

Capacity Building & Training Team

VSE General Meeting 2023

Overview activities Jun - Dec 2023

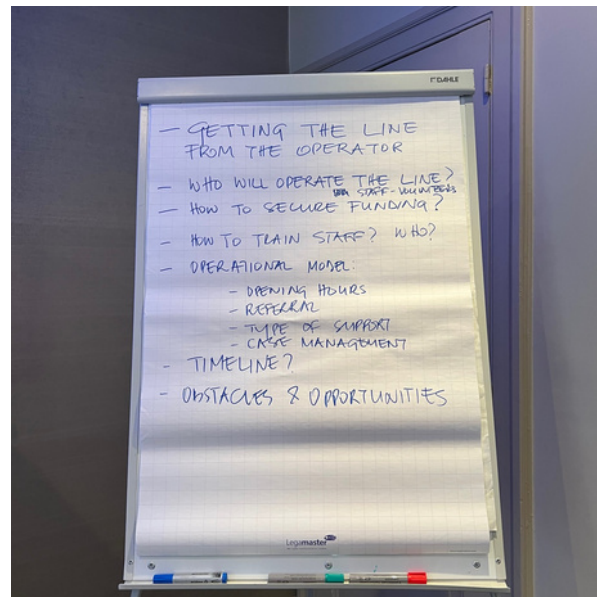
Forward look 2024

Facts & figures: Membership

- 4 new associate members have joined VSE:
 - Medical Innovative Interventions (Medinnovint) from Cameroon
 - Opferhilfe Berlin from Germany
 - Smile of the Child from Greece
 - Victim Support Morocco from Morocco



Facts & figures: Capacity building for VSE members and partners



Working groups

- Standards for helplines
- Artificial Intelligence
- Full members

Facts & figures: Centre of excellence & Staff exchange



Centre of excellence

- 3 online meetings
- VSE members **Victim Support New Zealand** joined the Centre
- VSE member **Victim Support Agency (Malta)** implemented the 116 006 helpline

Staff exchange

- Hosted by VSE member **France Victimes**
- Participants from **Croatia, Estonia, Germany, Latvia, Malta, Netherlands, Northern Ireland, Portugal and Spain**
- Discussions around **needs assessment, referral and information provision**

Facts & figures: National meetings & Standards and accreditation

National meetings

- **Hungary (June 2023):** Discussions with Feher Gyuru and MoJ for the establishment of cooperation of NGOs and governmental services and for setting up the 116006 helpline
- **Belgium (June 2023):** Belgian national psychotrauma coordination meeting at the MoH with 40 representatives of the country
- **Serbia (September 2023):** Victimology Society of Serbia and experts on supporting families and children victims of the mass shooting in May 2023
- **Lithuania (November 2023):** Accreditation of Victim Support Services + 116006, online meeting

Standards and accreditation

- Development of **supporting documents for self-accreditation procedure** full members
- Aim to have **every full member accredited** in the next couple of years
- **APAV** and **Victim Support England & Wales** have started the process

Training activities 2023

- **Chat 4 Victims training** - Madrid 2023
- Development of training modules and a training manual on Effective Communication with Victims with disabilities (July - September 2023)
- Training of professionals on Effective Communication with Victims with disabilities (September 2023)
- **EUCVT** - ongoing
- Development of training material on Victims of Terrorism Support.
- One hybrid training and one online training
- **EJTN** - Workshop on victim support (November 2023)
- **VSE Staff Well-Being Training** on resilience and self care (December 2023)
- **Trauma-Informed Care** - development of a module on trauma informed care for VSE staff and members (December 2023)

How did members benefit from your current work?

- Supporting members in **strengthening collaboration and victim support services** through **national meetings**.
- Further investigation and understanding of **cross-border victimisation and support** which is required.
- Supporting members to provide high quality services through the **development of supporting documentation for standards and accreditation**.
- Workshop to support members in the **discovery and understanding of new technologies** to support their work.
- **Ongoing networking, support, and sharing of best practice** to organisations running or interested in setting up 116 006 helplines through the Centre of Excellence
- **Participation in training activities** Chat 4 Victims, EUCVT



Forward look 2024

- Expanding our membership
- Continuation of Capacity building activities and workshops
- Online and onsite meeting for the Centre of Excellence
- Support for the Standards and Accreditation process
- Updating our training network
- Developing a Training on Victim Support for VSE staff and members
- Training on Trauma-Informed Care for VSE staff and members
- Developing a module on Psychological First Aid (PFA)
- Continuing supporting projects with development and delivery of training activities



THANK YOU!

CAPACITY BUILDING & TRAINING TEAM



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