



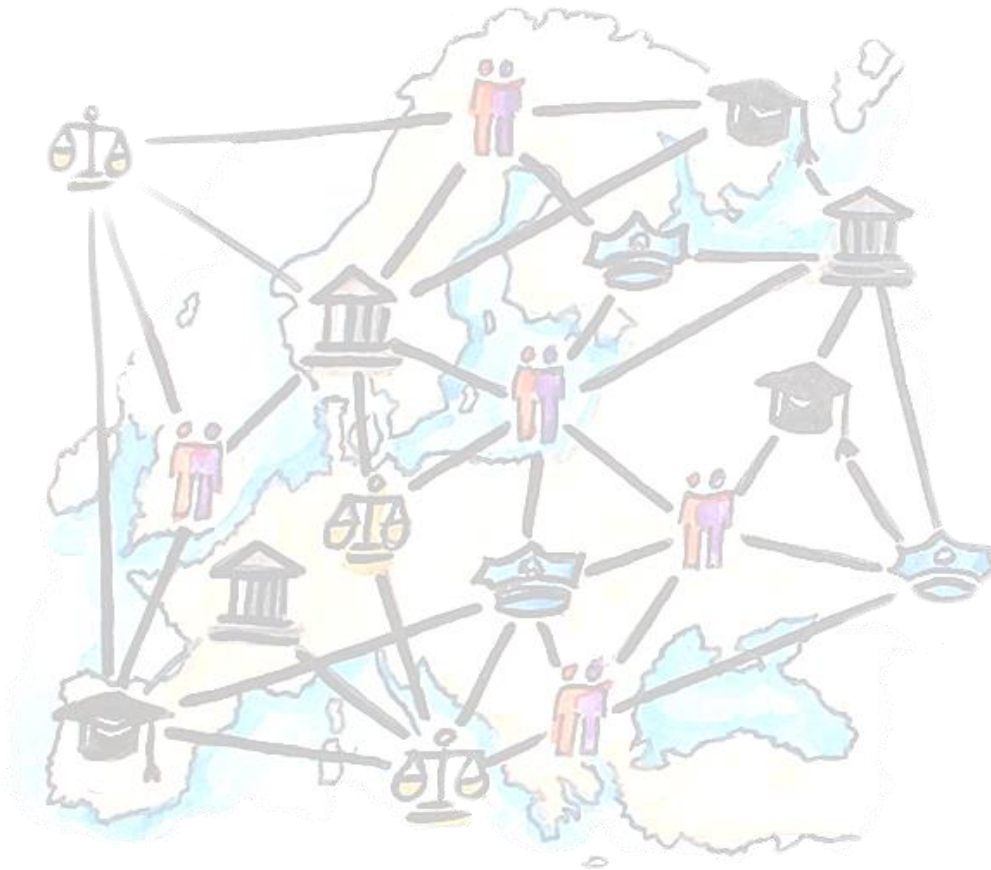
Victim Support Europe

Needs of Victims of Terrorism

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**THE VOICE
OF VICTIMS
IN EUROPE**

About Victim Support Europe



Set up in 1990 to promote rights and services for all victims of crime in Europe

Network of 56 organisations: NGOs, State, Individuals, Universities

31 Countries

Over 5000 staff and volunteers

Over 2 million victims supported per year

VSE response to terrorist attacks

21 terrorist attacks in Europe and beyond since 2015

France, Germany, Spain, UK, Sweden, Finland, Russia, Turkey, USA, Bangladesh,
New Zealand, Sri Lanka

Primary focus – mass victimisation

**International
response network**

**Connecting victims
to support**

**Research and policy
development**

**Capacity building
and advocacy**

Response to victimisation

**Rights based
&
Needs driven**

Victims' needs:



Respecting and recognising victims of terrorism



ALL VICTIMS
need to be
recognised

Particular
attention to
**CROSS
BORDER**
victims

Consulting
victims in
setting up
MEMORIALS

Information and support to victims of terrorism

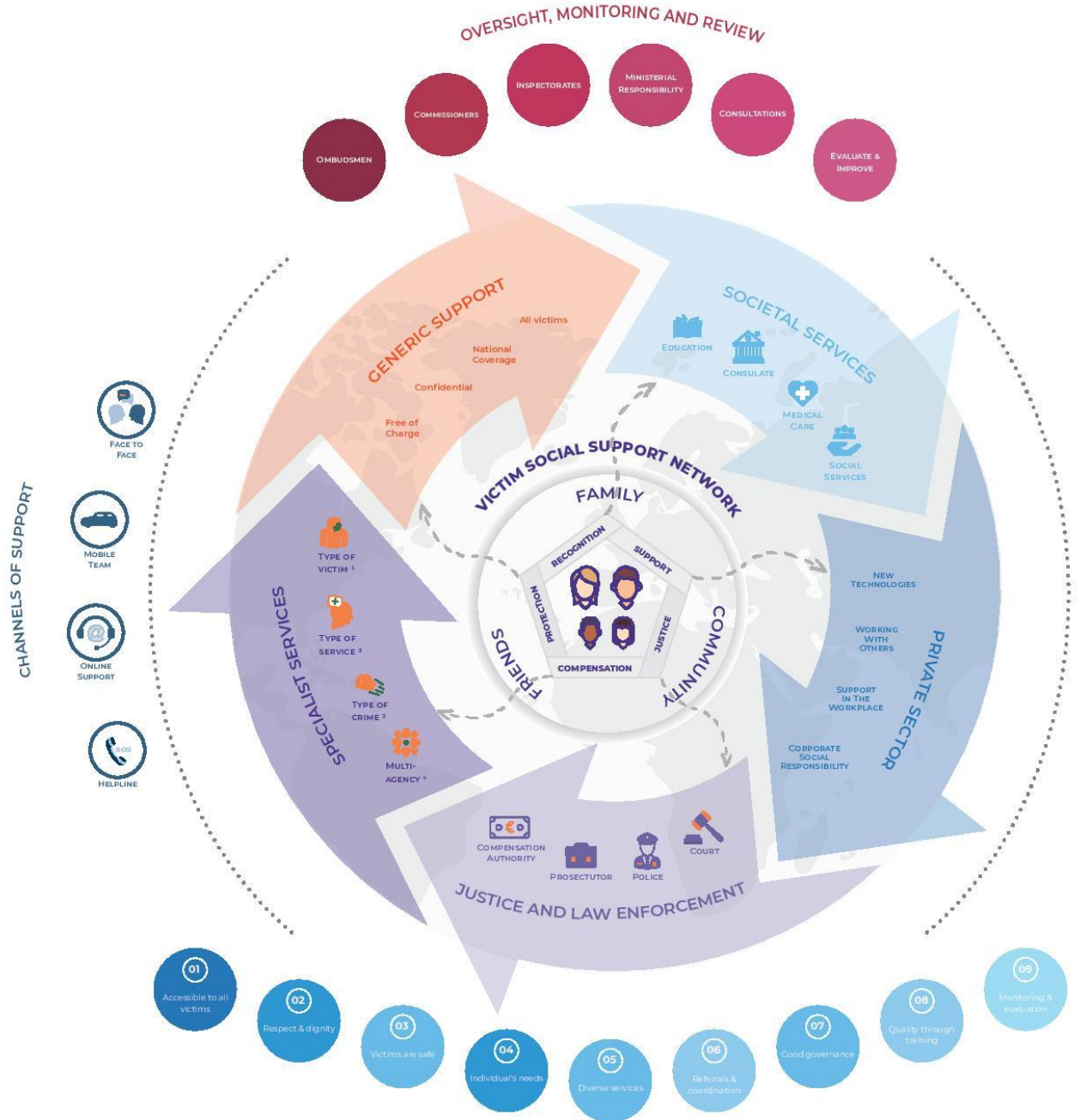


After safety and medical attention, most important immediate needs for victims **but often more difficult to access**

Success in provision depends on:

- **Location of attack – home or abroad**
- **Maximising the routes by which victims are informed and connected with support whilst ensuring trustworthiness of info and support**
- **Collaboration, partnership and trust between:**
 - **Organisations in crisis response framework**
 - **Embassies**
 - **Support organisations**

COMPREHENSIVE SUPPORT FOR ALL, BY ALL



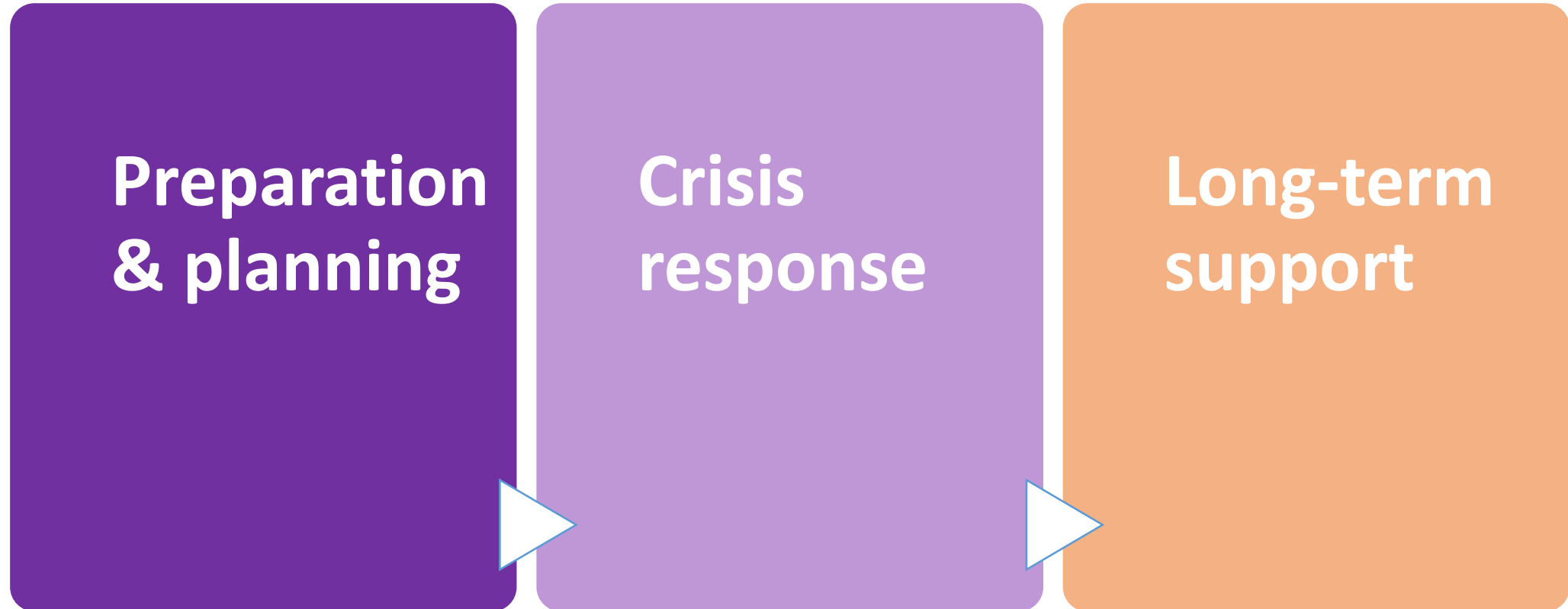
Compensation and restoration:

**Immediate
financial aid**

**Simple and
accessible**

**Appropriate
and
sufficient**

Phases of response:





Some core principles in the delivery of effective support

All victims

- Circles of impact
- At home and abroad
- Public info and direct to victims
- Accessible for all: geographical scope,
- Proactive - reach out, referral, help them come forward
- Co-ordination of services
- Free of charge
- Everyone's job

Respect

- Direct interactions
- Institutionalised in structures
- Transparent
- Communication and information – multi-format, simple and accessible
- Non-discriminatory
- Confidential
- Constant review and improvement

Empower

- Listen
- Consult
- Participation
- Self realisation
- Education and self help

Relevant

- Universal/ generic and specialist services
- Stepped model
- Targeted, flexible and individualised – based on assessment and different therapies
- Watchful waiting
- Regularly reviewed
- For as long as needed
- High quality, consistent standards

We owe it to the victims



Why?

It is not the victims' fault

How?

Victim support is not a project

Cost?

Victim support is investment

How to do better?

**International
response
network**

**Exchange of
best
practices &
expertise**

**Involving
victims and
civil society
in all phases
of response**

THANK YOU!

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