU project
 - o (Ne)budi mi (ne)prijatelj EU Funded ESF, on Bullying, Cyberbullying and Gender Based Violence – prevention and non-violent communication
- 22nd Feb – want to make national day for victims of crime
- Strategic Planning 2018-2021
- Monitoring criminal cases
- Ministry of Justice – TBD project proposal
 - o Victim Support Croatia – together with ten other NGOs for 3 years.
- Nice video – put on website

IRELAND

- Stand alone service – only national service for victims of crime
- Six days a week – 10-19, 10-17, 14-16 on Saturday
- Will add chat next year to our website
- Listen, support, inform
 - o Emotional support
 - o Information – victim services, criminal justice system, compensation
 - o Referrals to local and specialist – helps identify victims support in their neighbourhood – very difficult because a lot of changes

- 100,000 euro in 2017 – 100% state funded
- 15 active volunteers
- 3 paid staff, one FT, two PT
- 1720 incoming calls in 2016 for population for 5,000,000
- 4100 contacts with service users over phone, text, email, and post in 2016
- Trying to increase social media – meet people where they are at.
- What's new?
 - o Incoming calls 40% increase in 2016 – trying to maintain the quality of services
 - o Increased from 2 phone lines to 4
 - o Added additional part-time staff member
 - o Crime stayed
 - o Funding increase – more awareness – more people are calling
 - o Created videos to help explain criminal justice system, trying to reach out to younger people
 - o Advertisement in cinema – really, really effective – people are forced to sit through your add
 - o Paid to have leaflets in doctor's office 0 a lot of people – very effective.
 - o I am stronger that the crime advertiment – to reach out to men. Werent ringing in , while dissporportionatly victimised by assault, calls from men increased 5%, and reaching out to marginalised groups.

DENMARK

- National line instead of helpline
- VS to vics and witness and relatives is given by phone or Face-to-Face
- VS Denmark is trying to unify things but the 12 individual victim organisations are independent, very closely linked to the police. Each of the 12 have their own telephone numbers, 8-9 have 24/7 helplines, 3 not the whole time.
- Became more clear that local organisations had 24h service, they take 1 month each they have the national line. Then in a few cases they had to find someone else to take over. So one month national line – the other times they have their own line. Very important to have the right information across the country. In case of terror attackcs, we were making sure that chairman has more resources, which numbers are important to give to people if they have relatives nearby, emotional support, if they need info.
- The local organisation gets supervision when they have tough cases.
- We really try to give the number out, police should give small card with local and national number, now on home page of Min Justice, Min Foreign Affairs, police – then they mention on twitter etc.
- Try to get into the news and contac the press, we are becoming more and more.
- Advocate for Vics Rights, we go to the political parties, to make sure we addressed,
- Line is important to us. We have some issues.

- New – we learn from the local organisations, there is a lot of piloting going on, in the Northern employed person to assist in police, to look at cases, to see which case would be relevant to VS. 20% yes, others say no but they call back later. They feel that somebody cares about them.
- Calling people is new – national police is very excited about it.

Weisser Ring Austria

- Very much dependent on private funding,
- 0800 you will also reach the 116006,
- Offer support 24/7 due to lots of volunteers
- Volunteers + employees (during daytime)
- Volunteers = psychologists or law professionals – rather experienced
- 11 years
- A lot of referring – what are the right institutions to call, giving information for contacts, telephone numbers.
- First clearance institution – not in charge of every kind of crime

WEISSER RING

- 3 employees, 1 FT
- Selection process for new volunteers – only volunteers do counselling
- 20 new counsellors
- 7 days a week 7AM till 10PM – sometimes a challenge. We need more volunteers because in 2016 we had 15000 answered calls, and some times when people don't call so much, a lot on Mondays.
- A lot of people retired as volunteers, but we need young counsellors, to keep up with reality for younger people

FRANCE VICTIMES

- Created in 1986,
- Referral
- Victims of crime through the national number – working 365 days per year, all days, 9AM to 21 PM
- Inform, support, refer,
- Outside opening hours – let phone numbers ad will be called back. Messaging also works during opening hours when lines are busy.
- Anonymous
- Evaluate needs of person – oriented towards service.
- Email or fax – transfer to association – victim is contacted by local organisation.
- Lean on procedures that are adapted to needs of vics and

- 2016
 - o 20300 calls
 - o 17000 direct line
 - o Messaging 2700
 - o Represent 80% of calls picked up

BIJELI KRUG

- What's new
 - o Since January 2015
 - o 24/7 already for 16 years – new that it was free for callers
 - o 24 people all employees – no volunteers
 - o Regular meetings with other 116 and negotiating with other telecommunication offices
 - o This year started first campaigns on facebook – now most social media – very successful and we could see increase on incoming calls.
 - o Also during summer holidays.
 - o First time also focus on younger generation 15-20 – even they can use the phone – very happy about that.
 - o Difficult to find Helpline manager.
 - o A lot of Slovaks contacting them – so looking at Slovak

APAV

- Since May 2015
- 5 days a week from 9AM to 19h – trying to extend working hours
- In some particular moments – usually national holidays because no other services – then done by home through mobile phone and tablets
- Since free call – more calls
- Volunteers + interns answering – 20
- 2016 – almost 3000 calls.
- Other languages: sometimes from tourists or immigrants so we have some counsellors that can speak English or French.
- Sometimes people don't need or want a Face-toFace support – now helpline is different from the beginning.
- People call back – 2-3 phone calls, while not all want to go to face-to-face

TECHNICAL ASPECTS of the Helplines

PT – works with a script, APAV put together questions and variable + information that was important. To provide the information and support the person needs at that moment. Platform with that information with the victims and offenders data – and the situation that

person gave us, what have we done, referral, any contact with other organisation. If that person calls again – have the information from first contact. They can do nominative research, at the beginning is confidential. Usually we ask the name to have a name to call that person. Sometimes people ask whether necessary to tell the name, other times they say their name is Maria. At the end of the call often they will say their full name, address, phone number. ASURE victim that information is confidential. You keep the name of the offender in that record. We cannot search by offenders name, sometimes we have recurrent offenders – so not good that we cant search. By the story we can guess that it is the same. For how long do you keep them in your system – at least for a few years. Now almost going to another platform, similar to the script. In the helpline, when we finish the script, at the end we can then edit that information more in detail. Writing history, needs, referral, strategies,... Passing to another platform – we don't know what to do with data that is there. Some people call back after many years.

SCRIPT

- Very basic for Weisser Ring Austria – but you keep registered, but less information than you do, not age, we register gender, length, what kind of offence, also regular callers with psychiatric callers, we try to find out if they contacted already other institutions, if it is a criminal offence, is there a court case, region where caller is from. We don't proactively ask information. Only depending on the talk. Also whether we refered them to
- Michelle – on paper, we print it out and don't save it due to data protection.
- FR – National Centre for information and liberty, you cant have the name and address for a long time, about one or two or three years you have to erase the data.
- APAV – victim tells police or court,
- IR – we don't keep the offenders name
- Ana – use google form, with basic information, basic information. Now they also need to give information on what they gave – legal information, emotional information + referral. There the volunteer can say if victim wants to have the case. Joint email with some information about our callers, and then always an employee – we don't share the whole doc with all volunteers. When the person calls we find it again. 'I speak to Helena earlier, says the town,... so you cant look for the name or other information because. We used to have a more serious platform, problems with database and no one to follow up.
- DK – data protection is pretty important, we deal with it differently. In Denmark many don't care to be anonymous. Goes into statistics. Not the name. You can always ask for me if you want to talk to me again.
- PT – it would be difficult
- WRA – not supposed to give the name.
- IR – what if someone has a complaint and you didn't give a name?
- GIVING names – FR in beginning not, but they have a lot of different case, now we have to follow the person since November 2015, we have to follow the case. The person needs to have a name. To calling them back.

- FR – the aim is the GATE to France Victimes – the person can call back later, but we don't have the name.
- CZ – we don't give our names, protection of our counsellors. We are not allowed but if you call back you can say when you called. We are not allowed to say you can call back at x. We keep the records of the caller. We keep the data. At the moment we are thinking what is going to happen with the new data protection directive. See how the next year

DATA PROTECTION

- GR – counsellors can give real names or nicknames. It is up to them.
- FI – usually without names.
- Ana – counsellors can choose, but now we decided that counsellors can decide. It is up to their decision I am here on x day – you can call me. We want to follow directive but at the same time have protection of the callers.
- IR – counsellor can choose – use their own name or not. Not allowed for volunteers to say when they are on the line and others can do the same. We are small enough to find, if we grow bigger, Index and pull out the paper file. It works and not complicated.
- DK – give name, we have confidential talks, but we also have working schedule I know who is available when there. If someone wants to come back to the same person. In a few cases, Sometimes I ask, do you want me to call you back? Report system is one, and is under the head of the local organisation, we also make a log for cases that we use to discuss cases, to have supervision, to discuss certain issues. To say what cases we have during that week.
- PT – fake names, something to think about, but the same surname Fosece, change the first name. Can be strange when someone calls more than once. Thinking about it. We had a previous experience in a helpline with a state helpline for victims of domestic violence and usually we did nights working hours. Usually we referred and then they came with a different name. Probably we will change that.
- PT – divided system, helpline counselors and face-to-face counsellors. They never match. Who is in helpline has a particular training who is at the offices has the training for face-to-face. Now PT tries to be more blended in the services. We are responsible because we have the helpline and VS in the same building. Now Sonia is going to VS, we want to blend all the services even more. And we are – pretending to have possibility to have counsellor at Helpline one day and other day on VS. Imagine we work mostly with volunteers, we can have one day many volunteers in VS and the helpline just two, then we can switch than we can. Not the same. At VS office – they don't have the script.
- DK – volunteers do both, is an issue that volunteers have different talents or things they like. There are many things to look into to keep the volunteers in the services. We need to be flexible.

- PT – some volunteers want specific helplines, those will not be in VS, some are at helpline and some think nice to be in face-to-face. Challenge for Sonja to see the differences with face-to-face, don't have non-verbal communication.

HELPLINES FILES AND SCRIPTS

BUILDING ON A FILE

GIVING A NAME

- PT – most people that call will also go to VS office, because we usually tell which VS office is near. If they want to go there. If they will go we give the contact and inform the VS office. The information is on that platform, then we can follow and see that they indeed went. Sometimes there is no VS near so we refer to other organisations, sometimes we have feedback sometimes we don't.
- DK – What to do if people have psychiatric problems.
- PT - We don't give support. We try to listen and try to refer. We try to have training on suicide/calls in crisis situation, more to know what not to say. And try to refer, or even if it is possible to have an address and send the emergency there.

WORKPLACE

- PT - At the office, we tried to do it at home. That will be done more in the future, because we don't have the resources to have someone at the building during the night.
- DK – all counsellors have phones at home, they don't go office only for face-to-face. The phone is always with a person at home.
- HR – only receive calls at the office, challenging when Ana was only one working, because then finding volunteer is very difficult. Now not a problem anymore because we have another employee. Not needed to have 24/7 because late shift is not that busy.
- PT – before APAV had 24h, at night people with mental disorders, people that were alone, or victims of domestic violence don't call during the night.
- DK – have answering machine
- HR – don't have answering machine, next months will have strategic planning of org, have option of outgoing calls now we can always receive. Which is difficult. Better to be proactive and option of calling back
- PT – don't have answering machine, we have announcement recorded with info of working hours, you are on hold, you can wait or call later. Not possibility to leave a message, because it would be dangerous to be able to return all the calls. Because the ones on the helpline

- DK – mobiles where you can set in a number of persons – first priority, then go to the next and to the next. You don't need a place where to leave a number.
- PT – in the office if someone is busy, call goes to the other until someone is free and can answer.
- Recorded announcement – now WR has mens voice, calm voice, nice voice.
- PT – women, clean, nice, voice. She knows how to speak English well, we have message in two languages.
- WRA – quick refer

MARKETA – Organisation of Bijeli Kruh

Establishing

- CZ 10,5 million
- 24h
- Opened in 2001, in that time paid
- Very good experience with this model, the line was not misused, no drunk people, or just for fun.
- Worried about making it free – not that much misused.
- Jan 1 2015
- Questions – what happens if report or not report. Many reach through phone, more anonymous, for these specific topics (domestic violence, rape, sexual abuse) useful that these servuces are there.
- Helpline
 - o Registered social service
 - o Classified as social prevention
 - o Type of services – telephone crisis assistance
- 4786 calls in 2016
- 24 trained employed consultants.
- Shifts – from 6 to 12, always two consultants per shift, during the night (12h) one consultant.
- We have office but don't publish address
- Staff of the helpline
 - o Head
 - o Deputy
 - o 24 consultants (2 internal, 22 other type of employment)
 - o 5 oncall supervisors
- Too stressful for only helpline – needed to be more free,
- During 24h always supervisor on the call. You can discuss difficult call.
- Supervision
 - o Team supervision (4x per year)
 - o Individual supervision
 - o Supervisors on call (diff calls, not sure how much you can ask, should you call ambulance or police)

- Promote
 - o Victims of crime
 - o Victims of domestic violence (we should state it separately, dom violence they don't see themselves as victims, but they feel something is wrong in relationship because there is domestic violence)
 - o Also the line to help professionals – also for someone who is looking for help – family members, neighbours,...
- Assistance
 - o Psychological, respect, organisation and moral support, practical
 - o All consultants psychologists or social work, or lawyers
- Stats
 - o 3676 in 2015 – 7682 (for the calls on HQ helpline)
 - o 4796 in 2016 7610 in HQ
 - o 3404 in 2017 1249 (in HQ)
- Difficult for people to understand that it is for free, because such a short phone number
- 80% women and 20% men
- Received calls
 - o Peak after advertisement on TV
 - o Facebook campaign – big impact
- Calls per week – Friday is busiest day, MO is the second one (Friday stress on coming weekend, staying home together, looking after children, problematic relationships). IF they survive the weekend wat to discuss
- Hours during the day – most during the morning – especially when they are the last ones to stay at home, now I can finally talk, or at work finally alone and talk. In the morning most about chronic problems, afternoon and night acute problems.
- During the night less but longer calls.
- Calls duration – about ten min, up to training of consultants – they have to properly ask the questions, you have to ask the right questions within the first minutes – in ten minutes – never know how long on the phone
- Types
 - o Consultation
 - o Very small misuse
- Software
 - o Type down what learnt from caller
 - o Limited source of information – no tool to verify – based on principle of trust.
 - o Sometimes asked by police or court – we then give information. Luckily doesn't happen to often, takes long time to prepare good answer for the court.
- Domestic violence – it could be but doesn't have to be, advocate bring as much docs as you can. But VS is aware of the facts, we do not check ideas, do not verify information, not to misuse the services as proof that they went somewhere. They are asked by letter and answer by letter. Nobody was called for testimony to the court. But that does happen when face-to-face,

- Follow up assistance
 - Refer to branches if necessary – with consent, refer to case manager, then we give the name of case manager. They will be in longer contact.
 - Example of last Facebook campaign – focused on youngsters from 15-20 – they shared this picture and discussed this on FB. When we reached young man they made fun of it. They didn't believe it... External PR said to focus rest of campaign to focus on girls and women – Sharing a lot – I am so happy I have you, Thanks a lot. We also had few comments that it was something similar. We got a lot of free advertisement.
 - Free advertisement for sharing, people were not scared to speak about something that personal on facebook.

SHARING CAMPAIGNS??

- DK – How do you deal with using people in pictures?
- HR – Did a thunderclap campaign, with celebrities in Croatia, connected it with a campaign on Instagram – through Instagram story, 'a fact of violence lasts longer than one instastory' Leaflet weren't catching attention, we changed the message 'do you know someone who is a victim'. Supervision – also for counsellors and management – started in January, not a lot implied, intervision helped them more so they don't feel the need to go to special kind of supervision. We were stressed about the idea in Mainz.
- HR – non-applicable calls, increasing number of offenders calling, before 3 per year, now 10 a month. Blame google ads.
- WRA – increased offenders
- HR – ask information on criminal proceedings, we draw the line there, we listen to everyone else.
- CZ – by law on victims, as VS we should offer support to anyone who feel they are victims, if the wife would cook better. Then it is difficult to judge as counsellors – we can refer to some programs. New programs for people who deal with their aggression. Sometimes they ask for them.
- WRA – 'I am a victim of the law system'
- CZ – we say that we are blocking the line for others
- PT – do they call for 'their victims'?
- CZ – domestic violence cases, often both are prosecuted. We get a lot of those calls, most of those cases victims are women. But problematic situation – starts a call by saying that he is following treatment as vic of dom violence, but also is victim because his wife abuses him. We don't want to be prejudice. Is frustration for the counsellors, we don't offer to
- DK – had cases where somebody knocked someone down in traffic, were very unhappy and needed to talk to someone. Family of the offender – sometimes we need to be flexible and consider.

- IR – we support anyone impacted by crime, if family members of offenders. You don't have training or expertise – we know criminal justice from victims site. We refer to org who is from accused.
- FR – tell offenders we don't have answers
- PT – offenders don't say are offenders directly, my wife is missing I didn't do anything, she called you and want to know where she is. Don't give any information. Sometimes they know more or less the location she is. We try to know the name and then we can search and sometimes know and where she is and give an alert.
- PT – can see the calls on the bill
- HR – cant see it.
- CZ – if you want to have it in the bill,
- DK – expense is increasing of the helpline – about 2000 euro for 2017 for what we have to pay and to see how far can we go.
- CZ – Min Interior – gives yearly the money to pays this costs, Min social affairs to pay stay and counsellors on the phone, have to apply for this money yearly. Now negotiating with telecom office to be allowed not to pay for these costs.
- IR – some phone lines have negotiated with all provider,

Good practice – banding with other 116 numbers. When they speak out about their statistics but when they donate

- More

APPLICATION - might be good to have common logo for 116006 around Europe

Language – scared of talking in other language.

CZ – thanks to other possibilities people can easily call for no money to reach help in their native language. During weekends and nights from Australia and south America. Married there.

FI – systems are so different, our system is not so common, interesting what Sonja does with the script, in FI they don't do anything like that.

HR – impressed by PT database, facebook campaign and fantastic outreach you got,

IR – wonderful to come and see what your marketing are doing, facebook campaign will do that.

DK – very different, even though common case, discussing about mentality and how to deal with protection of personal data. Culture depends

WRA – Pros and Cons of Database, same experiences, more with social media,

WR – see different systems, with volunteers, campaigns are awesome – how can we make it more famous, how can we get other people to know about helpline – competition sometimes destroys the focus. Helpful how you deal with certain topics.

FR – still in hands of Min Justice, waiting since years, we cant communicate about the phone number, stuck somewhere between two ways, our phone number is still payable, it is not open 24/7, interesting to hear, want to speak on things like FB, we have to be more on social media.

PT – Some differences but a lot in common,

CZ – we should do, have resources to meet. Different helplines, VSE meetings, option to visit the organisation there. Should

Day 2

Presentation by Sonja

- Per week in 2016
 - o 19 elderly
 - o 16 children and youth
 - o 16 men
 - o 100 women
- Online self-help tools
 - o www.apav.pt
 - o Monthly newsletters
 - o Websites about the rights of vics
 - o Websites for specific groups of vics
 - o Informative app on rights of vics of crime
 - o Social networks
- Social networks
 - o Facebook
 - o Twitter
 - o Instagram
 - o LinkedIn
- Objective social network
 - o Engage with comm
 - o Recognition of APAV brand and mission
 - o Inform about support services
 - o Prevention and awareness raising
 - o Donations and volunteering

- Direct contact with victims of crime
- 100 support information requests through Facebook messenger in 2016
- Social customer care platform
 - Promotes quicker responses to support/information request
 - Management tracking of communication by same follower
 - Visualisation of previous interaction for that follower/victim
- Not someone responsible for Facebook, now APAV is thinking of having volunteers to answer.
- Software – APAV paid for it. Helps us integrate everything that has happened.
- Not advice – more general information and then guide to helpline because they don't have chat for now.
- Gateway to helpline
- Share with helpline answer-people –
- Skype APAV_LAV – for video calls. Another way to reach out. Skype is connected to the helpline. For remote support – those who are far but want a face-to-face support. Also for relatives and friends of vics of homicide. We have a button near the logo of the helpline
- Skype follows the same rules as Face-to-Face support. No specific procedures for video call. We don't know yet who and why people will make those video calls. Procedures to be made. We need strategies to cut the conversation.
- Safety – the risks are always there.
- Fundacao PT was there for communication
- Also email
- The integrated distance based services are linked to the shelters and other services by APAV
- Core standards for system to work
- For VS – 90h of training
- ? ANA? Certified training what does that mean.

Croatia

- Not a victims act, but in CPC
- Different in injured party and victims
- ANA – we want to give more practical help. Want to do more of that, especially in Zagreb. Victims call them but they don't help them. CPC person of trust.
- We have very good in emotional
- DK – everyone who can answer calls are also equipped to go to court.
- DE – person of confidence – he accompanies to court, the helpline counsellors are only on the helpline. Similar in AU (some do both), FR also does that
- Development of integrated services – 116006 brought change with the one stop shop, now we are working on project proposals with other NGOs. In the beginning the NGOs were very sceptical, now they are getting the whole picture. They are

specialised but now want to offer services also to other types of crime. Most offer support for GBV, only a few that refuse to help men.

- Integrate approach
 - New integrated approach – National Strategy for Croatia.
 - Getting information from Police – surveys show differences in what police and victims say. We want to stress this to them without offending them. The more training we do with NGOs and government institutions. We are also receiving calls from police officers
 - Lack of trust in NGO – organisations without structure, we don't keep information about the victim, don't like confidentiality – that we don't keep the name, when it comes to legal procedures. Also NGOs are part of victim support system.
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- How are people referred to your helpline??
 - FR- same with police, one association that has someone in the police station, the phone number of the association has to be on the complaint but it is not a reality everywhere, we have to do a lot of training and a lot of talk. Trying to do better
 - DK – stated by law that VS is responsibility of police to ensure that, also meeting with coordinators from the police every year, helps t understanding of organisation and that makes it easier to refer, victims receive the cards, 60% referred from the police, hospitals are bad at referring. A lot of pressure on police to do it.
 - DE – advantage because a lot of volunteers are police men/women or former, so they have a lot of contacts to local offices, close connection, big advantage – police know about Weisser Ring, the victims need to call us
 - VSAustria – when you report criminal offence police should ask if you want to give data to VSAustria, they can give their phone number then we proactively contact them, works well in Vienna, starting awareness raising campaign going to police station
 - PT – not in every police station, usually we wait for victim to call us. No protocol with form that the police has to give to APAV.
 - DK – sometimes police dump something from us.
 - CZ – police is obliged to inform you where you can receive support, register of various services, the police informs about this register – victim has to choose between diff types of orgs – they say they inform the victim that they can find them here. That is why we have a signed contract with police pres since 8 years. Agreed on specifi groups of vics – sexual abuse, serious bodily harm = survivors – in these cases police psychologist has to come to speak to victim and then they offer services and ask consent of the victim whether they agree if they can give info to VS – then they phone or helpline (police) give the name, phone contact, where they are, what kind of crime happens,

within 48 h VS has to contact the victims. This is also new way of contact with us, we are very shortly in contact with victim after the crime, we needed to give specialised training, you can help them how to collect information and then later you can offer good support including psychotherapy or help with some official documents, then we are proactive. Then with consent of vics we can call them.

- In a very serious case, police psychologist didn't give details to VS, she had good network, she took leaflets after 6 months.
- CZ – when we learn from media, then we are proactive, last time in Egypt we contact ministry of foreign affairs because ministry was involved, then they offered our help to the family and contact us
- IR – police have started the assessment, the police has taken steps, not well thought off, what to do with info, where to send once they have the system.
- HR - Comprehensive support
- HR - 30h training – practical, legal informing, emotional support
- NGOs should be the ones dealing with individual assessment.
- 4 helplines
- Volunteers – before only experts (psy and lawyer) now everyone,
- Constant supervision by the manager – they put on hold and is discussed in the office.
- 2 offices for helpline – Vukovar – mostly legal support

- Future of helplines
 - Urging other countries to have helpline
 - Visibility – joint logo?
 - Thinking of Skype support
 - Support through applications? Or special apps?
 - Joint project?
 - Maybe work towards guidelines, to explain what missions and goals are, how is it handled in different countries?
 - Towards one fund? Some funding from our countries, we still depend on EU projects, we all deal with VS and it never changes, EU projects always want innovation,
 - Maybe have a script,
 - Joint database? Project ideas?
 - First contact vs support relationships
 - HR – big increase in call backs, 38% in September called back for more info and more support. Because improved training and encourage people to call back. We don't have opp to send to offices, we want to give as much support. We send a message that they can call anytime, whenever emotional support or during criminal proceedings. In case files we have the boxes that says – did the person previously contact the helpline. There are some cases we are

familiar with, people are repeatedly calling us, they are trusting helpline and calling back

- PT – people call back and we call back with their consent sometimes. To check how they are if need anything.
- DK – when people are out of the door that's it, unless they call again, ppl do call back, 4 years ago 1 talk and that's it. Now more understanding. Now mentor programme, evaluating with some consultants.
- DE –
- IR – ring back but also offer call back 'we would like to give you a call back next week, want to see if you received the leaflet' – 60% of the callers consent that we call back. Because did an evaluation of services in 2008-2009 the feedback was they wanted to be called back. Not always successful in getting back in touch. Different that we don't work with lot of vics of domestic violence.
- Challenges for VS Croatia
 - Cooperation with min justice – will support cooperation with other – challenging for NGO to be neutral, hard to fight against the system. How are you handling it.
 - FR – same for you – we are accused to be the valet of the Min of Justice by other associations, we try to do our duties, don't understand why we are so close, we cant do in other way. Depend on them for the money. We said no a lot too.

WEISSER RING

- 3000 vounteers, 420 local branch
- 24000 of crime every year
 - Personal/emotional support
 - Guidance through support system and bureaucracy
 - Financial support (for about 11000 victims)
- FR – working for vics of hurricane, they make a case
- CZ – gives financial support – cooperation with three foundations, we seek support from cooperation and they will rase funds for the victims, also thanks to private donors.
- DK – refer to help victims and they give financial support, we also advice on state authority
- WRAustria – give financial support
- HR, IR don't give financial support
- 15000 answered calls, 300 per week,
- 61 volunteers working 3h/week, impossible to have enough people to cover all shifts
- Four tasks
 - Active listening
 - Finding out about the problem
 - Giving orientation abuot practical help
 - Arrange contact to

- Task is one call – with this call it ends, sometimes victims call back,
- 2 locations for the helpline – one in mainz and the other one is in Essen they operate from there. Get calls from everything in Germany – refer to them. Close collaboration with branches
- We try to find as much people – through papers as well.
- Weisser Ring puts a lot of important on
- Weisser Ring – also need an attractive voice. Loudly, no dialect,
- Helpful – lawyer, psychologist, social worker. On the helpline they don't do that job, not there to give legal help, listen and refer to local branch, they cant misuse the helpline to get clients. We talk about that very openly...
- Profile of counsellors is set – see slide – commitment for needs of victims,
- Drive the volunteer work step by step – volunteering at Weisser Ring not only listening bt also legal, psychological, not something for everyone volunteer
- 10-15% drop out of volunteers, commitment of 2 years. Every two years, have to get the exact same number of people dropping out.
- Reason? Some have also health or private issues. Most of them they say I did it two years and did something new, don't feel the same anymore, a lot of refugees so people wanted to go into refugee helping. IF you are really comfortable on helpline – many do it 4-6 years. Certain amount of fluctuation.
- 5 step selection process.
 - o Online questionnaire thought out with the whole team, questions according to the profile, can you attend the montly meetings. First step to sort out for Weisser ring but also for volunteers
 - o IR – how do you assess mental stability –
 - o DE 'give a case on emotional client'- you want answers that say try to not get it to close, or try to calm them down. SEND the questions. Long one.
 - o HR – we have a similar question, what do you think is going to be challenging? I have a diff to separate
 - o DE – also asks were you a victim of crime? If they say no but we think they are – we take more time
 - o 2nd Interview training of the team: Typical mistakes (getting too close to the counsellor, further questions to get to know the person, simulation of an interview and they get feedback from the team. Sometimes we hae new
 - o 3 Structures telephone interview – experience telephone behavoir, voice, communication skills, 45 min,
- Weisser Ring has a 35 page reader on Weisser Ring, how to help vics in criminal proceedings, state compensation, they gt information on different types of crime, they learn about trauma and organisation of the helplines –duties, shifts,...
- Training 2 – opportunity to have typical callers – 10 typical callers combined with communication problems.
- How was the call and how did you feel.
- DE – How do we guarantee and increase quality
 - o Helpline for counsellors – they can call us during 7AM till 10PM every day to discuss technical, emotional, reschedule a shift

- Documentation and feedback – we see what they put on platform – they have opportunity to ask questions. They fill in form about call – and then the question goes to JElena – they collect questions and discuss questions for all counsellors.
- Monthly meetings
- Very difficult for them to follow up – the docs are getting stuck in system. A lot of pressure – want to keep them updated.
- Supervision – small groups
- JElena also wants supervision for the employees
- DK – counsellors can also get supervision training and they are available by phone for the helpline answerers, during meetings there is also supervision. Counselors can get on the phone straight away,
- ?? why not 4 hours??

- HR – supervision for our organisations but also for others who are working with vulnerable, Supervision is a PhD – they give supervision for free, good that in different

- FR – supervision 2x month, with team, 2h

- 1 month supervision, 1 month team meeting (orgs topics, case talks, skill enhancement) team meetings sometimes with speakers like someone from police and attorney general on cybercrime.

- Advanced training for everyone at the same time. 2x year – e.g. psychological aspects. Internal training in WR academy. Usually two days for everyone volunteers and staff, weekend. WR does everything you just go there.

- DE – Evaluation
 - INTERNAL QUESTIONNAIRE – monthly meetings and supervision – qualitative
 - Monthly telephone statistics – quantitative
- QUESTION – how to do victim satisfaction survey?
- Summary – volunteers as counsellors
 - Bring in great variety of life-experiences
 - Intrinsic motivation
 - Flexible
 - Work professionally
 - Acceptable for victims?

- We also discuss internal questions.

VICTIMS SURVEY

- IR – done in the past and have put out a tender for follow up evaluation, original was broad, structure of orgs, volunteers' perspective, spoke to funders and stakeholders in community, spoke to volunteers, board members and employees, cold calls and rang victims up. This time only on services, what we will do is on website or direct people from online survey. Compliment slip – with the questionnaire. We will ask callers agreed to call back. On second call will ask would it be alright if evaluator rang you. We don't build relationships with people, would it be ok if evaluator ring you.
- DK – ministry of justice did thorough evaluation in 2014, last year internal evaluation to counsellors of satisfaction of org/leadership/... and workshop with consultant where chairman,
- HR – we are a vague evaluation, not appropriate in a call to ask, volunteers are asked – was person satisfied, were they angry,... Gives an idea don't know why unsatisfied,
- PT – the helpline is more or less like that, we perceive if person was satisfied or not, in VS offices we have questionnaires in certain situations, usually not on first contact, but with three or four questions about the support they get, about facilities, how they were treated,... on the helpline we have to think how to evaluate, when people call again and again
- FR – we don't have on helpline for the moment, not right or objective by person who is doing,
- FI – in webpage we have a feedback platform for clients, also some questions after each, mystery shopping evaluation – and they make a report – RIKU had it.
- IR – how is mystery shopping received by counsellors, they are informed, only one person was sure that one was mystery shopping

Selection process

- IR – you don't check referees – DE it was never done probably
- CZ – sometimes they check referees when there are doubts, when you have selection process for volunteers it is slightly different motivation, more focus on motivation of volunteers – important to know what
- FR – don't have volunteers, for employees we will call referees
- IR – have to give 2 referees, one person was eliminated from the process, very good to do referee – other times it is very time consuming,
- DK – application and then long talk with the chair man

POTENTIAL

- COMMON PRESENTATION
- FUNDING APPLICATION
- VICTIM SATISFACTION OPTIONS FOR HELPLINES
- CAMPAIGNS
- DEVELOP LOGO TOGETHER
- Have workshops

WHAT DO YOU WANT TO LEARN MORE ABOUT/WHERE WOULD YOU LIKE TO COMBINE FORCES/

- ?

HOW SHOULD 116006 LOOK LIKE IN 5 YEARS?

- ?

- Individual assessment
 - o Right for every victim to be individually assessed

WHATSAPP?

LEGAL FRAMEWORK AND POLICY AROUND 116006

- Else Marie gives an overview of the EU history of the 116006 helpline and the rights of victims to support
- 2001 then it was founded, one in each police district
- Else Marie gives an overview of the org and the development process which brought them to where they are now.
- Profile of callers
 - o Majority – 15-39
 - o 1/3 women and 2/3 men
 - o 60% are violence (rape, sexual abuse, violence in families)
- National line in 2004

- First ten years – a team of volunteers country wide
 - o Opened 4 hours a day
- Helplines and terrorist attacks – Denmark gets calls from victims who were in terrorist attack, or relatives who are worried
 - o WITCH training??
- Also linked to one paid national line +4572217221
- Working on getting it in Airlines
- Brochures
 - o Flyers with different numbers and national numbers
- HR – pay the bill for the interconnection and not high, MOJ gives 2000 kuna, that covers for half of the year, cost of whole call
- IR – offices are donated Dep Justice, outgoing on Dep Justice, Incoming calls – 10,000 per year and based upon increased in calls. Phone companies donate for suicide line. HAvent negotiated yet, it's a process to have coordinated.
- DE – Weisser Ring is covering the costs,
- FR – paid by MoJ – part of the budget don't pay anything, line is not free
- CZ – cost of the calls we received about 6000 MoI, barely enough but if more but then raise another funds to cover. Negotiate with providers of helpline. But have to pay
- PT – Pay for service to have communication to enter through computer, pay for the programme, trying to give up that way and have our script at the same way but for APAV to manage our calls,
- Min Foreign affairs – that helpsthat they mention 116006