

( Victim Support Europe

Regional workshop What is needed for a good system of victim support

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# Victims needs is the starting point:

Not budget, not resources, not time

Indiviudal needs personal situation and character



Needs of specific groups

terrorism, disabled, lgbti, religious

#### Five common needs

respect/recognition, proteciton, support, justice, compensation



## 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 – multiformat, 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

## Some examples of income for victim support



## Lottery

- Proportion of total income
- Special/thematic games

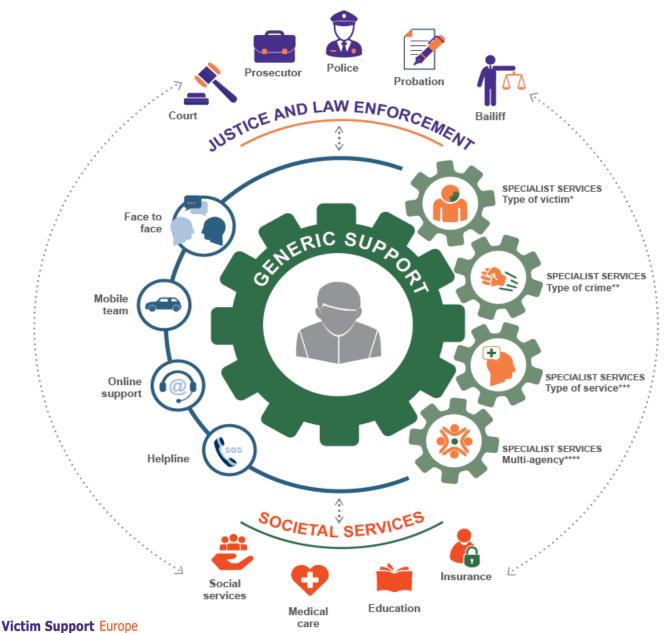
## Income from offenders

- Victim surcharge
- Prisoners fee
- Prosecutorial discretion

#### Insurance

- Motoring insurance
- Real estate insurance

## COMPREHENSIVE SUPPORT FOR ALL, BY ALL



## Not forgetting:

- Individual and community resilience
- Victim social support network:
  - Family, friends, community
- Private sector
- Oversight, monitoring and review – long term change:
  - Ombudsmen
  - Commissioners
  - Inspectorates
  - Ministerial responsibility
  - Self evaluation/ survey
- A national network building on existing and creating new services







#### STANDARD 1

Services are available without discrimination



#### STANDARD 2

Respect the dignity, rights, needs and feelings of the victim



#### STANDARD 3

Ensuring the confidentiality, safety and privacy of the victim



#### STANDARD 4

Ensuring tailored responses, according to the individual needs



#### STANDARD 5

Provide a variety of support options



#### STANDARD 6

Delivering for victims through referrals and coordination



#### STANDARD 7

**Ensuring good governance structures** 



#### STANDARD 8

Achieving quality through training



#### **STANDARD 9**

Improving our services through monitoring and evaluation

## **THANK YOU!**

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