

FRANET

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

Luxembourg, 2014

FRANET contractor: Études et Formation, S.A.
Author: VYSOTSKAYA, V.

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.

1. 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.¹ 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one of the examples provided, please review and revise the information as necessary, as the information provided may be outdated.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?	x		Police are obliged by law to notify the name of the victim of domestic violence to the support service
		b. If yes, please name the service(s)			Assistance Service for Victims of Domestic Violence (Service d'Assistance aux Victimes de Violence Domestique, SAVVD)
		c. Do the police routinely contact this service on behalf of the victim?	x		Police are obliged by law to notify the name of the victim of domestic violence to the support service
		d. Which support service would in the end deal with such a case?			Assistance Service for Victims of Domestic Violence (Service d'Assistance aux Victimes de Violence Domestique, SAVVD)

¹ Aa, S. van der et al. (2009), *Project victims in Europe – Implementation of the EU Framework Decision on the standing of victims in the criminal proceedings in the Member States of the European Union*, Lisbon (see http://www.apav.pt/vine/images/report_vine_eng.pdf).

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?		x	Child victims will be interviewed by specially trained police officers in juvenile crime. The officer encourages the victim (and his parent / guardian) to contact a support service specialized in child sex abuse (no routine referral)
		b. If yes, please name the service(s)			1) ALUPSE 2) psychotherapeutic Service for the youth by Red Cross
		c. Do the police contact this service on behalf of the victim?		x	
		d. Which support service would in the end deal with such a case?			1) ALUPSE 2) psychotherapeutic Service for the youth by Red Cross
3	A person calls the police following a burglary in their apartment	a. Do the police routinely refer the victim to a support service?		x	The police hand out a leaflet with information to victims and encourage the victim to contact a support service (no routine referral). They can recommend a victim to address to the VSS (Victim Support Service), however the victim decides for oneself whether to proceed. They would explain that the support service could provide with counselling, information on how to go around this situation, offer psychological support
		b. If yes, please name the service(s)			Victim Support Service(Service d'Aide aux victimes) of Central department of social assistance (Service central d'assistance sociale (SCAS)
		c. Do the police contact this service on behalf of the victim?		x	
		d. Which support service would in the end deal with such a case?			Victim Support Service(Service d'Aide aux victimes) of Central department of social assistance (Service central d'assistance sociale (SCAS)

4	A person is the victim of a racist attack by a gang of youths	Do the police routinely refer the victim to a support service?		x	The police hand out a leaflet with information to victims and encourage the victim to contact a support service (no routine referral). They can recommend a victim to address to the VSS (Victim Support Service), however the victim decides for oneself whether to proceed. They would explain that the support service could provide with counselling, information on how to go around this situation, offer psychological support
		b. If yes, please name the service(s)			Victim Support Service(Service d'Aide aux victimes) of Central department of social assistance (Service central d'assistance sociale (SCAS)
		c. Do the police contact this service on behalf of the victim?		x	
		d. Which support service would in the end deal with such a case?			Victim Support Service(Service d'Aide aux victimes) of Central department of social assistance (Service central d'assistance sociale (SCAS)
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?		x	The police hand out a leaflet with information to victims and encourage the victim to contact a support service (no routine referral). They can recommend a victim to address to the VSS (Victim Support Service), however the victim decides for oneself whether to proceed. They would explain that the support service could provide with counselling, information on how to go around this situation, offer psychological support
		b. If yes, please name the service(s)			Victim Support Service(Service d'Aide aux victimes) of Central department of social assistance (Service central d'assistance sociale (SCAS)
		c. Do the police contact this service on behalf of the victim?		x	
		d. Which support service would in the end deal with such a case?			Victim Support Service(Service d'Aide aux victimes) of Central department of social assistance (Service central d'assistance sociale (SCAS)

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	No such measures have been undertaken / Police are not aware of cases where disability caused major problems for a victim to get in touch with police due to his disability ²
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	Not to our knowledge ³
7a	In relation to how police deal with victims, are there special measures in place for victims who are migrants with illegal residency status ⁴ ? If yes, describe them. If no, please provide a justification/explanation.		x	No such measures have been undertaken / legal issue ⁵
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 ⁶ ? If yes, describe them. If no, please provide a justification/explanation.		x	Not to our knowledge ⁷
7c	Are migrants with illegal residency status excluded from accessing support from victim support organisations in practice?		x	No, but they can't access all kinds of support because of their legal statuses when they are taken in charge by public victim support ⁸
8	Is access to victim support services dependent on a victim making a formal complaint to competent authorities (e.g. the police)?		x	
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	

² Information was provided by the Police of Luxembourg upon request (via e-mail on 08.05.2013)

³³ Information was provided by the Police of Luxembourg upon request (via e-mail on 08.05.2013)

⁴ Please note that that the usual FRA terminology (used in all official FRA publications) for migrants with illegal residency status is 'migrants in an irregular situation.' For the purposes of these guidelines however, reference will be made to 'migrants with illegal residency status.'

⁵ Information was provided by the Police of Luxembourg upon request (via e-mail on 08.05.2013)

⁶ Please note that that the usual FRA terminology (used in all official FRA publications) for migrants with illegal residency status is 'migrants in an irregular situation.' For the purposes of these guidelines however, reference will be made to 'migrants with illegal residency status.'

⁷ Information was provided by the Police of Luxembourg upon request (via e-mail on 08.05.2013)

⁸ Information was provided by the Police of Luxembourg upon request (via e-mail on 08.05.2013)

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? ⁹	x		Only for victims of domestic violence
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	
10c	Is there a legal basis for the communication/transfer of the victim's data? What is it?	x		Art II / act of 8 September 2003 on domestic violence

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).

⁹ For example, personal data (name, address etc.) as well as any relevant details relating to the incident being transferred rather than having to be supplied again by the victim.

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
	LU			
Explanation/justification:	Victim Support Service (VSS, Service d'aide aux victims SAV) is state run and the main actor; Wäisse Rank is a nongovernmental, its funding comes from donations and private sources			:

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.						
	Ministry of Justice	Ministry of Health	Ministry of Labour/ Social Affairs	Ministry of Interior/	Any other	COMMENTS
LU	X				Judicial administration (Administration judiciaire) Head office/parquet (Parquet général)	3 bodies have an administrative hierarchy, with the Ministry of Justice on top and parquet at the bottom, however, ministry does not interfere into the decisions of the parquet ¹⁰
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.						
[Your country]						
LU	As far as generic victim support/assistance is regarded it is the Ministry of Justice that takes the principal role. The Victim Support Service (service aide aux victimes) is a part of parquet general , which is under the Ministry of Justice,					
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.?)						
LU	Central department of social assistance (Service central d'assistance sociale (SCAS)) (service of central social assistance (SCSA, service central d'assistance sociale (SCAS)) was established by the law of 25 July 1977 on judicial organization with prosecutors. The law was modified in 1994 with the creation of victim support service VSS, service d'aide aux victimes SAV). VSS began its work in 1998.					

¹⁰ Information was provided by the Ministry of Justice of Luxembourg (at a personal meeting in April 2013)

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	350.000 ¹¹	
b Paid out by the state for compensation	405.000 (in 2011, not available for 2012, as confirmed by the Ministry of Justice) ¹²	
c Budgeted by the state for generic victim support services (i.e. services not restricted to a particular category or categories of victims)	85.000	
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.	Under MEGA (Ministry of Equal Opportunités, ministère de l'Egalité des chances	State Budget for 2012
	Femmes en détresse a.s.b.l., :	
	• Fraentelefon 123 44.	395 654
	• VISAVI (Vivre SAns Violence)	357 485
	• Le Fraenhaus .	525 732
	• Meederchershaus	742 310
• Le service d'assistance aux victimes de violence domestique (SAVVD), Un service de psychologie pour enfants et adolescents victimes de violences domestiques, le PSY-EA.	505 237	

¹¹ Luxembourg (2011), *Budget de l'État*, Memorial A — N° 266, art.39.090, available at: www.legilux.public.lu/leg/a/archives/2011/0266/a266.pdf

¹² Information was provided by the Ministry of Justice of Luxembourg (at a personal meeting in April 2013)

			<ul style="list-style-type: none"> Un centre de consultation pour femmes, familles et famille monoparentales, le CFFM. 	463 945	
			InfoMann : un service pour les hommes et les garçons	284 229	
			le Conseil National des Femmes - Foyer Sud	626 865	
			Fondation Maison de la Porte Ouverte	3 373 731	
			Fondation Pro Familia.	566 615 ¹³	
e Paid out by the state for generic victim support services (i.e. services not restricted to a particular category or categories of victims).			N/A here is no aggregated statistics) ¹⁴		
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.			N/A here is no aggregated statistics) ¹⁵		
Reimbursement by the state of expenses incurred			Y es	N o	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	
h With respect to your chosen organisation, is the organisation reimbursed by the state for expenses incurred through the provision of support to victims? If yes, please specify the criteria for reimbursement (e.g. per victim?).				X	
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				X	

¹³ Information was provided by the Ministry of Equal Opportunities (request received via e mail on 29.09.2013)

¹⁴ Information was provided by the Ministry of Justice of Luxembourg (at a personal meeting in April 2013)

¹⁵ Information was provided by the Ministry of Justice of Luxembourg (at a personal meeting in April 2013)

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?			
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	
k Are there any factors that would discourage the victim support organisation in practice from supporting third country nationals? Please specify under comments.		x	

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.	<p>N/A (victim support service does not have such information, as confirmed by them after a meeting)¹⁶</p> <p>We were provided with a report chapter (extract from a bigger report, not publicly available, for interministerial use) which says: for the year 2011-2012 (September-September) “9 demands were presented at the Ministry of Justice for compensation. 5 persons presented to the committee for compensation”.</p>
b Received compensation from state sources.	<p>Not provided (victim support service does not have such information, as confirmed by them after a meeting)¹⁷ They did not provide this number. It could be that the number is so small, that we do not disclose it fearing the anonymity of the person.</p>
c Approached generic victim support services (i.e. services not restricted to a particular category or categories of victims)	<p>01.09.2011-01.09.2012 202</p> <p>They have statistics from September 2010-september 2011, September 2011-september 2012¹⁸</p>
d Approached specialised victim support services (i.e. services not restricted to a particular category or categories of victims)	<p>For 2012:</p> <ul style="list-style-type: none"> • National Association of Road Traffic Victims – 1553 contacts¹⁹ • Pro Family Foundation 354 (Le Centre d’Accueil pour Femmes 50, Le Centre de Consultation et de Médiation 533)²⁰ <p>FED (Femmes en detresse):</p> <ul style="list-style-type: none"> • Le Fraenhaus: 25 women and 29 children • VISAVI: 411²¹ • SAVVD (service d’assistance aux victimes de violence domestique) 357²²

¹⁶ Information was provided by the Ministry of Justice of Luxembourg (at a personal meeting in April 2013)

¹⁷ Information was provided by the Ministry of Justice of Luxembourg (at a personal meeting in April 2013)

¹⁸ Information was provided by the Ministry of Justice of Luxembourg (at a personal meeting in April 2013)

¹⁹ Luxembourg, Association nationale des Victimes de la Route (2013), *Rapport d’activité 2012*, Luxembourg, available at: www.avr.lu/web/resources/avrrapact12_1228.pdf

²⁰ Luxembourg, *La Fondation PRO FAMILIA*, (2013), *Rapport d’activité 2012* (p.5), Luxembourg, available at: www.profamilia.lu/pro_familia_media/Pdf/Rapport+d_activit%C3%A9+2012.pdf

²¹ Luxembourg Femmes en Detresse (2013), *Rapport d’activité 2012 des centres d’accueil et services de Femmes en detresse association sans but lucrative*(p.5), Luxembourg, available at: www.fed.lu/documents/Rapportdactivite2012.pdf

²² Luxembourg Femmes en Detresse (2013), *Rapport d’activité 2012 des centres d’accueil et services de Femmes en detresse association sans but lucrative*, Luxembourg, available at: www.fed.lu/documents/Rapportdactivite2012.pdf

- KOPPLABUNZ Centre de rencontre pour femmes 319²³
 - S-PSYea Service psychologique pour enfants et adolescent(e)s 240²⁴
 - OXYGENE Service d'information pour jeunes filles 66²⁵
 - Le Meederchershaus de Femmes en Détresse 37²⁶
 - refuge pour femmes 25 and 29 children²⁷
 - FRAENTELEFON 12344 325 ²⁸
 - Centre de Formation et d'Insertion professionnelle pour femmes 99 ²⁹
Centre pour Femmes, Familles et Familles Monoparentales 440³⁰
- For2011. Riicht Eraus accepted 125 perpetrators

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**):

	Y	N	Reference	Short description of the study's objectives and findings (2-3 sentences)

²³Luxembourg Femmes en Detresse (2013), *Rapport d'activité 2012 des centres d'accueil et services de Femmes en detresse association sans but lucrative*(p.67), Luxembourg, available at: www.fed.lu/documents/Rapportdactivite2012.pdf

²⁴ Luxembourg Femmes en Detresse (2013), *Rapport d'activité 2012 des centres d'accueil et services de Femmes en detresse association sans but lucrative*, (p.59)Luxembourg, available at: www.fed.lu/documents/Rapportdactivite2012.pdf

²⁵ Luxembourg Femmes en Detresse (2013), *Rapport d'activité 2012 des centres d'accueil et services de Femmes en detresse association sans but lucrative*(p.113), Luxembourg, available at: www.fed.lu/documents/Rapportdactivite2012.pdf

²⁶ Luxembourg Femmes en Detresse (2013), *Rapport d'activité 2012 des centres d'accueil et services de Femmes en detresse association sans but lucrative* (p.103), Luxembourg, available at: www.fed.lu/documents/Rapportdactivite2012.pdf

²⁷ Luxembourg Femmes en Detresse (2013), *Rapport d'activité 2012 des centres d'accueil et services de Femmes en detresse association sans but lucrative*(p.5), Luxembourg,available at: www.fed.lu/documents/Rapportdactivite2012.pdf

²⁸ Luxembourg Femmes en Detresse (2013), *Rapport d'activité 2012 des centres d'accueil et services de Femmes en detresse association sans but lucrative*, Luxembourg, available at: www.fed.lu/documents/Rapportdactivite2012.pdf

²⁹ Luxembourg Femmes en Detresse (2013), *Rapport d'activité 2012 des centres d'accueil et services de Femmes en detresse association sans but lucrative* (p.89), Luxembourg, available at: www.fed.lu/documents/Rapportdactivite2012.pdf

³⁰ Luxembourg Femmes en Detresse (2013), *Rapport d'activité 2012 des centres d'accueil et services de Femmes en detresse association sans but lucrative*(p.77), Luxembourg, available at: www.fed.lu/documents/Rapportdactivite2012.pdf

Studies on under reporting of crime?	x		In 2005 Luxembourg participated in European Survey on victimisation. In 2013 a new survey was initiated on the EU level. However, EU parliament did not commence it. Luxembourg was the only country to conduct it. Results are not available. (STATEC was subcontracted by INFO BONN).
Other national studies related to victims of crime (specify)			
		Dickes, P., Fleury, C. (2012), Cohésion sociale, valeurs et régimes providentiels, Luxembourg: Esch-sur-Alzette, CEPS/INSTEAD, research report 1st edition, available at : www.statistiques.public.lu/fr/publications/tematique/conditions-sociales/cohesion-sociale/etudeCEPS.pdf	Regarding the relationship between family solidarity and crime, subjective well-being and social cohesion, there is a negative relationship between crime rates and victimization and family solidarity. The study in particular, provides with statistics, which demonstrates that it relates to crime rate. It is observed that countries with a high crime rate, combined with a low value of family solidarity, These results should be qualified by the fact that, in general, the value of family solidarity is positively related to subjective fear of "being the victim of a" crime. This result, which seems inconsistent with the official crime statistics, casts doubt on the reliability of administrative statistics of some countries; the rate of crime in question here is derived from information reported by national law enforcement authorities. The rate of victimization is measured in the report; it remains very general and does not distinguish between different types of crimes for which an individual may have suffered during the reference period.
		Friesing, A., Osier, G. (2011). Regards sur les jeunes victimes d'accidents de la route, Luxembourg : Institut national de la statistique et des études économiques, STATEC available at : www.statistiques.public.lu/catalogue-publications/regards/2011/PDF-17-2011.pdf	It is a statistical report on victims of road accidents, who were injured or killed in 2010. It demonstrate that, as in previous years, victims of road accidents are between 15 and 29 y.
		Ombuds-Comité fir d'Rechter vum Kand (2012). Rapport 2011 de l'ombudscomité pour les droits de l'enfant , Luxembourg : Ombuds-Comité fir d'Rechter vum Kand, available at : www.ork.lu/PDFs/rapport2011.pdf	The 2011 report provides an overview on victimisation of children over the year of 2010. In particular, it analyses the consequences for child development, difficulties in detection, cure and prevention. The report also serves as a guide for the elimination of violence against children. One of the conclusions of the report is that a child who is well supported by his family and at school, is less exposed to deviant behaviour. Corporal punishment is ineffective as a means of discipline.

		Friesing, A., Jo Airoidi, M. (2010). Regards sur les accidents de la route , Luxembourg: Institut national de la statistique et des études économiques, STATEC available at : www.statistiques.public.lu/catalogue-publications/regards/2010/PDF-14-2010.pdf	In 2009, 869 injury accidents were registered on the roads of the Grand Duchy, involving 1991 individuals and causing 1204 victims. These figures strongly declined over the past four decades, a number of victims halved between 1970 and 2009, while the park automobile has been multiplied by 4. After 2004 is year the fewest casualties of body injuries, the number of rises up in 2007.
		Friesing, A., 2012. 50 ans d'accidents de la circulation. Statec, Luxembourg : Institut national de la statistique et des études économiques, STATEC available at : www.statistiques.public.lu/fr/actualites/conditions-sociales/sante-secu/2012/06/20120611/20120611.pdf	The study provides an overview of road accidents over the last 50 years. It notes that, between 1960 and 1975, the number of injury accidents increased overall by just over 20% despite an intermediate decline while the fleet has doubled over this period. Since 1975, despite some observations from one year to the other change, the curve of the number of injury accidents follows a downward trend: in 1975, 1,866 accidents were recorded, against 962 in 2011, a decrease 48%. Over the same period, the number of registrations of road vehicles in Luxembourg almost quadrupled. Since 2000, the number of injury accidents on the Luxembourg route is permanently installed below 1000.
		Ministry of Equal Opportunities (2010). Evaluation „Fünf Jahre Gewaltschutzgesetz im Grossherzogtum Luxemburg, Luxembourg: Ministry of Equal Opportunities, available at: www.mega.public.lu/publications/1_brochures/2010/Evaluation_Gewaltschutzgesetz/Evaluation_Gewaltschutzgesetz.pdf	The evaluation includes both quantitative and qualitative aspects. Qualitative part includes an analysis of available data as a secondary analysis for the period 1.1.2008 to 31.12.2008. It also compared data with German two states, neighbouring with Luxembourg. Qualitative part includes interviews with central actors (members of the Comité de coopération, , women's shelters, authorities and other institutions).In 2009, with actors from the extended range (eg health care, With the qualitative analysis the aim was to determine what impact the Violence Protection Act which was changed in the past five years,
		Comité de coopération entre les professionnels dans le domaine de la lutte contre la violence (2011).Rapport au gouvernement pour l'exercice 2010, Luxembourg ; Luxembourg : Ministry of Equal Opportunities, available at : www.mega.public.lu/publications/1_brochures/2011/rapport_comite_violence/rapport_comite_2010.pdf	It is an annual report of the committee of cooperation among professionals in the area of fight against violence. The report provides statistics for the year 2009, legislative developments the law on violence, on electronic surveillance, domestic violence and illegal stay on the territory of Luxembourg.
		Ministry of Equal Opportunities (2009).	In 2008, the Grand Ducal Police conducted 565 interventions under the law on domestic

		Committee of the Ministry of Equal Opportunities. Résumé du rapport du Comité de coopération entre les professionnels dans le domaine de la lutte contre la violence de l'année 2008, Luxembourg : Ministry of Equal Opportunities, available at : www.mega.public.lu/publications/1_brochures/2009/Rapport_violence/Rapport_violence.pdf	violence, a figure that is increasing compared to the previous year (253 interventions in 2004, 351 interventions in 2005, 419 interventions in 2006 and 435 interventions in 2007). In 2008, public prosecutors of the District Court of Luxembourg and Diekirch authorized 265 evictions. Again, the number of expulsions has increased with 154 evictions in 2004, 159 evictions in 2005, 188 in 2006 and 214 expulsions in 2007. Among the 265 evictions, 384 children have been affected by domestic violence in 2008. 10% of those evicted have contacted the care of perpetrators "Riicht eraus."
		Comité de coopération entre les professionnels dans le domaine de la lutte contre la violence (2012). Rapport au gouvernement pour l'exercice 2011, Luxembourg : Ministry of Equal Opportunités, available at : www.mega.public.lu/pictures/photos/2012/05/Rapport_comit_coop_ration_violence_2011.pdf	The report provides annual statistics on victims of domestic crime. It also summarises governmental developments, police intervention in authorized areas and evictions, offenses listed by the Grand Ducal Police in the framework of the law on domestic violence, who were victims of domestic violence in 2011, their gender, age, professional background.

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
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		116 111 Child, Youth telephone (Kanner-Jugendtelefon) KANNER-JUGENDTELEFON Managed by: Caritas Youth and Families association (Caritas Jeunes et Familles a.s.b.l), in collaboration with the Kannerschlass Foundation, the Luxembourg Red Cross and the Medico-Social League ³¹ Barbara Gorges-Wagner(responsible for management)

³¹ Luxembourg, Official internet site of service Centre Child, Youth telephone (Kanner-Jugendtelefon), available at: www.kjt.lu/index.php/de/about-kjt

				BP 35 L-5801 HESPRANGE Tel: 00352: 36 08 70 21 bgorgeswagner@kjt.lu / contact@kjt.lu www.kjt.lu
2	Does it operate 24/7? (If no, specify the days and times of operation under 'Comments').		X	Monday, Wednesday, Friday 5:00 p.m. to 10:00 p.m. Tuesday and Thursday 2:00 p.m. to 10:00 p.m. Saturday 2:00 p.m. to 8:00 p.m. ³²
3	Does it operate nationwide? (If no, name the city or federal state in which it operates).	X		
4	Is the helpline free of charge?	X		Call to 116 111: free and anonymous Until April 2012 the number 12345 was still in use, which, however, was not free and the number 12345 appeared on bills. (see N8)
5	Does the helpline target all victims of crime? If no, please specify (under comments) which categories of victims can approach the helpline.		X	It helps children, youth who are in difficult psychological or physical situation and have difficulties in families, in beginning relationships., troubles are school, eye witnessed or experienced domestic or sexual violence; referral to other support services ³³
6	Is the helpline state run (if no, describe the non-state actor(s) who runs it under 'Comments')		X	The Child, Youth telephone is managed by Caritas, in association with Kannerschlass Foundation, the Luxembourgish Red Cross, Medico-Social League and under an Agreement with the Ministry of Family and Integration. It is approved by the Ministry of Family: No Approval CO-FC/014/2008 August 11, 2008
7	Is the helpline funded by the state?	X		The Child, Youth telephone is funded for its current operation by the State through an agreement with the Ministry of Family. Some projects are funded by private organisations and private donors. ³⁴
8	Is the international EU victim support telephone number 116-006 available? ³⁵ If no, provide a justification and/or specify whether plans to implement this are underway.		X	Luxembourg has been lagging behind in establishing this telephone line 116, although the numbers were reserved as early as 2009. The line 116000 (for missing children), for instance was launched in October 2012 after warnings by the EU. For the last 19 years, up until end of 2011, the number for children was 12345. In 2011 it changed for the EU wide telephone 1166

³² Luxembourg, Official internet site of service Centre Child, Youth telephone (Kanner-Jugendtelefon), available at: www.kjt.lu/index.php/de/about-kjt

³³ Luxembourg, Official internet site of service Centre Child, Youth telephone (Kanner-Jugendtelefon), available at: www.kjt.lu/index.php/de/about-kjt

³⁴ Luxembourg, Official internet site of service Centre Child, Youth telephone (Kanner-Jugendtelefon), available at: www.kjt.lu/index.php/de/about-kjt/unser-spender

³⁵ In 2010 the EU introduced an EU harmonised phone number (116 006) designated for use by victims of crime who need assistance in EU countries.

			111 The Discussions of implementing 116 006 have been part of the act on sexual abuse. The act was adopted in February 2013. ³⁶ However more tangible information on the launching the number line have not been provided.
		Comments	
9	Please give a brief description (1-2 sentences) of the services provided by the helpline.	Any person may call Child, Youth Telephone, be he/she a child, or a teenager, a friend, a parent, a neighbour with any trouble or doubt, when one feels in needs to looks for answers They offer psychological help and support, are ready to talk to children in need .The organisation is ready to provide with any type of information, to redirect to more specialised organisation if the question is beyond the reach.	
10	What was the operational budget (in EUR) for the helpline in 2012? Please specify under 'Comments'	390.000,- Euro ³⁷	
11	How many people were employed to run the helpline in 2012?	The team is composed of 6 volunteers who work directly with online help. They are, moreover supervised by a team of pedagogues and psychologists. The latter consists of 4 people. ³⁸	
12	What form(s) does the helpline take? E.g. just phone-line; email, web forum, walk-ins	Telephone, internet (called online help: one can leave a request on the platform, and he/she will be contacted in next 3 days)	
13	Of the possible ways to access the helpline, what is the most frequently used by persons contacting the helpline?	Telephone ³⁹	
14	Who operates the helpline? (e.g. Professional staff such as psychologists or lawyers; volunteers etc.)	Volunteers with training	

³⁶ Luxembourg, Chambers of Deputies (2012), *Projet de loi N°6408 relative à la lutte contre les abus sexuels et l'exploitation sexuelle des enfants et portant modification de plusieurs dispositions du Code pénal*, Luxembourg : available at : www.chd.lu/wps/PA_RoleEtendu/FTSByteServletImpl/?path=/export/exped/sexpdata/Mag/191/070/109609.pdf.

³⁷ Information was provided by the service centre Child, Youth Telephone ((Kanner-Jugendtelefon) (via electronic mail on 09.04.2013)

³⁸ Information was provided by the service centre Child, Youth Telephone ((Kanner-Jugendtelefon) (via electronic mail on 09.04.2013)

³⁹ Information was provided by the service centre Child, Youth Telephone ((Kanner-Jugendtelefon) (via electronic mail on 09.04.2013)

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'.	In 2012 a total of 521 cases
----	--	------------------------------

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)?	x		Police officers have to inform the victim of his rights to be assisted by victim support services Art 9-2 Criminal Procedure Code ⁴⁰ Art 30-1 Criminal Procedure Code
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)?	x		Police officers have to inform the victim of his rights to compensation for damages Art 9-2 Criminal Procedure Code Art 30-1 Criminal Procedure Code
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)?	x		Police officers have to inform the victim of his possibility to receive legal aid provided by law Art 9-2 Criminal Procedure Code Art 30-1 Criminal Procedure Code
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)?	x		If the victim does not understand or speak the language, an interpretation is provided free of charge and this right applies to all procedures (flagrante delicto, preliminary investigation) and all kinds of offense Art 36 & 38 Criminal Procedure Code ⁴¹ Art 6 Convention for the protection of human rights

⁴⁰ Luxembourg, *Code d'Instruction Criminelle*, available at: www.legilux.public.lu/leg/textescoordonnes/codes/code_instruction_criminelle/cic_L1T1.pdf

5	Are victims notified about their right to receive information about:			
	(a) any decision not to proceed with or to end an investigation or not to prosecute the offender;	x		By law, every victim is entitled to be informed automatically if it has been decided to take no action on his or her complaint and to be apprised of the reason for that decision
	(b) the time and place of the trial, and the nature of the charges.	x		The victim will also be informed, if he or she so requests, of the decision to initiate the examination procedure and of the acts scheduling the case before the courts which will judge the case.
	(c) any final judgment in a trial	x		Yes, if the victim is a witness or joining the proceedings as civil party

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):				
		Yes	No	Comments (max 2-3 sentences)

⁴¹ Luxembourg, Code d'Instruction Criminelle, available at: www.legilux.public.lu/leg/textescoordonnes/codes/code_instruction_criminelle/cic_L1T3.pdf

2	Police			Content: psychological aspects of victimology / referral of victims / lectures given by representatives of the main victim support services in Luxembourg
	Basic training for all police officers on victim support (10 hours)	X		2 day training with representatives of the victim support service for domestic violence
	Special training for all police officers concerning domestic violence	X		Training given partly by police schools abroad (f.ex. Freiburg / Germany) ⁴²
	Special training for officers dealing with sexual offences and juvenile crime	X		
2	Prosecutors		x	Prosecutors are not obliged to go to courses systematically. It is out of their personal interest that they go to seminars. ⁴³
3	Judges		x	Judges are not obliged to go to courses systematically. It is out of their personal interest that they go to seminars, (magistrate in FR, Germany) ⁴⁴
4	Court staff		x	Court staff are not obliged to go to courses systematically. It is out of their personal interest that they go to seminars.

⁴² Information was provided by the Police of Luxembourg upon request (via e-mail on 08.05.2013)

⁴³ Information was provided by a member of Court (la Cour d'appel) (at a personal meeting in April 2013)

⁴⁴ Information was provided by the member of Court (la Cour d'appel, assesseur-magistrat) (at a personal meeting in April 2013)

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.)			There is a course on victims (course on victimology) every policeman is to undergo. At least one hour in this course is provided by a member of SAV (service help to victims) Service centres specialising in helping victims of a particular crime conduct trainings and seminars on a systematic basis (e.g. Pro Familia Foundation). Other organisations participate there as well.
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,		n/A	No ⁴⁵
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.)		N/A	No

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)
-------------	----------------------------------

⁴⁵ Information was provided by the Ministry of Justice of Luxembourg (at a personal meeting in April 2013)

1	What is the main or generic legal definition of the term 'victim' (as provided for in national legislation)?	Art.4.1 Criminal Procedure Code: person who has had been harmed in offense article 4-1, rédigé comme suit:- (1) Acquiert la qualité de victime celui qui déclare avoir subi un dommage découlant d'une infraction. ⁴⁶
2	Is there a separate definition of 'vulnerable victims' (as separate from the main or generic definition of 'victim')?	No, but special measures for minor
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?	Art.4.1. Criminal Procedure Code: person who has had been harmed in offense They are considered as victim ⁴⁷

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	Art. 23 Criminal Procedure Code: - Obligation to inform the victims on the grounds of the discontinuation - Information to the victims of their right to : can file directly or complain in front of the prosecutor ⁴⁸
Who undertakes this review?		X	
Does the victim have the right to institute private prosecution in cases where the prosecutor drops charges? If yes, under what circumstances?	X		Art. 23 Criminal Procedure Code - Information to the victims of their right to : can file directly or complain in front of the prosecutor ⁴⁹

⁴⁶ Luxembourg(2009), *Loi du 6 octobre 2009 renforçant le droit des victimes d'infractions pénales*, Luxembourg: Memorial A — N° 206, available at: www.legilux.public.lu/leg/a/archives/2009/0206/a206.pdf

⁴⁷ Luxembourg(2009), *Loi du 6 octobre 2009 renforçant le droit des victimes d'infractions pénales*, Luxembourg: Memorial A — N° 206, available at: www.legilux.public.lu/leg/a/archives/2009/0206/a206.pdf

⁴⁸ Luxembourg(2009), *Loi du 6 octobre 2009 renforçant le droit des victimes d'infractions pénales*, Luxembourg: Memorial A — N° 206, available at: www.legilux.public.lu/leg/a/archives/2009/0206/a206.pdf

Does the prosecutor's office have a dedicated hotline or mechanism whereby victims can inquire about the progress of a case?	x		
--	---	--	--

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.

EXAMPLE: Germany	Yes	No	Comments (Max word count 80 words)
Do victims have a right to be heard during criminal proceedings?	X		Art. 4-1 (3) of the Criminal Procedure Code: ⁵⁰
Do victims have a right to supply evidence during criminal proceedings?	X		Art. 4-1 (3):of the Criminal Procedure Code:
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 specify whether this applies to all victims or just certain categories of victims (please specify):	X		Art. 48-1 et 79- 1 (juge d'instruction): - only for minor their testimonies could be recorded (audio or video). ⁵¹

⁴⁹ Luxembourg(2009), *Loi du 6 octobre 2009 renforçant le droit des victimes d'infractions pénales*, Luxembourg: Memorial A — N° 206, available at: www.legilux.public.lu/leg/a/archives/2009/0206/a206.pdf

⁵⁰ Luxembourg(2009), *Loi du 6 octobre 2009 renforçant le droit des victimes d'infractions pénales*, Luxembourg: Memorial A — N° 206, available at: www.legilux.public.lu/leg/a/archives/2009/0206/a206.pdf

⁵¹ Luxebmourg, *Code d'Instruction Criminelle, TITRE III. - Des juridictions d'instruction*, available at: www.legilux.public.lu/leg/textescoordonnes/codes/code_instruction_criminelle/cic_L1T3.pdf

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		Victim support service (Service d’aide aux victimes)
2	Is there a separate waiting area for victims at court?		X	
3	Is special seating reserved for victims at trial?		X	
4	What other services are available?		X	
5	Who provides the services (e.g. professional or specialised staff; volunteers etc)?	X		Professionalised staff
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	NO ⁵²
7	Do they provide advice to judges with respect to the the safety, physical and psychological well-being, dignity and privacy of victims?		X	Support service member do not intervene in the proceedings

⁵² Information was provided by the Ministry of Justice of Luxembourg (at a personal meeting in April 2013)

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	Support service member do not intervene in the proceedings
9	Do victims have the right to be accompanied by support persons during the trial?	X		Yes, they can accompany but do not intervene ⁵³
10	Can victims access & copy trial records	X		As a party of the judgement they received a copy

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.**

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		
	Comments:		People with insufficient money (below minimum wage) are entitled to legal aid. They are: nationals, EU citizens, third country nationals with a residence permit, or foreign nationals of a country that have legal aid agreements with Luxembourg.		
2. Free legal representation	Place X in appropriate column		X		

⁵³ Information was provided by the Ministry of Justice of Luxembourg (at a personal meeting in April 2013)

	Comments:		People with insufficient money are entitled to legal aid. They are: nationals, EU citizens, third country nationals with a residence permit, or foreign nationals of a country that have legal aid agreements with Luxembourg.				
3. Exemption from court fees	Place X in appropriate column		X				
	Comments:		The legal aid included and covers all the costs of the proceedings, procedures or actions for which it was granted. In some cases legal aid can be provided without further formalities				
4. Exemption from or reimbursement for expenses related to interpretation and/or translation	Place X in appropriate column						Once the state approves support, it covers everything, there is no exception
	Comments:						
5. Reimbursement for loss of earnings, travel and accommodation costs with regard to role in criminal or civil proceedings	Place X in appropriate column						
	Comments:						Once the state approves support, it covers everything, there is no exception
		The state	A victim support service	Both	Other (explain)		
2. Who provides legal aid? place 'X' in one column only)		x					

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		Act of 2009 on victims of criminal offences foresees : : - Art. 3 al. 3 Criminal Procedure Code: " In all cases, the right to reserve if no serious objections ⁵⁴
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		
3	Is compensation paid by the offender?	x		The offender pays the compensation. In case of insolvency/unknown offender, the state will pay, The victim still has the right to claim for the entire" damages (moral...)
4	Is there such thing as a 'victims of crime fund' that convicted persons must contribute to?		X	NO
5	Does compensation paid by the offender under a 'victims of crime fund' go towards victim support services?		X	

⁵⁴ Luxembourg, Loi du 6 octobre 2009 renforçant le droit des victimes d'infractions pénales, Memorial A n° 206 available at: www.legilux.public.lu/leg/a/archives/2009/0206/a206.pdf#page=2

6	Is compensation paid by the state?	x		Act of 12 March 1984 ⁵⁵
7	Will the State advance payment of the compensation if the offender does not pay? Under which conditions?		X	Art. 10 no condition except art. 1 Only one: for the Ministry
8	Does a compensation order exist?		X	
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. LU: e.g. making off without payment ()	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.
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	X		Art. 3. act of 2006: - - 2 years from the date of the incident or two years after final judgment

⁵⁵ Luxembourg, Loi du 6 octobre 2009 renforçant le droit des victimes d'infractions pénales, Memorial A n° 206 available at: www.legilux.public.lu/leg/a/archives/2009/0206/a206.pdf#page=2

	to be made? If yes, what is the time limit?			<ul style="list-style-type: none"> - - If minor as of the majority - Possible additional request: if aggravated damage within 5 years after the decision of the first application
1 4	Do third country nationals have the right to apply for compensation?	x		Art. 1 Act of 1984: any person ⁵⁶
1 5	Do third country nationals with irregular status (i.e. residing in the country illegally) have the right to apply for compensation?		X	Art. 1 Act of 1984 ⁵⁷
1 6	Are there exceptions prescribed in law for different types of crimes? If yes, what are they?	no		

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?		x	There is no formal system of cross border referral of victims. Victims can address themselves to victim support service (VSS) ⁵⁸

⁵⁶ Luxembourg, Loi du 6 octobre 2009 renforçant le droit des victimes d'infractions pénales, Memorial A n° 206 available at: www.legilux.public.lu/leg/a/archives/2009/0206/a206.pdf#page=2

⁵⁷ Luxembourg, Loi du 6 octobre 2009 renforçant le droit des victimes d'infractions pénales, Memorial A n° 206 available at: www.legilux.public.lu/leg/a/archives/2009/0206/a206.pdf#page=2

⁵⁸ Information was provided by the Ministry of Justice of Luxembourg (at a personal meeting in April 2013)

2	Can victims of crime report crimes in their own country if the crime was committed in another state?	x		They can address themselves to VSS
3	Are victim support services made available to all victims, regardless of legal status, country of origin or nationality?	x		With the exception of prisoners
4	Describe any special mechanism for victims of crime from other countries to access support. E.g. via website etc.		x	Via personal contact, information on whom to contact is found on website justice.public.lu or via police
5	Is information made available to victims in different languages by the police? If yes, which languages?			Information is available: French, German, Luxembourgish, English and Portuguese
6	Is information made available to victims in different languages by victim support services? If yes, which languages?			Usually it is in French. Flyer Information on the service is usually in French ⁵⁹
7	Do victim support services offer interpretation or translation services? If yes, in which languages?			VSS may hire a translator to communicate better with the victim. translator's work is used to communicate between the victim and the service, but the translator will not follow the victim to court ⁶⁰
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.)			There is a reunion with cross border partners twice a year. ⁶¹
Description (max 2-3 sentences per question)				
9	What is the mechanism for victims to apply for compensation once they are back in their own country?			the communication can be made by post. Art rt. 388. Criminal Procedure Code states that bailiff can send the letter by registered post to a person concerned who does not reside in Luxembourg. The waiting period is 10 days upon its acceptance by local post. If the address is not known, or if a country does not permit correspondence of judicial letters by post, bailiff can contact the ministry of foreign affairs to be the channel ⁶² .

⁵⁹ Flyer information was provided by the Police of Luxembourg (via electronic mail on 08.05.2013)

⁶⁰ Information was provided by the Ministry of Justice of Luxembourg (at a personal meeting in April 2013)

⁶¹ Information was provided by the Ministry of Justice of Luxembourg (at a personal meeting in April 2013)

⁶² Luxembourg, *Code d'instruction criminelle Titre II-3. - Art. 388*, available at: www.legilux.public.lu/leg/textescoordonnes/codes/code_instruction_criminelle/cic_L2T2.pdf

10	What is the number of victims accessing victim support services who are non-nationals of the state?	No such statistics available ⁶³
11	Describe any special mechanism for victims of crime from other countries to access support. E.g. via website etc.	Personal appointment , contacting the service or via police
12	Are there any measures put in place for the protection of a victim's right to privacy when dealing with cross border victims?	The service helps file a complaint if it is an irregular situation, they help him/her by always guarding professional secrecy

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?**

⁶³ Information was provided by the Ministry of Justice of Luxembourg (at a personal meeting in April 2013)

Volunteerism in the sphere of helping victims is deeply rooted in Luxembourg.

As far as generic support services are regarded, volunteer work is not used in state run services; which is Victim support service. Volunteer work used in nongovernmental services, like in Waisser Rank. The latter combines professional and volunteer work.

Telephone helpline services (e.g. sos detresse, kannerjugend, etc) rely on volunteer work. In such cases, staff is almost exclusively built on volunteers, but for managing positions.

Volunteer work is common in services helping victims of a particular crime. These are nongovernmental organisations, but to a large extent they rely on state support (as well as private funding and donations). In these organisations, professional workers work together with volunteers, volunteers work under supervision. Before starting work in the service centre, volunteers are not required to have a specialised profile. All volunteers undergo training, in cases when they have no specialised qualification and also if they already have a professional education. Additionally to the training which is organised before starting, volunteers are offered training throughout work. Usually courses, seminars, workshops are offered by organisation; sometimes they attend the ones organised by other service centres.

- b. If there is no tradition of volunteerism in the area of the victim of support in your country, please outline (in max 500 words) any recent initiatives or attempts in the area of victim support to encourage a greater culture of volunteerism.**

N/A

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?).

Social work is very common in the area of victim support service centres. Social workers are actively engaged in both generic victim support services, as well as crime specific. In order to be employed in support services, they are required to have a social, psychological or pedagogical degree. In some centres, freelance workers are also with a specialised background.

Grand Duke Decree on 1994 on creation of Victim Support Service states that professionals working with helping victims should be psychologists⁶⁴.

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)
--	---------------------------	---	--

⁶⁴ Grand Duchy of Luxembourg (1978) : *Ex. d'admission définitive des psychologues Parquet Général. Luxembourg* : Memorial A n° 41 , available at: www.legilux.public.lu/leg/a/archives/1978/0041/a041.pdf#page=4

		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</i> (LU, FR, DE, BE) 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		It also offers basic bilingual vocabulary (FR,DE) Also: judicial cooperation: self-help Judicial Conventions: Schengen / BENELUX / police cooperation : AGREEMENTS Schengen / Europol / Interpol MEETINGS AND BORDER RELATIONS / FR, BE DE) ⁶⁵
2	Assistance to tourist victims of crime: e.g. In Ireland , 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	Nothing for tourists ⁶⁶
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	
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		VSS
6	In some countries, victims are provided with free psychosocial and legal assistance throughout the entire criminal proceedings.	x	x	Yes for psychosocial assistance and no for legal one
7	Some countries have legal clinics that provide free legal assistance to victims of crime.		x	
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.		x	Nothing specific ⁶⁷

⁶⁵ Information was provided by the Police of Luxembourg upon request (via e-mail on 08.05.2013)

⁶⁶ Information was provided by the Police of Luxembourg upon request (via e-mail on 08.05.2013)

⁶⁷ Information was provided by the Police of Luxembourg upon request (via e-mail on 08.05.2013)

	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 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.			
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	⁶⁸
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	Police confirmed that it not the case in LU ⁶⁹
11	The multi-disciplinary, national referral system introduced in Bulgaria with regard to trafficking might be considered a promising practice.		x	
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 operation also includes legal support to victims of hate crime.		x	

⁶⁸ Information was provided by the Police of Luxembourg upon request (via e-mail on 08.05.2013)

⁶⁹ Information was provided by the Police of Luxembourg upon request (via e-mail on 08.05.2013)

13	<p>Police forces in England and Wales 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>Sample Extract from the policy:</p> <p>1. Rationale</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 [...].⁷⁰</p>		x	Police confirmed that it not the case in LU ⁷¹
14	<p>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).</p>		x	It is anonymous, but when presenting information to Ministry of Justice, it knows the name
15	<p>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)</p>		x	Police confirmed that it not the case in LU ⁷²
16	<p>Other promising practices: please include any other promising practices in your country with regard to victim support and enabling victims' to exercise their rights.</p>	NA	NA	

⁷⁰ <http://www.thamesvalley.police.uk/pub-policiesandprocedures-repeat-victimisation.pdf>

⁷¹ Information was provided by the Police of Luxembourg upon request (via e-mail on 08.05.2013)

⁷² Information was provided by the Police of Luxembourg upon request (via e-mail on 08.05.2013)

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.	x		
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.	x		
3	In addition to 1 or 2, the victim is seen as a person who has suffered moral harm and therefore is in need and deserving of help.	x		
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.	Yes and no		No- cannot to participate in criminal proceedings.
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. ⁷³ 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;			The 2009 law on victims ⁷⁴ is meant to establish a legal status of victims in criminal proceedings luxembouregois:

⁷³ See Recital 20 Of the Victims' Directive, p 11 (<http://register.consilium.europa.eu/pdf/en/12/pe00/pe00037.en12.pdf>).

⁷⁴ Gouvernement of Grand Duchy of Luxembourg (2009). *Loi du 6 octobre 2009 renforçant le droit des victimes d'infractions pénales, Luxembourg* : Memorial A – N° 206, available at : www.legilux.public.lu/leg/a/archives/2009/0206/a206.pdf.

				<ul style="list-style-type: none"> - A more complete information (copy of the complaint, if ranking information) - Rights acquired at the date of the complaint (file access, and measures instructions ...) - Better consideration of legal costs (possibility of provision and conviction of defendant to pay)
2	The victim is under a legal requirement or is requested to actively participate in criminal proceedings, for example as a witness		x	Was difficult to understand it in the lux context, that is most probably not
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 criminal proceedings.		x	<p>Was difficult to understand</p> <p>Did not find in the national law</p>

IMPORTANT:

In accordance with question 2.2.1b, if you have identified your country as belonging to category 'A'; please respond only to questions 3.3 and 3.4 of part B.

In accordance with question 2.2.1b, if you have identified your country as belonging to any category other than 'A'; please respond only to questions 3.1 – 3.3 of part B.

2 Part B:

3.1 Establishment of generic victim support organisations^{*75}

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

Victim Support Service is embedded in law of 1994 (giving Following a European Directive). After a test phase in 1998, t service has been functional within the Department of Public Prosecutions in the following year. ⁷⁶

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

Max 150 words Victim support service was set up as a governmental institute. It has been funded by the state from its first date of existence.

Waisse Rank has always been a nongovernmental organisation; its funding was filled from private donations and nongovernmental support.

⁷⁵ Questions marked with * should NOT be answered by countries falling into category 'A' (in accordance with question 2.2.1)

⁷⁶ Information was provided by the Ministry of Justice of Luxembourg (at a personal meeting in April 2013)

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

Max 200 words

As far as the Victim Support Service (VSS) is regarded, its circumstances to the establishment are traced back to the functioning of the Ministry of Justice. VSS has been tightly linked to social centre of central social assistance (social service central d'assistance sociale (SCAS). The latter was established by the law of 25 July 1977 on judicial organization with prosecutors. Its general mission is to make social surveys ordered by the juvenile court⁷⁷

Luxembourg has been preparing for a very long period of time for the law on violence in 2003. A number of organisations have had a long history of supporting victims of domestic violence, among whom are children and women, since late 80s, early 90s of 20th century. This could explain a growing support of women's and children rights. Associations, like Women in Need, for instance, were founded in June 1979 by a working group of the Movement for the Liberation of Women (MLF). The group aimed at the creation, development and management of a home for women in distress and wanted to provide women and their children effective protection against male violence. Other organisations, moreover came into existence with the introduction of the law on domestic violence (e.g. Riicht Eraus – centre for perpetrators, as well as Assistance Service for Victims of Domestic Violence, ASVDV, Service d'Assistance aux Victimes de Violence Domestique SAVVD)). Also following this law a number of institutional reorganisations of service centres took place. They became centralised, some became umbrellas for smaller centres (e.g. Women in Stress embraces shelters for women, children, telephone support services, etc).

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		In the law of 1994 on the creation of VSS, it states that professionals working with helping victims should be psychologists ⁷⁸

⁷⁷ Information was provided by the Ministry of Justice of Luxembourg (at a personal meeting in April 2013)

⁷⁸ Gouvernement of grand Duchy of Luxembourg (1978), *Règlement grand-ducal du 28 juin 1978 déterminant les modalités de l'examen d'admission définitive des psychologues du service central d'assistance sociale au Parquet Général, Luxembourg* : Memorial A N°-41, available at : www.legilux.public.lu/leg/a/archives/1978/0041/a041.pdf#page=4.

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
LU	Victim Support Service (Service d'aide aux victims)	3	120 ⁷⁹	0	0	
LU	Waisse rank (White Ring, Non governmental organisation) ⁸⁰	11	15 hrs per week	11	Minimum 3 hrs (but could be more, e.g.7)	Between €44.000-96.000 (a year)

⁷⁹ Information was provided by the Ministry of Justice of Luxembourg (at a personal meeting in April 2013)

⁸⁰ Information was provided by Waisse Rank in Luxembourg (during a telephone conversation in 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		X	
b Free health/psychological assistance (e.g. crisis intervention centres)	X	X	Yes to psychological assistance, but no to health assistance
c Emergency financial assistance		X	
d Court accompaniment/support services	X		They go to court, but they cannot intervene
e Other (specify)			

3.4 (Failed) Attempts to establish national generic victim support service provider**⁸¹

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.

⁸¹ **This question should ONLY be answered by countries falling into category 'A' (in accordance with question 2.2.1).

<p>Max 250 words</p> <p>N/A</p>

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’.

	Name/short description of organisation(s)
L U	In Luxembourg there are two; Waisse Rank and Victim support service (Service d'aide aux victims du parquet general). Victim support service is state run, while Waisse Rank is a nongovernmental organisation.