

newsletter



CAB
VIS

Capacity building for EU
crime victim support



WITH FINANCIAL SUPPORT FROM
THE EUROPEAN COMMISSION
DIRECTORATE-GENERAL JUSTICE



Victim Support Europe

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 is Victim Support Europe?

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

What is the 116006 number?

116006 was a number reserved by the European Union for the creation of a specific helpline for cross-border victims in each Member State.

VICTIM SUPPORT HELPLINES CURRENT STATE

The implementation of 116006 helplines has already begun and gathering information on the current state of existing helplines was the objective of a survey conducted to every Victim Support Europe organisation.

This newsletter brings up the most important findings to light.

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CURRENT SCENARIO

Chart 1. Type of existing helpline in VSE member

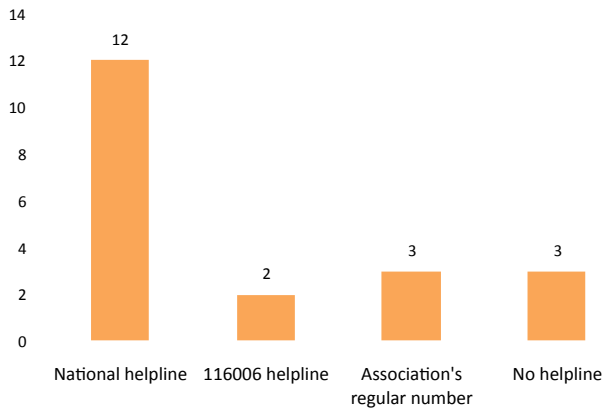


Chart 2. Helpline working period



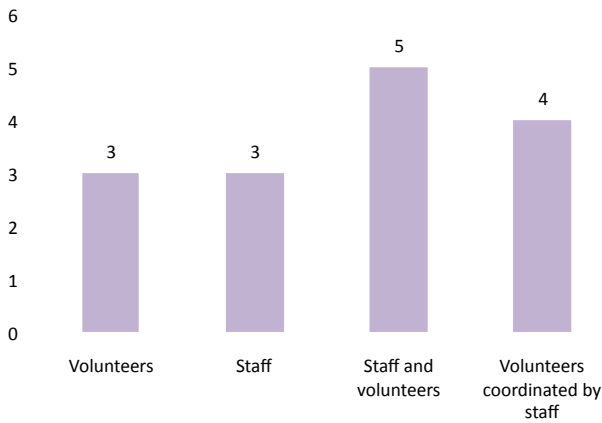
In what concerns the out-of-hours system, **seven organisations have voice mail activated**, two (VS Denmark and Pomoc Obetiam Násilia) have volunteers working at home with cell phones, one (VS Sweden) has less volunteers working at the office outside regular working hours, and four (INAVEM, Slachtofferhulp Nederland, VS Malta and Rikosuhriavystys) have another type of out-of-hours emergency system. INAVEM, Pomoc Obetiam Násilia and Rikosuhriavystys have two types of out-of-hours system. Three organisations (Bily kruh bezpeci, VS Scotland and Helpline Ireland) did not answer this question. Of the fourteen victim support organisations who answered this question, **twelve answer the calls in the organisation's office.**

In most of VS organisations (12), the operation of the helpline is delegate to volunteers, whether solely (APAV, VS Denmark and Weisser Ring Germany), in conjunction with staff (VS Scotland, VS Sweden, Slachtofferhulp Nederland, Pomoc Obetiam Násilia and Rikosuhriavystys), or coordinated by staff (Helpline Ireland, Weisser Ring Austria, VS England & Wales and Victimology Society of Serbia). In the remaining three organisations it is members of staff who operate the helpline.

Highlighting...

- The great majority of VS organisations manage a national helpline;
- Most organisations operate their helpline only on week-days;

Chart 3. Human resources operating the helpline



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Chart 4. Type of out-of-hours system



Highlighting...

- Volunteers are the major workforce operating VS helplines;
- Most organisations have a voice-mail activated during out-of-office hours;
- The vast majority of VS organisations answer calls from their own offices.

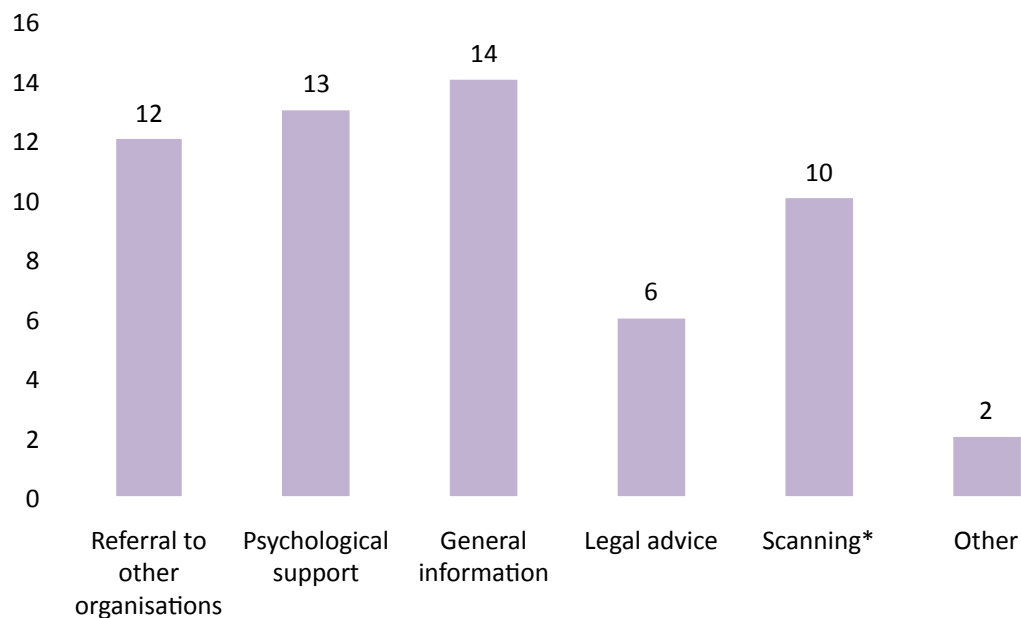
Highlighting...

- Every helpline provides general information;
- Most helplines provide psychological support and refer calls to other organisations.

In the question related to the type of services provided by helplines, organisations could check as many services as applied. **Every organisation helpline provides general information.** All but VS Malta's helpline provide psychological support. Every helpline except APAV and VS England & Wales' refer calls to other organisations. Ten helplines scan the calls and refer them to adequate victim support workers, and six (Bily kruh bezpeci, Weisser Ring Austria, INAVEM, Slachtofferhulp Nederland, Pomoc Obetiam Násilia and Rikosuhriavystys) give legal advice. In addition, Bily kruh bezpeci and Slachtofferhulp Nederland provide other types of non-specified services.



Chart 5. Type of services provided by helplines



Highlighting...

- The great majority of calls last between 5 to 15 minutes;
- The greatest concentration of calls happen during work-days.

Six organisations reported an average duration of calls between 5 and 10 min. Six organisations (Bily kruh bezpeci , Helpline Ireland, Weisser Ring Austria, Slachtofferhulp Nederland, VS Malta and Rikosuhripaivystys) **mention calls lasting on average between 10 and 15 min**, and two (APAV and VS Denmark) report their average duration calls as 15 to 30 min.

The majority of organisations (8) did not specify the time of day when there was a greater concentration of calls. VS England & Wales specified nights as the period of major concentration of calls, and Weisser Ring Austria and Rikosuhripaivystys mentioned afternoons. Work day mornings was the time of the day reported by VS Scotland, Slachtofferhulp Nederland and Pomoc Obetiam Násilia as having the greater volume of calls.

Chart 6. Average duration of calls

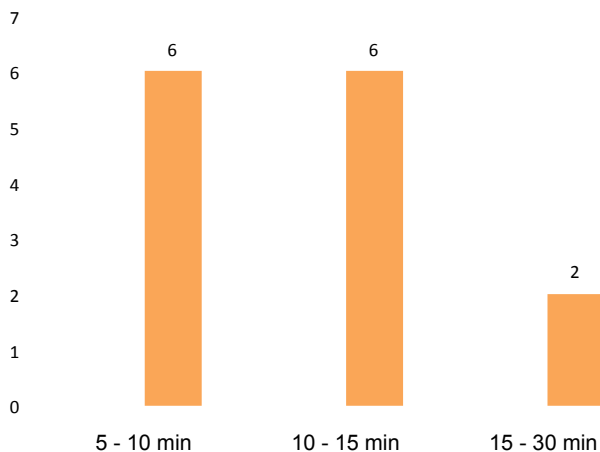
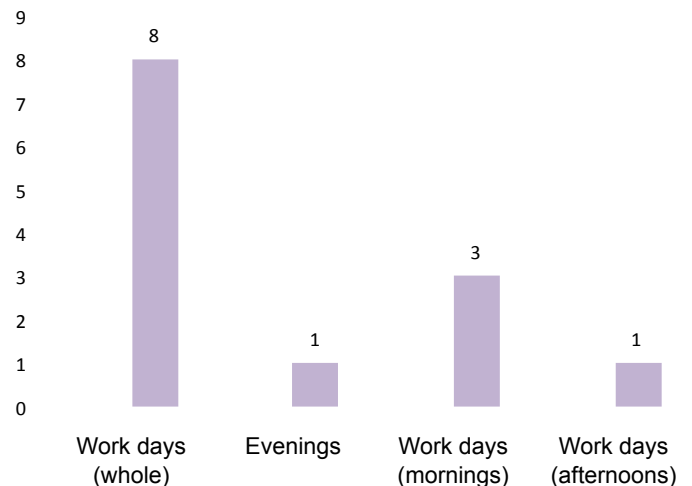


Chart 7. Period of greater volume of calls



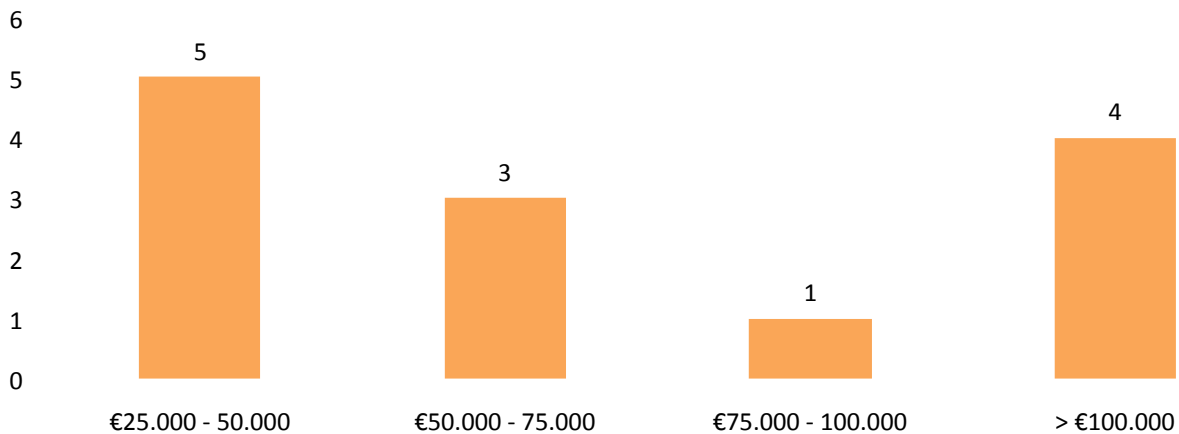
FUNDING AND HELPLINE COSTS

Chart 8. Helpline funding entity



In the question concerning how is their helpline funded, organisations could check as many options as applied. **The State is the most common contributor to the helpline funding (7).** Besides the State, Bily kruh bezpeci and INAVEM's helplines are funded by private investors, and Brottsofferjourernas Riksförbund (Sweden) and Slachtofferhulp Nederland add a contribution from the organisation's budget. Five organisations (APAV, VS Scotland, Weisser Ring Austria, VS Malta and Weisser Ring Germany) fund their helplines solely through the organisation's budget. Pomoc Obetiam Násilia and Rikosuhriavystys fund

Chart 9. Annual cost of helpline



Annual costs of helplines vary widely across surveyed organisations. Eight organisations mention annual costs ranging between €25.000 to 75.000, while the remaining five report annual helpline costs of over €75.000.

Highlighting...

- The State is the most common source of funding for helplines, followed by the organisation's own budget;
- 9 organisations mention annual costs between 25.000 and 100.000 euros with their helpline.

THE VOICE OF EXPERIENCE...

Feedback on the already implemented 116006 helplines

In what concerns the major obstacles faced by organisations in the implementation of the 116006 helpline, only four organisations (VS Scotland, Helpline Ireland, VS Denmark and Slachtofferhulp Nederland) voiced their experience. **Obstacles related to logistics were the ones most mentioned (3)**. The issue of who pays for the calls was also pointed by two organisations (Helpline Ireland and VS Denmark) as affecting the process of implementation. Slachtofferhulp, with an operating 116006 helpline, was the organisation which mentioned the higher number of concerns (3: funding, staff, and logistics). Helpline Ireland, also with an operating 116006 helpline, points to a particular difficulty in advertising the number.

Four organisations mentioned the ways used for the dissemination of their 116006 helpline: Weisser Ring Germany, Helpline Ireland, VS Denmark and Slachtofferhulp Nederland. The last two answered that they had not yet initiated the advertisement of the number. Helpline Ireland mentioned the five mediums through which they are disseminating the 116006 number: media, police, website, leaflets and posters. Weisser Ring Germany advertises its 116006 number through the media and through network-partner contacts of local volunteers.

Chart 10. Difficulties in the 116006 implementation

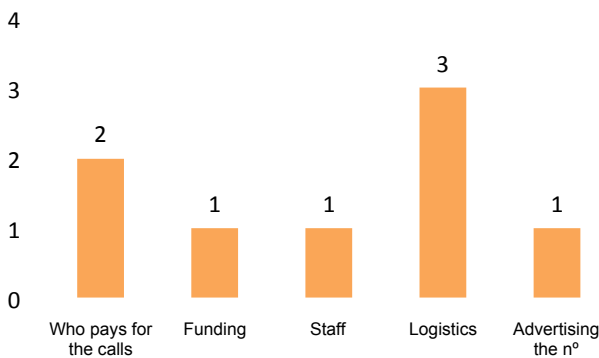
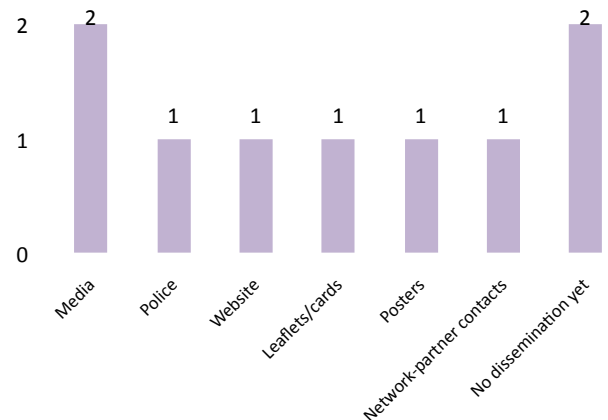


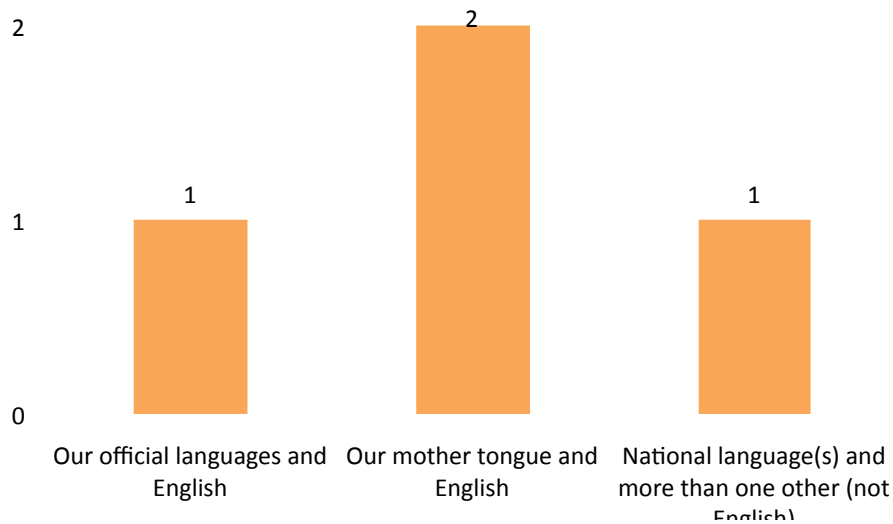
Chart 11. Medium of advertisement of the 116006 helpline



Highlighting...

- Logistics is the main obstacle encountered by the organisations who have already implemented 116006;
- The dissemination of the number was not initiated by 2 organisations yet, but the remaining 2 have used diverse mediums.

Chart 12. Languages used in the 116006 helpline



An attempt was made to attest the number of languages used in the 116006 helpline in the organisations which already operate one or which are in the process of implementing it. The relevance of this question is understandable because the 116006 number is a harmonised number specifically for tourist victims or cross-border victims. Four organisations replied to this question. Helpline Ireland operates the 116006 helpline in English, Gaelic and more than one other language. Slachtofferhulp Nederland operates 116006 in its national languages and English. VS Denmark will run the 116006 helpline in Danish and English. Weisser Ring Germany operates its 116006 helpline in German and English. In addition, Brottsofferjourernas Riksförbund, currently in the process of implementation of 116006, stated that it operates its national helpline in 22 different languages, implying that the same system might be used when 116006 is fully operating.

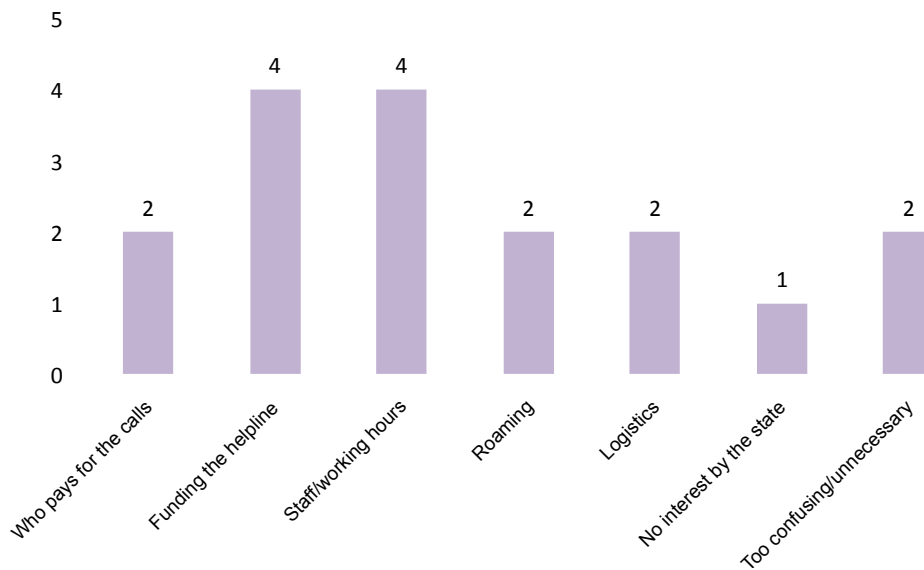
Annual cost of 116006 helpline: This question is quite relevant since it allows VS organisations to estimate the costs of a future implementation of 116006 helpline, based on the reported costs of current 116006 helplines. Only Slachtofferhulp Nederland, VS Denmark and Weisser Ring Germany replied to this question. The first organisation reported annual **costs between 25.000 and 50.000 euros**, while **VS Denmark stated costs of more than 100.000 euros** per year. **Weisser Ring Germany reported costs between 50.000 and 75.000 euros** per year. It should be highlighted that VS Denmark is currently negotiating the implementation of the helpline, and that Helpline Ireland, the other organisation currently operating a 116006 helpline, has not replied to this question.

Highlighting...

- Existing 116006 helplines are operated in the national language(s) as well as English;
- Outsourcing was only needed in one case;
- Reported annual costs of 116006 helplines range from 25.000 to more than 100.000 euros.

CONCERNS OVER 116006

Chart 13. Concerns over the implementation of the 116006 helpline



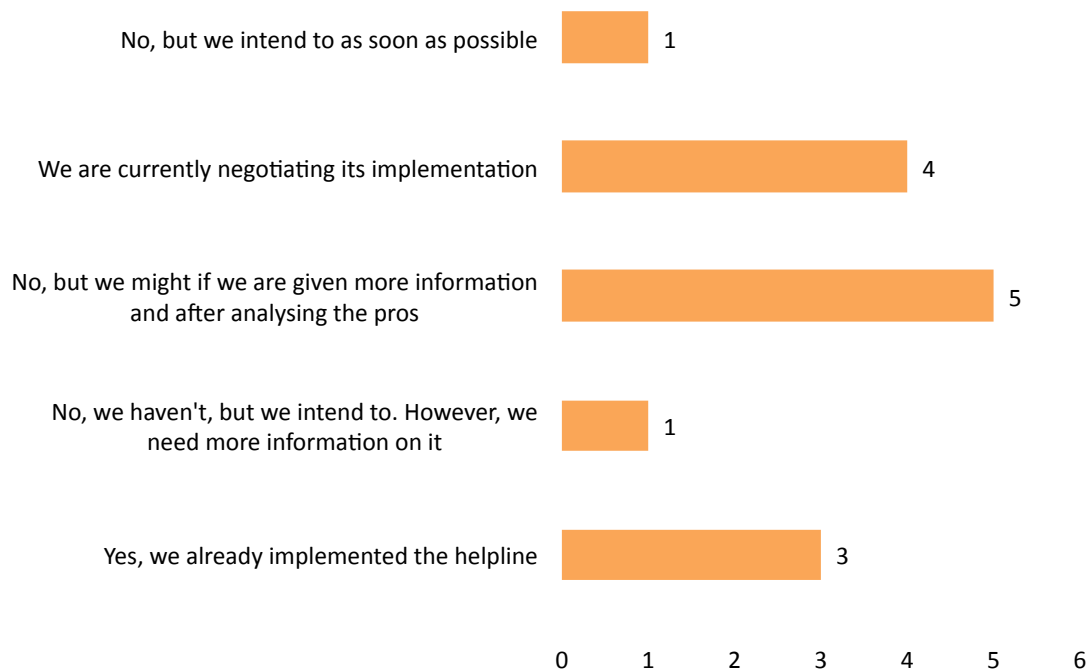
Which concerns were expressed by organisations relating to the implementation of the 116006 helpline in their own country? Six organisations (VS Scotland, VS Denmark, Pomoc Obetiam Násilia, Helpline Ireland, Slachtofferhulp Nederland and Weisser Ring Germany) did not reply to this question; the first two probably due to their being in the negotiating phase, and the last two because the helpline is already running in their countries. The concerns mentioned more often were funding the helpline (4) and the staff and working hours (4). VS England and Wales was the organisation which expressed more concerns (who pays for the calls, funding, staff/working hours, roaming and logistics). Two organisations (INAVEM and Weisser Ring Austria) mention their concern that adding a further helpline number for victims would be too confusing and/or unnecessary.



ON A BRIGHTER NOTE...

Despite the concerns expressed by the VS organisations, **every one of them has expressed their willingness to at least consider a future implementation of the 116006 helpline in their own country.**

Chart 14. Prospects for the implementation of 116006 helpline



The report with the results from this survey will be added to the upcoming '116006 implementation handbook', a good-practice manual that will expose the pros and cons of this helpline, with the intent to help countries decide whether the implementation of 116006 is advantageous.