

*Under the High Patronage of  
Mr Emmanuel MACRON  
President of the French Republic*



**VICTIM RECOVERY:  
A ROAD OF MANY ROUTES**

**Victim Support Europe**  
*Annual Conference 2019*



# Summary

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# VSE Annual Conference 2019

## Victim Recovery: A Road Of Many Routes

**France Victimes and Victim Support Europe are delighted to welcome you to the Victim Support Europe 2019 Annual Conference – Victim Recovery: A Road of Many Routes.**

The Conference is a major international event bringing together the key players working with victims of crime. Between 200 and 250 participants from victim support organisations as well as practitioners, researchers, experts, academics, government officials and criminal Justice officials attend annually.

The theme of this year's event is an opportunity to discuss the different routes victims can take to reach recovery and resilience. Innovative ways have been developed for victims to get justice, and numerous paths can be followed by the victim to reach support and recovery. This event will be the occasion to exchange best practices and experiences related to the many forms support that exist and how it is provided to victims.

This year's Conference will focus on all victims of crimes. During workshops it will also have a specific focus on victims of hate crimes, terrorism, cybercrime, sexual violence, and on emergency and victims of collective events. It will also aim at developing our understanding of victims' vulnerability, developing victim-oriented justice systems and also on developing effective support services.

# Programme (English)

**DAY 1**

Wednesday 12 June 2019

08:00 – 09:00 **Registration**

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09:00 – 09:10 **Welcome Speeches**

João Lázaro, President, Victim Support Europe

Maryse Le Men Régnier, President, France Victimes

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09:10 – 09:40 **Introduction**

Romain Ruiz, former high-level athlete, victim of the terrorist attack of 13 November in Paris

Joëlle Milquet, Special Adviser to the President of the European Commission for the compensation of victims of crime

Chantal Cutajar, Deputy Mayor of Strasbourg

Katarzyna Janicka-Pawlowska, European Commission DG Justice

Nicole Belloubet, Minister of Justice (France) - *video*

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09:40 – 10:00 **Key Note Speaker**

Catherine Rossi, Professor of Criminology, Laval University, Quebec City (Canada)

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10:00 – 11:00 **Plenary I – Discussion Panel: What are the New Approaches to Justice**

- **Juries in sexual and domestic violence trials: time for a change?**

Tom O'Malley, barrister (Ireland)

- **How to enhance judicial cooperation to allow victims to attend trials abroad?**

Elisabeth Pelsez, Inter-ministerial delegate for victim support (France)

- **Reducing secondary victimisation during trial**

Frédéric Almendros, prosecutor (France)

Ellen O'Neill-Stephens, Courthouse Dogs Foundation (USA)

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11:00 – 11:20 Coffee Break

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11:20 – 12:50 **Workshops - Session I**

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12:50 - 14:15 Lunch & Visit of the Parliament

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14:15 – 15:15 **Plenary II – What are the Routes to Support?**

- **What do we mean by National Support Systems?**

Levent Altan, Executive Director, Victim Support Europe

- **Rescuers: incorporating a victim focus into your profession.** St phanie Tom , expert psychologist at SDIS 68, National Federation of France’s Firefighters (France)

- **Remote support: the example of victim support helplines**

Mafalda Val rio, Project Manager, APAV (Portugal)

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15:15 – 15:35 Coffee Break

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15:35 – 17:05 **Workshops - Session II**

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17:05 – 17:15 **Close of Day 1**

Richard Olszewski, Vice President of Victim Support Europe and Vice President of France Victimes

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17:45 - 19:00 Boat tour (departure from the European Parliament)

20:00 Dinner at Strasbourg's City Hall

# Programme (English)

**DAY 2**

Thursday 13 June 2019

08:00 – 09:00 **Registration**

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09:00 – 09:10 **Introduction**

**«Human rights in action? Women as victims of partner violence»**

Albin Dearing, Programme Manager Research - Criminal Law and Criminal Justice, EU Fundamental Rights Agency.

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09:10 – 10:30 **Plenary III – What are the Routes to Recovery?**

- **Which psychological assistance for which victim: assessing needs and making available different types of support.**

Bruno Brito, Psychologist, Manager of RAFAVHVT, APAV (Portugal)

- **How to find the right psychologist for you: developing networks of experts.**

Thierry Baubet, French National Resources and Resilience Centre (France)

- **Maximising recovery in restorative justice: working with a support focus.**

Héloïse Squelbut, French Institute for Restorative Justice (France)

- **Transforming our compensation systems for victims.**

Ruth Shrimpling, Policy Officer (Victim Support Europe)

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10:30 – 11:00 **Coffee Break**

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11:00 – 12:30 **Workshops - Session III**

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12:30 – 13:30 **Lunch**

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13:30 – 15:00 **Workshops - Session IV**

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15:00 – 15:30 **Coffee Break**

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15:30 – 17:00 **Plenary IV – Interactive Session – Achieving a High Quality of Support**

- **How do we achieve high quality services?**

Jérôme Bertin, Executive Director of France Victimes (France)

Levent Altan, Executive Director, Victim Support Europe

- **Services to victims by victims: peer-helping.**

Alain Boulay, APEV, Support for Parents of Missing Children

Pierre-Etienne Denis, FENVAC, National Federation of Victims of Catastrophes

Guillaume Denoix de Saint Marc, AFVT, French Association of Victims of Terrorism

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17:00 **Close of the Conference**

João Lázaro, President, Victim Support Europe

Maryse Le Men Régnier, President, France Victimes

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20:00 **Guided tour of “la Petite France” (center of Strasbourg) and dinner**



# Programme (Français)

**JOUR 1**

Mercredi 12 Juin 2019

08:00 – 09:00 **Accueil et Émargement**

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09:00 – 09:10 **Propos de bienvenue**

João Lázaro, Président de Victim Support Europe

Maryse Le Men Régnier, Présidente de France Victimes

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09:10 – 09:40 **Discours d'ouverture**

Romain Ruiz, ancien sportif de haut-niveau, victime de l'attaque terroriste du 13 Novembre à Paris

Joëlle Milquet, Commission Européenne, Direction générale de la justice et des consommateurs

Chantal Cutajar, Adjointe au Maire de Strasbourg

Katarzyna Janicki-Pawlowska, Commission Européenne, Direction générale de la justice et des consommateurs,

Nicole Belloubet, Ministre de la Justice (France) - *vidéo*

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09:40 – 10:00 **Discours liminaire – Conférencier d'honneur**

Catherine Rossi, Professeure de Criminologie à l'Université de Laval, Québec (Canada)

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10:00 – 11:00 **Plénière I – Table ronde : Comment repenser l'intégration de la victime dans les systèmes judiciaires ?**

- **Les audiences pour violences sexuelles et violences conjugales : une évolution à envisager ?**

Tom O'Malley, avocat (Irlande)

- **Comment améliorer la coopération judiciaire pour permettre aux victimes d'assister à une audience à l'étranger ?**

Elisabeth Pelsez, déléguée interministérielle à l'aide aux victimes (France)

- **Réduire la victimisation secondaire pendant le procès.**

Frédéric Almendros, procureur de la République (France)

Ellen O'Neill-Stephens, Courthouse Dogs Foundation (USA)



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11:00 – 11:20 Pause Café

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11:20 – 12:50 **Ateliers - Session I**

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12:50 - 14:15 Déjeuner et Visite du Parlement

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14:15 – 15:15 **Plénière II – Quelles sont les différentes voies pour venir en aide aux victimes ?**

- **Qu’entendons-nous par système national d’aide aux victimes ?**

Levent Altan, directeur général de Victim Support Europe

- **Secouristes : intégrer la dimension de soutien aux victimes dans ces professions.**

Stéphanie Tomé, experte psychologique au SDIS 68,  
Fédération Nationale des Sapeurs-Pompiers de France

- **L’aide à distance : illustration par les plateformes téléphoniques d’aide aux victimes.**

Mafalda Valério, Cheffe de projet, APAV (Portugal)

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15:15 – 15:35 Pause Café

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15:35 – 17:05 **Ateliers - Session II**

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17:05 – 17:15 **Conclusion Jour 1**

Richard Olszewski, Vice-Président de Victim Support Europe et  
Vice-Président de France Victimes

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17:45 - 19:00 Tour en bateau (départ Parlement)

20:00 Dîner à l'Hôtel de Ville de Strasbourg

## Programme (Français)

**JOUR 2**

Jeudi 13 Juin 2019

08:00 – 09:00 **Accueil et émargement**

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09:00 – 09:10 **Introduction**

Albin Dearing, Agence des droits fondamentaux de l'Union européenne

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09:10 – 10:30 **Plénière III – Quels chemins vers la reconstruction ?**

- **Quel soutien psychologique pour quelle victime : évaluer les besoins pour proposer un accompagnement spécifique ?**

Bruno Brito, Psychologue, Manager of RAFAVHVT, APAV (Portugal)

- **Comment trouver un professionnel de l'aide psychologique adapté : développer un réseau d'experts ?**

Thierry Baubet, Centre National de Ressources et de Résilience (France)

- **Renforcer la reconstruction des victimes via la justice restaurative : mettre l'accent sur un soutien complémentaire.**

Héloïse Squelbut, Coordinatrice de l'antenne Nord-Est de l'Institut Français pour la Justice Restaurative (France)

- **Faire évoluer les systèmes d'indemnisation des victimes.**

Ruth Shrimpling, Chargée de mission (Victim Support Europe)

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10:30 – 11:00 **Pause café**

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11:00 – 12:30 **Ateliers - Session III**

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12:30 – 13:30 **Déjeuner**

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13:30 – 15:00 **Ateliers - Session IV**

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15:00 – 15:30 **Pause Café**

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15:30 – 17:00 **Plénière IV – Plénière interactive – Atteindre une aide aux victimes de qualité**

- **Comment développer des services de qualité ?**

Jérôme Bertin, directeur général, Fédération France Victimes (France)

Levent Altan, directeur général, Victim Support Europe

- **Les services aux victimes par des victimes : la pair-aidance.**

Alain Boulay, APEV, Association d'Aide aux Parents d'Enfants Victimes

Pierre-Etienne Denis, FENVAC, Fédération Nationale des Victimes d'Accidents Collectifs

Guillaume Denoix de Saint Marc, AFVT, Association Française des Victimes de Terrorisme

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17:00 **Discours de clôture de la Conférence**

João Lázaro, President, Victim Support Europe

Maryse Le Men Régnier, Présidente, France Victimes

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20:00 **Visite guidée de la Petite France (centre de Strasbourg) et dîner**

## Moderators



### Levent Altan

Executive Director of Victim Support Europe

Levent Altan is responsible for providing overall leadership, strategic direction and management of the organisation.

He has been Executive Director of Victim Support Europe since November 2014. Before joining Victim Support Europe, he worked as Principal Legal Advisor at Milieu Ltd, a multi-disciplinary consultancy, where led a team running various multi-country projects on justice and home affairs. He worked twice for the European Commission (DG Justice) as a national expert. During that time he was responsible for drafting and negotiating the EU Directive establishing minimum standards on the rights, support and protection of victims of crime.

Prior to this, Levent had been working for around 10 years as a UK civil servant in the Ministry of Justice, the Home Office and the Cabinet Office.



### Julie Heisserer

*Judge at the Inter-ministerial Delegation for victim support*

France

Julie Heisserer is a judge, currently working as European and International relations officer for the Inter-ministerial Delegation for victim support (DIAV), linked to the French Minister of Justice. She worked previously as legal officer in the Victim support Office of the same Ministry.

She is also part-time manager and French contact point for the European Network on Victims' Rights (ENVR). Until 2015, she practiced in several courts as deputy prosecutor or criminal judge.

**DAY 1**

Wednesday 12 June 2019

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Plenaries

## Welcome Speeches



### **João Lázaro**

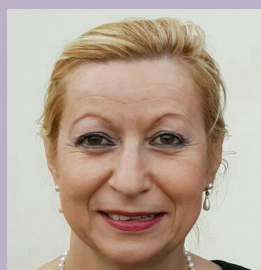
*President*

Victim Support Europe

João Lázaro is the Executive President of the Portuguese Association for Victim Support (APAV) and President of Victim Support Europe (VSE). Holder of a Bachelor degree in Law and a post-graduate degree in Victim-Offender Mediation and Restorative Justice, João is also a practicing lawyer.

He has worked with APAV since 1995, starting out as its Secretary General until 2007 when he became CEO, right until 2010 when he was elected President, therefore with administration and management roles with regards to human resources.

Within VSE, João has been a member of the Board since 2008 and was re-elected President in 2018.



### **Maryse Le Men Régnier**

*President*

France Victimes

President of France Victimes since June 2017, Maryse Le Men Régnier has been most specifically in charge of collective events, associations mapping and communication. She has also contributed to the development of personality surveys for victims. She founded an association in 1991 related to judicial control, where she implemented victim support services.

Maryse Le Men Régnier currently is the president of the appellate court chamber of Limoges, and is in charge of the chamber of the Court of criminal appeals and assises' appeals. Previously, she was a counsel before the Court of Appeal attached to the Investigation Chamber.

## Keynote Speaker



### **Catherine Rossi**

*Professor, School of Social Work and Criminology  
Canada*

Catherine Rossi is Professor in the School of Social Work and Criminology at Laval University in Québec City, Canada.

She holds a Ph.D. in Criminology from University of Montreal and is also Doctor in Private Law of Université de Pau et des Pays de l'Adour, France. Her scientific and teaching profile comprises Victimology and Victim's Rights, Criminal Law, Youth Justice System and Restorative Justice. She works as a senior researcher in the Interdisciplinary Research Center on Family Violence and Violence against Women and as an associate researcher at the International Center for Comparative Criminology.

She is also Chair of the Board of the Sexual Assault Crisis Center of Québec City, member of the Antoine Turmel Legal Protection of Seniors Research Chair team, member of the Board of SOS Intimate Partner Violence Montreal, scientific advisor at Equijustice Montreal, and vice-president of the Scientific Council at the French Institute for Restorative Justice.



## Plenary I

# Discussion Panel: What are the New Approaches to Justice

### ***Juries in sexual and domestic violence trials: time for a change?***

This presentation will focus on whether specialist Courts work and what the advantages and inconveniences of handling specific crimes are.

Several magistrates will confront their own systems in order to explain what has worked or not, the reasons why it worked or failed, and whether there are prerequisites for this kind of experience to work throughout Europe.



**Tom O'Malley**

*Barrister*

Ireland

Tom O'Malley is a Senior Lecturer in Law at National University of Ireland Galway and a member of the Irish Law Reform Commission. He is also a practising barrister who specialises in criminal law and constitutional law. He is also currently the chairperson of a committee established by the Irish Ministry of Justice to report on the treatment of vulnerable witnesses during the investigation and trial of sexual offences. He has published widely, mainly in the fields of criminal law, criminal procedure and sentencing. His books include *Sentencing Law and Practice*, 3rd ed (Dublin, 2016), *Sexual Offences*, 2nd ed (Dublin, 2013), *The Criminal Process* (Dublin, 2019) and *Sentencing: Towards a Coherent System* (Dublin, 2011).

## ***How to enhance judicial cooperation to allow victims to attend trials abroad?***

Regardless of the differences in procedures and regardless of the distance, it is possible to develop an international cooperation so victims can attend trials abroad. During the Bardo trial following the terrorist attacks of the Bardo Museum in Tunisia, and for the first time, victims' travel expenses were covered so they could attend trial in Tunisia.

Victims who were not in capacity to attend were also given the possibility to travel to Paris and watch a video broadcast of the trial.

This presentation will also explain how national victim support services taking part in the organisation of this event allowed for a better consideration of psychological and compensation-related issues.



**Elisabeth Pelsez**

*Inter-ministerial delegate for victim support*

France

By decree of August 9, 2017, Elisabeth Pelsez has been appointed Interministerial Delegate for Victim Support (DIAV).

During her career as a magistrate, since 1985, she has held various positions. She started as investigating judge at the Bernay High Court (1987-1990) and then as a judge of the enforcement of sentences at the Rouen District Court (1991-1992), the Rouen Court of Appeal as a substitute general (2001-2003) and the General Counsel (2009-2011).

She has also held positions in the central administration on several occasions and, on two occasions, she has served as advisor to the Justice Ministry.

At regular intervals, she joined foreign or internationally oriented posts, with the aim of developing international judicial cooperation, practicing as a liaison magistrate in the Netherlands from 1993 (1993-1998), then leading the G8 Judicial Cooperation Group in 2003, finally heading the European and International Affairs Department (SAEI) in 2007 and then again as a liaison magistrate in Great Britain from 2014 to 2017.

Elisabeth Pelsez is knight of the legion of honor and officer of the order of merit.

## ***Reducing secondary victimisation during trial***

This presentation will focus specifically on the use of facility dogs as a way to reduce secondary victimisation during trial: in order to avoid secondary victimisation, some solutions have been implemented directly within Courts. That is the case of facility dogs, which are specially trained dogs that are able to work with victims in criminal proceedings and in Court.



**Frédéric Almendros**

*Prosecutor*

France

Magistrate since 1996 at Dole, St Denis de la Réunion, Bastia, Cahors and Aurillac, engaged for a long time in the defense of animals by chasing fishermen who used living dogs to bait sharks on the island of Reunion, Frédéric Almendros is at the origin of a measure of alternative course to criminal prosecution for young offenders by putting them in contact with the dogs of the gendarmerie.

He created and manages the program Cave canem, «convention of accompaniment of the victims and the childhood by the dog».



**Ellen O'Neill-Stephens**

*Founder of the Courthouse Dogs Foundation*

France

Ellen O'Neill-Stephens worked for 26 years as a public prosecutor in Seattle, Washington. During that time, she pioneered the use of facility dogs, that have graduated from assistance dog organizations, to provide emotional support to crime victims and witnesses during the investigation and prosecution of crimes.

She is also the founder of the Courthouse Dogs Foundation, a non profit organization, that educates victim advocates, lawyers and judges about the benefits of including these dogs in their practice.

In 2013 Ellen received recognition from the Hague Institute for the Internationalization of the Law, for a successful innovation in their competition for the Innovating Justice Award.

## Plenary II

### What are the Routes to Support?

#### ***What do we mean by National Support System?***

Having a National Support System results in equality of treatment throughout the territory, regardless of its format: it can be a governmental system, NGOs, carried by volunteers or professionals.

But across Europe and beyond, what should a national system of support look like – what services should it encompass, who should deliver it and how should it be accessible to everyone. This plenary will explore an overarching framework which can be used in any country.



**Levent Altan**

Executive Director of Victim Support Europe  
cf. Moderators p.10

#### ***Rescuers: incorporating a victim focus into your profession***

Rescuers are increasingly including victim support in their line of work, going further than assisting victims. They have the ability to and will redirect victims of crimes to victim support associations.

During this session, Fire fighters will talk about their experience: the ways they helped and supported victims.



**Stéphanie Tomé**

*Expert psychologist at SDIS 68, National Federation of France's Fire-fighters*  
France

Clinical psychologist, Stéphanie Tomé is an expert-psychologist and coordinator of Équipe de Soutien Psychologique et de Ressources pour les Intervenants (team for psychological support and resources for rescuers) of the Haut-Rhin SDIS.

Specialised in emergency psychology, she worked within an emergency and forensic medicine service for 10 years.

## **Remote support: the example of victim support helplines**

Helplines are often the first contact victims have when reaching for support, and their first way to Justice.

The European Union has long established 116 006 as a single helpline number for victims of crime. Yet few States have it in place. Why is this the case, when other helplines are well established? What are the costs of not having helplines and what makes a good helpline? How can we establish national helpline across Europe and beyond?



### **Mafalda Valério**

*Project Manager, APAV*  
Portugal

Mafalda has a background in Clinical Psychology and has been working for APAV since 2008, where she started as a victim support worker and currently holds the position of Project Manager.

In the quality of Project Manager, Mafalda's main responsibilities are to develop project applications to several sources of funding, whilst managing ongoing co-funded projects both technically and financially.

## **Close of the day**



### **Richard Olszewski**

*Vice President of Victim Support Europe and Vice President of France Victimes*  
France

For the past 30 years, Richard Olszewski has developed skills and expertise in important fields: resilience of territories, digitalisation and victims support and assistance

With deep convictions and strong values (local politician, director of several associations, professor-researcher), Richard Olszewski has always been driven by both an entrepreneurial vision and at the same time been animated by local and field-based activities. His expertise in the field of territories digital transition and support to cyber victims bring Richard Olszewski to create "Option Public" in collaboration with the urban community of Lens-Liévin. He is president of this group of companies working on cybercrime.

**DAY 2**

Thursday 13 June 2019

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Plenaries

## Introduction



### **Albin Dearing**

European Commission DG Justice  
France

Dr. Albin Dearing, Programme Manager Research - Criminal Law and Criminal Justice, EU Fundamental Rights Agency.

His areas of expertise include: criminal law and criminal justice; law enforcement reform; and victims' rights.

He previously worked in various positions, including the Max Planck Institute for Foreign and International Criminal Law in Freiburg, the Austrian Federal Chancellery and Austrian Ministries of the Interior and Justice.

As head of the legal department of the Austrian Ministry of the Interior, he had a significant role in drafting and implementing legislation on the protection of women against domestic violence (Gewaltschutzgesetz) and for many years presided over the Austrian Crime Prevention Council.

He has worked as a legal assistant (Référéndaire) at the EU Court of Justice in Luxembourg from 2009 to 2011.

His publications include, for example: Justice for Victims of Crime. Human Dignity as the Foundation of Criminal Justice in Europe, 2017; Police Combating Violence Against Women, 1999 (co-editor with Elisabeth Förg); Opferrechte in Österreich, 2004 (co-editor with Marianne Löschnig-Gspandl); Schutz vor Gewalt in der Familie: Das österreichische Gewaltschutzgesetz, 2005 (co-editor with Birgitt Haller).



## Plenary III

### What are the Routes to Recovery?

#### ***Which psychological assistance for which victim: assessing needs and making available different types of support***

It is crucial that different types of psychological care are made available for victims so they can find a suitable way to recover from trauma. This session will focus on the importance of assessing the victims' needs correctly to offer the correct support for each victim, and make sure victims have access to the right psychological assistance for them.



#### **Bruno Brito**

*Psychologist, Manager of RAFAVHVT, APAV  
Portugal*

Bruno Brito is licensed in clinical psychology since 2001 and Master on risk, trauma and society in Lisboa's Superior Institute of Work and Enterprise Sciences, since January 2009.

Currently, Bruno Brito is working for the Portuguese Association for Victim Support (APAV) as manager of the assistance service for family and friends of victims of homicide and victims of terrorism. He's also the supervisor of the mental health program of the Jesuit Refugees Service, in Portugal.

As a private psychologist, he is recognized as an expert for trauma related situations, commonly working with patients and families that suffered from severe trauma, complex and intergenerational trauma, such as interfamily sexual abuse, adult sexual violence, domestic violence and families of victims of violent crimes.

## ***How to find the right psychologist for you: developing networks of experts***

In order to make different kind of psychological support available, there is a need to develop networks of experts so victims can find the right psychologist for them.

Following terrorist attacks, one of the issues that arose was the difficulty for victims to find the right psychologist.

Similar to a list of lawyers specialised in victims' rights, there is a need to establish a list of professionals for victim support services to redirect the victims towards, so they can find the right psychologist and form of support.



### **Thierry Baubet**

*French National Resources and Resilience Centre*  
France

Thierry Baubet is a Professor of Child and Adolescent Psychiatry at Paris 13 University, researcher at CESP-Inserm, and Head of the Department of Child Psychiatry, Adolescence, General Psychiatry and Addiction Therapy at Avicenne Hospital (AP-HP) in Bobigny.

He worked for several years at Médecins Sans Frontières as a referent for some of the mental health programs. Since 2004 he coordinates the Medical-Psychological Emergency Cell (CUMP) of Seine-Saint-Denis (93), and has initiated the first convention signed between a CUMP and a departmental association of the France Victimes: SOS Victimes 93.

In 2018, he has obtained the creation of a Regional Center for Psychotrauma: CRP Paris Nord (APHP / Robert Ballanger Hospital) and of the National Center of Resources and Resilience with Pr. Guillaume Vaiva (APHP / CHU Lille).

He has published numerous articles and books on psychotraumatism and transcultural psychiatry at different ages, including victims of attacks, asylum seekers and their children, and unaccompanied foreign minors. He is, for example, co-investigator of the IMPACTS and ESPA epidemiological studies after the 2015 attacks and still in progress and who have promoted a participatory research model for victims and victims' associations. Finally, he is a member of the Independent Commission on Sexual Abuse in the Church (CIASE) led by Mr. Jean-Marc Sauvé.

## ***Maximising recovery in restorative justice: working with a support focus***

Restorative justice can take many forms, and can occur outside of criminal justice systems: it is in itself another way to support victims. Victim support services can use restorative justice the same way they use traditional psychological support or financial compensation.



### **Héloïse Squelbut**

*Coordinator of the North-East branch of the French Institute for Restorative Justice*

France

In charge of the North-East branch of the French Institute for Restorative Justice, Héloïse Squelbut has a master's degree in theories and practices of human rights and a university diploma in victimology for which she wrote a memoir dedicated to restorative justice.

She worked for 2 years in Latin America (Chili, Guatemala, Colombia), on transitional justice processes of countries in conflict or post-conflict.

Upon her return, she worked for a year for the federation France Victimes then for the regional service for Restorative Justice at APCARS, where she animated 3 sessions of victims and offenders but also victims and prisoners meeting each other: 2 sessions were related to aggravated violence and one was related to violence on the road.

## ***Transforming our compensation systems for victims***

The aim of financial compensation is to help victims to go back to their previous state, before they became victims. However, can victims actually obtain a full reparation?

Is there an optimum compensation system? Do our compensation systems do more harm than good when dealing with victims?

This presentation will discuss how to modify the conditions for compensation, which damages should be compensated and why it is important for victims to have the ability to claim financial compensation in a victim-oriented way.

### **Ruth Shrimpling**

*Policy Officer*

Portugal

Ruth joined VSE as Policy Officer in 2018. With an academic background in Law and professional experience working in social services, Ruth is an adamant defender of universal human rights and the fundamental freedoms of all individuals and groups. As Policy Officer, Ruth is responsible for supporting the development of policy guidance, recommendations and expert advice on victims' rights, needs and services. She also coordinates work on cross-border crime issues, including supporting VSE's terrorism response network. In addition, Ruth may be seen representing VSE at conferences, seminars, or liaising with external organisations and the media.

Prior to joining VSE, Ruth campaigned for the universal right to healthcare on behalf of Médecins du Monde, where she also spent four years working on the frontline with the most excluded members of our society.

## Plenary IV

# Achieving a High Quality of Support

### ***How do we achieve high quality services?***

It is crucial that different types of psychological care are made available for victims so they can find a suitable way to recover from trauma. This session will focus on the importance of assessing the victims' needs correctly to offer the correct support for each victim, and make sure victims have access to the right psychological assistance for them.



#### **Jérôme Bertin**

*Executive Director of France Victimes*  
France

Jérôme Bertin has a diploma in private law and judicial careers. He started his career as a jurist in the victim support association of Essonne in 1998 after he accomplished his national service there. He became an assessor to the compensation commission for victims at the Tribunal de Grande Instance of Evry for 7 years.

Jérôme Bertin joined the Federation France Victimes in 2008, after 10 years at the service of victims of crimes. He is promoted deputy director in January 2015 after being in charge of the management of the associations network (130 associations, 1200 professionals). He becomes executive director of the Federation France Victimes in May 2017.

He developed partnerships with companies, leading the federated associations to offer their services to all victims, whatever the cause of the crime is.

Jérôme Bertin keeps providing trainings, and promotes victim support towards a large number of stakeholders (magistrates, police officers, companies etc): he is also the voice of the Federation to Members of the Parliament, of the Government and media.



## Levent Altan

Executive Director of Victim Support Europe  
cf. Modertors p. 10

### ***Services to victims by victims: peer-helping***

In order to make different kind of psychological support available, there is a need to develop networks of experts so victims can find the right psychologist for them.

Following terrorist attacks, one of the issues that arose was the difficulty for victims to find the right psychologist.

Similar to a list of lawyers specialised in victims' rights, there is a need to establish a list of professionals for victim support services to redirect the victims towards, so they can find the right psychologist and form of support.



## Guillaume Denoix de Saint Marc

*Founder and director of French Association of Victims of Terrorism (AFVT)*

France

Guillaume Denoix de Saint Marc is the founder and executive director of the French Association for victims of terrorism since April 2009, and the director of the VIII international Congress of Victims of terrorism which will take place in Nice on 21-23 November 2019.

President of the association «Families of the terrorist attack of the DC10 of UTA» since 2002, he is the son of Jean-Henri Denoix De Saint Marc, killed in this terrorist attack, attributed to Libya, on the 19th of September 1989.

He is Chevalier of the French Légion d'Honneur, Chevalier of the «Ordre National du Mérite».



## **Alain Boulay**

*President of Support for Parents of Missing Children (APEV)*

France

Alain Boulay is an engineer, co-founder and president of the association APEV (association for parents of child-victims) since its creation in 1991, vice president of the association Paris Aide aux Victimes.

APEV is a national victims association and victim support association which gathers families in which a child has been assassinated or has gone missing. The association accompanies the families, victims of a crime, through the investigating phase to the criminal trial to support them, on a personal but also legal and administrative level. Member of Missing Children Europe, APEV became an operational center for support to searching for missing children.

The association bears victims' voice, and its goal is to make the relationship between justice and victims evolve. Alain Boulay takes part in police officers', constables' and magistrates' training. He is regularly auditioned by the Commission for laws at the Senate and the National Assembly, and is part of working groups of the Chancellery. APEV defended law projects related to the improvement of victims' rights, socio-judicial follow ups for sex offenders and the creation of the plan "Alerte-Enlèvement" (alert kidnapping).



## **Pierre-Etienne Denis**

*President of National Federation of Victims of Catastrophes (FENVAC)*

France

Pierre-Etienne Denis is Vice President of the victims of the Mont Blanc's fire association (1999 to 2009) and President of FENVAC (National Federation of Victims of Collective Events Associations) since December 2007.

He is also head of business (building sector/real estate).



# Workshops Programme

## Workshops Session 1

12 June, 11:20 - 12:50

### 1A / Room S2.3

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*Victims of sectarian hold*  
MIVILUDES

### 1B / Room S3.2

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*The denunciation of incest*  
Diane Salomon

### 1C / Room S2.1

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*A route to effective and quality services*  
APAV

### 1D / Room S3.5

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*Individual Needs Assessment Methodology for  
Child Victims of Crime*  
E-PROTECT

### 1E / Room S3.6

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*Human rights in action? Women as victims of partner  
violence*  
European Union Agency for Fundamental Rights

## Workshops Session 2

12 June, 15:35 - 17:05

### 2A / Room S2.3

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#### *The specific vulnerability of victims abroad*

CIDFF - France Victimes 55

### 2B / Room S3.2

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#### *Violence against women and access to justice*

Council of Europe, Gender Equality Division

### 2C / Room S2.1

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#### *Implementing the EU Victims' Rights Directive – Vociare project*

Victim Support Europe

### 2D / Room S3.5

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#### *Sexual violence against children*

APAV

### 2E / Room S3.6

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#### *Supporting victims of terrorism and mass victimisation – success through partnerships*

INVICTM

## Workshops Session 3

13 June, 11:30 - 12:30

### 3A / Room S2.3

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#### *Victims and mass media*

European Federation of Road Traffic Victims (FEVR)

### 3B / Room S3.2

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#### *Supporting dogs for crime victims: adapting North American models to France & Facility Dogs*

A&P Sommer Fondation and Courthouse Dogs Foundation

### 3C / Room S2.1

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#### *The development of new tools for victim support: socio-aesthetics and the project Gépalemojust*

AVEMA France Victimes 01 and Frances Victimes 37

### 3D / Room S3.5

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#### *A victim's journey from crime to compensation*

Fonds de Garantie des Victimes des actes de Terrorisme et autres Infractions (FGTI) and Victim Support Europe

### 3E / Room S3.6

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#### *Planning for victim support response to a terrorist attack*

APAV, Associação Portuguesa de Apoio à Vítima

## Workshops Session 4

13 June, 13:30 - 15:00

### 4A / Room S2.3

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#### *Making sense of vulnerabilities: Best practice to aide recovery*

Spiritan Asylum Services

### 4B / Room S3.2

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#### *Improvement of offender compensation to victims within criminal proceedings*

Victim Support Netherlands & European Network on Victims' Rights

### 4C / Room S2.1 (VSE's members only)

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#### *Data protection*

Victim Support Europe

### 4D / Room S3.5

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#### *Free will only – new law on sexual offences and awareness raising campaign*

Swedish Crime Victim Compensation and Support Authority

### 4E / Room S3.6

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#### *Democracy Crime*

Victim Support Sweden

# Hosts

Victim Support Europe



Victim Support Europe is an umbrella organisation of 56 national and regional victim support organisations in 27 countries.

It promotes the establishment and development of victim rights and services throughout Europe.

The organisation aims to ensure that every victim in Europe is able to access information and support services in the aftermath of crime, regardless of where the victim lives or where the crime took place. Victim Support Europe also works to ensure that people affected by crime are respected, have access to strong rights and are able to make their voice heard throughout the criminal justice process.

Since its foundation VSE works to actively stimulate further establishment of the rights for victims of crime. Accordingly, VSE has produced and published important documents all over the past 24 years.

*“Together we act as the voice of victims.”*

## France Victimes



France Victimes, created in 1986, is the national Federation of victim support associations in France (mainland and ultramarine). The Federation's goal is to promote and develop support and assistance to victims, mediation and any other measure contributing to improve victims' recognition.

France Victimes carries the Federation's activities and victim support services, directed to victims of personal offences (violence, rape, harassment, threats...) and property offences (robbery, swindling...), traffic incident, collective events (terrorist attacks, sanitary or medical issues...) or natural disasters.

France Victimes hosts a national helpline, opened 7 days a week, in order to listen and support every victim of any offence. The Federation has also been a training organisation since 1993.

France Victimes' network represents:

- Over **130 local France Victimes associations**,
- **850 reception centres**, in particular within tribunals at victims of crimes support offices,
- Support for **300 000 victims** per year.

France Victimes is a founding member of Victim Support Europe and, as such, has been working with its European counterparts to promote and develop rights and support to victims within the European Union.

*“Victims, you are not alone”*



**Victim Support Europe**  
*Annual Conference 2019*  
**STRASBOURG 12 - 13 JUNE**



**At the**



European Parliament

**With the support of**

