



Victims' needs and secondary victimisation

Some experiences from the EU

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A brief introduction to Victim Support Europe



- Leading European umbrella organisation advocating on behalf of all victims of crime, no matter what the crime, no matter who the victim is
- Founded in 1990
- 60 members from 30 countries (EU and non-EU)





Victim Support
Europe

Who are our members?

- National victim support providers
- Specialist service providers
- State bodies (ministries, social services etc.)
- Research institutions
- Individuals



What our members do?

Supporting more than 2 million people affected by crime every year in 30 countries through:

- Information
- Practical support
- Emotional support
- Psychological support
- Financial support
- Legal aid
- Shelters
- Administrative support
- Referral to other services



What we do?

- Advocacy and policy influence at EU and national level
- Service development
- Exchange of knowledge and best practices
- Terrorism response network
- Cross-border referral
- Victim engagement
- Campaigning
- Research



VOCIARE project

26 countries
27 reports
+/- 800 professionals surveyed
+100 professionals interviewed
+100 researchers



VOCIARE project

www.victimsupport.eu

- About us
- Our projects
 - Vociare
 - Reports



How well are we doing to prevent secondary victimisation?

Only 21,5% of victims systematically receive advice relating to the risk and prevention of secondary and repeat victimisation, of intimidation and of retaliation (VSE research)



How do we do it?



Key to supporting victims?



Based on rights, driven by needs

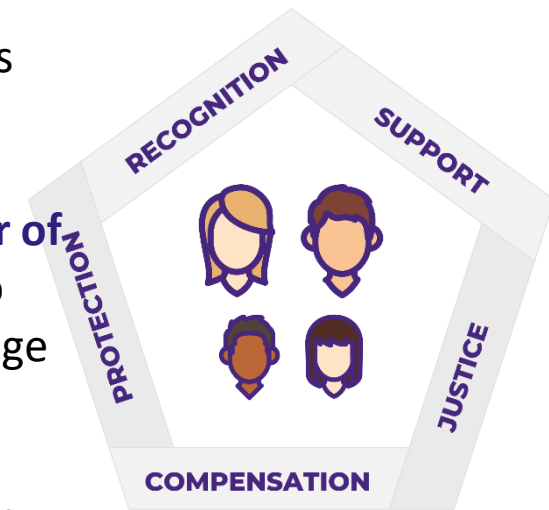
And if we don't?



Secondary victimisation

Victims' Rights Directive

(53) The risk of secondary and repeat victimisation, of intimidation and of retaliation by the offender or as a result of participation in criminal proceedings should be limited by carrying out proceedings in **a coordinated and respectful manner**, enabling victims to establish **trust in authorities**. Interaction with competent authorities should be as easy as possible whilst **limiting the number of unnecessary interactions** the victim has with them through, for example, video recording of interviews and allowing its use in court proceedings. As wide a range of measures as possible should be made available to practitioners to **prevent distress** to the victim during court proceedings in particular as a result of visual contact with the offender, his or her family, associates or members of the public. To that end, Member States should be encouraged to introduce, especially in relation to court buildings and police stations, feasible and practical measures enabling the facilities to include amenities such as separate entrances and waiting areas for victims. In addition, Member States should, to the extent possible, **plan the criminal proceedings** so that contacts between victims and their family members and offenders are avoided, such as by summoning victims and offenders to hearings at different times.



What is secondary victimisation?



‘Secondary victimisation refers to the victimisation that occurs not as a direct result of the criminal act but through the **response of institutions and individuals to the victim**. This includes, but is not limited to, not recognising and treating the victim in a respectful manner, an insensitive and unprofessional manner of approaching the victim and discrimination of the victim in any kind’
(EUCPN)

Some examples of secondary victimisation?

- Victim blaming
- Asking insensitive questions
- Repeating the same questions
- Assuming victims' needs without consulting them
- Not believing the victim
- Unnecessary extending the procedure



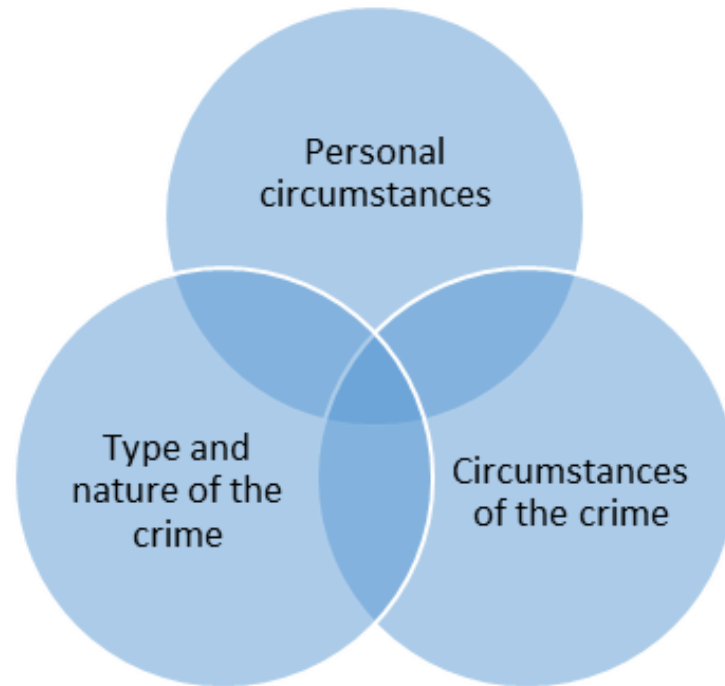
Some examples of secondary victimisation

- Subject to bogus criminal investigation
- Asked to make an unwanted and potentially dangerous arrangement with perpetrator
- Told protection will not be necessary, without any risk assessment
- Asked to provide the same documents several times, multiplying the cost
- Forced to file several civil claims
- Claim not resolved in full, even after appeal
- Interest rate failed to be awarded
- Pressured to withdraw appeal



How to know what to do?

Individual assessment (Victims' Rights Directive, Article 22)



Some good practices

- Victim consultation
- Ground rules hearing
- Victims' file in CMS
- Child friendly judgments
- Consultations with experts
- Procedural accommodations
- Access to compensation
- Flexible arrangements
- Facility dogs



Simple steps to preventing secondary victimisation

- Do not make assumptions
- Consult the victim
- Involve experts
- Trust the victim



THANK YOU!

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