

# Claiming Compensation for Victims of Crime, and the Role of Support Services

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# A journey from crime to compensation



**CRIME**



**REPORTING**



**SUPPORT**



**APPLICATION**



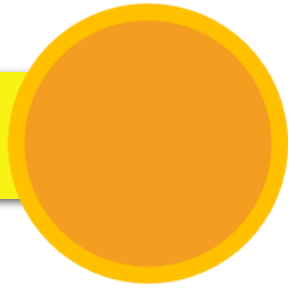
**PROCEDURE**



**ENFORCEMENT**



**COMPENSATION**



## **Victims' needs:**

- Support
- Information

## **Challenges:**

- Unaware and ununiformed

## **Solutions:**

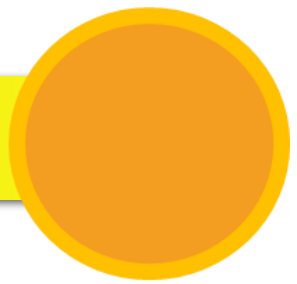
- First agencies of contact
- Training
- Awareness raising
- European helpline
  - 116 006



CRIME



REPORTING



## Victims' needs:

- Support
- Information
- Respectful treatment
- Reporting safeguards
- Protection

## Challenges:

- Underreporting
- Deadlines
- Information
- Respectful treatment
- Referral

## Solutions:

- Training
- Alternative means of reporting
- Firewalls
- Victim-sensitive communication



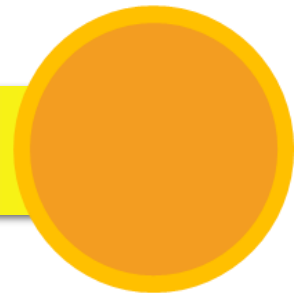
CRIME



REPORTING



SUPPORT



## Victims' needs:

- Support
- Information

## Challenges:

### Challenges to providing support

- decreasing funding
- restrictions on activities
- increasing bureaucracy
- audits and controls
- lack of effective referral mechanism

### Challenges in accessing support

- absence/inaccessibility of services
- fragmented service approach
- access conditions
- geographical issues

## Solutions:

- Information verification mechanism
- Funding
- Support services for **all** victims of crime



CRIME



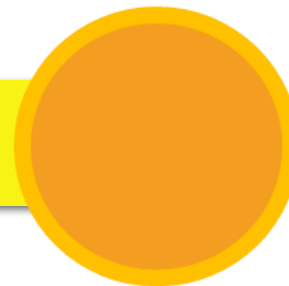
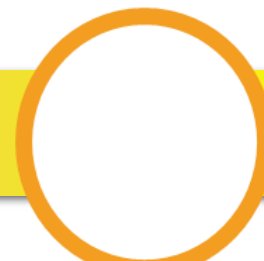
REPORTING



SUPPORT



APPLICATION



## Victims' needs:

- Support
- Information
- Translation & interpreter
- Justice

## Challenges:

*2004 Compensation Directive  
Article 3*

*Member States shall endeavour to keep to a minimum the administrative formalities required of an applicant for compensation.*

- Lack of information
- Lack of support
- Eligibility criteria
- Offender compensation
- Deadlines for applying

## Solutions:

- 'violent and intentional'
- Simplification
- European harmonisation
- SC -> OC



### Victims' needs:

- Support
  - Information
  - Administrative / legal
- Translation & interpreter

### Challenges:

- Retraumatization
- Legal representation
- Evidence gathering
- Medical examination
- Length of procedure
- Delays
- Offender compensation

### Solutions:

- European-wide digital compensation dossier
- Mutual recognition of medical documents
- Removal of victim expenses
- Protect victim from unwanted contact with offender



CRIME



REPORTING



SUPPORT



APPLICATION



PROCEDURE



ENFORCEMENT



## Victims' needs:

- Support
  - Legal
  - Administrative
  - Psycho-social
  - Financial

## Challenges:

- Non assistance
- Expense
- Piecemeal compensation

## Solutions:

- Continued support
- Upfront payment
- Victims' fund
- Statistics





## Victims' needs:

- Support
- Quick and fair compensation

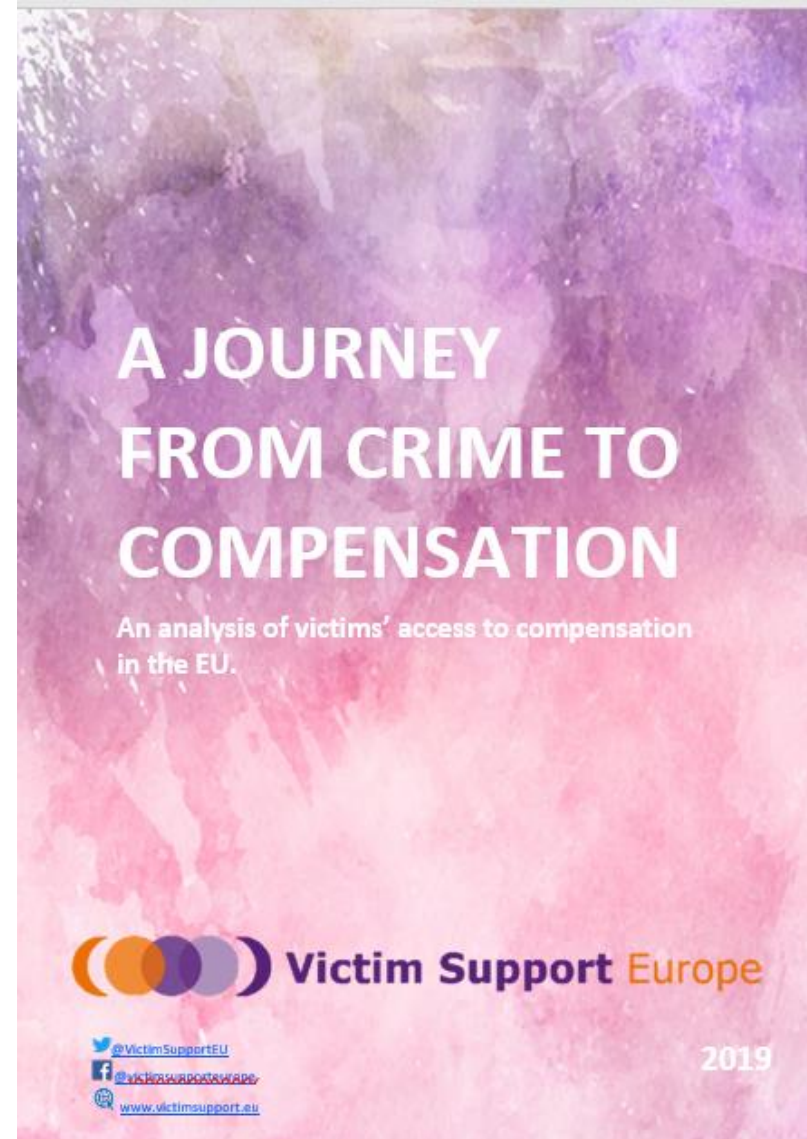
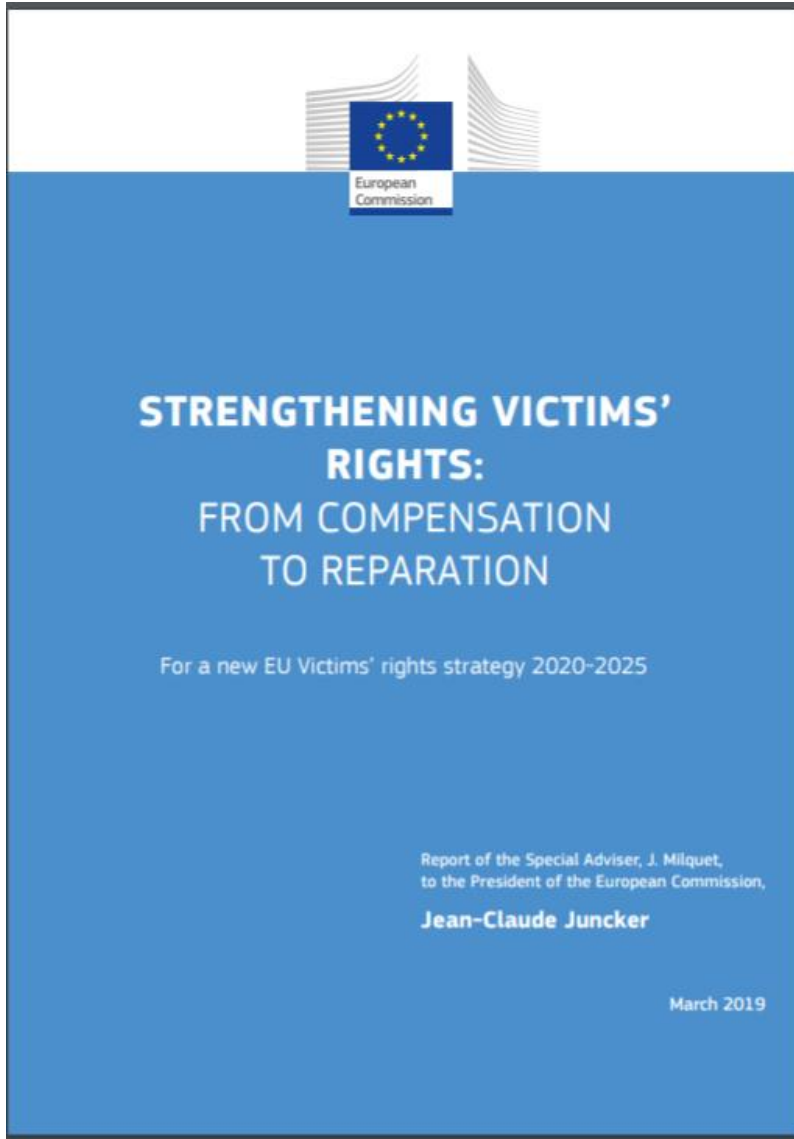
## Challenges:

- Amounts
- Delays
- Timing

## Solutions:

- Emergency payment
- Research: amounts
- European harmonisation

# Further reading:



# Thank You

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