

**FRANET**

**Victim Support Services in the EU:  
An overview and assessment of  
victims' rights in practice**

**Sweden, 2014**

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DISCLAIMER: This document was commissioned under contract as background material for a comparative analysis by the European Union Agency for Fundamental Rights (FRA) for the project 'Victim Support Services in the EU: An overview and assessment of victims' rights in practice'. The information and views contained in the document do not necessarily reflect the views or the official position of the FRA. The document is made publicly available for transparency and information purposes only and does not constitute legal advice or legal opinion.

## Part A:

The information presented in this phase is primarily based on analysis of the country specific reports received in phases 1 and 2 of the project; the general overview of the situation of victim support in Member States (phase 1) and the more in depth exploration of the situation, including promising practices which offer support to victims of crime in different ways (phase 2). Information has also been taken from secondary sources such as the 2009 APAV study on Victims in Europe. While phase 2 of the project was divided into two parts, focussing firstly on generic victim support services and secondly on specialised areas of victim support, this third phase of the project, comprised of Parts A and B, will focus principally on the structure or lack thereof of generic victim support services; although a limited number of questions relate to specialised areas of victim support. For this part, please provide detailed, concise answers. For guidance purposes, sample answers are often provided, which primarily draw on information provided in country-specific reports from phases 1 & 2 of the project. When returning your report to the FRA, please ensure that all sample answers have been deleted, as these are for guidance purposes only and should not form part of your response. In addition, in cases where your country is one of the examples provided, please review and revise the information as necessary, as the information provided may be outdated.

### 2.1 Scenarios

*In the following situations, please describe the referral system (from police to victim support organisation) in the current victim support structure in your country; including whether police routinely refer the victim to a support service; where is the victim referred and who deals with the case in the end (as a guideline, keep to 2 or 3 sentences (maximum) per question within each scenario. Please choose either 'Yes' or 'No' for questions a. and c of each scenario, in addition to questions 6-13 and provide comments in the 'Description' field. For questions b and d, please provide your comments directly in the 'Description' field).*

	Scenario	Questions	Yes	No	Description (max 1-3 sentences)
1	A female who has been beaten by her partner and calls the police	a. Do the police routinely refer the victim to a support service?	yes		
		b. If yes, please name the service(s)	-	-	The National Organisation of Battered Women's Shelters ( <i>Kvinnojour</i> ). The Swedish Association for Victim Support ( <i>Brottsofferjourernas Riksförbund, BOJ</i> ). Women's and Young Women's Shelters in Sweden ( <i>Roks</i> ).
		c. Do the police routinely contact this service on behalf of the victim?	yes		
		d. Which support service would in the end deal with such a case?	-	-	The National Organisation of Battered Women's Shelters ( <i>Kvinnojour</i> ) or Women's and Young Women's Shelters in Sweden ( <i>Riksorganisationen för kvinnojourer och tjejjourer i Sverige Roks</i> ).

2	A teacher reports the sexual abuse of a child to the police	a. Do the police routinely refer the victim to a support service?	Yes		
		b. If yes, please name the service(s)	-	-	<i>Busta Youth Centre (Busta), Save the Children (Rädda barnen), Barnens rätt i samhället (BRIS).</i>
		c. Do the police contact this service on behalf of the victim?	Yes		
		d. Which support service would in the end deal with such a case?	-	-	<i>Busta Youth Centre (Busta), Save the Children (Rädda barnen), Barnens rätt i samhället (BRIS).</i>
3	A person calls the police following a burglary in their apartment	a. Do the police routinely refer the victim to a support service?	Yes		
		b. If yes, please name the service(s)	-	-	<i>The Swedish Association for Victim Support (Brottsofferjourenas Riksförbund, BOJ).</i>
		c. Do the police contact this service on behalf of the victim?			
		d. Which support service would in the end deal with such a case?	-	-	<i>The Swedish Association for Victim Support (Brottsofferjourenas Riksförbund, BOJ).</i>
4	A person is the victim of a racist attack by a gang of youths	a. Do the police routinely refer the victim to a support service?	Yes		
		b. If yes, please name the service(s)	-	-	<i>The Swedish Association for Victim Support (Brottsofferjourenas Riksförbund, BOJ).</i>
		c. Do the police contact this service on behalf of the victim?			

		d. Which support service would in the end deal with such a case?	-	-	The Swedish Association for Victim Support ( <i>Brottsofferjouernas Riksförbund, BOJ</i> ).
5	An elderly person is mugged on the way home from collecting their monthly pension and is in urgent need of financial assistance	a. Do the police routinely refer the victim to a support service?	Yes		
		b. If yes, please name the service(s)	-	-	The social Welfare board is responsible for crime victims and their relatives, Social Services Act Chap. 5 Sect. 11.
		c. Do the police contact this service on behalf of the victim?	Yes		The police will also ask the victim whether he or she wants to be contacted by the victim support centre.
		d. Which support service would in the end deal with such a case?	-	-	The Swedish Association for Victim Support ( <i>Brottsofferjouernas Riksförbund, BOJ</i> ).
6a	In relation to how police deal with victims, are there special measures in place for victims with a disability? If yes, describe them. If your answer is no, please provide a justification/explanation.			X	The police does not have any measures specifically in place for people with disability. <sup>1</sup>
6b	In relation to how victim support services deal with victims, are there special measures in place for victims with a disability? If yes, describe them. If your answer is no, please provide a justification/explanation.			X	There are no victim support services specifically for people with disabilities. <sup>2</sup>
7a	In relation to how police deal with victims, are there special measures in place for victims who are migrants with illegal residency status? If yes, describe them. If no, please provide a justification/explanation.			X	The police does not have any special measures in place for victims who are migrants with illegal residence status. <sup>3</sup>
7b	In relation to how victim support services deal with victims, are there special measures in place for victims who are migrants with illegal residency status? If yes, describe them. If no, please provide a justification/explanation.		X		The Sisters' Shelter Somaya ( <i>Systerjouren Somaya</i> ) specifically targets migrant and muslim women who are victims of violence and abuse. <sup>4</sup>

<sup>1</sup> Sweden, The Swedish Police, Interview with employee, July 2013.

<sup>2</sup> Sweden, The Swedish Association for Victim Support (*Brottsofferjouernas Riksförbund, BOJ*), available at: [[www.boj.se](http://www.boj.se)].

<sup>3</sup> Sweden, The Swedish Police (Svenska polisen), available at: [[www.polisen.se/en/Languages/Victims-of-Crime/](http://www.polisen.se/en/Languages/Victims-of-Crime/)].

<sup>4</sup> Sweden, The Sisters' Shelter Somaya (*Systerjouren Somaya*), available at: [[www.somaya.se/start/ditt-sprak/english-5996417](http://www.somaya.se/start/ditt-sprak/english-5996417)]

7c	Are migrants with illegal residency status excluded from accessing support from victim support organisations in practice?		X	Victims with illegal residence status are excluded from accessing support from victim support organisations since they are normally funded by the state, which does not grant funding to activities for migrants with illegal residence status. <sup>5</sup>
8	Is access to victim support services dependent on a victim making a formal complaint to competent authorities (e.g. the police)?		X	if the victim needs help with compensation, then the victim must have made a complaint to the police.
9	In practice, do victim support services afford preferential treatment to victims who have agreed to cooperate with a police investigation into the crime they have experienced (e.g. by dealing with them more rapidly than victims who are not cooperating with a police investigation)?		X	According to the Public Access to Information and Secrecy Act, ( <i>Offentlighets- och sekretesslagen</i> ). <sup>6</sup> cooperation with the police is preferable since it makes the investigation and care easier.
10a	In reference to part 'c' of questions 1-5, in the event that police contact victim support services on the victim's behalf, is there an automatic transfer of the victim's data?		X	The Swedish Personal Data Act ( <i>Personuppgiftslagen</i> ) is generally applicable to processing of personal data even if it falls outside the scope of the EC-Directive on data protection. Processing of personal data in the police sector is covered by the Personal Data Act which means that the police can't automatically transfer the victim's data. <sup>7</sup>  Secrecy applies for the police authorities under the Public Access to Information and Secrecy Act, ( <i>Offentlighets- och sekretesslagen</i> ). <sup>8</sup> Consent is needed in all data transfer from the police about the victim.
10b	If the answer to 10a above is yes, is the police obliged to obtain the victim's permission/consent for the data transfer?		X	The police is obliged to obtain the victim's permission/consent for the data transfer according to the Public Access to Information and Secrecy Act, ( <i>Offentlighets- och sekretesslagen</i> ). <sup>9</sup>

<sup>5</sup> PICUM Platform for International Cooperation on Undocumented Migrants (2012) Strategies to End Double Violence Against Undocumented Women Protecting Rights and Ensuring Justice. Brussels. Belgium, available at: [http://picum.org/picum.org/uploads/publication/Double\\_Violence\\_Against\\_Undocumented\\_Women\\_-\\_Protecting\\_Rights\\_and\\_Ensuring\\_Justice.pdf](http://picum.org/picum.org/uploads/publication/Double_Violence_Against_Undocumented_Women_-_Protecting_Rights_and_Ensuring_Justice.pdf)

<sup>6</sup> Sweden, The Swedish Government, Public Access to Information and Secrecy Act, 2009:400 (*Offentlighets- och sekretesslagen*, 2009:400), available at: <https://lagen.nu/2009:400>.

<sup>7</sup> Sweden, The Swedish Personal Data Act (*Personuppgiftslagen*), available at: [www.notisum.se/mp/sls/lag/19980204.htm](http://www.notisum.se/mp/sls/lag/19980204.htm)

<sup>8</sup> Sweden, The Swedish Government, Public Access to Information and Secrecy Act, 2009:400 (*Offentlighets- och sekretesslagen*, 2009:400), available at: <https://lagen.nu/2009:400>.

<sup>9</sup> Sweden, The Swedish Government, Public Access to Information and Secrecy Act, 2009:400 (*Offentlighets- och sekretesslagen*, 2009:400), available at: <https://lagen.nu/2009:400>.

10c	Is there a legal basis for the communication/transfer of the victim's data? What is it?	X	<p>The Swedish Personal Data Act (<i>Personuppgiftslagen</i>) is generally applicable to processing of personal data even if it falls outside the scope of the EC-Directive on data protection. Processing of personal data in the police sector is covered by the Personal Data Act which means that the police can't automatically transfer the victim's data.<sup>10</sup></p> <p>Secrecy applies for the police authorities under the Public Access to Information and Secrecy Act, (<i>Offentlighets- och sekretesslagen</i>).<sup>11</sup> Consent is needed in all data transfer from the</p>
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## 2.2 Institutional aspects: role of state in victim support structure

In the following section, please complete/verify the information requested in the following tables, placing your country in the appropriate category, or, where information is provided, checking the accuracy of the information and revising as necessary (i.e. by moving your country name from the incorrect column to the correct column along with a justification).

### 2.2.1 Models of generic victim support

Generic victim support organisations are for the present purposes defined as “**not limited to helping a particular type of victim of crime**”. With the above definition in mind, please:

a) Review the list and short description of structure of generic victim support organisations operational in your country provided for in Annex 2 and edit as necessary, ensuring that all significant victim support providers (especially those operating at national level) are mentioned. **Countries listed in Annex 2 shaded in green (and in category ‘A’ below) have been identified (on the basis of country reports submitted for phases 1 & 2 of the project) as not having any generic victim support organisations.** These countries should provide a short list (in Annex 2) of the main organisation(s) providing victim support **in one of the two specialised areas of victim support focused on in the phase 2 country report (see annex 3 for a list). As a default, please select the area ‘Domestic violence and stalking’.**

b) Place your country in one of the following categories (A, B, C, D or E) and provide an explanation about why your country should be placed in that group. For each group, one example has been provided for guidance purposes. If your country is one of the examples provided, please review and revise the information as necessary, placing your country in a different group if the information provided is incorrect. **Please delete all examples from your response and insert your country name in only ONE column.** (Note: only country codes are listed. For full country names, please refer to Annex 1).

<sup>10</sup> Sweden, The Swedish Personal Data Act 1998:204 (*Personuppgiftslagen 1998:204*), available at: [www.notisum.se/mp/sls/lag/19980204.htm](http://www.notisum.se/mp/sls/lag/19980204.htm)

<sup>11</sup> Sweden, The Swedish Government, Public Access to Information and Secrecy Act, 2009:400 (*Offentlighets- och sekretesslagen, 2009:400*), available at: <https://lagen.nu/2009:400>.

A: No generic victim support provider exists	B: At least one generic victim support service provider exists at national level. The main provider or structure is state run and state funded	C: At least one generic victim support service provider exists at national level. The main provider or structure is non-governmental run but relies strongly on state funding	D: At least one generic victim support service provider exists at national level. The main provider or structure is non-governmental run and does not rely strongly on state funding	E (OTHER) – if you cannot place your country in any of the other categories, please describe
		SE		
Explanation/justification:	Explanation/justification:	Explanation/justification:	Explanation/justification:	Explanation/justification:
	;	The Swedish Association for Victim Support ( <i>Brottsofferjouernas Riksförbund, BOJ</i> ) is a national NGO that provides victims with information, assists them offers legal, practical and emotional support and advice to victims of various kinds. Accompanies victims, if necessary and possible during criminal proceedings. Assists victims, at their request, after criminal proceedings have ended		

## 2.2.2 Public coordination of victim support services

Please answer the following questions by completing the tables. Two examples have been provided (for questions 1 & 2) for guidance purposes. **Please delete all examples from your response and insert your country name in only ONE column.** If your country is one of the examples provided, please review and revise the information as necessary. Please provide references to the full name of the Ministry or body in question in both English and the national language (Note: only country codes are listed. For full country names, please refer to Annex 1).

1. Please specify (by placing an 'X' in the relevant columns) which ministry or ministries have a role in victim support provision. In addition, please provide a short explanation in the comments field.						
	<b>Ministry of Justice</b>	<b>Ministry of Health</b>	<b>Ministry of Labour/ Social Affairs</b>	<b>Ministry of Interior/</b>	<b>Any other</b>	<b>COMMENTS</b>
SE	X				Ministry of health and Social Affairs (Socialdepartementet)	
2. Please provide a short description of which body (e.g. ministry, office for victims of crime, commission or any other body) has the overall or principal coordinating role in organising victim support services at national and federal level. If no one ministry or body has such a role, please provide an explanation/ justification.						
SE	The Crime Victim Compensation and Support Authority ( <i>Brottsoffermyndigheten</i> ) has the responsibility to promote victims' rights, pay attention to their needs and interests as well as being an information and knowledge center for issues concerning victims of crime. <sup>12</sup>					
3. What is the legal basis for the type of victim support model that exists in your country (e.g. is it stipulated somewhere in a legal instrument that victim support services be state-run; state-funded etc.?)						
SE	The Fund for Victims of Crime Act, ( <i>Lag om Brottsofferfond</i> ) <sup>13</sup> Ordinance (1994:426) on the Fund for Victim Compensation ( <i>Förordning (1994:426) om brottsofferfond</i> ) Ordinance (2007:1171) with instructions for the Crime Victim Compensation and Support Authority					

<sup>12</sup> Sweden, Ordinance (2007:1171) with instructions for the Crime Victim Compensation and Support Authority (*Förordning (2007:1171) med instruktion för Brottsoffermyndigheten*), available at:

[\[https://lagen.nu/2007:1171\]](https://lagen.nu/2007:1171)

<sup>13</sup> Sweden, Fund for Victims of Crime Act, Law 1994: 419 (*Lag om Brottsofferfond*) lag 1994:419, available at: [\[https://lagen.nu/1994:419\]](https://lagen.nu/1994:419)



### 2.2.3 Funding:

Please answer the following questions by completing the tables. Please note that countries that do not have generic victim support service providers (i.e. that fall within category 'A' under question 2.2.2) should not answer questions c & e. For questions g-k, if your country does not have a generic victim support structure in place, please respond to the question with respect to a specialised area of victim support. **Please select one of the two specialised areas of victim support you focused on in your phase 2 country report to the FRA (see annex 3 for a list). As a default, please select the area 'Domestic violence and stalking'.** If you choose to take another area, provide a short justification for why you have chosen that area.

**Important for all:** Whether you answer questions g-k with respect to an organisation providing generic victim support or an organisation providing specialised victim support, please choose the biggest organisation (in terms of the organisation that receives most funding, helps most victims nationwide etc.).

For the year 2012, please specify the exact amount of funding:		Amount (in EURO)	
a Budgeted by the state for compensation		3,8 Million ( <i>Crime Victim Compensation and Support Authority</i> )	
b Paid out by the state for compensation		4,1 Milion ( <i>Crime Victim Compensation and Support Authority</i> )	
c Budgeted by the state for generic victim support services (i.e. services not restricted to a particular category or categories of victims)		837 703 € ( <i>Local crime prevention</i> )	
d Budgeted by the state for specialised victim support services (i.e. services restricted to a particular category or categories of victims; such as child victims or victims of human trafficking). In addition, please name the specialised victim support services that received state funding.		The budget for the specialised victim support services is included in the budget for the The funds budgeted by the state for generic victim support services.	
e Paid out by the state for generic victim support services (i.e. services not restricted to a particular category or categories of victims).		837 703 € ( <i>Local crime prevention</i> )	
f Paid out by the state for specialised victim support services (i.e. services restricted to a particular category or categories of victims; such as child victims or victims of human trafficking). In addition, please name the specialised victim support services that received state funding.		The budget for the specialised victim support services is included in the budget for the funds budgeted for the generic victim support services.	
Reimbursement by the state of expenses incurred	Yes	No	Comments
g Are there any victim support organisations that request money from victims who benefit from services? If yes, please name one such organisation and specify (under comments) whether there is a standard fee or whether this is decided on a case by case basis.		X	All victim support services in Sweden are free of charge.
h With respect to your chosen organisation, is the organisation reimbursed by the state for expenses incurred through the provision of	X		According to the Social Service Act ( <i>Socialjänstlagen</i> ) Chapter 11 § 5,

support to victims? If yes, please specify the criteria for reimbursement (e.g. per victim?).			each municipality responsibility to provide support to crime victims and their relatives. The Act specifically mentions the responsibility of municipalities to provide support to battered women and their children. Most of the local victim support centres receive funding from the municipal authorities, through funds allocated by the government. <sup>14</sup>
i If the answer to h is 'yes', please specify whether the organisation is reimbursed regardless of the victim's nationality (yes or no) and provide a short explanation in the comments field. More specifically, is a difference made between reimbursement for support provided to a) country nationals; b) EU country nationals and c) third country nationals?		X	No. A difference is not made between reimbursement for support provided to country nationals, EU country nationals and third country nationals. The deciding factor is that the person has legal residence status.
j Further to question i, is the organisation reimbursed for providing support to victims with illegal residency status? Please provide a short explanation under 'comments'.		X	Most local municipalities do not reimburse shelters for receiving victims with illegal residency status.  The municipality of Gothenburg voted on 19 February 2011, following almost a year of "Ain't I A Woman" campaigning by local representatives, in favour of a motion to reimburse shelters offering undocumented women protection against violence. Non-profit shelters financially supported by the City are now compensated for activities with undocumented women, while the Municipal Emergency Centre for Women is also commissioned to provide support and protection to this group. <sup>15</sup>
Are there any factors that would discourage the victim support organisation in practice from supporting third country nationals? Please specify under comments.		X	If the victim lacks a residence permit. If the victim lacks proof of entitlement and a social security number. The victim support services normally only receive funding for victims with a residence permit. Undocumented migrants generally avoid these services for fear of being reported to the police, and those that do approach victim support services are systematically turned away. <sup>16</sup>

<sup>14</sup> Sweden, Swedish Government, Budget Bill the Judicial, 2011/12:1, expenditure area 4 (Budgetprop rättsväsendet, PROP. 2011/12:1 utgiftsområde 4) p. 47, available at: [www.regeringen.se/content/1/c6/17/55/29/95f06aef.pdf](http://www.regeringen.se/content/1/c6/17/55/29/95f06aef.pdf).

<sup>15</sup> PICUM Platform for International Cooperation on Undocumented Migrants (2012) Strategies to End Double Violence Against Undocumented Women Protecting Rights and Ensuring Justice. Brussels. Belgium, available at: [http://picum.org/picum.org/uploads/publication/Double\\_Violence\\_Against\\_Undocumented\\_Women\\_-\\_Protecting\\_Rights\\_and\\_Ensuring\\_Justice.pdf](http://picum.org/picum.org/uploads/publication/Double_Violence_Against_Undocumented_Women_-_Protecting_Rights_and_Ensuring_Justice.pdf)

<sup>16</sup> PICUM Platform for International Cooperation on Undocumented Migrants (2012) Strategies to End Double Violence Against Undocumented Women Protecting Rights and Ensuring Justice. Brussels. Belgium, available at: [http://picum.org/picum.org/uploads/publication/Double\\_Violence\\_Against\\_Undocumented\\_Women\\_-\\_Protecting\\_Rights\\_and\\_Ensuring\\_Justice.pdf](http://picum.org/picum.org/uploads/publication/Double_Violence_Against_Undocumented_Women_-_Protecting_Rights_and_Ensuring_Justice.pdf)

### 2.2.4 Capacity:

For the year 2012, please specify the number of victims of crime that:	No of persons:
a Applied for compensation from state sources.	9 605 (from BrOm) <sup>17</sup>
b Received compensation from state sources.	9278 (from BrOm) <sup>18</sup>
c Approached generic victim support services (i.e. services not restricted to a particular category or categories of victims)	99279 ( <i>The Swedish Association for Victim Support (Brottsofferjourernas Riksförbund, BOJ)</i> ).
d Approached specialised victim support services (i.e. services not restricted to a particular category or categories of victims)	There is support for youth victims of crime, Children houses (Barnahus) that specifically victims of trafficking and sexual abuse.

### 2.2.5 Official/academic studies on victims

Have any official or academic studies been published in your country in the last 5 years on the following (note: **please provide a full reference for the study (following the FRA style guidelines) and provide a link if available online**):

	Yes	No	Reference	Short description of the study's objectives and findings (2-3 sentences)

<sup>17</sup> Sweden, The Crime and Support Authority (*Brottsoffermyndigheten*) (2012) Annual report (*Årsredovisning*) p. 6.

<sup>18</sup> Sweden, The Crime and Support Authority (*Brottsoffermyndigheten*) (2012) Annual report (*Årsredovisning*) p. 6.

Studies on under reporting of crime?	X		Ministry of Justice ( <i>Justitiedepartementet</i> ), New Criminal Injuries Compensation Act ( <i>En ny Brottskadelag</i> ). <sup>19</sup>	In May 2012, the Minister of Justice received a report entitled New Criminal Injuries Compensation Act. The report had carried out a broad review of the act and showed that underreporting was a problem for children who had witnessed violence in a close relationship. Furthermore, the 2006 reform on criminal injuries compensation to children who have witnessed violence against a close relative will be evaluated. Children who attend preliminary investigations are still not given the desired amount of attention. <sup>20</sup>
Other national studies related to victims of crime (specify)	X		The County Administrative Board ( <i>Länsstyrelsen</i> ) report <i>Barn utsatta för människohandel - en nationell kartläggning</i>	The report showed that children who are trafficked for sexual purposes are not in the majority of those the social services came in contact with during 2010-2011. The majority of the 102 children that were identified by the social services as being trafficked were victims of labour exploitation such as theft crime, begging and severe labour. They are often children who are staying temporarily in Sweden or are unaccompanied minors who have sought asylum in Sweden. The contact with the social services has been short and the children have in many cases disappeared before an investigation was initiated or completed. <sup>21</sup>

### 2.3 Victim Helplines

Please complete the information in the following table, providing details on whether the country has a national victim support helpline, who funds it, operates it etc. Where the answer is 'no', please provide a short justification or explanation of the situation in the comments field. For example, for question 3, if the helpline does not operate 24 hours a day, 7 days a week, place an X in the 'No' column and specify the operating hours under 'Comments'. Where 'Yes' or 'No' answers are not applicable (i.e. questions 9-15), please answer the question directly in the 'Comments' field. Please provide information for 2012. Where this is not possible, please provide a justification and give data for the latest year possible.

	Yes	No	Comments
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<sup>19</sup> Sweden, Ministry of Justice (*Justitiedepartementet*) A New Criminal Injuries Compensation Act, SOU 2012:26 (En ny brottskadelag SOU 2012:26), available at: [www.regeringen.se/content/1/c6/19/20/30/c9186b96.pdf](http://www.regeringen.se/content/1/c6/19/20/30/c9186b96.pdf)

<sup>20</sup> Sweden, Ministry of Justice, (*Justitiedepartementet*) A New Criminal Injuries Compensation Act, SOU 2012:26 (En ny brottskadelag SOU 2012:26), available at: [www.regeringen.se/content/1/c6/19/20/30/c9186b96.pdf](http://www.regeringen.se/content/1/c6/19/20/30/c9186b96.pdf)

<sup>21</sup> [Sweden] Länsstyrelsen (2012) Child victims of human trafficking- a national survey, Report (2012) (*Barn utsatta för människohandel - en nationell kartläggning*) rapport 2012: 27. Available at: [www.lansstyrelsen.se/stockholm/Sv/publikationer/2012/Pages/barn-utsatta-for-manniskohandel.aspx%5D](http://www.lansstyrelsen.se/stockholm/Sv/publikationer/2012/Pages/barn-utsatta-for-manniskohandel.aspx%5D)

1	Is there a helpline? If yes, please provide the name of the helpline and the contact details for the helpline (including the name of the body who runs it, contact phone number etc.) under 'Comments'.	X	<p>The Swedish Association for Victim Support (<i>Brottsofferjourernas Riksförbund, BOJ</i>) has a helpline targets all victims of crime.<sup>22</sup></p> <p><i>Kvinnofridslinjen</i> (020-50 50 50) is a national helpline for women who have been subjected to threats and violence. Relatives and friends are also welcome to call. It is run by <i>Nationellt centrum för kvinnofrid</i>.<sup>23</sup></p> <p>PrevenTell" is the national helpline launched by the Government to prevent sexual violence and sexual abuse.<sup>24</sup> The helpline is run by CASM—Center for Andrology and Sexual Medicine.</p> <p>Terrafem (<i>Multilingual helpline for immigrant women and girls</i>) is a helpline for women and girls with a foreign background. The help-line service is nationwide and offers support and advice in more than 40 languages.<sup>25</sup></p> <p>Gothenburg City helpline for adults (above 25 years) who are victims of crime. The telephone line is also opened to support relatives of crime victims and witnesses of crime. The services offered are counselling, advice and information for example about the legal process and victim rights.<sup>26</sup></p> <p>BRIS (<i>Children's Rights in Society</i>) has a children's helpline (116 111).</p> <p>RFSL Brottsofferjour (020-34 13 16) victim support for LGBT people exposed to violence in intimate relationships. The helpline is run by RFSL Victims Support (<i>RFSL:s brottsofferjour</i>) which is a national victim support service specialised in LGBT victims rights.<sup>27</sup></p>
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<sup>22</sup> Sweden, The Swedish Association for Victim Support (*Brottsofferjourernas Riksförbund, BOJ*), available at: [www.boj.se](http://www.boj.se)

<sup>23</sup> Sweden, Kvinnofridslinjen, available at: [www.kvinnofridslinjen.se/index.php?page=startpage](http://www.kvinnofridslinjen.se/index.php?page=startpage)

<sup>24</sup> Sweden, Preventell, available at <http://preventell.se/%5D> ]

<sup>25</sup> Sweden, Terrafem, available at [www.terrafem.org/](http://www.terrafem.org/) ]

<sup>26</sup> Sweden, Stödcentrum för unga brottsoffer, available at: [www.ungabrottsoffer.se/%5D](http://www.ungabrottsoffer.se/%5D)

<sup>27</sup> Sweden, RFSL:s Brottsofferjour, available at [www.rfsl.se/brottsoffer/%5D](http://www.rfsl.se/brottsoffer/%5D)

				The Sisters' Shelter Somaya (Systerjouren Somaya) runs a helpline (020 - 81 82 83) for migrant and muslim women who are victims of violence and abuse. <sup>28</sup>
2	Does it operate 24/7? (If no, specify the days and times of operation under 'Comments').	X		<i>Kvinnofridslinjen</i> operates 24/7. The Gothenburg City help line is opened three half days a week. <sup>29</sup> RFSL Brottsofferjour operates 4 times a week, 4 hours a day. The Sisters' Shelter Somaya operates daily between 9-16.
3	Does it operate nationwide? (If no, name the city or federal state in which it operates).	X		The Gothenburg City help line is located in Gotheburg. Terrafem is located in Stockholm. PrevenTell is located in Stockholm. The Sisters' Shelter Somaya is located in Stockholm.
4	Is the helpline free of charge?	X		Yes, all helplines are free of charge.
5	Does the helpline target all victims of crime? If no, please specify (under comments) which categories of victims can approach the helpline.	X		The Swedish Association for Victim Support ( <i>Brottsofferjourernas Riksförbund, BOJ</i> ) has a helpline, which targets all victims of crime. <sup>30</sup>
6	Is the helpline state run (if no, describe the non-state actor(s) who runs it under 'Comments')	X		Terrafem ( <i>Multilingual helpline for immigrant women and girls</i> ) is a helpline for women and girls with a foreign background. <sup>31</sup> BRIS ( <i>Children's Rights in Society</i> ) runs a children's helpline (116 111). RFSL- The Swedish Federation for Lesbian, Gay, Bisexual and Transgender Rights, runs the

<sup>28</sup> Sweden, The Sisters' Shelter Somaya (*Systerjouren Somaya*), available at: [[www.somaya.se/start/ditt-sprak/english-5996417](http://www.somaya.se/start/ditt-sprak/english-5996417)]

<sup>29</sup> Sweden, Stödcentrum för unga brottsoffer, available at: [[www.ungabrottsoffer.se/%5D](http://www.ungabrottsoffer.se/%5D)]

<sup>30</sup> Sweden, The Swedish Association for Victim Support (*Brottsofferjourernas Riksförbund, BOJ*), available at: [[www.boj.se](http://www.boj.se)]

<sup>31</sup> Sweden, Terrafem, available at: [[www.terrafem.org/](http://www.terrafem.org/)]

				helpline; RFSL Victims support ( <i>RFSL Brottsofferjour</i> ) 020-34 13 16.. <sup>32</sup>  The Sisters' Shelter Somaya ( <i>Systerjouren Somaya</i> ) runs a helpline (020 - 81 82 83) for migrant and muslim women who are victims of violence and abuse. <sup>33</sup>
7	Is the helpline funded by the state?	X		All helplines are funded by the state.
8	Is the international EU victim support telephone number 116-006 available? If no, provide a justification and/or specify whether plans to implement this are underway.		X	The Government's intention is to explore the introduction to Sweden of an alarm number (116 000) to report missing children. The Ministry of Health and Social Welfare is currently working with the relevant ministries to find the most suitable provider for the emergency number 116 000 and procedures for its use, adapted to Swedish conditions. Existing structures within the emergency services organisation will be used, and trained personnel will provide a 24-hour service. A decision on Swedish implementation was taken in the spring of 2012. <sup>34</sup>
<b>Comments</b>				
9	Please give a brief description (1-2 sentences) of the services provided by the helpline.			The Helplines offer emotional support for persons who have been affected directly or indirectly by crime; crisis intervention by telephone, arrangement of immediate emergency measures if necessary; clearing, that is competent information relating to professional advice- and care-services; if applicable, arranging of contacts to other supporting organisations on behalf of the victim; providing information and advice on victims' rights (rights in criminal proceedings, rights with regard to the following of the proceedings, compensation claims, etc.); and delivering information and advice on psychosocial services.
10	What was the operational budget (in EUR) for the helpline in 2012? Please specify under 'Comments'			This information is not available according to The Swedish Association for Victim Support ( <i>Brottsofferjourernas Riksförbund, BOJ</i> ). <sup>35</sup>
11	How many people were employed to run the helpline in 2012?			At the Help line of the Swedish Association for Victim Support <sup>36</sup> there is one coordinator working full-time, two assistants, working 50 %, and four temporarily employed working 30%.

<sup>32</sup> Sweden, RFSL:s brottsofferjour, available at: [www.rfsl.se/brottsoffer/%5D](http://www.rfsl.se/brottsoffer/%5D)

<sup>33</sup> Sweden, The Sisters' Shelter Somaya (*Systerjouren Somaya*), available at: [ [www.somaya.se/start/ditt-sprak/english-5996417](http://www.somaya.se/start/ditt-sprak/english-5996417) ]

<sup>34</sup> Sweden, National Council for Crime Prevention (*Brottsförebygganderådet*) (2011), available at: [www.bra.se](http://www.bra.se)

<sup>35</sup> Sweden, Telephone interview, The Swedish Association for Victim Support (*Brottsofferjourernas Riksförbund, BOJ*), July 2013.

<sup>36</sup> Sweden, Telephone interview, The Swedish Association for Victim Support (*Brottsofferjourernas Riksförbund, BOJ*), July 2013

12	What form(s) does the helpline take? E.g. just phone-line; email, web forum, walk-ins	The Swedish Association for Victim Support <sup>37</sup> The help line is a phone-line with a web forum were questions are answered through a contact formular. <sup>38</sup>
13	Of the possible ways to access the helpline, what is the most frequently used by persons contacting the helpline?	At the Swedish Association for Victim Support ( <i>Brottsofferjourernas Riksförbund, BOJ</i> ) <sup>39</sup> the majority of the contacts were through phone calls and emails.
14	Who operates the helpline? (e.g. Professional staff such as psychologists or lawyers; volunteers etc.)	There are 7 professionals employed and 52 volunteers. <sup>40</sup>
15	Please specify the number of times the helpline was contacted in applic. If this information is not available, please provide a reason under 'comments'.	Contacts were through phone-lines and the web forum. A total of 2 481 contacts were made through the phone-line and the Webb forum. An increase with 11 % compared to 2011.

## 2.4 Obligation of police to provide information

		Yes	No	Comments (max 2-3 sentences)
1	Are police legally obliged to provide all victims with information concerning victim support services? If yes, what is the legal basis for this obligation (e.g. name of the law)?	Yes		13a § - 14 § Preliminary investigations Act ( <i>förundersökningskungörelsen</i> ) <sup>41</sup>

<sup>37</sup> Sweden, Telephone interview, The Swedish Association for Victim Support (*Brottsofferjourernas Riksförbund, BOJ*), July 2013.

<sup>38</sup> Sweden, The Swedish Association for Victim Support (*Brottsofferjourernas Riksförbund, BOJ*) helpline on the web, available at: [www.boj.se](http://www.boj.se)

<sup>39</sup> Sweden, Telephone interview, The Swedish Association for Victim Support (*Brottsofferjourernas Riksförbund, BOJ*), July 2013.

<sup>40</sup> Sweden, Telephone interview, The Swedish Association for Victim Support (*Brottsofferjourernas Riksförbund, BOJ*), July 2013

<sup>41</sup> Sweden, Preliminary investigations Act 1947:948, (*Förundersökningskungörelsen 1947:948*), available at: <https://lagen.nu/1947:948>



2	Are police legally obliged to provide all victims with information concerning compensation? If yes, what is the legal basis for this obligation (e.g. name of the law)?	Yes		13a § - 14 § Preliminary investigations Act ( <i>förundersökningskungörelsen</i> ) <sup>42</sup>
3	Are police legally obliged to provide all victims with information concerning their rights and role in criminal proceedings? If yes, what is the legal basis for this obligation (e.g. name of the law)?	Yes		13a § - 14 § Preliminary investigations Act ( <i>förundersökningskungörelsen</i> ) <sup>43</sup>
4	Are victims who do not understand or speak the language provided with free of charge interpretation in the language of their choice (e.g. during any interviews or questioning of the victim by the police)	Yes		Victims who do not speak Swedish, has a speech impediment or seriously impaired hearing, are entitled to free assistance from an interpreter during the police investigation and during the hearing at court. The same applies for any other contacts with other authorities, for example, the social services.
5	Are victims notified about their right to receive information about:			

<sup>42</sup> Sweden, Preliminary investigations Act 1947:948 (*Förundersökningskungörelsen 1947:948*), available at: [<https://lagen.nu/1947:948>]

<sup>43</sup> Sweden, The Swedish Government, Preliminary investigations Act (1947:948),(*Förundersökningskungörelsen*) (1947:948), available at: [<https://lagen.nu/1947:948>]

(a) any decision not to proceed with or to end an investigation or not to prosecute the offender;	Yes		The police authority is obliged to inform all victims of the outcome of the police investigation. The Code of Judicial Procedure, chapter 23 and section 13 b of the Preliminary investigations Act ( <i>förundersökningskungörelsen</i> ) describe the responsibilities of the Police Force, towards crime victims, including its duty to inform crime victims about their rights. <sup>44</sup>
(b) the time and place of the trial, and the nature of the charges.	Yes		13 d § Preliminary investigations Act ( <i>förundersökningskungörelsen</i> ) <sup>45</sup>
(c) any final judgment in a trial	Yes		13 b § Preliminary investigations Act ( <i>förundersökningskungörelsen</i> ) <sup>46</sup>

## 2.5 Training of practitioners on dealing with victims of crime

Please complete the information in the following table, selecting either 'yes' or 'no' and providing a short explanation in the comments field. Where 'Yes' or 'No' answers are not applicable, 'NA' has been inserted. In these instances, please answer the question directly in the 'comments' field.

With respect with how to deal with victims of crime, Is systematic training of the following categories of professionals who come into contact with victims of crime carried out (if yes, please indicate under 'comments' the nature of the training and whether it is on dealing with all victims or just certain categories of victims (e.g. victims of domestic violence):				
		<b>Yes</b>	<b>No</b>	<b>Comments (max 2-3 sentences)</b>

<sup>44</sup> Sweden, The Swedish Government, Preliminary investigations Act (1947:948), (*förundersökningskungörelsen*) (1947:948), available at: [\[https://lagen.nu/1947:948\]](https://lagen.nu/1947:948)

<sup>45</sup> Sweden, The Swedish Government, Preliminary investigations Act (1947:948), (*förundersökningskungörelsen*) (1947:948), available at: [\[https://lagen.nu/1947:948\]](https://lagen.nu/1947:948)

<sup>46</sup> Sweden, The Swedish Government, Preliminary investigations Act (1947:948), (*förundersökningskungörelsen*) (1947:948), available at: [\[https://lagen.nu/1947:948\]](https://lagen.nu/1947:948)

1	Police	X		The police receive training from the Crime Victim Compensation and Support Authority ( <i>Brottsoffermyndigheten</i> ) in order for children who have witnessed violence and other abuse in close relationships to be made visible to a greater extent in the preliminary investigations. <sup>47</sup>
2	Prosecutors	X		The Prosecution Authority has special training courses for prosecutors dealing with crimes against children and also for those dealing with crimes committed by young offenders. The basic training for prosecutors also includes training in handling child abuse and cases against juvenile offenders. <sup>48</sup>

<sup>47</sup> [Sweden], the Swedish Government, Sweden's fifth periodic report to the UN Committee on the Rights of the implementation of the CRC during 2007-2012, available at: [www.sweden.gov.se/content/1/c6/19/79/61/75042b22.pdf](http://www.sweden.gov.se/content/1/c6/19/79/61/75042b22.pdf) .

<sup>48</sup> Sweden, Telephone interview, The Prosecution Authority (Åkalagarmyndigheten), July 2013.

3	Judges	X		The judges receive training from the Crime Victim Compensation and Support Authority ( <i>Brottsoffermyndigheten</i> ) in order for children who have witnessed violence and other abuse in close relationships to be made visible to a greater extent in the preliminary investigations. <sup>49</sup>
4	Court staff	X		The court staff receive training from the Crime Victim Compensation and Support Authority ( <i>Brottsoffermyndigheten</i> ) in order for children who have witnessed violence and other abuse in close relationships to be made visible to a greater extent in the preliminary investigations. <sup>50</sup>
5	Are Victim Support Organisations involved in this training? If yes, how are they involved? (e.g. they provide input through lectures; they fund the training; they organise and run the training themselves etc.)	X		Victim Support Organisations are involved in training. They provide input through lectures; they fund the training; they organise and run the training themselves. <sup>51</sup>

<sup>49</sup> [Sweden], the Swedish Government, Sweden's fifth periodic report to the UN Committee on the Rights of the implementation of the CRC during 2007-2012, available at: [www.sweden.gov.se/content/1/c6/19/79/61/75042b22.pdf](http://www.sweden.gov.se/content/1/c6/19/79/61/75042b22.pdf) .

<sup>50</sup> [Sweden], the Swedish Government, Sweden's fifth periodic report to the UN Committee on the Rights of the implementation of the CRC during 2007-2012, available at: [www.sweden.gov.se/content/1/c6/19/79/61/75042b22.pdf](http://www.sweden.gov.se/content/1/c6/19/79/61/75042b22.pdf) .

<sup>51</sup> Sweden, Telephone interview, The Swedish Association for Victim Support (*Brottsofferjouernas Riksförbund, BOJ*), July 2013.

6	Is systematic training of victim support staff carried out on how to deal with victims of crime? If yes, please indicate the nature of the training,	X		The Swedish Association for Victim Support ( <i>Brottsofferjourernas Riksförbund, BOJ</i> ) has training for all the professionals and volunteers. Both introductory and advanced training is offered several times a year for the support persons. <sup>52</sup>
7	Please briefly list any other category of officials coming into contact with victims that receive systematic training on how to deal with victims of crime (e.g. lawyers, restorative justice services etc.)			Psychologists, social workers receive training from the Swedish Association for Victim Support ( <i>Brottsofferjourernas Riksförbund, BOJ</i> ). <sup>53</sup>

## 2.6 Rights of victims in criminal proceedings

Please complete the information in the following tables, choosing 'Yes' or 'No' and providing a short explanation or justification for each answer. In cases where your country has already been placed in a particular category as an example, check that the category your country has been placed in (i.e. 'Yes' or 'No') is accurate and revise if necessary.

### 2.6.1 Definition of victim

Please provide a definition of the term victim in your country:

	Description	Explanation (max word count 200)
1	What is the main or generic legal definition of the term 'victim' (as provided for in national legislation)?	The Criminal Injuries Compensation Act ( <i>Brottskadlagen</i> ) defines the victim as a general condition for the right to the criminal injury compensation and the injury must have occurred as a result of the crime (§ 1): <sup>54</sup>  "The victim is the one that has suffered injury as a result of crime ( <i>Den skadelidande är den som har drabbats av skada till följd av brott</i> )." <sup>55</sup>

<sup>52</sup> Sweden, Telephone interview, The Swedish Association for Victim Support (*Brottsofferjourernas Riksförbund, BOJ*), July 2013.

<sup>53</sup> Sweden, Telephone interview, The Swedish Association for Victim Support (*Brottsofferjourernas Riksförbund, BOJ*), July 2013.

<sup>54</sup> Sweden, The Criminal Injuries Compensation Act (*Brottskadlagen*, SFS 1978:413), available at : [ [www.notisum.se/mp/sls/lag/19780413.htm](http://www.notisum.se/mp/sls/lag/19780413.htm) ].

<sup>55</sup> Sweden, The Criminal Injuries Compensation Act (*Brottskadlagen*, SFS 1978:413), available at : [ [www.notisum.se/mp/sls/lag/19780413.htm](http://www.notisum.se/mp/sls/lag/19780413.htm) ].

2	Is there a separate definition of 'vulnerable victims' (as separate from the main or generic definition of 'victim')?	In the Social Welfare general guidelines regarding victims of crime, abused women and children who have witnessed violence are considered particular vulnerable victims. <sup>56</sup>
3	Are parents, children, other family members, same sex partner & first responders included under the main definition of the term victim? If not, are they included as 'indirect' victims or similar?	<p>The <i>Social Services Act Chap. 5 Sect. 11 (Socialtjänstlagen)</i> includes close relatives and the victim.<sup>57</sup> Children who witness violence in close relationships are identified as vulnerable victims. The parents, the children, other family members, the same sex partner of the victim are included under their definition of the term victim according to the Social Services Act Chap. 5 Sect. 11 (<i>Socialtjänstlagen</i>).<sup>58</sup></p> <p>In the Social Welfare general guidelines regarding victims of crime, abused women and children who have witnessed violence are considered particular vulnerable victims. The social welfare board has the responsibility to pay particular attention to the fact that women who are being or have been subjected to violence or other abuse by a person close to them may be in need of support and help in order to change their situation. The social welfare board should also pay special attention to the fact that children who have witnessed violence or other abuse by or towards adults close to them are victims of crime and may be in need of support and help.<sup>59</sup></p>

### 2.6.2. Decision not to prosecute

With regard to victims' rights to review a decision not to prosecute, please answer the following:

	Yes	No	Comments (Max word count 80 words)
If the prosecutor decides to discontinue a case, does the victim have the right to file for a review of the decision not to prosecute?	X		The public prosecutor can prosecute <i>ex officio</i> if there is sufficient evidence for a court of law to be able to convict the suspect, prosecution. The prosecutor has the right not to prosecute and instead decide to waive prosecution. The victim can still be entitled to criminal injuries compensation. If the victim is not satisfied with a decision made by the prosecutor, a request for review can be made to a senior public prosecutor.
Who undertakes this review?			A senior public prosecutor.

<sup>56</sup> Sweden, The National Board of Welfare and Health (*Socialstyrelsen*) SOSFS 2009:22, Guidelines about the Social xxx work with women subjected to violence and children who witnessed crime (*Socialstyrelsens allmänna råd om socialnämndens arbete med våldsutsatta kvinnor samt barn som bevittnat våld*), available at: [[www.socialstyrelsen.se/sosfs/2009-22](http://www.socialstyrelsen.se/sosfs/2009-22)]

<sup>57</sup> Sweden, The Social Services Act 2001:453, (*Socialtjänstlagen 2001:453*), available at: [[www.notisum.se/mp/sls/lag/20010453.htm](http://www.notisum.se/mp/sls/lag/20010453.htm)]

<sup>58</sup> Sweden, The Social Services Act 2001:453, (*Socialtjänstlagen 2001:453*), available at: [[www.notisum.se/mp/sls/lag/20010453.htm](http://www.notisum.se/mp/sls/lag/20010453.htm)]

<sup>59</sup> Sweden, The National Board of Health and Welfare (*Socialstyrelsen*) general guidelines about the social welfare committees' work with abused women and children who have witnessed violence SOSFS (2009:22), (*Socialstyrelsens allmänna råd om socialnämndens arbete med våldsutsatta kvinnor samt barn som bevittnat våld*, SOSFS (2009:22), available at: [[www.socialstyrelsen.se/sosfs/2009-22](http://www.socialstyrelsen.se/sosfs/2009-22)]

Does the victim have the right to institute private prosecution in cases where the prosecutor drops charges? If yes, under what circumstances?	X		If the prosecutor is not presenting the victims claim for damages and the victim does not have a counsel, the victim can bring action for damages in a civil process.
Does the prosecutor's office have a dedicated hotline or mechanism whereby victims can inquire about the progress of a case?	X		The prosecutor's office does not have a dedicated hotline, but victims can require about the progress of their case.

### 2.6.3. Right to be heard

Please complete the information in the following tables, choosing 'Yes' or 'No' and providing a short explanation or justification for each answer. Some examples have been provided.

	Yes	No	Comments (Max word count 80 words)
Do victims have a right to be heard during criminal proceedings?	X		Yes, they have this right according to the Judicial Procedural Code ( <i>Rättegångsbalken</i> ). <sup>60</sup>
Do victims have a right to supply evidence during criminal proceedings?	X		Yes they do according to the Judicial Procedural Code ( <i>Rättegångsbalken</i> ). <sup>61</sup>
Is there a right for vulnerable victims to be questioned & testify in court in a protected manner – e.g. are screens in place when victims testify/video link available or other measures to separate victim from accused? Please	X		'Hearing in camera', is possible, which means the hearing takes place behind closed doors if the case is considered to be of a very sensitive nature.  The court can decide, that the defendant must sit in another room while the victim is testifying. However, the defendant is entitled to listen to the testimony via a loudspeaker.

<sup>60</sup> Sweden, The Swedish Government, The Judicial Code 1942:740 (*Rättegångsbalken 1942:740*), available at: [www.notisum.se/rnp/sls/lag/19420740.HTM](http://www.notisum.se/rnp/sls/lag/19420740.HTM)

<sup>61</sup> Sweden, The Swedish Government, The Judicial Code 1942:740 (*Rättegångsbalken 1942:740*), available at: [www.notisum.se/rnp/sls/lag/19420740.HTM](http://www.notisum.se/rnp/sls/lag/19420740.HTM)

specify whether this applies to all victims or just certain categories of victims (please specify):			
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#### 2.6.4 Rights of victims at trial

The International Criminal Court (ICC) has created a special unit for victims and witness to provide support before, during and after the trial. Services are delivered by professionals who are often salaried employees of the court, and includes persons with expertise in trauma, including trauma from sexual violence. When providing testimony victims may also have support from family members, psychologists or legal representatives. These specialists are also able to advise prosecutors on appropriate security arrangements for victims and the court must take measures to protect the safety, physical and psychological well-being, dignity and privacy of victims. The statute allows for identities not to be made public, testimony to be provided by electronic means and the hearing to be confidential. The statute also calls for the court to establish principles relating to “reparations to victims, including restitution, compensation and rehabilitation” and to establish a trust fund which “works for victims by mobilizing people, funding opportunities for the benefit of victims and implementing court-ordered reparations awards.”

*With the example of the ICC special victims’ unit in mind, please answer the following questions, choosing ‘yes’ or ‘no’ and providing a short description. If the answer is no, please provide a justification. Where ‘Yes’ or ‘No’ answers are not applicable (i.e. questions 2-4), ‘NA’ has been inserted. In these cases, please answer the question directly in the ‘Description/justification’ field.*

		Yes	No	Description/justification (max 1-3 sentences)
1	Looking at your own criminal court system, is there a special unit or service for victims of crime providing support?	X		There is a witness support service established at all District Courts and Courts of Appeal in Sweden. The government has commissioned that the Crime Victim Compensation and Support Authority and the National Courts Administration are to ensure that there is a witness support service.
2	Is there a separate waiting area for victims at court?	X		Most courts have a separate witness support service room where witnesses and crime victims can wait undisturbed.
3	Is special seating reserved for victims at trial?	X		The victim (injured party) sits next to the prosecutor in the courtroom.



4	What other services are available?			The victim can bring a support person during the investigation or the trial (Chap 20, section 15 and Chap. 23, section 10), Code of judicial procedure ( <i>Rättegångsbalken</i> ). <sup>62</sup>
5	Who provides the services (e.g. professional or specialised staff; volunteers etc)?	X		The witness support service is a voluntary service, usually carried out by victim support centres and administered locally by the witness support service coordinator who can be contacted via the court.
6	In reference to question 5, do the service providers provide advice to prosecutors with respect to the the safety, physical and psychological well-being, dignity and privacy of victims?	X		
7	Do they provide advice to judges with respect to the the safety, physical and psychological well-being, dignity and privacy of victims?	X		
8	Are the rights and protections that should be afforded to victims mentioned in the founding law (e.g. a statute) establishing the court?	X		
9	Do victims have the right to be accompanied by support persons during the trial?	X		The victim can bring a support person during the investigation or the trial (Chap 20, section 15 and Chap. 23, section 10), Code of judicial procedure ( <i>Rättegångsbalken</i> ). <sup>63</sup>
10	Can victims access & copy trial records	X		Yes, they can access all court material and copy trail records. But they might be charged a fee according to the fee Ordinance ( <i>avgiftsförordningen</i> ). <sup>64</sup> If the court refuses to hand out the trail records, you can take the case to court. In some cases the records might first be subject to a secrecy check according to chapter 25 article 1 ( <i>Offentlighets- och sekretesslagen</i> ) before being handed out to the victim.

### 2.6.5 Legal aid for victims:

Experts consider provision of legal advice the area where there is most room for improvement in the area of victim support activities, with significant advances needed to ensure free and easily accessible legal advice for all victims. With this in mind, please answer questions 1 -5 in the table below selecting only **one option** (a, b, c or d) for each question and providing a description under 'comments'. **Please specify what criteria, if any, entitle a victim to avail of certain categories of legal aid. There may be several criteria (as in the example below – please be as detailed as possible. If none of the descriptions match the situation in your country, please choose 'd' and provide a short explanation of the situation.**

<sup>62</sup> Sweden, Code of judicial procedure 1942: 740, amendments Law 1994:420, (*Rättegångsbalken 1942:740*), lag 1994:740, available at : [\[www.government.se/content/1/c6/02/77/78/30607300.pdf\]](http://www.government.se/content/1/c6/02/77/78/30607300.pdf) in english.

<sup>63</sup> Sweden, Code of judicial procedure 1942: 740, amendments Law 1994:420, (*Rättegångsbalken 1942:740*), lag 1994:740, available at : [\[www.government.se/content/1/c6/02/77/78/30607300.pdf\]](http://www.government.se/content/1/c6/02/77/78/30607300.pdf) in english.

<sup>64</sup> Sweden, The Swedish Government, The Fee Ordinance 1992:191 (*Avgiftsförordningen*, 1992:191), available at: [\[www.notisum.se/mp/sls/lag/19920191.HTM\]](http://www.notisum.se/mp/sls/lag/19920191.HTM)

Categories of legal aid		A: Available to all victims of crime as a fundamental right of victims	B: Available to certain categories of victims; e.g. only victims of serious crime, only victims who are nationals of that country etc. (please specify which victims are entitled to such advice):	C: Subject to other criteria; e.g. an economic 'means test' (please specify):	D: Other (please specify)
1. Free legal advice	Place X in appropriate column	X	X		
	Comments:	<p><b>Legal advice</b></p> <p>Everybody - natural persons, associations, companies etc. - can get legal advice in all legal matters. A lawyer or junior barrister at a lawyer's office can provide legal advice. Up to two hours' legal advice can be provided and it may be split into several sessions. There is a charge for legal advice, currently SEK 1 162 (approximately € 120). If the person obtaining the advice has insufficient financial resources this charge can be reduced by half. If the person obtaining the advice is a child, he or she does not usually need to pay any fee. If the fee is reduced, the lawyer will receive the balance from the state.</p>	<p><b>Legal aid</b></p> <p>Legal aid is only available to natural persons, i.e. companies, associations, etc., are not eligible. Estates of deceased persons, however, do qualify for legal aid in certain circumstances. Nationals of all EU Member States have the same rights to legal aid as Swedish citizens.</p> <p>To qualify for legal aid the victim must meet certain conditions:</p> <ol style="list-style-type: none"> <li>1. The victim must have received at least an hour's legal advice.</li> <li>2. The victim must not exceed a financial threshold, currently set at SEK 260 000 (approximately € 27 375). When the applicant's income is estimated, his/her economic situation as a whole is taken into account, for example, any child maintenance expenses, property or debts.</li> <li>3. The victim must need the help of a</li> </ol>		

			<p>lawyer over and above the legal advice provided and it must not be possible to meet this need in any other way.</p> <p>4. Depending on the nature and significance of the case, the value of the object in dispute and the overall circumstances, it may also be considered reasonable for the state to contribute to the costs.</p> <p>5. If the victim must - or should have had - legal protection insurance this will be used first.</p>		
<b>2. Free legal representation</b>	Place X in appropriate column		X		
	Comments:		<p>1. <b>Counsel for the injured party</b> - victims of crime of a sexual nature and those involving violence in close relationships can be appointed a <b>counsel for the injured party</b> (<i>målsägandebiträde</i>), by the court as soon as the preliminary investigation has been initiated.<sup>65</sup></p> <p>2. <b>Special representative for children</b>- If a child has been exposed to a crime that can lead to imprisonment, <b>a special representative</b> for the child is appointed in certain cases.<sup>66</sup></p> <p>3. <b>Support person</b>- The victim</p>		

<sup>65</sup> Sweden, The Act (1988:609) counsel for the injured party (*Lag 1988:609 om målsägandebiträde*), available at: [[www.notisum.se/mp/sls/lag/19880609.htm](http://www.notisum.se/mp/sls/lag/19880609.htm)]

<sup>66</sup> Sweden, The Act (1999:997) on the special representative for children (*Lag (1999:997) om särskild företrädare för barn*), available at: [[www.notisum.se/mp/sls/lag/19990997.htm](http://www.notisum.se/mp/sls/lag/19990997.htm)]

			can bring a <b>support person</b> during the investigation or the trial. Unlike an attorney, support persons do not act in legal matters during the hearing or trial. A support person's role is only to be a personal support to the victim. A support person cannot receive compensation from the government for the services.		
<b>3. Exemption from court fees</b>	Place X in appropriate column	X			
	Comments:	The court proceedings themselves are free of charge in Sweden with the exception of an application fee, which is currently SEK 450 (approximately € 47).  If the victim qualifies for legal aid, the state pays the application fee.			
<b>4. Exemption from or reimbursement for expenses related to interpretation and/or translation</b>	Place X in appropriate column	X			
	Comments:				
<b>5. Reimbursement for loss of earnings, travel and accommodation</b>	Place X in appropriate column	X			

<b>costs with regard to role in criminal or civil proceedings</b>	Comments:	if the victim is a injured party to a case or legal matter and has been summoned to appear before the court, <b>travel and subsistence expenses</b> can be paid by the state if they are considered to be reasonable ( <i>Chapter 11, Section 6 of the Code of Judicial Procedure</i> ).			
		<b>The state</b>	<b>A victim support service</b>	<b>Both</b>	<b>Other (explain)</b>
<b>2. Who provides legal aid? place 'X' in one column only)</b>	X (The Legal Aid Authority) <i>Rättshjälpsmyndigheten</i> <sup>67</sup>				

<sup>67</sup> Sweden, The Legal Aid Authority (*Rättshjälpsmyndigheten*), available at: [www.rattshjalp.se/English-version/The-Legal-Aid-Authority/](http://www.rattshjalp.se/English-version/The-Legal-Aid-Authority/)

## 2.7 Compensation

Please complete the information in the following tables, choosing 'Yes' or 'No' and providing a short explanation or justification for each answer: e.g. for question 2.7 (2), please select 'Yes' or 'No' and under comments, specify what measures victims can ask for during criminal proceedings. In cases where your country has already been placed in a particular category as an example, check that the category your country has been placed in (i.e. 'Yes' or 'No') is accurate and revise if necessary; i.e. by moving your country from the 'Yes' column to the 'No' column and vice versa.

	Victims' rights with regard to compensation	Yes	No	Comments and sources (max 2-3 sentences)
1	Do victims have the right to ask for compensation during criminal proceedings?	x		As a rule, a claim for damages is assessed by the court simultaneously with its assessment of whether or not the defendant is guilty of the crime. It is the injured party who must claim damages from the person who has committed the crime and caused the injury or damage.
2	Aside from compensation, do victims have the right to ask for other measures during criminal proceedings (e.g. return of property, reimbursement of expenses, measures for physical protection)?	X		If the victim has incurred expenses connection to the criminal proceedings, for example for a lawyer or for the provision of evidence, the victim has the right to demand compensation from the defendant for such legal expenses. If the defendant is sentenced to pay the damages requested, then as a rule the defendant will also have to pay the legal expenses.
3	Is compensation paid by the offender?	X		According to the Fund for Victims of Crime Act, 1§, a person who commit a crime is obligated to pay for the damage or injuries the crime gives rise to. <sup>68</sup>
4	Is there such thing as a 'victims of crime fund' that convicted persons must contribute to?	X		According to the Fund for Victims of Crime Act, §3, the resources of the Crime Victim Fund are made available to different kinds of projects and research that focus on victims of crime. <sup>69</sup>
5	Does compensation paid by the offender under a 'victims of crime fund' go towards victim support services?	X		According to the Fund for Victims of Crime Act, §1 and §3, the Victim fund is financed primarily through a special fee of 50 € which every person convicted of a crime punishable by imprisonment must pay. <sup>70</sup>

<sup>68</sup> Sweden, Fund for Victims of Crime Act, Law 1994: 419 (*Lag om Brottsofferfond*) lag 1994:419, available at: <https://lagen.nu/1994:419>

<sup>69</sup> Sweden, Fund for Victims of Crime Act, Law 1994: 419 (*Lag om Brottsofferfond*) lag 1994:419, available at: <https://lagen.nu/1994:419>

<sup>70</sup> Sweden, Law 1999:582 amendments to the Fund for Victims of Crime Act, (Law 1994: 419) (*Lag (1999:582) om ändring i lagen (1994:419) om brottsofferfond*), available at: <http://rkrattsdb.gov.se/SFSdoc/99/990582.PDF>

6	Is compensation paid by the state?	X		If the offender is unable to pay and the victim does not have an insurance that fully covers the injuries, the victim can sometimes get compensation from the state; criminal injuries compensation. There is also a special kind of criminal injuries compensation for children who have witnessed violence towards a person close to them. <sup>71</sup>
7	Will the State advance payment of the compensation if the offender does not pay? Under which conditions?			If the offender either cannot or will not pay voluntarily, the Swedish Enforcement Authority ( <i>Kronofogdemyndigheten</i> ) can help the victim collect the damages free of charge.
8	Does a compensation order exist?			In Sweden, the court sends out a compensation order, which is a copy of the sentence to the local enforcement agency. The victim receives a letter from the agency asking whether the victim would like them to collect the damages on the victim's behalf.
9	Do prosecutors have the power to mediate between the offender and the victim?	AT, BE, NL FR CZ, FI, DE, HU, LT, LU, PL, RO, SL, SE	BG, CY, DK, EE, EL, ES, IE, LV, MT and UK	According to experts, the duty for prosecutors to obtain compensation between offender and victim (may also take the form of mediation between victim and offender to obtain compensation) is available in AT, BE, NL & FR, CZ, FI, DE, HU, LT, LU, PL, RO, SL, SE.
10	Do prosecutors have the duty to attempt to obtain compensation from the offender?	AT, BE, NL FR CZ, FI, DE, HU, LT, LU, PL, RO, SL, SE	BG, CY, DK, EE, EL, ES, IE, LV, MT and UK	According to experts, the duty for prosecutors to obtain compensation between offender and victim (may also take the form of mediation between victim and offender to obtain compensation) is available in AT, BE, NL & FR, CZ, FI, DE, HU, LT, LU, PL, RO, SL, SE.
11	Is compensation, when paid by the offender to the victim, taken into account in decisions to prosecute?	AT, BE, CZ, FI, FR, DE, HU, IT, LT, LU, NL, PL, PT, RO, SI, SL & SE.	BG, CY, DK, EE, EL, ES, IE, LV, MT and UK	According to the experts BG, CY, DK, EE, EL, ES, IE, LV, MT and UK do not consider the question of compensation to the victim in the decision to prosecute the offender, while payment or non-payment of compensation may influence the decision to prosecute in AT, BE, CZ, FI, FR, DE, HU, IT, LT, LU, NL, PL, PT, RO, SI, SL & SE.

<sup>71</sup> Sweden, The Crime Injuries Act (1978:413) article 4 a § (*Brottsskadelagen*), available at: [www.notisum.se/mp/sls/lag/19780413.htm](http://www.notisum.se/mp/sls/lag/19780413.htm)

12	Is compensation, when paid by the offender to the victim, taken as a mitigating factor in sentencing?	AT, BE, CZ, FI, FR, DE, HU, IT, LT, LU, NL, PL, PT, RO, SI, SL & SE.	BG, CY, DK, EE, EL, ES, IE, LV, MT and UK	According to the experts BG, CY, DK, EE, EL, ES, IE, LV, MT and UK do not consider the question of compensation to the victim in the decision to prosecute the offender, while payment or non-payment of compensation may influence the decision to prosecute in AT, BE, CZ, FI, FR, DE, HU, IT, LT, LU, NL, PL, PT, RO, SI, SL & SE.
13	Is there a limit from the time of the crime within which claims for compensation would have to be made? If yes, what is the time limit?	X		The general rule is that an application must be submitted to the Authority no later than two years after the conclusion of legal proceedings. Exceptions are made for children who were not helped to look after their rights to compensation.
14	Do third country nationals have the right to apply for compensation?	X		
15	Do third country nationals with irregular status (i.e. residing in the country illegally) have the right to apply for compensation?		X	
16	Are there exceptions prescribed in law for different types of crimes? If yes, what are they?	X		<p>According to §1, the Act for a counsel for the injured party (<i>Lag om målsägandebitråde</i>) victims listed below are entitled to a <b>counsel for the injured party</b> (<i>målsägandebitråde</i>), by the court as soon as the preliminary investigation has been initiated.<sup>72</sup></p> <ol style="list-style-type: none"> <li>1. Victims of sexual assault (Penal Code chapter 6).</li> <li>2. Victims of crimes against Life and Health, (The Penal Code, chapter 3).</li> <li>3. Victims of crimes against Liberty and Peace (The Penal Code, chapter 4).</li> <li>4. Victims of robbery (The Penal Code chapter 8, section 5 and 6 (gross robbery)).<sup>73</sup></li> </ol>

<sup>72</sup> Sweden, The Act (1988:609) counsel for the injured party (*Lag 1988:609 om målsägandebitråde*), available at: [www.notisum.se/rnp/sls/lag/19880609.htm](http://www.notisum.se/rnp/sls/lag/19880609.htm)

<sup>73</sup> Sweden, The Penal Code, Law 1962:700 (*Brottsbalken, lag 1962:700*), available at: [www.notisum.se/rnp/sls/lag/19620700.HTM](http://www.notisum.se/rnp/sls/lag/19620700.HTM)



## 2.8 Cross border support

Please complete the information in the following tables, choosing 'Yes' or 'No' and providing a short explanation or justification for each answer. Where 'Yes' or 'No' answers are not applicable (i.e. questions 9-12), please place your answer directly in the 'Description' field.

	Victims' rights with regard to cross border support	Yes	No	Description (max 2-3 sentences per question)
1	Is there a formal system of cross-border referral of victims (to a victim support organisation in the state in which the victim lives) when the victim who has approached the VSO or competent authority is resident in another state?			Sweden's central contact point is the Crime Victim Compensation and Support Authority ( <i>Brottsoffermyndigheten</i> ).
2	Can victims of crime report crimes in their own country if the crime was committed in another state?	X		Swedish residents are entitled to criminal injuries compensation for a crime committed in another state in the event of personal injury and violations. Victims of crime who are non-residents can report a crime in their own country if the crime was committed in Sweden and the victim lived in Sweden at the time of the crime. However, this provision should not be applied in cases of intentional crimes of violence committed in Sweden against an injured party who, at the time of the offence, was a citizen or resident of another EU state. The Crime Victim Compensation and Support Authority, when so requested by the injured party, should treat an application for criminal injuries compensation as an application for European criminal injuries compensation if the offence was committed in another EU state.
3	Are victim support services made available to all victims, regardless of legal status, country of origin or nationality?		X	
4	Describe any special mechanism for victims of crime from other countries to access support. E.g. via website etc.	X		The Crime Victim Compensation and Support Authority inform potential claimants about the compensation scheme, through leaflets and brochures with information in different languages. Information can be obtained through via the website and the material can be downloaded.
5	Is information made available to victims in different languages by the police? If yes, which languages?	X		Yes, there is information in different languages about crime victim support on the Swedish police website. The information is in these languages: Swedish, English, Spanish, Finnish, German, French, Bosnian, Romani Chib, Yiddish, meänkieli and North

				Sámi. <sup>74</sup>
6	Is information made available to victims in different languages by victim support services? If yes, which languages?	X		BOJ has a help line specifically called support in your own language (Stöd på eget språk). There are 24 languages available. English, German, Danish, Finnish, Norwegian, Russian, Albanska, rumänska, mandarin, somaliska, arabiska, sydkurdiska, portugiska, spanska, franska, thailändska, japanska, tigrinja, swahili, polska, irakiska, persiska, grekiska, turkiska. <sup>75</sup>
7	Do victim support services offer interpretation or translation services? If yes, in which languages?	X		Yes, they do help translate and interpretation is available if needed through the project support in your own language (Stöd på eget språk). <sup>76</sup>
8	Does the main generic victim support organisation in your country maintain contact with victim support organisations in other countries? If yes, how? (E.g. through formal cooperation agreement; international consultative forums or conventions etc.)	X		The Swedish Association for Victim Support ( <i>Brottsofferjouernas Riksförbund, BOJ</i> ) is a member of the <i>Victim Support Europe</i> . <sup>77</sup>
		<b>Description (max 2-3 sentences per question)</b>		
9	What is the mechanism for victims to apply for compensation once they are back in their own country?			The claim may be sent to the assisting authority in the home country, which will forward it to Crime Victim Compensation and Support Authority in Sweden.
10	What is the number of victims accessing victim support services who are non-nationals of the state?			According to the Crime Victim Compensation and Support Authority, approximately 100 applications per year are received from victims who are non-nationals of Sweden. <sup>78</sup>
11	Describe any special mechanism for victims of crime from other countries to access support. E.g. via website etc.			The Crime Victim Compensation and Support Authority inform potential claimants about the compensation scheme, through leaflets and brochures with information in different languages. Information can be obtained through via the website and the material can be downloaded.

<sup>74</sup> Sweden, The Swedish Police (*Svenska polisen*), Crime Victim Support, available at : [www.polisen.se/en/Languages/Victims-of-Crime/Crime-victim-support/%5D](http://www.polisen.se/en/Languages/Victims-of-Crime/Crime-victim-support/%5D) ]

<sup>75</sup>Sweden, Telephone interview, The Swedish Association for Victim Support (*BrottsofferjouernasRiksförbund, BOJ*), July 2013

<sup>76</sup> Sweden, Telephone interview, The Swedish Association for Victim Support (*BrottsofferjouernasRiksförbund, BOJ*), July 2013

<sup>77</sup> Sweden, Telephone interview, The Swedish Association for Victim Support (*BrottsofferjouernasRiksförbund, BOJ*), July 2013

<sup>78</sup> Sweden, The Swedish Government reports (SOU 2012:26), A new Criminal Injuries Compensation Act (*Ny Brottskadelag (SOU 2012:26)*), p. 326, available at: [www.regeringen.se/content/1/c6/19/20/30/c9186b96.pdf](http://www.regeringen.se/content/1/c6/19/20/30/c9186b96.pdf)

12	Are there any measures put in place for the protection of a victim's right to privacy when dealing with cross border victims?	Yes there are through the Sweden, The Swedish Government, Public Access to Information and Secrecay Act, ( <i>Offentlighets- och sekretesslagen</i> ). <sup>79</sup>
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## 2.9. The role of volunteerism in victim support

From the research carried out in phases 1 & 2, one of the most striking features of the more robust generic victim support systems in Europe is the crucial role played by volunteers.

- a. With this in mind, please provide an overview (max 500 words) of the tradition of volunteerism in the area of the victim of support in your country; i.e. outlining whether such a culture exists, what is the historical background for why it does or does not exist; how is the situation changing and focusing on any discernible trends; explaining also the typical profile of volunteers who work in the field - e.g. well educated? Professional background - working in a particular field (e.g. legal, social work); typical tasks? (E.g. provision of legal/psychological advice? Or restricted to informing victims of rights etc.). How many hours a week do volunteers typically give of their time? Are numbers of volunteers increasing or decreasing?**

The tradition of volunteerism in the area of victim of support in Sweden emerged from the crime victim movement. Regarding crime and punishment, the crime victim movement argued that the offender needed care, support, and rehabilitation provided.<sup>80</sup> Volunteers within the crime victim support centres work with campaigns to influence public opinion and politicians about support to victims of crime.

The historical background for voluntarism within victim support services has its roots in the increased awareness during the 1970's and 1980's about the lack of provision of support to crime victims. Local victim support centres were set up around the country from the early 1980s onwards.<sup>81</sup> The trend in Sweden today is to re-prioritize resources, from treatment of the perpetrator to compensation of the victims. Voluntarism is mostly within the treatment part of victim support and within support during trials.

The typical profile of volunteers work in the field of victim support work as witness support persons. They provide witnesses and crime victims with support and practical information in conjunction with a trial. In most cases, local crime victim support centres run witness support services. The volunteers are sworn to professional secrecy. The confidentiality of victims is protected through the BOJ staff not obliged to register or write journals about the individual cases. They are also not obliged to be witnesses in courts without the consent of the individual crime victim.<sup>82</sup>

In a survey conducted in 2009 by BOJ about the educational needs of volunteers and employed staff at the shelters,<sup>83</sup> the results showed that approximately  $\frac{3}{4}$  of the support persons and witness support persons are women. Only 19% are under the age of 50. Half of the volunteers and employed staff are above 65 years, which is the maximum average age for witness support persons. The majority of the support persons had worked at the shelters for more than three years and spent about 4-12 hours a month supporting crime victims. The survey assessed the quality of the basic education and training provided by BOJ to all the staff and volunteers. The results clearly confirmed that the basic education is well balanced.<sup>84</sup>

<sup>79</sup> Sweden, The Swedish Government, Public Access to Information and Secrecay Act, 2009:400 (*Offentlighets- och sekretesslagen*, 2009:400), available at: <https://lagen.nu/2009:400>

<sup>80</sup> Sweden, Lindstedt Cronberg M (2002). From Prosecutor to Crime Victim (Från målsägare till brottsoffer). In: Bergenlöv E, Lindstedt Cronberg M, Österberg E (eds). Offer för brott [Victims of Crime]. pp. 25–56. Lund: Nordic Academic Press.

<sup>81</sup> Sweden, Lindstedt Cronberg M (2002). From Prosecutor to Crime Victim (Från målsägare till brottsoffer). In: Bergenlöv E, Lindstedt Cronberg M, Österberg E (eds). Offer för brott [Victims of Crime]. pp. 25–56. Lund: Nordic Academic Press.

<sup>82</sup> Sweden, The Swedish Association for Victim Support (*Brottsofferjouernas Riksförbund, BOJ*), available at: [\[www.boj.se\]](http://www.boj.se).

## 2.10. The tradition of social work

In max 400 words, please provide an overview of whether there is a tradition of social work in your country, and if so, in what way (if any) is it linked to the victim support services structure in your country. In your answer, please include the level of education of a typical social worker (e.g. is university or third level education necessary?).

Sweden has a long tradition of social workers. The typical social worker has a 3,5 years university education and degree in social work (*Socionomprogrammet*). Courses included in the social work education are typically social security law, sociology and psychology.

Many social workers working with victims of crime, work with therapeutic work for those that are affected by the exposure to crime. Social workers also work with education and training about victim support; knowledge based on their everyday encounters with victims of crime. The educational background as social workers (*Socionomer*) is based on learning to become professional without being distanced since the work itself demands interaction with the “clients”. Social workers are also trained to become agents of change when it comes to social problems. Advocacy and awareness rising activities are a large part of the role as social workers in Sweden.<sup>85</sup>

## 2.11. Promising practices in the area of victim support

From the following list of promising practices (detailed explanations found under Annex 1), please identify whether there is a similar practice in your country (yes or no) and provide a brief explanation/description. If you have identified other promising practices not similar to the ones presented here, please provide details under ‘16’ – ‘Other promising practices’.

	Promising practice	Does a similar practice exist in your country?		Short description of the practice in your country, outlining similarities; differences etc. If there is no such practice, please provide a justification for this (e.g. this is not an issue; it is dealt with in other ways; it is a gap that still needs to be addressed)
		Yes	No	
1	Initiative to provide cross-border victims of crime with basic information: In May 2009, the Inter-Regional Crime Prevention working group of the <i>Grande Région (LU, FR, DE, BE)</i> published a basic information guide for victims, detailing what to do in the event one is a victim of a crime or an accident.	X		A leaflet providing summary information to cross-border victims of crime is available. The leaflet has been developed within the framework of the project “Assistance to cross-border victims in the European Union –an action plan.” The

<sup>83</sup> Sweden, Brottsofferjourernas Riksförbund Survey of training needs in 2009 answered by volunteer support persons and witness support persons in BOJ (*Enkätundersökning om utbildningsbehov 2009 besvarad av ideellt arbetande stödpersoner och vittnesstöd inom BOJ*), Sofia Barlind och Ulla Graneli, p.63, available at:

[\[www.boj.se/boj/ung/uploads/file/Enk%C3%A4ten%20om%20utbildningsbehov%202009.pdf\]](http://www.boj.se/boj/ung/uploads/file/Enk%C3%A4ten%20om%20utbildningsbehov%202009.pdf)

<sup>84</sup> Sweden, Brottsofferjourernas Riksförbund Survey of training needs in 2009 answered by volunteer support persons and witness support persons in BOJ (*Enkätundersökning om utbildningsbehov 2009 besvarad av ideellt arbetande stödpersoner och vittnesstöd inom BOJ*), Sofia Barlind och Ulla Graneli, p.64, available at:

[\[www.boj.se/boj/ung/uploads/file/Enk%C3%A4ten%20om%20utbildningsbehov%202009.pdf\]](http://www.boj.se/boj/ung/uploads/file/Enk%C3%A4ten%20om%20utbildningsbehov%202009.pdf)

<sup>85</sup> Sweden, Departement of Social Work (*Socialhögskolan*), Stockholms university, courses and programmes 2012, available at: [\[www.socarb.su.se/%5D\]](http://www.socarb.su.se/%5D).

				leaflet contains information about criminal injuries compensation, damages, legal support, legal advice and legal aid and websites to responsible authorities and NGO's. <sup>86</sup>
2	Assistance to tourist victims of crime: e.g. <b>In Ireland</b> , the Irish Tourist Assistance Service (ITAS) is specialist service offering immediate support and assistance to tourists who are victimised while visiting Ireland. The Service is free and confidential. ITAS is run by staff and volunteers who speak a variety of languages.		X	There is no specific organised assistance to tourists of crime. The option is to turn to The Swedish Association for Victim Support ( <i>Brottsofferjouernas Riksförbund, BOJ</i> ). <sup>87</sup>
3	Schemes for compensatory fines to help fund support services: In addition to other funding sources, several EU Member States generate money for generic victim support services through a 'Victims of Crime fund' or the like, whereby persons convicted of an offence pay a fine to help the funding of services for victims of crime (for example, in BE, LT, NL, PL & SE).	X		Schemes for compensatory fines to help fund support services: In addition to other funding sources, several EU Member States generate money for generic victim support services through a 'Victims of Crime fund' or the like, whereby persons convicted of an offence pay a fine to help the funding of services for victims of crime.
5	In some countries, victims can be accompanied in court by victim support services, ensuring a fuller realisation of victims' rights and helping to prevent secondary victimisation.	X		The task of a witness support person is to help witnesses and injured parties and offer support before and after the hearing.
6	In some countries, victims are provided with free psychosocial and legal assistance throughout the entire criminal proceedings.	X		The Swedish Association for Victim Support ( <i>Brottsofferjouernas Riksförbund, BOJ</i> ) provides free psychosocial and legal assistance after an assessment of the need. <sup>88</sup>
7	Some countries have legal clinics that provide free legal assistance to victims of crime.	X		The Swedish Association for Victim Support ( <i>Brottsofferjouernas Riksförbund, BOJ</i> ) provides for free legal assistance throughout the entire criminal proceedings. <sup>89</sup>
8	Some countries are exploring new and innovative ways of disseminating information to victims of crime in the form of web-based material, using social media and e-support etc. e.g. In SE, the Crime Victim Compensation and Support Authority initiated web-based information site called the Trial School which uses narrators' voices, texts, photographs, films and 3D animations to explain	X		In SE, the Crime Victim Compensation and Support Authority initiated web-based information site called the Trial School which uses narrators' voices, texts, photographs, films and 3D animations to explain

<sup>86</sup> Sweden, The Crime and Support Authority (*Brottsoffermyndigheten*) (2005), Information to non-residents becoming victims of crime in Sweden. Umeå, available at: [www.brottsoffermyndigheten.se/om-oss/internationellt/brottsoffermyndighetens-internationella-projekt](http://www.brottsoffermyndigheten.se/om-oss/internationellt/brottsoffermyndighetens-internationella-projekt)

<sup>87</sup> Sweden, Telephone interview, The Swedish Association for Victim Support (*Brottsofferjouernas Riksförbund, BOJ*), July 2013

<sup>88</sup> Sweden, Telephone interview, The Swedish Association for Victim Support (*Brottsofferjouernas Riksförbund, BOJ*), July 2013

<sup>89</sup> Sweden, Telephone interview, The Swedish Association for Victim Support (*Brottsofferjouernas Riksförbund, BOJ*), July 2013

	what happens at a court trial. Victim Support Finland (RIKU) operates a mobile phone service providing advice to crime victims through automatic text messages, while in NL; the Victim Support fund has a website and a smart phone app to guide victims to support organisations.			what happens at a court trial.
9	Some countries have created a 'Victim's Charter' which, not a legally binding document in itself, rather aims to describe the criminal justice system to a victim of crime, setting out victims' rights and providing clear information in relation to various aspects of criminal proceedings, state agencies, victim support organisations etc. (e.g. what happens when a crime is reported; what to expect during the investigation process, which agencies are involved in providing support etc.).	X		The Crime Victim Compensation and Support Authority initiated a the website The Trial School ( <i>Rättegångsskolan</i> ) to describe the criminal justice system to a victim of crime. An English version has been developed. <sup>90</sup>
10	In SE referral from the police works effectively since several local BOJ victim support services operate on the same premises as the local police station which also is seen as a way to quickly identify victims. All police districts, in over 100 districts around Sweden, have a Crime Victim Emergency Service. People who have training in and experience of the issues faced by victims of crime are available at these offices.	X		In SE referral from the police works effectively since several local BOJ victim support services operate on the same premises as the local police station which also is seen as a way to quickly identify victims. All police districts, in over 100 districts around Sweden, have a Crime Victim Emergency Service. People who have training in and experience of the issues faced by victims of crime are available at these offices.
11	The multi-disciplinary, national referral system introduced in Bulgaria with regard to trafficking might be considered a promising practice.	X		<ul style="list-style-type: none"> <li>A national domestic violence coordinator was appointed by the government in 2012. The coordinator is responsible for gathering and supporting the relevant authorities, municipalities, county councils and organisations to enhance the effectiveness, quality and sustainability of efforts against violence in close relationships, with a special focus on the justice system.<sup>91</sup></li> </ul>
12	As part of the National Social Roma Inclusion Strategy in HU, Roma victim support volunteers are recruited to work in the volunteer support network. There is also a network of on-site legal aid stations led by an active member of the local Roma community, while the attorneys of the organisation are available online and provide free legal advice via Skype. Their area of		X	On 16 February 2012, the Government adopted a coordinated and long-term strategy for the inclusion of Roma for the period 2012–2032. The implementation of the strategy involves Roma

<sup>90</sup> Sweden, Telephone interview, The Swedish Association for Victim Support (*Brottsofferjourenas Riksförbund, BOJ*), July 2013

<sup>91</sup> Sweden, The National Domestic violence coordinator (*En Nationell samordnare mot våld i nära relationer*) available at: [www.relationsvald.se/%5D](http://www.relationsvald.se/%5D)

	operation also includes legal support to victims of hate crime.			participation and Roma influence, focusing on enhancing and continuously monitoring Roma access to human rights at the local, regional and national level. The strategy does not involve support to victims of hate crimes, legal advice from the Roma community or network of on-site legal aid. These services are provided through the general victim support services. <sup>92</sup>
13	<p>Police forces in <b>England and Wales</b> have policies on dealing with repeat victimisation. An example of such a policy is the Thames Valley Police policy on repeat victimisation (drafted and audited in accordance with Human Rights Act 1998):</p> <p><b>Sample Extract from the policy:</b></p> <p><b>1. Rationale</b></p> <p>1.1 Research and organisational experience indicate that victims of crime and other incidents may be targeted for subsequent victimisation. This is particularly relevant in relation to offences of burglary, assault, domestic violence and hate crime.</p> <p>1.2 Repeat incidents often occur soon after the initial victimisation; therefore it is important to take preventative measures quickly. Likely victims must be identified immediately and subject to a targeted crime reduction initiative.</p> <p>1.3 Every victim should be asked whether they have been subject to other offences. The primary means to prevent repeat victimisation is to arrest and prosecute the offender, although other tactical options are available [...].</p>		X	In 2013, The Crime and Victim Support Authority published an information pamphlet to victims of crime. One of the issues addressed is the common reactions to crime. Repeat victimization is addressed from a psychosocial perspective but not from a policy level. <sup>93</sup>
14	Many countries have practices in place to respect the rights of victims during court proceedings, particularly with regard to their rights to privacy and protection; e.g. the trial being conducted behind closed doors; witness' testimony being taken so they do not come into contact with accused (e.g. in SI, taking of testimony using technical devices (protective screen, voice disguising devices, transmission of sound from separate premises and other similar technical devices); ban on use of images related to the victimisation; other measures undertaken by judges or prosecutors (or jury?) in respect of victims' rights? (e.g. jurors in FR swear an oath pledge not to betray the interests of the victim).		X	Sweden has practices in place to respect the rights of victims during court proceedings, particularly with regard to their rights to privacy and protection; e.g. the trial being conducted behind closed doors; witness' testimony being taken so they do not come into contact with accused (e.g. in SI, taking of testimony using technical devices (protective screen, voice disguising devices, transmission of sound from separate premises and other similar technical

<sup>92</sup> Swedish Government, Strategy for Roma inclusion 2012-2032 (Strategi för romers inkludering 2012-2032), Stockholm, available at: [www.regeringen.se/sb/d/15731](http://www.regeringen.se/sb/d/15731).

<sup>93</sup> Sweden, The Swedish Association for Victim Support (2013) To you who is a victim of crime (*Till dig som utsatts för brott*), Brottsofferjourenas Riksförbund, BOJ, Åströms tryckeri AB, Umeå 2013, available at: [www.brottsoffermyndigheten.se/Filer/Broschyrrer/Svenska/Till\\_dig\\_som\\_utsatts\\_för\\_brott.pdf](http://www.brottsoffermyndigheten.se/Filer/Broschyrrer/Svenska/Till_dig_som_utsatts_för_brott.pdf)

				devices); ban on use of images related to the victimisation; other measures undertaken by judges or prosecutors (or jury) in respect of victims' rights.
15	In some countries, police, prosecutors and judges work for victim support organisations in an official capacity that forms part of their training (e.g. in Austria)		X	Normally the police works closely with the victim support services and are located at the same premises to strengthen collaboration. This is typical the case at the children houses ( <i>Barnahus</i> ).
16	<b>Other promising practices:</b> please include any other promising practices in your country with regard to victim support and enabling victims' to exercise their rights.	NA	NA	The social services' have different Young Crime Victims Support Centres ( <i>Stödcentrum för unga brottsoffer</i> ), <sup>94</sup> established across the country. They provide counselling; information, and practical help to youths who have been exposed to crime, as well as to their parents. The first centre was initiated in 1999 in Stockholm, as collaboration between the social services and the police, and with financial support from the Crime Victim Compensation and Support Authority ( <i>Brottsoffermyndigheten</i> ).

## 2.12 Role of the victim in practice

When it comes to perceiving or conceptualising victims of crime, certain ideal types or models can be distinguished. Based on your research and responses so far, please choose one from the following 4 descriptions of the role of the victim in the criminal justice system of your country (if possible indicating the most common view of legal practitioners (judges, prosecutors, lawyers) in your country. (If you believe that there are different perceptions of victims depending on various types of criminal offences, please consider cases of violent crimes.):

	Please choose the most appropriate description of how the victim is perceived in the criminal justice system	Place X in the appropriate box (choose only one)	Explanation (maximum word count 200)
1	The victim is seen essentially as a witness.		
2	In addition to 1, if the victim has suffered damage as a consequence of a criminal offence, importance is attributed to allowing the victim to claim compensation within the framework of criminal proceedings.		
3	In addition to 1 or 2, the victim is seen as		

<sup>94</sup> Sweden, The Young Crime Victims Support Centres (*Stödcentrum för unga brottsoffer*), [[www.ungabrottsoffer.se/](http://www.ungabrottsoffer.se/)]



	a person who has suffered moral harm and therefore is in need and deserving of help.		
4	In addition to 1, 2 & 3, the victim is perceived as a person whose rights have been violated by the criminal offence and who therefore is entitled to see that justice is done and, to that end, to participate in criminal proceedings.	X	The general rule a report to the police is often necessary in order for the victim to safeguard his/her rights and receive protection. The Committee Inquiry that investigated the introduction of a new Criminal Injuries Act proposed that a provision be introduced in the Criminal Injuries Compensation Act stating that the injured party must, to a reasonable extent, provide assistance so that the reported offence can be investigated. The Committee argues that this would increase the prospects of being able to investigate the offence and of the person who caused the injury being obliged to pay for the injury he or she caused. <sup>95</sup>

In the new EU Victims' Directive, the Commission refers to the varying roles of victims in criminal proceedings in each Member State as being determined by one of the following criteria. With regard to the following descriptions, please choose 'yes' or 'no' for each concerning the role of the victim in the criminal justice system of your country, and provide a short explanation.

	Description of victims' role in EU Directive	Yes	No	Explanation (maximum word count 200)
1	The national system provides for a legal status as a party to criminal proceedings;	X		
2	The victim is under a legal requirement or is requested to actively participate in criminal proceedings, for example as a witness	X		According to 6§ of the Crime Injuries Act, the Crime Victim Compensation and Support Authority requires that the victim actively participate in the criminal proceedings by filing a police report in order to examine a claim for compensation for injuries/damage arising from a crime. The victim must primarily seek compensation from the perpetrator.
3	The victim has a legal entitlement under national law to actively participate in criminal proceedings and is seeking to do so, where the national system does not provide for a legal status as a party to the		X	

<sup>95</sup> Sweden, The Swedish Government reports (SOU 2012:26), A new Criminal Injuries Compensation Act (*Ny Brottskadelag* (SOU 2012:26), p. 26, available at: [www.regeringen.se/content/1/c6/19/20/30/c9186b96.pdf](http://www.regeringen.se/content/1/c6/19/20/30/c9186b96.pdf))

criminal proceedings.			
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## 2 Part B:

### 3.1 Establishment of generic victim support organisations\*

#### 3.1.1 Please outline who (i.e. state or non-state actor) took the initiative for first setting up victim support services.

**Max 250 words**

The first local non-governmental victim support centres were formed in the beginning of the 1980s and funded by the state. The Swedish Association for Victim Support was established in 1988. By the end of the 1980s, the interest in crime victims grew stronger, in conjunction with an expansion of penal legislation and an increased focus on violence against women. In 1989-1995, the number of non-governmental crime victim support centers grew from 15 to 100.<sup>96</sup>

#### 3.1.2 Where did the money come from to support this first attempt?

**Max 150 words**

The funding of the victim support services were funded by the Swedish government. Most of the local victim support centres receive funding from the municipal authorities, but this funding constitutes a very small proportion of the overall budget of the local services.<sup>97</sup> The Government allocates funding to the municipalities to enable them to realise the higher level of ambition proposed by the Government in its bill, Social Service Support for Women Exposed to Violence.<sup>98</sup>

#### 3.1.3 What were the circumstances leading to the establishment of the victim support service(s)?

**Max 200 words**

Most researchers link the increased focus on crime victims to the feminist movement's efforts to confront men's violence against women. In the early 1990s, the interest in crime victims increased significantly. In the 1990s, new legislation was introduced for the protection and support of threatened witnesses, such as the Act on Visiting Bans (*lag om besöksförbud*)<sup>99</sup> prohibiting a person to visit or to contact a person in fear of or subject to intimidation and the Act on Fictitious Personal Data, which allows a threatened person to change identity. In 1993, the Ministry of Justice prepared the memorandum 'Crime Victim in Focus— Measures to Strengthen the Crime Victim's Position'<sup>100</sup> This bill was of great significance and introduced a number of innovations, including increased information to crime victims, improved possibilities of being assigned a support person, the setting up of a fund for crime victims as well as simplified procedures for enforcing damages.<sup>101</sup> In 1996, a Government Commission began reviewing the measures taken for crime victims over the last ten years. The report suggested changes in legislation as well as many other considerations for improving the situation of crime victims. The proposals include the increased use of support persons, an extended right to counsel for the injured party and an increase in the sum payable by offenders to the Fund for Crime victims.

<sup>96</sup> Sweden, Larsson, E. and Stub, L. 1(998) Handbook for Victim Support (*Handbok för stödpersoner*) Stockholm: Brottsofferjourenas riksförbund.

<sup>97</sup> Sweden, The Swedish Government Budget Bill, the Judicial system, 2011/12:1, (*Budgetproposition rättsväsendet*, 2011/12:1) p. 47.

<sup>98</sup> Sweden, The Swedish Government Bill 2006/07:38 (*Regeringsproposition 2006/07:38*).

<sup>99</sup> Sweden, The Act on Visiting Bans, 1988:688 (*lag om besöksförbud 1988:688*)

<sup>100</sup> Sweden, The Swedish Government, (Ds. 1993:29).

### 3.1.4 Quality standards

	Yes	No	Description (max 3-5 sentences)
Do formally adopted key performance indicators exist in relation to the quality of services provided by generic victim support services? If yes, please describe them.		X	BOJ works from a wide and broad knowledge-based approach through information, counseling and advice services. BOJ has knowledge of the legal processes and all the staff and volunteers have sworn secrecy in all individual cases. The crime victims can receive services in their own language if they so wish. <sup>102</sup>

### 3.2 Personnel (professional staff and volunteers)\*:

Taking the below as an example, please provide information with regard to professional staff and volunteers working in the area of generic victim support in 2012 (if more than one organisation dealing with generic victim support please produce a separate table for each organisation).

Country	Name of organisation	Professional staff		Volunteers		
		# staff	hours contracted per week	# volunteers	hours contracted per week	Value of volunteer work
Sweden	The Swedish Association for Victim Support ( <i>Brottsofferjourenas Riksförbund, BOJ</i> ) <sup>103</sup>	7 professionals	1 fulltime (40h/week) 1 part-time (20 hours/week) 4 part-time (12 hours/week)	There are about 1,342 voluntary support persons who represent the backbone of the organisation. <sup>104</sup>	about 4-12 hours a month supporting crime victims. <sup>105</sup>	This information is not available. <sup>106</sup>

<sup>101</sup> Sweden, The Swedish Government, Budget Bill 1993/94:143, (*Proposition 1993/94:143*), Victims in the spotlight (*Brottsoffren i blickpunkten*), pp. 20-31, 53-54.

<sup>102</sup> Sweden, Telephone interview, The Swedish Association for Victim Support (*Brottsofferjourenas Riksförbund, BOJ*), July 2013.

<sup>103</sup> Sweden, Telephone interview, The Swedish Association for Victim Support (*Brottsofferjourenas Riksförbund, BOJ*), July 2013.

<sup>104</sup> Sweden, Telephone interview, The Swedish Association for Victim Support (*Brottsofferjourenas Riksförbund, BOJ*), July 2013.

<sup>105</sup> Sweden, Telephone interview, The Swedish Association for Victim Support (*Brottsofferjourenas Riksförbund, BOJ*), July 2013.

<sup>106</sup> Sweden, Telephone interview, The Swedish Association for Victim Support (*Brottsofferjourenas Riksförbund, BOJ*), July 2013.

### 3.3 Services provided by the state:

From the below list, please answer 'yes' or 'no' if the following general services are provided directly by the state free of charge to victims and provide a short description – **to be answered by all.**

Services provided to victims by the state (free of charge)	Yes	No	Description
a Free legal advice by courts or free legal assistance	Yes		Legal aid can be provided after a means test under the Legal Aid Act. There is free legal advice but such a consultation must not exceed two hours and there is a fixed fee.
b Free health/psychological assistance (e.g. crisis intervention centres)	X		According to the <i>Social Services Act Chap. 5 Sect. 11 (Socialtjänstlagen)</i> free health/psychological assistance can be applied for from the municipality of residence. <sup>107</sup>
c Emergency financial assistance	X		According to the <i>Social Services Act Chap. 5 Sect. 11 (Socialtjänstlagen)</i> emergency financial assistance can be applied for from the municipality of residence. <sup>108</sup>
d Court accompaniment/support services			A counsel for the injured party (målsägandebitråde). A special representative for the child is appointed in certain cases. <i>Witness support (vittnesstöd)</i> is available at most courts.
e Other (specify)	X		Some municipalities can offer support centres for young victims of crime, Children's Advocacy Centres (Barnahus) and sheltered accommodation.

### 3.4 (Failed) Attempts to establish national generic victim support service provider\*\*109

Please describe whether there has ever been any attempt to establish a generic victim support service organisation in your country, specifying the year in which it was established and who attempted it (i.e. state or non-state actor). Why did it not succeed? If you cannot identify such an attempt, please explain the absence of the establishment of such an organisation (historical reasons etc.) and identify whether there is any discussion at government level/media etc. concerning the need to establish/improve services for victims.

<sup>107</sup> Sweden, The Social Services Act 2001:453, (*Socialtjänstlagen 2001:453*), available at: [www.notisum.se/mp/sls/lag/20010453.htm](http://www.notisum.se/mp/sls/lag/20010453.htm)

<sup>108</sup> Sweden, The Social Services Act 2001:453, (*Socialtjänstlagen 2001:453*), available at: [www.notisum.se/mp/sls/lag/20010453.htm](http://www.notisum.se/mp/sls/lag/20010453.htm)

<sup>109</sup> \*\*This question should ONLY be answered by countries falling into category 'A' (in accordance with question 2.2.1).

The establishment of generic victim support in Sweden is nationwide through the Swedish Association for Victim Support (*Brottsofferjourenas Riksförbund, BOJ*). It has the national umbrella organisation for victim support services, founded in 1988 and it has more than 8,000 members.<sup>110</sup> BOJ has about 100 local victim service centres in Sweden.<sup>111</sup> The work of the organisation is based on a clear mission statement, which is according to BOJ; to support all crime victims, provide witness supporters and professional employed staff to give support and assistance to victims of crime, witnesses and relatives. The tasks of BOJ are to give crime victims' support and advice, financial support, legal advice/representation, accompanying them to the police and in court proceedings. All services provided are free of charge. BOJ also engage in crime prevention, in public advocacy, in legislation, in training of professionals. Each Victims Support Shelter is responsible for a specific geographic area. Most commonly, a BOJ support shelter covers one, two or three counties. In nine of the countries

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110 Sweden, The Swedish Association for Victim Support (*Brottsofferjourenas Riksförbund, BOJ*), available at: [www.boj.se](http://www.boj.se)].

111 Sweden, The Swedish Association for Victim Support (*Brottsofferjourenas Riksförbund, BOJ*), available at: [www.boj.se](http://www.boj.se)].

112 Sweden, Sweden's municipalities' contributions to the local Victim Support. A survey conducted in autumn 2011 by the National Association of Victim Support (2011). (*Sveriges kommuners bidrag till lokala brottsofferjourer. En undersökning gjord hösten 2011 av Brottsofferjourenas Riksförbund, 2011*), Sofia Barlind, available at:

[www.boj.se/ckfinder/userfiles/file/BOJs%20kommunbidragsunders%C3%B6kning,%20ht%202011\(2\).pdf](http://www.boj.se/ckfinder/userfiles/file/BOJs%20kommunbidragsunders%C3%B6kning,%20ht%202011(2).pdf)

## Annex 1 – Country codes

Code	Name of country
AT	Austria
BE	Belgium
BG	Bulgaria
CY	Cyprus
CZ	Czech Republic
DE	Germany
DK	Denmark
EE	Estonia
EL	Greece
ES	Spain
FI	Finland
FR	France
HR	Croatia
HU	Hungary
IE	Ireland
IT	Italy
LT	Lithuania
LU	Luxembourg
LV	Latvia
MT	Malta
NL	The Netherlands
PL	Poland
PT	Portugal
RO	Romania
SE	Sweden
SI	Slovenia
SK	Slovakia
UK	United Kingdom

## Annex 2 –list of generic victim support organisations by country

In accordance with question 2.2.1a, please review the list and short description of structure of generic victim support organisations operational in your country and edit as necessary, ensuring that all significant victim support providers (especially those operating at national level) are mentioned.

**Countries shaded in green have been identified (on the basis of country reports submitted for phases 1 & 2 of the project) as not having any generic victim support organisations.** These countries should please provide a short list of the main organisation(s) providing victim support in one of the two specialised areas of victim support focused on in the phase 2 country report (see annex 3 for a list). As a default, please select the area ‘Domestic violence and stalking’.

	<b>Name/short description of organisation(s)</b>
<b>AT</b>	In every of Austria’s nine provinces ( <i>Bundesländer</i> ), branches of national organisations and local victim support organisations are operative. Weisser Ring (NGO) is currently the largest general victim support organisation operating in Austria. Today, the White Ring operates out of a federal office in Vienna and nine branches in all Austrian provinces, as well as 14 representation offices at regional level.
<b>BE</b>	Bureaux d’assistance aux victimes; Victim’s reception service in each of the 27 judicial districts and at the community level, assistance to victims is organized through Centres for Victims of Crime;
<b>BG</b>	
<b>CY</b>	The Social Welfare Services which is the only umbrella service providing support to various victim “groups”, the rest of the initiatives are targeted on specific victim “groups” and are under the non-governmental sector. However, the services provided by the SWS are targeted mainly towards victims of domestic violence and victims of trafficking.
<b>CZ</b>	The Probation and Mediation Service (“PMS”); the White Circle of Justice
<b>DE</b>	The largest volunteer victim support service (operating nationwide) is the Weisser Ring e.V. In Berlin, Hamburg, Lower Saxony, Saxony, Mecklenburg-Western Pomerania and Hesse independent victim support charities (Opferhilfe e.V) run local offices. A nationwide coverage of professional victim support services does not exist, although a number of the professional support services are organised under the auspices of the umbrella organisation Working Group of Victim Support in Germany ‘ado’. In many states (Bavaria, Baden-Württemberg, Bremen, Saarland, Rhineland-Palatinate, Saxony-Anhalt, Schleswig-Holstein and Thuringia) generic professional victim support services as described above do not maintain offices. Here volunteer support services fill this gap.
<b>DK</b>	The Victim Support in Denmark (VID) (Offerrådgivningen, OID). The general victim support service in Denmark consists of 33 different general local entities with VID as their umbrella organisation.
<b>EE</b>	The citizen-initiated Union of Support to Victims of Crime “Victim Support” (Kuriteoohvrite Toetamise Uhing “Ohvriabi”), founded in 1994. It is still the only organisation that provides support to victims of crime in general, without specialisation to any type of victim group.
<b>EL</b>	
<b>ES</b>	The management of the Offices for Support to Victims of Crimes (Oficinas de Asistencia a las Víctimas de Delitos, OAV) is the responsibility of regional governments having the Spanish government used the ability to “set up management agreements entrusted with the Autonomous Communities and local Corporations”. In Spain, these are the only victim support services that can be considered to have a generic character because of dealing with many sorts of victims particularly since this very year.
<b>FI</b>	In 1994, Victim Support Finland (Rikosuhrpäivystys / Brottsofferjouren) began its activities. It was the first organisation to offer victim support services and still is the only organisation providing services to victims of various different types of crimes, as most other third sector actors specialise in providing assistance to certain specific victim groups.



<b>FR</b>	The National Institute for Victims and Mediation (L'Institut national d'aide aux victimes et de médiation, INAVEM) was established in 1986 to promote greater coherence and activity for victim support services. Since June 2004, the INAVEM has had the status of federation, representing member associations ( <a href="http://www.inavem.org">www.inavem.org</a> ). Services for victims (services d'aide aux victimes, SAV) are members of the INAVEM. 150 associations are adherents to the INAVEM and provide psychological, logistic, financial and legal support to victims .
<b>HR</b>	County Court level: There are special departments for victim and witness support (Odjeli za organiziranje i pružanje podrške svjedocima i žrtvama), established at the following seven county courts as part of the court administration: Zagreb, Split, Rijeka, Osijek, Zadar, Vukovar, Sisak. Special departments provide victim and witness support in trials for all criminal offences.
<b>HU</b>	Metropolitan and county offices of the Victim Support Service. There are also a few NGOs that operate in the field of victim support. The White Ring Association is specialised in assisting victims of any crime and it provides similar services as the state agency, however the scope of its activities is rather limited due to financial burdens
<b>IE</b>	Various non-governmental victim support organisations – e.g. the Federation for Victim Assistance (10 branches); Support After Crime Services; ITAS.
<b>IT</b>	
<b>LT</b>	
<b>LU</b>	In Luxembourg there are few generic victim support organisations, as typically, each organisation is tasked with clear missions and has clear responsibilities. They are two; Waisse rank Service d'aide aux victimes du parquet general. Other organisations offer assistance to victims of a particular type of violence.
<b>LV</b>	
<b>MT</b>	Victim Support Malta (VSM).
<b>NL</b>	Victim Support Netherlands (VSN) ( <i>Slachtofferhulp Nederland</i> , SHN).
<b>PL</b>	Support Network for Victims of Crimes (consisting of 16 regional support centres); social welfare centres ( <i>ośrodki pomocy społecznej</i> ), crisis intervention centres ( <i>ośrodki interwencji kryzysowej</i> ) or the support centres ( <i>ośrodki wsparcia</i> ), which offer support for people in various crisis situations.
<b>PT</b>	Portuguese Association for Victim Support ( <i>Associação Portuguesa de Apoio à Vítima</i> , APAV) - 15 victim support offices located throughout the country.
<b>RO</b>	
<b>SE</b>	The Swedish Association for Victim Support ( <i>Brottsofferjourernas Riksförbund</i> , BOJ) is the national umbrella organisation for victim support services with about 100 local victim service centres in Sweden.
<b>SI</b>	
<b>SK</b>	Non-governmental organizations are virtually the only active players in the field of victim support services. <i>Pomoc obetiam násilia</i> is the leading victim support service provider.
<b>UK</b>	Victim Support (England and Wales) Victim Support (Scotland) Victim Support (Northern Ireland)

**Annex 3 –list of specialised areas of victim support chosen in phase 2 (for countries with no generic victim support organisations)**

<b>BG</b>	Domestic violence and stalking and trafficking in human beings.
<b>EL</b>	Domestic violence and stalking and trafficking in human beings.
<b>IT</b>	Trafficking in human beings and sexual abuse of children
<b>LT</b>	Domestic violence and stalking and trafficking in human beings.
<b>LV</b>	Sexual abuse of children and stalking and trafficking in human beings.
<b>RO</b>	Sexual abuse of children and stalking and trafficking in human beings.
<b>SI</b>	Domestic violence and stalking and trafficking in human beings.