

# newsletter



CAB  
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Capacity building for  
crime victim support



WITH FINANCIAL SUPPORT FROM  
THE EUROPEAN COMMISSION  
DIRECTORATE-GENERAL JUSTICE



Victim Support Europe

## What is Victim Support Europe?

Victim Support Europe (VSE) is an association of European organisations that work with victims of crime.

## What is CABVIS Project?

CABVIS Project is a Victim Support Europe project which arose from the necessity to harmonise responses and services to victims of crime across Europe.

## What can you find in this newsletter?

Final Seminar and VSE Annual General Assembly; Leaflets in several languages; Seminars; Training Manual; Handbook 116006.

## CABVIS PROJECT – LATEST UPDATES

CABVIS means Capacity Building for European Union crime victim support. Insofar, the whole project was designed to provide those who most directly deal with victims (namely police officers, judicial practitioners and victim support workers) with the tools and sensitivity to better deal with them.

In this newsletter you will find an update of what has so far been produced under this Victim Support Europe Project co-funded by the European Commission.

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## A. FINAL SEMINAR & VSE ANNUAL

Every year, 75 million fall victims to crime in the European Union (EU). Roughly 15% of the EU's population is yearly the direct victim of serious criminality.

By themselves these numbers should set victims' needs as a priority to EU's and Member States policies. The most recent EU legislation mirrors this perspective. Will the Member States respond accordingly? And what new challenges arise for national agencies and organizations? What are the cross-cutting issues at stake? All in all, what do these victims really need?

This Seminar attempts to answer all these questions and more. It is especially aimed at judicial practitioners, police officers and victim support workers.

The Seminar **Victims' Rights: a step forward** will be held in Lisbon, in Hotel Olissipo Oriente, in Parque das Nações. It will count with the participation of various renowned speakers, including representatives of European Union's agencies and Victim Support Europe's President, Mr. David McKenna.

Following the Seminar that will take place on the 27th and 28th of September 2012, this year's Annual General Meeting will be held in the same venue on the 29th of September 2012, in the morning. The thorough agenda for this meeting was shared with all VSE's members.

We hope to find you all there!



In order to attend this Seminar, you just have to fill in the form on the Seminar's webpage [www.apav.pt/cabvis](http://www.apav.pt/cabvis).

As a VSE member, your VSO, and therefore its membership, are automatically qualified to attend the Annual General Meeting. But this does not mean you do not have to register for the Seminar itself! Please go to the link and register now.

### Highlighting...

The Seminar **Victims' Rights: a step forward** will take place in Lisbon on the 27th and 28th of September – you are all invited to participate!

This Seminar will be followed by Victim Support Europe's (VSE) Annual General Meeting, on the 29th of September.

## B. TRANSLATED AND UPDATED LEAFLET



As you know, through this leaflet we intended to fill the void of cross border specific materials and write down a leaflet aimed at these particular victims. This leaflet is easy to read, uses “son speak” language, provides case examples to illustrate what is explained, and makes use of bullet points to list victims’ rights.

Written originally in English and kindly revised by Victim Support England & Wales and Victim Support Scotland (both partners to this project), the leaflet was translated into all partner associations’ mother tongues and customized to them.

An opportunity came up to translate this leaflet, into its Victim Support Europe (VSE) specific version, into 32 different languages, including European Union (EU) and non-EU official languages, and among them the native languages of all VSE member associations. This wide range of translations benefit more countries than those of the project partners and furthermore the minority communities within them.

We first launched 17 new languages and are pleased to launch now 6 more. The remaining will be launched in the beginning of August.

### Highlighting...

The leaflet provides information useful for cross border victims;

23 out of the estimated 32 translated leaflets are now ready to be published and were shared with all VSE member associations

## C. NATIONAL SEMINARS



On the 19th of April 2012 the Weisser Ring Germany CABVIS Seminar took place in the German town of Trier. The Seminar entitled **Victims' Rights in Europe** counted with 84 participants, among which were several police officers, lawyers and victim support workers. The Seminar focused on the new Directive on Minimum Standards for Victims of Crime.

The venue was the magnificent Academy of European Law and Ingrid Bellander-Todino, from the European Commission, Professor Dr. Heinz Schöb and Roswitha Müller-Piepenkötter were among the extraordinary panel of invited speakers, who marvelled the audience with their inspiring presentations.

Besides the Plenary Sessions, there were two workshop sessions in worldcafé model. In the first workshop, the groups were divided according to their profession and discussed the same topics.

Before sharing the conclusions of each group's discussion, the partner VSOs that had already held similar Seminars in their own countries (Portugal and Scotland) presented the final conclusions that came out of these prior Seminars.

Finally, the small groups gathered once more, now divided into mixed groups and discussed best practices and ways to move forward in close cooperation between agencies.

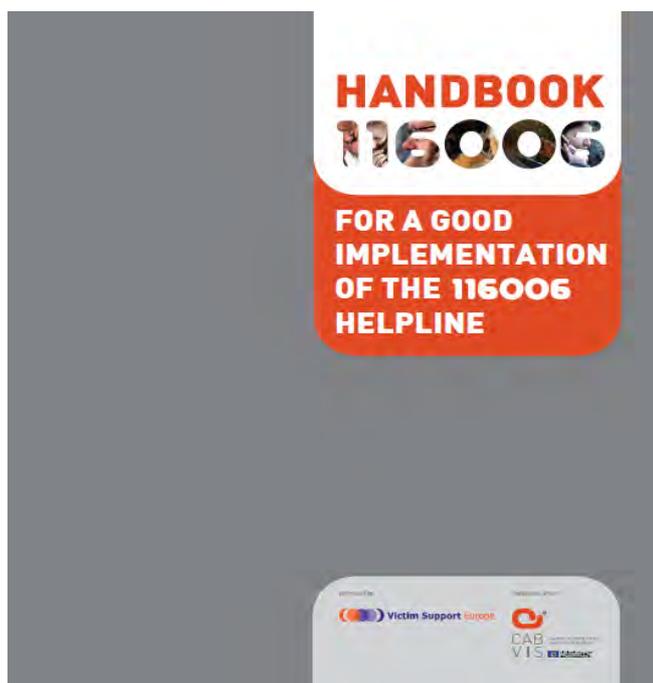


### Highlighting...

The latest CABVIS Seminar took place in April with 84 participants;

CABVIS Seminars are aimed at judicial practitioners and other professionals who deal directly with crime victims.

## C. 116006 HANDBOOK



Earlier in December 2011 we sent you a newsletter revealing the status of national helplines throughout the Victim Support Europe membership.

The results published in that first CABVIS newsletter were extracted from a survey previously launched to which many of you kindly replied. Several best practices came out of your responses to the survey, and were therefore either included in or inspired the handbook we are now pleased to provide you with.

In this handbook you can find information step by step on how you can implement and operate the harmonised number 116006 for victim support. There you can find information on legal background, a swot analysis, best practices and recommendations.

We hope you find this handbook useful and it proves an asset to help you to decide when and how to implement this number.

### Highlighting...

The 116006 is finalised, ready to be sent in pdf format and 100 copies are now being printed for the project partnership;

This handbook gathers relevant information on how to implement and operate the 116006 helpline, based on the experience of the VSOs that already implemented it, as well as organisations that implemented numbers of the same range.

## D. TRAINING MANUAL



As you know, within the project activities, a training manual was developed and is now already available for all in pdf version.

This manual is mainly a collection of training materials developed along the years by different victim VSE member associations. However, some materials are completely new, created especially for this training manual. The new materials are of added value as they fill some gaps assessed throughout time and others created by the challenges brought about by the present EU pack on victims' rights. Insofar, materials focusing on cross border victims and the shift in victims' rights that the new Directive entails are also mentioned.

Since this manual was written before the approval of the EU Directive's final text, we will proceed with its update within due time.

### Highlighting...

A training manual is finalised in pdf and hardcopy (50 hardcopies printed for the partnership);

This training manual is a collection of materials from different VSOs and contains a summary of the changes the new Directive will bring for victims' rights guarantee.

### WHAT'S NEXT ?

CABVIS final Seminar will take place in Lisbon on the 26th and 27th of September, simultaneously with Victim Support Europe's annual general meeting;

The Victim Support England & Wales Seminar took place in London on the 10th of July. We will soon update you on the results of that event;

More leaflets will soon be released! We expect that by the beginning of August all the translated leaflets will be available for your usage. All leaflets will be made available on VSE's website;

Both the training manual and the handbook are ready for you to use them;

The Dutch Seminar is already scheduled as well. The event will happen in Amersfoort on the 20th of September;

Our upcoming newsletter will include information concerning the London Seminar and the Dutch Seminar and much more! The last edition of this newsletter will be a special edition exclusively focused on the Final Seminar and Annual General Assembly of Victim Support Europe.