From our President

Dear Colleagues

Welcome to Victim Support Europe in 2011. Best wishes for a healthy, happy and prosperous year ahead!

Just what an exciting time it is in Europe for victims of crime. Work on the new Directive is well underway and we are delighted to be co-operating with the European Commission and more recently with the Hungarian Government, currently holding the EU Presidency. We are to hold our Annual Conference in May in Moscow, Russia. Soprotivlenie, the Russian victim support is doing a great job of organising what is going to be a very important and enjoyable event. Interest in the work of Victim Support Europe and membership has increased significantly in recent times. We presently have enquiries from Turkey, Greece, Italy, Malta, Croatia and the Netherlands about many opportunities.

The Chief Executive Officers’ Meeting of Member organisations held in Brussels in November last year was a great success and produced many fruitful ideas for the future strategy of VSE. We hope to be in the position to present a draft plan at the AGM in May in Moscow. To underpin our development we have submitted a substantial application for financial support from the European Commission for 2011. We will keep you updated with more news regarding this application in due course.

We were delighted to attend a very special meeting on victims of crime with EU Vice President Viviane Reding towards the end of 2010. There is a very clear message from the Commission that they value and support the work of VSE and its member organisations.

To everyone in victim support in Europe, I want to extend a heartfelt thanks for all your help and support over the past year, it is greatly appreciated. We look forward to working with you all to ensure that 2011 becomes an even more successful year for victims of crime in Europe.

Wishing you all the best,

Yours sincerely,

David Mckenna
President Victim Support Europe
General News

CEO meeting November 15 & 6 2010

As already mentioned by our President, the second CEO meeting of VSE took place in Brussels on 15th – 16th of November 2010. CEOs and representatives from 15 countries joined for two days to exchange information about the current national situation for victims and to discuss the future of Victim Support Europe. It turned out that some of our members are still facing difficult (financial) times. Due to reduced income, either out of funding or out of donations, some organisations even had to close down local offices. Finding new ways of increasing income seems to become one of the most important issues for 2011.

The change in demands of clients enforces our members to also change the services provided. Support is more and more offered through the internet or through other new devices. Operating the 116 number seems more expensive than expected. Some of our members have already implemented the free service number whereas other members are investigating the best way of doing so.

During the strategic session, strengths; weaknesses; opportunities and threats were discussed. The main outcomes related to the long term experience of most of our members and the possibility to exchange experiences and best practices. Lack of financing and the fact that not all EU member states are a member of VSE are seen as possible weaknesses. The new EU directive presents VSE with a lot of opportunities; new organisations taking over the support of (groups of) victims is seen as one of the major threats.

Due to the success of the meeting it is decided that next year a third CEO meeting will be held.

Meeting with Viviane Reding Brussels November 3 2010

Five members of VSE and two external organisations (ENCJ and Ministry of Justice Hungary) attended a high profile meeting with Viviane Reding, Vice-President of the European Commission. It is clear that the European Commission will focus on four issues during the upcoming years:
- Safety and Security
- Communication and Information
- Independent Services
- Laws on the status of victims

It is foreseen that a draft Communiqué will be launched in February and that the new Directive will be presented in May 2010. Victim Support Europe is thinking of organising an event in coordination with the launch of both the Communiqué and the new directive.

Expert meeting Vienna November 12 2010

On the 12th of November 4 experts, Lyane Sautner and Frank Hengeveld attended the first VSE Expert Meeting, which took place in Vienna. It was an honour to meet Joanna Shapland, Marianne Hilf, Marc Groenhuijsen and Michael Kilchling and to exchange first thoughts about the future of VSE. The experts will come together twice a year to advise VSE about:
- Advocacy
- The latest developments concerning the standing of victims within the criminal justice system
- Developing new research projects
- Awarding individuals or organisations for best practices / best research studies

This first meeting mainly focussed on the consultation document sent in to the EU by Victim Support Europe. The consultation document advises the EU to improve the 2001 Framework Decision.
Victim Support Europe Annual Conference 2011 Moscow Russia

Both the President and the Executive Officer paid a visit to Moscow on the 26th and 27th of September to meet our Russian member, Soprotivlenie. During the visit the upcoming Annual Conference was discussed, both the content of the programme as well as the logistical matters related to the event. The conference will take place 25-29 May 2010 and will be titled "25 years of Victim Support Europe – new challenges in Europe". Besides plenary sessions, workshops will take place and participants will be able to socialize during an extensive social programme. The Annual General Meeting will take place on Saturday morning the 28th of May.

New Operating Grant and kick-off Action Grant

To be able to apply for funding from the European Commission in 2011, a new Operating Grant was submitted on the 6th of December. This new Operating Grant aims to improve our services, build up our office in Brussels and hiring new staff. The outcome of the application is expected by the end of March. The approved Action Grant, called CAVVIS (capacity building for victims in Europe), will start in January 2011 and will be managed by APAV. This in cooperation with Victim Support England & Wales, Weisser Ring Germany, Feher Gyuru Hungary, Victim Support Scotland and Victim Support Netherlands. The project runs until December 2012 and includes seminars for the police and legal advisors, development of new leaflets, a handbook “116006 free telephone number” and a closing conference.

Input from members

Austria

Project "Compensation for victims of violence in public boarding schools"

After the creation of the "Independent Commission for the Protection of Victims" offering compensation to victims of violence and sexual abuse in religious institutions during their childhood -- the President of Weisser Ring Austria, Udo Jesionek, is member of this Commission -- the City of Vienna has decided to set up an equivalent programme for persons who have become victims during their stay in public boarding schools. Weisser Ring Austria is leading the project since September 2010. Regardless of the statute of limitation, victims of severe abuse, torture and beating will be offered psychotherapy, free legal advice and compensation. A group of eight experts -- lawyers, a psychologist, a child and adolescent psychiatry expert and ombudspersons for children -- evaluates decides case by case. Most of the persons today are between 45 and 65 years old.

The programme will be accompanied by a historical research.

Czech Republic Bily kruh bezpeci

The Czech Ministry of Justice is preparing a law on victims of crime

The Czech Ministry of Justice has set up a group of experts who will work on a new legislative proposal. The draft of this new law on victims of crime should be introduced in Spring 2011. Four members of BKB are involved in the expert group.
BKB opens a new branch

Bily kruh bezpečí has opened a new branch in Ceske Budejovice (South Bohemia) in September 2010. A team of 24 volunteers is ready to offer support to victims of crime from January 2011 on. These volunteers, who always work as a couple, all have a university degree in law, psychology or in social sciences.

BKB will celebrate its 20th anniversary in 2011

For the year 2011 BKB is preparing a lot of activities concerning the 20th anniversary of the organization. The celebrations will start on the first of January when BKB officially will open its advice centre in the 8th region of the country. In February BKB will have a press conference about the European day of victims. In May BKB will organize the national conference on victims of crime. In September 2011 BKB will celebrate its 20th anniversary with its volunteers and supporters.

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Netherlands

New CEO Slachtofferhulp Nederland

On the first of December Harry Crieaars has started as the new CEO of Victim Support Netherlands. Harry has years of experience as CEO: he has managed Greenpeace Netherlands and the Dutch Alzheimer Institute.

Major case of sexual abuse in Amsterdam

During the start of December it became clear that a major case of sexual abuse had taken place at a number of child care centers in Amsterdam for several years.

After a press conference, given by the major of Amsterdam, more then 500 parents and staff were invited to join informative meetings about the implications of this crime and about possible support to the children and parents involved. Volunteers and paid staff of Victim Support Netherlands were present during and after these meetings to provide the involved victims with practical, emotional and legal support.

Survey amongst volunteers

Recently SHN conducted an extensive survey among her volunteers to learn about their backgrounds, motivation, working experience, stress factors and sense of being appreciated. The results will help to improve volunteer management. More than 600 volunteers participated. The ‘average’ volunteer is a retired, highly educated woman of 62 who feels a strong moral obligation to help people and to spend her free time in a meaningful way. She is quite happy with her caseload and working hours, values highly the support of and appreciation of her team leader and colleagues, and is satisfied with the provided training opportunities. She feels very loyal towards her team and her clients, but regards (central) management as distant and meddlesome. She sees a definite need for improving the communication in the organisation. Not being able to live up to the clients expectations and frustration about the bureaucracy of social and legal institutions are sources of stress, but almost never tip the scale in a negative way. She is very proud of her contribution to the rehabilitation of victims and feels convinced she can make a difference for them. On average she will spend four years as a volunteer. Her age and health are the main reasons she eventually will ‘retire’.
Portugal APAV

ALCIPE Handbook - 2nd edition


In the last decade, Portugal developed its own intervention model for domestic violence. Long has been since this simple designation raised strangeness within the Portuguese population. However, just like then, the problem stays current. Therefore, there is a need to support those professionals and guide them through their procedures in the attendance of victims in their institutions or services.

For these professionals, the ALCIPE handbook was revised and updated with the support of the Government of Azores (Regional Delegation for Equal Opportunities – Regional Office for Labor and Social Solidarity).

Approaching several forms of victimization and several types of victims, the ALCIPE handbook is nevertheless, specially focused on women victims because women continue to be the most substantial group (or even major group) within the victims of domestic violence.

The ALCIPE handbook is a challenge to all the professionals. The aim is to develop further the intervention within the victims of domestic violence in Portugal, paying off now and in the next decade.

Awareness campaign on Violence against Older Persons

Following the International Day of Older persons commemorated on the 1st of October, the Portuguese Association for Victim Support (APAV) launches a prevention and public awareness campaign on violence against older persons in the framework of project Titono – Support to elder victims of crime and violence. Project Titono is financially supported by the Regional Directorate of Health and Montepio Foundation and has as a partner, the Faculty of Psychology of Lisbon of the Universidade Lusófona for Humanities and Technologies.

Cupido was the agency responsible for the conception of the advertising campaign, the production and Audio was conceived by Made in Lisbon, Sputnik and DizPlay and the Sean Riley & The Slowriders were in charge of the soundtrack for the advertising films. YoungNetwork is the partner agency for communication advisory and public relations.

The main aim of this campaign is to alert for violence against older persons as a serious social problem, in its various manifestations. Furthermore, by applying existent crimes as an example in the production of different materials we then count on the collaboration of different media entities for dissemination activities and public awareness.

To emphasize that APAV launches this campaign based on statistical data that indicate that in 2009, 639 older persons were victims of violence. This means that circa 13 per week (average, 2 per day). Other conclusion is that their children are the main aggressors of parents (37.2%), mainly with a male profile (69.9%) and with ages between 36 and 64 (30%).

Link to the video on youtube: http://www.youtube.com/watch?v=2R9fzUUXkxk&feature=player_embedded
“In Memoriam” of the victims of terrorism in Europe

In the extent of the Seminar “Victims of terrorism in Europe” on the November 22nd, APAV carried on a ceremony in memoriam of the victims of terrorism in Cais das Colunas, Praça do Comércio, Lisbon. This homage had a symbolic moment of great emotion when several institution representatives involved in this project (as well as the many victims who gave their testimony during the seminar) scattered olive leaves into the Tagus River.

According to José Felix Duque - the manager of project PAX/ chief of the Portuguese delegation in the European Network of victims of terrorism - “this seminar was a great opportunity to discuss important issues on the support of victims of terrorism in the European Union. While gathering specialists from the various member states, it was equally an opportunity to hear out loud the testimony of several victims and their families, discussing what turned out to be one of the main and most interesting topics - the comprehension of (and sometimes ambiguous) complex relation between media, terrorism and the victims”.

This seminar was organized by APAV - Portuguese Association for Victim Support, in cooperation with the Network of Associations of Victims of Terrorism, following the activities of Project PAX, co-financed by the European Commission - Program Prevention of and Fight against Crime. It was integrated within the General Security and Freedom Protection Program counting upon its partnership with the National Republican Guard, Public Security Police, Victim Support Scotland and Victim Support Malta.

APAV - 20 years listening and supporting victims of crime

In order to end the celebrations of the 20th anniversary of APAV, we promoted a guerrilla marketing event in partnership with the agency Torke. In this event, a giant ear was placed in two central streets of Lisbon and APAV volunteers called for people to leave a message supporting our mission.

Russia Soprotivlenie

September 2010

1. Psychologists of Soprotivlenie (Victim Support Russia) have started a program on the prevention of abuse and violence at schools and held a workshop “Child trauma in the educational process” for experts in educational and social work, psychologists, and teachers of educational institutions of the Northern Administrative District of Moscow.
2. Soprotivlenie is an operator of the Presidential Grants

In 2010 a significant number of project proposals were sent in to apply for a presidential grant. All proposals aimed at specific legal support for citizens. Soprotivlenie received 412 applications, of whom 396 participated in the contest. A total of 74 organizations have been awarded a Grant.

Oktober 2010

1. Soprotivlenie opened a Hot line (+7 499 252 8363) for children to prevent violence against children and child abuse.
2. Establishment of a National Center for missing and affected by crime children in Russia.
The initiative to establish the center was discussed on October 4 at a meeting of the Interdepartmental Commission for the preparation of proposals on the coordination of the protection of minors under the leadership of the Ombudsman for Children's Rights of the Russian Federation Mr. Astakhov. The commission was installed in May 2010 by order of the Presidential Administration. The main activities of the commission were divided between three working groups. The second group under the leadership of Olga Kostina specializes on analyzes of interaction between state and civil society organizations in protecting the rights of minors.

During the press conference on the 12 of October Olga Kostina talked about the concept for developing the Russian Center for missing and exploited children.

3. An award for Soprotivlenie
The Investigative Committee of the Russian Federation has awarded the management of the human rights movement "Soprotivlenie" medals and diplomas for effective collaboration and support.

The head of the Investigative Committee Mr. Bastrykin awarded the chairwoman of Soprotivlenie Olga Kostina and the General Director Ilmira Malikov medals "For assistance". A diploma was awarded to the coordinator of the partnership and research programs Maria Yanshina.

In 2009, "Soprotivlenie" organized and conducted a series of seminars in the regions of Russia for law enforcement forces, in particular investigators on investigation and prosecution of crimes against minors.

4. A workshop about "Children's psychological trauma in the educational process" took place called "Are there the ways out?". The workshop was held by our psychologists and was given to psychologists and experts in educational and social work of the department of education in Moscow.

November

1. Public Council of the Department of Internal Affairs
   At the office of Soprotivlenie a public reception of the Public Council of the Municipal Department of Internal Affairs of the city of Moscow was been opened (every Thursday from 5 pm till 7 pm)

2. Expertise and analytical work
   Our organization has sent an analysis and several proposals on issues related to state protection of victims and witnesses of crime to Mr. Nurgaliyev – the Minister of Interior of Russia, taking into account the regional practices of the Federal Law "On state protection of victims, witnesses and other participants within the criminal justice system, government programs related to safety and established rules of security measures. It also involves a relocation of a protected person to another place of residence for victims, witnesses and other participants within criminal proceedings.

3. Activities took place to attract public attention to the victims issues by means of participation in TV and Radio broadcasts

4. "Safety of educational environment" – a workshop lead by our psychologists for the experts of the department of education in Moscow

5. International events and conferences that took place of were attended:
   3.09 Presentation of publications developed by experts from Soprotivlenie at the stand of the Information Office of the Council of Europe and the Office of the High Commissioner within the framework of XXIII Moscow International Book Fair 2010.
   5.10-7.10 Conference “Report or not report” in Edinburgh (Victim Support Scotland)
   18.10 Roundtable with colleagues from "Weisser Ring" about the International practice of protection of victims and witnesses rights. Cooperation between the law enforcement forces and NGOs.
21.10 Meeting at our office with a delegation of the U.S. Embassy in Moscow, headed by special envoy, Ambassador At Large Office to Monitor and Combat Trafficking in Persons, Mr. Luis CdeBaka.

9.11 Franco-Russian Conference “Protecting children from violence” organized by the Council of Europe, Ombudsman for Children’s rights of Russia, the French Embassy in Russian Federation and by the organizers of the Conference “Report or not report” in Edinburgh;

December 2010

Currently we are working on:
- Preparations for the annual award “Choice” The forth ceremony of the annual award ‘Vybor’ (Choice) for civil courage in resisting crime, which will be held on December the 13th. The award was established by Soprotivlenie movement and NTV TV-company in 2007.
- Our report for the 5th anniversary of “Soprotivlenie”, which we will celebrate in December 2010

Victim Support England and Wales

Crime victims being marginalised says sentencing report

Victim Support have brought out report (attached) drawing on new research which we have conducted with victims and witnesses to outline for the first time what victims think about sentencing, and how the justice system could be made to work better for victims and witnesses. It was written to coincide with the publication of the British Government’s Green paper Breaking the cycle: effective punishment, rehabilitation and sentencing of offenders. http://www.justice.gov.uk/consultations/breaking-cycle-071210.htm which is consulting until March 2011 and sets out plans to reform English sentencing policy and create what the Secretary of State for Justice Ken Clarke has described as a “rehabilitation revolution”.

Victim Support finds that the justice system in England & Wales often marginalises victims and witnesses by failing to explain sentencing decisions to them, provide the compensation they deserve, or involve them in sentencing through the Victim Personal Statement and Restorative Justice.

The report calls for concrete measures to be introduced to improve the justice system for victims and witnesses. Key recommendations include:

- sentencing should be reformed to make it more effective and robust, and deliver what victims of crime really want – punishment which prevents reoffending;
- Every victim should have sentencing decisions explained to them clearly;
- Every victim should be helped to make a Victim Personal Statement so that they can put on record the effect which the crime has had on them and their family;
- The compensation system needs to be reformed so that victims can be sure of receiving the compensation which they have been awarded by the courts. The Government should establish a fund to pay court ordered compensation up front so that victims do not suffer if offenders fail to pay; and
- Restorative justice should be invested in, and more widely piloted, as a victim-led process.

Public more willing to give their time to help animals rather than bereaved people

People in England and Wales are more likely to volunteer to help animals and wildlife than give time to help people bereaved by homicide or
road death according to research conducted for Victim Support.

The research coincided with the launch of the charity’s campaign to recruit and train 450 new volunteers to its homicide service.

The research by Opinion Matters found that:

- 30% of people would volunteer their time for animal and wildlife charities, compared to just 1 in 5 (20%) who said that they would volunteer to help people bereaved by murder, manslaughter or dangerous driving.

- 26% would volunteer to help people with disabilities.

- 22% said they would give their time to support the underprivileged, while 21% would volunteer to help disadvantaged young people.

The homicide service has been up and running for just over six months and offers specialist support and help to people who have been bereaved through murder, manslaughter and death by dangerous or careless driving.

**Victim Support Scotland**

In the beginning of October 2010, Victim Support Scotland hosted its first international victimology conference called “To report or not report – the choice facing victims”. The conference was a resounding success and attracted an international audience from more than 20 countries. Cabinet Secretary for Justice Kenny MacAskill opened the conference by hosting a drinks reception in the Grand Hall at Edinburgh Castle where he praised VSS’s initiative in bringing people together to discuss the important issue of quality services for victims. The President of Victim Support Scotland, HRH the Princess Royal attended an evening reception at Edinburgh’s Dynamic Earth where she met the conference delegates. During the 3-day conference, a wide range of plenary speakers, for instance Viviane Reding, Vice-president of the EU Commission; Owen Sharp, Interim Chief Executive of Victim Support England & Wales; and Dr Mark Groenhuysen, professor of Law at Tilburg University, shared their experiences and views with the conference delegates. There was also a wide range of workshops offered, covering many different aspects of victim issues and how to ensure provision of quality services to victims and witnesses in the aftermath of crime.

On the 18th of Nov 2010 Victim Support Scotland launched its 2011-2015 manifesto entitled “No Going Back”. At the launch, held in the prestigious Signet Library, VSS Chief Executive David McKenna told Members of the Scottish Parliament and representatives of organisations involved in criminal justice that the manifesto was intended to set the debate ahead of the Scottish Parliamentary elections in May 2011. The Manifesto highlights particular areas where victims’ rights are currently not fully respected and gives suggestions to politicians how to make Scotland a better place for victims and witnesses of crime. The value of immediate victim support services was underlined by two victims who attended the manifesto launch to speak of their experiences. Anita, 32, told of her years as the victim of mental and physical abuse by her then husband while Magdeline spoke of being attacked, robbed, bound and dumped in the boot of her car where she was left for dead and spent 10 days in the dark and cold. A detailed breakdown of the key points of the manifesto was presented by Senior Research and Policy Officer Frida Petersson Wheldon who said that a central intention of the document was to bring back the focus of the criminal justice to the people caught up in the process rather than the process itself.
The main political parties have given their support to the changes suggested in the Manifesto and two of the largest parties have published separate plans to introduce new Victim legislation if they are elected.

The Scottish Government has published its suggested framework for action regarding how to ensure better outcomes for victims. The consultation was circulated to stakeholders for comments, and a Victim Summit, attended by CEO David McKenna and Deputy CEO Susan Gallagher, was set up on the 17th of January 2011 to discuss and give suggestions to future developments and advancements in Scottish victim policy.

As part of European Victims Week 2011, Victim Support Scotland is holding a one-day conference on the theme of Volunteering and Community Issues. Cabinet Secretary for Justice Kenny MacAskill will be the keynote speaker at the conference, to be held on Friday, February 25, 2011. Other speakers will include Victim Support Scotland’s Chief Executive David McKenna and the Chief Executive of SCVO, Martin Sime.

Victimology Society of Serbia

The First annual conference of the Victimology Society of Serbia - Victim’s rights and the EU: the challenges of providing victim support, was held in Belgrade, on the 11th and 12th of November 2010. The conference aimed at bringing together experts and researchers who are dealing with victim’s rights and support to victims of violence and other types of crime, and at providing a comprehensive exchange of experiences and knowledge. Also, the goal of the conference was to examine the position of the Republic of Serbia in relation to the legal framework of the European Union, as well as to point out possible directions for further harmonization of national legislation regarding victims.

The conference brought together over 90 participants from Serbia, the region and countries in Western Europe. A Book of Abstracts of papers presented at the Conference is available on our web site: http://www.vds.org.rs/File/PravaZrtavaTekstKnjiga2010Sr.pdf.

At the twelfth annual Assembly of the Victimology Society of Serbia, which was held on the 12th of November 2010 in Belgrade, Victimology Society of Serbia assigned the traditional annual awards: An award for contribution in improving victims’ rights; An award for contributions to the development of non-conflict and comprehensive approach to dealing with war and war crimes called “Third Way” and an award for a talented young researcher.

The training Mobbing - definition, victim support, legislation and possibility of using mediation was done by the Victimology Society of Serbia (VDS) three times in the past three months. The program of the training intends to introduce the basic terms, characteristics and causes of mobbing. It also provides the knowledge necessary for offering adequate treatment to victims, including knowledge on victimization, victimization risks, victims’ needs, victim support and assistance, using new legislation and mediation.

Victimology Society of Serbia, in cooperation with the University of Tilburg (Netherlands), Institute for Human Rights Ludwig Boltzmann (Austria), University of Deusto (Spain) and the University of Craiova (Romania), is implementing a research projects against trafficking for labour exploitation. The aim of this project is to find the extent of human trafficking for the purpose of labour exploitation, how these cases are prosecuted and which forms of protection there are available for victims. Another aim of the project is to find out in what manner and how effectively cross-border cooperation
of public authorities could be achieved, especially of the police, courts and prosecutors in cases of trafficking for labour exploitation.

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Weisser Ring Germany

On the 22nd of June The Council of Europe Parliamentary Assembly’s (PACE) Committee on Social Affairs held a hearing in Strasbourg on "Child abuse in institutions: ensuring full protection of the victims", in the framework of the preparation of a report on the subject by Marlene Rupprecht (Germany, SOC).

On behalf of VSE Helgard van Hüllen attended the hearing, together with Massimo Introvigne, Sociologist (Vatican City) ; Marian Shanley, Member of the Commission to Inquire into Child Abuse (Ireland) and Christine Bergmann, Special Representative on Cases of Child Abuse (Germany).

The report, drafted by Marlene Rupprecht (Germany, SOC), expresses its concern about the "lack of committed action" which has sometimes been observed when it comes to dealing with offences against minors. It recommends that European governments ensure legislative protection by providing *ex-officio* prosecution in cases of child abuse in any context, defining it as illegal and excluding certain practices with regard to the punishment of minors in institutions which are contrary to their dignity and rights.

The Committee also calls for reinforcing rules and modalities for the external supervision of various institutions, notably ensuring that institutions are never run and supervised by the same authority. It also advocates the setting up of neutral and independent bodies that children can turn to "whenever they fear they may become victims".

The adopted text calls on the Council of Europe member states to sign on the and ratify the Convention on the protection of children against sexual exploitation and sexual abuse, and invites public authorities and national parliaments to join in the Council of Europe’s campaign to stop sexual violence against children, which has been launched in Rome on the 29th and 30th of November 2010.

Colofon

The Victim Support Europe newsletter exists to inform all Victim Support Europe members about recent developments, research, documents for collective use and training materials. Victim Support Europe members have the opportunity to contribute to this newsletter as follows: every member organization appoints one contact person. This contact person compiles information for the newsletter and communicates this to the editor. This contact person is also responsible for spreading the newsletter through his or her own victim support organization after he or she received the newsletter.

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