

ANNUAL REPORT



WHO WE ARE

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

VSE represents 81 national member organisations, providing support and information services to more than 3 million people affected by crime every year in 35 countries.

Since its foundation in 1990, VSE has worked on behalf of all European – and global – victims to ensure their rights and services, whether they have reported a crime or not.

We work through advocacy to achieve our mission of improving EU and international laws related to victims' rights, using research, knowledge development, and capacity building at the national and local level.



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01.

FROM THE PRESIDENT



Dear reader,

It is with great pride and deep appreciation that we present **VSE's 2024 Annual Report**. We would like to **thank all our members, partners, and supporters** for their ongoing commitment and collaboration throughout what has been a demanding and consequential year.

2024 was marked by **exceptional levels of activity** across all areas of our work—policy, projects, communications, training, and member engagement. At the heart of our efforts was the critical revision of the **EU Victims' Rights Directive (VRD)**. We approached this process with ambition and conviction, striving to ensure that **victims' rights remain central to EU policymaking**. However, the current state of negotiations is cause for serious concern. Many of the European Commission's progressive proposals have been significantly weakened, and some Member States have reverted to outdated legal language that undermines binding obligations. This represents a step backward, especially when contrasted with more progressive advances in areas like domestic violence.

We are now at a turning point—facing both risks and opportunities. There is a real chance to further embed victims' rights into the fabric of political and social life, ensuring they are no longer sidelined or deprioritised. At the same time, we must guard against the threat of "victims' rights fatigue"—a dangerous complacency that assumes enough has been done. This attitude disregards **the very real gaps in protection and support that victims continue to face every day**.

Despite challenges at the EU level, we have seen progress through our collaboration with national partners. Together, we have **supported Member States** in developing more **victim-centred justice systems, building national strategies**, and **enhancing operational practices** such as needs assessments and referral mechanisms. These developments reflect a growing commitment to systemic change at the national level, even as EU-level advancements stall.

Building on this, **in 2024 we focused on the following specific areas** in which to drive growth:

- Initiating the development of our **2026–2030 organisational strategy**.
- **Involving our valued members** in shaping both our strategy and yearly activities.
- **Sustaining the growth of projects**, a pivotal source of organisational income.
- Prioritising the development of **training and capacity-building** activities.
- **Integrating victims' and members' voices** into our initiatives and mainstreaming our policy papers.
- Dedicating strategic efforts to **incorporate the use of AI** for victims into our daily work.
- Conducting a joint 2024 EU elections campaign to **mainstream victims' rights**.
- Ensuring that **EU legislative proposals** are successfully adopted.

2025 has both a symbolic and a strategic significance. It marks major anniversaries for victims' rights internationally—**35 years of the EU Victims' Charter and 40 years since the adoption of the UN Declaration of Basic Principles of Justice for Victims of Crime and Abuse of Power**. Yet these milestones also serve as a reminder of the persistent failures in policy implementation and the ongoing gaps to victim protection.

To address this, VSE will launch the **“2025 – Year of Victims’ Rights” campaign**—a pan-European initiative aimed not only at **policy reform**, but also at **driving a broader societal shift**. Victims’ rights must be seen not as being peripheral, but as **foundational to fair and just societies**. Through this campaign, we will work to embed these rights into modern systems of justice, health, and social care.

At the same time, we are laying the groundwork for the future. **In 2025, we will begin to develop VSE’s 2026 – 2030 strategy**. This will build on our past successes, address the evolving needs of victims, and ensure VSE continues to lead with purpose and impact. We will also review the alignment of our membership policy with our strategic objectives and ensure our network reflects our shared vision.

As we prepare for this next chapter, **our focus is on being proactive, inclusive, and forward-thinking**.

As we reflect on the year past and look to the year ahead, We wish to express our **sincere gratitude** to all who continue to walk this journey with us—to our members, partners, staff, and allies. **The work we do together is not only vital for victims of crime; it is central to building societies that are just, inclusive, and resilient**.

Let us embrace 2025 with **determination, vision, and unity**. **Together, we will continue to champion the rights of all victims** and ensure that justice systems across Europe—and beyond—are built with **humanity, dignity, and accountability at their core**. Society will come to realize that good **help for victims ultimately makes the world a better place**.

Sincerely,

Rosa Jansen,
President of Victim Support Europe

VSE 2024 IN PICTURES





VSE and France Victimes Discuss State of Victim Support with MEP Irène Tolleret



Victim support organizations from 10 EU countries convened VSE's Brussels office to discuss victims' rights.



VSE Hosts Cocktail Reception to Raise Critical Funds



DISRUPT Project Hosts EU-Wide Training on Digital Evidence in Human Trafficking Cases



IMPACT Project Kick-off Meeting



Culmination of COVIS Project



Leave No Victim Behind Event



Leave No Victim Behind Event



VSE Annual Conference 2024



VSE Annual Conference 2024



VSE Annual Conference 2024



VSE Annual Conference 2024

03.

OVERVIEW

OF 2024

VSE's 2024 Objectives:

- Promote the implementation and strengthening of victims' rights
- Ensure victims are recognised, treated with respect, and protected from secondary victimisation
- Promote the rights, resilience and recovery of victims, and strengthen victim support
- Facilitate - within a national framework - full access to support victims.
- Work towards victim-centred justice and compensation systems
- Grow and strengthen VSE as an organisation

2024

THEMATIC PRIORITIES

Advancing Laws and Policies

VSE continues to have open and regular communication with the EC and the EC Coordinator for Victims' Rights; participating in all Victim Rights Platform meetings, as well as providing ongoing support to the European Commission when discussing and preparing legislative and policy solutions, through evidence collection, research and analysis, and the dissemination of compromise solutions (e.g. regarding the VRD revision).

As in previous years, VSE has offered advice (written and oral) and the provision of research and knowledge to support position documents, consultations with Members and other relevant organisations, key partners etc.

VSE staff provided the European Parliament with ongoing support, including: working towards the establishment of a victims' rights Parliamentary Intergroup; following the EU Elections and the launch of a pertinent toolkit and manifesto (as well as the dissemination of numerous briefings to candidates and elected MEPs);





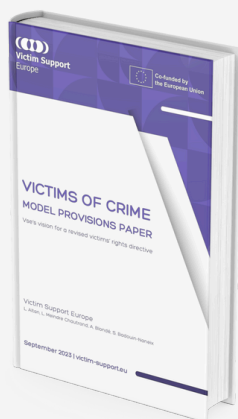
and advocating for child victims' rights as part of its membership with the Child Rights' Action Group, which aimed to re-establish the Intergroup for Children's Rights. Simultaneously, VSE continued to cooperate closely with European and global actors such as the EU institutions and agencies, EIGE, FRA, EUROJUST, EUROPOL, the Council of Europe, the OSCE, the UN (i.e. UNODC, UNCT).

At the European level, VSE staff participated in ad hoc Victims' Rights Platform meetings on victims of terrorism and on child victims. VSE staff also made a presentation to the high-level extended Victims' Rights Platform meeting on the EU Victims' Rights Strategy (2020-2025). Furthermore, VSE staff were invited to speak at various victims-related events.

At the international level, VSE staff participated in several meetings and conferences, including the Council of Europe's INGO conference and UNODC and UNCT events, where VSE hosted workshops on supporting victims of terrorism and victims of trafficking. VSE continues to support Victim Support Asia and provided assistance in setting up Victim Support the Americas.

Finally, at the national level, VSE worked with its members on their national policy efforts through capacity building, research activities and tailor-made policy recommendations.

VSE Model Provisions Paper



In 2024, VSE's 2023 Model Provisions Paper served as a foundational vision for the policy team in driving a robust revision of the Victims' Rights Directive. The paper asserts that states must adopt a comprehensive framework to fully implement victims' rights and ensure support for all victims.

Model Provisions Paper Microsite

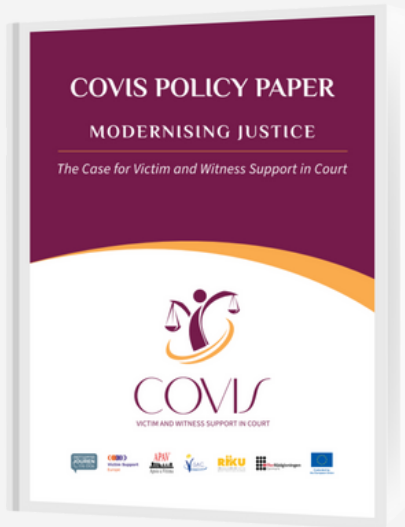
Given the comprehensive nature of the VSE Model Provisions Paper, VSE established a dedicated public microsite—linked to its main website—to make the content more accessible and user-friendly. Each page focuses on specific articles of the original Victims' Rights Directive (where applicable), highlighting proposed amendments from both the European Commission and VSE. The microsite also features evidence-based support for VSE's recommendations, including data, statistics, and examples of good practice.

Throughout 2024, the microsite was continuously updated to reflect ongoing negotiations and was later adapted to support our EU elections campaign.



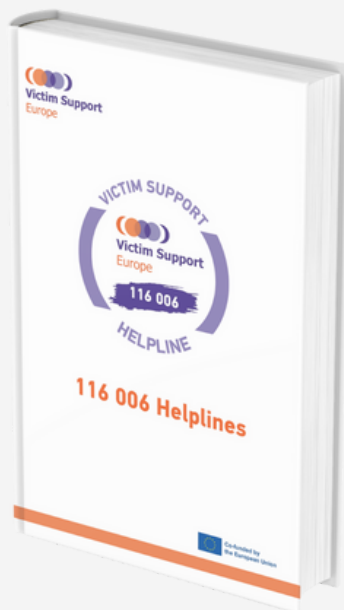
COVIS Policy Paper

Modernising Justice: The Case for Victim and Witness Support in Court.



In 2024, VSE's policy team worked on the COVIS policy paper, *Modernising Justice: The Case for Victim and Witness Support in Court*, which emphasises the vital role of court-based support in assisting victims and witnesses during criminal proceedings. This publication provides the rationale for integrating such support into national justice systems and offers practical guidance, reinforcing the push for more victim-sensitive justice across Europe.

116 006 Helpline for Victims of Crime



Through its Centre of Excellence, VSE focused on facilitating the continuous exchange of knowledge and best practices among its members operating 116 006 helplines. VSE successfully advocated for stronger Member State obligations regarding 116 006 in the European Commission's revised Victims' Rights Directive proposal, adopted in July 2023 and expected to be reflected in the final directive by the end of 2025. In parallel, VSE has laid the groundwork for the development of minimum standards for helplines, with the official document set to be published in 2025.

Terrorism and Cross-border Victimisation

VSE remains committed to advancing stronger rights for victims of terrorism and mass victimisation. In 2024, VSE continued its efforts in the second phase of the EUCVT project, fostering ongoing collaboration with key EU and international experts through regular activities hosted on EUCVT's online hub, while actively enhancing the Terrorism Response Network and cross-border referral system to guarantee victims timely access to appropriate information and support.

**OUR WORK
FOR VICTIMS**



In 2024, VSE significantly strengthened its cross-border victim support by expanding its Victim Care Team, enhancing its Referral System, launching the Victim Advocate Platform, and developing Country Profile Sheets to improve access and quality of assistance for victims across Europe.

VICTIM CARE TEAM

VSE's support for cross-border victims has seen significant improvement in 2024, with the recent expansion of its dedicated Victim Care Team. Led by Larisa Spahic, an experienced victim support worker, and overseen by Levent Altan, Executive Director of VSE.

Since its establishment in 2020, VSE's internal Referral System facilitates inter-member communication in order to assist cross-border victims; over 100 tickets have been opened over the past 4 years. As there has been a significant increase in membership, VSE has recently initiated an internal evaluation of the system and its procedures. On 28 November 2024, a webinar was organised on the topic: Revision and Renewal of Knowledge about the Operation of the Victim Support Europe Referral System.

In addition to supporting members and cross-border victims, the Victim Care Team addresses requests for support from both victims and other organisations. The team also oversees the Terrorism Response Network, offering European citizens assistance during terrorist incidents across the globe. The Terrorism Response Network is currently undergoing an assessment of its response mechanisms.

In November 2024, we proudly launched the Victim Advocate Platform, an inspiring new initiative designed to empower victims of crime. This platform is dedicated to giving survivors a meaningful voice in shaping the services and policies that affect not only their lives but also the lives of others, by integrating their perspectives within Victim Support Europe's daily tasks.

We are now in the process of developing Country Profile Sheets to map the services available in countries where we currently do not have members, or where our existing members are unable to offer comprehensive support to all victims who reach out to us. Once completed, these profiles will be offered to our members to enhance their ability to assist victims effectively.

VSE's Victim Care Team ensures the safety and inclusivity of victims participating in VSE events and activities, offering them appropriate assistance as required.



Larisa Spahić
Networking and Partnership Assistant

VICTIM ENGAGEMENT

Our commitment to amplifying the voices of victims remained steadfast across our events, campaigns, and advocacy endeavors. At our February 22 event, two victims gave keynote speeches:

At the VSE's Annual Conference 2024, Nina Fuchs, a victim of sexual violence, was part of the panel Recognising Excellence: A Decade of Outstanding Achievements in Victim Support

At the VSE's Annual Conference 2024, live testimony was given by Semka Agic, a survivor of conflict-related sexual violence in Bosnia and Herzegovina.



**OUR WORK
WITH MEMBERS**

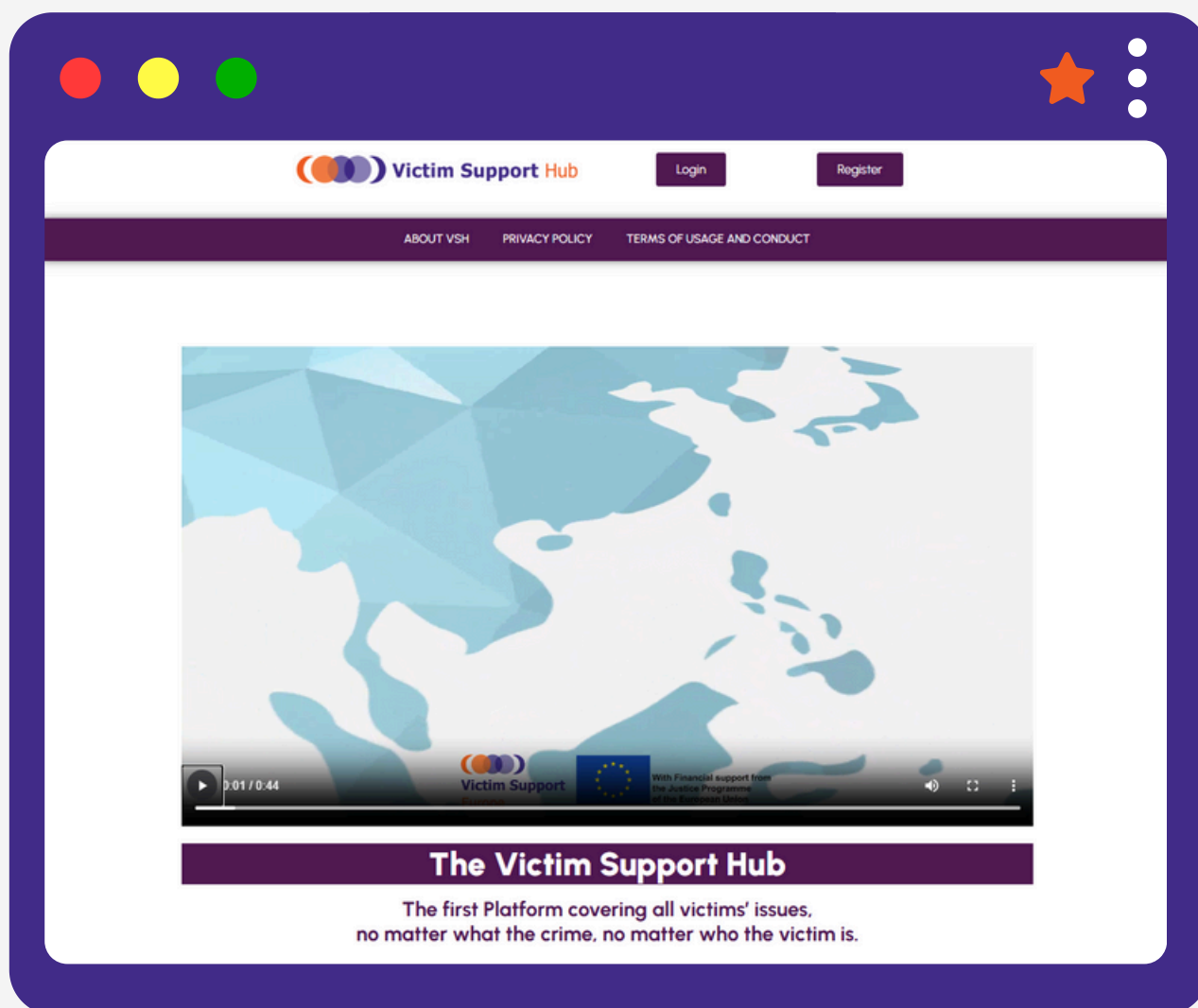


M E M B E R S H I P

In 2024, VSE strengthened member engagement and collaboration by developing the Victim Support Hub, expanding communications and working groups, hosting national meetings and webinars, delivering targeted trainings, and enhancing its Member Management System to better support victim rights advocacy and service improvement across Europe.

Hub

Throughout 2024, VSE enhanced information-sharing and networking with its members by expanding the Victim Support Hub. This platform fosters meaningful dialogue and raises awareness of key issues affecting victims through advocacy, policy and justice innovations, and the exchange of information, education, and support.



Victims' Rights Communicators Network

The Victims' Rights Communicators Network (VRComNet) unites communications professionals from Victim Support Europe, its members, and partners to promote victims' rights. It enhances collaboration and visibility of victim support efforts across Europe. In 2024, VRComNet held three webinars: on advocacy, focusing on the EU elections; 2025 strategic planning; and celebrating 35 years of empowerment.



Centre of Excellence and Other Thematic Working Group Activities

Throughout 2024, VSE supported the **Centre of Excellence's work on distance support and 116 006 helplines** by holding three online meetings and one in-person meeting in Utrecht. Several Centre of Excellence members participated in the **Working Group (WG) on Standards for Helplines**, which helped provide a focal point for their work; members either participated directly, or offered the WG guidance and feedback. The 116006 WG's objective was to determine minimum quality standards for helplines. The group met six times in 2024; they delivered a periodic review and gave feedback on helpline standards which are to be presented for adoption by the Centre of Excellence in 2025.

VSE brought together several of its members who are proficient in the use of artificial intelligence to form the **AI working group**, with the goal of exchanging knowledge and good practices on using AI.

VSE's full members came together as a working group to review issues that concerned them. In March, May and October, 2024, three Full Members Working Group meetings took place with a focus on three key themes: raising awareness of generic victim support services; responding to EU legislative developments; and improving full member staff engagement and motivation.

National Meetings

On 25 November 2024, VSE hosted a national meeting in Belgium, bringing together participants from across the country to discuss key issues related to strengthening the national victim support framework. The meeting focused on the repatriation of individuals from conflict zones to Belgium and aimed to improve policies and procedures for supporting cross-border victims, particularly those returning from areas of conflict. The unique needs of these individuals were highlighted, including the necessity for language support, psychosocial care, and assistance in societal reintegration. Immediate support during the acute phase is typically provided by organisations such as the Belgian Red Cross, while long-term care focuses on continued stabilisation and integration.

In lieu of hosting an additional national meeting, VSE engaged virtually with stakeholders in Latvia, Luxembourg, and Lithuania between May and September, to support their respective national victims' rights agendas. In all three countries, VSE primarily collaborated with the Ministries of Justice and other key stakeholders, to advance national initiatives. VSE encouraged the development of 116 006 helplines in Lithuania and Luxembourg, and advocated for improved service quality of the existing 116 006 helpline in Latvia.

Through a series of targeted meetings, VSE urged these national authorities to strengthen their victim support systems by aligning with EU priorities and exploring relevant funding opportunities. Each engagement focused on promoting an integrated support framework, enhancing legal and policy measures, improving victim identification and outreach, and fostering inter-institutional coordination. These discussions were especially geared towards supporting the development of national projects eligible for submission under the European Commission's Technical Support Instrument funding mechanism.

Workshops & Webinars

On **6 May 2024**, VSE organised a **webinar** on ongoing negotiations concerning the Victims' Rights Directive and other related legislative efforts.

On **24 September 2024**, VSE organised a **webinar** on VSE Standards and Accreditation.

On **28 November 2024**, VSE organised a **webinar** on the revision and renewal of knowledge regarding the operation of the Victim Support Europe Referral System.

In 2024, the **VSE Staff Exchange** took place on **2 and 3 December** at the CAW Group's headquarters in Antwerp. The event brought together 10 participants from European victim support organisations to discuss CAW's approach to supporting victims of inter-family and domestic violence. Participants shared best practices in victim assistance, focusing on family violence, crisis response, and support mechanisms.

The **two-day programme** included an introduction to CAW's victim support services, addressing the diverse needs of crime victims, migrants, youth, and individuals in detention or reintegration. There was also an in-depth session on CAW's 1712 helpline for victims of violence and abuse, as well as a visit to one of CAW's safe houses. This exchange fostered collaboration and partnership while deepening the understanding of victim support practices across the EU.

Training

In June 2024 VSE organised 3 training sessions/workshops for all its staff on:

- Professional wellbeing
- Building VSE organisational resilience
- Understanding the victim

In addition, training was also provided to a number of audiences:

- 1.EJTN – The protection of victims of war crimes in the EU
- 2.EJTN – Hate crimes - Protecting citizens against racism, xenophobia, homophobia, transphobia and sexism
- 3.EJTN – VICTIMS' RIGHTS IN THE EU IN PRACTICE: violence against women and children sexual abuse
- 4.CEPOL – Victim protection
- 5.Victimology summer school – Needs of victims of terrorism and mass victimisation

VSE Membership Engagement Strategy

Throughout the year, VSE continued implementing the membership engagement strategy, through implementation of the Membership Management System (MMS) and increased interaction with working groups and networks. Activities, such as the 22 February Event and the annual conference were used to further deepen understanding of members' needs and to fine-tune VSE's response to them.

Membership Management

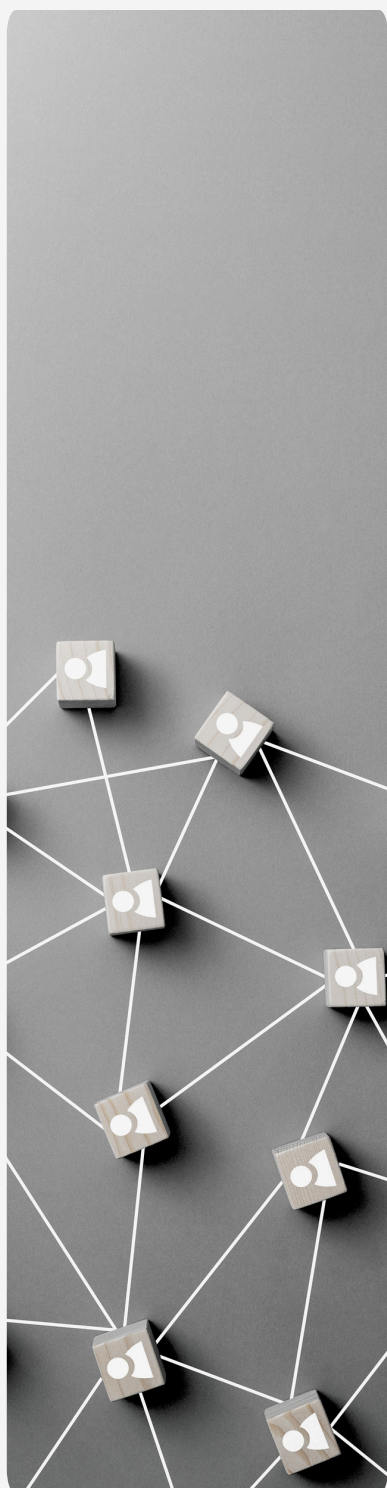
In 2024, VSE continued to enhance its online Member Management System (MMS), which streamlines application processing, membership renewals, and fee management. The MMS records communications, monitors application progress, and tracks payments. VSE also promoted member collaboration through interactive meetings, working groups, and staff exchanges. Four new organisations joined VSE during the year.

COMMUNICATIONS AND CAMPAIGNS



In 2024, VSE's communication strategy focused on raising awareness of victims' issues, strengthening partnerships, and advancing advocacy through the use of innovative tools, targeted campaigns, and enhanced member engagement, achieving broad outreach and impactful collaboration across Europe.

Communication Strategy



In 2024, all communication activities undertaken by Victim Support Europe (VSE) aligned with the overarching **VSE Communications Strategy 2021–2025**, a strategic framework emphasising the following key objectives:

- **Raise Awareness** on victims' issues.
- **Share Knowledge** with national organisations.
- **Strengthen VSE Collective Capability** by developing partnerships, organising networking events, and recruiting new members.

STRATEGIC FOCUS FOR 2024

The 2024 Communication Strategy prioritised advancing VSE's organisational strategic objective: Establishing a comprehensive national framework for victim support in all EU Member States. The strategy also included the following mini-goals:



1. Advocate for robust VRD revision: Engaging with MEPs and JHA councillors.

2. Prepare for the 2024 Elections: Proactively engage with political parties, newly elected MEPs, and new EC Commissioners to prioritise:

- Adoption of victims' laws.
- Proper implementation and transposition of existing laws.
- Securing sufficient budgets for efforts supporting all crime victims.

3. Mainstream VSE's Work: Promoting victims' rights to all relevant stakeholders.

4. Consolidate Knowledge: Preparing content for the 2025 communications campaign, 'Year of Victims' Rights.'

LAUNCH AND EXPANSION OF COMMUNICATION TOOLS

Several new tools were introduced in 2024, while tools introduced in 2022–2023 were further enhanced, including:

- **New Launches:**

- **EU Rundown Video Digest:** Introduced as part of the quarterly newsletter.
- **Interview Booth:** Piloted at the VSE Annual Conference to record testimonies and interviews.
- **Fundraising Materials:** Produced in both print and digital formats.
- **Campaign Pages:** Developed for the ‘Year of Victims’ Rights’ 2025 campaign and the 2024 Elections Campaign.
- **Victims’ Voices Page:** A new section consolidating victim testimonies categorized by rights and crime types.
- **Interactive Map Upgrades:** Enhanced filtering systems and alphabetic listing of member organizations.
- **Podcast Production:** Focused on project-related content.

- **Ongoing Enhancements:**

- **Website Sections:**
 - “In Conversation With” interviews: 8 interviews with leading victims’ rights advocates to support strategic objectives.
 - “Opinion” pieces: 7 articles from visionaries highlighting VSE projects and priorities.
- **VSE Social Hub:** Expanded to include new working groups (e.g., Victims’ Platform, AI-focused discussions).
- **Newsletter Design:** Improved layout and functionality for better readability.

2024 VSE Information Campaigns

The primary objectives of VSE's 2024 information campaigns were to:

1. **Enhance awareness** of VSE events.
2. **Promote advocacy and policy priorities** to a broad audience.

Two major campaigns were successfully delivered, achieving the following results:

1. Advocacy Campaign:

- The campaign aimed to promote VSE's advocacy activities and reached **696,548 individuals**.
- Success was driven by the strategic use of diverse touchpoints and communication channels, enabling meaningful engagement with a wide-ranging audience.
- A notable contributor to the campaign's impact was the publicity generated by **The Brussels Times**, which significantly amplified visibility.

2. Event Promotion Campaign:

- Designed to increase awareness of VSE's 2024 events, this campaign reached over **121,000 individuals**, well exceeding its initial target.



Total Campaign Reach and Strategic Impact

Combined, the campaigns achieved a **total reach of over 800,000 individuals**, far surpassing the target audience of 100,000 per campaign.

This achievement underscores the efficacy of VSE's communication strategy in delivering messages to the right audiences at the right time and through the most effective channels. The success highlights:

- **Diverse Engagement Channels:** Leveraging a mix of platforms and mediums allowed us to connect with varied audience groups.
- **Strategic Partnerships:** Collaborations, such as with **The Brussels Times**, significantly enhanced outreach and visibility.

Achievements of Communication Goals in 2024

Key achievements illustrating progress toward VSE's 2024 communication objectives include:

1.Tool Development and Usage:

- Launch and maintenance of new tools (as detailed above).
- Publication of the **2023 Annual Report** online.

2.Advocacy and Awareness Campaigns:

- Two targeted information campaigns supporting VSE's advocacy, policy, and events.

3.Content and Outreach:

- 4 electronic newsletters, each featuring approximately 10 articles, distributed to over 1,000 subscribers.
- VSE's presence on Twitter, Facebook, Instagram, LinkedIn, and YouTube was expanded.

4.Victim Engagement:

- Eight victims of crime participated in VSE campaigns and events, amplifying their voices.

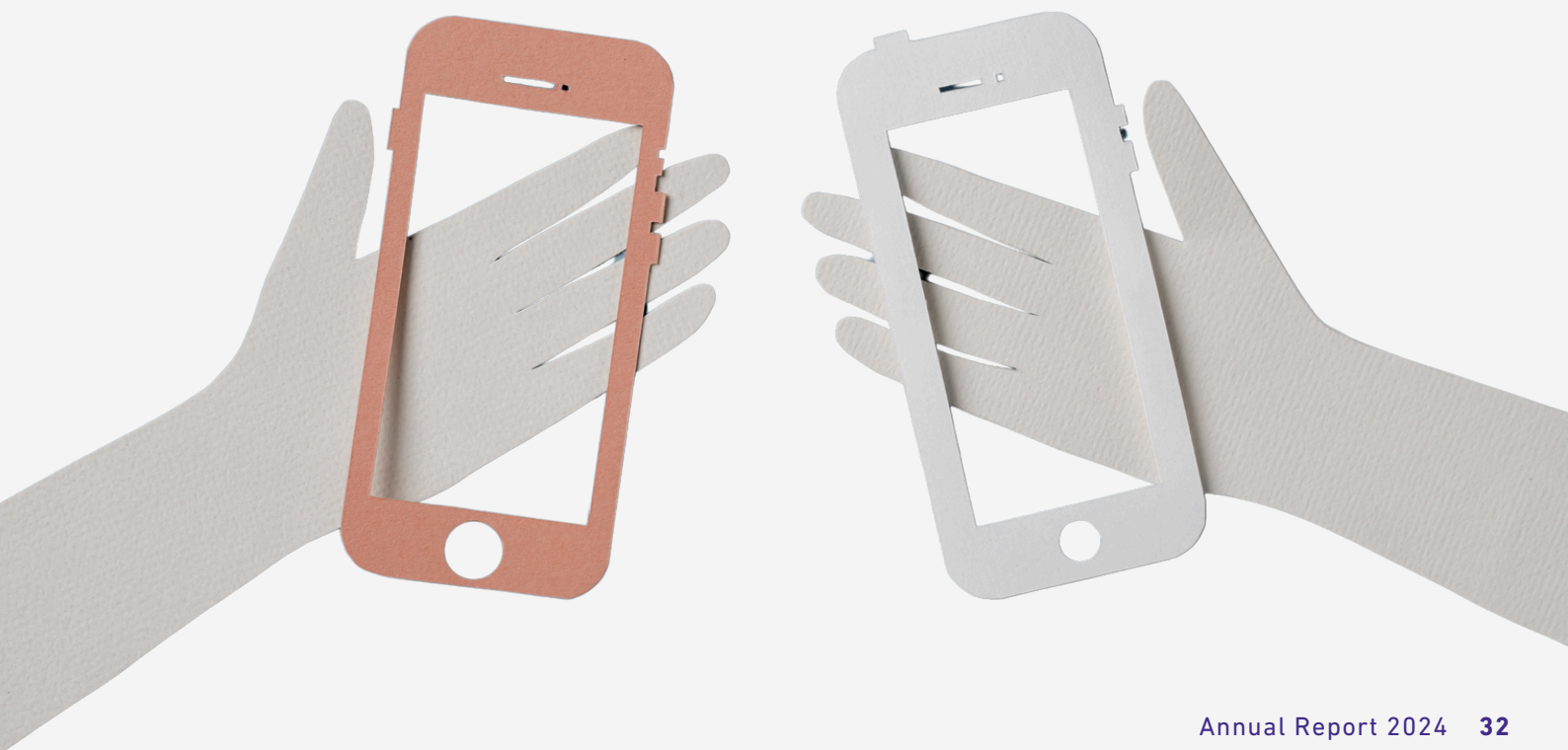


5. Media and Visual Production:

- Created 116 photos (44 from the **22 February event**; 72 from the Annual Conference 2024).
- Produced 17 videos, including:
 - 1 from the **Victims' Rights Communicators Network event** on EU elections preparation.
 - 3 video digests.
 - 3 interviews with policymakers.
 - 1 animation film for a campaign.
 - 1 livestream video of the **22 February event**.
 - 8 videos from the Annual Conference 2024.
- Designed 129 visuals:
 - 59 for advocacy campaigns.
 - 70 for event promotion campaigns.
 - All visuals and videos are available on VSE's social media channels.

6. Website Developments:

- Created dedicated pages for key events and campaigns:
 - Annual Conference 2024: 2024.vse-conference.eu
 - 2024 Elections Campaign: [European Elections Campaign](#)
 - 22 February Event: [Leave No Victim Behind Symposium](#)



Internal Communication Activities

The internal communication efforts in 2024 focused on engaging with **VSE's 80+ member organisations across 30+ countries**, keeping them informed and involved in key areas of VSE's work, including:

- **Policy and Advocacy.**
- **Communications.**
- **Capacity-building and Training.**
- **Projects and Initiatives.**

These activities culminated in several impactful events and broader efforts to:

- Strengthen the VSE network.
- Promote standards and best practices.
- Foster meaningful engagement through one-on-one and group discussions with members.

Communication Channels Utilised

To ensure effective internal communication, VSE leveraged the following channels:

1. **VSE Intranet.**
2. **VSE Social Hub:**
 - Articles, blog posts, and recorded interviews.
3. **Personalised Emails, Calls, and Meetings.**

These activities were executed promptly and effectively achieved their objectives, ensuring members remained informed, engaged, and aligned with VSE's strategic priorities.

04.

VSE 2024

FACT-BOX

VSE Victim Statistics 2024

While Victim Support Europe's 2024 statistics tell their story in numbers, they represent crimes carried out against individuals, families, and communities. We hope governments, victim support services, health providers, civil society organisations, the media and others will use these numbers to promote victims' rights, to develop comprehensive victim support systems, keep communities safe, and protect the vulnerable.

The report covers 85 victim support services and indicates the number of crime victims who are in receipt of organisational support. While the findings do not determine how those affected by crime accessed that support, they demonstrate that it is NGO staff who encourage victims to report the crimes, find help, and make their voices heard.

Number of Victims Supported by VSE Members in 2024

The number of victims reaching support services has been increasing over many years. In 2024, the number of victims supported by Victim Support Europe's members reached more than **3,2 million**.

Out of which:

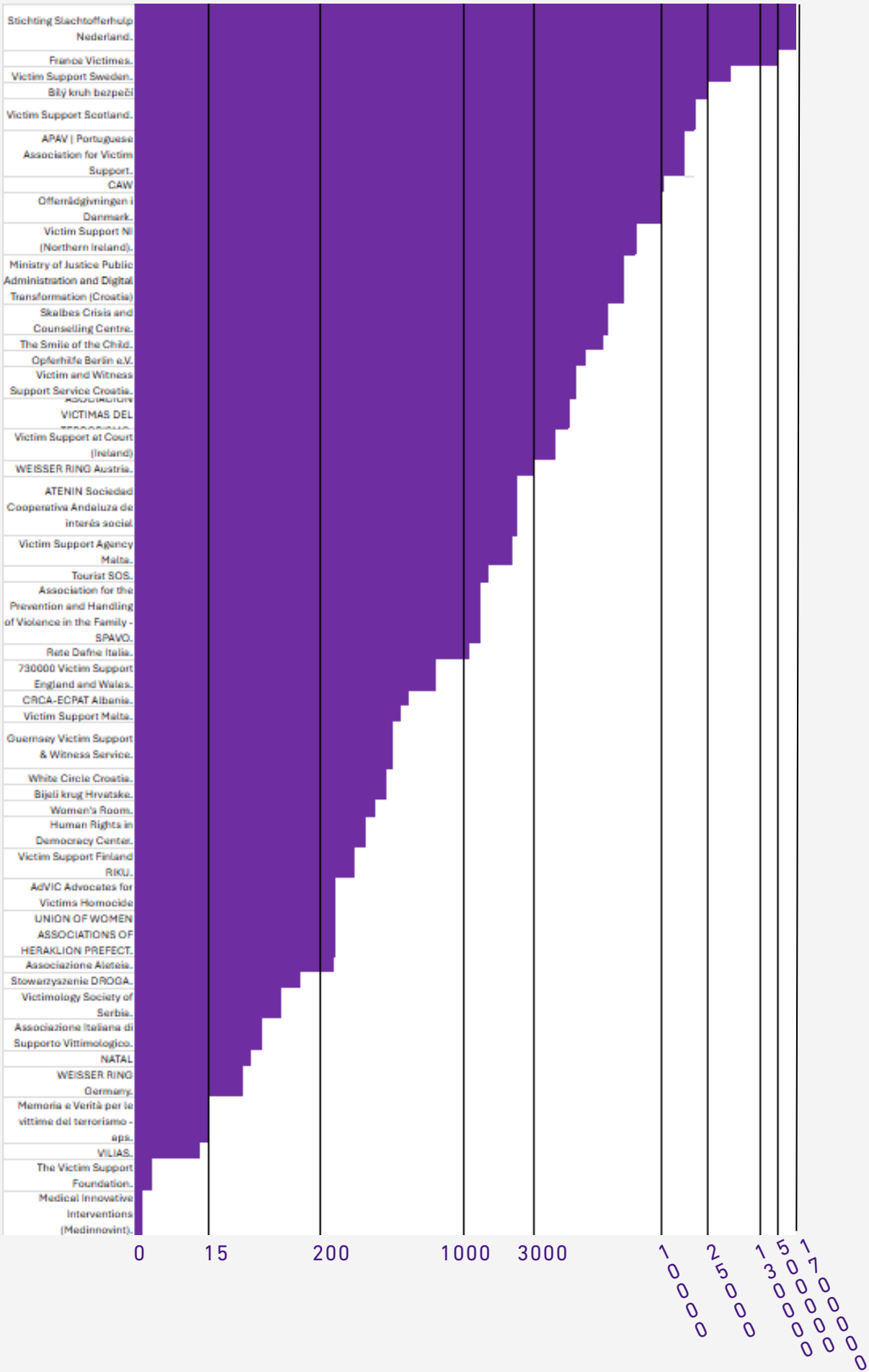
- 1,674,000 victims of crime were supported by Stichting Slachtofferhulp Nederland.
- 730,000 victims of crime were supported by Victim Support England and Wales.
- 405,112 victims of crime were supported by France Victimes.
- 61,482 victims of crime were supported by Victim Support Sweden.
- 54,000 victims of crime were supported by NATAL
- 47,000 victims of crime were supported by WEISSER RING Germany.
- 30,800 victims of crime were supported by Victim Support Finland RIKU
- 22,425 victims of crime were supported by Bílý kruh bezpečí
- 18,301 victims of crime were supported by Victim Support Scotland.
- 16,630 victims of crime were supported by APAV | Portuguese Association for Victim Support.
- 13,493 victims of crime were supported by CAW.
- 7,137 victims of crime were supported by Offerrådgivningen i Danmark.
- 6,000 victims of crime were supported by Victim Support NI (Northern Ireland).
- 5,542 victims of crime were supported by the Ministry of Justice, Public Administration and Digital Transformation (Croatia).
- 5,000 victims of crime were supported by "Skalbes" Crisis and Counselling Centre.
- 4,946 victims of crime were supported by The Smile of the Child.
- 3,835 victims of crime were supported by Opferhilfe Berlin e.V.
- 3,622 victims of crime were supported by Victim and Witness Support Service Croatia.

- 3,500 victims of crime were supported by ASOCIACION VICTIMAS DEL TERRORISMO.
- 3,123 victims of crime were supported by Victim Support at Court (Ireland)
- 2,000 victims of crime were supported by WEISSER RING Austria.
- 1,870 victims of crime were supported by ATENIN Sociedad Cooperativa Andaluza de interés social
- 798 victims of crime were supported by Klaipeda Social and Psychological Support Center
- 1,674,000 victims of crime were supported by Stichting Slachtofferhulp Nederland.
- 730,000 victims of crime were supported by Victim Support England and Wales.
- 1,773 victims of crime were supported by Victim Support Agency Malta.
- 1,365 victims of crime were supported by Tourist SOS.
- 1,200 victims of crime were supported by Association for the Prevention and Handling of Violence in the Family - SPAVO.
- 1,032 victims of crime were supported by Rete Dafne Italia.
- 500 victims of crime were supported by CRCA-ECPAT Albania.
- 450 victims of crime were supported by Victim Support Malta.
- 408 victims of crime were supported by Guernsey Victim Support & Witness Service.
- 386 victims of crime were supported by White Circle Croatia.
- 384 victims of crime were supported by Bijeli krug Hrvatske.
- 351 victims of crime were supported by Women's Room.
- 322 victims of crime were supported by Human Rights in Democracy Center.
- 225 victims of crime were supported by AdVIC Advocates for Victims Homocide
- 220 victims of crime were supported by UNION OF WOMEN ASSOCIATIONS OF HERAKLION PREFECT.
- 217 victims of crime were supported by Associazione Aletea.
- 183 victims of crime were supported by Stowarzyszenie DROGA.

- 
- 124 victims of crime were supported by Victimology Society of Serbia.
 - 64 victims of crime were supported by Associazione Italiana di Supporto Vittimologico.
 - 15 victims of crime were supported by Memoria e Verità per le vittime del terrorismo - aps.
 - 12 victims of crime were supported by VILIAS.
 - 2 victims of crime were supported by The Victim Support Foundation.
 - 1 victim of crime was supported by Medical Innovative Interventions (Medinnovint).

Visualisation of Number of Victims of Crime (VoC) Supported

The visualisation is symbolic and not an accurate representation of the data number distribution.



Publications and Policy Contributions

- Consultations: 2025 EU Justice Scoreboard, Child Sexual Abuse Directive revision, GDPR report feedback, European Protection Order survey.
- Letters: Children's Rights advocacy, open letters on child sexual abuse, civic space protection, and Olympic Committee engagement.
- Produced briefings, toolkits, and pledges for MEP candidates and public engagement.
- Developed internal knowledge management system tracking victim-related documents.

Publications and Policy Contributions

VSE Hosted and contributed to numerous events, including:

- FEMM and LIBE Committee meetings.
- Two CSA events at European Parliament.
- UN side events on victims of terrorism with Norwegian support group.
- Two EU NGO Roundtables focusing on legislative priorities and election engagement.
- VSE members' webinars on VRD updates and strategic priorities.



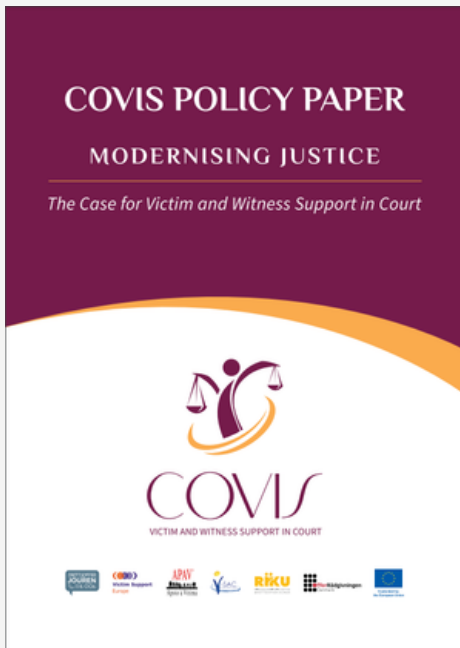
05. OVERVIEW OF VICTIM SUPPORT EUROPE ACTIVITIES 2024

The needs of our members and victims of crime lie at the heart of everything VSE does. Through a range of activities—shaped by our strategic plan which was developed in close collaboration with our members—we actively support and empower the victim support community.

Below is an overview of our key achievements aligned with VSE's strategic objectives

5.1 Developing Knowledge, Collaboration, and Partnerships.

1 Developing Knowledge.



Policy Paper: Modernising Justice - The Case of Victim and Witness Support in Court

In 2024, VSE's policy team contributed to the development of the COVIS policy paper, *Modernising Justice: The Case for Victim and Witness Support in Court*. This key publication highlights the essential role of court-based support in fulfilling obligations to assist victims and witnesses in criminal proceedings. It outlines the rationale for integrating such support into national justice systems and offers practical implementation guidance. The policy paper is the foremost output of the COVIS project, complementing the previously published COVIS Handbook of Best Practices and reinforcing the call for more victim-sensitive justice across Europe.

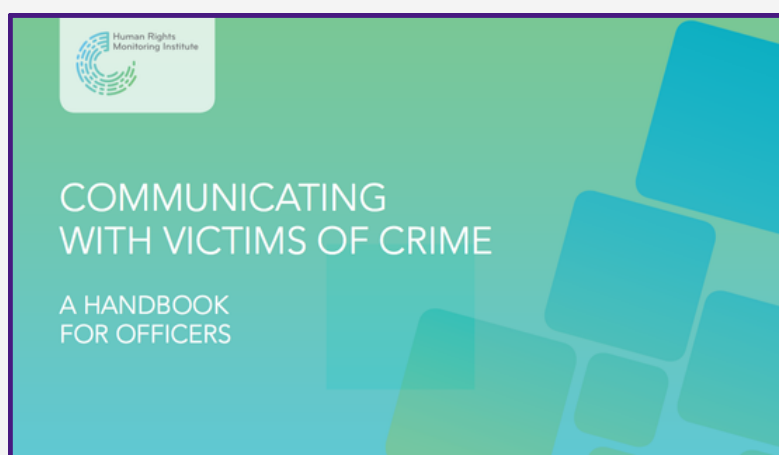
ECJ/ECHR Case Law Reports

In 2024, VSE's Policy & Advocacy team continued to regularly monitor ECHR case law, identifying key judgments relevant to victims' rights and justice. This year's cases addressed a broad range of critical issues, including the protection of victims of sexual violence, the rights and dignity of migrants and unaccompanied minors, the neglect of persons with disabilities in institutional care, failures in prosecutorial procedures affecting rape survivors, and the protection of mentally ill detainees. Each ruling reflects the continuing importance of safeguarding victims' rights under the European Convention on Human Rights. A full summary of these cases has been published and is available on the VSE Intranet.

2 Developing Collaboration and Partnerships.

I. Working with EU Institutions

In 2024, VSE continued its active collaboration with European institutions to influence and improve victims' rights legislation and policies. Through evidence-based research, ongoing engagement with members, and dialogue with key stakeholders, VSE identified gaps in existing EU laws and developed recommendations to address them. This included internal implementation scenario exercises and the provision of ad hoc advice to EU bodies, Member States, and member organisations via bilateral meetings, webinars, and visits. VSE advocacy focused on the adoption of core recommendations from its key policy papers—such as the National Framework for Comprehensive Victim Support, Safe Justice, and Communicating with Victims of Crime—promoting coherence across all victims' policies.



Maintaining open communication with the European Commission, including the EC Coordinator for Victims' Rights, VSE staff actively participated in Victims' Rights Platform meetings and supported the Commission in preparing legislative and policy solutions, notably for the revision of the Victims' Rights Directive (VRD). VSE provided extensive advice, research, and position documents to support EU policymakers and collaborated closely with the European Parliament, working towards establishing a Victims' Rights Intergroup post-2024 elections, and advocating for children's rights through the Child Rights Action Group.



Katarzyna Janicka-Pawlowska,
EC Coordinator for victims' rights

Eurochild

Throughout the year, VSE held numerous bilateral and multilateral meetings with key officials from the European Parliament, Commission, Council, and Permanent Representations, ensuring its priorities and recommendations were clearly communicated. VSE's advocacy emphasised the need for a strong revision of the VRD and robust legislative frameworks addressing specific groups, including victims of violence against women, child sexual abuse, and human trafficking.

VSE played an active role in the 2024 European Parliament elections, collaborating with civil society and members to prioritise victims' issues on the EU agenda, ensuring that victims' rights remain central to fundamental rights and civil liberties discussions.

VSE also drafted advocacy letters to EU legislators urging a strong VRD revision, supported political parties and MEP candidates through its election manifesto and toolkit, and engaged in targeted advocacy meetings focused on key EU legislative files.

II. International Engagements

At the international level, VSE maintained a strong presence in key global forums, participating in Council of Europe **INGO conferences, UNODC, and UNCT events**. VSE hosted side events addressing support for victims of terrorism and trafficking and provided ongoing support to regional victim support organizations.

Since its establishment in 2018, VSE has continued assisting Victim Support Asia (VSA) in uniting Asian organisations and institutions working on behalf of victims.



In 2024, VSE representatives actively supported VSA by attending board meetings and contributing to the planning of the **2025 INVICTM Symposium**.

Additionally, VSE supported the creation of **Victim Support the Americas** and continued to assist its members at the national level through capacity building, research, and tailored policy recommendations aimed at strengthening victims' rights and support systems.

VSE Terrorism Response Network

Following the 2015 Paris terrorist attacks and a series of further attacks in Europe and beyond, VSE – with its members – has ensured that victims of terrorism are offered the support they need, and that governments and international institutions better understand and respond to their needs.

VSE responds to large scale attacks in Europe or outside of Europe where European citizens are likely to be involved. Since 2015, VSE's Terrorism Response Network has responded to more than 20 terrorist attacks; in France, Germany, Spain, UK, Sweden, Finland, Russia, Turkey, USA, Sri Lanka, and Bangladesh.

In 2024, VSE continued to maintain contact with network members while initiating the process of updating the network's response mechanisms.

III. Collaboration with European NGOs

EU NGO Round Table

For several years, VSE has actively participated in and organised roundtable discussions with EU NGOs advocating for vulnerable groups. In 2024 VSE convened two EU NGO Roundtables that focused on legislative priorities and election engagement.

Joint Efforts

In collaboration with its members and EU NGOs, VSE developed a unified advocacy language for joint events, statements, and campaigns. In 2024, VSE published a Joint Statement, signed by 50 NGOs, responding critically to the Council of the European Union's position on the Victims' Rights Directive revision, highlighting concerns about weakened protections for victims.

Beyond this, VSE maintained ongoing cooperation with international organisations such as **UNODC**, the **Council of Europe**, and the **Alliance of NGOs on Crime Prevention**. It strengthened partnerships with **EJTN**, **ENVR**, and **Eurojust** to advance justice training and policy development. VSE also remained actively involved in the **Children's Rights Action Group**, **European Union Agency for Asylum** networks, and broader civil society coalitions to ensure victims' rights remain central in diverse policy areas.



5.2 Enhancing the Quality of Victim Support Services

1 Workshops and Training Sessions

VSE and its network have much experience in victims' rights, they work to create change by strengthening members, partners, and others who support victims. VSE builds knowledge by offering training, workshops, lectures, and presentations at its own events as well as those organised by others.

Building on the well-being training that began in 2023, VSE recognized the need to continue staff training on well-being and organisational resilience in 2024. As a result, the planned Psychological First Aid training was replaced with a series of training sessions.

In June 2024, VSE organised three training sessions/workshops for all staff on:

- Professional wellbeing
- Building VSE organisational resilience
- Understanding the victim

Additionally, training was provided to various audiences, including:

- EJTN – The protection of victims of war crimes in the EU
- EJTN – Hate crimes: Protecting citizens against racism, xenophobia, homophobia, transphobia, and sexism
- EJTN – Victims' Rights in the EU in Practice: Violence against women and child sexual abuse
- CEPOL – Victim protection
- Victimology Summer School – Needs of victims of terrorism and mass victimisation

VSE also organised several webinars:

1. On 6 May 2024, VSE hosted a webinar on ongoing negotiations regarding the Victims' Rights Directive and other legislative efforts.
2. On 28 November 2024, VSE held a webinar on the revision and renewal of knowledge about the operation of the Victim Support Europe Referral System.



2 Setting Standards

Previous experience has taught us that our accreditation approach, piloted in 2018, is unsuitable for our larger member organisations. For this reason, it has been decided to allow members to self-accredit; this will conserve, rather than stretch, the VSE resources involved in the external verification process. We began implementing a self-accreditation system for full members based on our quality standards in 2023, and by the end of the year, two full members had completed the self-assessment process.

In 2024, VSE continued to encourage all full members to participate in the self-accreditation process. To further motivate members to commit to accreditation, a webinar was organised and delivered on 23 September, giving VSE full members and aspiring full members the opportunity to learn about the process and the tools VSE developed to support their work. During the year, four members finalised their self-accreditation, with a further four committing to complete it in the first half of 2025.

3 Developing Centres of Excellence Across the EU

As members are located in different countries and may work with different victim groups, the VSE Centre of Excellence enables them to share their knowledge and experiences related to the 116 helpline and distance support, including both best and problem practices.

VSE continues to support member organisations operating the 116 006 helpline for victims of crime and/or providing online distance support to victims. The Centre of Excellence brings together 20 members from Austria, Croatia, Cyprus, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Ireland, Latvia, the Netherlands, Northern Ireland, Portugal, and Sweden.

In 2024, Centre of Excellence members met online three times, and once in person, to discuss work priorities, common areas of interest, and the future of the Centre.



4 Enhancing VSE's Services for Members

In 2024, we focused on increasing the quality and accessibility of member-oriented services. Members now have access to a variety of benefits designed to enhance knowledge exchange, visibility, networking, and information sharing.

The Victim Support Hub serves as a platform for sharing information and providing members with networking opportunities. It also enables members to initiate dialogue and raise awareness on critical victims' issues. VSE's Training Academy will soon be hosted on the Hub.

Currently, the Hub is accessible only to members' representatives, a limited number of senior staff members, and EU organisations. Over time, VSE intends to open the Hub to a broader audience, including the general public.

We believe the Hub offers the following benefits:

- Connecting with other Hub users for support purposes
- Developing knowledge and expertise on victims' rights and needs
- Promoting members' activities
- Receiving updates from the VSE Working Groups
- Providing a space to encourage inter-member communication

5 Assistance on the Development of Victim Support in EU Member States.

In 2024, VSE continued to enhance its online Member Management System (MMS). The system now supports membership applications, fee renewals, and activity management, and also allows staff and members to track their interactions. Additionally, the MMS includes an external contact list.

Efforts to strengthen membership engagement aim to further streamline communication with VSE's growing network. Several initiatives have been implemented to foster collaboration—not only between VSE staff and members, but also among members themselves:

- Making general meetings more interactive (e.g., the roundtable in June)
- Channeling specific discussions and activities—such as webinars, roundtables, and more—through individual working groups
- Promoting the exchange of best practices through staff exchange initiatives
- As a result of these efforts and successful promotion of its work, VSE welcomed four new members in 2024.



National Meetings

In 2024, VSE hosted a national meeting in Belgium on 25 November, bringing together participants from across the country to discuss key issues related to improving the national victim support framework.

In addition, instead of organising another single national meeting, VSE engaged online with stakeholders from Latvia, Luxembourg, and Lithuania between May and September to support their respective national victims' rights agendas. In all three countries, VSE primarily collaborated with the Ministries of Justice, as well as with other relevant stakeholders, to advance national initiatives. In particular, VSE encouraged the development of 116 006 helplines in Lithuania and Luxembourg, and advocated for enhancing the quality of services provided by the existing 116 006 helpline in Latvia.

Through a series of meetings, VSE encouraged national authorities in these countries to strengthen their victim support systems by aligning them with EU priorities and funding opportunities. Each engagement focused on promoting an integrated support framework, improving legal regulations, enhancing victim identification and outreach services, and fostering inter-institutional coordination. These discussions were specifically aimed at supporting national authorities in developing projects to be submitted for funding to the European Commission through the Technical Support Instrument.

6 Staff Exchange

This year's VSE Staff Exchange took place on 2 and 3 December at the headquarters of the CAW Group in Antwerp. It brought together 10 participants from European victim support organisations to discuss CAW's approach to supporting victims of inter-family and domestic violence. Participants shared best practices in victim assistance, focusing on family violence, crisis response, and support mechanisms.

The two-day programme included an introduction to CAW's victim support services, addressing diverse needs such as crime victims, migrants, youth, and individuals in detention or reintegration. There was also an in-depth session on CAW's 1712 helpline for victims of violence and abuse, as well as a visit to one of CAW's safe houses.

This exchange fostered collaboration and partnerships while deepening understanding of victim support practices across the EU.

7 Thematic Working Groups

AI Working Group – Two meetings took place during 2024. The first AI Working Group meeting, held on 12 April 2024, focused on the role of AI in the work of organisations. The second AI Working Group, titled ‘AI Victimisation,’ took place on 10 October 2024 and focused on the misuse of AI, ethical concerns, as well as its potential to support victims through pattern recognition and legal outcomes.

Full Members Working Group – Three meetings took place in March, May, and October 2024, focusing on three key themes: raising awareness of generic victim support services, responding to EU legislative developments, and improving staff engagement and motivation among full members.

Trainer’s Network Working Group – On 23 October 2024, the meeting emphasized the importance of shared learning and resource development across VSE’s organisations. This first-of-its-kind event provided a platform for discussing critical challenges, exchanging strategies, and establishing goals for improved victim support and professional training.

Communicator’s Network – In 2024, the Victims’ Rights Communicators Network hosted three workshops on topics related to the EU elections and the upcoming campaign, ‘The Year of Victims’ Rights’:

- Online workshop on 22 March 2024 titled *“Harnessing the Power of Advocacy Materials for the EU Elections.”* This workshop focused on empowering member organisations to effectively utilise the EU Elections Toolkit.
- Online workshop titled *“Strategic Victims’ Rights Advocacy in 2025 – The Year of Victim Support”* was held on 12 July 2024. The session opened with an introduction highlighting the significance of 2025 for victims’ rights and VSE’s strategic activities.
- Online workshop titled *“35 Years of Empowerment – Finalising the Joint Strategy for our 2025 Campaign”* took place on Friday, 25 October 2024. This event continued discussions from the previous webinar, fine-tuning collaborative elements for the 2025 campaign titled “The Year of Victims’ Rights.”

Helpline Standards Working Group – The Helpline Standards Working Group held six meetings throughout 2024, focusing on developing comprehensive standards to enhance helpline services.

5.3 Advance Improvements in Laws and Policies

In 2024, Victim Support Europe (VSE) made significant strides in advancing victims' rights across Europe and beyond. Through legislative advocacy, awareness-raising, capacity building, and cross-sector collaboration, VSE continued to push for a trauma-informed, victim-centred approach at both the policy and practical levels.

VSE used the 2024 EU elections to further advance the rights of all victims – no matter the victim, no matter the crime. The Policy team focused their advocacy efforts (i.e. webinars and in person meetings with national members, dissemination of various topical briefs and meetings with EC and Consilium officials, candidate MEPs, UN officers etc.) on a strategic approach, as set out in the national victim support framework policy paper, to ensure support services and authorities who are in contact with victims – such as law enforcement authorities and justice professionals – are equipped with the right tools. VSE called for the development of strong national victim support frameworks, effective access to justice for cross-border victims, involvement of support professionals in policy development, sustainable migration systems, and improved implementation of the European Protection Order.

To use the EU elections opportunity appropriately, VSE developed a toolkit which comprises of 1. a 'Manifesto', which outlines VSE wishes and how each can be achieved, 2. 'Proposals on the advancement of victim support following the 2024 elections', which outlines how the EU and Members of national governments can collectively make a difference, and 3. 'Using the 2030 UN SDG's agenda framework to advance victims' rights', which explains how victim support is inextricably linked to the achievement of the SDG's. Also, a Parliamentarians' Platform for Victims' Rights has been created whereby signing the VSE 'Leave No Victim Behind' Pledge, MEPs make a commitment to:

- Ensure victims are included and at the center of the European Parliament response to crime, security, and justice, and their rights are reflected across all EU policies including mental health, education, economy, digitalisation, and global affairs;
- Strengthen the rights and services for all victims of crime in Europe;
- Help MEPs develop new models, measures, and solutions, to improve and implement rights for victims of crime;
- Engage with elected MEPs in the 10th parliamentary term.



The VSE Policy team analysed data and provided evidence-based solutions and compromise solutions throughout the legislative pathway governing the adoption of the recast Anti-trafficking directive and the directive on Violence Against Women and Domestic Violence. After the Council adopted its position on the EC proposal for a recast VRD, VSE and 50 other signatories launched a joint Statement in Reaction to the Council Position on the Victims' Rights Directive Revision. The statement called on all EU Member States and the European Parliament to stand united with every victim in the EU, and to explore solutions that will finally make victims' rights a reality. Finally, in 2024, the VSE Policy team participated in and hosted 2 UN (UNODC and UNCT) conference side events, honouring victims of crime and proposing solutions.

Priority 1: Strengthening Victims' Rights

VSE played a leading role in shaping key EU legislative reforms, particularly the recast Victims' Rights Directive. By leveraging expert recommendations, engaging in consultations, and launching a dedicated microsite, we ensured that victims' rights remained central in policy discourse. Our joint advocacy efforts - including letters, pledges, and election campaigns - amplified our calls for all victims to be protected, while our influence extended to global platforms such as the UN and the Council of Europe.

Priority 2: Recognition, Respect, and Protection from Harm

To combat secondary victimisation, VSE focused on improving reporting mechanisms and protective measures, particularly for gender-based and under-recognised crimes. We combined legal advocacy with public education and professional training, ensuring that victims' voices were heard across our Victims' Voices platform and during high-profile campaigns linked to the EU elections and Sustainable Development Goals.

Priority 3: Promoting Recovery and Resilience

Advocating for comprehensive rights such as access to support, privacy, and remedies, VSE engaged with national and EU-level actors to influence legislative positions and empower member organisations. A practical advocacy toolkit was launched to support national impact, while VSE expanded its influence into private sector practices, promoting victim-sensitive approaches in workplaces and technology development.

Priority 4: Facilitating Access to Support Services

VSE worked to ensure victims can access quality support services within effective national frameworks. Through internal and external consultations, we advanced standards for support services, including helplines and distance support. Webinars, staff exchanges, and cross-border referral systems helped strengthen operational capacity across Europe, while new platforms and working groups elevated the voices of young people and victims.

Priority 5: Victim-Centred Justice and Compensation

We championed safe, dignified justice systems, building on our "Safe Justice" recommendations. Through partnerships with EJTN, ENVR, and Eurojust, VSE helped train justice professionals and influence EU initiatives on trafficking, violence against women, and child sexual abuse. Victim-centred principles were embedded across all engagements, from legislative drafting to capacity-building events.

Key Highlights of 2024 Activities

- **Legislative Engagement:**

- Contributed to revisions of the Victims' Rights Directive, Human Trafficking Directive, CSA Directive, and others.
- Submitted responses to EU consultations and provided compromise text proposals.
- Engaged with Permanent Representations, the European Parliament, and the European Commission.

- **Election Advocacy:**

- Published a victims' rights manifesto and MEP pledge.
- Developed a dedicated election webpage, toolkit, and safety tipsheet.
- Hosted an EU NGO Roundtable and multiple candidate briefings.

- **Strategic Partnerships and Events:**

- Collaborated with FRA, EESC, Council of Europe, and UN agencies.
- Joined the EUAA Vulnerability Experts Network.
- Participated in over a dozen consultations, events, and working groups across Europe.

- **Capacity Building and Innovation:**

- Organised training webinars, internal strategy sessions, and staff exchanges.
- Expanded digital resources (interactive map, multilingual factsheets).
- Launched four new working groups and two new (Youth and Victims) platforms.

- **Monitoring and Knowledge Sharing:**

- Established an internal knowledge management system.
- Continued input into cross-border support strategies (e.g., Paris Olympics coordination).
- Supported UN and Council of Europe consultations and global declarations.

- Regular engagement with EU institutions (European Commission, MEPs, Permanent Representations) on legislative revisions.
- Submitted responses to 2 major EU public consultations (Justice Scoreboard, Internal Security Strategy, Multi-Annual Financial Framework).
- Coordinated joint statements on Victims' Rights and Human Trafficking Directives.
- Developed and maintained Model Provisions Paper Microsite for Victims' Rights Directive.
- Sent welcome letters to key EU officials and engaged in hearings for Commissioners.
- Participated in Children's Rights Action Group and multiple advocacy consultations.
- Became a member of the EU Agency for Asylum Vulnerability Experts Network.
- Active participation in 20+ external events, including two UN conferences and various EP committee meetings.
- Hosted multiple EU NGO roundtables and member webinars.

Publications and Policy Contributions

- Consultations: 2025 EU Justice Scoreboard, Child Sexual Abuse Directive revision, GDPR report feedback, European Protection Order survey.
- Letters: Children's Rights advocacy, open letters on child sexual abuse, civic space protection, and Olympic Committee engagement.
- Produced briefings, toolkits, and pledges for MEP candidates and public engagement.
- Developed internal knowledge management system tracking victim-related documents.

Events & Workshops

- Hosted and contributed to numerous events, including:
 - FEMM and LIBE Committee meetings.
 - Two CSA events at European Parliament.
 - UN side events on victims of terrorism with Norwegian support group.
 - Two EU NGO Roundtables focusing on legislative priorities and election engagement.
 - VSE members' webinars on VRD updates and strategic priorities.

Collaborations & Partnerships

- Ongoing collaboration with international organisations such as UNODC, Council of Europe, Alliance of NGOs on Crime Prevention.
- Partnerships with EJTN, ENVR, Eurojust for justice training and policy development.
- Active role in Children's Rights Action Group, European Union Agency for Asylum networks, and broader civil society coalitions.

Next Steps & Strategic Outlook

- Developing VSE Strategy (2026-2030) and Advocacy Strategy framework.
- Continue to influence key EU legislative reforms and expand victim support access.
- Enhance cross-border cooperation and digital tools for victims.
- Strengthen partnerships to mainstream victim-centred approaches across sectors.
- Maintain visibility and engagement in EU elections and international forums.

5.4 Raising Awareness of Victims' Issues

In 2024, our communications strategy was centered on raising awareness and mainstreaming victims' rights and related services across Europe. The overarching goal was to ensure that victims' issues received the attention they deserved from key stakeholders and the general public, thereby fostering greater support for our cause and enhancing the impact of our advocacy efforts.

Communications Objectives

Our primary objective was to mainstream victims' rights by reaching target audiences through clearly defined and strategically chosen channels, including advocacy campaigns, projects, and communications platforms. We aimed to build engagement with the Victims Support Europe (VSE) brand by leveraging paid articles, social media campaigns, sponsorships, and national-level media coverage via members and project partners. Highlighting the activities of VSE members, particularly through the Victims' Rights Communicators Network, further strengthened this engagement.

Additionally, we sought to expand support for our cause and campaigns by using communications to amplify advocacy messages. This increased visibility was intended not only to raise awareness but also to facilitate fundraising efforts, helping to secure the financial resources necessary for ongoing and future work.

Target Audiences

Our outreach was tailored to four main groups — the “4 Ps”: politicians (elected officials), policymakers (appointed authorities), practitioners working directly with victims, and the general public. By addressing these distinct audiences through customized messaging and communication channels, we maximized the relevance and impact of our efforts.



New Tools and Initiatives in 2024

To enhance our communications capabilities, we introduced several new tools and initiatives. These included fundraising printed materials and promotional films that focused on the victims' support framework, as well as advocacy tip sheets designed to empower stakeholders in their efforts.



The Victims' Rights Communicators Network continued to develop, holding three webinars throughout the year, emphasising the promotion of policy and advocacy work. Planned multimedia initiatives such as the EU Rundown Video Digest, podcasts, and a graphic novel represent a step forward in increasing visibility and engagement.

We improved the functionality and design of our newsletter, upgrading our internal website links to enhance SEO, and building strategic partnerships with communications stakeholders, influencers, journalists, and partners. These collaborations have expanded our reach and amplified our messaging.

Preparations are underway for launching a dedicated victims' voices page in 2025 and producing a new virtual reality (VR) video for police training, scheduled for filming in March 2025. These innovative approaches aim to deepen understanding and empathy for victims among frontline practitioners.

Advocacy and Policy Communication

Supporting our advocacy and policy objectives, we developed the information campaign "No Victim Left Behind", for the EU Elections 2024. The campaign featured a series of events, social media activities, and engagement with a dedicated network of interest to raise awareness of victims' rights throughout the electoral process. It also included the production of eight manifestos in eight different languages, broadening the reach and accessibility of our message across Europe. In total, the campaign reached 696,548 individuals.

Throughout the year, we produced multiple thought leadership pieces — three "In Conversation" articles, six opinion pieces, and one Brussels Times article — to elevate the discourse around victims' rights.

Under the Operating Grant framework, two major event-related information campaigns were run to promote the 22 February Symposium and VSEAC2024 events. These campaigns collectively reached over 121,000 individuals, demonstrating significant public engagement.

Capacity-Building Communications

Our communications efforts also supported capacity-building within the victims' rights sector. We promoted the 2024 staff exchange program and coordinated meetings and workshops for the Centre of Excellence. Training initiatives included an online module on advocacy campaigns in the victims' rights context and an in-person workshop on "Storytelling as a Tool for Advocacy and Influencing Policy Change." Additionally, three Victims' Rights Communicators Network events were conducted to enhance skills and collaboration among communicators.

Project-related Communications

We ran seven information campaigns to promote VSE projects, ensuring that all project communications were aligned with the broader advocacy strategy. These projects include BENEVICT, COVIS, 2Gether4Victims, Disrupt, INVERT, No-Oblivion, and Link.

Major events, such as the COVIS final conference, Disrupt training sessions, and the INVICTUS kick-off meeting, were organized to showcase project outcomes and foster community among stakeholders. Editorial board meetings for podcasts such as 2gether4victims and LitiGate ensured quality and consistency in our audio content, supported by the creation of multiple podcast scripts and recordings.

Multimedia and Digital Developments

Throughout 2024, we produced the 2023 Annual Report and quarterly newsletters supplemented by video digests, enhancing transparency and

stakeholder communication. Multimedia products such as videos, infographics, and animations were created to support events and campaigns.

Looking ahead, we have developed a comprehensive cybersecurity strategy for the website and intranet which is to be implemented in 2025, ensuring the security of our digital infrastructure.



5.5 Projects

Throughout 2024, VSE's project activities remained closely aligned with the organisation's strategic priorities, particularly in enhancing victims' rights and improving access to support services. VSE continues to prioritise engagement with its members and actively collaborates with external project partners whose expertise is vital to the success of our initiatives.

AREV – Advancing the Rights of Estonian Victims

The AREV project – Advancing the Rights of Estonian Victims – which started in March 2021 and ended in February 2024, aimed to enhance the rights of victims in Estonia



by improving their protection and access to victim support services. The project's activities attempt to improve existing support services gaps, increase stakeholders' knowledge of partners' ability to deliver services/support to victims, improve the provision of information to victims, and increase public awareness of victims' rights.

The project brought together the Estonian Ministry of Justice, the Police and Border Guard Board, the Social Insurance Board, the healthcare sector, and other stakeholders, in the development and delivery of specific needs' assessment tools, the referral of victims to support services, and the provision of information. It was piloted in Estonia's Ida-Viru and Lääne-Viru counties, with the hope that the results obtained could be adapted to provide a national implementation model.

After finalising the tools and after the pilot launch in North-Eastern Estonia, the activities carried out in 2024 focused on the preparation of the final technical report.

BeneVict – Benefits of full implementation of the Victims’ Rights Directive



The BeneVict project – Benefits of full implementation of the Victims’ Rights Directive – started in July 2022 and ran until December 2024. It aims to support the EU and Member

States in their common value actions in light of the implementation of the 2012 EU Victims’ Rights Directive.

The purpose of the project is to develop evidence to support the advance of victims’ rights, influence the future of victims’ rights in the EU, and enable pan-EU partnerships to rise to the challenge of improving victims’ lives across the EU.

The activities carried out deliver methodological tools for future shared initiatives, including implementation assessments and data collection on aspects related to the Victims’ Rights Directive, which allow arguments on the benefits of providing victim support and justifying investment in further services to be developed. The project also hopes to identify, for the first time, both the cost of victimisation and the benefits of victim support in Estonia, the Netherlands, Portugal and Spain.

CHAT for Victims – Changing the Accessibility Tools for Victims

CHAT FOR VICTIMS

From July 2022 till June 2024, the CHAT for Victims project – Changing the Accessibility Tools for Victims – aimed to improve access to information by and support for persons with disabilities who are victims of crime.

The project envisioned the development of a live-chat service, adapted to the communications needs of people with disabilities. The service was piloted in Croatia and Slovenia, where it will be implemented by victim support organisations.

Previous project activities focused on identifying the communication needs of persons with disabilities and mapping out solutions/good practices for developing an appropriate live-chat service. The handbook, “Providing distance support-live chat services”, has been produced by project partners as well as an international research report with recommendations.

COVIS - Court based Victim and Witnesses Support Services

The COVIS project – Court Based Victim and Witnesses Support Services – from July 2022 to August 2024, looks to build knowledge for the establishment and delivery of high-quality court-based support services that will meet the needs of victims/witnesses of crime participating in criminal proceedings.



The project's activities have included research on the current availability and practical application of support services across the EU, the identification of best practices in the organisation/delivery of court-based support services, measuring the impact of court-based support service on both victims and the criminal justice system, and on awareness-raising activities. The research resulted in a Best Practice Handbook and a Policy Paper to assist in the implementation of court-based support services across the EU, being drafted.

2Gether4Victims – Coordinating and harmonising Generic and Specialist Support services for victims of gender-based violence



The three-year 2Gether4Victims project – Coordination and harmonising Generic and Specialist Support Services for Victims of gender-based violence – (funded by the CERV program of the European Commission, starting in April 2023 and running for 36 months) hopes to improve the provision of support to and individual needs assessment processes for victims of gendered-based and domestic violence (GBV/DV).

The partnership examines the rationale for gendered support services for victims of domestic violence and intends to offer an evidence-based analysis of how generic and specialist victim support services can collaborate when responding to the needs of victims of GBV/DV across the EU.

The project seeks to identify how the response to GBV victims is organised, what gaps and best practices exist in both generic and specialist support services, and to propose a tailored, victim-centric response to victims of GBV.

IAPHP – Intercultural Approach to Prevent Harmful Practices

The IAPHP project – Intercultural Approach to Prevent Harmful Practices – began in March 2023 and is to be completed in 2025. It looks at developing and implementing training on intercultural mediation for the prevention of Harmful Traditional Practices.



Intercultural Approach to Prevent Harmful Practices

A digital toolkit is being produced for trainers on the prevention, detection, crisis management, and post-intervention in cases of Harmful Practices, with a specific focus on migrant victims. The project provides both online and face-to-face training to first line practitioners, migrant and refugee women for the early detection, prevention and response to crimes of harmful practices, to guarantee the agility and adequacy of support to potential victims.

Project partners envisage the implementation of 48 train-the-trainer sessions for 720 practitioners from health, education and law enforcement services. The sessions will address the prevention, detection and actions taken when migrants fall victim to harmful practices. 40 tailor-made awareness sessions will be held for at least 800 migrants located in Greece, Italy, Portugal, and Belgium.

Breaking Barriers – Understanding the needs of victims/survivors to empower access to community supports

BREAKING BARRIERS

The March 2021 Breaking Barriers project – Understanding the needs of victims/survivors to empower access to community supports – was expected to run until March 2024, but has since been extended to March 2025. The aim of the Breaking

Barriers project is to develop a victim-centric approach to the Canadian Ontario Provincial Police's (OPP's) response to/engagement with victims and survivors of human trafficking, by identifying and gaining a better understanding of their needs and by ensuring better access to wraparound community support.

The pilot project has been implemented in each of Ontario's regions and includes the delivery of training for OPP officers as well as the development of a victims' needs assessment for trafficked victims for use by frontline police officers. The training programme has mainly focused on understanding victims' needs and developing soft skills such as effective communication with victims, empathy and active listening.

Work is now ongoing to create a final report.

LINK – Linking Information for Adaptative and Accessible Child-Friendly Courts



The 2023 – 2025 LINK project – Linking Information for Adaptative and Accessible Child-Friendly Courts – aims at improving the integration of child protection systems within

within criminal proceedings, to better support and protect child victims from violence and discrimination.

The partnership hope – through good practices and awareness-raising activities – to educate criminal justice professionals to prevent discrimination against child victims with intellectual and/or psychosocial disabilities. They also intend to optimise, or develop, the integration and multidisciplinary cooperation of child protection systems and processes within criminal proceedings.

The project combines the mapping of information needs and recommendations for children with disabilities; developing a blueprint or proof of concept for a child-friendly accessible technological system; determining training activities for criminal justice professionals and relevant stakeholders; and organising national children's advisory boards, national roundtables and international conferences in order to publish the project results and better involve civil society, criminal justice professionals and children with disabilities.

DISRUPT – Enhance Digital led InvestigationS, pRosecution and jUdicial resPoneses for dismantling Trafficking chains of children

DISRUPT – Enhance Digital led InvestigationS, pRosecutions and jUdicial resPoneses for



dismantling Trafficking chains of children – is a project which began in April 2023 and is expected to run until March 2025. It aims to improve digital evidence-based investigations, prosecutions and judicial responses related to the trafficking of children.

Starting from the need for an effective and comprehensive response, in terms of overcoming challenges related to technology-facilitated trafficking of children, and with the aim to reduce the risk of secondary victimisation when relying solely on victims' testimonies, the DISRUPT project will develop an innovative framework for the future use of digital evidence. This will positively impact digital-evidence-based investigations and prosecutions of, and judicial responses to THB.

INVERT – Identifying companies and Victims in the Exploitation phase to disrupt the financial business model of adult and child labour trafficking



The INVERT project – Identifying companies and Victims in the Exploitation phase to disrupt the financial business model of adult and child labour trafficking – aims to disrupt the

criminal buisness model of child and adult labour trafficking by developing a prototype suite of two risk assessment tools (company-focused and victims-focused) to be used by prosecutors' offices and Law Enforcement Agencies across the EU. It started in June 2023 and is scheduled to end in May 2025,

EUCVT Demos

EUCVT Demos was launched in February 2023 and is scheduled to run until February 2025. The aim of the project is to better respond to the needs of victims of terrorism, bring together victim support stakeholders, foster debate on victims' rights, and enable knowledge exchange.

Concrete activities include publishing a Guidance Document and an Engagement Strategy, energizing and moderating the online EU CVT Hub platform, organizing regular monthly webinars and posting articles on the Hub, and implementing ten EU CVT Training sessions (online & hybrid) for 200-plus representatives of 26 EU Member States.

PROTECT – Exchanging good practices on restorative justice and the protection of victims' rights

The PROTECT project – Exchanging good practices on restorative justice and the protection of victims' rights – focuses on the exchange of



Exchanging good practices on restorative justice and promoting the victims' rights protection

good practices in restorative justice and on delivering respect for victims' rights through the implementation of restorative practices. The project takes place in Portugal, Italy, Denmark and Spain from September 2020 to August 2021.

The project will facilitate the implementation of restorative justice paths, highlight the meaning of reparation, and promote responsible attitudes towards victims, society, and community rules. It therefore intends to improve victim support trainers/staff skills and competences, strengthening the protection of victims' rights in restorative justice processes.

LitiGate – Strategic Litigation as a Gateway to address the rights of Persons with Disabilities in the European Union

Commencing in September 2023, the two-year LITI-GATE project – Strategic Litigation as a Gateway to address the rights of Persons with



Disabilities in the European Union – aims to promote enforcement of the EU Charter of Fundamental Rights through strategic litigation activities to address breaches of the fundamental rights of persons with intellectual and/or psychosocial disabilities.

Under the scope of the project, a practice-oriented strategic litigation guidebook and training (and mentoring) programme will be developed and piloted. These activities will support civil society organisations and lawyers using the EU Charter of Fundamental Rights for the benefit of persons with intellectual and/or psychosocial disabilities, and will promote cooperation between civil society organisations and legal practitioners.

UNDP Ukraine – Access to Justice for Victims of War Crimes in Ukraine

The UNDP Ukraine project, which started in October 2021 and is due to end in January 2024, focuses on the access to justice for victims of war crimes in Ukraine.

Its activities include assessing the Ukrainian criminal justice system in terms of institutional and organisational solutions, legal frameworks, procedures, and allocation of adequate resources and personnel.

CROSSING PROTECT – Building a cross-sectoral training approach for the operators of Restorative Justice and Victim Support systems dealing with crimes against women

CROSSING PROTECT – Building a cross-sectoral training approach for the operators of Restorative Justice and Victim Support systems dealing with crimes against women – is a project due to start in December 2023 and end in November 2026. It will introduce new skills for Restorative Justice and Victim Support system partners that will enable them to work both transnationally and across their sectors by addressing their common needs and cross-cutting priorities.

The project aims to drive transformation and change in partner organisations by implementing a tailored and innovative peer-to-peer capacity building programme that will capitalise on existing experiences and will create new synergies between the Restorative Justice and Victim Support systems. It also aims to raise quality standards by initiating approaches that may be new to each sector, thus establishing positive interaction and systemic cooperation between the Restorative Justice/Victim Support systems.

IMPACT - Improving Systems of Victim Support



The Improving Systems of Victim Support in Estonia, Malta and Portugal (IMPACT) project aims to enhance the national victim support frameworks in Estonia (EE), Malta (MT), and Portugal

(PT) by ensuring comprehensive, systematic, and victim-centered approaches to victim assistance.

IMPACT employs a flexible, research-based methodology that includes the mapping of existing services, needs assessments at the community level, and the creation and testing of ad-hoc tools to address gaps in victim support services. This approach is also aimed at looking into and supporting legislative and policy changes to further strengthen victim support systems in the project countries. Key focus areas include strengthening individual needs assessments, victim information access, and cross-agency cooperation. The outcomes will be scalable and adaptable for broader implementation across EU Member States.

IMPACT's work aligns closely with the EU's 2020-2025 Strategy on Victims' Rights, which emphasizes the need for stronger national and international cooperation. By uniting diverse stakeholders—from law enforcement to victim support services, judicial authorities, policymakers and healthcare sector, amongst others—the project aims to foster a more cohesive and effective approach to victim support. This collaborative approach will enable victim support mechanisms to be more responsive to the evolving needs of crime victims, particularly as types of crimes and victim demographics shift across the EU.

The project, which started on 18 September 2024, is coordinated by Victim Support Europe (VSE), in cooperation with the Estonian Ministry of Justice, the Estonian Ministry of Social Affairs, the Maltese Victim Support Agency (Maltese Ministry for Home Affairs, Security and Employment) and the Portuguese Ministry of Justice. The implementation of the project is supported by the work of incountry teams in each of the project countries and is carried out in close collaboration with the European Commission (EC) – SG REFORM, which is funding the action under the Technical Support Instrument (TSI).

INVICTUS - Improving National Victim Services Through Transnational Unity and Strategy

The Improving National Victim Services Through Transnational Unity and Strategy (INVICTUS) seeks to address gaps in national victim support systems across six participating Member States: Bulgaria, Croatia, Finland, France, Italy, and Portugal. By engaging national partners in collaborative research and knowledge-sharing, the project facilitates the development of effective strategies to improve how victims of crime are identified, referred, and supported.

The project, which started in September 2024, is coordinated by Victim Support Europe (VSE), in cooperation with the Dutch Slachtofferhulp Nederland (SOH), Bulgarian Centre for Non-for-Profit Law (BCNL), Croatian Udruga za Podršku Žrtvama I Svjedocima (VSC/VWSSC), Finnish Rikosuhripäivystys (RIKU), French France Victimes (FV), Italian Rete Dafne Italia, and Portuguese Associacao Portuguesa de Apoio a Vitima (APAV).

Through coordinated action and stakeholder engagement, the project aims to build stronger, more responsive national victim support frameworks. Project partners will be aided in mapping the scope of existing victim support services in their countries, identifying gaps in provision and best practices, and developing collaborative solutions to improve their national action plans. The INVICTUS project's ultimate goal is to improve how needs of victims of crimes are assessed in implementing countries, how victims are referred, and how information is communicated to victims.

The European Commission (EC) is funding the INVICTUS as a lump sum project under the eJustice action grant in the fields of e-Justice, victim's rights and procedural grants (JUST Lump Sum Grants).

The logo for INVICTUS features the word in a bold, sans-serif font. The letter 'V' is stylized, composed of two overlapping orange shapes that form a downward-pointing triangle.

06.

**VSE NEW
MEMBERS**

2024

In 2024, VSE expanded its membership network. With the addition of 3 new organisations, our total membership now includes 81 organisations across 35 countries. This growth reflects VSE's ongoing efforts to strengthen member retention and attract new members.



AVT Spain



CESIE - Italy



**Accompaniment
Support Services for
Children (ASSC)
Ireland**

07.

EXECUTIVE

BOARD

MEMBERS

Executive Board members of Victim Support Europe at December 31, 2024



President
Rosa Jansen

President of the Board of Directors of
Victim Support the Netherlands and the
Foundation Restorative Justice



Vice President
Petra Klein

Weisser Ring Germany



Vice President
Jérôme Moreau

France Victimes, France



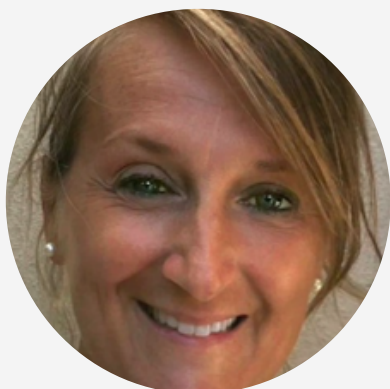
Treasurer
Carmen Rasquete

Secretary General, Portuguese Association
for Victim Support (APAV)



Frida Wheldon

Director for Legal Affairs, Victim Support Sweden



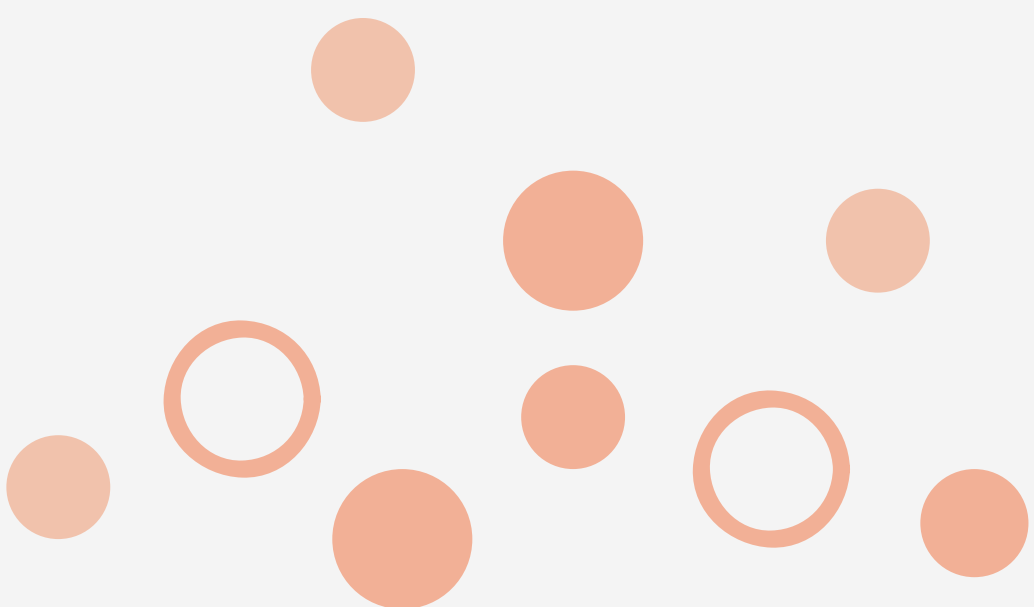
Silvia Taravan

President of Rete Dafne Italia



Julianne Grima

Executive Chairperson, Victim Support Malta





Tobias Koertner

Team leader for victim support at
Weisser Ring Austria



Martyn Herward

Director of Business Services, Victim Support
England and Wales



Miren Špek

Executive Director at Victim and Witness
Support Service Croatia

08.

HEAD

OFFICE



Levent Altan
Executive Director



Aleksandra Ivankovic
Deputy Director



Antonio De Martin
Senior Project Manager



Efthymis Antonopoulos
Junior Policy Manager



Marina Kazakova
Senior Communications Officer



Marina Rota
Senior Training and Capacity Building Officer



Maria Georgiou
Senior Project Officer



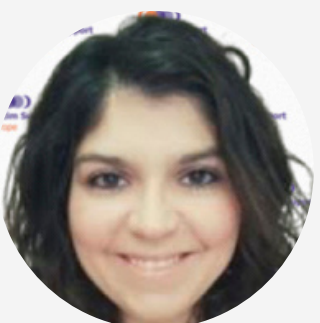
Wali Jan Farhodi
Senior Project Officer



Oleksandr Glagola
Senior Project Officer



Lea Meandre Chautrand
Senior Policy Officer



Inês Nunes de Freitas
Project Officer



Anna Bracco
Project Officer



Keti Varoshlija Botterman
HR and Administrative Officer



Annelies Blondé
Policy Officer



Sara Savoini
Junior Finance and Administrative Officer



Áine Hanrahan
Junior Policy Officer



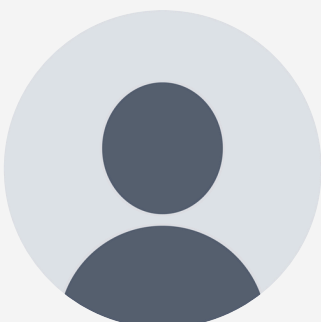
Montana Cantagalli
Junior Policy Officer



Iris Lokerse
Junior Policy Officer



Solène Baudouin-Naneix
Junior Policy Officer



Andrada Antoffie
Junior Policy Officer



Lieselotte Van Den Heuvel
Junior Communication Officer



Ruben Dos Santos
Digital & Multimedia Communications Assistant



Larisa Spahić
Networking and Partnership Assistant



Paula Peralta Agusti
Policy Assistant



Melvin Osei
Finance and Administrative Assistant



Maria Nembo
Project Assistant



Dylan Power
Communications Intern



Nikolas Konstantinou
Projects Intern



Patrycja Kowalczyk
Project Intern



Renaud Debroeyer
Policy Intern



Sara Fontanot
Projects Intern



Alexandra Krstic
Capacity Building Intern



Marta Baldaci
Communications Intern



Aymen Abbasi
Capacity Building Intern



Oleksandra (Sasha) Boychenko
Researcher



Pamela Dalby
Volunteer



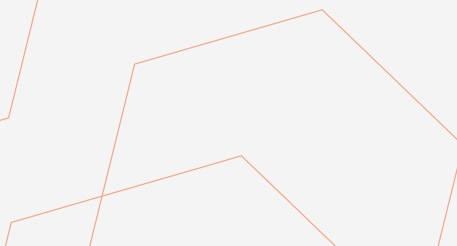
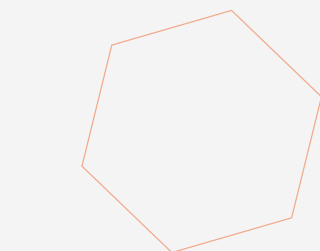
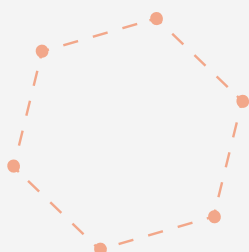
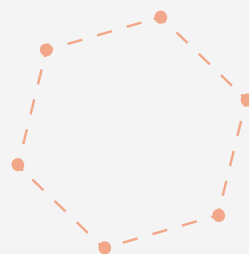
Marie Derstroff
Volunteer



Patricia Pazos
Volunteer



Sigal Haimov
Consultant



09.

MEMBERS

LIST AND MAP

Status as of December 2024: VSE comprises 81 member organizations from 35 countries.

Albania

- Child Rights Centre Albania (CRCA)
- Human Rights in Democracy Center
- Center for Legal Civic Initiatives

Austria

- Weisser Ring Austria

Belgium

- SAM VZW
- CAW Groep
- Ministry of Public Health - Federale overheidsdienst (FOD) Volksgezondheid, Veiligheid van de Voedselketen en Leefmilieu
- Olivier Lauwers
- V-Europe
- FEVR - European Federation of Road Traffic Victims
- Louise Lacour

Bulgaria

- Law and Internet Foundation

Cameroon

- Medinnovint

Croatia

- Bijeli krug Hrvatske (White Circle Croatia)
- Croatian Victim and Witness Support Service
- Woman's Room - Center for Sexual Rights
- Ministry of Justice - Independent Service for Victim and Witness Support

Cyprus

- Association for the Prevention and Handling of Violence in the Family (APHVF/SPAVO)

Czech Republic

- Bily Kruh Bezpeci

Denmark

- Finn Nørgaard Association Denmark
- Victim Aid Denmark (Hjælp Voldsofre)

Estonia

- Social Insurance Board
- Ohvriabi

Finland

- Rikosuhripaivystys (RIKU)

France

- France Victimes
- Manus Legis

Georgia

- Restorative Justice and Rehabilitation Center – RJRC

Germany

- Arbeitskreis der Opferhilfen
- Weisser Ring Germany
- Opferhilfe Berlin

Greece

- The Smile of the Child

Hungary

- Fehér Gyűrű Közhasznú Egyesület
- Office of Justice, Victim Support Unit
- Validity

Ireland

- Advocates for Victims of Homicide (AdVIC)
- Crime Victims Helpline
- Irish Road Victims Association (IRVA)
- Irish Tourist Assistance Service (ITAS)
- Victims of Crime Office
- Federation for Victim Assistance
- Victim Support at Court (V-SAC)
- Accompaniment Support Services for Children (ASSC) Ireland

Israel

- NATAL - Israel Trauma and Resiliency Center

Italy

- Associazione Aletea
- LIBRA ETS
- Associazione Rete Dafne ONLUS
- I-CARE – Associazione Italiana di Supporto Vittimologico
- Associazione Spondé
- CESIE - Italh

Latvia

- Crisis and Counseling Center “Skalbes”

Lithuania

- Klaipeda Social and Psychological Assistance Center

Malta

- Victim Support Malta
- Victim Support Agency Malta

Morocco

- Victim Support Morocco

Netherlands

- Slachtofferhulp Nederland
- European Sex Workers' Rights Alliance

New Zealand

- Victim Support New Zealand

Poland

- Subvenia Victima
- Victim Support Foundation

Switzerland

- Victim Support Switzerland

Portugal

- APAV

Serbia

- Victimology Society of Serbia
- Humanitarian Law Center

Spain

- Asociación Nacional de Víctimas de Delitos Violentos (A.N.V.D.V)
- ATENIN Sociedad Cooperativa Andaluza de interés social
- AVT Spain

Sweden

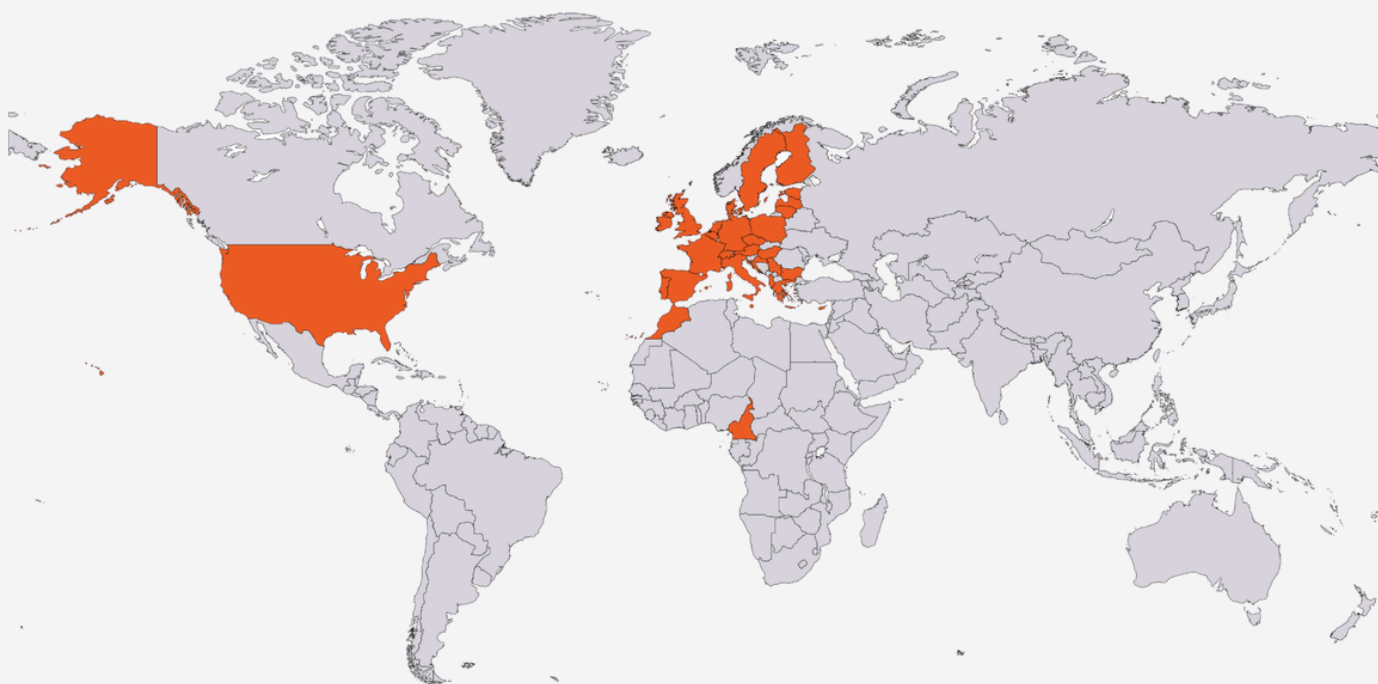
- Brottsofferjouren Sverige

United Kingdom

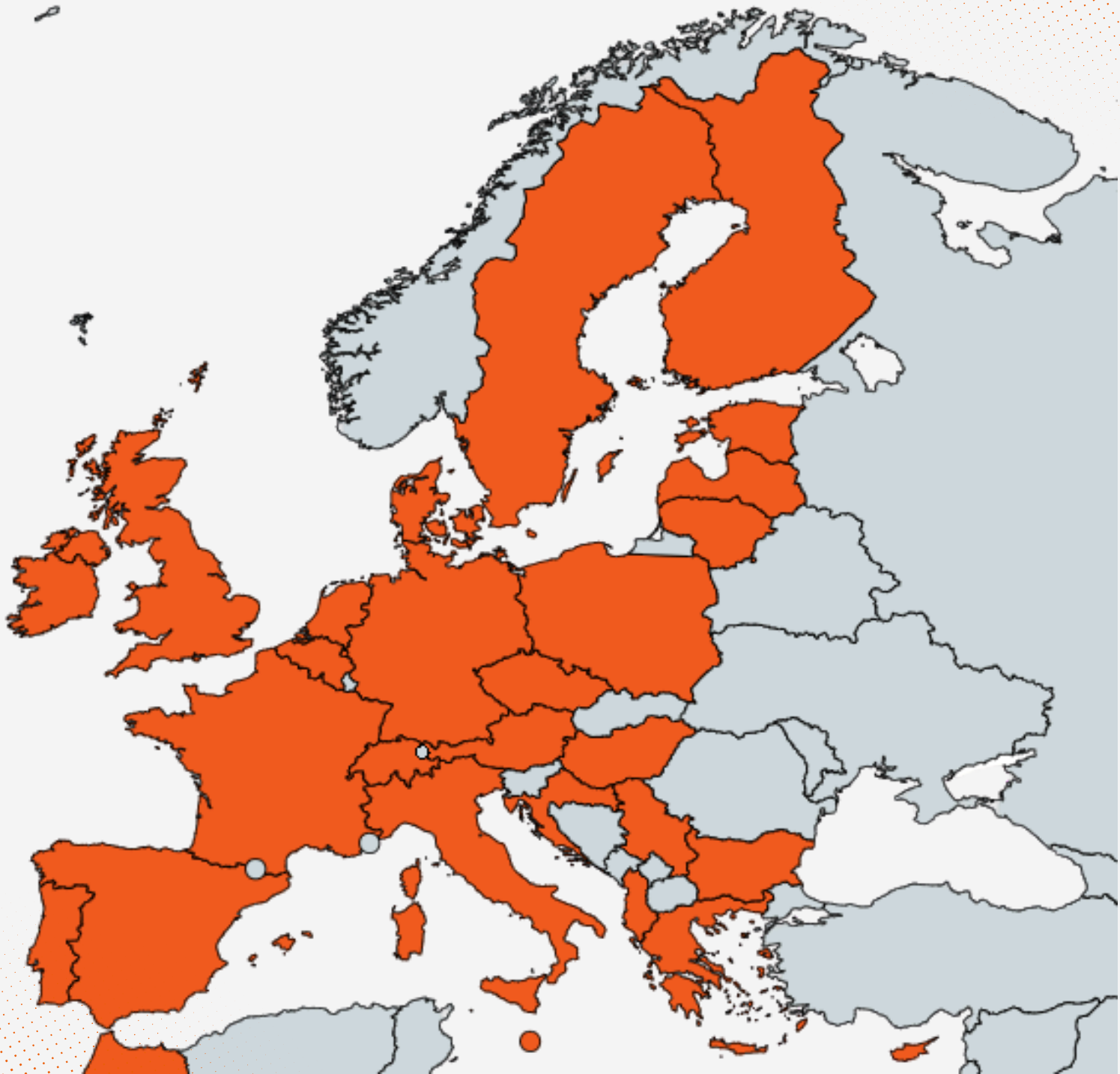
- Victim Support England & Wales
- Victim Support Northern Ireland
- Victim Support Scotland
- Action Against Stalking
- Office for the Commissioner for Victims of Crime
- Commission for Victims and Survivors Northern Ireland
- Mayor of London
- Supporting Justice

United States of America

- International Cruise Victims Association, INC



European Map



10. TREASURER'S REPORT



Audit Overview

We are pleased to report that the audit of Victim Support Europe's annual accounts for the year ending 31 December 2024 has been completed successfully. The audit included a full review of the balance sheet, profit and loss account, and accompanying notes.

The auditors concluded that the accounts give a true and fair view of the Organisation's net equity and financial position in accordance with the financial reporting framework applicable in Belgium. The key figures from the audit are as follows:

→ Balance Sheet Total: €4,724,933

→ Profit for the Year: €3,045

The annual accounts provide a true and fair view of the Organisation's net equity and financial position as of December 31, 2023, as well as its financial performance for the year, in accordance with the financial reporting framework applicable in Belgium.

This outcome confirms VSE's sound financial management and fiscal responsibility in 2024. The positive balance will be used towards achieving the strategic objectives set for the organisation.

Financial Overview 2024

Total Income and Expenditure

The total VSE income from approved grants and contracts for 2024 amounted to €1,996,019.46, representing a 15% increase compared to the €1,736,396.82 income in 2022. This increase is partly due to the increase in operating costs, due to inflation and regular indexations, however it is also representative of the growth of our organisation in 2024.

Financial Position and Reserves

At the close of the 2024 financial year, Victim Support Europe's reserves increased from €247,741.25 to €250,786.22, an approximate 1.2% growth. This reinforces the organisation's financial stability and resilience.

New Finance Management Policy

In 2024, VSE launched a comprehensive new finance policy that is already sharpening our financial management. It introduces finer-grained controls, clearly defines every team member's role in budgeting and oversight, and embeds a culture of rigorous discipline and due diligence—ensuring we steward the organisation's resources with maximum transparency and impact.

Conclusion

Victim Support Europe ends 2024 in a strong financial position, with

- A **balanced** and **well-managed** operating budget.
- Increased income through **strategic grant acquisition**.
- A **growing** reserve base.
- **Sustainable** staff cost management.

Looking forward to 2025, the Organisation is poised for further financial growth, contingent on continued success in securing external funding and delivering on strategic priorities. The Board and the Head Office remain committed to ensuring robust financial governance and transparency, while aligning financial planning with the needs and rights of victims across Europe.





Victim Support **Europe**

Rue Froissart 123-133, 1040 Brussels

www.victim-support.eu

T: +32 2 23460455 F: +32 2 2310557

E: info@victimsupporteurope.eu

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