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#VictoriiaProject

EU PERSPECTIVES ON VICTIMS RIGHTS

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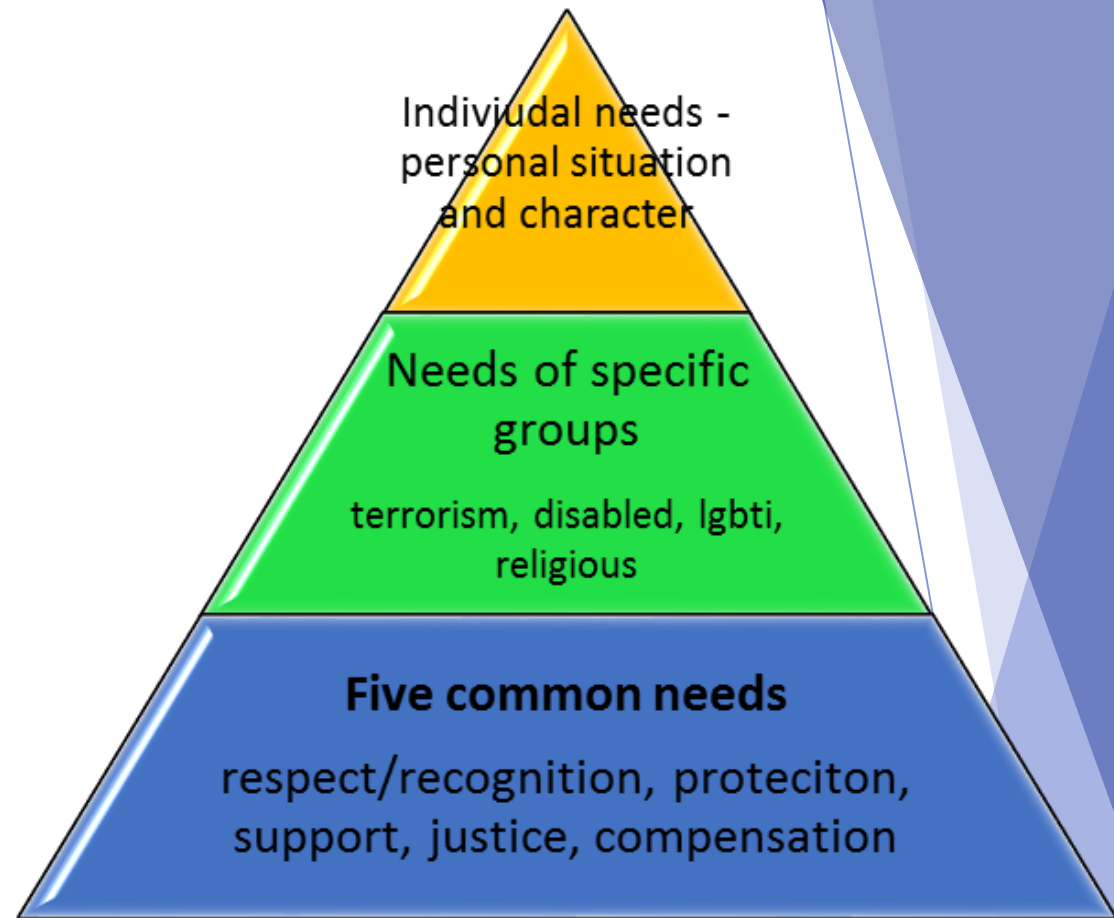


THREE OBLIGATIONS UNDER EU LAW

- ▶ DETERMINE NEEDS
- ▶ INFORM VICTIMS
- ▶ REFER VICTIMS TO SUPPORT

Victims needs is the starting point:

Not budget, not resources, not time



EU victims Directive structured around these five needs



Needs assessment in practice

- ▶ 8 MS did not have an assessment procedure
- ▶ Most MSs don't reassess needs
- ▶ Often based on historical approach, Assumptions, focus on some groups (3 MS)
- ▶ **RESULT: NEEDS ARE NOT FULLY ADDRESSED**

Determining needs in practice

- ▶ Not self evident - victims may not know themselves
- ▶ Know the victim, know what to look for
- ▶ Not just based on what you can do - others may deliver
- ▶ Must attach appropriate action to needs
- ▶ Communicate needs to others

Information: a gateway right

- ▶ From information to Communication
- ▶ **THREE GOALS:**
 - ▶ Victims **get/ access** the information
 - ▶ Victims **understand** the information
 - ▶ Victims can **act** on the information

WHAT

WHEN

HOW

EU Victims Directive: Information Rights

Awareness raising of rights amongst general population

Provision of information on rights and services to victims

Provision on information on the criminal proceedings

Information on impact of crime, reactions to crime and crime prevention

EU Victims Directive: Information Rights

- ▶ **Timely manner**
- ▶ **Simple, understandable and accessible**
 - ▶ **Simple**
 - ▶ **Understandable**
 - ▶ **Accessible**
- ▶ **Targeted**
- ▶ **Balancing the proactive provision of information with the needs of the victim**
- ▶ **Upon request (for some information)**

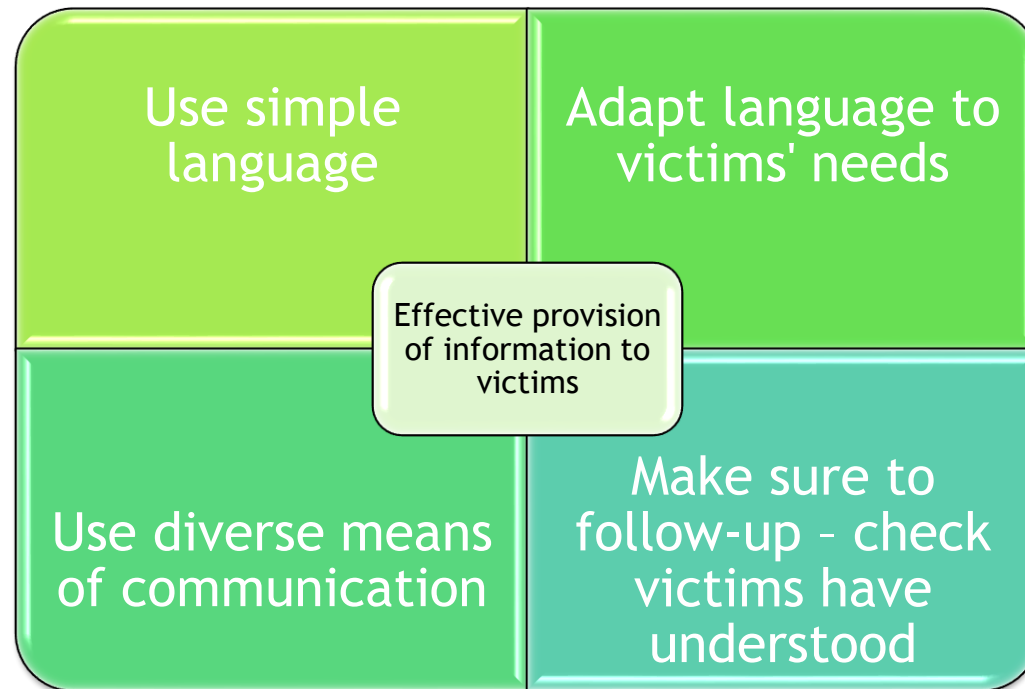
Information - Challenges

- ▶ Information is standardised - often legalistic
- ▶ Not adapted to different needs/ circumstances
- ▶ Case progress - information provision is burdensome, don't take proactive approach
- ▶ Problem is implementation - Awareness and reluctance

Core elements of communicating with victims

ACHIEVED BY (Key indicators of success)

- Receipt of information
 - Understanding:
- 4 Indicators**



INFROMATION PRINCIPLES

PRINCIPLES	Stakeholders	Mechanisms/Tools	Specialisms
<ul style="list-style-type: none"> • Clear info objectives • Multi-agency approach: delivery and access to info • Reliability and consistency • Innovative and diverse - multi-mode, new tech, multi-language • key principles - needs focused, repeated, consistent, simple, easy, accessible, adapted • Victim sensitive, regular, personal, repeated, trained personnel • assistance to understand, tools to support delivery • Review of success 	<p>Govt: Ministries, embassies, victim office</p> <p>Media: formal, social, informal</p> <p>NGOS : Victim Support, community groups, specialist groups</p> <p>Transport: train, tram, metro, airport, airlines,</p> <p>Services - medical, social welfare etc.</p> <p>Private sector - collaboration, workplace info, new tech, social media</p>	<ul style="list-style-type: none"> • Face to face • Written material • Video materials • Interactive tech 	<ul style="list-style-type: none"> • Type of crime • Victim group

Referral to support services

- ▶ Support is critical/ gateway right
- ▶ Referral is essential to access support:
 - ▶ victims often don't self refer - difference between real and theoretical access
- ▶ EU LAW
 - ▶ MSs shall facilitate the referral of victims by the complaint authority and other entities to victim support
- ▶ Need referral also between wide range of organisations
 - ▶ Health sector, Education, Social welfare, Support services

Referral to support services

- ▶ 25% of professionals consider victims are always referred
- ▶ 25% consider that victims are rarely or never referred
- ▶ Information about services is not referral
- ▶ Inconsistent practices on voluntary basis will not result in success
- ▶ Referral mechanisms depend on trust and develop trust

Conclusion

- ▶ Foundational actions for a victim centric approach
- ▶ Determine needs and respond accordingly
- ▶ Effective 2 way communication with victims
- ▶ Maximise victim access to and uptake of support services



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Thank you for your attention!

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