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**Report Centre of Excellence online meetings**

**Meeting of 31 August 2018, 9.30-10am**

WR is in charge of booking the hotel and conference rooms in Mainz, **dates are confirmed for 5-7 December 2018**.

The event will be officially announced next week, VSE will advertise it with members through website, intranet and a Save the Date email. WR will handle registration of participants. **WR will send contact detail of person to VSE to confirm participation**.

A meeting with the broader membership is planned on Tuesday 4th September where the content of the workshop will be discussed and an agenda will be drafted. The meeting will also define how the conference should go and who is doing what.

Ideas to discuss during next week meeting to build on an agenda:

* Cybercrime,
* 116 and distance support,
* Child exploitation,
* Participation of external experts (Insafe, Europol, experts who can participate in the Centre of Excellence to provide expertise in the area of cybercrime),
* Recommendations and priorities highlighted during previous workshops,
* Current priorities, needs and aims of member organisations,
* The delivering of product after the Centre of Excellence (e.g. Centre of Excellence could be used to develop some principles for scripts for Helplines, project plan for 1 year, how to deliver a product, put documents and ideas in a shared document etc.).

An idea is to send participants a 3-4 questions form in order to gather their priorities and ideas on how the Centre of Excellence should go.

**Point of actions:**

* **VSE will create a draft agenda** for Tuesday and update the excel sheet with tasks. A brief summary of priorities and recommendations from the last reports will also be prepared and sent to participants.
* VSE, WR and APAV agreed on having the **next discussion on Tuesday 4th September.** VSE will send a meeting request.

**Meeting of 4th September 2018, 2.00 – 3.30pm**

This online meeting was organised to discuss the forthcoming Centre of Excellence Workshop which will be held in Mainz, Germany on 5-7 December 2018. The participants **agreed to merge the 116006 and the Support at a Distance workshops into a single workshop** as they both raise the same challenges and discussions. The members of the Centres discussed how to work in the future to advance these services to the benefit of all victims of crimes and in general. The aim of the online meeting is to collect the priorities of the organisations in their work in order to build the workshop to reflect the main concerns and objectives of all the participants.

The members of the Centres shared their main priorities for their future work and for the workshop:

* **Outreach**: how can we make it as easy as possible for victims to contact helpline/distance support services? And how to reach out to victims? Important to make sure that victims know where to go, when, and how to contact us. It is also about informing the victims in the most appropriate way. Challenge of having one national helpline and not several local ones. Also a challenge to reach more and more people in remote areas with weak access to local support services and the helpline.
* **Cross border victims**: how to provide support to your own national victims abroad and also provide support to foreign victims in our own country (languages obstacle, migrant victims, tourists etc.)?
* **Victims with disabilities**: challenge of accessibility of the services for victims with disabilities as they are the most difficult ones to reach out to and for them to reach out to us (partnership with interprets with sign language, think about other types of communication 116006 or skype). Explore what other people have developed and use them in our services.
* **Data collection and protection**: how to collect and protect victims’ data in regard to the new EU General Data Protection Regulation (GDPR)?

While the members of the Centre noted that there is a need for constant evaluation of their services and improvement of their provision, at this point they don’t feel this issue needs to be prioritised. Nonetheless, they will keep coming back to it in the future period and revisit this issue.

Organisation of the Centre of Excellence Workshop: Weisser Ring Germany will host the **Workshop in Mainz on 5-7th December**. A proposition was made to **modify the form of the workshops**. In the previous years, as there were different workshops happening at the same time, participants would have to choose between two workshops to attend and therefore miss some information. It would be better for participants to have bigger groups of discussion.

Action points and follow up:

* **VSE will shortly send a save the date email with more details and a draft agenda**.
* **Participants are invited to send to VSE anything that they would except to see in the workshop**, if they want to make a presentation, present a project or share best practices.
* **Participants who wants to have a more active role** in the organisation of the workshop are invited to contact VSE.

**Meeting of 28th September 2018, 10 – 10.30am**

Today meetings is mostly about technicality, the agenda, important to discuss the program and what we want to offer to participants.

The priorities defined during last meeting were: outreach, cross border victims, victims with disabilities, data protection and collection:

* Data collection and protection: VSE is in contact with law firms in Brussels and can ask if they would be happy to offer pro bono services.
* Victims with disabilities:
  + WR has building out help for victims who don’t hear. WR can provide this. Aleks could start the general presentation and WR make specific presentation. Will check with time.
  + Lev : External speaker who run a helpline for a specific group. Because WR has just starting doing this. The Workshop can give you an opportunity to hear from organisation who are dong this from a long time. In UK (UK Disability forum) they do this a lot. We can connect with European orga which have national members and try to find an orga that have a long experience and extensive, where they can add value. Not necessary with victims but they have this experience. **VSE will reach out to these organisations**.
  + Aleks: important also for WR to make a presentation of their effort, the problems they face, exchange experience.
  + Lev: WR has established one of the first orga in our membership, talk about difficulties, solutions; complemented by follow up by this organisation who is really working in the field. What we want to achieve about the discussion: the member want to do this as well, through the centre of excellence can you help us to do this (maybe provide a manual, implementation plan for members etc.).

Levent mentioned the importance to engage other organisations in the development of the agenda. The organisations need to take the ownership of the centre of excellence. The process is to engage them in the topics before coming to the workshop. At the workshop as much as we can get people to own particular action, which will also help them to deliver their own national priorities. Create a place where people can provide information. They need something to react first.

Points of action:

* VSE to develop draft agenda, will reach out to law firm for law firm, either EU or UK orga for disabilities topic, (how to train helpline operator for example who are in contact with people with disabilities for ex). Develop questionnaire to know people appetite for a document manual on GDPR.
* VSE has sent out save the date email.
* VSE to contact Hosborne Clark / DLA Piper for speaker

**Meeting of 9th November, 10-11am**

**Participants for the workshop**: 9 registered organisations. France Victimes will come. WR Austria not coming. WR Germany how many people will be there? Gerlinde will send the prices to VSE in terms of budget (catering, hotel). Still waiting for replying from Denmark and Netherlands. Around 15 people need hotel.

**Programme :** Depends on how the majority arrive, have something small on the afternoon on the 5th, full day 6th and until lunch time until 7th.

Usually welcome dinner + social event for the first day, full day 6th and half day for 7th.

Leave much time for discussion, this is the purpose of the workshop. Workshop work best. Short introductory session, GDPR prepare 2h session, 30min intro, asking question, presenting entry for discussion and problem, leave the floor for people to share their and find answers.

Priority topics:

1. **GDPR:** VSE is still negotiating with law firms to provide us with **GDPR experts**, in case they can’t come we can have someone from the EC. But would prefer the law firm. Short introductory session, GDPR prepare 2h session, 30min intro, asking question, presenting entry for discussion and problem, leave the floor for people to share their and find answers.
2. **Victims with disabilities**: Aleks presentation about European accessibility act: EU signature piece of legislation to ensure accessibility for people with disabilities. Draft was adopted but the very critical of it. How that might reflect on distance support for victims when the act is adopted and transposed in MS. **WR** will provide presentation of services introduced for deaf victims, victims with disabilities.
3. **Cross borders victims**: how do we go about that? Speaker? APAV or someone else? WR is not really in-depth with cross borders victims but we did with terror attack in Berlin, we could do a session about that. Can mix CB compensation, can discuss about different systems, how does it work in practice. Focused on distance support, **Aleks can talk about project proposal developed**, one partner is Bavarian police, university in Ireland tries to develop **an App for victim** to access their case from their own country. One problem that victims has as CBV, tool for CBV. **Victims of terro in Berlin** how did you support foreign victims, family members of Germany victims who live abroad? Challenges? Statistics? Good practices? Problems? Do you have helplines in other languages than German? How to support foreign victims who call the helpline but do not speak german? Bullet point for discussion, **discuss with Lev if he can have an idea for a speaker. Maybe helpline for missing children?**

**WR: Compensation and CBV**: cases where victims live abroad. Can have a short part to speak about these cases. Problem to ask compensation in a foreign country

* 3 parts: start with **general practical problems** (good idea about App CB) then WR talk about **practical issue with Terrorism attack in Berlin** and then in depth practical problems confronted with **CB compensation**. How to collect data by phone? File the claim on their behalf if they are abroad? WR would do the 2nd part and VSE helps with the first part

1. **Outreach and awareness raising**: APAV? Ricardo: APAV is strong on their campaign regarding different topics (now a campaign Hatenomore, respect battles), had a lot of visibility. Do you notice increase in phone calls? No phone calls but mainly via our social media platform, launched on YouTube, we can assess that. 🡪 **APAV can present the campaign**. Work with media company. Very interesting, very practical, something to learn from and copy the ideas. Good to know that it has impact on outreach and social media and support platform. In the end of the campaign we have the number present, the 116006 was present, that fives a lot of visibility to our helpline.

See how you approach campaigning and how campaign affect support on distance. How you reach out to victims and how they respond. Not only campaign, also other referral? Important to have data? Increase of number of calls, emails? Triggered by a specific action? Develop methodology to measure the impact, the visibility of the campaign? What works, what does not work, what shows as good practice?

* Broader presentation of the campaign, the goal is not to present the campaign but to show the behaviour of the people after the campaign.

9am on 5th and finish at 5pm : 2 topics. 1 topic on 7th and wrap up session.

**Action points:**

* **Gerlinde to send budget/costs to VSE**
* VSE draft the programme