

# ANNUAL REPORT



# WHO WE ARE

Victim Support Europe (VSE) is the leading European umbrella organisation that advocates on behalf of all victims of crime, no matter what the crime, no matter who the victim.

VSE represents 82 national member organisations, providing support and information services to more than 5,443,685 million people affected by crime every year in 35 countries.

Since its foundation in 1990, VSE has worked on behalf of all European – and global – victims to ensure their rights and services, whether they have reported a crime or not.

We work through advocacy to achieve our mission of improving EU and international laws related to victims' rights, using research, knowledge development, and capacity building at the national and local level.



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01.

# FROM THE PRESIDENT



## Dear stakeholders,

It is a great honour to continue serving as President of Victim Support Europe for a second term. At the VSE General Meeting in December, I was re-elected as President, and I would like to sincerely thank all VSE members for the trust and confidence you have placed in me.

Over the past years, working alongside you has been both inspiring and rewarding. Your dedication, energy, and collaborative spirit have strengthened our organisation and reinforced VSE's role as a leading voice for victims' rights across Europe.

This annual report reflects not only the work accomplished over the past year but also the **collective commitment** that drives our network forward. Together, we have continued to advocate for stronger protections, better services, and greater recognition for victims across Europe and beyond.

Looking back at 2025, we have much to be proud of together. As a network, we helped shape **meaningful progress** at the European level, most notably by contributing to the political agreement on the **revised Victims' Rights Directive** — a major milestone for victims' access to justice, support, and dignity. Your expertise, dedication, and tireless work on the ground have been instrumental in making this progress possible.

Throughout the year, we have also strengthened our strategic voice through a year-long campaign, The Year of Victims' Rights, spearheaded by Victim Support Europe and its 80 members.

The campaign focused on universality, progress, and engagement, and was built around several key anniversaries:

- the **35th European Day for Victims of Crime**,
- the **5th anniversary of the EU Strategy on Victims' Rights**,
- the **25th anniversary of the EU Charter of Fundamental Rights**,
- and the **40th anniversary of the UN Declaration of Basic Principles of Justice for Victims of Crime**.

These milestones highlighted decades of advocacy and reinforced the enduring importance of victim-centred justice.

Our campaign created real momentum across the continent. One of the first symbolic moments came in February, when we marked the 35th anniversary of the European Day for Victims of Crime under the banner "**Once Upon a Support**."

This anniversary has grown into a truly European initiative, with 14 events organised across the continent, engaging governments, civil society, media, and frontline practitioners. For the first time in many years, this day was not only commemorated — it was truly lived, reconnecting Europe with the human purpose behind it: giving visibility, voice, and dignity to victims.

In May, we gathered in Lisbon for our conference celebrating **35 years of victim support in Europe**, where we strengthened alliances and showcased the innovation and dedication of our members. Later in the year, through the “**More Than Words**” event at the United Nations, we honoured **40 years of the UN Victims Declaration**, reminding the international community that the principles adopted in 1985 continue to guide our work and remain as relevant as ever.

Beyond these milestones, 2025 also delivered important structural progress. We advanced discussions toward a future **EU Strategy on Victims’ Rights** and strengthened cooperation with Member States and European institutions.

Victim Support Europe expanded its policy and advocacy work, contributing to more than ten EU consultation frameworks and offering practical, ready-to-use solutions to address persistent gaps across Europe. These contributions covered key areas including EU funding, digital safety, civil society support, equality strategies, democracy protection, internal security, and tourism.

Equally important, 2025 strengthened our organisation internally. We began preparing for the future of our network, laid the groundwork for an upcoming review of our membership policy, and ensured that Victim Support Europe is ready to meet the challenges and opportunities of the next decade.

This year also marks another major milestone: we have finalised Victim Support Europe's new **Strategic Plan for 2026–2031**. Developed through the experience, insight, and commitment of our members, the strategy reflects the realities faced by victims and practitioners across Europe.

It sets out a shared roadmap to strengthen national victim support systems, enhance cooperation across sectors and borders, reduce disparities between countries, and ensure that victims' rights are not only recognised in principle but realised in practice.

As we move into the coming years, our task is clear: to transform the momentum created in 2025 into lasting, measurable change. The challenges victims face are evolving rapidly, from emerging forms of crime to technological transformations that reshape both risks and opportunities. Addressing these challenges requires unity, innovation, and strong partnerships.

At Victim Support Europe, we believe that protection, support, and justice must always go hand in hand. Guided by respect, professionalism, collaboration, and commitment, we will continue working together with our members, institutions, and partners to build a Europe where every victim is respected, protected, supported, and empowered to rebuild their life with dignity.

Thank you for your trust, your partnership, and your continued dedication to our shared mission.

With warm regards,

**Rosa Jansen**

President of the Executive Board  
Victim Support Europe



02.

# VSE 2025 IN PICTURES





Helgard van Hüllen, VSE vice-president receiving flowers for her pivotal role in VSE's development



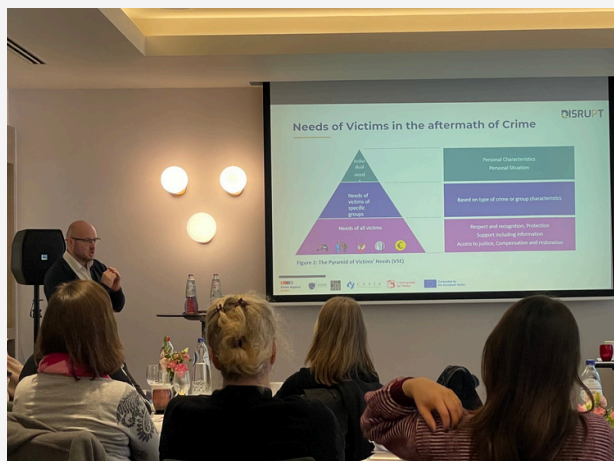
VSE members at the European Day for Victims of Crime 2025



Sue O'Sullivan receiving an award for her contribution to the Invictim Network



The VSE team at the annual conference in 2025 in Lisbon, Portugal



VSE Director Levent Altan presenting at the Disrupt project training



VSE members at the More Than Words event 2025



VSE Annual Conference 2025



VSE More Than Words Event 2025



VSE More Than Words Event 2025



VSE Annual Conference 2025



More Than Words event 2025



VSE Annual Conference 2025



More Than Words event 2025



More Than Words event 2025



More Than Words event 2025

# 03.

# OVERVIEW

# OF 2025

## VSE's 2025 Objectives:

- Promote the implementation and strengthening of victims' rights
- Ensure victims are recognised, treated with respect, and protected from secondary victimisation
- Promote the rights, resilience and recovery of victims, and strengthen victim support
- Facilitate - within a national framework - full access to support victims.
- Work towards victim-centred justice and compensation systems
- Grow and strengthen VSE as an organisation

# 2025

## THEMATIC PRIORITIES

### Advancing Laws and Policies

In 2025, VSE continued to play a key role in shaping EU policies and supporting the implementation of legislation that protects victims. The organisation worked closely with the **European Commission** and the **European Parliament** on the revision of the **Victims' Rights Directive**, helping to ensure that victims' voices were heard throughout the process.

VSE also engaged in discussions on a wide range of EU strategies and directives, including:

- The Multiannual Financial Framework (MFF)
- The European Democracy Shield
- The Action Plan Against Cyberbullying, the EU Civil Society Strategy
- The Internal Security Strategy
- The Gender Equality Strategy 2026-2030
- The EU Tourism Strategy
- The Anti-Racism Strategy
- The LGBTIQ Equality Strategy 2026-2030



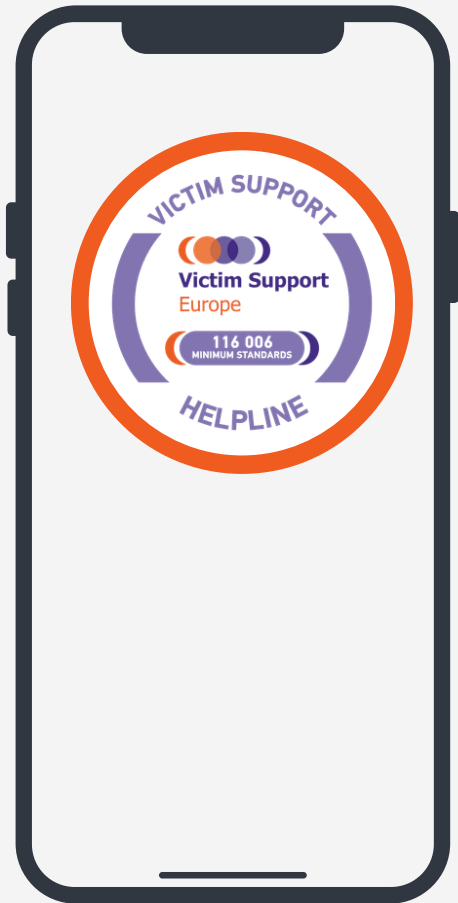
In addition, VSE reached out to EU institutions and Members of the European Parliament to highlight legislative efforts addressing **child sexual abuse and exploitation**.

VSE also closely monitored key EU legislative files affecting victims, providing guidance, evidence-based advice, and sharing good practices. This work covered **the Victims' Rights Directive, the EU Victims' Rights Strategy, the Anti-Trafficking Directive, the Child Sexual Abuse Directive and the CSAM regulation**, as well as legislation on violence against women and domestic violence.

By collecting information, offering advice, and promoting compliance, VSE supported stronger, more effective victim protection across Europe.

Throughout 2025, extensive efforts were made to advance trilogue negotiations with EU representatives. These negotiations were essential to finalising the revised Victims' Rights Directive, and thanks to persistent advocacy and collaboration, a political agreement was successfully reached in December 2025—marking a major milestone for victims' rights in Europe.

## 116 006 helpline for victims of crime



VSE's **Centre of Excellence for 116 006 helplines** continued to promote knowledge-sharing and best practices across Europe in 2025. The centre advanced **EU-wide 116 Standards**, which were unanimously adopted at VSE's AGM, and successfully advocated for stronger Member State obligations in the **revised Victims' Rights Directive**.

The campaign "**116006 Helpline: One Number. One Standard. Equal Support for Every Victim**" raised awareness of universal access and harmonised standards, gathering over **1,090 stakeholder signatures**.

A December webinar showcased national helpline models, highlighted minimum standards, and shared practical approaches to providing accessible, confidential, and **victim-centred support**.

## Strategic alignment and priorities



VSE developed a roadmap that captures the realities faced by victim support organisations on the ground, the key priorities they share, and the future we want to create for victims across Europe.

**The 2026–2030 Strategy** sets a common direction for our work, guided by the voices of frontliners and victims, and driven by our shared purpose, vision, and mission.

## Terrorism and Cross-border Victimization



In 2025, VSE continued to push for stronger rights and more consistent support for victims of terrorism and mass violence. The organisation strengthened its work with the **International Network Supporting Victims of Terrorism and Mass Violence (INVICTM)**, fostering cross-border cooperation and peer learning among professionals.

This included hosting **the INVICTM Symposium in Lisbon** and developing a policy paper on planning and responding to mass violence at large-scale events with a **victim-centred approach**.

On the international stage, VSE contributed to the **UN Counter-Terrorism framework**, highlighting the importance of rights-based, trauma-informed responses to terrorism. The year also marked the conclusion of the **two-year pilot project of the EU Centre of Expertise on Victims of Terrorism (EUCVT)**, which culminated in a final conference in Brussels.

**OUR WORK  
FOR VICTIMS**



In 2025, VSE strengthened its commitment to ensuring that victims across Europe receive timely, coordinated, and victim-centred support.

Through the Victim Care Team and VSE's internal Referral System, the organisation facilitated cross-border assistance and improved cooperation among member organisations. The Victims' Advocates Platform continued to grow, giving survivors a direct voice in shaping policy and advocacy efforts.

VSE also advanced its work in mapping victim support services through Country Profiles and, through the Terrorism Response Network, provided guidance and coordination for professionals supporting victims of terrorism and mass violence.

## VICTIM CARE TEAM

In 2025, VSE continued to provide **timely, victim-centred support** through its well-established internal procedures and referral-based approach. A dedicated staff member, supported by an intern, ensure that all requests from victims are handled promptly, professionally, and with care.

Since its launch in 2020, VSE's **internal Referral System (VSE RS)** has facilitated communication between members to assist **cross-border victims**, handling over 190 requests to date.

In 2025 alone, 48 new cases were opened, either directly between VSE and its members or among members themselves, to ensure coordinated support. With the addition of two new members—**Third Age Observatory (Cyprus)** and **Katambayi Tshiminyi (Belgium)**—the Referral System now connects more organisations providing direct victim support.

Currently, the system is open exclusively to VSE members offering direct assistance, though options for expanding access to trusted external partners are under consideration. To keep the system efficient and responsive, VSE has begun an internal evaluation of contact points, procedures, and workflows, reflecting membership growth and staff changes across the network.

VSE's team also oversees the **Terrorism Response Network (TRN)**, offering assistance to European citizens affected by terrorist incidents worldwide. In 2025, the TRN was mobilised twice: for the mass shooting at Dreierschützengasse Secondary School in **Graz, Austria** (June 10) and at **Bondi Beach, Sydney, Australia** (December 14).

In both cases, VSE provided cross-border support, shared tailored guidance, and distributed relevant resources to members and partner organisations. These resources cover trauma awareness, crisis and mental health support, assistance for children and young people, and resilience-building strategies, helping individuals, families, and communities recover and thrive after incidents of mass violence.

Beyond major incidents, TRN members were kept informed and consulted on smaller-scale attacks across Europe and beyond. The network is currently conducting a **comprehensive evaluation** to update and strengthen its response mechanisms, ensuring it remains fully prepared for future incidents.



As part of its ongoing commitment to improving victim support, VSE is also developing **Country Profiles** to map reliable, trusted services in areas where members cannot provide specific assistance. These profiles will guide referrals and strengthen cross-border support pathways, ensuring that victims have access to timely, accurate, and appropriate help—no matter where they are.

Through these initiatives, VSE continues to **connect victims with the support they need**, foster cross-border cooperation, and provide practical guidance to enhance resilience, recovery, and long-term well-being.



**Larisa Spahić**

Networking and Partnership Assistant

# VICTIM ENGAGEMENT

In 2025, VSE continued to place **victims at the heart of its work**, ensuring their voices were central to advocacy, awareness-raising, and policy discussions. By creating spaces for survivors to share their lived experiences, VSE empowered victims, amplified authentic perspectives on the impact of crime, and promoted **victim-centred policies and support systems** across Europe.

The **Victims' Advocates Platform (VAP)**, established in 2024, provides a dedicated space where victims can actively shape the policies, services, and systems that affect their lives. The platform has continued to grow and strengthen, offering a meaningful way for survivors to drive real change.

In 2025, VSE organised **three online meetings and one in-person meeting** in Brussels, welcoming three new members: Moubajel Lehmann, Ruth Maxwell, and Camille Baudoncq. A dedicated **web page** was also developed to highlight the platform and its activities: VAP.



Moubajel



Ruth



Camille

Members actively contributed to VSE’s work through panel discussions, workshops, training sessions, and consultations on key strategic documents and surveys. Their engagement helped make victims’ stories more visible and strengthened advocacy efforts at **EU, regional, and national levels**, supporting legislation, access to safe justice, and the development of services that enable victims to obtain justice effectively. Victim participation was highly visible in VSE’s public events and campaigns.

On **21 February 2025**, during the European Day for Victims of Crime live debate, “Leave No One Behind: Victims’ Rights and the Sustainable Development Goals”, Guillaume Denoix de Saint Marc delivered a powerful in-person testimony, sharing his experience and highlighting the broader implications for victims’ rights in Europe.



At the **VSE Annual Conference 2025**, recorded video testimonies from victims—including Laura, a victim of a door-to-door scam from Italy, and a hate crime survivor from Portugal—brought personal insights to the discussion, underlining the importance of accessible, effective, and inclusive support.

Victim-advocates also played a key role in VSE's **final campaign event in November 2025**, with panel contributions from Moubajel Lehmann (UK) and Ruth Maxwell (Ireland), bridging lived experience and advocacy to enrich policy discussions with **victim-centred expertise**.



Beyond events, victims contributed to communication and advocacy outputs: Cath Hill featured in a social media video endorsing **the revision of the Victims' Rights Directive**, and Ruth Maxwell authored an opinion piece reflecting on compensation reform in Ireland, drawing directly on victims' experiences to inform European policy debates.

Overall, in 2025 VSE ensured **meaningful, diverse, and sustained involvement** of victims and victim-advocates, reinforcing their role as **key contributors to policy development, advocacy, and awareness-raising** across Europe.



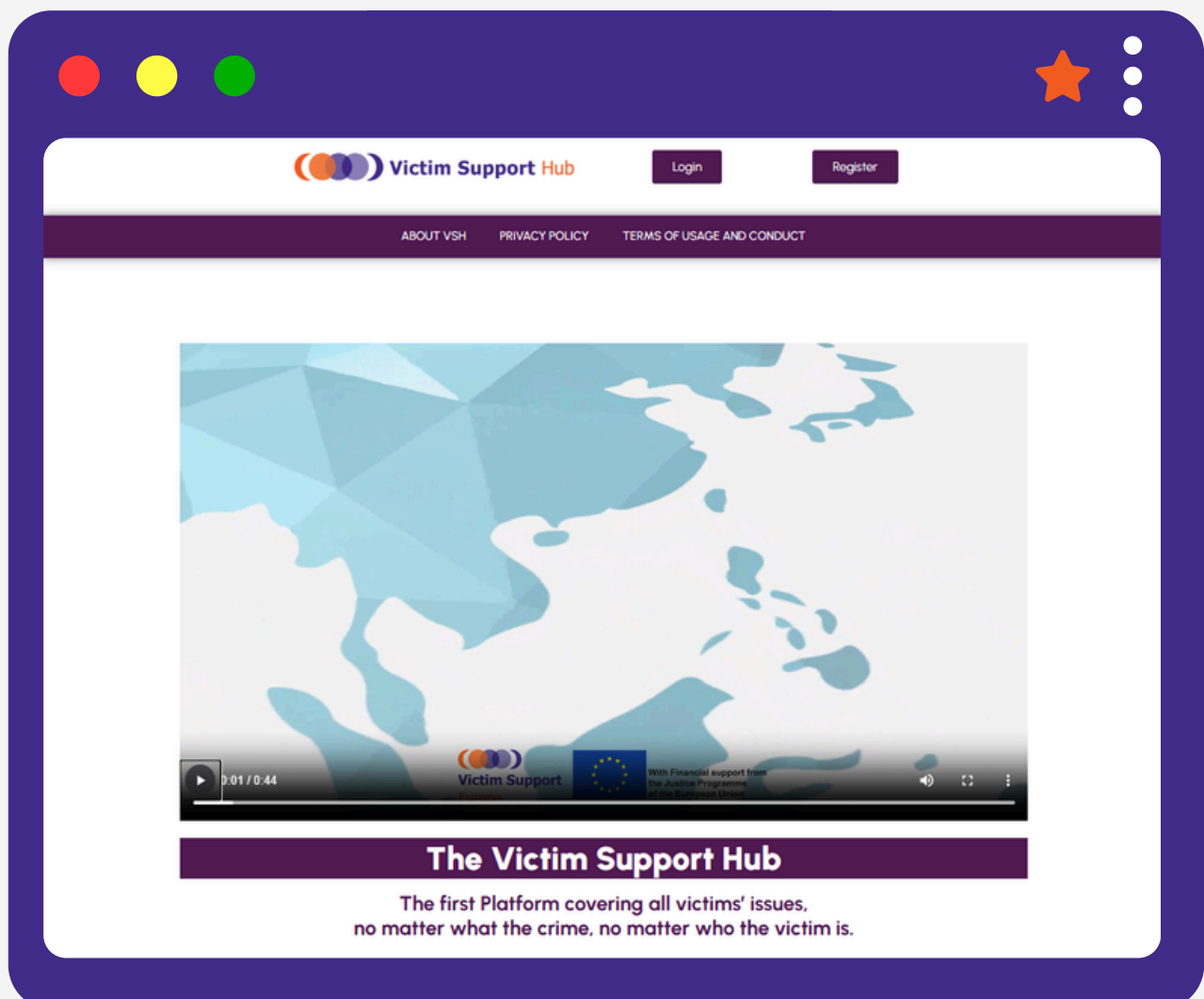
**OUR WORK  
WITH MEMBERS**

**M E M B E R S H I P**

In 2025, VSE deepened its engagement with members by maintaining the Victim Support Hub, supporting thematic working groups and professional networks, and hosting meetings and training sessions. Improvements to the Member Management System further enhanced coordination, knowledge-sharing, and collaboration, helping VSE's growing network work more effectively together.

## Hub

Throughout 2025, VSE worked to improve information-sharing and networking with its membership by maintaining the Victim Support Hub. The Hub provides members with a platform for stimulating dialogue and raising awareness of critical victims' issues through advocacy, policy and justice innovations, and the exchange of information, education, and support.



# Victims' Rights Communicators Network



## Victims' Rights Communicators Network

In 2025, VRComNet hosted **three online workshops** promoting innovative, evidence-based campaigns:

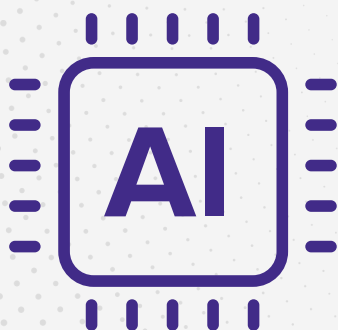
- **4 April:** APAV's Vestir a Camisola celebrated 35 years of service and highlighted staff dedication.
- **25 July:** VSE launched the DISRUPT graphic novel, providing education on human trafficking and digital evidence through interactive scenarios.
- **17 October:** Manaaki Tāngata | Victim Support shared Flip the Script, a campaign to end victim blaming with research-driven and trauma-informed outreach.

The workshops showcased **creative engagement, strategic coordination, and effective advocacy across Europe.**

## Centre of Excellence and Other Thematic Working Group Activities



In 2025, VSE strengthened member engagement across multiple initiatives. The **Centre of Excellence** on distance support and 116 006 helplines held three online meetings and one in-person meeting in Utrecht, with members contributing to the Working Group on Helpline Standards to develop minimum quality standards.



VSE also formed an **AI Working Group** to exchange knowledge and best practices on artificial intelligence. The **Full Members Working Group** met twice to discuss funding, service quality, sustainability, governance, national updates, and improvements like centralized victim referrals.

**The Youth Ambassadors Platform** was launched in October, introducing eight ambassadors to VSE teams and beginning work on their 2026 Action Plan.

VSE continued promoting the **FYDO Network**, engaging Barnahus providers in Ireland, Cyprus, and Germany, presenting at the Croatian Psi Vodici conference via interactive presentation, and highlighting FYDO activities at VSE's November event.

## National Meetings

In 2025, VSE held national stakeholder meetings in **Ireland, Italy, and Lithuania** to strengthen victim support systems. Discussions focused on improving coordination, service quality, and access to psychosocial, legal, and social support. In Ireland, priorities included a Victims' Commissioner and inter-institutional cooperation; Italy addressed regional disparities and integrated support; Lithuania explored service gaps and a Technical Support Instrument project. Across all countries, VSE promoted **coherent, victim-centred services**.

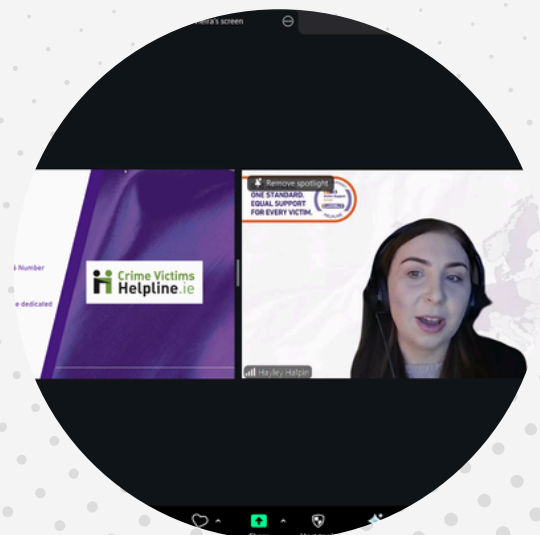


# Workshops & Webinars

From **12–14 November 2025**, six VSE staff participated in a **Staff Exchange in Estonia**, hosted by the Social Insurance Board.

They explored Estonia’s coordinated, trauma-informed victim support system through meetings with authorities, frontline teams, and specialised services, exchanging best practices and strengthening European partnerships.

On **9 December 2025**, Victim Support Europe hosted the webinar **“Building a Lifeline for Victims Across Europe – The 116 006 Helpline”**, highlighting national helpline models, minimum service standards, and victim-centred approaches. Presenters shared operational experiences and emphasized accessible, confidential support, reinforcing cooperation and consistent victim care across Europe.



# Training

VSE provides comprehensive training for staff, policy makers, law enforcement, and victim support professionals, covering leadership, cybersecurity, victim care, data protection, and EU victims' rights. In 2025, it organized multiple sessions and collaborative activities with international and national partners to strengthen skills, knowledge, and victim-centered practices.

## VSE Membership Engagement Strategy

In 2025, we continued to implement and further refine the Membership Management System (MMS), with a strong focus on improving the internal user experience and ensuring its regular and consistent use. As part of these efforts, an internal MMS staff training was held in August 2025 (as reported in T1.3) to strengthen colleagues' familiarity with the system, enhance data quality, and promote more efficient workflows.

The ongoing development of the MMS forms a core component of the new approach to VSE membership, which continues to be rolled out and improved. This approach relies on the systematic use of the MMS in combination with the implementation of the VSE Membership Engagement Strategy. The Engagement Strategy supports the organisation of relevant member surveys and other targeted engagement activities, while also streamlining data collection processes.

During the past year, we successfully welcomed three new members into our network:



Cyprus Third Age  
Observatory



Centre of Expertise  
**Veiligheid & Veerkracht**

Een initiatief van **avans**

1. Third Age Observatory  
(Cyprus)

2. Centre of Expertise (CoE)  
Veiligheid & Veerkracht of Avans  
Hogeschool (Netherlands)



3. Katambayi Tshiminyi (Belgium)

We remain committed to promoting membership opportunities and maintaining regular meetings with organisations that are interested in joining and exploring collaboration.

# **COMMUNICATIONS AND CAMPAIGNS**



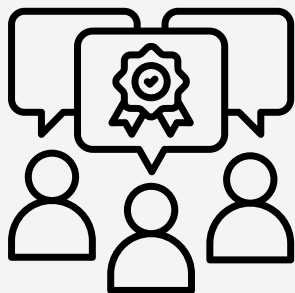
In 2025, VSE's communication strategy focused on raising awareness of victims' issues, strengthening partnerships, and advancing advocacy through the use of innovative tools, targeted campaigns, and enhanced member engagement, achieving broad outreach and impactful collaboration across Europe.

## Communication Strategy

In 2025, Victim Support Europe aligned all communications with its **2021–2025 strategy**, focusing on: raising awareness on victims' issues, sharing knowledge with national organizations, and strengthening collective capability.

Key priorities included the **revision of the Victims' Rights Directive**, advocacy, and engagement with EU policymakers.

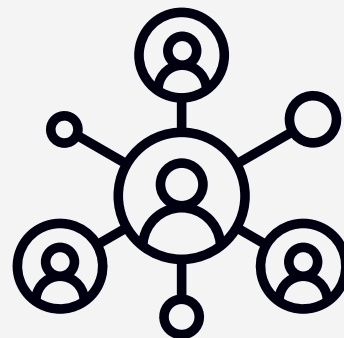
### Highlights & Tools:



- **Brand & Engagement:** LinkedIn campaigns, emotionally-driven content, website revamp with podcasts



- **Content & Outreach:** Videos, newsletters, SEO improvements, dedicated webpages for Victims' Voices, Youth Platform, Year of Victims' Rights



- **Networks & Partnerships:** Victims' Rights Communicators Network, EU Presidencies, UN, FRA, police collaborations



- **Goals:** Grow support for campaigns, enhance member visibility, and support fundraising initiatives

# VSE Campaigns

## ‘2025 – Year of Victims’ Rights’

VSE’s flagship campaign exceeded expectations with **3.76M impressions**, 4 videos, 224 visuals, 5 opinion pieces, and 14 interviews. Strategic use of **Google Ads for Nonprofits** and LinkedIn amplified advocacy, strengthened the VSE brand, and supported fundraising.

### Event-Related Campaigns:



- **European Day for Victims of Crime:**  
Jan–Feb

- **VSE Annual Conference 2025:**  
Jan–Jun



**MORE THAN WORDS:**  
TURNING COMMITMENT INTO  
REAL CHANGE FOR VICTIMS

Celebrating the 40th Anniversary of the UN Declaration of Basic Principles of Justice for Victims of Crime and Abuse of Power

Residence Palace, Brussels  
28 November 2025



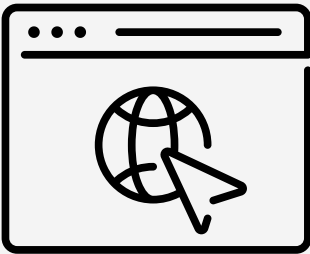
- **“More Than Words” Final Event:**  
Sep–Dec, marking 40 years of the UN Victims’ Rights Principles

## ACHIEVEMENTS OF COMMUNICATIONS GOALS IN 2025

In 2025, the communication campaign exceeded expectations, generating **3.76 million impressions**, far surpassing the 100,000-impression target.

Success was driven by a **multi-channel strategy** and a rich **content ecosystem**, including 4 campaign videos, 224 visuals, 5 opinion pieces, and 14 interviews, ensuring consistent visibility and strong audience engagement.

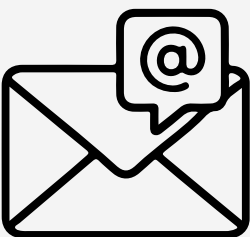
### Social & Web Performance:



- **Website:** 3,007,000 impressions (~251,000/month), a threefold increase from 2024, with ~4,000 visitors per month.



- **Social media:** LinkedIn 299K, Facebook 334K, Instagram 53K, YouTube 49.7K impressions.



- **Newsletters:** 1,200–1,400 recipients quarterly.



- **Podcasts:** Baseline of ~50 listeners per episode on YouTube and Spotify.



- **External amplification:** UNODC article reaching ~50,000 readers.

## Victims' Rights Communicators Network



Additional achievements included strengthened **strategic partnerships**, preparation for 2026 podcast production, and the creation of the **Victims' Rights Communicators Network** for knowledge sharing and advocacy coordination.

These results highlight the effectiveness of **coordinated, multi-channel communications** and the value of diverse content formats in maximizing visibility, engagement, and advocacy impact.

## INTERNAL COMMUNICAITON ACTIVITIES

In 2025, VSE enhanced its **Intranet and internal communication channels**, guided by the member engagement strategy developed in 2023.

Communications were more **targeted and structured**, using the membership management system (MMS) to tailor messages and improve information sharing.

VSE's **working groups**, including the Policy/Advocacy Group and the Victims' Rights Communicators Network, held 3–4 online meetings per year, adopting interactive formats to foster **peer exchange, feedback, and active participation**.

Communication channels such as the Intranet, Social Hub, personalised emails, calls, and online meetings ensured **timely, coordinated, and effective engagement**, strengthening internal information flow and member participation across the network.



# 04.

# VSE 2025

# FACT-BOX

## VSE Victim Statistics 2025

While Victim Support Europe's 2025 statistics tell their story in numbers, they represent crimes carried out against individuals, families, and communities. We hope governments, victim support services, health providers, civil society organisations, the media and others will use these numbers to promote victims' rights, to develop comprehensive victim support systems, keep communities safe, and protect the vulnerable.

The report covers 82 victim support services and indicates the number of crime victims who are in receipt of organisational support. While the findings do not determine how those affected by crime accessed that support, they demonstrate that it is NGO staff who encourage victims to report the crimes, find help, and make their voices heard.

## Number of Victims Supported by VSE Members in 2025

The number of victims reaching support services has been increasing over many years. In 2025, the number of victims supported by Victim Support Europe's members reached more than **5,443,6852 million**.

Out of which:

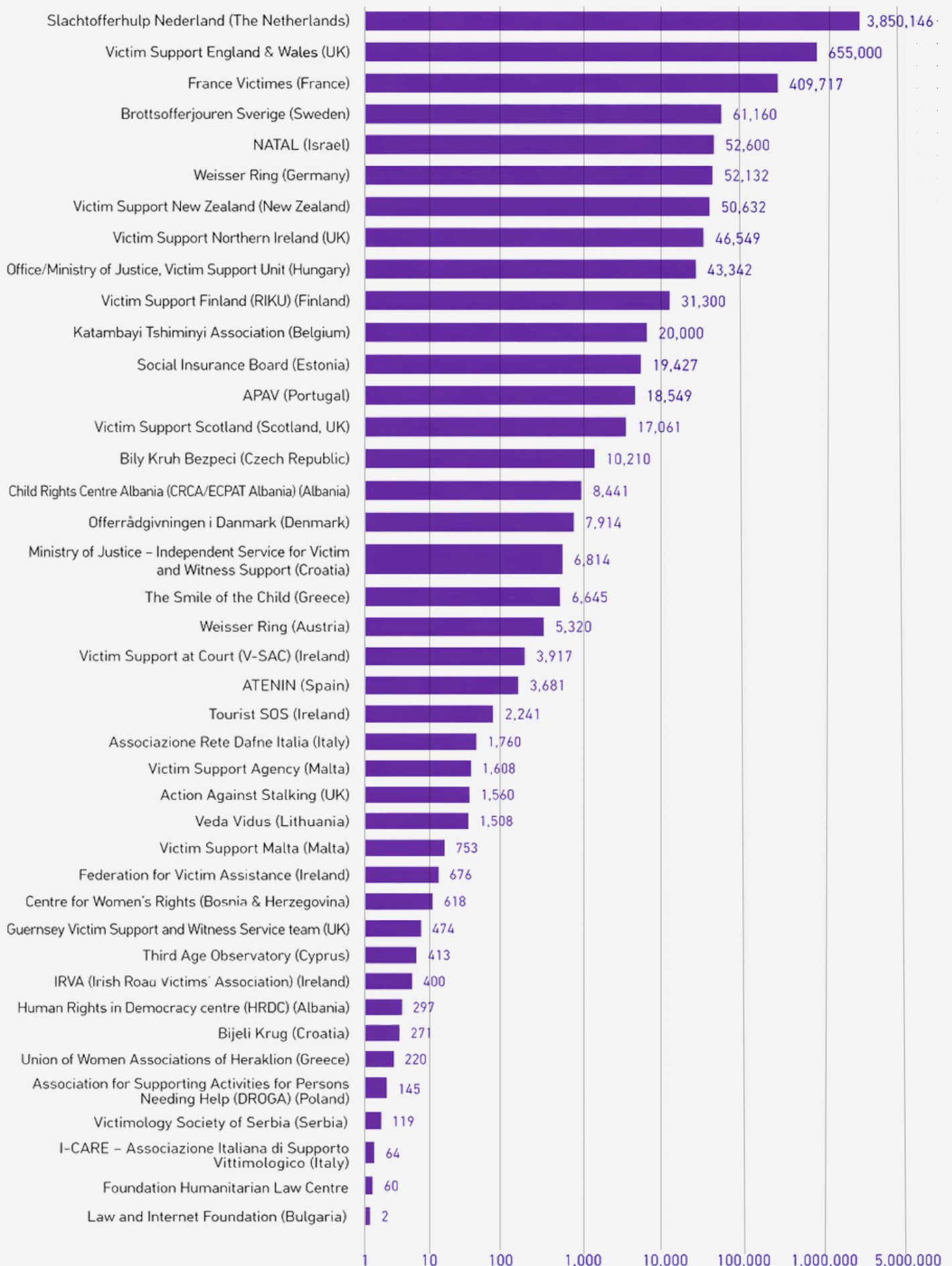
- 3,850,146 victims of crime were supported by Stichting Slachtofferhulp Nederland.
- 655,000 victims of crime were supported by Victim Support England and Wales.
- 409,717 victims of crime were supported by France Victimes.
- 61,160 victims of crime were supported by Victim Support Sweden.
- 52,600 victims of crime were supported by NATAL
- 52,132 victims of crime were supported by WEISSER RING Germany.
- 50,632 victims of crime were supported by Victim Support New Zealand.
- 46,549 victims of crime were supported by Victim Support NI (Northern Ireland).
- 43,342 victims of crime were supported by Victim Support Hungary
- 31,300 victims of crime were supported by Victim Support Finland RIKU
- 20,000 victims of crime were supported by Katambayi Tshiminyi Association
- 19,427 victims of crime were supported by Social Insurance Board Estonia
- 18,549 victims of crime were supported by APAV (Victim Support Portugal)
- 17,061 victims of crime were supported by Victim Support Scotland
- 10,210 victims of crime were supported by Bily Kruh Bezpeci (Victim Support Czech Republic)
- 8,441 victims of crime were supported by Child Rights Centre Albania (CRCA/ECPAT)

- 7,914 victims of crime were supported by Offerrådgivningen i Danmark (Victim Support Denmark)
- 6,814 victims of crime were supported by the Independent Service for Victims and Witness Support (Ministry of Justice) Croatia
- 6,645 victims of crime were supported by the Smile of the Child Greece
- 5,320 victims of crime were supported by WEISSER RING Austria
- 3,917 victims of crime were supported by Victim Support at Court (V-SAC), Ireland
- 3,681 victims of crime were supported by ATENIN (Victim Support Spain)
- 2,241 victims of crime were supported by Tourist SOS Ireland
- 1,760 victims of crime were supported by Associazione Rete Dafne Italy
- 1,608 victims of crime were supported by Victim Support Agency Malta
- 1,560 victims of crime were supported by Action Against Stalking UK
- 1,508 victims of crime were supported by Veda Vidus, Lithuania
- 753 victims of crime were supported by Victim Support, Malta
- 676 victims of crime were supported by Federation for Victim Assistance, Ireland
- 618 victims of crime were supported by Centre for Women's Rights, Bosnia & Herzegovina
- 474 victims of crime were supported by Guernsey Victim Support and Witness Service Team
- 413 victims were supported by Third Age Observatory Cyprus
- 400 victims were supported by IRVA (Irish Road Victims' Association)
- 297 victims were supported by the Human Rights in Democracy centre, Albania
- 271 victims were supported by Bijeli Krug, Croatia

- 
- 220 victims were supported by the Union of Women Associations of Heraklion, Greece
  - 145 victims were supported by Association for Supporting Activities for Persons Needing Help (DROGA), Poland
  - 119 victims were supported by Victimology Society of Serbia
  - 64 victims were supported by I-CARE-Associazione Italiana di Supporto Vittimologico, Italy
  - 60 victims were supported by Foundation Humanitarian Law Centre
  - 2 Law and Internet Foundation, Bulgaria

# Victims Supported by VSE Member Organisations

Number of victims supported



### Publications and Policy Contributions

- Through a series of member consultations, a survey and online meetings, VSE has drafted and finalised the **2026-2032 Victim Support Europe Strategy**. The strategy outlines 7 key objectives ranging from supporting the implementation of key victim-centred directives and strategies to promoting cross-collaboration among victim stakeholders.
- Based on needs identified, the VSE Policy, Advocacy and Strategic Planning team developed an internal document for VSE members titled **Policy to Practice: Victim Support Europe Advocacy Manual**. This document explains what advocacy is, how to build an advocacy strategy, and the impact a well implemented strategy may have.
- VSE has developed an analysis in order to support the adoption of **amendments for the VRD** and adoption of the new EU victims' rights strategy. This analysis included policy briefs, joint statements, advice to key policy-makers and ad hoc interventions to advance discussions towards the adoption of the amendments to the VRD.
- The Policy & Advocacy team prepared the **ECJ/ECHR case law report 2025**, highlighting relevant cases to the work of VSE and its members.



## **European Commission Consultations:**

VSE responded to ten European Commission consultations on topics related to victims' rights including:

- Two consultations on the Multiannual Financial Framework (MFF)
- The Action Plan Against Cyberbullying
- The EU Civil Society Strategy EU's Gender Equality Strategy 2026-2030
- EU's First Comprehensive Anti-Racism Strategy
- The EU LGBTIQ Equality Strategy for 2026-2030
- The European Democracy Shield Feedback European Internal Security Strategy,
- The EU Tourism StrategyVSE responded to a UN Call for Input on the implementation of the Global Counter-Terrorism Strategy

This submission reinforces the message that effective counter-terrorism must place victims' rights, needs and voices at its core.

# 2025

**VSE Held the following events:**

- 2025 Annual Conference
- Co-hosted a roundtable event with Victim Support Asia
- Hosted a 116006 webinar
- Met with a high-level Pakistani delegation
- Met with high-level Republic of Korea delegation
- 3 EU NGO Roundtable meetings
- 4 VSE Strategy consultations
- 4 Staff training sessions
- 1 Centre of Excellence online meeting
- 3 National meetings
- 5 Executive Board meetings
- 5 Management Team meetings

# 05. OVERVIEW OF VICTIM SUPPORT EUROPE ACTIVITIES 2025

The needs of our members and victims of crime lie at the heart of everything VSE does. Through a range of activities—shaped by our strategic plan which was developed in close collaboration with our members—we actively support and empower the victim support community.

Below is an overview of our key achievements aligned with VSE's strategic objectives

## 5.1 Developing Knowledge, Collaboration, and Partnerships.

### 1 Developing Knowledge.

#### Victim Support Europe Strategic Plan 2026-2030

Victims must be the priority. The 2026-2030 VSE Strategic Plan outlines this key area for the next few years.

Following a series of surveys, member consultations and board engagement, the VSE Strategy outlines the following seven key objectives:



1. Facilitate the implementation of victims' laws and promote the strengthening of victims' rights
2. Mainstream victims' rights, enhancing multi-sectorial engagement and coordination
3. Amplify victims' voices and engagement whilst fostering a culture of respect and solidarity with victims
4. Maximise access to high quality support for all victims
5. Pursue victims issues and victim centric solutions in the wider world
6. 'Build individual resilience frameworks and strengthen responses to terrorism and mass victimisation
7. Strengthen VSE's organisational capacity and influence

The Strategy aims to transform the way victims of crime are recognised and supported, ensuring that their rights are not merely acknowledged in legislation, but realised through positive action. VSE will shape a future where no victim is left behind.

## European Commission Submissions Have Your Say Platform

In 2025, VSE submitted 10 evidence-based papers to the European Commission on a range of topics with the objective to centre victims' issues and ensure they are prioritised across the EU acquis. What follows is a short summary of each submission with an example of the type of recommendations VSE put forward:



### Victim Support Europe Contributes To The EU Tourism Strategy

VSE called for the EU Tourism Strategy to integrate tourist safety as a fundamental pillar by ensuring rights-based, victim-centred support systems for tourists who experience crime, beyond economic and digital priorities.

- Advocate for victims' rights to be mainstreamed in tourism planning, including cross-border cooperation, referral systems, and trauma-informed assistance.
- Recommend investments in prevention, awareness, training, and emergency support for crime-affected tourists (e.g., language services, financial loss impacts).

## European Internal Security Strategy

In its response to the European Commission's consultation on the European Internal Security Strategy, VSE called for a clearly defined, cross-cutting victim-centric approach that mainstreams victims' rights across all security policies, ensuring recognition, protection, support, and long-term recovery for all victims of crime.

- Ensure explicit and systematic references to victims' rights throughout the Strategy, including rights pertaining to terrorism, cybercrime (especially in relation to child sexual abuse), and human trafficking, supported by trauma-informed, rights-based, and coordinated national frameworks.
- Strengthen EU-wide implementation of victims' rights laws through enhanced cross-border cooperation, structured civil society–government collaboration, early identification and protection mechanisms (including in migration contexts), and sustainable investment in comprehensive support systems.

Commission work  
2025 programme

**A new era for  
European Security**

## Two Contributions to the Multiannual Financial Framework (MFF) 2027–2033

VSE urged the next EU long-term budget (MFF) to prioritise comprehensive, sustainable support structures for victims across the EU by ensuring universality, engagement, and progress in funding.

This push was emphasised in two separate calls for submissions to the Commission.

- Advocate for stronger financial safeguards for victim support services and ecosystems in EU budget priorities.
- Promote universal access and indivisibility of victims' rights across Member States through budget commitments.

## European Democratic Shield Feedback – Democracy at Risk

VSE's feedback to the European Democracy Shield emphasised that victim-centred justice is foundational to a resilient democracy, recommending empathy, inclusion, and democratic participation be core components of democratic protection measures.

- Highlight the role of victims as active agents in democratic resilience and public trust.
- Integrate victim-centric approaches (e.g., empathetic justice, inclusive practices) into broader democracy protection instruments.



A UNION OF EQUALITY  
**EU ANTI-RACISM  
STRATEGY 2026 - 2030**



## Contribution to the EU's First Comprehensive Anti-Racism Strategy

VSE recommended that the upcoming EU anti-racism strategy adopt a victim-centred perspective to address systemic racism and discrimination, ensuring equitable access to protection, support, and justice for racialised victims.

- Advocate for focused measures that address specific needs and barriers faced by victims of racist violence and discrimination.
- Call for systemic reforms to reduce under-reporting and institutional bias, enhancing trust in justice and support systems.

## Feedback for EU LGBTIQ Equality Strategy 2026–2030

VSE's feedback to the European Democracy Shield emphasised that victim-centred justice is foundational to a resilient democracy, recommending empathy, inclusion, and democratic participation be core components of democratic protection measures.

- Highlight the role of victims as active agents in democratic resilience and public trust.
- Integrate victim-centric approaches (e.g., empathetic justice, inclusive practices) into broader democracy protection instruments.



## Feedback on the EU Civil Society Strategy



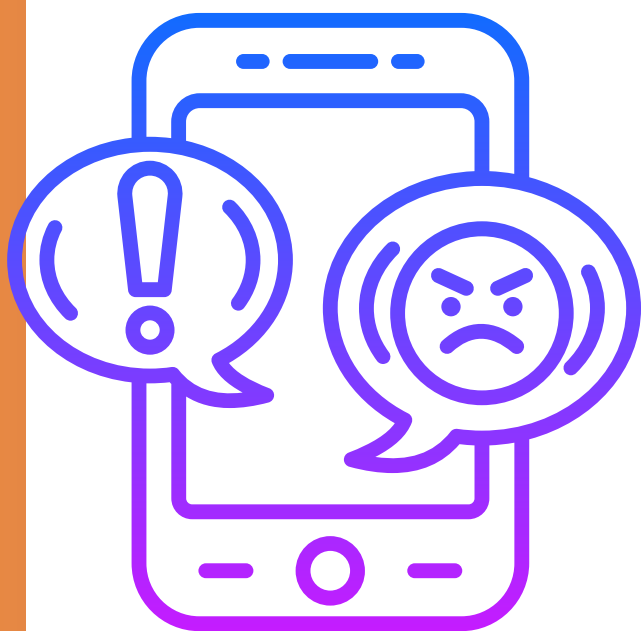
VSE's feedback to the EU Civil Society Strategy called for enforceable protections and sustainable funding for victim support organisations, recognising their essential role in defending rights, strengthening the rule of law, and empowering victims.

- Push for multi-annual funding and policy space protection for victim support organisations.
- Urge embedding victim support organisations in policymaking and cross-border collaboration to ensure no victim's voice is lost.

## EU Action Plan Against Cyberbullying

VSE called for the EU Action Plan Against Cyberbullying to adopt a strong victim-centred and trauma-informed framework that recognises cyberbullying as serious harm requiring coordinated prevention, protection, and long-term support measures.

- Embed accessible, free, and specialised victim support services — including child-friendly reporting mechanisms and mental health assistance — across EU Member States.
- Strengthen platform accountability and EU-level coordination to prevent online abuse, improve reporting systems, and reduce re-victimisation in digital environments.





## EU Gender Equality Strategy 2026–2030

VSE urged that the EU Gender Equality Strategy 2026–2030 be strongly victim-centred and action-oriented, recognising gender-based violence (GBV) as a systemic barrier to equality and embedding victims' rights and support services across all relevant EU policy areas.

- Prioritise enhanced prevention, reporting, protection and support responses for all victims of gender-based violence, including addressing online harms and intersectional impacts.
- Strengthen co-ordinated implementation of EU legal frameworks and cross-border support mechanisms, ensuring effective access to justice, trauma-informed support, and equal access to services for victims regardless of gender or background.

## Internal:

### Policy to Practice: Victim Support Europe Advocacy Manual

In 2025, the Policy team finalised a short briefing on the importance, impact and means of developing an advocacy plan to transform policy into practice.

Advocacy is a powerful way to turn victims' voices into lasting change. By combining the right tools, building clear strategies, and safeguarding the individuals organisations represent, laws can be influenced, attitudes shifted, and services strengthened. Every action, big or small, contributes to a more victim-centred, just, and resilient society. Effective advocacy does not happen by chance, it requires intentionality, integrity, and strategy.

The manual details how this process can be achieved, how to track changes and monitor areas for further advocacy. Key takeaways from the document include:

- **Keep victims at the centre:** Prioritise safety, dignity, and informed participation at every stage.
- **Advocacy is essential:** It drives stronger rights, fairer policies, and greater public awareness.
- **A clear strategy matters:** Define the issue, set realistic goals, choose appropriate tools, and track your progress.
- **Use a mix of tactics:** Combine direct engagement, public campaigning, coalition-building, and evidence-based tools for maximum impact.
- **Every step counts:** Small wins build momentum toward long-term change and lay the foundation for systemic change tomorrow.

## ECJ/ECHR case law reports

VSE continued to regularly monitor CJEU and ECHR case law, to identify relevant victims' rights judgments that aligned with both our advocacy work and the work of our members.

The judgements identified in 2025 covered a wide variety of topics, ranging from the inadequate protection of domestic violence victims to the rights of victims of human trafficking to seek compensation and the ineffective investigation into cases of state violence.

The associated report has been published online and is available to all on the VSE website.



## 2 Developing Collaboration and Partnerships.

### I. Working with EU Institutions

VSE works regularly with European and international institutions to influence laws and policies on victims' rights. We regularly conduct advocacy activities aimed at EU institutions, the Council of Europe, the UN and other international organisations and institutions, and engage with national governments, and governmental and non-governmental entities.

VSE monitors the implementation of EU legislation to ensure that the rights established for victims are put into practice. Through our network of members and experts, workshops and conferences, and meetings with governments, we gather information on current and planned laws and policies. We provide members and stakeholders with advice on legal compliance with EU laws, and we collect and share best practices in victim support.

VSE continues to provide evidence-based research for policy recommendations on victims' rights and needs at the national and European levels, and it has strengthened its advocacy capacity. VSE actively participates with the EU Commission and Parliament in the revision of the EU's Victims' Rights Directive, and provides key EU officials with appropriate information on victims' rights.

VSE was invited to European Parliament consultations – organised by the EP Co-Rapporteurs for VRD revision, MEP Zarzalejos and MEP Rodriguez, and EP Shadow Rapporteur, MEP Bricmont – to share its views on the VRD revision. VSE also organised several bilateral meetings with MEP advisors to advocate for amendments that will guarantee more robust victims' rights.

VSE has also been actively involved with the European Commission and the European Parliament on the proposed Directive combatting Child Sexual Abuse and the proposed Regulation on Child Sexual Abuse Materials.

VSE staff have actively engaged with the Child Rights Action Group (CRAG) who organised a series of meetings with Commission officials and MEPs to present their recommendations to highlight the importance of both the Directive and Regulation to ensure that all impacted children can benefit from the rights and protection enshrined in EU law.

VSE continues to monitor files related to other victims' issues, such as the revision of the Anti-Trafficking Directive, combatting Violence Against Women and Domestic Violence as well as the emerging Strategies related to victims of crime.

As noted above, during 2025, VSE staff actively participated in ad hoc meetings organised by the Victims' Rights Platform and made presentations at the high-level extended Victims' Rights Platform meeting on the EU Victims' Rights Strategy (2020 – 2025).

They also participated in EC public consultations on victims' rights topics, providing feedback to multiple topics related to victims, civil society, democracy and resilience.

Throughout the year, VSE monitored EP committee and plenary session debates. MEPs occasionally reached out to VSE for input on draft reports and issues related to victims' rights and needs.



## II. International Engagements

### **The United Nations**

#### **VSE Terrorism Response Network**

**United Nations  
Office on Drugs  
and Crime**



VSE continued to cooperate closely with the United Nations' Office on Drugs and Crime and the United Nations' Office of Counter Terrorism to promote the rights of all victims and to support policies related to victims of terrorism.

In 2025, VSE participated in the following UN-led events:

- UNODC Constructive Dialogues for the UNTOC Review Mechanisms, including hosting key side-events such as the “Empowering trafficking victims across borders: Access to Justice and Support Services”
- UNODC consultations on the UN Convention against Cybercrime
- UNODC preparation meetings for the 15th Crime Congress 2026
- Thematic discussions of the Commission on Crime Prevention and Criminal Justice (CCPCJ), UNODC
- Consultation with the NGOs in Consultative Status with ECOSOC

### **Council of Europe**

VSE holds participatory status with the Council of Europe, this means VSE works regularly with the Council of Europe and has been engaged in various activities, including the INGO Conference.

COUNCIL OF EUROPE



CONSEIL DE L'EUROPE

## Victim Support Asia (VSA)

Following the establishment of Victim Support Asia in 2018, VSE has continued to assist VSA bring together Asian organisations and institutions working on behalf of victims. In 2025, VSE co-hosted an event with VSA, inviting regional victim support agencies to a roundtable to promote the work and participation in VSA. This event included brief presentations by Mr. Altan (VSE), Mr. Lee (VSA), and Mr. O'Connell (VSA) followed by a discussion among participants.



## INVICTM – International Network Supporting Victims of Terrorism and Mass Violence and Leadership in Counterterrorism Alumni Association (LinCT-AA)



VSE continues to play an active role in INVICTM, participating regularly in the group's monthly online meetings of experts.

In 2025, INVICTM held its annual symposium in Lisbon alongside VSE's own annual conference.

The Forum, entitled **From Crisis to Collaboration: Strengthening Victim Support through Cooperation, Technology, and Resilience**, showcased sessions on harnessing AI to assist victims of crime, implementing victim-centred approaches in the preparation for and response to mass victimisation events, and the personal testimonies of survivors of terrorist attacks.

## **VSE Terrorism Response Network**

Following the 2015 Paris terrorist attacks and a series of further attacks in Europe and beyond, VSE – with its members – has ensured that victims of terrorism are offered the support they need, and that governments and international institutions better understand and respond to their needs.

VSE reacts to large scale attacks in Europe or outside of Europe where European citizens are likely to be involved. Since 2015, VSE's Terrorism Response Network has acted to more than 20 terrorist attacks; in France, Germany, Spain, UK, Sweden, Finland, Russia, Turkey, USA, Sri Lanka, and Bangladesh.

In 2025, VSE continued to maintain contact with network members while initiating the process of updating the network's response mechanisms.

## **EU NGO Round Table**

For several years now, VSE has regularly organised roundtable discussions with other EU NGOs advocating on behalf of vulnerable groups. While previously these meetings were hosted by the European Commission, VSE has now begun to host its own roundtable discussions; in 2025, VSE held three EU NGO roundtables.

All three roundtables – in March, April and December 2025 – focused on the revision of the Victims' Rights Directive. Reactions, views and priorities related to the revision, exchanges on EU files, and participants sharing key information on victims' rights were discussed by the participants (representatives from 15, 16 and 11 NGOs).

Through regular email exchanges, EU NGOs kept each other informed of ongoing events and joint actions throughout the year.

## Joint Efforts

Throughout 2025, VSE actively engaged with EU NGO's across multiple topics with the aim of promoting and mainstreaming victims' rights. These efforts have led to the production of a key civil society document, as well as joint statements on pressing issues.

On 3 July 2025, VSE attended the launch of the Civil Society State of The European Union Report following months of in-person and online consultations, written contributions and a collaborative revision process. This document evaluated the decline of democracy, human rights and the rule of law across the European Union from a civil society perspective.

In addition, as members of the Child Rights Action Group (CRAG), VSE supported the Joint Declaration on "Digital Wellbeing, Cybercrime and Cyberbullying Prevention: How Hyperconnectivity and Hyper-exposure Influence Children's Cognitive Development and School Life." This initiative called for future policies for the prevention of bullying, the exposure of children to online risks, excessive internet use and cyberbullying.

VSE signed the ECLAG Joint Letter on Abolishing Statutes of Limitations for Sexual Crimes Against Children in November. These arbitrary time limits deny survivors their fundamental right to justice and protect perpetrators from accountability.

At the national level, VSE continued to support its members with their national policy efforts, to provide ongoing support to Victim Support Asia, and to support the ongoing creation of Victim Support the Americas.

VSE also participated with other European non-governmental entities; our representatives were invited to attend various webinars and conferences organised by NGOs and networks such as the ECLAG, CRAG and the EU Agency for Asylum.

## 5.2 Enhancing the Quality of Victim Support Services

### ① Training

VSE and its network have extensive experience in victims' rights, working to drive change by strengthening members, partners, and others who support victims.

VSE builds knowledge by offering training, workshops, lectures, and presentations both at its own events and those organised by others.

Building on the well-being training conducted in 2023 and 2024, VSE also recognized the need to continue in-house staff training.

**In 2025**, VSE organised four Staff Training sessions:

- Managing people, essentials of leadership
- Members Management System (MMS)
- Cyber Security Awareness, Training from CyberPeace Builders
- Victim Care and effective communication
- Data Privacy and Protection: Foundational Training. Practical Application of the GDPR

In addition, VSE organized five training sessions targeting policy makers, national authorities, victim support services, law enforcement and judiciary

- EJTN - Hate crimes: Protecting citizens against racism, xenophobia, homophobia, transphobia and sexism
- CEPOL - A Journey from Crime to Compensation: Offender and State Compensation in the EU
- EJTN - Victims' Rights in the EU in practice: violence against women and children sexual abuse
- Republic of Slovenia, Ministry of Justice, Center of Education in the Judiciary - Training: Empathy and Communication with Victims of Crime
- SPF Foreign Affairs and the Judicial Training Institute - Human trafficking for economic exploitation

## 2 Setting Standards

Previous experience has taught us that our accreditation approach, as piloted in 2018, is unsuitable for our larger member organisations. For that reason, it has been decided to allow members to self-accredit; this will conserve, rather than stretch, VSE resources previously involved in the external verification process. We began implementing a self-accreditation system for full members, based on our quality standards, in 2023 and by the end of that year, two full members had completed the self-assessment process.

In 2025, VSE continued working to encourage all its full members to self-accredit. A webinar was organised and delivered on 23 September, where VSE full members and aspiring full members had an opportunity to review the process and the tools VSE has developed to support members' activities. During the year, a further four members finalised their self-accreditation process, with another four committing to complete it in the first half of 2025.

## 3 Developing Centres of Excellence Across the EU

As members are located in different countries and may work with different victim groups, the VSE Centre of Excellence enables them to share their knowledge and experiences related to the 116 helpline and distance support, including both best and problem practices.

VSE continues to support member organisations operating the 116 006 helpline for victims of crime and/or providing online distance support to victims. The Centre of Excellence brings together 20 members from Austria, Croatia, Cyprus, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Ireland, Latvia, the Netherlands, Northern Ireland, Portugal, and Sweden.

In 2024, Centre of Excellence members met online three times, and once in person, to discuss work priorities, common areas of interest, and the future of the Centre.

Activities – through VSE's Centre of Excellence for 116 006 and distance support (CoE) – focused on the continuous exchange of knowledge and good practices between VSE members who run 116 006 helplines. VSE successfully advocated for stronger Member State 116 006 obligations in the revised Victims' Rights Directive proposal, contributing to the strengthened provisions reflected in the provisional political agreement reached on 10 December by the European Parliament and the Council. This milestone marks a significant step forward in enhancing victims' rights and access to support services across the European Union.

CoE members discussed the way forward for 116 Standards during an online meeting held in April. Then, an in-person meeting was hosted in Prague by Bílý kruh bezpečí, from 9-11 November 2025, for the purpose of discussing the Wellbeing of Callers and Helpline Staff, Best Practices in Victim Support Services and the Future of 116 Helplines including its' rollout throughout the EU.

In addition, a series of bilateral meetings and email exchanges both within the Working Group and with the entirety of the Centre of Excellence took place, to prepare the final draft of Standards for 116 006 helplines. Standards were presented to the VSE Annual General Meeting on 26 May 2025, where they were unanimously adopted by the VSE General Assembly.

The campaign “**116006 Helpline: One Number. One Standard. Equal Support for Every Victim**” was launched in 2025 to advocate for universal access to victim support across the EU through the common helpline number, **116 006**.

Led by Victim Support Europe, the initiative promotes harmonised minimum standards so that victims receive consistent, confidential assistance regardless of where they live. The campaign seeks to strengthen implementation of EU victims’ rights and encourage Member States to establish and maintain high-quality helpline services, with the 116006 pledge serving as a public commitment by stakeholders to equal and effective support for every victim of crime.

The initiative reached its minimum goal of 1000 signatures in support of the 116006 pledge and has since continued to grow; it now stands at 1092 signatures, reflecting the ongoing commitment to equal and effective support for every victim of crime and strengthening advocacy for consistent implementation of EU victim support services.

A webinar titled “Building a Lifeline for Victims Across Europe – The 116 006 Helpline” was hosted by Victim Support Europe on 9 December 2025 from 10:00–12:00 CET. The session examined different national models for implementing the 116006 helpline and discussed minimum standards for victim support services.

Presentations highlighted the importance of accessible, confidential, and victim-centred helplines that provide information and referrals. Participants shared experiences of diverse operational approaches while emphasising common quality principles. The webinar concluded with reflections on strengthening cooperation and ensuring consistent support for victims across Europe.

## **4** Enhancing VSE's Services for Members

### **New membership policy**

Amendments were made to the Membership Policy and prepared for discussion with the Board. Certain elements were discussed, such as the new membership categories. These changes are still under review and will further be discussed at the next Board meeting.

Two dedicated workshops were organised in the margins of the Board meetings—one in January and one in September (reported in T1.1)—which played an important role in the development of the new membership policy.

These workshops focused on reviewing and improving the existing membership structure and categories. While the revised membership categories have now been finalised and approved, the next discussion phase will focus on defining the benefits associated with each category. This will lead to the approval of the benefits in 2026, in addition to any possible constitutional changes.

### **New member applications**

During the past year, we successfully welcomed three new members into our network:

- **Third Age Observatory (Cyprus)**
- **Centre of Expertise (CoE) Veiligheid & Veerkracht of Avans Hogeschool (Netherlands)**
- **Katambayi Tshiminyi (Belgium)**

We remain committed to promoting membership opportunities and maintaining regular meetings with organisations that are interested in joining and exploring collaboration.

## **4** Enhancing VSE's Services for Members

### **Membership engagement strategy**

In 2023, VSE worked on developing a member engagement strategy with the aim to effectively involve, retain and recruit new members, foster collaboration, and drive the organisation's mission forward. The strategy accompanies the implementation of the Membership Management System (MMS) which has been developed over the past few years and tested in 2023. The Engagement Strategy will be followed by an implementation plan that will guide VSE's work with members in the coming years. Although the strategy was developed through this task, for streamlining purposes, it is reported as a deliverable within D3.

### **Members Management System (MMS)**

In 2025, we continued to implement and further refine the Membership Management System (MMS), with a strong focus on improving the internal user experience and ensuring its regular and consistent use. As part of these efforts, an internal MMS staff training was held in August 2025 (as reported in T1.3) to strengthen colleagues' familiarity with the system, enhance data quality, and promote more efficient workflows.

The ongoing development of the MMS forms a core component of the new approach to VSE membership, which continues to be rolled out and improved throughout the year. This approach relies on the systematic use of the MMS in combination with the implementation of the VSE Membership Engagement Strategy. The Engagement Strategy supports the organisation of relevant member surveys and other targeted engagement activities, while also streamlining data collection processes

## ⑤ Assistance on the development of victim support in EU member states

### National Meetings

In 2025, VSE organised national stakeholder meetings in Ireland (February), Italy (March), and Lithuania (June), bringing together key actors to discuss the development and strengthening of national victim support systems.

The Irish national meeting, held at the Department of Justice in Dublin, focused on advancing the national strategy for victim support, with particular emphasis on the role of a Victims' Commissioner, inter-institutional cooperation, and access to psychosocial services. Through expert presentations and discussions, participants explored how to ensure coordinated, victim-centred responses and identified priorities for improving policy frameworks and service delivery.

**In Lithuania**, VSE engaged directly with representatives of the Ministry of Social Security and Labour through an in-person national meeting in Vilnius. The discussions centred on assessing the current victim support framework, identifying structural challenges, and exploring opportunities for reform.

Key issues included fragmentation of services, gaps in coordination and referral mechanisms, limitations in information sharing, and the need to strengthen victim identification, particularly for vulnerable groups. The meeting also served to advance collaboration on a potential Technical Support Instrument project aimed at improving victim support systems in Lithuania and Latvia.

**In Italy**, VSE co-organised a two-day national conference in Verona in collaboration with national and local partners. The event brought together a broad range of stakeholders, including representatives from the judiciary, law enforcement, academia, and victim support organisations.

Discussions focused on aligning the Italian victim support system with European standards, strengthening national coordination, and promoting integrated approaches combining legal, psychological, and social support. Attention was given to regional disparities, the role of local networks, and the need for sustainable funding and structured cooperation across sectors.

VSE worked closely with national authorities and stakeholders in all three countries to promote more coherent, accessible, and victim-centred support systems. These engagements focused on strengthening institutional coordination, enhancing service quality, improving legal and policy frameworks, and supporting alignment with EU priorities and funding opportunities.

## ⑥ Staff Exchange

The Staff Exchange was carried out as a study visit in Estonia and hosted by a VSE member, The Social Insurance Board, from 12-14 November 2025. Six members of staff from a variety of VSE member organisations, learned about Estonia's highly coordinated and victim-centred support system. The programme offered frontline practitioners and experts an important opportunity to exchange good practices, deepen peer learning and strengthen partnerships across Europe. Through meetings with national authorities, visits to frontline support teams and exchanges with specialised services, participants gained a comprehensive understanding of how Estonia's legislation, governance structure and operational model work together to ensure accessible and trauma-informed support for victims of crime.

## ⑦ Thematic Working Groups

VSE brought together several of its members who are proficient in the use of artificial intelligence to form the AI working group, with the goal of exchanging knowledge and good practices on AI.

**The Full Members Working Group** continued its work and met twice online; on 23 January and on 25 September, 2025. Members discussed key challenges in victim support, including funding, service quality, sustainability, and governance. Members shared national updates, explored collaboration opportunities, and reviewed practical system improvements such as centralized victim referrals.

**The Youth Ambassadors Platform** was launched in October 2025, and a group of 8 Ambassadors were selected following a closed call to selected organisations. An online meeting was held on 15 October 2025 to introduce the group to the policy, advocacy, communications and project teams of VSE and another online meeting was held on 19 November 2025 to discuss the groups Action Plan and Strategy for 2026.

VSE continued promoting **the FYDO Network** in 2025, however, with reduced activities. A series of bilateral meetings and email exchanges has been held with providers of Barnahus support in Ireland, Cyprus and Germany, to encourage them to embrace the FYDO support in their services. VSE was also invited to present the FYDO approach during the Psi vodici's - a Croatian dog training association - conference on the Challenges and Benefits of the inclusion of assistance and facility dogs.

Unfortunately, VSE Deputy Director Aleksandra Ivankovic was unable to travel to Zagreb to participate in person, but instead she provided an online interactive presentation to the attendees. Finally, the FYDO Network was also active in the preparation of the VSE's event in November, where Sandra Demeester from Hachiko presented the work of FYDO dogs to the audience.



The **Victims' Rights Communicators Network (VRComNet)** unites communications professionals from Victim Support Europe, its members, and partners to promote victims' rights, enhancing collaboration and visibility of victim support efforts across Europe. In 2025, VRComNet hosted three online workshops showcasing innovative campaigns and evidence-based advocacy.

- **4 April 2025:** APAV presented the “Vestir a Camisola” initiative, celebrating 35 years of service by profiling staff members who embody dedication to victim support, alongside campaign tools, channels, and strategic objectives.
- **25 July 2025:** VSE introduced the DISRUPT graphic novel, *Shadows Behind the Screen*, an interactive tool educating law enforcement and the judiciary on human trafficking and the role of digital evidence, featuring a “Pick-a-Path” narrative to illustrate real-life scenarios.
- **17 October 2025:** Manaaki Tāngata | Victim Support shared the “Flip the Script” campaign to end victim blaming in New Zealand, highlighting research-driven messaging, phased digital outreach, partner engagement, and trauma-informed communication.

These workshops collectively demonstrated creative engagement, strategic coordination, and evidence-based advocacy, advancing victim support and raising awareness across Europe and beyond.

## 5.3 Advance Improvements in Laws and Policies

VSE actively engages and influences the development of European and international public policy by highlighting victims' needs, and by strengthening victims' rights and protection in the aftermath of crime. We aim to ensure that all new legislation and governmental policies consider the needs of victims and those affected by crime, and that their wishes and priorities are reflected and adhered to.

We work with the major European Union institutions (the European Commission, European Parliament, and the Council of European Union) as well as with the Council of Europe, the Organisation for Security and Co-operation in Europe, and the United Nations. We have a formal consultative status with the UN's ECOSOC Committee and the Council of Europe's Conference of INGOs and work closely with various EU Agencies such as the Fundamental Rights Agency, CEPOL, EIGE, etc.

In 2025, VSE continued to support EU policy development, and the evaluation and implementation of EU legislative files, especially the revision of the Victims' Rights Directive. To that end, VSE continued its advocacy efforts on key articles of the Victims' Rights Directive, such as the right to compensation, accessible and timely information and the right to safe justice. Informative briefings were created with feedback from and in collaboration with VSE members and EU NGOs.

In order to share the coordinated views and priorities with EU legislators, VSE organised and attended meetings with the European Commission, Members of European Parliament, Members of Council of EU, and the European Economic and Social Committee.

VSE also engaged in other EU legislative efforts on victims' rights. Firstly, VSE supported the ongoing transposition of the revised Directive on preventing and combating trafficking in human beings as well as the transposition of the Directive on combating violence against women and domestic violence.

Secondly, VSE collaborated with child rights organisations on ongoing and upcoming EU legislative efforts to combat child sexual abuse and exploitation as well as child sexual abuse materials.

Thirdly, VSE contributed to the European Commission "Have your say" platform. At the national level, VSE supports the enforcement of the Directives through evidence-based means as well as by encouraging compliance through the collection and exchange of information, advice, and good practices.

VSE actively participated in the EU acquis related to victims of crime, formulated recommendations for EU actions to improve the rights of all European victims, and submitted feedback in response to 10 EU Commission Public Consultations (see above for details). VSE also worked with the Council of Europe to advance the rights and services of victims of crime, particularly in relation to victims of terrorism.

At the International level, VSE continued to closely cooperate with the United Nations, in particular with the United Nations Office on Drugs and Crime and the United Nations Office of Counter Terrorism, to promote the rights of all victims and to support policies related to victims of terrorism and mass victimisation.

## 5.4 Raising Awareness of Victims' Issues

In 2025, Victim Support Europe (VSE) further strengthened its communications strategy to **mainstream victims' rights and related services across Europe**, building on the lessons learned from the evaluation of 2024 communication assets by We Are Sapience.

The assessment identified two key challenges: a reliance on **cold, rational messaging**, and an overuse of **abstract, generic content** that lacked personalisation and human connection. To address these issues, VSE introduced an **EMOTIONALISED strategy**, combining evidence-based communication with emotionally engaging storytelling to better connect with audiences.

This approach uses the **STORYTELLING framework**, ensuring that each narrative highlights the main character, their goals, the obstacles they face, and their journey to resolution, thereby reinforcing the intended message. Visual design, including imagery, colour, typography, and overall visual storytelling, was also used strategically to create a more immersive and empathetic experience for the audience.

The overarching goal of VSE's 2025 communications was to raise awareness of victims' rights and services while increasing engagement with the VSE brand and supporting advocacy and fundraising efforts. Communications were targeted at the "4 Ps": elected politicians, appointed policymakers, practitioners working directly with victims, and the general public. By tailoring messages to these distinct audiences, VSE sought to maximize relevance and impact, ensuring that its content resonated across multiple levels of influence.

VSE's 2025 strategy focused on multi-channel engagement, combining social media campaigns, newsletters, website updates, press outreach, direct meetings, and event participation. The website and intranet were central to these efforts, with a revamp that improved navigation, SEO, and accessibility while preparing dedicated podcast and resource pages.

Paid LinkedIn ads, national-level media coverage through members and projects, and sponsorships were leveraged to increase visibility, while consultations via the Victims' Rights Communicators Network ensured that member activities were highlighted and shared widely. This network continued to meet regularly, fostering peer exchange, knowledge sharing, and collaborative advocacy.

In addition to digital and direct communications, VSE invested in innovative content formats to engage audiences more effectively. These included a new police training immersive video filmed in Belgium, podcasts such as 2gether4victims and Litigate, and the DISRUPT graphic novel, which uses interactive storytelling to educate law enforcement officers and members of the judiciary about human trafficking.

Advocacy materials were also developed to summarize key positions on policy topics, supporting members and partners in their outreach and reinforcing consistent messaging. Strategic partnerships with national and international stakeholders—including the Polish and Danish presidencies, UN agencies, FRA, and Brussels Airport Police—further amplified the reach and impact of VSE's communications.

Overall, the 2025 communications strategy represented a significant evolution in VSE's approach, integrating emotional storytelling with evidence-based content, strengthening multi-channel engagement, and fostering collaboration with members and partners. By combining innovative content, targeted outreach, and strategic partnerships, VSE not only enhanced visibility and engagement but also reinforced empathy, awareness, and support for victims' rights across Europe.

## Advocacy and Policy Communications

In 2025, VSE continued to support its advocacy and policy objectives through a series of targeted communications initiatives, anchored in the **“Year of Victims’ Rights” campaign**. Following the 2025 advocacy work programme and the communications plan for policy and advocacy, this campaign aimed to raise awareness of victims’ rights across Europe, reaching key stakeholders and the general public through a mix of events, digital activities, and engagement with dedicated networks.

Communications were designed to highlight VSE’s advocacy priorities, elevate the discourse around victims’ rights, and ensure that the voices of victims remained central to policy discussions. Thought leadership content, including articles, opinion pieces, and interviews, complemented these efforts, reinforcing VSE’s position as a leading advocate for victims’ rights.

## Project-Related Communications

VSE's project communications in 2025 were closely aligned with its overarching advocacy and policy strategy, ensuring consistency and impact across initiatives. Information campaigns were conducted to promote all active projects, including **BENEVICT, No-Oblivion, 2Gether4Victims, Litigate, Disrupt, INVERT, IMPACT, and INVICTUS**. Major events, such as project conferences, training sessions, and kick-off meetings, were leveraged to showcase outcomes, foster collaboration, and strengthen the community of stakeholders. Editorial oversight for podcasts and other audio-visual content ensured high-quality, consistent messaging, supporting both project visibility and broader advocacy objectives.

## Capacity-Building Communications

Communications in support of capacity-building continued to be a key priority in 2025. Activities highlighted VSE's staff exchange programme, meetings, and workshops organized by the Centre of Excellence, as well as national-level meetings, ensuring that key knowledge, tools, and resources were shared with practitioners across Europe. Training and workshop communications, including online modules and interactive sessions on advocacy and storytelling, reinforced skill development, and facilitated peer learning among members. Additionally, events hosted by the **Victims' Rights Communicators Network** further strengthened collaboration, knowledge exchange, and professional development within the communications community.

Through this integrated approach, combining **advocacy, project, and capacity-building communications**, VSE successfully amplified its policy work, enhanced the visibility and impact of its projects, and supported the professional growth of its network, ensuring that communications remained a strategic driver for advancing victims' rights in 2025.

Throughout 2025, VSE's project workload aligned with the organisation's strategic priorities of improving victims' rights and access to support services. VSE is committed to engaging with its members whenever possible, as well as collaborating with external project partners whose expertise contributes to the success of our efforts.

### **BeneVict – Benefits of full implementation of the Victims' Rights Directive**



The BeneVict project – Benefits of full implementation of the Victims' Rights Directive – started in July 2022 and ran until December 2024. It aims to support the EU and Member States in their common value actions in light of the implementation of the 2012 EU Victims Rights Directive.

The purpose of the project is to develop evidence to support the advance of victims' rights, influence the future of victims' rights in the EU, and enable pan-EU partnerships to rise to the challenge of improving victims' lives across the EU.

The activities carried out deliver methodological tools for future shared initiatives, including implementation assessments and data collection on aspects related to the Victims' Rights Directive, which allow arguments on the benefits of providing victim support and justifying investment in further services to be developed. The project also hopes to identify, for the first time, both the cost of victimisation and the benefits of victim support in Estonia, the Netherlands, Portugal and Spain.

## **2Gether4Victims – Coordinating and harmonising Generic and Specialist Support services for victims of gender-based violence**

The three-year 2Gether4Victims project – Coordination and harmonising Generic and Specialist Support Services for Victims of gender-based violence – (funded by the European Commission's CERV programme) which commenced in April 2023, hopes to improve the provision of support to and individual needs assessment processes for victims of gendered-based and domestic violence (GBV/DV).

The partnership examines the rationale for gendered support services for victims of domestic violence and intends to offer an evidence-based analysis of how generic and specialist victim support services can collaborate when responding to the needs of victims of GBV/DV across the EU.

The project seeks to identify how the response to GBV victims is organised, what gaps and best practices exist in both generic and specialist support services, and to propose a tailored, victim-centric response to victims of GBV.

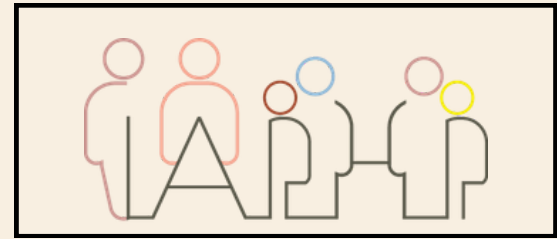


## IAPHP – Intercultural Approach to Prevent Harmful Practice

The IAPHP project – Intercultural Approach to Prevent Harmful Practices – began in March 2023 and was completed in May 2025. It looks at developing and implementing training on intercultural mediation for the prevention of Harmful Traditional Practices.

A digital toolkit will be produced for trainers on the prevention, detection, crisis management, and post-intervention in cases of Harmful Practices, with a specific focus on migrant victims. The project will provide both online and face-to-face training to first line practitioners, migrant and refugee women for the early detection, prevention and response to crimes of harmful practices, to guarantee the agility and adequacy of support to potential victims.

Project partners envisage the implementation of 48 train-the-trainer sessions for 720 practitioners from health, education and law enforcement services. The sessions will address the prevention, detection and actions taken when migrants fall victim to harmful practices. 40 tailor-made awareness sessions will be held for at least 800 migrants located in Greece, Italy, Portugal, and Belgium.



Intercultural Approach to Prevent Harmful Practices



## **Breaking Barriers – Understanding the needs of victims/survivors to empower access to community supports**

The March 2021 Breaking Barriers project – Understanding the needs of victims/survivors to empower access to community supports – is expected to run until March 2026.

Breaking Barriers' aim is to develop a victim-centric approach to the Canadian Ontario Provincial Police's (OPP's) response to/engagement with victims and survivors of human trafficking, by identifying and gaining a better understanding of their needs and by ensuring better access to wraparound community support.

The pilot project has been implemented in each of Ontario's regions and includes the delivery of training for OPP officers as well as the development of a victims' needs assessment for trafficked victims for use by frontline police officers. The training programme has focused mainly on understanding victims' needs and developing soft skills such as effective communication with victims, empathy, and active listening.

# BREAKING BARRIERS

## **LINK – Linking Information for Adaptive and Accessible Child-Friendly Courts**

The 2023 – 2025 LINK project – Linking Information for Adaptive and Accessible Child-Friendly Courts – aims at improving the integration of child protection systems within criminal proceedings, to better support and protect child victims from violence and discrimination.



The partnership hopes – through good practices and awareness-raising activities – to educate criminal justice professionals to prevent discrimination against child victims with intellectual and/or psychosocial disabilities. They also intend to optimize, or develop, the integration and multidisciplinary cooperation of child protection systems and processes within criminal proceedings.

The project combines the mapping of information needs and recommendations for children with disabilities; developing a blueprint or proof of concept for a child-friendly accessible technological system; determining training activities for criminal justice professionals and relevant stakeholders; and organising national children’s advisory boards, national roundtables and international conferences in order to publish the project results and better involve civil society, criminal justice professionals and children with disabilities.

**DISRUPT – Enhance Digital led InvestigationS, pRosecution and jUdicial resPoneses for dismantling Trafficking chains of children**



DISRUPT – Enhance Digital led InvestigationS, pRosecutions and jUdicial resPoneses for dismantling Trafficking chains of children – is a project which began in April 2023 and ran until June 2025. It aims to improve digital evidence-based investigations, prosecutions and judicial responses related to the trafficking of children.

Starting from the need for an effective and comprehensive response, in terms of overcoming challenges related to technology-facilitated trafficking of children, and with the aim to reduce the risk of secondary victimisation when relying solely on victims' testimonies, the DISRUPT project will develop an innovative framework for the future use of digital evidence. This will positively impact digital-evidence-based investigations and prosecutions of, and judicial responses to THB.

**INVERT – Identifying companies and Victims in the Exploitation phase to disrupt the financial business model of adult and child labour trafficking**



The INVERT project – Identifying companies and Victims in the Exploitation phase to disrupt the financial business model of adult and child labour trafficking – aims to disrupt the criminal business model of child and adult labour trafficking by developing a prototype suite of two risk assessment tools (company-focused and victims-focused) to be used by prosecutors' offices and Law Enforcement Agencies across the EU. It started in June 2023 and ended in October 2025.

## EUCVT - EU Centre of Expertise for Victims of Terrorism



### EU CENTRE OF EXPERTISE FOR VICTIMS OF TERRORISM

The EUCVT was set up as a two-year pilot project in January 2020 and was then prolonged for a further two years in February 2023; it officially ended in September 2025. Its main aim was to improve responses to the needs of victims of terrorism, bring together victim support stakeholders, foster debate on victims' rights, and enable knowledge exchange.

Concrete activities included publishing a Guidance Document and an Engagement Strategy, energizing and moderating the online EU CVT Hub platform, organizing monthly webinars and posting articles on the Hub, and launching an online training course. A total of 13 EU CVT Training sessions (online & hybrid) were implemented for 200 representatives from 26 EU Member States.

## LitiGate – Strategic Litigation as a Gateway to address the rights of Persons with Disabilities in the European Union



Commencing in September 2023, the two-year LITI-GATE project – Strategic Litigation as a Gateway to address the rights of Persons with Disabilities in the European Union – aims to promote enforcement of the EU Charter of Fundamental Rights through strategic litigation activities to address breaches of the fundamental rights of persons with intellectual and/or psychosocial disabilities.

**CROSSING PROTECT – Building a cross-sectoral training approach for the operators of Restorative Justice and Victim Support systems dealing with crimes against women**



The CROSSING PROTECT – Building a cross-sectoral training approach for the operators of Restorative Justice and Victim Support systems dealing with crimes against women – started in December 2023 and will end in November 2026. Its main objective is to introduce new skills for Restorative Justice (RJ) and Victim Support (VS) practitioners enabling them to work both transnationally and across their sectors, particularly in cases of Violence Against Women.

Additionally, the project strives to drive transformation and change by implementing an innovative, tailored, and peer-to-peer capacity building programme to create new working synergies between the two systems. By facilitating positive interaction and systemic cooperation between RJ/VS, the project will improve the work quality and practices of the partners, while enhancing the effectiveness in their operations.

By the end of the project, VSE will have developed referral guidelines for use by practitioners in different countries, to develop, implement, monitor, and improve their national referral systems.

## IMPACT - Improving National Victim Support Frameworks in Estonia, Malta and Portugal



The Improving National Victim Support Frameworks in Estonia, Malta and Portugal (IMPACT) project aims to ensure better functioning of national victim support frameworks in three EU Member States to the advantage of all victims of all crimes in those countries. Having the 2012 Victims' Rights Directive (VRD) at the centre of its focus, IMPACT addresses the need for better implementation of the VRD across the EU, in line with the priorities set up by the EU Strategy on victims' rights (2020-2025).

The work in EE, MT and PT is guided by Victim Support Europe (VSE), in close collaboration with the Estonian Ministry of Justice and Digital Affairs, the Estonian Ministry of Social Affairs, the Portuguese Directorate General for Justice Policy and the Maltese Victim Support Agency (Ministry of Home Affairs, Security and Employment), and the involvement of other key national and local stakeholders.

The IMPACT project is funded by the Technical Support Instrument of the European Commission (SG REFORM), started in September 2024 and runs for 24 months.



## **INVICTUS - Improving National Victim Services Through Transnational Unity and Strategy**

# INVICTUS

Improving National Victim services through Transnational Unity and Strategy

The Improving National Victim Services Through Transnational Unity and Strategy (INVICTUS) project aims to address shortcomings in national victim support frameworks through participatory research in six implementing countries: Bulgaria, Croatia, Finland, France, Italy, and Portugal. Project partners will be aided in mapping the scope of existing victim support services in their countries, identifying gaps in provision and best practices, and developing collaborative solutions to improve their national action plans. The INVICTUS project's goal is to improve how needs of victims of crimes are assessed in implementing countries, how victims are referred, and how information is communicated to victims.

The project, which started in September 2024, is coordinated by Victim Support Europe (VSE), in cooperation with the Dutch Slachtofferhulp Nederland (SOH), Bulgarian Centre for Non-for-Profit Law (BCNL), Croatian Udruga za Podršku Žrtvama I Svjedocima (VSC/VWSSC), Finnish Rikosuhripäivystys (RIKU), French France Victimes (FV), Italian Rete Dafne Italia, and Portuguese Associacao Portuguesa de Apoio a Vitima (APAV). The European Commission is funding the INVICTUS as a lump sum project under the eJustice action grant in the fields of e-Justice, victims' rights and procedural grants.

## **BRIDGE - Building Resilient and Integrated Victim Support Systems through Multi-Stakeholder Engagement**



BRIDGE - Building Resilient and Integrated Victim Support Systems through Multi-Stakeholder Engagement - is a project that aims to ensure the effective functioning of national victim support frameworks in Latvia and Lithuania for victims of all crimes.

The project started on 20 October 2025 and will run for 24 months, addressing systemic gaps and seeking to improve the efficiency, coherence, and accessibility of victim support services in the two participating Member States.

Throughout the project, VSE will map and assess the landscape of victims' support systems in Latvia and Lithuania; assess understanding of victimisation and victims' needs; support the design of new victim support systems to improve services and access; and build capacity and awareness on these issues. Taken together, these actions will strengthen the implementation of victims' rights and to contribute to more resilient, coordinated, and victim-centred support systems in Latvia and Lithuania.

## **OSPREY – Online Safety and Security for Protection of Public-Facing Professionals and Democratic Resilience**

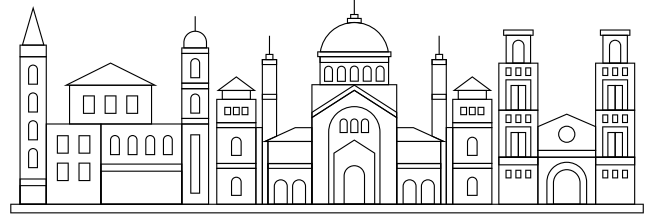


The OSPREY project is a three-year, EU-funded research and innovation initiative aimed at understanding and addressing the growing threat of online harms faced by public-facing professionals. Increasingly, those in the public eye are facing a growing wave of online abuse, intimidation, threats and coordinated disinformation campaigns, jeopardising both their personal safety and wellbeing, as well as the integrity of the democratic institutions they represent.

Over the project's duration, the consortium will build a comprehensive knowledge base of risk profiles and harm impacts, develop tailored AI-driven tools and solutions to strengthen digital safety, and co-create practical toolkits and training for professionals, organisations and policymakers. OSPREY also aims to raise public awareness of online harm dynamics and promote strategies for effective prevention, response and bystander support, ultimately contributing to safer online spaces and enhanced democratic resilience across Europe.



## Montenegro Project



Strengthening Accountability of the Judicial System and Enhancing Protection of Victims' Rights in Montenegro is an action implemented under the joint European Union and Council of Europe Horizontal Facility for the Western Balkans and Türkiye.

Running from September 2025 to April 2026, the action supports Montenegrin authorities in harmonising the national legal and institutional framework with the EU acquis and the standards of the European Court of Human Rights (ECtHR), with a particular focus on procedural rights and the protection of victims of crime.

As part of the action's focus on strengthening procedural rights and victims' rights, the project will conduct a comprehensive institutional needs assessment to support the establishment of an effective and sustainable national victim support system.

Through mapping existing mechanisms, consulting key stakeholders, and drawing on promising European and regional practices, the project will deliver concrete recommendations aligned with the EU Victims' Rights Directive, the Istanbul Convention, and ECtHR case law, contributing to a fully functional and victim-centred support framework in Montenegro.

**06.**

**VSE NEW**

**MEMBERS**

**2025**

In 2025, VSE extended its membership network. With the addition of 4 new organisations, our total membership now stands at 85 organisations across 36 countries. This increase is the result of VSE's continuous efforts to improve its ability to retain existing, and to attract potential, members.



**Center of  
Women's  
Rights (CWR),  
Bosnia and  
Herzegovina**



**Memoria e Verità per le  
vittime del terrorismo  
(Italy)**



**Prosecutor General's  
Office (Ukraine)**



**Union of Women  
Associations of  
Heraklion -  
Σύνδεσμος Μελών  
Γυναικείων  
Σωματείων  
Ηρακλείου (Greece)**

**07.**

**EXECUTIVE**

**BOARD**

**MEMBERS**

## Executive Board members of Victim Support Europe at December 31, 2025



President  
**Rosa Jansen**

President of the Board of Directors of Victim Support the Netherlands and the Foundation Restorative Justice



Vice President  
**Petra Klein**

Weisser Ring Germany



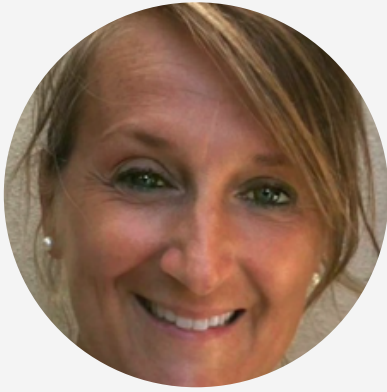
Vice President  
**Jérôme Moreau**

France Victimes, France



Treasurer  
**Carmen Rasquete**

Executive Director, Portuguese Association for Victim Support (APAV)



**Silvia Taravan**

President of Rete Dafne Italia



**Julianne Grima**

Executive Chairperson, Victim Support Malta



**Martyn Herward**

Director of Business Services, Victim Support  
England and Wales



**Miren Špek**

Executive Director at Victim and Witness  
Support Service Croatia

**08.**

**HEAD**

**OFFICE**



**Levent Altan**  
Executive Director



**Aleksandra Ivankovic**  
Deputy Director



**Antonio De Martin**  
Director for Development, Innovation and  
Knowledge Management



**Efthymis Antonopoulos**  
Junior Policy Manager



**Marina Kazakova**  
Junior Communications Manager



**Maria Georgiou**  
Senior Project Officer



**Oleksandr Glagola**  
Senior Project Officer



**Patricia Pazos**  
Senior trainer and project officer



**Melina Lepida**

Senior membership and internal communication officer



**Anna Bracco**

Project Officer



**Diletta Marchesi**

Project Officer



**Keti Varoshlija Botterman**

HR and Administrative Officer



**Sara Savoini**  
Junior Finance and Administrative Officer



**Áine Hanrahan**  
Junior Policy Officer



**Montana Cantagalli**  
Junior Policy Officer



**Lieselotte Van Den Heuvel**  
Junior Communication Officer



**Ruben Dos Santos**

Digital & Multimedia Communications Assistant



**Larisa Spahić**

Networking and Partnership Assistant



**Paula Peralta Agusti**

Policy Assistant



**Melvin Osei**

Finance and Administrative Assistant



**Maria Nembo**  
Project Assistant



**Patrycja Kowalczyk**  
Project Intern



**Dylan Power**  
Editorial and events assistant



**Maria Mărculescu**  
Finance and administration intern



**Renaud Debroeyer**  
Policy Intern



**Viktoria Henkemeier**  
Policy Intern



**Chrysanthi Materi**  
Policy Intern



**Jora Lumezi**  
Policy and projects Intern



**Alexandra Krstic**  
Capacity building intern



**Anna Giapitzi-Papandreou**  
Capacity building intern



**Alessia Mandaglio**  
Projects intern



**Barbara Krakovska**  
Projects intern



**Nikolas Konstantinou**  
Capacity building intern



**Uendi Barerti**  
Victim Care intern



**Marta Baldaci**  
Communication intern



**Greta Hirschberg**  
Communication intern



**Ryanne Meyer**  
Communication intern



**Angelica Vieira**  
Victim Care intern



**Cécile Swysen**  
Capacity building and training intern



**Jo Dover**  
Advisor



**Katerina Jovanovic**  
Advisor



**Bruno Monteiro**  
Advisor



**Pamela Dalby**  
Volunteer



**Marie Derstroff**  
Volunteer



**Christopher Platts**  
Volunteer



**Nadia Idries**  
Volunteer



**Camille Baudoncq**  
Volunteer



**Maria Giulia Taccari**  
Volunteer



**Mia Cornelisse**  
Volunteer

# Country Teams

## Estonia



**Gerttu Aavik**  
Senior Projects Officer



**Katrin Kaaver**  
Project Assistant

## Malta



**Sara Fontanot**  
Projects Intern



**Aitana Radu**  
Advisor

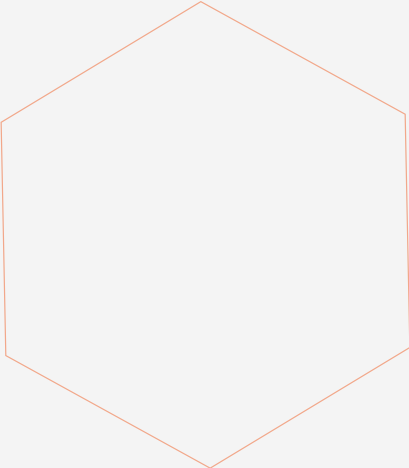
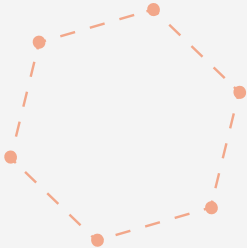
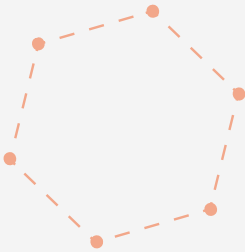
# Portugal



**Oleksandra (Sasha) Boychenko**  
Researcher



**Marta Carmo**  
Senior Project Officer



**09.**

**MEMBERS**

**LIST AND MAP**

**Status as of December 2025: VSE comprises 81 member organizations from 35 countries.**

### **Albania**

- Child Rights Centre Albania (CRCA)
- Human Rights in Democracy Center
- Center for Legal Civic Initiatives

### **Austria**

- Weisser Ring Austria

### **Belgium**

- SAM VZW
- CAW Groep
- Ministry of Public Health - Federale overheidsdienst (FOD) Volksgezondheid, Veiligheid van de Voedselketen en Leefmilieu
- Olivier Lauwers
- V-Europe
- FEVR - European Federation of Road Traffic Victims
- Louise Lacour

### **Bosnia and Herzegovina**

- Center of Women's Rights (CWR)

### **Bulgaria**

- Law and Internet Foundation

### **Cameroon**

- Medinnovint

### **Croatia**

- Bijeli krug Hrvatske (White Circle Croatia)
- Croatian Victim and Witness Support Service
- Woman's Room - Center for Sexual Rights
- Ministry of Justice - Independent Service for Victim and Witness Support

### **Cyprus**

- Association for the Prevention and Handling of Violence in the Family (APHVF/SPAVO)

### **Czech Republic**

- Bily Kruh Bezpeci

### **Denmark**

- Finn Nørgaard Association Denmark
- Victim Aid Denmark (Hjælp Voldsofre)

### **Estonia**

- Social Insurance Board
- Ohvriabi

### **Finland**

- Rikosuhripaivystys (RIKU)

## France

- France Victimes
- Manus Legis

## Georgia

- Restorative Justice and Rehabilitation Center – RJRC

## Germany

- Arbeitskreis der Opferhilfen
- Weisser Ring Germany
- Opferhilfe Berlin

## Greece

- The Smile of the Child
- Union of Women Associations of Heraklion

## Hungary

- Fehér Gyűrű Közhasznú Egyesület
- Office of Justice, Victim Support Unit
- Validity

## Ireland

- Advocates for Victims of Homicide (AdVIC)
- Crime Victims Helpline
- Irish Road Victims Association (IRVA)
- Irish Tourist Assistance Service (ITAS)
- Victims of Crime Office
- Federation for Victim Assistance
- Victim Support at Court (V-SAC)
- Accompaniment Support Services for Children (ASSC) Ireland

## Israel

- NATAL - Israel Trauma and Resiliency Center

## Italy

- Associazione Aleteia
- LIBRA ETS
- Associazione Rete Dafne ONLUS
- I-CARE – Associazione Italiana di Supporto Vittimologico
- Associazione Spondé
- CESIE - Italh
- Memoria e Verità per le vittime del terrorismo

## Latvia

- Crisis and Counseling Center “Skalbes”

## Lithuania

- Klaipeda Social and Psychological Assistance Center

## Malta

- Victim Support Malta
- Victim Support Agency Malta

## Morocco

- Victim Support Morocco

## Netherlands

- Slachtofferhulp Nederland
- European Sex Workers’ Rights Alliance

## New Zealand

- Victim Support New Zealand

## Poland

- Subvenia Victima
- Victim Support Foundation

## Portugal

- APAV

## Serbia

- Victimology Society of Serbia
- Humanitarian Law Center

## Spain

- Asociación Nacional de Víctimas de Delitos Violentos (A.N.V.D.V)
- ATENIN Sociedad Cooperativa Andaluza de interés social
- AVT Spain

## Sweden

- Brottsofferjouren Sverige

## Switzerland

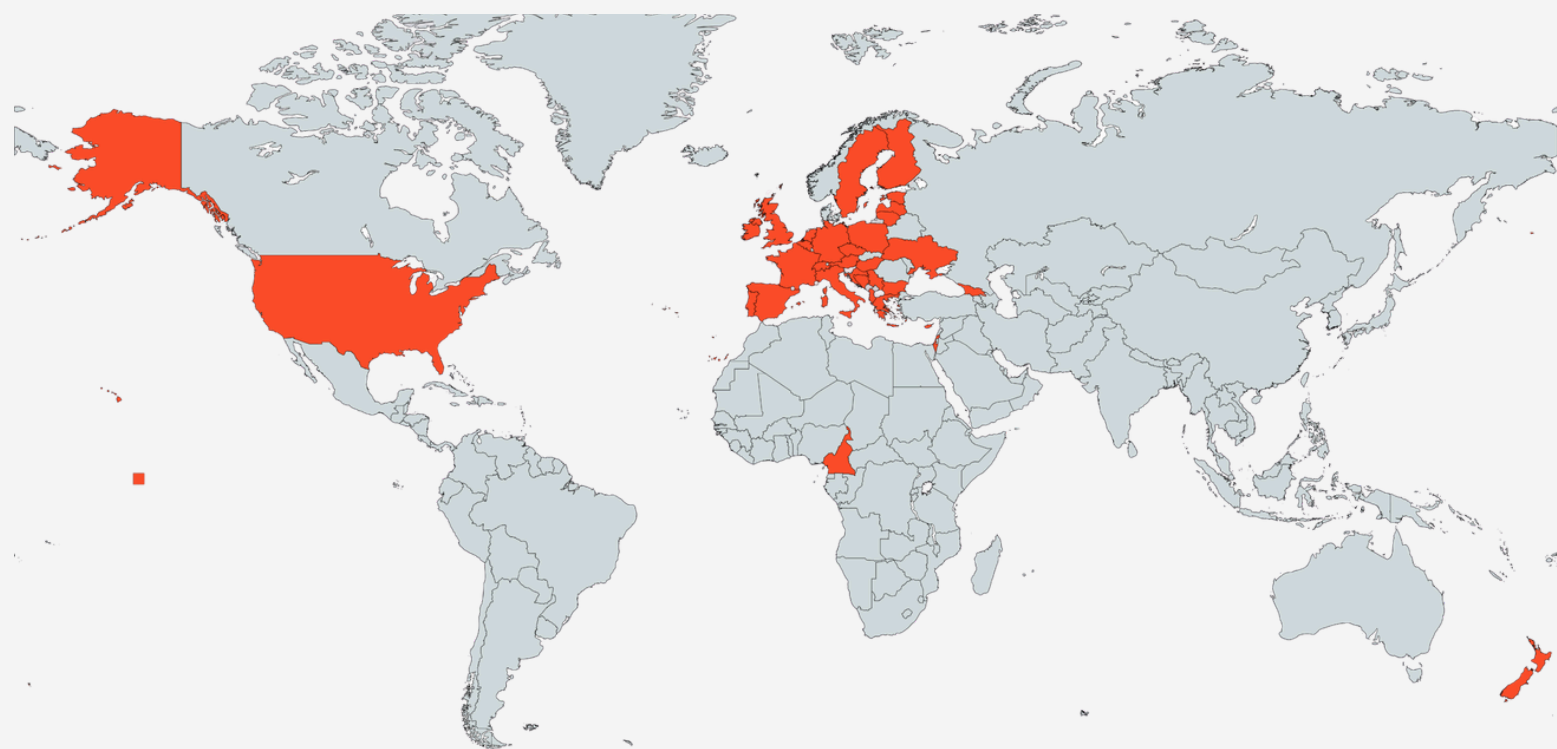
- Victim Support Switzerland

## United Kingdom

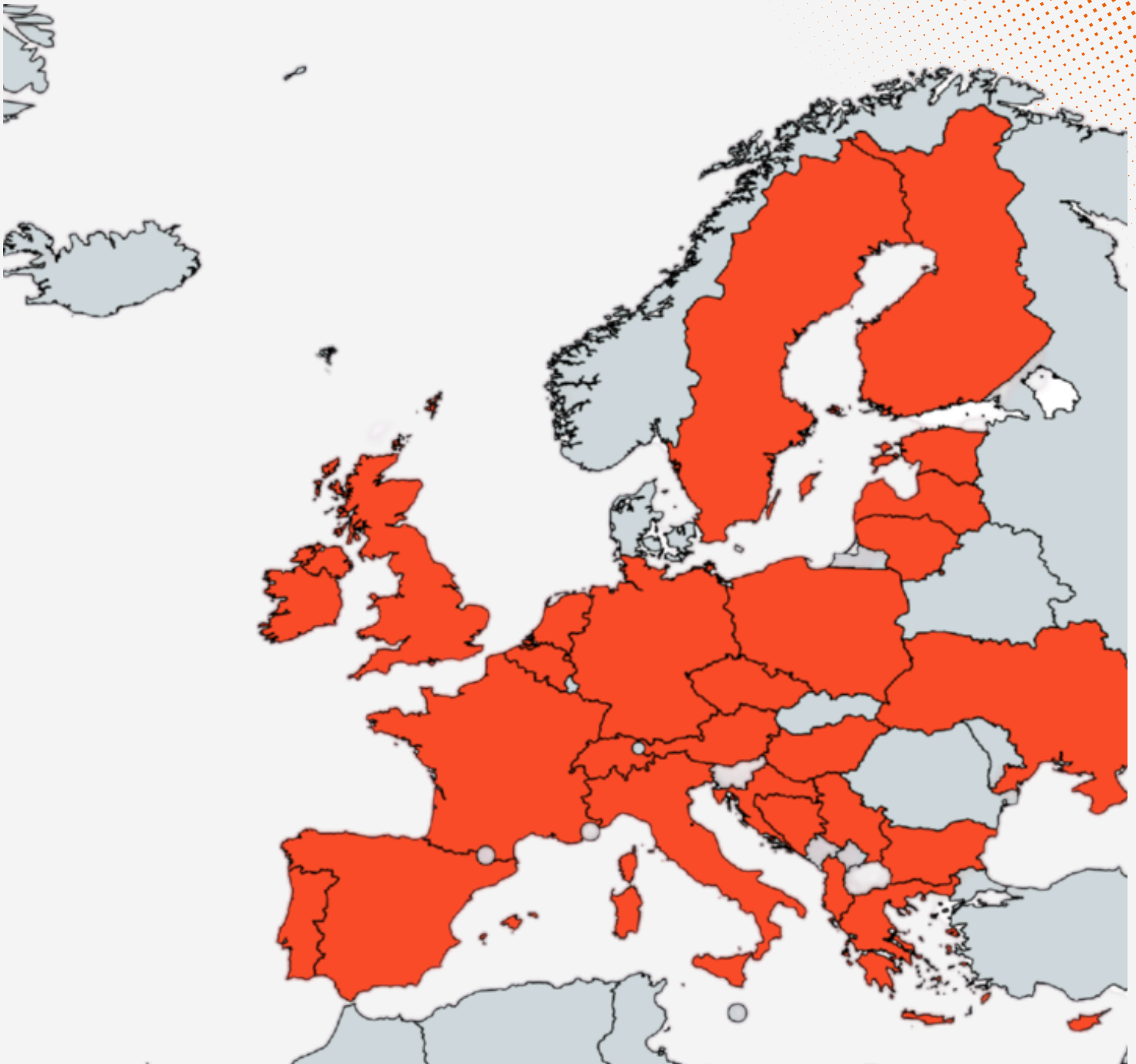
- Victim Support England & Wales
- Victim Support Northern Ireland
- Victim Support Scotland
- Action Against Stalking
- Office for the Commissioner for Victims of Crime
- Commission for Victims and Survivors Northern Ireland
- Mayor of London
- Supporting Justice

## United States of America

- International Cruise Victims Association, INC



# European Map





# **Victim Support** Europe

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