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# Capacity Building Team

## VSE Annual General Meeting 2023

### Activity Report Jan - Jun 2023

# Facts & figures: Membership

- 4 new associate members have joined VSE:
  - DROGA Association from Poland
  - Guernsey Victim Support and Witness Service from Guernsey
  - Office for the Commissioner for Victims of Crime from Northern Ireland
  - Vilnius Institute for Advanced Studies (VILIAS) from Lithuania
  
- New membership management system (MMS)
  - Membership applications
  - Piloting engagement tracker



# Facts & figures: Centre of Excellence



## Centre of Excellence

- 3 online meetings to be held
- VSE member **Victim Support New Zealand** joined the Centre
- A **working group** has been set up within the Centre to develop **quality standards for 116 006 helplines**

# Facts & figures: Standards and accreditation

## Standards and accreditation

- Development of **supporting documents for self-accreditation procedure** full members
- Review of standards and development of short, medium and long-term planning for accreditation
- Self-accreditation process completed by APAV
- Aim to have **every full member accredited** in the next couple of years
- Discussing the possibility of **associate members** to become accredited

# How did members benefit from your current work?

- Supporting members to provide high quality services through the **development of supporting documentation for standards and accreditation.**
- **Ongoing networking, support, and sharing of best practice** to organisations running or interested in setting up 116 006 helplines through the **Centre of Excellence**







# THANK YOU!

## CAPACITY BUILDING TEAM

## VICTIM SUPPORT EUROPE



[www.victim-support.eu](http://www.victim-support.eu)  
[info@victimsupporteurope.eu](mailto:info@victimsupporteurope.eu)