

Capacity Building Team

VSE Annual General Meeting 2025

Activity Report Nov 2024 – May 2025

Future look May – Dec 2025

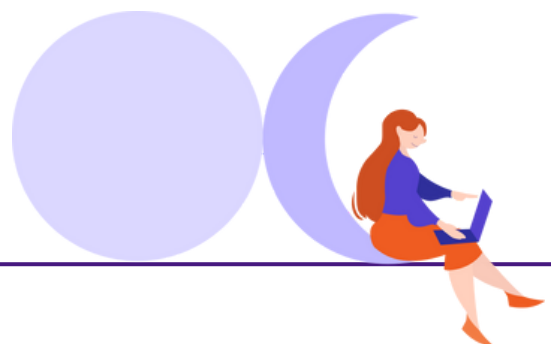
Activity Report Nov 2024 - May 2025

Capacity building:

- Centre of Excellence - online meeting
- Working group for helpline standards
- Working group for full members
- Working group on Artificial Intelligence
- Finalising the membership management system (MMS)
- Planning ahead for standards & accreditation
- Members' survey
- 116 Helpline Standards
- Revision of VSE Membership Structure

Training:

- EUCVT: hybrid and online training
- IAPHP: development of 3 training modules
- Creating a pool of trainers
- Breaking Barriers: development of module and manual
- Development of a proposal for the Maltese police
- Development of a guide with the minimum requirements for training venues
- Development of a guide about training terminology



How did members benefit from your current work?

- Encouraging members to provide high quality services through organising working group meetings on different topics to allow for knowledge exchange and sharing experiences
- Ongoing networking, support, and sharing of best practices to organisations running or interesting in setting up 116 006 helplines through the Centre of Excellence
- The development of standards and accreditation mechanisms to provide VSE members with recognition for the quality of services they provide.



Future look on activities May - Dec 2025

Capacity building:

- Centre of Excellence: in-person workshop and 2 more online meetings
- Working group on helpline standards: developing draft standards for 116 006 helplines
- Staff exchange
- National meetings
- Working group meetings
- Revision of VSE membership structure alongside board members

Training:

- Development of staff wellbeing training
- Development of victim care training





THANK YOU!

CAPACITY BUILDING TEAM

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