



Victim Support Europe's 116 006 Helpline Action Week #NoVictimLeftBehind



CONTENT

How to get involved?	3
Communication Resources	4
Support the Campaign	7
Social Media Posts	13

All victims of crime must have access to this helpline; without access to 116 006, tens of thousands of victims feel alone and unheard, unable to take that first step towards recovery and justice. Where helplines are available, demand for assistance is huge: 63.330 calls in the Netherlands, 41.630 in France and 20,882 in Germany in 2022.

Thanks to the trained call handlers, thousands of European citizens, who have fallen victim to crime, have been able to receive information and support when they've needed it most.

HOW TO GET INVOLVED?

Spread the word: share our Action Week messages on your social media channels!

Share your story with us on our social media channels!

Start a conversation: comment and question!

[Click here for the campaign webpage!](#)



If you have any questions regarding this toolkit, please email
l.vandenheuvel@victimsupporteurope.eu



Victim Support
Europe

16006 Helpline Action Week

#NoVictimLeftBehind

campaign assets - overview

COMMUNICATION RESOURCES

Campaign hashtags:

#116006helpline

#NoVictimLeftBehind

Other relevant hashtags:

#AccessToVictimSupport

#EUVictimsRights

#VictimSupportEU



COMMUNICATION RESOURCES

Toolkit:

-  **116 006 Joint statement** [Download here](#) 
-  **Social media editorial: 9 social media posts + visuals** [Download here](#) 
-  **VSE's Position Paper 'Establishing 116006 helplines for victims of crime across the EU'** [Download here](#) 



Victim Support
Europe

HOW YOU CAN SUPPORT

#NoVictimLeftBehind:

Share it!

We want to reach the EU institutions (@EuropeanCommission, @EuropeanParliament and national governments). You can help us achieve this ambitious target by sharing or cross-posting the campaign activity on your social media channels and web-platforms. This includes sharing/cross-posting the 116 006 Statement, Creating your own posts based on the templates provided in this toolkit and sharing VSE's posts on all social media channels.

An overview of assets is on the following page.

For more information visit:

- <https://victim-support.eu/media-center/campaigns/116006-helpline-action-week-novictimleftbehind/>



Importance of sharing crossposting

We are sharing the Action Day assets in editable formats for you to translate it in your languages and upload them natively, but we also encourage sharing or crossposting from [@victimsupporteurope](#) social media channels because it will leverage social proof.

What is social proof? People are more likely to engage and share posts with more views and interactions.



Ways to share the assets

- Schedule **#NoVictimLeftBehind** campaign assets across all your social media channels.
- Create your own content (in your national language or adapted to the specific group of victims) using the campaign hashtag, logo and use your brand/power/influence to support the Action Day.
- Share the campaign materials across all your social media channels



Victim Support Europe Social Media Handles:

 [Victim Support Europe](https://www.linkedin.com/company/victim-support-europe)

 [VictimSupportEu](https://twitter.com/VictimSupportEu)

 [Victim Support Europe](https://www.facebook.com/VictimSupportEurope)

 [victimsupport.eu](https://www.instagram.com/victimsupport.eu)

 [Victim Support Europe](https://www.youtube.com/VictimSupportEurope)

Victim Support Europe Action Day Webpage:

[Click here for the campaign webpage!](#)



Useful Social Media Handles

@ twitter	@ Facebook	@ Instagram
<p> @EU_Commission @EU_Justice @sweden2023eu @Europarl_EN @dreynders @EP_President @EP_Justice @JFLopezAguilar @EUCouncil @vonderleyen @UeEspana </p>	<p> @European Commission @EU Justice and Consumers @Sweden.se @European Parliament @Didier Reynders @President of the European Parliament @Juan Fernando López Aguilar @Council of the European Union </p>	<p> @europeancommission #EUJustice @sweden2023eu @europeanparliament @eucouncil @ursulavonderleyen @rep_perm_espana </p>



Victim Support
Europe

SOCIAL MEDIA POSTS:

Guidelines

Social Media Post Guide: Post 1

Since its creation in 2009, the European 116 006 Helpline for Victims of Crime is only available in 13 EU Member States. Neither Belgium, Bulgaria, Cyprus, Greece, Hungary, Italy, Lithuania, Luxembourg, Malta, Poland, Romania, Slovakia, Slovenia nor Spain offer their citizens a 116 006 helpline.

116 006 helplines offer victims of a crime a listening and caring ear when they need it the most.

Without access to 116 006, tens of thousands of victims feel alone and unheard, unable to take that first step towards recovery and justice.

In a joint statement, Victim Support Europe and 40 victim support organisations call on the European Commission, Council and Parliament to make the 116 006 helpline a requirement in all EU States, and to support Member States through EU funding, following the approach for the missing children helplines.

Proper #funding for new and existing helplines is essential. In 2022, EU Commissioner for Justice Didier Reynders and Eric Dupond-Moretti, Keeper of the Seals, French Minister for Justice called on all EU Member States “to make use of the 116 006 helplines for the benefit of their citizens, in the conviction that it is a necessary tool for providing information and care to victims”.

Read the full statement at: [INSERT LINK AVAILABLE ON TUESDAY 11TH APRIL](#)



Social Media Post Guide: Post 2

The European 116006 Helpline for Victims of Crime is an essential point of contact for those who have fallen victim to crime.

Where helplines are available, demand for assistance is huge: 63.330 calls in the Netherlands, 41.630 in France and 20,882 in Germany in 2022.

Neither Belgium, Bulgaria, Cyprus, Greece, Hungary, Italy, Lithuania, Luxembourg, Malta, Poland, Romania, Slovakia, Slovenia nor Spain offer their citizens a 116 006 helpline.

We call on the European Commission, Council and Parliament to make the 116 006 helpline a requirement in all EU States.

Find out more about the helpline: https://victim-support.eu/wp-content/files_mf/1614696060VSE116Positionpaper.pdf



Social Media Post Guide: Post 3

We believe that it is essential to establish the 116 006 helpline in all EU Member States and to keep them running for the benefit of all European victims of crime. Implementing this helpline across the EU would give all victims the information and support they need, no matter the crime, or where the crime takes place.

Even though 116 006 has been the dedicated helpline for victims of crime throughout the EU, until now, this key service has only become available to victims in 13 Member States. Neither Belgium, Bulgaria, Cyprus, Greece, Hungary, Italy, Lithuania, Luxembourg, Malta, Poland, Romania, Slovakia, Slovenia nor Spain offer their citizens a 116 006 helpline.

Over the past two years, VSE has organised a number of workshops on how to set up the helpline, what it takes to maintain it and how to overcome challenges. Members who operate the helpline have generously offered to share their experience and expertise with countries where there currently is no such helpline.

workshops covered different aspects in the process of setting up the service, organisational models for helplines, the technical requirements and human resources needed to operate the line, funding, etc.

You can learn more about establishing a 116 006 helpline for victims at: https://victim-support.eu/publications/vse-116-position-paper/?fbclid=IwAR1TFLCWEw1cBqAw2t7C4i9Ps0iNmiAs07ZYTc_O-qidPvdWJ0smV62tQkg



Workshop
116 006 european victim support helplines
& supporting at a distance
Brussels, 19 & 20 October 2021



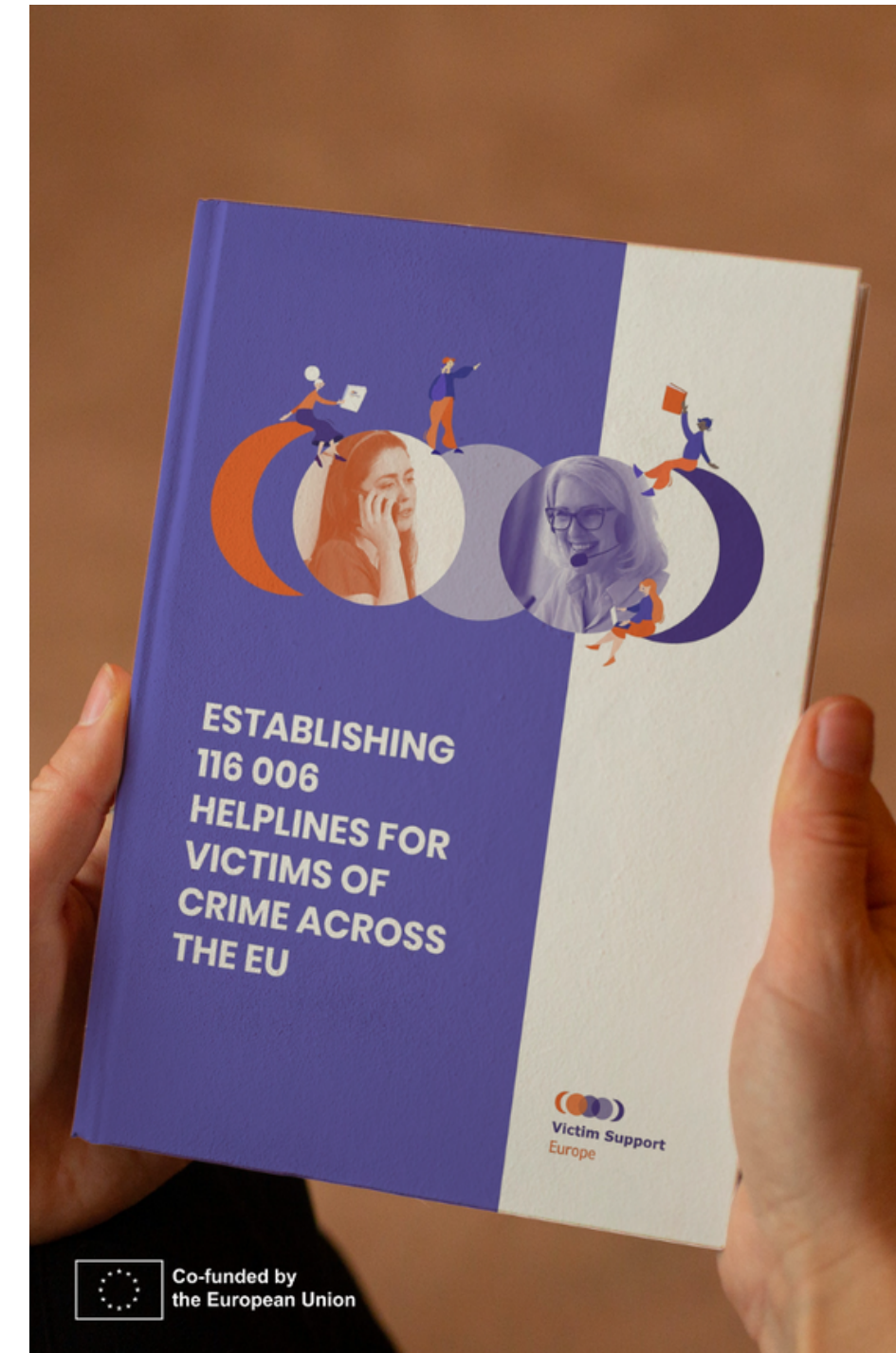
Social Media Post Guide: Post 4

Access to victim support is a core right recognised within the 2012 Victims' Rights Directive. But from one Member State to another, the level and quality of information that is shared varies, leading to inequalities between victims across the European Union.

As part of our objective to increase the availability and accessibility of victim support service for all victims of crimes, Victim Support Europe has been advocating for establishing 116 006 Helplines in all EU Member States. VICTIM HELPLINES A PRIMARY ROUTE TO VICTIM SUPPORT.

The option to talk to someone by phone, anonymously, from anywhere, makes a helpline an essential first point of contact for victims. Helplines, as a channel for support, are crucial to an effective national victim support framework.

Find out more about the helpline: https://victim-support.eu/wp-content/files_mf/1614696060VSE116Positionpaper.pdf



DOWNLOAD

victim-support.eu

Social Media Post Guide: Post 5

We call each EU Member State to ensure the establishment of the 116006 victims' #helpline, providing professional support services to all #victims of crime.

Helplines are an essential first point of contact for victims and a channel for support.

One of the priorities of the #EUVictimsRightsStrategy is improving #support and #protection of the most vulnerable victims. To achieve this target, the establishment of the #116006 helpline in all EU Member States is crucial.

For now, the European helpline 116 006 is successfully implemented in 13 EU Member States. VSE calls on all EU Member States to implement the number to ensure that all victims can access support in Belgium, Bulgaria, Cyprus, Greece, Hungary, Italy, Lithuania, Luxembourg, Malta, Poland, Romania, Slovakia, Slovenia and Spain.

Specific funding, both national and European, should also be allocated to support organisations for the set up and running of 116006 victims helplines.

In France for instance, the switch from the national support number to the 116 006 Helpline has increased the number of supported victims from 17,000 in 2017 to 41.630 in 2022 - a number that is expected to grow to around 44,000 this year.

Learn more from VSE's Position Paper 'Establishing 116006 helplines for victims of crime across the EU': https://victim-support.eu/wp-content/files_mf/1614696060VSE116Positionpaper.pdf



Social Media Post Guide: Post 6

Did you know that, within the European Union, the Victims' Rights Directive gives you a right to access information as a victim of crime? Each EU Member State is responsible for ensuring that victims are given information about their rights, the support and the protection they can obtain and the access to legal advice or compensation among others.

In many Member States, information is still insufficient, not accessible to victims or not understandable, especially to victims with specific needs (e.g. persons with disabilities or children).

Find out how Victim Support Europe and its partners are making a difference to bring the helpline to the victims across Europe: https://victim-support.eu/wp-content/files_mf/1614696060VSE116Positionpaper.pdf

116006 HELPLINE FOR VICTIMS OF CRIME

Victim Support Europe
Co-funded by the European Union

Austria Weisser Ring Austria
Croatia Victims & Witness Support Service
Sweden Brottsofferjouren Sverige
Denmark Offerrådgivningen
Estonia Social Insurance Board
Finland Rikosuhrapäivystys
Latvia Skatbes
France France Victimes
Germany Weisser Ring Germany
Ireland Crime Victims Helpline
The Netherlands Slachtofferhulp Nederland
Portugal APAV - Portuguese Association for Victim Support
Czech Republic Bílý Kruh Bezpečí


Social Media Post Guide: Post 7

Access to free and confidential support services and to the EU #116006Helpline should be guaranteed to all victims of crime across the EU, to encourage victims to seek the support they are entitled to.

We call on all EU Member States to help victim support organisations to set up 116 006 helplines for all victims of crime.

No victim should be forgotten about or left behind.

The establishment and operation of 116 Helplines requires:



The establishment & operation of 116 006 helplines requires:

MEMBER STATE ACTION:

- Fully and effectively implement the EU Victims' Rights Directive
- Support organisations in establishing and running the 116 006 helpline, including through initial and long-term operating funding and awareness raising;
- Ensure organisations specialised in victim support run 116 006 helplines;
- Reduce bureaucratic red tape to facilitate set up and operation service of 116 006 helpline.

EU ACTION

- Support the publication of a revised and strengthened Victims' Rights Directive;
- Encourage Member States to support organisations to implement and run the 116 006 helplines;
- Provide EU funding for the setting up and running of 116 006 helplines;
- Ensure services are provided following recognised quality standards.

Social Media Post Guide: Post 8

Being a victim of any type of crime is an upsetting experience. There are certain effects that are commonly felt by all people regardless of the type of crime which has happened.

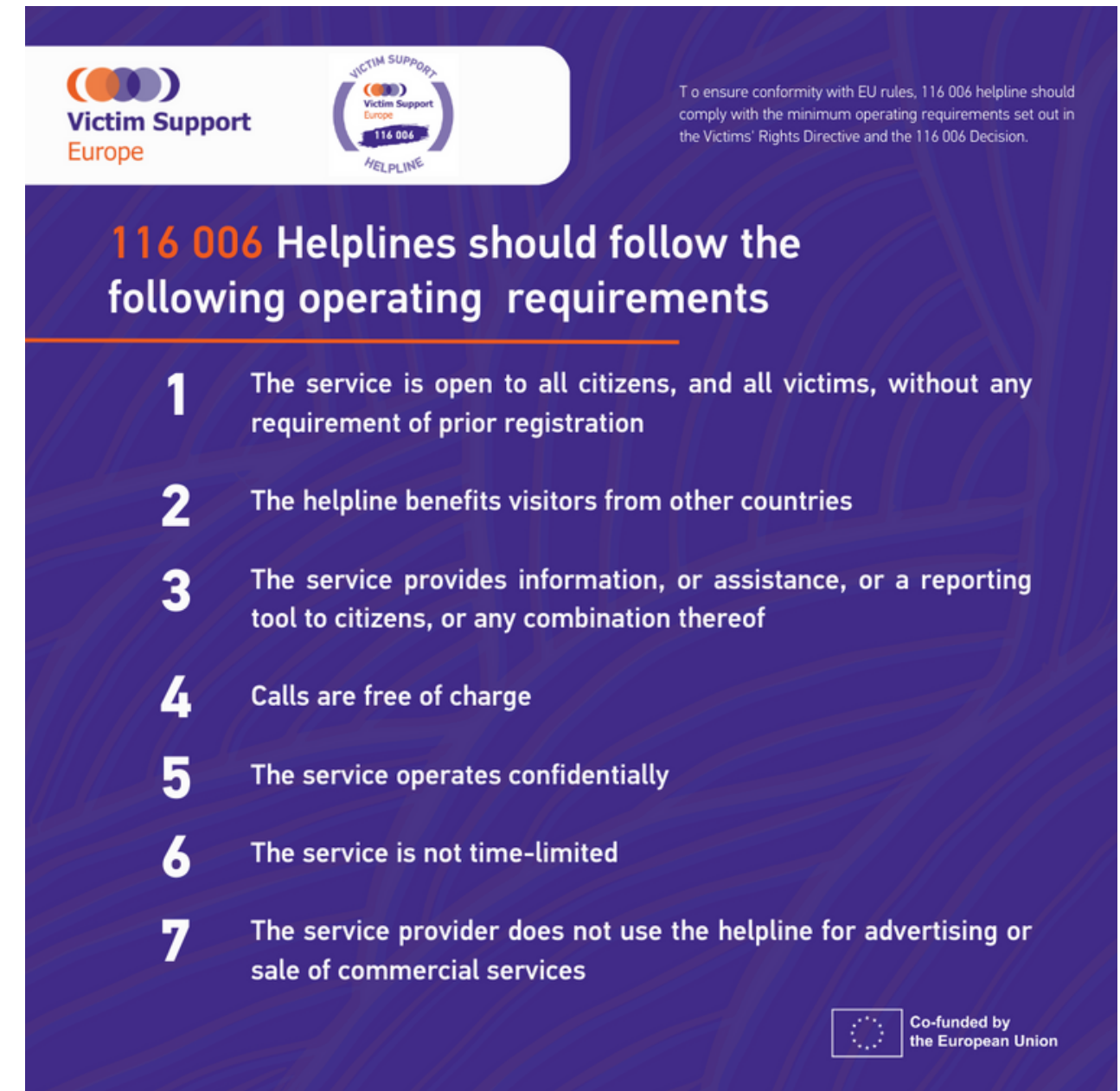
116006 Helpline is established to support everyone who is a victim of crime regardless of when the crime happened or whether it has been reported.

The Helpline will:

- Give you time and space to talk about your experience in confidence
- Listen with empathy and without judgement
- Tell you about support services available in your local area for victims of crime
- Tell you about specialist services for victims of particular crimes such as domestic violence, sexual abuse and rape.
- Answer questions about the criminal justice system

Learn more about the 116006 Helpline in Ireland from this video:

<https://www.youtube.com/watch?v=mNOowqjTLso>



Victim Support Europe **VICTIM SUPPORT Europe 116 006 HELPLINE**

To ensure conformity with EU rules, 116 006 helpline should comply with the minimum operating requirements set out in the Victims' Rights Directive and the 116 006 Decision.

116 006 Helplines should follow the following operating requirements

- 1** The service is open to all citizens, and all victims, without any requirement of prior registration
- 2** The helpline benefits visitors from other countries
- 3** The service provides information, or assistance, or a reporting tool to citizens, or any combination thereof
- 4** Calls are free of charge
- 5** The service operates confidentially
- 6** The service is not time-limited
- 7** The service provider does not use the helpline for advertising or sale of commercial services

Co-funded by the European Union

Social Media Post Guide: Post 9

It is not enough that 116 006 helplines are merely established, they must operate in compliance with EU laws and to clear common standards to ensure high quality services that protect victims and deliver the support they need.

Victim Support Europe proposes seven operating requirements, that complement the obligations set out in the 116 Decision and the Victims' Rights Directive, for the development of 116 006 standards.

Every year millions of people in the European Union find themselves in need of support following a crime: no victim, in any Member State, should be left to cope alone with the consequences of the crime.

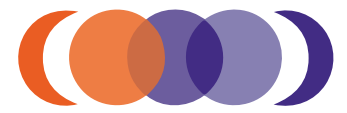
Victim Support Europe

VICTIM SUPPORT
Victim Support
Europe
116 006
HELPLINE

116006 HELPLINE

**A KEY SERVICE THAT MUST
OFFER SUPPORT TO ALL
VICTIMS OF CRIME IN
EVERY EU MEMBER STATE**

Co-funded by
the European Union



Victim Support
Europe



**THE
TRAINING
ACADEMY**
by Victim Support Europe



Co-funded by
the European Union

THANK YOU!

If you have any questions, please get in touch with

l.vandenheuvel@victimsupporteurope.eu

Please visit

<https://victim-support.eu/media-center/campaigns/116006-helpline-action-week-novictimleftbehind/>
for more information.