

# The Provision of Information to Victims of Crime

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The **6** steps to providing information:

- 1. Existent and available**
- 2. Accessible**
- 3. Simple**
- 4. Accurate**
- 5. Repeated**
- 6. Individual needs**

An illustration of a hand holding a pen over a notepad. The notepad is orange and tilted, with white text on it. The background is a mix of blue and purple gradients.

**Why is the provision of information so important?**

## Victims' Rights Directive 2012, (21):

'Information and advice provided by competent authorities, victim support services and restorative justice services should, as far as possible, be given by means of a **range of media** and in a manner which can be **understood by the victim**. Such information and advice should be provided in **simple and accessible language**. It should also be ensured that **the victim can be understood during proceedings**. In this respect, the victim's knowledge of the **language** used to provide information, **age, maturity, intellectual and emotional capacity, literacy and any mental or physical impairment difficulties** should be taken into account. Particular account should be taken of **understanding or communicating** which may be due to a disability of some kind, such as hearing or speech impediments. Equally, limitations on a **victim's ability to communicate** information should be taken into account during **criminal proceedings**.'

On average  
**1 in 7**  
Europeans  
fall victim to  
crime every  
year

# WHY IS THE PROVISION OF INFORMATION SO IMPORTANT?



87%

**of Europeans are aware of their EU citizenship, but they are not always aware of the rights that come with EU citizenship.**

<10%

**of female victims report to the authorities, either out of fear, or a lack of information about victim's rights.**

63%

**Victims reported that information received from the police did not include information about relevant criminal proceedings.**

46%

**Victims claim they did not receive information upon reporting.**

**ACCESS TO  
JUSTICE**



**SUPPORT AND  
INFORMATION**



**PROTECTION**



**RESPECT AND  
RECOGNITION**



**COMPENSATION  
AND  
RESTORATION**



# Victims' Needs

Individual  
needs

Specific  
groups

General needs

# Victims' needs as a starting points



**5 general needs**



**Needs of specific groups**

*Trafficked, LGBTI+, disabled, terrorism, religious.*



**Individual needs**

*Personal situation and character.*

# 1. Information exists and is available

2. Information is accessible
3. Information is simple and easy-to-understand
4. Information is accurate
5. Information is repeated
6. Information meets individual needs

**OFFICIAL SOURCES**

**AGENCIES OF FIRST CONTACT**

**AWARENESS RAISING**

**PUBLIC PLACES**

**OUTREACH**

1. Information exists and is available
- 2. Information is accessible**
3. Information is simple and easy-to-understand
4. Information is accurate
5. Information is repeated
6. Information meets individual needs



**Information  
accessibility**



**geographical  
accessibility**



**Economical  
accessibility**



**Socio-cultural-  
political  
accessibility**



**Individual  
accessibility**



1. Information exists and is available

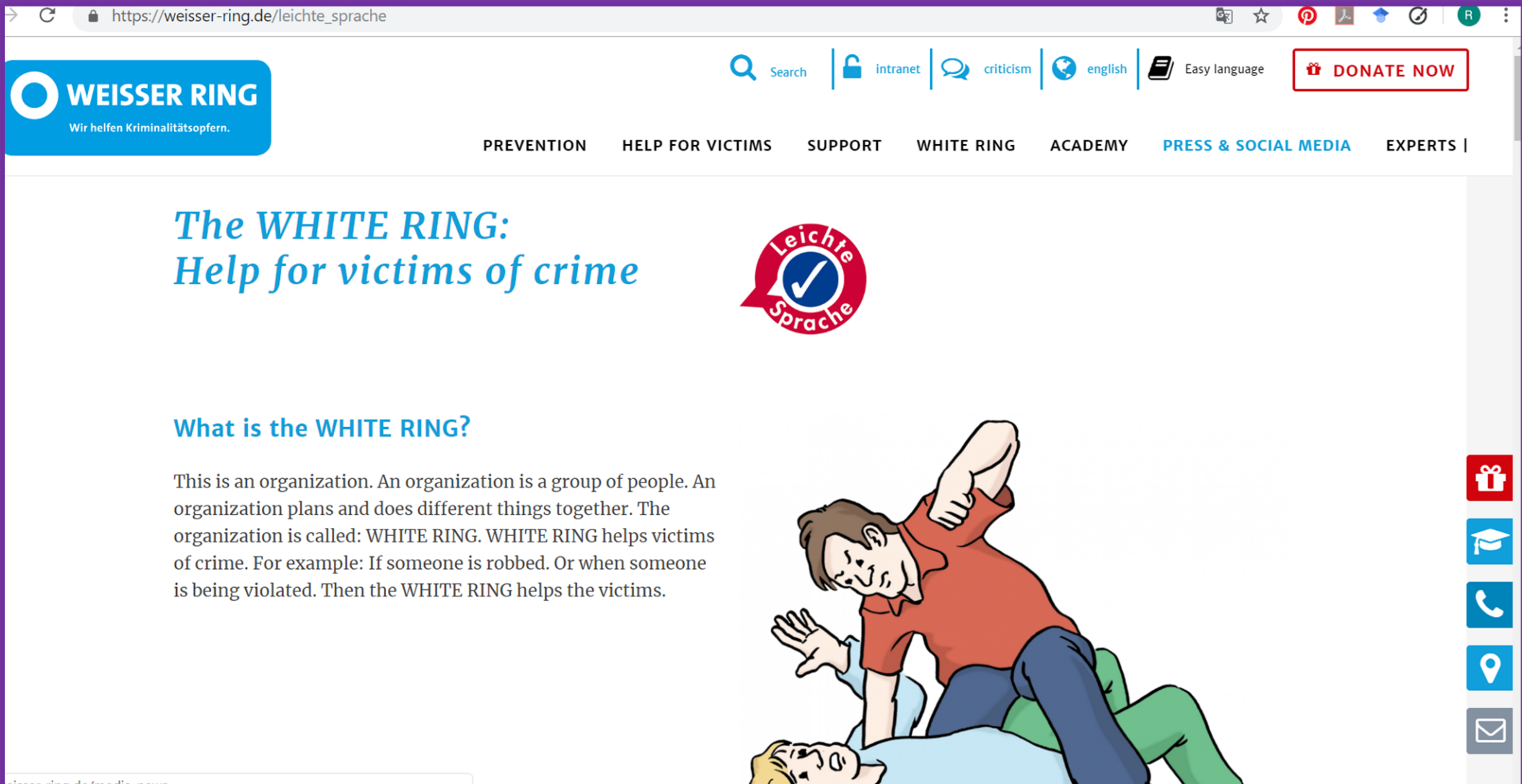
2. Information is accessible

3. Information is simple and easy-to-understand

4. Information is relevant

5. Information is accurate

6. Information is up-to-date



The screenshot shows a web browser window with the URL [https://weisser-ring.de/leichte\\_sprache](https://weisser-ring.de/leichte_sprache). The page features the Weisser Ring logo with the tagline "Wir helfen Kriminalitätsopfern." and a navigation menu with items: PREVENTION, HELP FOR VICTIMS, SUPPORT, WHITE RING, ACADEMY, PRESS & SOCIAL MEDIA, and EXPERTS |. A search bar and utility links for intranet, criticism, english, and Easy language are also present, along with a "DONATE NOW" button. The main content area is titled "The WHITE RING: Help for victims of crime" and includes a "Leichte Sprache" (Easy Language) icon. Below the title, the text reads: "What is the WHITE RING? This is an organization. An organization is a group of people. An organization plans and does different things together. The organization is called: WHITE RING. WHITE RING helps victims of crime. For example: If someone is robbed. Or when someone is being violated. Then the WHITE RING helps the victims." An illustration of a man in a red shirt helping a person lying on the ground is shown at the bottom right. A vertical sidebar on the right contains icons for a gift, graduation cap, phone, location, and email.

1. Information exists and is available
2. Information is accessible
3. Information is simple and easy-to-understand
- 4. Information is accurate**
5. Information is repeated
6. Information meets individual needs

## **PROFESSIONAL NETWORKS AND WORKING GROUPS ON VICTIMS' RIGHTS AND AVAILABLE SUPPORT SERVICES**

**TRAINING**

**SCHEDULED REVISION**



1. Information exists and is available
2. Information is accessible
3. Information is simple and easy-to-understand
4. Information is accurate

## 5. Information is repeated

6. Information meets individual needs



CRIME



REPORTING



SUPPORT



APPLICATION



PROCEDURE



ENFORCEMENT



1. Information exists and is available
2. Information is accessible
3. Information is simple and easy-to-understand
4. Information is accurate
5. Information is repeated
- 6. Information meets individual needs**

# TRAUMA RE-VICTIMISATION

- vs. -

## VICTIM-ORIENTED

&

## VICTIM-SENSITIVE COMMUNICATION & INFORMATION

*'Having suffered a crime, victims are particularly vulnerable; therefore, during this vulnerable period, officers perform a difficult and responsible role – they can relieve the traumatic experience or considerably intensify it.'*

*-Communicating With Victims of Crime, A Handbook For Officers, Human Rights Monitoring Institute, April 2019.*

# TRAUMA



**CONFUSION**



**MEMORY  
LOSS**



**DISASSOCIATION**



**FLASHBACKS**



**MOOD SWINGS**



**ANGER**



**SUBSTANCE ABUSE**

1

Information **exists** and is **available** in agencies of first contact

2

Information is **accessible** to all victims of crime

3

Information is **simple and easy to understand**

4

Information is **accurate**

5

Information is **repeated** to victims over time

6

Information is adapted to **meet individual needs**



# Thank You

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