



# **Victim Support in Europe**

**Annual Report and  
Members' Directory  
2006-07**

**European Forum for Victim Services**



# Chairman's Report

In 2006 the AGM agreed to a review of the European Forum for Victim Services, reconsidering its structure and goals after a history of more than 20 years. A working committee's proposals will be discussed at this AGM.

That committee envisages important developments within EFVS, with 21 member organisations from 19 European countries giving the Forum an important role in European developments involving the rights of victims and witnesses of crime.

In March I attended the first international conference on Victim Rights in Moscow. An organisation, called Soprotivlenye, urged cooperation with EFVS. Their representatives have been invited to this AGM.

**Jaap Smit, Chair**



## The future of the Forum

THE European Forum for Victim Services was formed in the late 1980s to act as a 'marketplace for ideas and plans' and, over the last 20 years, has grown into a sizeable organisation covering 19 European countries and representing 21 national organisations.

In May 2006, the Forum AGM approved the development of a new business plan.

The Forum faces three major challenges as it enters a new phase of its development:

1. Making Forum membership attractive to both emerging and well established victim organisations
2. Moving victims' rights higher up the European agenda

### 3. Raising the professional standard of the Forum

In order to address these challenges, the Forum committee have developed eight targets for the future.

These include renaming the Forum, and giving the Board the freedom to develop the organisation at a strategic level, expanding the membership base, developing conferences and securing funding for these developments.

The next few years will be a big step forward in the history of the EFVS, building on what has been achieved and providing a strong European movement on behalf of victims of crime.

# Secretary's Report

The last twelve months have seen some important new developments for victims of crime in Europe.

A major and positive development has been the Council of Europe Recommendations on Assistance to Crime Victims. Published in June, the treaty contains recommendations covering such areas as compensation, States' recognitions of the rights of victims, provision of victim support service, mediation and victims' rights to information.

All should be working towards the promotion and implementation of these recommendations within the European Union and towards improving the situation of the victim.

The Forum has also been undertaking a review through its members of their experience of the implementation of the EU Framework Decision on the Standing of Victims in Criminal Proceedings. The Forum hopes to publish its findings soon and is calling on the EU to publish the progress reports on the Framework provided by member states.

The Forum also calls on the EU to undertake a further examination of the actions that have been taken by member states to improve the position of the victim since the last formal review.

At an international level, the World Society of Victimology has produced a draft UN Convention on Justice and Support for Victims of Crime and, if implemented, will lead to substantial improvements in international norms and standards in the care and support of victims of crime.



**David McKenna,  
Secretary**

Intervict, an academic faculty focused on developing victimological studies, has been established at the University of Tilburg in the Netherlands. As the largest single academic victims' institution in Europe, Intervict is expected to play a leading role and contribute to developing victim policy and good practice in victim care.

Next year looks equally challenging for the Forum and its members, who remain committed to promoting positive change for victims in Europe.

In closing I would like to express my thanks to the Executive Committee, members of the Forum and others who have provided so much support to me during my first year as Secretary.



Office-bearers welcome delegates to the 2006 Forum in Bratislava.

# Treasurer's Report

The Executive Committee expresses their thanks to Victim Support England & Wales for supporting the EFVS in all bank account business.

The accounts show total income for the year of €98,691. €88,200 donations in kind represent the financial cost of holding the Executive Committee meetings within the financial year and the conference held in Slovakia. Income for membership fees increased to €10,750.

Total expenditure was €102,691, with restricted expenditure of €93,823 relating to the meetings of the Executive Committee, the conference in Slovakia and completion of projects funded by the European Commission.

Total unrestricted expenditure was €8,868, with €3,312 for specific projects funded through the European Commission, €2,500 for office costs,

€1,240 for website development and €1,816 for finance related expenditure.

Restricted reserves of €5,623 are for the completion of projects funded by the European Commission.

Unrestricted reserves have increased by €1,893 to €18,569.

Within this figure, an amount of €5,000 has been designated towards establishing a permanent office and €6,000 towards website development.

Thanks are also due to our auditors, Newnham and Co, 65 Morden Hill, London SE13 7NP.



**Marianne Gammer,  
Treasurer**



Some of the scenes from the 2006 Forum in Bratislava.

# Victim Support at work in Europe

All over Europe, hundreds if not thousands of organisations are working locally, regionally and nationally day in and day out to assist people in the aftermath of crime.

The EFVS is made up of 21 national organisations providing services in 19 different countries across Europe. Contact details for these organisations are available in this report.

Each year, the European Forum's member organisations assist more than two million people

affected by crime. Over 3,000 paid staff and nearly 18,000 volunteers provide much needed practical and emotional support to victims of crime. In total, these 19 organisations have a combined budget of more than €100 million.

A key objective of the EFVS is to develop and strengthen national victim organisation across Europe. This includes advancing the networking and sharing of policy and good practices through a growing membership of the Forum.

## European Union Resources

The development of the new business plan and the reorientation of the Forum is throwing up several challenges on the European level. In order to strengthen our European policy work, the Forum needs to build a European network, with a stable financial base and permanent staff within institutions such as the European Parliament, the European Commission, the European Council and the Council of Europe.

The European Commission is an important resource for funding, as are possible private finance and member fees.

There are two ways to obtain European funding. The first is to apply to a funding programme with a specific

project, designed to meet the needs of victims, which fits with the funding criteria. Information about funding programmes which support victim-focussed projects can be found on the European Commission website.

The second option is to apply for structural financial support from the European Commission to further develop the European network. For this, it is essential that we have the support of members of the EC who believe in the extra value of the network and support the application.

Astrid Rubbens  
Executive Committee member

## In memory of Faye Farr

13 August 1975 – Lisbon, Portugal  
to 7 August 2006 – Llorca, Spain

*She threw a stone into the sea and the effect  
she made will ripple on and  
on across Europe.*



# European Forum Resources

Country	Number of victims	Number of staff	Number of volunteers	Cost
<b>Austria</b>	962 victims (3,500 contacts)	4 (3 part time)	240	€500,000
<b>Belgium</b>	8997 victims	61	150	€3,070,000
<b>Czech Republic</b>	8492 victims (1009 face to face and 7483 phone calls)	6	180	€496,453
<b>Denmark</b>	6000 people affected by crime (victims, witnesses and relatives)	0	300	€250,000
<b>England &amp; Wales</b>	1,386,915 victims, 375,000 witnesses and 12,000 phone calls	2,000	9,000	€60,000,000
<b>Estonia</b>	4394 victims	6 (full time and part time)	110	€32,000
<b>Finland</b>	4500 victims (including phone calls and individual contacts)	16 (full time and part time)	315	€900,000
<b>Germany</b>	9919 cases	88 (full time and part time)	3,000	€4,889,075
<b>Hungary</b>	648 victims	15	36	€34,000
<b>Malta</b>	64 victims	1	33	€24,000
<b>Netherlands</b>	101,760 victims	300	1500	€15,500,000
<b>Norway</b>	1232 victims (2221 contacts)	18	0	€730,459
<b>Portugal</b>	13,500 victims	44 staff (26 full time, 18 part time)	200/220	Not available
<b>Scotland</b>	95,000 victims and 75,000 witnesses	180	1000	€6,300,000
<b>Serbia</b>	140 victims	3	5	€30,000
<b>Slovakia</b>	1978 victims	56 staff (5 full time, 51 part time)	7 volunteers	€106,000
<b>Slovenia</b>	148 victims (52 women, 64 children, 32 men)	7	7	€250,000
<b>Sweden</b>	49,000 (victims and witnesses)	58	2000	€1,500,000

# Directory of Services for Victims of Crime in Europe

## AUSTRIA

**Weisser Ring** Udo JESIONEK (President)  
Marianne Gammer (Director)  
Marokkanergasse 3  
1030 Wien  
Austria

Telephone (+43) 1 712 14 05  
Fax (+43) 1 718 83 74  
E-mail office@weisser-ring.at  
Website www.weisser-ring.at  
Helpline 0800 / 112112

Languages accepted:

In correspondence

English, French, German, Portuguese

By telephone

English, French, German, Portuguese

## BELGIUM – Flanders

### Stafmedewerkster Slachtofferhulp

### Steunpunt Algemeen Welzijnswerk

Astrid RUBBENS  
Frans HEYLEN (Chair)  
Steunpunt Algemeen Welzijnswerk  
Diksmuidelaan 50  
2600 Berchem

BELGIUM

Telephone (+32) 3 366 15 40  
(+32) 3 340 49 17 (direct)  
Mobile 0032 497 87 58 46  
Fax (+32) 3 385 57 05  
E-mail astrid.rubbens@steunpunt.be  
lies.vermeulen@steunpunt.be

Website www.slachtoffer-hulp.be

Languages accepted:

In correspondence Dutch, English, French

By telephone Dutch, English, French

## BULGARIA

### Supporting Victims of Crime and

### Combating Corruption Foundation

### (SVCCCF)

Stiliyan IVANOV (Chair)  
SVCCC – Foundation  
Sofia 1000  
ul Gen. Gurko 37  
Bulgaria

Telephone (+359) 2-9800262

Fax (+359) 2-9807548

E-mail stopcrimes@abv.bg

Website www.stopcrimesbg@yahoo.com

Languages accepted: English, French, Italian

## CZECH REPUBLIC

### Bílý Kruh Bezpečí (White Circle of Safety)

Petra VITOUSOVÁ (President)  
U Trojice 2  
150 00 Praha 5  
Czech Republic

Telephone (+420) 2 5731 7110

Mobile (office) (+420) 739 039 198

Fax (+420) 2 5151 2299

E-mail bkb@volny.cz

Website www.bkb.cz / www.donalinka.cz

Helpline (+420) 2 5731 7110

24-hour helpline for crime victims

(+420) 2 5151 1313

24-hour DONA helpline for domestic violence

Languages accepted:

In correspondence

English

By telephone

English

## DENMARK

### Ministry of the Environment

National Survey & Cadastre

Rentemestervej 8

DK 2400

Copenhagen NV

Telephone +45 72 54 53 46

Ms Lone Nielsen

Idas All 18, Sanderum, DK-5250 Odense SV

Telephone +45 61 77 74 56

E-mail Inie025@foa.dk

## ESTONIA

### Ohvriabi

Avõ ÜPRUS (Chair)

**Estonia Victim Support** Terje VABO

(Co-ordinator)

Preesi 5/7

10320 Tallinn

Estonia

Telephone (+372) 50 20 857

Fax (+372) 67 33 845

E-mail ohvriabi@ohvriabi.ee

avo.uprus@eelk.ee

Website www.ohvriabi.ee

Languages accepted: English

## FINLAND

### Rikosuhriipaivystys Suomesissa

### (Victim Support Finland)

Petra KJÄLLMAN (Managing Director)

PB 168

00141 Helsinki

Finland

Telephone (+358) 9 6123232

Fax (+358) 9 6123229

E-mail petra.kjallman@rikosuhriipaivystys.fi

Website www.rikosuhriipaivystys.fi

Helpline 0203-16116 (in Finland)

Languages accepted:

In correspondence English, Finnish, Swedish

By telephone English, Finnish, Swedish

## FRANCE

### INAVEM Institut National d'Aide aux Victimes et de Médiation

Jacques CALMETTES (President)  
1, rue du Pré Saint-Gervais  
93691 Pantin Cedex  
France

Telephone (+33) 141 834 200

Fax (+33) 141 834 224

Website www.inavem.org

Helpline 0810 09 86 09 (Crime victims)

0810 012 014 (Parents of runaway,

abducted and missing children)

Languages accepted: English, French

## GERMANY

### Weisser Ring

Gabriele HOLTHAUS

(Chief Executive)

Weberstrasse 16

55130 Mainz

Germany

Telephone (+49) 6131 8303 0

(+49) 6131 8303 28 (Elke Funke)

Fax (+49) 6131 8303 45

E-mail info@weisser-ring.de

holthaus.gabriele@weisser-ring.de

Website www.weisser-ring.de

Helpline 01803 – 34 34 34 (24h/24)

Languages accepted: English, French, German

### Arbeitskreis der Opferhilfen in der

### Bundesrepublik Deutschland e.V.

### (ado) (FRG)

Bastian FINKE

Geschäftsstelle

Perleberger Str. 27

10559 Berlin

Germany

Telephone (+49) 00 3039 407 780

Fax (+49) 00 3039 407 795

E-mail info@opferhilfen.de

Website www.opferhilfen.de

Languages accepted: English, German

## HUNGARY

### Fehér Gyuru Közhasznú Egyesület

András KÖVARI (Chairman)

Dr. László SZILI (Vice-President)

Mrs. Zsuzsa ANDREANSZKY (Secretary)

Szt.István krt.1

H-1055 Budapest

Hungary

Telephone (+ 36 1) 312 2287

(+ 36 1) 472 1161

Fax (+ 36 1) 472 1162

E-mail fehergyuru@axelero.hu

Languages accepted: English, German

**MALTA****Mid-Dlam Ghad-Dawl**

Mark MONTEBELLO (Chair)  
 E-mail montebello@gmail.com  
 Telephone (+356) 9942 8984  
 Pamela HANSEN (Acting Director)  
 E-mail phansen@timesofmalta.com  
 Telephone (+356) 2559 4509  
 Richard SCHEMBRI (Finance Director)  
 E-mail finance@victimsupportmalta.org  
 or richard.schembri@gov.mt  
 Victim Support Malta  
 205/1 Vincenti Buildings  
 Old Bakery Street  
 Valetta  
 Malta

Telephone (+356) 9942 8984  
 Fax (+356) 2180 1205  
 E-mail mfm65@hotmail.com  
 Website www.mddmalta.org  
 Languages accepted: English, Italian

**NETHERLANDS****Slachtofferhulp Nederland**

Jaap SMIT (Chief Executive)  
 Postbus 14208  
 3508 SH Utrecht  
 The Netherlands  
 Telephone (+31) 30 234 01 16  
 Telefax (+31) 30 231 76 55  
 E-mail info@slachtofferhulp.nl  
 Website www.slachtofferhulp.nl  
 Helpline 0900 – 0101  
 Languages accepted:  
 In correspondence Dutch, English, French, German  
 By telephone Dutch, English, German

**PORTUGAL****Associação Portuguesa de Apoio à**

**Vítima (APAV)** Manuel Antonio Ferreira  
 ANTUNES (President)  
 Joao LAZARO (General Secretary)  
 Carmel Rasquete  
 (Adviser & International Liaison Officer)  
 Rua Jose Esteveao, 135A, Piso 1  
 1150-201 Lisboa  
 Portugal

Telephone (+351) 21 358 79 15 (direct)  
 (+351) 21 358 79 00  
 Fax (+351) 21 887 6351  
 E-mail apav.sede@apav.pt  
 Website www.apav.pt  
 Helpline 707 20 00 77 (in Portugal)  
 (Work days: 10h00-13h00 and  
 14h00-17h00)

Languages accepted:  
 In correspondence English, French,  
 German, Portuguese  
 By telephone English, Spanish,  
 French, German

**SERBIA – MONTENEGRO****Victimology Society of Serbia**

Vesna NIKOLIC-RISTANOVIC (President)  
 Victimology Society of Serbia  
 Kolarceva 8  
 11000 Beograd  
 Serbia – Montenegro

Telephone (+381) 11 202 9590  
 Fax (+381) 11 202 9590  
 E-mail vds@Eunet.yu  
 Website www.vds.org.yu  
 Languages accepted: Serbian, English

**SLOVAKIA**

**Pomoc Obetiam Násilia** Jana SIPOSOVÁ  
 (Executive Director)  
 P.O. Box 83  
 820 05, Bratislava  
 Slovakia

Telephone (+421) 2 5263 2496  
 Fax (+421) 2 4363 7302  
 E-mail info@pomocobetiam.sk  
 pomocobetiam@stonline.sk  
 Website www.pomocobetiam.sk  
 Helpline 0850 111 321  
 Languages accepted:  
 In correspondence English, French, Russian,  
 Czech, Polish, Slovak  
 By telephone English, French, Russian,  
 Czech, Polish, Slovak

**SWEDEN****Brottsofferjourernas Riksförbund**

Iva LARSSON (Director)  
 Hans KLETTE (Chairman)  
 Box 11014  
 100 61 Stockholm  
 Sweden

Telephone (+46) 8 644 88 00  
 Fax (+46) 8 644 88 28  
 E-mail boj.riks@boj.se  
 Languages accepted: English, Swedish

**SWITZERLAND**

**Weisser Ring** Carlo HÄFELI (President)  
 Bea COSTA (Contact Person)  
 Postfach  
 CH-8032 Kloten  
 Switzerland

Telephone (+41) 1 422 65 62  
 Fax (+41) 1 382 20 24  
 E-mail info@weisser-ring.ch  
 beacosta@gmx.de  
 Website www.weisser-ring.ch  
 Languages accepted: German, French,  
 Italian, English, Spanish

**UNITED KINGDOM****Victim Support**

**England & Wales** Gillian Guy  
 (Chief Executive)  
 Cranmer House  
 39 Brixton Road  
 LONDON, SW9 6DZ

Telephone (+44) 0207 735 9166  
 Fax (+44) 0207 582 5712  
 E-mail Gillian.Guy@victimsupport.org.uk  
 Website www.victimsupport.org  
 Helpline 0845 30 30 900  
 Languages accepted:  
 In correspondence English, French, German  
 By telephone English

**Victim Support**

**Northern Ireland** Annsgate House  
 70/74 Ann Street  
 Belfast, BT1 4EH

Telephone (+44) 028 9024 4039  
 Fax (+44) 028 9031 3838  
 E-mail info@victimsupportni.org.uk  
 Languages accepted:  
 In correspondence English, French, German  
 By telephone English

**Victim Support**

**Scotland** David McKENNA  
 (Chief Executive)  
 15/23 Hardwell Close  
 Edinburgh, EH8 9RX

Telephone +44 131 668 4486  
 Fax +44 131 662 5400  
 E-mail dmckenna@victimsupportsco.demon.co.uk  
 Website www.victimsupportsco.demon.co.uk  
 Languages accepted:  
 In correspondence English, French, German  
 By telephone English

# Tourist Research Project

Victim Support England & Wales is working as the lead body on a project to investigate the needs of international visitors who fall victim of crime. Funded by the European Commission, research has been conducted in the participating countries, England & Wales, Malta and France by leading victim support organisations.

Victim Support England & Wales, INAVEM and Victim Support Malta have been tasked with identifying the extent and nature of crime against international visitor-victims (IVV), the impact of IVV crime and the needs of IVVs. Finally, each partner will identify the existing services, internally and amongst other community services, to identify whether the existing services' effectiveness meet the needs of IVVs. An investigation into tourist assistance services in Ireland, Holland and Hungary provided the backdrop to examine existing services.

If a gap in service provision is identified, the final reports will include proposed service delivery

models. This will be accompanied by an analysis of the restraints and barriers to developing existing victim assistance services and highlight the necessary funding, resources, process and structural development needed to bridge the gap in service provision.



**Nicola Turner**

Each partner will publish their country-specific report and a Commonalities Report that will bring all three documents together to be presented to the Forum in August 2007 to help inform service development for IVVs in other Member states.

Nicola Turner

## Focusing on young victims of crime

The MUSAS II project – under the Leonardo da Vinci Programme – envisages expanding knowledge about and raising awareness of young people who are victims of crime, thus improving the quality of the services delivered by victim support services across Europe to this particularly vulnerable group.

Accordingly, the MUSAS II project aims to expand the geographical impact of the basic training on young victims of crime, developed in the course of the MUSAS I project.

This involved Portugal, England & Wales, Scotland, France, Belgium (Flanders) and the Netherlands in developing the quality of vocational education and training systems and practices in victim support services and transferring the innovative results of the MUSAS I project to other members of the EFVS.

The countries which have been selected to pilot the basic training on young victims of crime are the Czech Republic, Slovakia, Sweden and Finland, all of which have national victim support services and are members of the EFVS.

Carmen Correia





**Charity information**

**Trustees of the charity  
(who are also Directors of the Company) are:**

**Jaap Smit, Chair  
j.smit@slachtofferhulp.nl**

**Marianne Gammer, Treasurer  
office@weisser-ring.at**

**David McKenna, Secretary  
email direct to: dmckenna@victimssupportsco.demon.co.uk**

**Petra Kjallman  
Dr Lenke Iren Feher  
Faye Farr (until September 2006)  
Astrid Rubbens (from February 2007)**

**For more information please contact:  
Slachtofferhulp Nederland  
(Victim Support the Netherlands)  
Pallas Athenedreef 27  
3561 PE Utrecht  
The Netherlands  
T. +31 30 234 0116**

**info@slachtofferhulp.nl**

**Status And Governing Document: The European Forum For Victim Services is a company limited by guarantee (registered in England number 4325101) and a registered charity (number 1099181). The company was established under a Memorandum of Association giving the objects and powers of the charitable company and is governed under its Articles of Association.**

**Registered Office: Cranmer House, 39 Brixton Road, London SW9 6DZ**