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MINUTES OF VICTIM SUPPORT EUROPE GENERAL MEETING
Saturday 1 June 2013 (9:30-12:30 am)
Waldorf Caledonian Hotel, Edinburgh

1. Opening and welcome

The President of Victim Support Europe, David McKenna, opens the meeting and warmly welcomes everyone.

2. Apologies and Present

See list of attendees at the end.

3. Minutes

a) GM 27 November 2012

The minutes are approved. No matters arising.

b) Extraordinary GM 10 January 2013

The minutes are approved. No matters arising.

4. President's report - David McKenna

A draft Annual Report 2012 can be found in the paperwork.

In 2012 we have successfully secured the vote for the EU directive on victims' rights by the European Parliament. We have organised 2 public events in the EP which were very successful and established VSE as a key stakeholder. We have also secured EC funding for 2012.

5. Treasurer's report - Helgard van Hüllen

2012 has been an excellent year as we received an Operating Grant from the EC. However, the difficulty to depend on yearly funding remains and we therefore hope to have a multiannual funding from the EC from 2015 onwards.

In terms of figures the total operating income for 2012 summed up to 707.566€ with expenditure in the amount of 692.510€ leaving a yearend gain of 15.056€ compared to a gain of 18.827€ in 2011. Further detailed figures can be found in the Balance Sheet 2012.

The forecast Operating Grant budget 2013 amounts 323.945€.

6. Election of Executive Board Members

3 years ago VSE became formally an international charity under Belgian statutes. The entire Board was appointed for 3 years. The whole Board now stands for election except for Sabrina Bellucci.

However, **Marketa Vitousova** and **Lyane Sautner** have stepped down from the Board and do not wish to stand again for election for a second term. Furthermore **Javed Khan** has announced his resignation.

We would like to thank Marketa, Lyane and Javed for their valuable contribution in the past years.

As we have not received any nomination for the vacancies on the Board we have approached members and we have received two nominations which VSE Executive Board supports:

- Tiina Rantanen nominated by Victim Support Finland. Tiina is a regional director of VS Finland. Tiina could unfortunately not attend this General Meeting as she had already booked her flight back before knowing that she would be nominated.
- Joanna Keaney nominated by Victim Support England and Wales. Jo is Corporate Director of Finance at Victim Support England and Wales.

David McKenna thus summarizes the nominations:

- Executive Board Member in the quality of President: **David McKenna**
- Executive Board Member in the quality of Vice-President: **João Lázaro**
- Executive Board Member in the quality of Treasurer: **Helgard van Hüllen**
- Executive Board Member: **Victor Jammers**
- Executive Board Member: **Tiina Rantanen**
- Executive Board Member: **Joanna Keaney**

The General Meeting approves all nominations unanimously.

7. Resolutions

a) Resolution 1 – Annual report and Accounts 2012

This GM unanimously approves the Annual Report and Accounts 2012 as presented on the 1 June 2013

b) Resolution 2 – Discharge of responsibility of the Executive Board

This GM unanimously discharges the Executive Board of its responsibility regarding the Annual Accounts 2012

c) Resolution 3 - Discharge of responsibility of the Auditor

This GM unanimously discharges the Auditor of her responsibility regarding the Annual Accounts 2012

8. Policy Report - Frida Wheldon

During 2012 we have used the strategy paper accepted the year before to advocate. This has been a very useful tool to clarify our goals for our partners.

We have continued to meet with representatives from the presidencies.

We have been working on accreditation of our standards.

We have ensured networking opportunities for VS organisations through several events and we are planning study visits as our Operating grant has been approved.

We have produced the EU handbook for Implementation of Legislation and Best Practice for Victims of Crime which will hopefully be helpful for our members nationally.

David thanks Frida for her hard and excellent work.

9. Members' reports

SVCCC Foundation (Bulgaria), Sasho Grigorov on behalf of Stiliyan Ivanov

Stiliyan Ivanov apologizes for not being able to attend the AGM.

Currently SVCCC is actively taking part in the consultations on the new Government in Bulgaria.

Recently we had to re-establish and confirm our priorities as Victim Support organization.

When our new Government will be established, we will fully take part in the theme workshops for changes in the Law for victims and the financial compensation for victims of crimes.

Our aims and goals are improved standards and better legislation hereof. We have offices in five cities and we are about to establish two more offices.

We have several projects running at the moment with victims of trafficking, former prisoners, etc. We are in the process - with the support of the government - to make the 116 006 helpline operational. We have applied for an EU project together with other VSOs.

Our utmost priority now is the organization and implementation of the Summer School which will take place in "Golden Sands" resorts from 6 – 10 September, 2013. We look forward to meeting you on the 6-th of September at our Black Sea coast for this event.

Victim Support Denmark, Steen Knudsen

In 2012 Victim Support Denmark has helped just over 4,000 victims of crime and accidents, witnesses and relatives.

Victim Support Denmark receives a very small government subsidy of DKK 2 million (approximately € 266,000). We have no office or staff. In 2012 we had a consultant but we had to dismiss her, and we now hope that we can get a half-day office help. Victim Support Denmark has 12 local support services and they get 52 % of the € 266.000. The rest is used for the national organisation.

We have good contacts with politicians and after several years of work a law strengthening victims' rights and support and including a fund has been adopted. We expect a lot of this fund which is to be used for research, training and education. The fund is managed by three members and we are one of them.

Every 6 month we meet with the National Police and in every police station we have a contact officer.

A little more than 200 volunteers offer advice and help to victims after an initial training (guidance by telephone and often personal meetings). We also often go with the victim to court and other authorities.

We manage the 116 006 number.

There is no doubt that if we had more money, we would be able to provide a much greater help to victims.

Subvenia Victima (Poland), Tomasz Piechowiak

Subvenia Victima has been a member of VSE since 2011. Subvenia Victima was established on 2010-06-08 in Warsaw as a federation of NGOs running Victim Support Centers. Now SV comprises 11 NGOs. Direct support to victims is provided by victim support centres in 16 provinces of Poland and their branches (in total 50 support points). The 16 Centres form the Victim Support Network. Subvenia Victima as a Federation of associations does not provide direct support to victims.

Our main aims are:

- Security

- Quality
- Development
- Platform of communication
- Recovery of psychological balance that the victim had before the crime was committed
- Prevention of secondary victimization

Victim Support Centres offer the following free of charge services (Victim and Post-penitentiary Assistance Fund):

- legal counselling for victims of crime and their family members
- psychological counselling together with psychological support
- Victim assistant's support
- covering the costs of health service, medical products, including orthopaedic objects
- covering the costs of secondary or vocational education
- covering the costs of temporary accommodation
- financing temporary surcharges to current rent obligations
- adapting a victim's flat or house to meet their needs
- covering public transport expenses or covering the cost of transport connected with obtaining benefits and regulation of issues mentioned above;
- covering the costs of meals or food vouchers

Current tasks:

The implementation of the Directive 2012/29/EU of 25.10.2012:

Standardization of victim support on a national scale through the development of the following:

- standard of Victim Support Centre (premises, approachability, types and means of assistance),
- standard of first contact,
- standard of psychological and legal assessment,
- standard of victim assistant's work,
- standard of volunteers' work,
- tools for professional work with victims,
- standard of training programmes for employees and volunteers of the Centres, psychologists, officials in contact with victims,
- description of how to become a Crime Victim Support Centre,
- standard of individual assessment to identify specific protection needs of victims
- procedures of providing protection and support

Results:

The national network of professionally functioning victim support services (NGOs), guaranteeing support in accordance with the established principles, offering a wide range of assistance

Crime Victims Helpline (Republic of Ireland), Geraldine Kelly

In September 2005 Crime Victims Helpline was established to provide a national helpline for victims of crime, and those affected by crime, in the Republic of Ireland. The aim of the service is to support, inform and empower victims of crime. Trained volunteers provide

- emotional support,
- information on victims' rights and the criminal justice system,
- information on all relevant services that support victims of crime,
- and also we can liaise with the Irish police force on behalf of victims of crime, if they ask us to do so.

Our ethos is confidential, empathic, non-judgemental, and we try to meet the needs of each caller and to understand the individual circumstances of each caller and respond to their individual needs.

We work in cooperation with all services for victims of crime throughout the Republic of Ireland, to ensure that all callers are informed of the services that are relevant to their needs. Whenever possible we cooperate with victim support services throughout Europe to support victims of crime, regardless of where the crime occurred.

Along with many other organisations which support victims of crime, CVH receives funding from the department of Justice and Equality, through the Commission for the support of Victims of Crime. We also engage in a limited amount of fund-raising.

Recent events:

- Recently we got the 116006 number
- CVH has developed a partnership with the leading Restorative Justice Service in the Republic of Ireland. The links between CVH and RJS are being developed and training in restorative justice will be provided to all interested volunteers in the near future.
- At the last annual Forum organised by the Commission for the support of Victims of Crime in May 2013 the focus was on how crime and victims of crime are portrayed in the media. There was a very useful exchange and dialogue between crime journalists and victim support organisations. This helped both sides to better understand the issues and to aim for more collaboration in supporting victims of crime by sensitive reporting.
- CVH has recently recruited and trained a new group of volunteers. Although a national service we have only one full time staff member and one part time.
- Many separate groups supporting victims of crime move to develop an alliance of groups to strengthen the voice of victims, especially in light of the Directive. CVH committed to being part of this movement.

Our greatest challenge is how to ensure that every victim of crime is informed of services. We play a pivotal role in informing people of services but we rely on the police to put people in touch with us. There is no automatic referral of victims.

Slachtofferhulp Nederland, Victor Jammers

Overview 2012:

- Data on 225.000 victims received (+14%)
- Contact by phone with 150.000 victims (+13%)
- Information given to 90.000 victims (+31%)
- Face-to-face contact with 60.000 victims (-7%)
- Psychosocial support to 58.000 victims (-3%)
- Legal support to 30.000 victims (+11%)
- Casemanagement violent/sexual crime 425
- Casemanagement murder/manslaughter 105

Plans for improving quality:

Casemanagement:

1) Current situation

- 18 casemanagers murder and manslaughter
- 18 casemanagers violent and sexual crime
- 3 lawyers for legal support
- Casemanagement front office

- Combination of regional and centralised management
- 2) Future situation
 - 36 casemanagers murder, manslaughter, violent and sexual crime
 - Legal Expertise Centre
 - Casemanagement front office
 - Centralised management

Robbery:

- 1) Current situation
 - Few victims of robbery are referred to VS NL
 - It takes the police 2 days to send information on the victim to VS NL
 - It can take up to 2 more days for VS NL to contact the victims
 - It may take a few days before face-to-face contact is possible
- 2) Future situation
 - All victims of robbery are referred to VS NL
 - The police will send information on the victim to VS NL on the day of the robbery
 - VS NL will contact the victim the next day
 - It may take a few days before face-to-face contact is possible

Under construction:

ASAP-Procedure

Victim Support NL:

- contacts the victim within hours
- offers its services (psychosocial, legal, practical) to the victim
- checks with the victim the material and immaterial damages of the crime
- advises the public prosecutor on the preferred criminal justice procedure (asap or other)

Near future and Policy 2013-2016

Victim Support NL will:

- run the Helpline for Missing Persons
- support families and friends of missing persons (psychosocial, legal and practical)
- do so in cooperation with the police and the organisation of families and friends of missing persons

Policy 2013-2016:

5 programmes defined

- Improvement of the front office
- Differentiation in service delivery
- Victim expert of the criminal justice procedure
- Implementation of the EU Directive
- Implementation of available research

Want to know more about what's going on in the Netherlands?

Victim Support NL organises an in-depth workshop in the Netherlands on Thursday 31 October and Friday 1 November 2013.

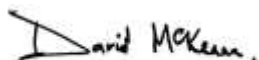
10. President's closing remarks

Three years ago VSE had financial problems and no office nor staff in Brussels. Now we have more secure funding, an office in Brussels with 2 staff members. We should keep making

great steps in the next 36 months as well. We want to secure and diversify funding and to strengthen our Brussels office with the appointment of an Executive Director.

We need to demonstrate to our national governments that we excel in what we do and that we are cost effective so that our governments do not want to do the work on the directive themselves. Therefore we need to look more professional and start talking about accreditation defining clear standards for the best and for the less developed organisations.

Thank you very much!



David McKenna, President of Victim Support Europe

List of attendees:

Full Members

David McKenna, President of Victim Support Europe – Victim Support Scotland (UK)

João Lázaro, Vice-President of Victim Support Europe - Associação Portuguesa de Apoio à Vítima (Portugal)

Helgard van Hüllen, Treasurer of Victim Support Europe - Weisser Ring Germany

Sabrina Bellucci, VSE Executive Board Member – INAVEM (France)

Victor Jammers, VSE Executive Board Member – Slachtofferhulp Nederland (NL)

Lyane Sautner, VSE Executive Board Member – Weisser Ring Austria

Frida Wheldon, VSE Head of Policy - Victim Support Scotland (UK)

Carmen Rasquete, VSE Project Coordinator – APAV (Portugal)

Robert Leitch – Victim Support Scotland (UK)

Susan Mallinder – Victim Support Scotland (UK)

Barbara Wüsten - Weisser Ring Germany

Petra Klein - Weisser Ring Germany

John Hayward-Cripps - Victim Support England & Wales (UK)

Jo Keaney - Victim Support England & Wales (UK)

Michèle de Kerckhove – INAVEM (France)

Vlasta Langhamerová - Bily Kruh Bezpečí (Czech Republic)

Helen Blow - Steunpunt Algemeen Welzijnswerk (Belgium)

Steen Knudsen - Offerrådgivningen (Denmark)

John Westerdahl - Offerrådgivningen (Denmark)

Petra Kjällman - Rikosuhripäivystys Suomessa (Finland)

Bastian Finke – ADO (Germany)

Sasho Grigorov - SVCC Foundation Bulgaria

Associate members

Geraldine Kelly - Crime Victims Helpline (Republic of Ireland)

Lisa Kennedy - Irish Tourist Assistance Service (Republic of Ireland)

Tomasz Piechowiak - Subvenia Victima (Poland)

Marzena Piechowiak - Subvenia Victima (Poland)

Olga Brązkowska - Subvenia Victima (Poland)

Jørgen Merrild Bie – Victimaid Denmark

Henning Wollsen - Victimaid Denmark

Staff

Hélène Heinrichs, VSE Administrative Officer (VSE office Brussels, Belgium)

Sara Reis, VSE Administrative and Finance Assistant (VSE office Brussels, Belgium)