



ANNUAL REPORT 2011



President's report



David McKenna

It has been the most exciting and successful period for the Victim Support Europe and for victims of crime in Europe. The arrival of the new victims' directive is testimony to all the hard work of victim organisations across Europe. From 2015 it will be a better Europe for victims and many new opportunities and improve their position.

Last year and during 2012, we have worked tirelessly with the European Parliament, the European Commission and member states to secure strong Directive for victims. In May 2012, thanks to the hard work of Victor Jammers and Slachtofferhulp we co-hosted the most successful global meeting of the World Society of Victimology in nearly two decades in The Hague. Almost 400 experts gathered for what was a tremendously valuable conference over 5 days. Earlier in the year we were honoured to hold a hearing on victims issues in the European Parliament with the support of many MEP's. Building on the establishment of our office in Brussels in 2011 we were delighted to appoint our first permanent staff member, Administrative Officer, H  l  ne Heinrichs. H  l  ne is doing a great job and I am extremely grateful for all her support. H  l  ne organised our move to the new premises at 235 Rue de la Loi in August this year.

Next year our big priority will be supporting member organisations and members states to plan for and in practical terms implement the new Directive for 2015. Moving forward our priorities will include providing support for study visits between member organisations on a regional basis as well as 'local' European conferences on best practice and what works. We want to keep victims high on the agenda of the next European Union five-year work programme. So we will be developing a new manifesto for victims in Europe and a new policy programme for the future. A key priority will be to support member organisations to access funding and in particular European Commission capacity building and development funding such as action grants.

In closing my heartfelt thanks and gratitude to all the members of the Victim Support Europe Executive Board for all their support and hard work over the past year. Especially to all our member organisations who have worked together so successfully to deliver for victims not just in their own countries but across Europe. Thanks to Frida, Carmen, Helene and Sara without whom we couldn't function!

Best Wishes

David McKenna



Treasurer's Report



Helgard van Hüllen

VSE started as an AISBL in September 2010 under Belgian law in Brussels. For the period of September 2010 to the end of 2011 the financial situation of VSE was quite complicated. The main reasons were that VSE had not received an Operating Grant for 2011 and that Frank Hengeveld left VSE in July 2011, at the time when the financial report for the Operating Grant 2010 had to be finalized.

Without money from a grant and with no functioning office in Brussels VSE overcame this time thanks to the input of all board members. Financially major contributions from some members helped to go on with the work.

Based on proper accounting and auditing reports the accounts show a total operating income of 315.220 € for the period from 1 September 2010 to 31 December 2011, including the pre-financing from the EC for the CABVIS Action Grant project and income of membership fees of 96.475 €. This latter amount includes an amount of 84.600 € of special membership fees/contributions. The yearend result shows a benefit of 18.827 €.

Our new auditor, Madame Martine Piret, our bookkeeper and the staff in our Brussels office worked extremely hard to deliver the necessary reports which have already been approved by an extraordinary General Meeting in January in Lisbon. Based on our solid accounting fundament this first report under Belgian law has been the base for our future reports and application for grants.

Helgard van Hüllen, *Treasurer*



Policy Report



Frida Wheldon

During 2011, Victim Support Europe continued to strengthen our relationship with European Union Institutions and partner agencies. We worked closely with the EU Commission in relation to the development of the EU Directive establishing minimum standards on the rights, support and protection of victims of crime. We gave expert input in relation to the range and content of rights, in addition to further EU actions in the field of victims' rights. Victim Support Europe highlighted that victims must be seen as a crucial part to any criminal justice proceeding and that victims should be recognised as having a legitimate interest in the case. In particular, we highlighted a range of areas where further actions and studies are needed to ensure that victims are able to access stronger rights in practice. The identified areas include access to justice; immediate access to effective and efficient services; quality of victim support services; effectiveness and impact of victim training for criminal justice professionals; victim satisfaction with the handling of their case by criminal justice professionals; assistance in cross-border cases and information provision.

To ensure we are able to speak on behalf of victims across the EU, Victim Support Europe actively worked to formalise our presence and advance our organisational capacity in Brussels. We initiated discussions with a range of European organisations how we can cooperate in moving victims' rights forward and improving the quality of justice in Europe. We have for instance extended our cooperation with European Network for the Council of the Judiciary (ENCJ), European Forum for Restorative Justice, European Organisation for Probation and Europris, ensuring that victims of crime are not forgotten in overall discussions relating to justice.

In 2011, Victim Support Europe also started to formalise our organisational identity by initiating discussions regarding aims and visions, looking to clarify what kind of organisation we would like to be now and in the future. Workshops were held where members were able to feed into discussions on strengths and weaknesses of the organisation, looking to maximise our impact and effectiveness in years to come.

Frida Wheldon, *Head of Policy*



EU-funded projects



Carmen Rasquete

Project CABVIS – Capacity building for EU crime victim support

From January 2011 until December 2012, Victim Support Europe is promoting the Project CABVIS, co-financed by the European Commission under the Directorate-General Justice.

Given the gap between availability and need of victim support, Project CABVIS aims to overcome the many difficulties arising from the non-harmonization of EU member States' victim support services and legal implementation of EU measures. The whole project was designed to provide those who most directly deal with victims (namely police officers, judicial practitioners and victim support workers) with the tools and sensitivity to better deal with them.

Hence, the Project CABVIS main objectives are:

- Providing more information on EU Member-States' legal systems and access to justice within them;
- Training capacity of victim support organizations and organising informative seminars for police officers, judicial practitioners and other stakeholders;
- Promoting knowledge exchange that may lead to the development of community policies; and finally
- Supporting the implementation of the Framework Decision 2007/116/EC, specifically on reserving the 116006 line to a victim support helpline by providing all the necessary information to help its establishment.

In order to do so, a range of activities are being developed throughout the Project duration, namely:

- Design and production of a leaflet on cross border victims' rights in 32 different languages.
- Development of a series of seminars in each one of the partner countries. At the kick-off of Project CABVIS, we soon realised that the best asset of this project would be to provide training on a topic that our own victim support organisations have less knowledge of: crossborder victims.
- Development of the training manual "Victims of Crime in the EU". The training materials produced for this manual are of added value as they fill in some gaps assessed within time and others created by the challenges brought about by the present EU pack on victims'rights. Insofar, materials focusing on cross border victims and the shift in victims' rights that the new Directive might entail were included.
- Development of the implementation handbook on the 116006 – Helpline for victims of crime, in order to support the implementation of the Framework Decision 2007/116/EC. The objective of the handbook is to include organisational measures for implementing the 116006 helpline. This activity also involved an extensive desk research on best practices of other 116



helplines and on the experience of VSE member organisations through its implementation (Ireland and Germany).

- Final Seminar held in Lisbon in September 26th – 27th. This event aims to address crosscutting issues related to rights and needs of crime victims and the response that the European Union has given on this matter. Particularly, it will focus on the fragile situation of cross-border victims and new challenges for victim support. The Seminar is aimed at judicial practitioners and decision makers, envisioning a better cooperation between the different entities, discussion of hot topics and promotion of an understanding that can bring about change to the current status of victims' rights.

The Partner organisations involved in this Project are:

- Associação Portuguesa de Apoio à Vítima – APAV (Portugal)
- Slachtofferhulp Nederland (The Netherlands)
- Victim Support England & Wales
- Victim Support Scotland
- Weisser Ring (Germany)

Besides its role as Project promoter, Victim Support Europe is also partner in the following actions:

- Project InfoVictims
- Project Strengthening Crime Prevention between EU member states
- Project Substantial Support for Victims: Towards a Holistic Response to Crime. Latvia and Beyond



Project InfoVictims

Promoted by the Associação Portuguesa de Apoio à Vítima – APAV (Portugal) and co-financed by the European Commission under the Directorate General Justice, Project InfoVictims started in October 2011 and will have a duration of two years.

InfoVictims has as its starting point one of the most relevant and recognized insufficiencies in what concerns victims' rights, the access to information. The general objective of Project InfoVictims is to contribute to the increase of information given to the victims of crime concerning the criminal justice system, their rights and the ways to exercise them in Portugal, Sweden, Czech Republic and Austria.



VSE participation in this Project is to act as expert in the informative contents to be developed, to participate in the Project meetings and to disseminate the Project activities through its member's network.



Project Substantial Support for Victims: Towards a Holistic Response to Crime. Latvia and Beyond

Promoted by the Centre for Public Policy PROVIDUS, this Project started on April 1st, 2011 and has the duration of two years.

The overall objective of the project is to prevent crime victimisation by enhancing support for victim and fostering a more holistic and healing response to crime, where the victim, offender and society are equally acknowledged.

The VSE participation in this Project involves securing a research advisor to address all phases of research, particularly preliminary findings, victims need's survey, outreach to victims who do not report crime, and development of strategic and policy recommendations.

It is the role of the VSE to disseminate information on the project activities and outcomes its member's network. The VSE is also responsible for assisting on identifying experts working with victim support groups and contribute to the development of the final conference in Riga, participating in it through panel sessions and workshops.

Carmen Rasquete, *Project Coordinator*



Balance sheet for the period 1 September 2010 to 31 December 2011

	2011	
	Closing balance (Debit)	Closing balance (Credit)
Balance sheet		
Assets		
Current assets		
Amounts receivable within one year		
Commercial debts	102.806,25	
Other debts	74.918,09	
Total: Amounts receivable within one year	177.724,34	
Prepayments/assets	15.750,00	
Working capital	230.687,80	
Total: Current assets	424.162,14	
Total: Assets	424.162,14	
Liabilities		
Capital and reserves		
Starting capital		38.026,03
Total: Capital		38.026,03
Profit		18.826,96
Total: Capital and reserves		56.852,99
Debts		
Amounts payable within one year		
Trade debts		
Providers		51.330,97
Total: Trade debts		51.330,97
Other debts		5.093,71
Total: Amounts payable within one year		56.424,68
Accruals/liabilities		310.884,47
Total: Debts		367.309,15
Total: Liabilities		424.162,14
Total: Balance sheet	424.162,14	424.162,14



Executive board members

David McKenna, President

João Lázaro, Vice-President

Helgard van Hüllen, Treasurer

Lyane Sautner

Marketa Vitousova

Victor Jammers

Sabrina Bellucci

Javed Khan



Full members

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Associate members

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Website:
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Irish Tourist Assistance Service

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Commission for the Support of Victims of Crime

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