

Victim Support
Europe



ANNUAL REPORT 2018

MAKING VICTIMS' RIGHTS A REALITY

Victim Support Europe

Annual Report for the year 2018

VICTIM SUPPORT EUROPE

Rue Froissart 123-133,
1040 Brussels
Belgium

T: +32 2 2310112

F: +32 2 2310557

info@victimsupporteurope.eu

www.victimsupport.eu

WHO WE ARE

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

VSE represents 54 national member organisations, providing support and information services to more than 2 million people in 30 countries affected by crime every year.

Founded in 1990, VSE has been working for almost 30 years for a Europe, and a world, where all victims have strong victims' rights and access to support services, whether they report a crime or not.

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

OUR VISION

A Europe in a world where the needs of all victims of crime are fully met through effective rights and high quality services.

OUR VALUES

At the heart of Victim Support Europe's actions are its values: respect, compassion, commitment, community, collaboration. The way we work, the way we interact with others, the way we seek to achieve change and the way we expect others to work with and on behalf of victims' are all driven by these values.

OUR MISSION

To achieve our Vision, our mission is to drive change on victims' issues and support the delivery of victims' services whilst operating sustainably and growing our capability.

TABLE OF CONTENTS

1. FROM THE PRESIDENT JOÃO LÁZARO, MAY 2018	P 05
2. VSE 2018 IN PICTURES	P 07
3. VSE 2018 FACTBOX	P 08
4. OVERVIEW OF VICTIM SUPPORT EUROPE ACTIVITIES 2018	P 09
4.1. DEVELOPING KNOWLEDGE, COLLABORATIONS & PARTNERSHIPS	P 09
4.2. ENHANCING QUALITY OF VICTIM SUPPORT SERVICES	P 14
4.3. ADVANCING IMPROVEMENTS IN LAWS AND POLICIES	P 18
4.4. RAISING AWARENESS OF VICTIMS' ISSUES	P 19
4.5. PROJECTS	P 24
4.6. TERRORISM	P 26
5. NEW MEMBERS	P 27
6. EXECUTIVE BOARD MEMBERS (FROM MAY 2018 ONWARDS)	P 28
7. BRUSSELS OFFICE	P 29
8. MEMBERS' LIST (STATUS MAY 2018)	P 30
9. TREASURER'S REPORT	P 39
10. CLOSING THOUGHTS	P 40

1. FROM THE PRESIDENT



João Lázaro
President

“ Our success is thanks to the combined contributions of our talented team of staff, Board members and the extensive knowledge, expertise and commitment of our members and trusted networks. ”

Having started my second term as President of Victim Support Europe (VSE), it gives me great pleasure to report the sustained, year on year, success of VSE, increasingly positioning us as a global leader in the field of victims’ rights.

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

An important starting point for us has been our five year strategy, which has helped direct our many activities in 2018.

In that strategy we adopted three core objectives that have formed the pillar of our work:

- To **drive change** through laws, policy and awareness raising;
- To **support service delivery** through improvements in quality, accessibility and co-ordination of services; and
- To **operate sustainably whilst growing capability** through investment in VSE infrastructure, enhancing our financial resilience and growing our collective capability.

Halfway through our strategy and we have achieved much:

With respect to the **pursuit of European and international laws and policies**, VSE has increasingly become the **'go to' organisation**.

We have supported the European Commission and European Parliament to include victims’ rights in a range of new EU legislation, such as:

1. The Combating Terrorism Directive
2. A proposed Regulation on the mutual recognition of confiscated criminal assets
3. A proposed Directive on combating fraud

We are also currently exploring how to support a proposed Regulation and Directive on the collection of online or digital evidence, which is essential in criminal proceedings today.

Beyond legislative action, we have prioritised the development of policy advice. As in previous years, much of this has been focused on face-to-face meetings and presentations, particularly on victims' core needs and the role of victim support.

Additionally, we have been developing our capabilities and delivering specialised policy papers and research as well as providing expert evidence at hearings in the European Parliament, before the European Council and on behalf of the Belgian Parliament.

The creation of detailed research papers for the European Parliament and for the World Bank has allowed us to deliver in depth advice on a variety of issues: supporting victims of terrorism; advising on funding mechanisms to pay for support services; different forms of national support systems; developing standards for support services, and the costs and benefits of those services.

Several other studies have been published, including our full analysis on the implementation of the EU Victims' Rights Directive.

As many of you are aware, we are supporting President Juncker's Special Advisor – Joelle Milquet – to develop proposals for improving compensation for victims across Europe. We will complement her report with a policy publication of our own in 2019.

Beyond the EU, we have also been developing our international networks to influence policies globally.

Whilst contacts were initially limited, we now have close relations with various parts of the **UN including:**

- The UNODC where we have rewritten their manual on the implementation of the Basic Principles of Justice,
- We are working with the UN Counter Terrorism office and have helped them develop guidance on supporting victims of terrorism in the Middle East and Africa, and most recently
- We have joined with the UN's first Victims' Advocate – Jane Connors – and we foresee a strong working relationship with her in 2019.

A relationship that was established with the World Bank in 2015, has grown from a tentative small scale project, to three years of extensive research in Serbia in connection with the Serbian Government's accession process. We are currently in negotiations with the World Bank to extend funding into 2019 and to explore opportunities in other countries.

Our work with the European Union now includes engagement with the European External Action Service, which works outside Europe. We have already produced short videos for their 2018 Good Human Rights Stories, and from 2019 we will be developing a long term strategic partnership with them on core issues.

Beyond these institutions, we have also been developing global and regional networks. The informal group of experts on terrorism we helped establish in 2016 (IFDIS) has grown from strength to strength. With our support they held a second symposium in Stockholm alongside our conference. They have now rebranded to INVICTM – International Network for Victims of Terrorism and Mass Violence and will hold a third symposium with us in Strasbourg next year.

We have also been working to establish our sister organisation – Victim Support Asia. This is a truly unique regional organisation, built on the vision and aspirations of Victim Support Europe and it already has over 12 members and will hold its first conference in South Korea in March 2019.

Recently, VSE has become a catalyst for change in both Europe and globally. Time after time, we have seen that one of our greatest values is to bring disparate groups together, to talk about victims' rights and services.

This has been an important priority for us in relation to **supporting service delivery and increasing capacities.**

In 2018, we created new opportunities for dialogue and knowledge exchange. From a delivering a limited number of memberships events, today VSE provides training for judges, prosecutors and police on supporting victims of terrorism, on implementing the victims' rights directive, on lobbying, cybercrime, helplines, distance support and much more.

As we draw to the end of 2018, we are developing a more advanced approach to training – moving from just the provision of training, to the design of training programmes, moving from VSE power point presentations, to multi-media training delivered by European and world experts.

2018 has been an exciting year continuing VSE's trajectory of growth and impact. It has provided a strong foundation for 2019, when we will further improve VSE's capabilities, consolidate recent gains and increase our reach across Europe and beyond – maintaining VSE's position as the leading organisation for victims across Europe.

2. VSE 2018 IN PICTURES



1. VSE'S 22 AUGUST CAMPAIGN "IN THE LIGHT AND THE DARK"
2. VSE AUTUMN CONFERENCE 2018
3. JOÃO LÁZARO RE-ELECTED FOR THE 2ND PRESIDENT'S TERM
4. IN THE LIGHT AND THE DARK
5. BRUSSELS NGO'S ROUND TABLE

6. WHITE CIRCLE CROATIA RECEIVES VSE ACCREDITATION
7. GOOD HUMAN RIGHTS STORIES CAMPAIGN
8. VSE PAYS TRIBUTE TO THE VICTIMS OF TERROR ATTACKS
9. ROUND TABLE MEETING IN GREECE
10. JOÃO LÁZARO (VSE PRESIDENT) AND JANE CONNORS (UN VICTIMS' RIGHTS ADVOCATE)

3. VSE 2018 FACTBOX

In 2018, Victim Support Europe saw strong growth in all our key communications metrics. Here are some of highlights:



122 PUBLICATIONS

26 Reports
96 Web-articles



2281 SOCIAL MEDIA FOLLOWERS

1238 on Twitter
1043 on Facebook



4500 NEWSLETTER SUBSCRIBERS



13 VSE EVENTS

2 Conferences
1 EU NGO Round Table
10 Meetings
(4 Regional and National,
3 Centres of Excellence,
and 3 Staff Exchanges)



3 SOCIAL MEDIA CAMPAIGNS

Each receive an average
of 50K impressions

4. OVERVIEW OF VICTIM SUPPORT EUROPE ACTIVITIES 2018

VSE's most important achievements can be measured in good victims' rights stories – the number of victims reached and supported, the number of support services improved and developed, the number of victim-related policies and laws influenced and implemented.

In 2018, VSE was active in various ways: addressing politicians and decision-makers; commenting on legislative proposals; conducting nation-wide research projects; ensuring media attention and getting noticed through campaigns; creating informational and educational materials; and training various partners. A major accomplishment has been an EU-wide project, VOciare, on the practical implementation of the Victims' Directive, which has produced 26 reports on victims' access to rights in EU member states.

MAIN 2018 ACTIVITIES INCLUDED, BUT WERE NOT LIMITED TO:

- Exchange of best practices
- Developing and delivering training modules
- Organising conferences and other networking opportunities
- Developing policy input, including consultations, position papers, policy briefs and papers
- Advocacy and lobbying for victims' rights
- Dissemination
- Managing the network
- Ensuring a responsible governance and operating structure

It is impossible to cover all of 2018 in this annual report as our story is not only one of EU victims' rights (a dynamic concept in itself) and their implementation, but is also about international collaboration, numerous partnerships, as well as about the development of (international) victims' rights movements and activism. Therefore, we have brought together items covering key examples that characterise VSE's work and

results over the past year rather than aiming for a full report of activities.

4.1 DEVELOPING KNOWLEDGE, COLLABORATIONS AND PARTNERSHIPS

4.1.1 DEVELOPING KNOWLEDGE

During 2018, a draft policy paper, entitled: 'A Journey from Crime to Compensation', was initiated to look into the challenges faced by victims when applying for compensation within the EU. Through statements from victims and frontline victim support organisations, the practical transposition of the 2004 Compensation Directive, and its relationship with the EU Victims Directive was analysed.

As a result, this effective consultation has allowed a comprehensive understanding of the challenges facing victims when applying for, and obtaining, compensation.

Research and existing knowledge have identified good practices in supporting victims with their compensation claims, and recommendations for future action have been articulated.



Due to its importance, the draft policy paper will be presented to the VSE membership for comments and approval during 2019, prior to its official publication.

SUPPORTING VICTIMS THROUGH THE USE OF THE FACILITY DOG SERVICE

In 2018 we prepared an introductory policy paper giving information and guidance on supporting victims through the use of the facility dog service. The report sets out not only the needs of victims, but also the impact and trauma this has on victims and which affects their ability to communicate during criminal proceedings. The paper explores the topic of secondary victimisation during criminal proceedings and how the use of facility dogs can help victims avoid the impact of secondary victimisation. Initial research sets out the basic approach to establishing a facility dog service and highlights some of the main challenges involved.

EXPANDING CROSS-BORDER REFERRAL SCHEME TO OTHER MEMBERS

VSE has developed a report on how cross-border referral mechanisms can adhere to GDPR regulations. Interviews with member organisations have identified a landscape of differing understanding and implications of pan-European GDPR regulations. VSE's report aims to offer members guidance on how to best protect victims' personal data in a cross-border situation.

A GUIDANCE DOCUMENT ON THE ORGANISATION AND THE DIFFERENT FORMS OF MEMORIALS FOR VICTIMS OF TERRORISMS

Over the past 10 years, Europe has been the target of numerous terrorist threats and attacks, which have not only affected victims and their families, but have also affected society as a whole. VSE produced a guidance document on the organisation and the different forms of memorials for victims of terrorisms. This document looks to provide guidelines to support the organisation of remembrance events for victims and thus anticipate challenges that may arise for the organisers.

REPORT ON CROSS-BORDER COMPENSATION FROM VICTIMS' AND VICTIM SUPPORT ORGANISATIONS' PERSPECTIVES

As stated above, a draft policy paper entitled: 'A Journey from Crime to Compensation', looking into the challenges victims face claiming compensation within the EU, has been initiated. While the policy paper was developed in 2018, because of its importance for our future work, the paper will be reviewed by the Executive Board in

early 2019 with a publication date planned to be in line with the Milquet report.

To achieve an evidence-based policy paper expressing the genuine experience of those claiming compensation across Member States, a variety of victims have been interviewed and surveyed. Similarly, opinions from stakeholders in national Member State compensation authorities, victim support organisations and other professional organisations have been presented to give a global perspective on the compensation claims requirements and procedures.

HONOURING VICTIMS OF TERRORISM

Guidance on preparing a memorial event in the aftermath of a terrorist attack

INVOLVE VICTIMS

From the very beginning of the preparation phase, involve victims; listen to their ideas, ask for their help and guidance, determine the content of the memorial with - and for - the victims.

TIMING

As a general rule, allow at least 6 months to prepare. If you are planning a memorial close to the event, do so only when all funerals have been held. Keep the formal segment of the memorial relatively short e.g. 45 mins - 1 hour. Make victims' associations leading/key partners for anniversary events.

COORDINATION AND PARTNERS

Coordination of a memorial event may involve different actors and groups. Think about partners who can assist with: security and safety of participants, communication and invitations, logistics, preparation, psychological support, catering and transport.

EXTRA TIPS

- Respect the timing needed for families, friends and the wider community to leave objects, flowers and messages for the victims.
- Include the community when cleaning up the site of a spontaneous memorial.
- As far as possible, try to manage media presence and make clear agreements in advance with local and national press associations.

Victim Support Europe
STRENGTHENING THE RIGHTS AND SERVICES FOR ALL VICTIMS OF CRIME IN EUROPE
www.victimsupport.eu

MEMORIALS

Exploring the various approaches to commemorating victims of terrorism

PHYSICAL

Physical memorials are among the most common ways to commemorate victims of terrorism. Statues, sculptures, engraved plaques, fountains, buildings and gardens are among the various monuments created to remember, honour and pay respect to victims.

LOCATION: Often physical memorials are at the site of the attack (9/11 Memorial, Atocha Station). It can also be a public space easily accessible by all. Accessibility, safety, maintenance, and the surrounding environment (noise/light/neighbouring buildings) are very important factors when considering the location of a physical memorial.

MESSAGE: Physical monuments carry social and political implications. They convey implicit and explicit messages that are of significance for victims, family members, and the general public. Images, statements, citations, names of victims can be found on physical memorials to remember, honour and pay respect to victims. Messages usually transcend social, cultural and political differences, and promote respect and remembrance.

SPONTANEOUS

Rapid public responses meet the need to physically express grief, unity and solidarity. In this form of memorial, there are no rigid rules; timing is flexible, messages vary, and methods of remembering (silence/ protests/ music and arts/ prayers) may all come together in a single memorial. Typically, there is no or too little coordination, as these are grassroots, citizen-lead actions.

REMEMBRANCE DAY

Establishing a national, European or international day of remembrance is an annual sign of solidarity with victims, deceased victims and their families and friends, as well as the wider community. This may also act as a day which promotes peace over violence.

ONLINE

Online memorials are virtual spaces dedicated to commemoration. Whether a dedicated website, social media post or blog, online memorials allow individuals to share in the grieving process from distance, and permit continued acts of commemoration long after formal events have ended. Online memorials have little environmental impact and can also act as a platform for In Memoriam donations and fundraising.

VICTIMS' GROUPS

Surviving victims, family members, friends and the wider community establish victims' groups and organisations as a way to collectively remember, practice peer support and raise awareness.

4.1.2 DEVELOPING COLLABORATIONS AND PARTNERSHIPS

WORKING WITH THE EU INSTITUTIONS

Over the past few months, VSE has intensified its work with the European institutions, including the European Parliament, FRA, Europol and the Council of Europe.

In particular, we have established new connections in DG Migration and Home Affairs, working on terrorism, cybercrime and the confiscation of criminal assets. Our meeting with the cybercrime unit revealed a real desire on their part to engage more on victims' issues. A Europol expert was one of the keynote speakers

at VSE's autumn event in December 2018.

VSE provided direct support to MEPs on victim issues; participated in and attended events hosted by the European Parliament; and conducted an expert presentation at the European Parliament's public hearing on "Protecting the rights of victims of terrorism in the EU" on 21 March 2018.

We continue our cooperation with the The European Union Agency for Fundamental Rights (FRA), including participating in their consultation on their work programme and being interviewed by the FRA to help them define their priorities in the field of victims' rights.

NEW PARTNERSHIP WITH THE EUROPEAN EXTERNAL ACTION SERVICE (EEAS)

In September 2018 the European External Action Service launched "Good Human Rights Stories Initiative", a cross-regional coalition of human rights-minded countries to develop and share a new positive narrative on Human Rights. The EU story focused on the victims' rights.

Victim Support Europe have been asked by the EEAS to showcase good news stories relevant to victims rights. Recognising the importance of the connection and the occasion, VSE, in partnership with Transcendent Media, produced a film based on interviews of victims and support workers. The film highlighted how the EU Victims' Directive has improved the treatment of victims of crime and how work by support organisations has been encouraged across Member States.



The film was screened at the UN General Assembly meeting in New York on the 27th of September, during which the EU together with other countries (14 foreign ministers and the UN) launched the Good Human Rights Stories global initiative. The ceremony was chaired by UN Secretary General Antonio Guterres and the EU High Representative for Foreign Affairs and Vice President, Federica Mogherini. It is an example of the growing recognition that rights for victims must target all victims rather than specific groups.

After the success of our film premier, a follow up meeting was arranged between Victim Support Europe's President João Lázaro and the EU's Ambassador to the UN – Vale de Almeida, as part of our ongoing activities to link European priorities with global action. The meeting was a great success, with opportunities for future co-operation discussed and a firm commitment from the Ambassador to continue and strengthen our cooperation.

The EEAS is now looking to collaborate more extensively with VSE in 2019, potentially to develop a programme to incorporate victims' education in schools and universities across the EU.

ENVR AUTUMN EXPERT MEETING AND SEMINAR' IN VALLETTA (MALTA)

Another important aspect of our work is linking with State entities, which work with victims. The European Network on Victims Rights is an NGO set up by EU Member States to support the implementation of the Victims' Directive.

VSE participated in presentations and chaired working groups. Discussion focused on recommendations on compensation for victims of crime, notably compensation for victims of terrorism. It was recognised that crime victims do not yet receive fair, sufficient or timely state compensation.

INTERNATIONAL ENGAGEMENTS

- VSE AND THE UN

Whilst VSE has already established links in the UN, notably with the UNODC and the counter terrorism office, a new relationship was formed in 2018 with the UN's first Victim's Advocate – Jane Connors.

President of Victim Support Europe, João Lázaro, met Jane Connors in New York on 3 October 2018, with a follow up meeting taking place in Brussels just a few weeks later. The meeting



positions that would benefit all victims, rather than just victims of UN personnel.

A joint priority is to map victims' rights approaches and services. It was agreed that VSE's 30 years of expertise in victim support and its extensive network of over 50 victim support organisations in 29 countries can be beneficial to the UN's initiative.

- OTHER INTERNATIONAL VICTIM SUPPORT EUROPE PROJECTS THAT AIM TO PROMOTE VICTIMS' RIGHTS GLOBALLY

As briefly mentioned above, 2018 marked the establishment of Victim Support Asia, which rings together support organisations from around the continent.



Original plans to establish an international support organisation – VOCI – founded in 2017. However, lessons were learned and VSE supported the creation of Victim Support Asia, led by our long time partner - Korean Crime Victim Support.

Following extensive meetings, and the appointment of Frida Wheldon as Development Director, in 2018 the organisation was legally registered and to date has 12 members. A first conference is planned in South Korea in March 2019 with VSE assisting in its preparation.

VSE maintains international contacts in Canada, USA, Australia, the Middle East and Africa as part of ongoing commitments to ensure support to victims across borders. We now regularly respond to requests from the US Department of Justice in its work for victims of terrorism.

VSE'S COLLABORATION WITH OTHER NGOS

2018 was a milestone year for VSE. Outreach over the past few years, to NGOs and other European organisations, has increasingly paid dividends as organisations now look to VSE for support on victims' issues as well as giving VSE support in its work.

It's not possible to list all activities we've carried out with partners, here just a few:

Our partnership with the Age Platform – a European network for the elderly, continues and this year we supported a workshop that focused on preventing and responding to abuse of elderly people in care.



Similarly, we assisted the French Government's Office for Victims in organising an international conference on victims of crime – which many of you attended. This was part of a longer term relationship with the Ministry, brought about by our work on terrorism.

This year we continued to work with the European Emergency Numbers Association, which advocates for emergency services. Together we promoted the establishment of mandatory public warning systems in Europe, whereby mobile phones can be used to alert citizens in case of a national or local emergency: terrorist attacks, flood, etc. In June, the EU reached an agreement on this initiative.

We must highlight our recent collaboration with Ilga Europe, reflecting our commitment of mutual support, based on the expertise and skills in both organisations.

Many of our connections have been established through the EU NGO Roundtable organised annually by VSE. This year the focus was on "Victims of crime in Europe: a broader NGO perspective".



For the fourth-consecutive time, Victim Support Europe gave NGO representatives the opportunity to share good practices and to discuss challenges in the field of victims' rights. The sessions featured presentations on work carried out by each NGO as well as discussions on the governmental pressures felt by NGOs and on how to protect NGO and victims' rights advocates' ability to operate and speak out freely. A discussion on preparations for the European Parliament elections in 2019 concluded in an agreement to increase awareness of victims' issues during the Elections.

CO-OPERATION WITH THE PRIVATE SECTOR

In just a couple of decades, the issue of corporate responsibility for victims' rights has been put on the international agenda.

VSE is currently developing working relationships within the private sector. Not only have we established a new partnership with Facebook, to identify priorities and become trusted partners at a national level, we have also initiated contact with Google. A first meeting indicates there are opportunities for collaboration focusing on cybercrime and its prevention. We will continue working on these contacts in 2019.

We have also now established sponsorships with two international law firms – DLA Piper and Osborne Clarke. Both are committed to providing VSE with pro bono legal assistance and policy support. In addition, we are working with Osborne Clarke in Brussels to develop their first corporate social responsibility strategy focused entirely on victims of crime.



4.2. ENHANCING QUALITY OF VICTIM SUPPORT SERVICES

4.2.1 TRAINING

PARTNERSHIP WITH FACEBOOK

An initiative this year has been VSE's partnership with Facebook. VSE developed and delivered a training module on supporting Facebook users who've become victims of cybercrime and cyber bullying. The module focused on processes for reporting such activities, on obtaining assistance for victims, and on ending and preventing online abuse. Based on the training, desk research and meetings with experts in the field of cybercrime, VSE plans to create a cybercrime training programme of both online and face-to-face training modules. These will help raise awareness and knowledge of EU laws, approaches to supporting cybercrime victims etc. Multi-media modules will include spoken presentations, video interviews and resource tool kits for support organisations, and we will seek to engage global leaders in the field to provide guidance.

WORKSHOP ON STRATEGIC LITIGATION

The VSE autumn event provided training on strategic litigation, a priority for 2018. The training was organised in partnership with ILGA-Europe and DLA Piper, who developed modules in their respective areas of expertise.

The training aimed to help to understand the relevance of litigation to change public policy and law, and that a litigation strategy can be developed.



TRAINING FOR JUDGES

Further to membership training, VSE has joined with the European Institute for Public Administration to deliver specific modules, for judges in Serbia as well as with the Academy for European Law (ERA), on victims with disabilities.

WORKSHOP ON FINNISH MODEL OF VICTIM SUPPORT

VSE Executive Board member, Leena-Kaisa Aberg provided a workshop on the Finnish model of victim support to participants of the national event in Split, and on the Nordic model of regional cooperation at the regional event in Split.

4.2.2 STANDARD-SETTING

Following the adoption of our standards and accreditation process in 2017, Croatia's Bijeli Krug became our first fully accredited member.

Not only is this the first organisation to be accredited, but Bijeli Krug also agreed to support the development of the accreditation process. In 2017-18 VSE conducted an in-depth pilot evaluation process with Bijeli Krug, which underwent a full evaluation of the nine victim support standards. As expected, Bijeli Krug was already largely compliant though some areas for improvement were identified and resolved in a very efficient and enthusiastic manner.



VICTIM SUPPORT EUROPE SERVICE STANDARDS

- 1** Making services accessible to victims of all types of crime
- 2** Respecting victims and treating them with courtesy and dignity
- 3** Working to ensure victims are safe
- 4** Responding to individual victims' needs
- 5** Supporting victims through diversity of services
- 6** Delivering for victims through referrals and co-ordination
- 7** Ensuring good governance structures
- 8** Achieving quality through training
- 9** Improving our services through monitoring and evaluation

4.2.3 DEVELOPING CENTRES OF EXCELLENCE ACROSS THE EU

During 2018, VSE and member organisations held online discussions on distance-based support for victims and the 116006 Helpline. They exchanged ideas on how to advance these services to the benefit of all victims of crimes. As a result, members identified 4 priorities for 2019 activities:

- Outreach and awareness raising,
- Cross border victims,
- Victims with disabilities,
- Data collection and protection.

It was agreed that given the similarity in the membership and discussion, the two centres would be combined.

This year's Centre of Excellence workshop organised by VSE and the Weisser Ring Germany took place in Mainz, Germany. The workshop aimed at exchanging views and knowledge on the implementation and use of distance-based support with a focus on online guidance.



The workshop allowed in-depth discussion on:

- Data protection and collection, how to make distance support services GDPR compliant
- Victims with disabilities
- Innovative practices in the provision of cross border services and distance support
- Outreach and awareness raising, campaigning to better reach out to victims

4.2.4. ENHANCING VSE'S SERVICES FOR MEMBERS

It is not hard to sketch the map of the victim work of VSE as a broad movement, in the light of a world which has changed significantly over the

past 30 years. Much has been achieved, but more still needs to be done.

In 2018, we worked on increasing the level of quality and accessibility of member-oriented services. VSE members now have access to a range of benefits designed to enhance knowledge exchange, visibility, networking, and information sharing.

We initiated a more up-to-date intranet system to encourage engagement in knowledge exchange and best practice forums. VSE website activity increased in 2018 and we introduced several new pages, with the Victims' Information page being the most significant. In 2018, the VSE website hosted 43 articles and 4 publications.

4.2.5. SUPPORT ON THE DEVELOPMENT OF VICTIM SUPPORT IN EU MEMBER STATES

Throughout 2018, we continued to strengthen our contacts within countries across Europe. While context requires a particular approach to improving victim support services in each country, many face similar problems. A combination of individual and collective needs, and solutions from foundations laid in 2017 allowed us to move forward this year.

LITHUANIA

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

ITALY

RETE DAFNE was invited to participate in VSE's study visit to France. President João Lázaro visited Italian members, government actors and academics working on victim support. President João Lázaro gave a presentation on EU victim support at a conference in Verona with Italian government and civil society actors.

VSE has frequently worked with Italian organisations following terrorist attacks, which involved Italian victims.



Rete Nazionale
dei Servizi per l'Assistenza
alle Vittime di reato

CROATIA

VSE supported the development of the National Network of victim support services in Croatia. Collaboration has resulted in a strong partnership with our Croatian members, the Association for Victim and Witness Support and the Service for Victim and Witness Support of the Croatian Ministry of Justice. In 2018, VSE organised the first Regional Knowledge event in Split, Croatia on 11 & 12 October 2018. The event was co-organised by VSE and its Croatian members (specifically Bijeli krug Hrvatske and Victim and Witness Support Office of the Ministry of Justice). The event brought together 14 organisations from four countries (Croatia, Slovenia, Serbia, Romania), members and non-members of VSE. The meeting was a significant success with participating organisations from around the region coming to discuss ways to work towards common and individual goals, best practices and ways to improve victim support services and rights across the region.

MALTA

In 2018, the VSE team attended a meeting at the The Malta Police Force HQ. The session was devoted to the issue of supporting victims by police referrals.



SERBIA

An achievement of 2018, was participation at the WorldBank Conference on Victim Support that took place in Serbia and that prompted a series of reports on "How to Ensure Quality of Victim Support Services?". Through the development of a strategic national victim support service plan maximising the use of existing services, coupled with clear, time-bound actions and the resources to implement plans, Serbia has the opportunity to develop a highly effective support system.



THE WORLD BANK
IBRD • IDA | WORLD BANK GROUP

GREECE

In 2018, VSE engaged with several national organisations in Greece to continue developing victim support services. A meeting took place in Athens on 20 November 2018 with 22 participants. The aim was to share perspectives and views on the implementation of the 2012 EU Directive in Greece, to strengthen networks and to establish new commitments to work together to improve the lives of victims in Greece.



A report of the meeting was produced describing the most important challenges, issues and opportunities in the delivery of victim support to all victims of crime in Greece. The participants included NGOs working in the field, police services, prosecution and judiciary authorities and the government. The event was considered important enough for a Greek government minister to attend and speak at the event.

4.2.6 COORDINATION OF STAFF EXCHANGE

VSE opened a call for members to participate in members' exchange events in 2018. As a result, a twinning programme was agreed between APAV (Portugal) and Victim Support Northern Ireland, which enabled three staff members (two from APAV and one from Northern Ireland) to exchange knowledge and experiences. The exchange was seen as a success and has motivated other members to express their interest in participating in the near future.



4.3. ADVANCE IMPROVEMENTS IN LAWS AND POLICIES

VSE has the remarkable distinction of being a recognised global victim support umbrella organisation. Despite a growing number of victim support services, VSE has the reputation of single handedly building the European and international victims' rights movement over the past three decades, by directly challenging and changing governmental policies and practices, and by defining and advocating victims' rights.

To ensure credibility, throughout 2018, VSE has continued to work with a range of organisations and governments to carry out research, and to develop policy and legislative initiatives globally and in Europe. This has been achieved by carrying out research, providing advice and expert opinion, in general consultations with institutions, and by supporting joint priorities. This work has included:

- Giving advice and support to UNODC on victims' issues, including the development of education for justice;

- Supporting the UN's first Victim Advocate, Ms Jane Connors – discussing victim priorities, providing information on a range of victims' issues, including the support of victims of sexual violence, mapping support services etc;
- Ongoing engagement with the World Bank to help define action priorities in the Balkan region.



In 2018, VSE continued to be recognised as the European leader in matters of victims' needs and victims' rights. This has led to invitations to partner with other organisations and institutions in mutual projects: the Maltese Police, Swedish Probation Authority, universities and other actors.

VSE interacted with representatives of the EU, international organisations, national governments and other stakeholders on a number of topics. These included issues on: compensation, terrorism, cybercrime, confiscation of criminal assets and e-evidence; good human right stories etc. Examples of specific activities include:

DG-Justice: monthly consultations with DG-Justice representatives on their own priorities, on emerging issues identified by VSE, on the EU Victims' Rights Directive compliance and implementation issues, etc.

DG-Home: engagement on confiscation of criminal assets, cybercrime, e-evidence and child sexual exploitation.

The EEAS: support for the Good Human Rights Stories initiative and discussion 2019 future strategic cooperation. Through the EEAS, VSE held a first meeting with the EU's Ambassador to the UN, H.E. João Vale de Almeida, on incorporating victim-oriented activities in the EU's agenda for developing countries.

European Parliament: VSE worked with individual MEPs to support their work, within the EP, on victims' issues, the development of reports on victims' rights, and supporting the work of the LIBE and FEMM Committees as well as the Special Committee on Terrorism (TERR).

Europol: VSE explored opportunities to work with Europol, specifically with the cybercrime unit. This resulted in Europol's participation in VSE's autumn event and an agreement to holding a joint conference in the future.



FRA: VSE continues cooperation with the FRA, including responding to consulting requests from the FRA: participating in a consultation on work programming and being interviewed by the FRA to help define priorities in the field of victims' rights.

The United Nations: supported their anti-terrorism agenda, started developing ideas around education for justice, began working with the UN Victim's Advocate on sexual violence issues and mapping of victim services. Engaged with the French, US, Israeli and UK governments within the UN framework to incorporate a stronger victims' perspective in the UN Global Counter-Terrorism Strategy Review, adopted by the UN General Assembly resolution No. A/RES/72/284 on 26 June 2018. VSE campaigned for the UN's first International Day for Victims of Terrorism and then participated in an expert panel on the day itself.

World Bank: Identified priorities with the WB, then explored where and how to expand their activities in field of the victims' issues.

French Ministry of Justice: VSE took part in the organisation of Assises Européennes des Associations d'aide aux Victimes et de Victimes, which took place in November 2018. The Secretariat helped the French Ministry in identifying participants and speakers for the event, while the VSE Executive Director moderated a session.

4.4. RAISE AWARENESS OF VICTIMS' ISSUES

Through its campaigns and communications strategies, VSE continues to promote victims' rights to governments, stakeholders and citizens, breathing life into codified, but not yet implemented EU standards.

VSE creates international media attention and coverage of achievements in victims' rights and abuses around the EU.

Building PR campaign mechanisms, to mobilise cross-border agreement and effectively target uncooperative governments to implement the EU Victims' Directive throughout Europe, is a long-term VSE objective. The practice of giving a personal face to victims' rights achievements and abuses is not a VSE tactic, but is the very foundation of its advocacy.

CAMPAIGNING

We ran three social media campaigns in 2018, featuring the testimonies of victims as a pivotal tool to demonstrate what's taking place in victim's rights in the EU and beyond: where things go well, where authorities fail to help victims and what needs to be improved.

Campaign 1. For the first International Day of Remembrance of, and Tribute to, Victims of Terrorism, support workers from around Europe joined together to honour of those affected by terrorist attacks. A video-poem, dedicated to those who have suffered and died as well as to family, friends and their supports, was played at the event.





Campaign 2. Victim Support Europe has been asked by the EEAS to showcase good news stories on victims’ rights. We created four videos to reflect how the EU has helped victims of crime. The interviews were shown at the UN General Assembly meeting in New York on 27 September, 2018, when the EU launched the Good Human Rights Stories global initiative.



The video stories highlight how the lives of victims of crime have improved since the EU adopted the Victims’ Directive, three years ago, to defend their rights. The videos feature support workers, who help victims overcome their traumas, exercise their rights and find the assistance and treatment they need.

Campaign 3. VSE ran an autumn campaign linked to its cybercrime conference “Online Victimization: Developing a Comprehensive Response”, hosted by the Representation of the Free State of Bavaria to the European Union on December 11, 2018. The campaign took place between November, 1 – December 21, 2018 with the aim of increasing awareness of cybercrime issues and the conference itself.



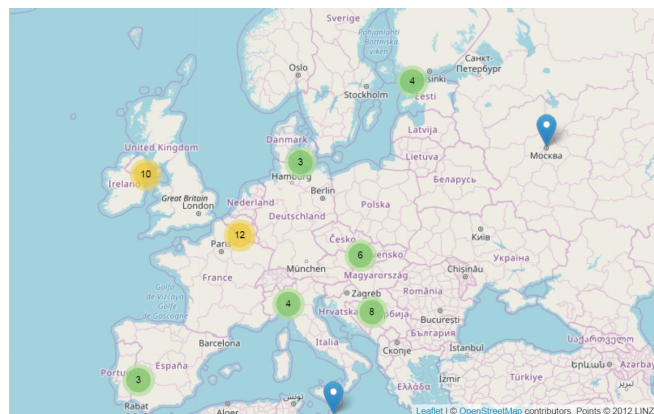
COMMUNICATIONS STRATEGY

In 2018, we finalised the draft, and started the implementation, of our communications strategy. The communications strategy helps us to:

- To provide a regular flow of information to members, key stakeholders and general public;
- To regularly showcase organisational successes across social and local media;
- To allow approaches by media and other stakeholders for information and comments on Victim Support services;
- To ensure that we provide useful, practical information and support, that we are trustworthy and reliable, that we have knowledge of the policy environment;
- To regularly gather feedback to ensure we maintain standards of care and support.

INTERACTIVE ONLINE MAP OF VICTIM SUPPORT SERVICES

With an ever growing number of desktop and smartphone users regularly accessing mapping services, online mapping has become a universal tool. Online mapping of Victim Support Services will allow data to be shared with potentially vast online audiences. While having advantages for creating presentations or in networking, its main use is to make information about victim support services available to everyone anywhere anytime.



In 2018, VSE prepared a guide on how to create, launch and maintain an online map of victim support services. The map indicates the primary location of all VSE members (54 pins). National maps of support services will be added as these are prepared through external projects.

Currently, the map can be found at <https://victimsupport.eu/interactive-map/> - content will be transferred to a permanent web location in 2019.

EVENTS AND REPRESENTATION

VSE'S ANNUAL CONFERENCE 2018

In 2018, VSE held its annual conference in Stockholm, Sweden, in cooperation with Brottsofferjouren (Victim Support Sweden) on 23 and 24 May. The theme was 'Reaching out to victims' and included four plenary panels, 15 workshops and a speakers' corner with 10-plus tables providing a speed-dating style of presentations ensuring interactive engagement for participants. The conference, hosted by H.M. Queen Silvia of Sweden, brought together 190 participants from over 20 countries; it was determined a success by the participants. Mr Morgan Johansson, Swedish Minister of Justice, gave a prominent keynote speech, giving the conference a particularly high profile as it took place at the same time as the entry into force of Swedish legislative amendments to the definition of rape.

VSE'S AUTUMN CONFERENCE 2018

The Annual Autumn Conference, in Brussels, strives to bring together victim support organisations and EU policy makers on an issue pertinent to victims. This year's theme was "Online Victimization: Developing a Comprehensive Response". The conference was hosted by the Representation of the Free State of Bavaria to the European Union. The event highlighted initiatives taken by The Directorate-General for Migration and Home Affairs of the European Commission; the criminal's approach to targeting children led by EUROPOL; and responding to online fraud from Osborne Clarke International Legal Practice. The conference shed light on the different forms of cybercrime, the vulnerabilities to cybercrime of people with intellectual disabilities, and the need and availability of support for victims.



The conference gave the floor to the victims of cyber-bullying to share their poignant testimonies - unveiling the challenges, needs and ideas for change. Victim Support organisations, Weisser Ring German and Plena Inclusion, shared their work in responding to the particular needs of victims of cybercrime. Co-founder of the MetooEP campaign spoke on the perception of cybercrime against women and changing reactions. 3 victims (from the UK, Italy and Spain) shared their personal experiences of online harassment. A varied group of 13 speakers, from victims to policy makers, tech companies and practitioners, provided a comprehensive analysis of the problem of cybercrime and its impact on victims. The conference was attended by 24 national victim support organisations and more than 100 delegates.

VICTIM SUPPORT EUROPE PAYS TRIBUTE TO THE VICTIMS OF TERROR ATTACKS ON THE 1ST INTERNATIONAL DAY OF REMEMBRANCE OF AND TRIBUTE TO VICTIMS OF TERRORISM

The President of Victim Support Europe João Lázaro and the Executive Director Levent Altan were among those attending the first International Day of Remembrance of, and Tribute to, Victims of Terrorism commemoration service that took place in Brussels on the 21 August.

The flower laying ceremony organised by 'V-Europe' in partnership with 'Victim Support Europe' honoured all victims of terrorism. The commemoration service in Brussels as well as other remembrance events around the world is to be held annually on the 21 August. According to a statement on the UN website, this day is meant to allow victims of terrorism, who "often feel forgotten and neglected" in the aftermath of a terrorist attack, "to have their voices heard, have their needs supported, and their rights upheld."

The service was followed by a roundtable discussion (hosted by 'V-Europe') on the whole notion of a commemorative event and the concept of next year's ceremony: what are its aims, what are the possible formats, what is the impact that remembrance events have on attendees, and what can be gained by pairing the concept of commemoration and the development of positive narratives to further raise awareness on the issue of victims of terrorism?

VSE'S PRESIDENT JOÃO LÁZARO, MEETS WITH JOÃO VALE DE ALMEIDA, AMBASSADOR OF THE EUROPEAN UNION IN THE UNITED NATIONS

On Wednesday 3 October 2018, the President of Victim Support Europe João Lázaro and the

Ambassador of the European Union to the United Nations, João Vale de Almeida, met at the EU Delegation in New York to discuss the EU's focus on victims of crime beyond the EU and within the UN.

The meeting with Ambassador Vale de Almeida was a great success and opportunities for future co-operation were discussed, a firm commitment was given by the Ambassador to continue and deepen our co-operation together.

VSE's meeting with Ambassador Vale de Almeida, is part of our ongoing activities to link European priorities with global action. The meeting was triggered by VSE's new partnership with the European External Action Service, through which we created short videos showcasing good victims' human rights stories.

VSE'S PRESIDENT JOÃO LÁZARO MET WITH THE UNITED NATIONS VICTIMS' RIGHTS ADVOCATE, JANE CONNORS

On Wednesday 3 October 2018, the President of Victim Support Europe, João Lázaro and the Victims' Rights Advocate for the United Nations, Jane Connors, met in New York to discuss potential areas of cooperation, such as interest in VSE's work is expanding beyond EU's borders.

Ms. Connors, who was appointed by the Secretary General in August 2017, is the first United Nations Victims' Rights Advocate (VRA). Her mandate is to ensure that the rights and dignity of victims are at the forefront of the United Nations' fight against sexual exploitation and abuse.

The VRA works to support integrated and strategic policy and programmed responses to victims. However, Ms. Connors reflected that more needs to be done to clarify the role of the VRA and how a victim-centric approach should be reflected in policy and in practice. To that end, a future Consultation of Regional and National Experts on Victims' Rights will be held.

Ms. Connors explained how the consultation aims to discuss and identify the core elements of a victim-centred and rights-based approach in the UN's response to sexual exploitation and abuse, and to make recommendations to support further implementation of that approach.

The consultation will bring together national and regional-level victims' rights experts to share information on best practices and lessons learned, including on:

- complaints are filed in ways to ensure reliable gender or child-sensitive pathways exist for victims or witnesses,
- that victims receive personal care, follow-up attention and information on their cases,
- that assistance to victims is rapidly and sensitively delivered,
- that accountability mechanisms are accessible and available for all victims.

The VSE model of 'being there' for all victims of crime as well as specialising in specific victim and crime categories was emphasised and highly appreciated and offers opportunities for cooperation between NGOs and international organisations to achieve a more victim-specific approach.

One of the priorities of the future consultation is the mapping of victims' rights approaches and services. It was agreed that VSE's 30 years of expertise in victim support and its extensive network that includes 56 victim support organisations from 29 countries may be beneficial to the UN's initiative.

The meeting was an occasion to explore how VSE can support the Victims' Rights Advocate's agenda and to exchange ideas that will hopefully turn into real projects in the near future!

ROUND TABLE MEETING "A MULTI-DISCIPLINARY APPROACH TO IMPLEMENTING VICTIMS' RIGHTS AND SERVICES IN GREECE"

Victim Support Europe, in collaboration with the European Public Law Organisation, the European Anti-Violence Network, the Centre for the Study and Prevention of Child Abuse and Neglect, the Smile of the Child and Panteion University held a multi-stakeholder meeting exploring how the State and NGOs can work together to improve the situation of victims of crime in Greece.

In 2012, Greece along with 26 other European Union Member States supported the adoption of a new Directive on minimum standards for Victims of Crime. That Directive came into force in 2015. Taking that Directive into account, in Greece today, victims of crime should have access to nation-wide, given adequate information on reporting a crime and its procedures, and they should be protected from further, and secondary, victimisation.

Recognising both the urgency for action and the value in co-operation, the participants used this meeting to explore key priorities for victims in Greece: the main challenges, the working practices and future opportunities. The main goal was to strengthen networks and establish new commitments in working together to improve the lives of victims.

EU NGOS DISCUSSED POSSIBLE COALITIONS TO PREPARE FOR THE EUROPEAN PARLIAMENTARY ELECTIONS 2019

In October 2018, Victim Support Europe conducted a roundtable on “Victims of crime in Europe: a broader NGO perspective”. For the fourth year running, Victim Support Europe allowed NGO representatives to share their good practices and discuss future challenges in the field of victims’ rights. While the participating organisations operate independently of each other, the roundtable provides a forum to connect people sharing a common commitment to victims of crime in Europe and identifies future partnerships between the EC and NGOs at both European and national levels.

“The current wave of restrictive actions curtailing civil society activity around the world (the problem is particularly acute in Eastern Europe and Central Asia) has affected the way NGOs operate by pushing rights advocacy to the background”, said VSE’s Executive Director Levent Altan. “For victims’ rights advocates, these restrictive measures pose a threat in the sea of already existing challenges affecting their sustainability. Stronger national, regional and international collaborations aiming at protecting victims’ rights advocates are essential in order for them to continue their work”.

Representatives from a dozen varied NGOs attended the event hosted by DG Justice (European Commission): AMBER Alert Europe, AGE Platform Europe, End FGM European Network, Missing Children Europe, PICUM, FENVAC, European Forum for Restorative Justice (EFRJ), European Women’s Lobby, Inclusion Europe and Victim Support Europe.

The day’s agenda featured presentations on the work of each NGO, alongside examples of governmental pressures felt by NGOs, and preparations for the European Parliament elections 2019 and steps to protect the capacity of NGOs and victims’ rights advocates to operate and speak out freely.

In response to the current situation in which dozens of governments impose restrictions on NGOs, Asha Allen, Policy & Campaigns Officer at European Women’s Lobby, said that this is not a phenomenon linked to one country or region, it is a worldwide trend.

One organisation said that only a handful of their members experience no issues, with NGOs under pressure in countries such as Hungary, Poland, Romania, Czech Republic, Lithuania, Latvia, and Croatia. In Italy, organisations working with migrants and victims of trafficking also work under challenging circumstances.

Issues included difficulties in access funding, the amalgamation of funding streams resulting in less funding, and the increasing use of NGOs as symbolic participants, with their views not being fully considered. Negative rhetoric against NGOs is linked to a much broader anti-EU and anti-human rights rhetoric, partly driven by feelings of western interference, or interference by certain individuals such as Soros. In some countries, this has reached the point where there are concerns for the safety NGO staff e.g. in Bulgaria and Slovakia.

Restrictions on funding from foreign donors have had a significant impact on national civil society organisations. Attacks on freedom of association have often been coupled with clampdowns on freedom of expression and assembly, including internet restrictions, laws undermining the right to protest and the persecution of human rights activists.

NGOs continue to struggle to promote a positive public image. Citizens often have a limited understanding of the role of NGOs, and NGOs themselves often have limited access to journalists as well as weak public relations skills. Negative perceptions of NGOs are being driven by certain politicians or political parties and NGOs are open to abuse. Some have, for example, received disturbing packages in the post.

A discussion followed on how to deal with these challenges. The European Women’s Lobby indicated that they intend to create a coalition of Central, Eastern Europe and Baltic countries NGOs. The organisation is also conducting research on a European Women’s fund for Gender-equality and women’s rights that also provide sub-granting.

Victim Support Europe encourages direct contact between NGOs and government authorities, especially where good relationships already exist. Work to build relationships in the field of service delivery is taking place in Hungary and in Croatia at the moment.

Most NGOs attempt to diversify their funding sources, think of creative new ways to find resources using public support, try to build coalitions and involve wider partnerships, find ways to combat anti-NGO rhetoric on the ground by improving communication tools to encourage debate and developing positive narratives (use framing to alter a negative narrative). Petitions, tweetstorms and talking directly to the public, rather than to decision makers, are also useful tools.

4.5 PROJECTS

In 2018, VSE aimed to engage only in projects that were in line with our strategic priorities and that ensured the implementation of better services and rights for victims of crimes. We remained committed to engaging our membership in our projects, whenever possible, however we always welcomed external partners, whose participation and expertise contributed to the success of our effort.

Last year we worked on the implementation of the Victims' Rights Directive through two important projects, funded by the European Commission: VOCIARE: Victims of Crime Implementation Analysis of Rights in Europe and VICTORIA – Best Practices in Victims' Support: Referrals, Information, Individual Assessment.

VOCIARE

In 2018, saw us involved in our largest endeavour to date. This project will give us a thorough insight into the practical implementation of the Victims' Rights Directive. VOCIARE investigates how implementation of this benchmark victims' rights instrument affects the law, policies and practices in 26 EU Member States.

In 2017 we developed a complex methodology, consulted experts in the field of victims' rights and conducted a thorough literature review to for this project. In 2018, research was initiated encompassed the work of dozens of experts from across Europe. These experts reviewed the implementation of the Victims' Rights Directive in the 26 participating countries. Around 800 victim support experts responded to a survey,

which was sent out in 2018, and more than one hundred experts were interviewed by national researchers.

This massive amount of work resulted in 26 national reports, which are to be published in 2019, along with a synthesis report, to summarise overall trends, indicate best practices and recommend areas for improvement.

VICTORIA

The VICTORIA project is being coordinated by the Vilnius Institute for Advanced Studies – VILIAS, VSE's long-term partner in Lithuania. This project, launched in September 2017, aims to improve individual assessment, information and referral mechanisms for victims in Italy, Lithuania, Portugal and Romania. As the project outcomes rely significantly on international best practices, VSE is leading a study, which aims to collect and analyse these practices, to facilitate their replication in other legal environments.

Unfortunately, in 2018, the project lay dormant for a few months, due to administrative problems faced by the project coordinator, in Lithuania. It was reactivated in September 2018 and has been running smoothly since then. However, the project results will now be available in mid-2020.

WORLD BANK

Since 2016 we have cooperated with the World Bank's Multi-Donor Trust Fund in Serbia, supporting the Government of the Republic of Serbia, an aspiring EU Member State, to achieve compliance with the Victims' Rights Directive. As a result of these efforts, we have delivered projects, which resulted in several high-profile reports and a successful media campaign.

VSE gave an in-depth analysis on the general compliance (or lack thereof) of relevant Serbian legislation as compared to the directive's requirements. A thorough mapping exercise was conducted, establishing a repository of national victim support providers. A series of reports were delivered, which, based on findings from comparative practices, provided tailor-made solutions for Serbia on: funding for victim support services, operation of victim support networks and a detailed analysis of laws and policies relevant for the police working with victims.

In 2018 our cooperation continued with the delivery of another three reports: on the role of NGOs in the provision of victim support, and standards for victim support services as well as a pioneering draft report on the costs and benefits of providing support to victims of crimes. This final report tried, for the first time, to evaluate whether the provision of victim support is financially viable? To answer to this question, we engaged with experts in the field, gathered massive amounts of data and made thorough literature reviews to identify any research, which would indicate the benefits of certain types of support.

This giant effort resulted in a draft report, to be finalised in 2019, that is expected to suggest an innovative methodology for measuring the impact of victim support on other legal systems. According to the preliminary findings, the promise of victim support suggests a multifold return to society. For example, our analysis indicates that for every euro spent on victim support, in Serbia, would ensure at least 4,3 euros worth of benefits.

4.6. TERRORISM

As an NGO, VSE has persistently campaigned to give victims' rights its proper place in the EU's counter-terrorism strategy. At last, it appears that our efforts are starting to pay off.

VICTIMS' RIGHTS IN NEWLY AGREED EUROPEAN TERRORISM LEGISLATION

At the end of 2015, the European Commission initiated a proposal for a new European Directive on combatting terrorism. Whilst an important first step, the proposal was limited, in its focus on victims of terrorism. Working with Members of the European Parliament and with the ongoing support of the European Commission, we pushed for a series of amendments to the Directive. The Directive was subsequently strengthened to include measures on the support of victims of terrorism, including those from abroad.

Following on from this success, VSE has continued to develop a coherent set of policies focused on victims of terrorism. We have had the privilege of working with experts and organisations from around the world, including Voices of 9/11, Massachusetts Office for Victim Assistance, Federal Bureau of Investigation, the Canadian Federal Ombudsman for Victims of Crime, the Northern Ireland Commissioner for Victims of the Troubles and many of our member organisations including: victim support in France (Inavem), the Netherlands (Slachtofferhulp),

England and Wales (Victim Support), Germany (Weisser Ring), and Portugal (APAV). Based on these efforts, we have been able to encourage the European Union to include victims' rights in the newly agreed European terrorism legislation.

CONTINUE ONGOING COOPERATION WITH THE DIALOGUE GROUP ON VICTIMS OF TERRORISM

The informal group of experts on terrorism we helped establish in 2016 (IFDIS) has grown from strength to strength. With our support they delivered their second symposium in Stockholm at the same time as our conference. They have now rebranded as INVICTM – International Network for Victims of Terrorism and Mass Violence and will hold a third symposium with us in Strasbourg in 2019.

'SUPPORTING VICTIMS OF TERRORISM' REPORT

VSE's volunteer An Verelst produced a report that reflects the discussions held during the symposium.

Given the complexities of supporting victims of terrorism, the report features expert recommendations for a flexible approach on responding to each unique terrorist attack. During the symposium, participants from around the world identified local challenges and practical solutions for supporting victims of terrorism.

UN OFFICE FOR DRUGS AND CRIME 2018, UN MANUAL OF JUSTICE FOR VICTIMS OF CRIME

VSE is currently engaged by the UN Office for Drugs and Crime to review and rewrite the UN Manual of Justice for Victims of crime. This document complements the UN Declaration of Justice for Victims of Crime and Abuse of Power encouraging governments and NGOs to implement victims' rights. VSE carried out research and consultation for an updated draft reflecting victims' rights and support services in the 21st Century.

VSE AT PUBLIC HEARING DEDICATED TO THE PROTECTION OF RIGHTS OF VICTIMS OF TERRORISM IN THE EU

On the eve of the commemoration of the attacks at Brussels National Airport and Maelbeek metro station, on 22 March 2016, and the attack on Westminster Bridge in London, on 22 March 2017, the hearing paid tribute to the victims of terrorism while tackling current issues to ensure that the rights of victims of terrorism are appropriately guaranteed within the European Union. Members listened to the experiences and recommendations of victims, high-level practitioners, representatives of civil society and of Member States' national authorities. VSE's Executive Director, Levent Altan, was a speaker on the panel "Strengthening the rights of victims of terrorism within the EU: towards an EU coordinated approach to victims' support?"

5. NEW MEMBERS

Throughout 2018, VSE has continued to engage with organisations, working for victims' rights in the EU and internationally: through direct publicity while attending meetings, promoting the organisation through social media, and networking at conferences. In 2018 we welcomed four new members to the organisation:

Victim Support
(New Zealand)



The Women's Room
(Croatia)



Victim Support Service
(Estonia)



Action Against Stalking
(Scotland)



6. EXECUTIVE BOARD MEMBERS

EXECUTIVE BOARD MEMBERS (FROM 27 MAY 2017 ONWARDS)

PRESIDENT

João Lázaro

President of the 'Associação Portuguesa de Apoio à Vítima' (APAV), Portugal

VICE-PRESIDENT

Helgard van Hüllen

Vice-President of Weisser Ring Germany

EXECUTIVE BOARD MEMBERS

Leena-Kaisa Åberg

CEO of Victim Support Finland

Brendan Loughran

Treasurer (until May 2018)

Livija Plančić

President of White Circle Croatia

Geraldine Hanna

Treasurer (from May 2018)

Gábor Veisz

Member of Fehér Gyűrű Közhasznú Egyesület/White Ring Association

EXECUTIVE BOARD MEMBERS (FROM 25 MAY 2019 ONWARDS)

PRESIDENT

João Lázaro

President of the 'Associação Portuguesa de Apoio à Vítima' (APAV), Portugal

VICE-PRESIDENTS

Helgard van Hüllen

Vice-President of Weisser Ring Germany

Richard Olszewski

President of France Victimes

EXECUTIVE BOARD MEMBERS

Geraldine Hanna

Treasurer

Gábor Veisz

Member of Fehér Gyűrű Közhasznú Egyesület/White Ring Association

Leena-Kaisa Åberg

CEO of Victim Support Finland

Olga Kostina

Founder and Chair of Victim Support Foundation Russia

Livija Plančić

President of White Circle Croatia

Tobias Koertner

Team leader for victim support at Weisser Ring Austria

7. BRUSSELS OFFICE

Levent Altan
Executive Director

Mazen Alsufi
Finance Officer

Ruth Mary Shrimpling
Policy Officer

Jeanette Fava
Office Manager

Oleksandra (Sasha) Boychenko
Researcher

Aleksandra Ivanković
Executive Director





Marina Kazakova
Communications Officer




Léa Meindre-Chautrand
Policy Intern





An Verelst
Volunteer



Shirley Remonato
Policy intern



MEMBER'S LIST







<h2 style="text-align: center;">MEMBERS' LIST</h2> <p style="text-align: center;">(status April 2017)</p>		
ALBANIA 	Human Rights in Democracy Center (HRDC) (associate member)	Rruga Siri Kodra, Pall 23, Sh 1, Ap 12, Tirana, Albania Email: info@hrdc.al Tel: + 355 4 2 400 712 Website: www.hrdc.al
AUSTRIA 	Weisser Ring (full member)	Nussdorfer Strasse 67- 1090 Wien Email: office@weisser-ring.at Tel: +43 1 712 1405 Website: www.weisser-ring.at
BELGIUM 	Steunpunt Algemeen Welzijnswerk (SAM) (full member)	Diksmuidelaan 50 - 2600 Berchem Email: kris.degroof@steunpunt.be Tel: +32 3 340 49 00 Website: www.steunpunt.be
	Ministry of Public Health (associate member)	Eurostation II Victor Hortaplein 40/10 Email: astrid.fortuin@gezondheid.belgie.be Tel: +32 479 96 83 47
	V-Europe (associate member)	Brussels, Belgium Email: contact@v-europe.org Tel: +32474077260 Website: www.v-europe.org
BULGARIA 	SVCCC Foundation - Support Victims of Crime and Combating Corruption (full member)	ul. Tzar Samuil 113 - Sofia 1000 Email: stopcrimes@abv.bg Tel: +359 2-9807548 Website: www.stopcrimes-bg.net






<p>CZECH REPUBLIC</p> 	<p>Bily kruh bezpeci</p> <p>(full member)</p>	<p>U Trojice 2 - 150 00 Prague 5</p> <p>Email: centrala.praha@bkb.cz Tel: +420 257 317 110 Website: www.bkb.cz</p>
<p>CROATIA</p> 	<p>Bijeli krug Hrvatske - White Circle Croatia</p> <p>(full member)</p>	<p>Ljudevita Posavskog 14 - Split</p> <p>Email: bijeli.krug@gmail.com Tel: +38521783449 Website: www.bijeli.krug-hrvatske.hr</p>
	<p>Croatian Victim and Witness Support Service</p> <p>(associate member)</p>	<p>Ljudevita Gaja 12, 32 000 Vukovar</p> <p>Email: pzs@pzs.hr Tel: +385 1 3714 007 Website: www.pzs.hr</p>
	<p>Ministry of Justice - Independent Service for Victim and Witness Support</p> <p>(associate member)</p>	<p>Ulica grada Vukovara 49, 10 000 - Zagreb</p> <p>Email: Nikica.Hamer@pravosudje.hr Tel: + 385 13714 756 Fax + 385 13714 798</p>
	<p>Women`s Room – Center for Sexual Rights</p> <p>(associate member)</p>	<p>51a Maksimirska, Zagreb, Croatia</p> <p>Email: zenska.soba@zenskasoba.hr Tel: +385 1 61 19 174 Website: www.zenskasoba.hr</p>
<p>DENMARK</p> 	<p>Offerrådgivningen i Danmark</p> <p>(full member)</p>	<p>Vesterballevej 5 7000 Fredericia</p> <p>Email: info@offerraadgivning.dk Tel: +45 4358 4402 Website: www.offerraadgivning.dk</p>
	<p>Victim Aid Denmark (Hjælp Voldsofre)</p> <p>(associate member)</p>	<p>Rådhusstræde 7, 1. DK-8900 Randers C</p> <p>Email : voldsofre@voldsofre.dk Tel: +45 86 41 59 00 Website: www.voldsofre.com</p>


ESTONIA 	Ohvriabi (associate member)	Harkujärve, Kiriku tee 2 Harjumaa, Harku vald 76912, Estonia Email: ohvriabi@solo.ee Tel: +372 673 38 45 Website: www.ohvriabi.ee
	Social Insurance Board (associate member)	Ministry of Social affairs, Suur-Ameerika 1 Email: info@sm.ee Tel: +3726269301
FINLAND 	Rikosuhripaivystys (full member)	Maistraatinportti 4 A, 7th floor, 00240 Helsinki Email: leena-kaisa.aberg@riku.fi Tel: +358 (0)50 3378703 Website: www.riku.fij
FRANCE 	France Victimes (full member)	27 Avenue Parmentier - 75011 Paris Email: sbellucci@inavem.org Tel: +33 1 41 83 42 00 Website: www.inavem.org
GERMANY 	Weisser Ring (full member)	Weberstrasse 16 - 55130 Mainz Email: info@weisser-ring.de Tel: +49 6131 830 30 Website: www.weisser-ring.de
	ADO - Arbeitskreis der Opferhilfen (full member)	Oldenburger Str. 38 - 10551 Berlin Email: verwaltung@opferhilfen.de Email: sprecher@opferhilfen.de Tel: +49 176 6035 7576 Fax: +49 6181 248 75 Website: www.opferhilfen.de


HUNGARY 	Fehér Gyűrű Közhasznú Egyesület (full member)	Szt.István krt.1 - H-1055 Budapest Email: fehergyuru@t-online.hu Tel: +36 1 312 22 87 Website: www.fehergyuru.eu
	Office of Justice, Victim Support Unit (associate member)	Róna u. 135., Budapest, H-1145 Email: csaba.miklos.czegledy@im.gov.hu Tel: +36 30 280 7594 Website: igazsagugyihivatal.gov.hu
IRELAND 	Crime Victims Helpline (associate member)	6-7 Hanover Street East, Dublin 2 Email: info@crimevictimshelpline.ie Tel: + 353 1 408 6118 Website: www.crimevictimshelpline.ie
	Irish Tourist Assistance Service (associate member)	6-7 Hanover Street East - Dublin 2 Email: info@itas.ie Tel: +353 1 6610562 Website: www.itas.ie
	Victims of Crime Office (associate member)	2nd Floor Montague Court, Montague Lane, Dublin 2, D02 FT96 Email: vco@justice.ie Tel: +353 1 4768686 Website: www.victimsofcrimeoffice.ie/en/vco/
	Victims' Rights Alliance (supporter member)	C/O Maria McDonald, Law Library Four Courts, Dublin 7 Email: marianidhomhnaill@gmail.com Tel: +353866095070 Website: victimsrightsalliance.com
	Advocates for Victims of Homicide (associate member)	PO Box 10106 Email: info@advic.ie Tel : +353 861 272 156 Website: www.advic.ie

	Irish Road Victims Association (IRVA) (associate member)	Tel: 086 863 4194 Website: www.irva.ie
ITALY 	I-CARE – Associazione Italiana di Supporto Vittimologico (associate member)	Viale Valganna 84 - 21100 Varese Email: info@associazionevittimologica.it Tel: +39 800 96 05 33 Website: www.associazionevittimologica.it
	Associazione LIBRA Onlus (associate member)	Via Sandro Pertini 6, 46100 Mantova (Colle Aperto) Email: projects@associazionelibra.com Tel: +39 0376 415683 Website: www.associazionelibra.com
	Associazione Rete Dafne ONLUS (associate member)	Via Peano 3, 10129 Turin Email: retedafne@gmail.com Tel: +39 (0)115683686 Website: www.retedafnetorino.it
	Associazione Aletea (associate member)	Viale Milton, 73 50129 Firenze Email: associazionealetea@associazionealetea.it Tel: +39 0327 6327018 Website: www.associazionealetea.it
MALTA 	Victim Support Malta (full member)	1, Rhea Flats Triq Santissima Trinita MRS 2280 - Marsa Email: info@victimsupport.org.mt Tel: +356 2122 8333 Website: www.victimsupport.org.mt

<p>NETHERLANDS</p> 	<p>Slachtofferhulp Nederland</p> <p>(full member)</p>	<p>Pallas Athenedreef 27 3561 PE Utrecht</p> <p>Email: info@slachtofferhulp.nl Tel: +31 30 2340116 Website: www.slachtofferhulp.nl</p>
<p>NEW ZEALAND</p> 	<p>Victim Support New Zealand</p> <p>(associate member)</p>	<p>180 Molesworth Street Wellington, New Zealand</p> <p>Tel: (04) 474 8862 Website: www.victimsupport.org.nz</p>
<p>POLAND</p> 	<p>Subvenia Victima</p> <p>(associate member)</p>	<p>ul. Mostowa 1 - 43-300 Bielsko-Biala</p> <p>Email: contactus@subvenia.pl Tel: +48 33 817 28 38 Fax: +48 33 817 28 38</p>
<p>PORTUGAL</p> 	<p>APAV - Associação Portuguesa de Apoio à Vitima</p> <p>(full member)</p>	<p>Rua José Estêvão, 135 A 1150-201 Lisboa</p> <p>Email: apav.sede@apav.pt Tel: +351 21 358 79 00 Website: www.apav.pt</p>
<p>RUSSIA</p> 	<p>Victim Support Foundation (VSF Russia)</p> <p>(associate member)</p>	<p>14 Bolshoi Vlasievsky pereulok, Bldg. 1, Moscow 119002</p> <p>Email: info@fondpp.org Tel: +7 499 241 37 33 Website: www.fondpp.org</p>
<p>SCOTLAND</p> 	<p>Action Against Stalking</p> <p>(associate member)</p>	<p>30 Monument Road, Scotland</p> <p>Email: enquiries@actionagainststalking.org Tel: +44 7581178713 Website: www.actionagainststalking.org</p>

<p>SERBIA</p> 	<p>Victimology Society of Serbia</p> <p>(associate member)</p>	<p>Ismeta Mujezinovica 21/6 11000 Belgrade</p> <p>Email: vds@eunet.rs Tel: +381116303022 Website: www.vds.org.rs</p>
<p>SLOVAKIA</p> 	<p>Pomoc Obetiam Násilia</p> <p>(full member)</p>	<p>PO Box 83 - 82005 Bratislava 25</p> <p>Email: info@pomocobetiam.sk Tel: +421 2 5263 2496 Website: www.pomocobetiam.sk</p>
<p>SPAIN</p> 	<p>A.N.V.D.V - Asociación Nacional de Víctimas de Delitos Violentos</p> <p>(associate member)</p>	<p>Calle Enrique Larreta 9, Entreplanta 2. 28036- Madrid</p> <p>E-mail: victimasviolencia@hotmail.com Tel: +34-91-5014406 Fax: +34-91-5527640 Website: www.victimas.org</p>
	<p>ATENIN Sociedad Cooperativa Andaluza de interés social</p> <p>(associate member)</p>	<p>Alameda Sundheim 28, 5ª planta (Palacio de Justicia) - 21003 Huelva</p> <p>Email: atenin@atenin.org Tel: +34 959 10 68 88 Fax: +34 959 01 38 67 Website: www.atenin.org</p>
<p>SWEDEN</p> 	<p>Brottsofferjouren Sverige</p> <p>(full member)</p>	<p>Hammarby Fabriksväg 25 120 30 Stockholm</p> <p>Email: info@brottsofferjouren.se Tel: +46 8 644 88 00 Website: www.brottsofferjouren.se</p>
<p>SWITZERLAND</p> 	<p>Weisser Ring/Anneau Blanc/Anello Bianco</p> <p>(full member)</p>	<p>Dufourstr. 96 - CHF-8008 Zürich</p> <p>Email: info@weisser-ring.ch Tel: +41 444226565 Website: www.weisser-ring.ch</p>

	<p>SVK-OHG - Swiss Liaison Centre Committee for the Victims of Crime Act</p> <p>(associate member)</p>	<p>c/o Swiss Conference of Cantonal Ministers of Social Affairs Speichergasse 6 - Postfach 3000 Berne 7</p> <p>Email: Veronika.Neruda@sodk.ch Tel: +41 31 320 29 99 Website: www.sodk.ch</p>
	<p>EMDR Europe Association</p> <p>(associate member)</p>	<p>Steigstrasse 26, Schaffhausen, Switzerland</p> <p>Email: info@emdr-europe.org; Email: katja@emdritalia.it Tel: +39 335 5727137 Website: www.emdr-europe.org</p>
<p>UNITED KINGDOM</p> 	<p>Victim Support England and Wales</p> <p>(full member)</p>	<p>Hallam House 50-60 Hallam Street London W1W 6JL</p> <p>Email: contact@victimsupport.org.uk Tel: +44 207 268 0200 Website: www.victimsupport.org.uk</p>
	<p>Victim Support Northern Ireland</p> <p>(full member)</p>	<p>Annsgate House Albany House, 73-75 Great Victoria Street, Belfast BT2 7AF</p> <p>Email: info@victimsupportni.org.uk Tel: +44 28 9024 4039 Website: www.victimsupportni.co.uk</p>
	<p>Victim Support Scotland</p> <p>(full member)</p>	<p>15/23 Hardwell Close Edinburgh EH8 9RX</p> <p>Email: info@victimsupportscotland.org.uk Tel: +44 131 668 4486 Website: www.victimsupportscotland.org.uk</p>

	<p>Supporting Justice (associate member)</p>	<p>9 Devonshire Square, Third Floor, London, EC2M 7YD</p> <p>Email: sam.maxwellsmith@supportingjustice.org.uk Tel : +44 208 004 1577 Website: supportingjustice.org.uk</p>
	<p>Commission for Victims and Survivors Northern Ireland (associate member)</p>	<p>Equality House, 7-9 Shaftesbury Square BT2 7DP, Belfast</p> <p>Email: commission@cvsni.org Tel : +44(0)2890311000 Website: www.cvsni.org</p>
	<p>Mayor of London (associate member)</p>	<p>City Hall, The Queen's Walk, London SE1 2AA</p> <p>Email: bernardo.rodrigues@london.gov.uk Tel: +32 (0)2 650 0804 Website: www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac</p>
<p>USA </p>	<p>ICV - International Cruise Victims Association (associate member)</p>	<p>5521 North Camelback Canyon Drive, Phoenix, AZ 85018</p> <p>Email: kcarver17@cox.net Tel: 00 1 602 852 5896 Website: www.internationalcruisevictims.org</p>

9. TREASURER'S REPORT



Geraldine Hanna
Treasurer

2018 has proven a successful year both for VSE activities as well as for finances. In line with our strategic objectives to increase VSE's financial resilience, we have continued to diversify our income sources, resulting in **an 11% decrease in income in 2018 compared to 2017**. The 11% decrease in income is largely due to the fact that part of 2018 budget for two projects - Vociare and VictorIIa – being moved to 2019 income

By the end of 2018, we were able to accomplish our strategic objectives of sustainable growth, diversifying our income sources and strengthening our reserves position. Income is now drawn through an EU operating grant, Member registrations, projects and donations.

In 2018, total income of **€633,893** decreased by **11%** compared to 2017 with a total expenditure of **€606,661**. This resulted in a year-end surplus of **€27,232**. **In line with our objectives**, our available reserves position has improved to **€219,558**, which will provide future sustainability and security.

The diversity of the income and the increase in reserves have been achieved in particular, through four projects – two action grants - Vociare, VICToRIIA and two tenders – EEAS Project "video human rights stories" and a World Bank project in Serbia.

These projects have been carefully pursued to support VSE's financial integrity whilst developing victims' rights and services across Europe, in line with VSE's priorities.

The financial statements, as prepared and audited under Belgian law, show a healthy Audit Report. The General Meeting in June 2019 approved the financial report 2018 and the audit report 2018 as audited by VSE's statutory auditor Crowe Horwath Callens Pirenne & Co (audit report dated 06 June 2019).

This places us in an extremely strong position to continue our carefully planned growth in 2019 enabling additional improvements in VSE's operations and the delivery of new services.

10. CLOSING THOUGHTS

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

This report shows that where VSE has been successful in its work, it was primarily because of the following factors: the high quality of VSE's research, the strength of its analysis and expertise, the timeliness of its interventions as well as the lobbying capacity of its EU-wide membership. Especially important has been VSE's willingness to adopt long-term strategies to help build and strengthen the victims' rights architecture, and to make long-term investment to achieve its goals; however remote the prospect of success, this must be maintained.

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

As can be seen, VSE's activities are challenging and committed. Looking to the past, we can proudly say that we have achieved considerable success in improving victims' rights, support and services. This can only be achieved through the hard work of our Executive Board Members, our team at the Brussels office as well as the regular support we receive from our Members in a variety of ways.

Thank you and keep up your excellent work. As in the past, we look forward to new opportunities of working together for the benefit of all victims.

VICTIM SUPPORT EUROPE

Rue Froissart 123-133,
1040 Brussels
Belgium

T: +32 2 2310112
F: +32 2 2310557
E: info@victimsupporteurope.eu

www.victimsupport.eu

**The European Commission disclaims any liability regarding the content of this document.
The responsibility for the accuracy of the information rests with its authors.**



**With Financial support from
the Justice Programme
of the European Union**