



Regional workshop

**What is needed for a
good system of
victim support**

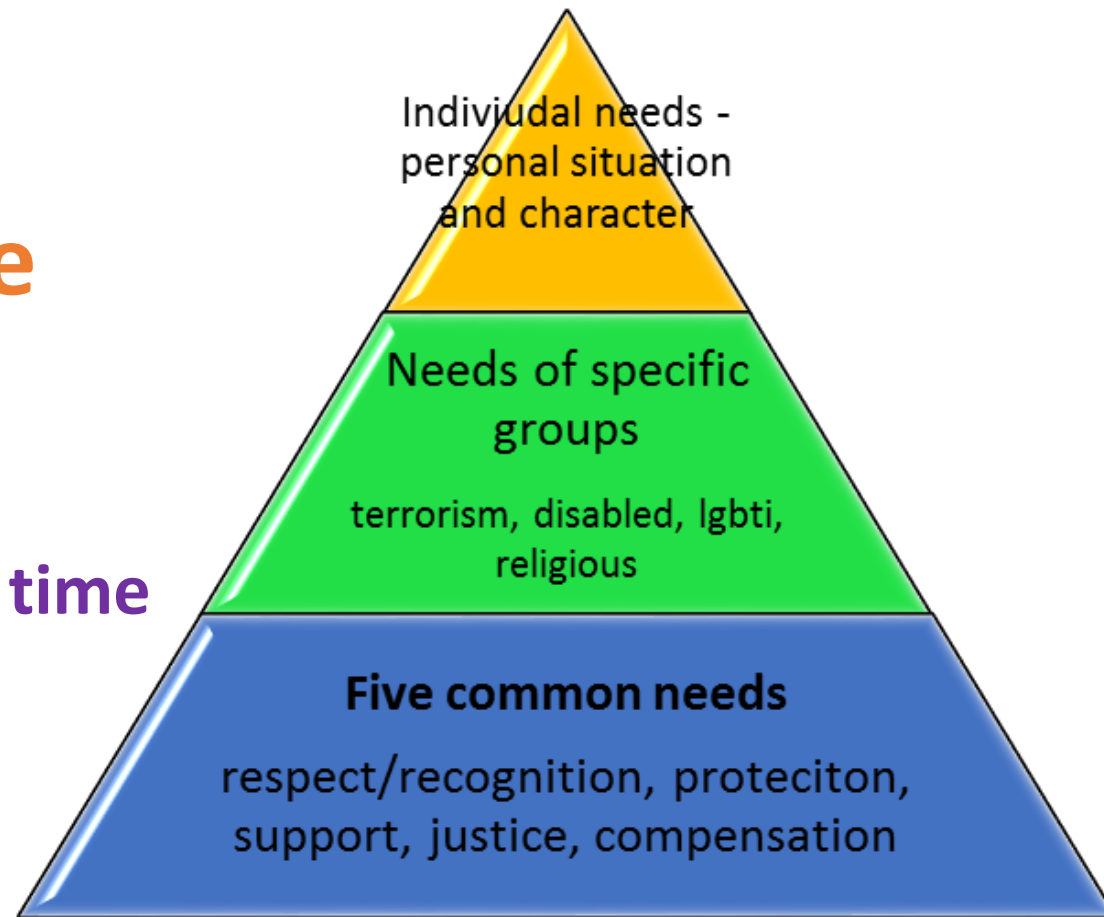
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A stylized graphic of a person with an orange head and a dark blue head, holding a sign. The sign is light blue and contains the text "THE VOICE OF VICTIMS IN EUROPE" in orange, bold, uppercase letters.

**THE VOICE
OF VICTIMS
IN EUROPE**

Victims needs is the starting point:

Not budget, not resources, not time



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

Some examples of income for victim support

Lottery

- Proportion of total income
- Special/thematic games

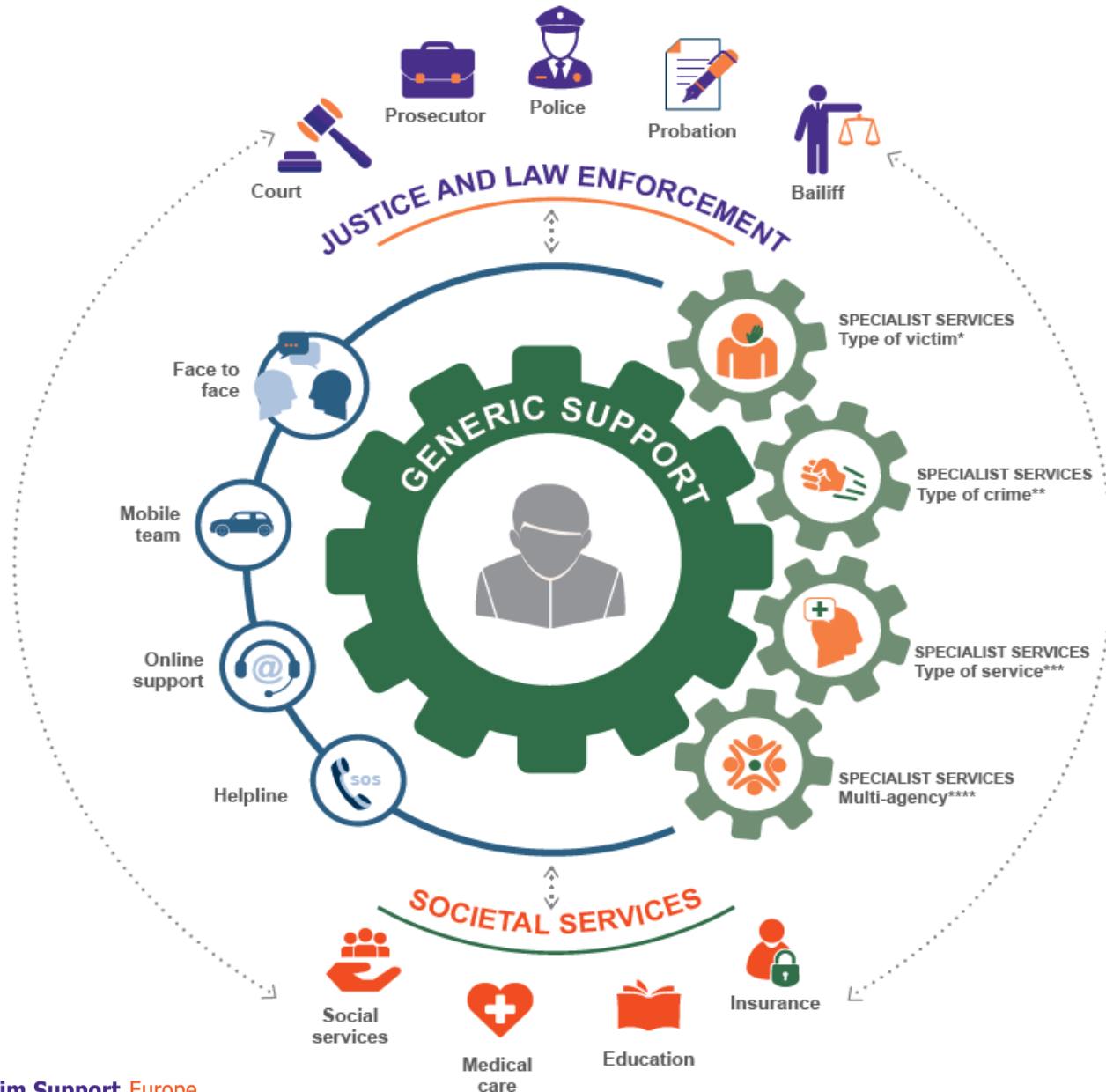
Income from offenders

- 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

VSE Standards and Accreditation Process for Full Members



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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Victim Support Europe