

FRANET

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

Cyprus, 2014

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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one of the examples provided, please review and revise the information as necessary, as the information provided may be outdated.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		
		b. If yes, please name the service(s)	-	-	The Police is mainly cooperating with the Social Welfare Services where they refer the victims of domestic violence, as well as with the Association for the prevention and handling of violence in the family.

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).

		c. Do the police routinely contact this service on behalf of the victim?		X	The police officer dealing with the case is obliged to inform the social welfare service about the incident of domestic violence in cases where (a) the victim is a minor, (b) the woman requests it, and (c) the victim/s are not protected and need shelter. During the latter, the Association for the Prevention and Handling of Violence in the Family is informed as the shelter is operated under this Association. ^{2 3}
		d. Which support service would in the end deal with such a case?	-	-	The Association for the prevention and handling of violence in the family. However, in the cases that financial support and/or legal aid and psychological support is needed, Social Welfare Services will also deal with the case.
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		Due to the fact that the victim is a minor, the Police is obliged to immediately inform and refer him/her to the District Social Welfare Service. The child may be interviewed by the Police only with the presence of the social welfare officer. ⁴
		b. If yes, please name the service(s)	-	-	
		c. Do the police contact this service on behalf of the victim?	X		

² Information was provided from the Social Welfare Services (Υπηρεσίες Κοινωνικής Ευημερίας) upon request on 4/7/13

³ Cyprus, Advisory Committee for the Prevention and Handling of Violence in the Family” (Συμβουλευτική Επιτροπή για την Πρόληψη και Αντιμετώπιση της Βίας στην Οικογένεια), 2002, «Εγχειρίδιο Διατμηματικών Διαδικασιών για το χειρισμό περιστατικών βίας στην οικογένεια», p. 28.

⁴ Cyprus, Advisory Committee for the Prevention and Handling of Violence in the Family” (Συμβουλευτική Επιτροπή για την Πρόληψη και Αντιμετώπιση της Βίας στην Οικογένεια), 2002, «Εγχειρίδιο Διατμηματικών Διαδικασιών για το χειρισμό περιστατικών βίας στην οικογένεια», p.25

		d. Which support service would in the end deal with such a case?	-	-	It depends on the case and what the legal guardian of the child will decide. That is, either to take the child for treatment at a private therapist or address the Mental Health Services of the Ministry of Health with the referral of SWS. In the case that the perpetrator is a member of the family, then the SWS will assess whether the child can stay with the family or not, whether the family member should be removed from the house etc. ⁵
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	There is no support service to treat victims of burglaries. ⁶
		b. If yes, please name the service(s)	-	-	
		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?	-	-	
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?		X	The Police do not refer victims to support services in general except in cases of domestic violence (if the victim requests), trafficking and in cases of minors. ⁷
		b. If yes, please name the service(s)	-	-	
		c. Do the police contact this service on behalf of the victim?		X	

⁵ Information was provided from the Social Welfare Services (Υπηρεσίες Κοινωνικής Ευημερίας) upon request on 4/7/13

⁶ Information was provided from the Social Welfare Services (Υπηρεσίες Κοινωνικής Ευημερίας) upon request on 4/7/13

⁷ Information was provided by the Cyprus Police (Αστυνομία Κύπρου) upon request on 2/7/13

		d. Which support service would in the end deal with such a case?	-	-	
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	
		b. If yes, please name the service(s)	-	-	
		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?	-	-	Usually the victim addresses the Social Welfare Services for financial assistance.
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		
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		
7a	In relation to how police deal with victims, are there special measures in place for victims who are migrants with illegal residency status ⁸ ? If yes, describe them. If no, please provide a justification/explanation.		X	In cases of migrant victims with illegal status, the practice of the Police is to detain them before deporting them, unless firstly medical treatment is necessary. However, in the cases of victims of trafficking, once the official identification of the Police takes place, the victims receive temporary residence permit and are eligible to receive specific benefits as stipulated in the relevant Law. ⁹	

⁸ Please note 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.'

⁹ Cyprus, Combating of Trafficking and Exploitation of Human Beings and the Protection of Victims Law (L.8(I)) (Ο περί της καταπολέμησης της εμπορίας και της εκμετάλλευσης προσώπων και της προστασίας των θυμάτων νόμος), 2007. Available at: [www.mlsi.gov.cy/mlsi/sws/sws.nsf/All/66FEA10FB43FE8E0C22574190038CFD7/\\$file/nomos%20emporias%20prosopon.pdf?OpenElement](http://www.mlsi.gov.cy/mlsi/sws/sws.nsf/All/66FEA10FB43FE8E0C22574190038CFD7/$file/nomos%20emporias%20prosopon.pdf?OpenElement)

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 ¹⁰ ? If yes, describe them. If no, please provide a justification/explanation.		X	The Social Welfare Services deny the provision of support services to migrants with illegal residency status. It was clarified that only in cases of families with children the SWS may take the necessary measures to protect the children such as providing shelter to the children. ¹¹ The non governmental support services are open to migrants regardless of their status, however, the assistance they can provide is limited due to the restrictions in the public sector/benefits. ¹²
7c	Are migrants with illegal residency status excluded from accessing support from victim support organisations in practice?	X		As above
8	Is access to victim support services dependent on a victim making a formal complaint to competent authorities (e.g. the police)?		X	The victim may receive support without first having to make a formal complaint.
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	In the cases of victims of trafficking, when the victim, after the 2-month reflection period, does not agree to cooperate with the Police, she/he can no longer stay in Cyprus unless if he/she submits an asylum application. That is, the temporary residence permit issued during the reflection period cannot be renewed. ¹³

¹⁰ 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.'

¹¹ Information was provided from the Social Welfare Services (Υπηρεσίες Κοινωνικής Ευημερίας) upon request on 4/7/13

¹² Information was provided from an individual working for the UNHCR-funded project "Strengthening Asylum in Cyprus" operating under Future Worlds on 4/7/13

¹³ Cyprus, Combating of Trafficking and Exploitation of Human Beings and the Protection of Victims Law (L.8(I)) (Ο περί της καταπολέμησης της εμπορίας και της εκμετάλλευσης προσώπων και της προστασίας των θυμάτων νόμος), 2007, Articles 32 and 33. Available at:

[www.mlsi.gov.cy/mlsi/sws/sws.nsf/All/66FEA10FB43FE8E0C22574190038CFD7/\\$file/nomos%20emporias%20prosopon.pdf?OpenElement](http://www.mlsi.gov.cy/mlsi/sws/sws.nsf/All/66FEA10FB43FE8E0C22574190038CFD7/$file/nomos%20emporias%20prosopon.pdf?OpenElement)

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? ¹⁴	X	The Police automatically transfer the victim's data to the Social Welfare Services in cases of domestic violence (if the victim requests), trafficking and in cases of minor victims. It was clarified that the data transferred to the SWS are mainly the contact details of the person, not information about the incident. Usually more information is recorded by the social welfare officer during the contact with the victim. ¹⁵ If the victim support service is non governmental, then the Police does not transfer any data of the victim except from the cases that a victim of domestic violence needs shelter, thus her contact details are transferred to the Association for the Prevention and Handling of violence in the family.
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 In order to transfer the data to the SWS, the Police is not obliged to obtain any permission/consent from the victim, since the Police only contacts the SWS upon request of the victim.
10c	Is there a legal basis for the communication/transfer of the victim's data? What is it?		X The procedures regarding the communication of the Police with support services are set both in the Domestic Violence Law ¹⁶ and the Interdepartmental Procedures Manual for the Handling of Cases of Violence in the Family ¹⁷ . However, there is no legal basis regulating the transferring of victim's data between Police and support services.

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).

¹⁴ 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.

¹⁵ Information was provided from the Social Welfare Services (Υπηρεσίες Κοινωνικής Ευημερίας) upon request on 4/7/13

¹⁶ Cyprus, Domestic Violence (Prevention and Protection of Victims) Law, 119(I) and 212(I) (Ο Περί Βίας στην οικογένεια – πρόληψη και προστασία θυμάτων – νόμος) 2000 and 2004, available at: www.cylaw.org/nomoi/enop/non-ind/2000_1_119/full.html

¹⁷ Cyprus, Advisory Committee for the Prevention and Handling of Violence in the Family” (Συμβουλευτική Επιτροπή για την Πρόληψη και Αντιμετώπιση της Βίας στην Οικογένεια), 2002, «Εγχειρίδιο Διατμηματικών Διαδικασιών για το χειρισμό περιστατικών βίας στην οικογένεια».

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).

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
CY				
Explanation/justification:	Explanation/justification:	Explanation/justification:	Explanation/justification:	Explanation/justification:
There are only support services which focus on specific types of victims. Such services are: Social Welfare Services – focusing on victims of trafficking and domestic violence, Association for the Prevention of Violence in the Family – providing support and shelter to victims of domestic violence				

(adults and minors), Cyprus Stop Trafficking – providing support to victims of trafficking etc.				
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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
CY		X				The Ministry of Health provides psychological, psychiatric and physical treatment to victims through its Mental Health services, outpatient centres, and public hospitals.
CY			X (Ministry of Labour and Social Insurance)			The Social Welfare Services under the Ministry provide services to victims as mentioned in section 2.2.1. and the Social Insurance department of the same Ministry grants compensation to victims.
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.						
CY	There is no specific body in charge of the overall coordination in relation to victim support services. Each governmental body is responsible of a different aspect of victim support. Namely, at a national level the Ministry of Labour and Social Insurance and specifically the Social Welfare Services, receive referrals of all types of victims on a national level who wish to receive support. The Ministry of Interior, however, is responsible to draw policies, propose legislations and measures in relation to the treatment of victims of trafficking and the shelter for trafficked women. ¹⁸ The Ministry of Justice is responsible to draw policies in relation to domestic violence and violence against women. ¹⁹					
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.?)						

¹⁸ Cyprus, Combating of Trafficking and Exploitation of Human Beings and the Protection of Victims Law (L.8(I)) (Ο περί της καταπολέμησης της εμπορίας και της εκμετάλλευσης προσώπων και της προστασίας των θυμάτων νόμος), 2007, Article 49. Available at:

[www.mlsi.gov.cy/mlsi/sws/sws.nsf/All/66FEA10FB43FE8E0C22574190038CFD7/\\$file/nomos%20emporias%20prosopon.pdf?OpenElement](http://www.mlsi.gov.cy/mlsi/sws/sws.nsf/All/66FEA10FB43FE8E0C22574190038CFD7/$file/nomos%20emporias%20prosopon.pdf?OpenElement)

¹⁹ Cyprus, Ministry of Justice and Public Order (Υπουργείο Δικαιοσύνης και Δημόσιας Τάξης), Women Issues (Θέματα Γυναίκας), Available at: www.mjpo.gov.cy/MJPO/MJPO.nsf/All/EF9E6E650F2D5F4AC22579B4003B2034?OpenDocument Last updated 01/07/13

CY	There is no concrete legal basis for a victim support model in Cyprus. Each service – public or private- follows different legislations and/or conventions ratified by the State depending on the type of victims they addressed to. There are no specific rules on how such services should operate besides existing internal procedures or protocols of cooperation between services. ²⁰
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²⁰ Information was provided from the Social Welfare Services (Υπηρεσίες Κοινωνικής Ευημερίας) upon request on 24/6/13

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	9.000 euro ²¹
b Paid out by the state for compensation	No compensation was paid out for the applications for compensation submitted in 2012. ²²
c Budgeted by the state for generic victim support services (i.e. services not restricted to a particular category or categories of victims)	There is no separate budget for the provision of services to victims by the Social Welfare Services. ²³
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.	-
e Paid out by the state for generic victim support services (i.e. services not restricted to a particular category or categories of victims).	The amount spent for the Social Welfare Services only for the support of victims cannot be identified. The money spent at the SWS is distributed among all the different programs of the SWS. ²⁴
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 Association for the Prevention and Handling of Violence in the Family is the specialized victim

²¹ Information was provided by the Social Insurance Services of the Ministry of Labour and Social Insurance (Υπηρεσίες Κοινωνικών Ασφαλίσεων), upon request on 11/06/13

²² Information was provided by the Social Insurance Services of the Ministry of Labour and Social Insurance (Υπηρεσίες Κοινωνικών Ασφαλίσεων), upon request on 11/06/13

²³ Information was provided from the Social Welfare Services (Υπηρεσίες Κοινωνικής Ευημερίας) upon request on 24/6/13

²⁴ Information was provided from the Social Welfare Services (Υπηρεσίες Κοινωνικής Ευημερίας) upon request on 24/6/13

			support service which received state funding. i.e. From Ministry of Labour 117000 euro, Ministry of Justice 28000 euro and from Ministry of Health 5000 euro. ²⁵
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	
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 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.	14 ²⁶
b Received compensation from state sources.	0 (Not all the 2012 applications are examined yet but the ones which were examined so far were rejected. The applications are rejected when they don't meet all the criteria provided within the relevant legislation ²⁷ . For example, when the application is submitted late, that is after the completion of two years from the date of the incident , fewer days

²⁵ Information was provided from the Association for the Prevention and Handling of Violence in the Family (Σύνδεσμος για τη Πρόληψη και Αντιμετώπιση της Βίας στην Οικογένεια) upon request

²⁶ Information was provided by the Social Insurance Services of the Ministry of Labour and Social Insurance (Υπηρεσίες Κοινωνικών Ασφαλίσεων), upon request

²⁷ Cyprus, Compensation for Victims of Violent Crimes Law No. 51(I) and 126(I) (Περί αποζημίωσης θυμάτων βίαιων εγκλημάτων νόμος), 1997 and last amended in 2006. Available at:

[www.mlsi.gov.cy/mlsi/sid/sidv2.nsf/All/51768820BE9F8ED3C2257A3E003665D3/\\$file/O%20ΠΕΡΙ%20ΑΠΟΖΗΜΙΩΣΗΣ%20ΘΥΜΑΤΩΝ%20ΒΙΑΙΩΝ%20ΕΓΚΛΗΜΑΤΩΝ%20ΝΟΜΟΣ%20ΤΟΥ%202006.pdf](http://www.mlsi.gov.cy/mlsi/sid/sidv2.nsf/All/51768820BE9F8ED3C2257A3E003665D3/$file/O%20ΠΕΡΙ%20ΑΠΟΖΗΜΙΩΣΗΣ%20ΘΥΜΑΤΩΝ%20ΒΙΑΙΩΝ%20ΕΓΚΛΗΜΑΤΩΝ%20ΝΟΜΟΣ%20ΤΟΥ%202006.pdf)

	of hospitalization than the indicated minimum days etc. ²⁸
c Approached generic victim support services (i.e. services not restricted to a particular category or categories of victims)	There are no such statistics kept by the SWS.
d Approached specialised victim support services (i.e. services not restricted to a particular category or categories of victims)	Association for the Prevention and Handling of Violence in the Family: 1735 (addressed the helpline) and 90 cases were accommodated at the shelter. ²⁹ The NGO Cyprus Stop Trafficking has provided support to 112 persons during 2012. ³⁰

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)
Studies on under reporting of crime?				
Other national studies related to victims of crime (specify)	X		Cyprus, Martha Apostolidou, Petroula Mavrikiou, Stavros Parlalis ,(2012), "Extent, Frequency, Nature and Consequences of Domestic Violence against Women in Cyprus", for the Advisory Committee for the Prevention and Combating of Family Violence	This was the first national study that aimed to investigate the extent, frequency, types and consequences of domestic violence against women in Cyprus. The study highlights the fact that there is not a unified central data bank for reported cases of domestic violence since different services and departments keep their own statistical data on the matter.

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.

²⁸ Information was provided by the Social Insurance Services of the Ministry of Labour and Social Insurance (Υπηρεσίες Κοινωνικών Ασφαλίσεων του Υπουργείου Εργασίας και Κοινωνικών Ασφαλίσεων), upon request on 01/07/13

²⁹ Statistical data were found in the website of the Association for the Prevention and Handling of Violence in the Family (Σύνδεσμος για τη Πρόληψη και Αντιμετώπιση της Βίας στην Οικογένεια). **Helpline statistics:** www.domviolence.org.cy/uploads/%CE%A3%CE%A4%CE%91%CE%A4%CE%99%CE%A3%CE%A4%CE%99%CE%9A%CE%91%20KAB%202012.pdf and **Shelter Statistics:** www.domviolence.org.cy/uploads/%CE%A3%CF%84%CE%B1%CF%84%CE%B9%CF%83%CF%84%CE%B9%CE%BA%CE%AC%20%CE%A7.%CE%A6%202012.pdf

³⁰ Information was provided from the organization Cyprus Stop Trafficking upon request on 12/6/13

		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		1440 helpline
2	Does it operate 24/7? (If no, specify the days and times of operation under 'Comments').		X	This helpline operates from 8:00 am to 22:00 pm both on weekdays and weekends. ³¹
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		
5	Does the helpline target all victims of crime? If no, please specify (under comments) which categories of victims can approach the helpline.		X	This helpline targets only victims of domestic violence.
6	Is the helpline state run (if no, describe the non-state actor(s) who runs it under 'Comments')		X	The Association for the Prevention and Handling of Violence in the Family (SPAVO) operates the helpline.
7	Is the helpline funded by the state?	X		Partly
8	Is the international EU victim support telephone number 116-006 available? ³² If no, provide a justification and/or specify whether plans to implement this are underway.		X	Up to date there has not been any intention by a governmental or non governmental body to secure and operate this number.
		Comments		
9	Please give a brief description (1-2 sentences) of the services provided by the helpline.	The helpline provides psychological support and advice to victims of domestic violence, makes referrals based on the needs of the persons asking for help, informs victims about their rights, the existing procedures and support mechanisms, arranges one-to-one sessions, and when needed refers women victims to the Association's shelter. ³³		
10	What was the operational budget (in EUR) for the helpline in 2012? Please specify under 'Comments'	EUR 340.500,00 ³⁴		
11	How many people were employed to run the helpline in 2012?	8		
12	What form(s) does the helpline take? E.g. just phone-line; email, web forum, walk-ins	Phone –line and walk-ins.		
13	Of the possible ways to access the helpline, what is the most frequently used by persons contacting the helpline?	Through the phone and by requesting one-to-one session or accommodation at the shelter run by the helpline.		

³¹ These information are available on the Association for the Prevention and Handling of Violence in the Family website: www.domviolence.org.cy

³² 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.

³³ These information are available on the Association for the Prevention and Handling of Violence in the Family website: www.domviolence.org.cy

³⁴ Information was provided from the Association for the Prevention and Handling of Violence in the Family (Σύνδεσμος για τη Πρόληψη και Αντιμετώπιση της Βίας στην Οικογένεια) upon request on 12/6/13)

14	Who operates the helpline? (e.g. Professional staff such as psychologists or lawyers; volunteers etc.)	Professionals such as psychologists and social workers, as well as volunteers trained by the Association (35)
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'.	No statistical data are kept in relation to the calls received by the helpline. However, there are data regarding the cases handled by the helpline. In 2012, the helpline had 1735 cases. ³⁵

³⁵ Information was provided from the Association for the Prevention and Handling of Violence in the Family (Σύνδεσμος για τη Πρόληψη και Αντιμετώπιση της Βίας στην Οικογένεια) upon request on 12/6/13

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	
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	
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	
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		The Police keep a list of interpreters who offer their services when needed. It is free of charge for the victim. ³⁶
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		The public prosecutors inform the victims of crimes as to all the proceedings before the courts. ³⁷
	(b) the time and place of the trial, and the nature of the charges.	X		
	(c) any final judgment in a trial	X		

³⁶ Information was provided from the Cyprus Police (Αστυνομία Κύπρου) upon request on 28/9/12

³⁷ Cyprus, European Commission for the Efficiency of Justice (CEPEJ) (2011), "Scheme for evaluating judicial systems", p. 8, Date of release of report 17/09/2012. Available at: www.coe.int/t/dghl/cooperation/cepej/evaluation/2012/Cyprus_en.pdf

1.5 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)
1	Police	X		The training of the Cyprus Police takes place in collaboration with the Police Academy, in four different levels both systematically and sporadically: a) general training for all types of victims to new recruits at the Police; b) 5-day courses on domestic violence and 3-day courses on child victims to investigators annually; c) 3-week long training to police investigators on child sexual abuse cases or on interviewing vulnerable witnesses and on obtaining video recorded statements organized periodically; d) short-span training sessions, conducted to update and refresh the knowledge of in service personnel (Sergeants, Inspectors, CID personnel, Community Police Officers, Heads of Police Stations, etc). ³⁸
2	Prosecutors		X	The training is sporadic and optional.
3	Judges		X	From time to time training is provided to judges on sporadic basis and not systematically, on certain categories of victims. ³⁹
4	Court staff		X	
5	Are Victim Support Organisations involved in this training? If yes, how are they involved? (e.g. they		X	The Association for the Prevention and Handling of Violence in the Family is periodically organizing trainings to police

³⁸ Information was provided from the Cyprus Police (Αστυνομία Κύπρου) upon request on 28/9/12

³⁹ Cyprus, European Commission for the Efficiency of Justice (CEPEJ) (2011), "Scheme for evaluating judicial systems", p. 28, Date of release of report 17/09/2012. Available at: www.coe.int/t/dghl/cooperation/cepej/evaluation/2012/Cyprus_en.pdf

	provide input through lectures; they fund the training; they organise and run the training themselves etc.)			officers regarding the handling of cases of domestic violence. ⁴⁰
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	
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.)	NA	NA	

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)?	Only the Compensation for Victims of Violent Crimes Law No. 126(I) Article 2 provides a generic legal definition of the term “victim”. It defines victim as a person who has suffered bodily injury or impairment of health. In the said definition psychological harm remains unprotected. ⁴¹ The Criminal Law does not include any definition of the term “victim”. According to the Combating of Trafficking and Exploitation of Human Beings and the Protection of Victims Law (L.8(I)/2007) “victim” means a natural person who has suffered harm, including physical and mental injury or economic loss directly caused by the commission of the offences provided for in this Law (Article 2). ⁴² While the Prevention of Violence in the Family and Protection of Victims 119(I)2000 only provides the definition of the term “Violence” and “aggravated violence”. ⁴³
2	Is there a separate definition of ‘vulnerable victims’ (as separate from the main or	Law (L.8(I)/2007) under Article 12 makes a distinction in “particularly vulnerable”; a victim shall be considered to have been “particularly vulnerable” when he was under the age of twelve years or he is a child

⁴⁰ Information was provided from the Association for the Prevention and Handling of Violence in the Family (Σύνδεσμος για τη Πρόληψη και Αντιμετώπιση της Βίας στην Οικογένεια) upon request on 12/6/13

⁴¹ Cyprus, Compensation for Victims of Violent Crimes Law No. 51(I) and 126(I) (Περί αποζημίωσης θυμάτων βίαιων εγκλημάτων νόμος), 1997, last amended in 2006. Article 2. Available at: [www.mlsi.gov.cy/mlsi/sid/sidv2.nsf/All/51768820BE9F8ED3C2257A3E003665D3/\\$file/O%20ΠΕΡΙ%20ΑΠΟΖΗΜΙΩΣΗΣ%20ΘΥΜΑΤΩΝ%20ΒΙΑΙΩΝ%20ΕΓΚΛΗΜΑΤΩΝ%20ΝΟΜΟΣ%20ΤΟΥ%202006.pdf](http://www.mlsi.gov.cy/mlsi/sid/sidv2.nsf/All/51768820BE9F8ED3C2257A3E003665D3/$file/O%20ΠΕΡΙ%20ΑΠΟΖΗΜΙΩΣΗΣ%20ΘΥΜΑΤΩΝ%20ΒΙΑΙΩΝ%20ΕΓΚΛΗΜΑΤΩΝ%20ΝΟΜΟΣ%20ΤΟΥ%202006.pdf)

⁴² Cyprus, Combating of Trafficking and Exploitation of Human Beings and the Protection of Victims Law (L.8(I)) (Ο περί της καταπολέμησης της εμπορίας και της εκμετάλλευσης προσώπων και της προστασίας των θυμάτων νόμος), 2007. Article 2. Available at: [www.mlsi.gov.cy/mlsi/sws/sws.nsf/All/66FEA10FB43FE8E0C22574190038CFD7/\\$file/nomos%20emporias%20prosopon.pdf?OpenElement](http://www.mlsi.gov.cy/mlsi/sws/sws.nsf/All/66FEA10FB43FE8E0C22574190038CFD7/$file/nomos%20emporias%20prosopon.pdf?OpenElement)

⁴³ Cyprus, Domestic Violence (Prevention and Protection of Victims) Law, 119(I) and 212(I) (Ο Περί Βίας στην οικογένεια – πρόληψη και προστασία θυμάτων – νόμος) 2000 and 2004, available at: www.cylaw.org/nomoi/enop/non-ind/2000_1_119/full.html

	generic definition of 'victim')?	with special needs. ⁴⁴
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?	None of the above Laws mention in the term "victim" any indirect victims and the term "indirect victim" is also not included.

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	For the initiation of a criminal case in Cyprus, upon the conclusion of the criminal investigation, the case is transferred to the Office of the Attorney General, who has the power to decide to prosecute or discontinue any criminal proceedings, <u>exercisable at his discretion</u> (Article 113(2) of the Constitution). The Attorney General is an independent officer of the Republic ' <i>not likely to abuse his discretion</i> '. ⁴⁵ However, no mechanism of review of his decision is provided.
Who undertakes this review?	-	-	
Does the victim have the right to institute private prosecution in cases where the prosecutor drops charges? If yes, under what circumstances?		X	
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.

	Yes	No	Comments (Max word count 80 words)
Do victims have a right to be heard during criminal proceedings?	X		Law 119(I)/2000) for the prevention of domestic Violence and protection of Victims provides for the right of the victim to be heard. ⁴⁶

⁴⁴ Cyprus, Combating of Trafficking and Exploitation of Human Beings and the Protection of Victims Law (L.8(I)) (Ο περί της καταπολέμησης της εμπορίας και της εκμετάλλευσης προσώπων και της προστασίας των θυμάτων νόμος), 2007. Article 12. Available at: [www.mlsi.gov.cy/mlsi/sws/sws.nsf/All/66FEA10FB43FE8E0C22574190038CFD7/\\$file/nomos%20emporias%20prosopon.pdf?OpenElement](http://www.mlsi.gov.cy/mlsi/sws/sws.nsf/All/66FEA10FB43FE8E0C22574190038CFD7/$file/nomos%20emporias%20prosopon.pdf?OpenElement)

⁴⁵ Andreas Nicola Loizou and George Michael Pikis, 'Criminal Proceedings in Cyprus' (1975) Proodos Press, Nicosia, Cyprus, p.64

⁴⁶ Cyprus, Domestic Violence (Prevention and Protection of Victims) Law, 119(I) and 212(I) (Ο Περί Βίας στην οικογένεια – πρόληψη και προστασία θυμάτων – νόμος) 2000 and 2004, available at: www.cylaw.org/nomoi/enop/non-ind/2000_1_119/full.html

Do victims have a right to supply evidence during criminal proceedings?	X	Law 119(I)/2000) for the prevention of domestic Violence and protection of Victims provides for the right of the victim to obtain his/her video recorded statements and transcribed statement (Article 35)
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	According to the Laws: on Domestic Violence, on Combating of Trafficking and Exploitation of Persons and Protection of Victims Law and on the Protection of Witnesses, video recorded statements may be presented in Court as chief examination. As of 2003, the Police maintain specially designed, furnished and equipped rooms in all Police Divisions and at Police Headquarters to be used for hosting and handling vulnerable witnesses and for video recording their statements. As of 2006, Courts in all Districts with the exception of Famagusta are also equipped with CCTV systems which allow vulnerable witnesses to testify from a different room outside the Courtroom. ⁴⁷

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	The victims witnesses who have decided to cooperate with the authorities for the criminal proceedings have the right of receiving assistance and protection under the provisions of the “Protection of Witnesses Law of

⁴⁷ Cyprus, The Protection of Witnesses Law 95(I) (Ο περί Προστασίας Μαρτύρων Νόμος) (2001), Article 7. Available at: www.cylaw.org/nomoi/enop/non-ind/2001_1_95/full.html

				2001 (L.95(I)/01)” and the Laws addressing the specific type of crime. There is no special unit or service. ⁴⁸
2	Is there a separate waiting area for victims at court?	X		No such measures (Questions 2 and 3) are described in the relevant law. ⁴⁹ In practice, however, keeping the victim in another area in order not to meet the defendant and reserving a seat for him/her in the courtroom happen, depending on the severity of the case. ⁵⁰
3	Is special seating reserved for victims at trial?	X		
4	What other services are available?	X		According to the Protection of Witnesses Law (95(I)2001), among others, the trial may be conducted behind closed doors, the deposition of the witness can be taken in such a way that the accused and the victim are not in direct contact (placing of a special partition or use of closed television circuit or of any other electronic means), escort of the victim witness to the court by a patrol car and by a police officer. ⁵¹
5	Who provides the services (e.g. professional or specialised staff; volunteers etc)?	NA	NA	
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?	NA	NA	
7	Do they provide advice to judges with respect to the the safety, physical and psychological well-being, dignity and privacy of victims?	NA	NA	
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		In the cases of domestic violence, a welfare officer upon request by the victim may escort him/her to the court. However, if the case concerns trafficking or if the victim is a minor, the victims are always escorted by a welfare officer. ⁵²
10	Can victims access & copy trial records		X	

⁴⁸ Cyprus, The Protection of Witnesses Law 95(I) (Ο περί Προστασίας Μαρτύρων Νόμος) (2001). Available at: www.cylaw.org/nomoi/enop/non-ind/2001_1_95/full.html

⁴⁹ Cyprus, The Protection of Witnesses Law 95(I) (Ο περί Προστασίας Μαρτύρων Νόμος) (2001). Available at: www.cylaw.org/nomoi/enop/non-ind/2001_1_95/full.html

⁵⁰ Information was provided from the Law Office of the Republic of Cyprus (Νομική Υπηρεσία της Κυπριακής Δημοκρατίας) upon request on 2/8/12

⁵¹ Cyprus, The Protection of Witnesses Law 95(I) (Ο περί Προστασίας Μαρτύρων Νόμος) (2001), Article 5. Available at: www.cylaw.org/nomoi/enop/non-ind/2001_1_95/full.html

⁵² Information was provided from the Social Welfare Services (Υπηρεσίες Κοινωνικής Ευημερίας) upon request on 24/6/13

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:				Legal advice is only provided once the applicant is granted legal aid. ⁵³
2. Free legal representation	Place X in appropriate column			X	
	Comments:			According to Legal Aid Law of 2002 (Law No. 165(I)/2002, as amended) the factors to be taken	

⁵³ Cyprus, Legal Aid Law (165(I)) (Ο Περί Νομικής Αρωγής Νόμος), 2002, Article 4(3). Available at: [www.mlsi.gov.cy/mlsi/sws/sws.nsf/0/67415D83F3797961C2256E5A002FAF24/\\$file/Legal%20Assistance%20Law%202002.pdf?OpenElement](http://www.mlsi.gov.cy/mlsi/sws/sws.nsf/0/67415D83F3797961C2256E5A002FAF24/$file/Legal%20Assistance%20Law%202002.pdf?OpenElement)

				into account for allowing legal aid are the applicant's financial situation, the interests of justice taking into account the importance of the case and other relevant circumstances. ⁵⁴	
3. Exemption from court fees	Place X in appropriate column				X
	Comments:				The legal aid does not include the coverage of or the exemption from court fees. ⁵⁵
4. Exemption from or reimbursement for expenses related to interpretation and/or translation	Place X in appropriate column				NO
	Comments:				
5. Reimbursement for loss of earnings, travel and accommodation	Place X in appropriate column				NO

⁵⁴ Cyprus, Legal Aid Law (165(I)) (Ο Περί Νομικής Αρωγής Νόμος), 2002, Article 7. Available at: [www.mlsi.gov.cy/mlsi/sws/sws.nsf/0/67415D83F3797961C2256E5A002FAF24/\\$file/Legal%20Assistance%20Law%202002.pdf?OpenElement](http://www.mlsi.gov.cy/mlsi/sws/sws.nsf/0/67415D83F3797961C2256E5A002FAF24/$file/Legal%20Assistance%20Law%202002.pdf?OpenElement)

⁵⁵ Cyprus, European Commission for the Efficiency of Justice (CEPEJ) (2011), "Scheme for evaluating judicial systems", p. 6, Date of release of report 17/09/2012. Available at: www.coe.int/t/dghl/cooperation/cepej/evaluation/2012/Cyprus_en.pdf

costs with regard to role in criminal or civil proceedings	Comments:				
	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		There is no provision to afford victims with a claim for compensation in the course of criminal proceedings, and thus the victim has to file a civil case, which does not consider the outcome of the criminal case as binding precedent. The right to compensation is provided in the Compensation for Victims of Violent Crimes Law No. 126(I) ⁵⁶ and the Compensation for Victims of Violent Crimes (Cross-border Situation) Regulations 328/2006. ⁵⁷
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		Compensation can be awarded from other sources, including the offender, depending on the court decision. ⁵⁸
4	Is there such thing as a 'victims of crime fund' that convicted persons must contribute to?		X	Article 26 of the Law 119(I)/2000 for the prevention of domestic Violence and protection of Victims as amended, establishes a ' Fund for the Victims of Violence '. ⁵⁹
5	Does compensation paid by the offender under a 'victims of			N/A

⁵⁶ Cyprus, Compensation for Victims of Violent Crimes Law No. 51(I) and 126(I) (Περί αποζημίωσης θυμάτων βίαιων εγκλημάτων νόμος), 1997 and last amended in 2006. Available at: www.cylaw.org/nomoi/enop/non-ind/1997_1_51/full.html

⁵⁷ Cyprus, Compensation for Victims of Violent Crimes (Cross-border Situation) Regulations 328/2006 (Οι περί Αποζημίωσης Θυμάτων Βίαιων Εγκλημάτων (Υπόθεση Διασυνοριακού Χαρακτήρα) Κανονισμοί). Available at: www.cylaw.org/nomothesia/par_3/meros_1/2006/2821.pdf

⁵⁸ Cyprus, European Commission for the Efficiency of Justice (CEPEJ) (2011), "Scheme for evaluating judicial systems", p. 9, Date of release of report 17/09/2012. Available at: www.coe.int/t/dghl/cooperation/cepej/evaluation/2012/Cyprus_en.pdf

⁵⁹ Cyprus, Domestic Violence (Prevention and Protection of Victims) Law, 119(I) and 212(I) (Ο Περί Βίας στην οικογένεια – πρόληψη και προστασία θυμάτων – νόμος) 2000 and 2004. Article 26. Available at: www.cylaw.org/nomoi/enop/non-ind/2000_1_119/full.html

	crime fund' go towards victim support services?			
6	Is compensation paid by the state?	X		In case the compensation provided from the offender or other sources is less than the compensation prescribed by the above compensation law the State supplements the difference. If compensation cannot be provided by the offender or any other source, the state is obliged to provide it as indicated in the Compensation for Victims of Violent Crimes Law No. 126(I).
7	Will the State advance payment of the compensation if the offender does not pay? Under which conditions?			According to the Law 126(I) compensation is paid even if the offender cannot be prosecuted or punished.
8	Does a compensation order exist?	X		The court is responsible to decide for a compensation.
9	Do prosecutors have the power to mediate between the offender and the victim?		X	There are no mediation procedures in the legal system.
10	Do prosecutors have the duty to attempt to obtain compensation from the offender?		X	This depends on the court decision.
11	Is compensation, when paid by the offender to the victim, taken into account in decisions to prosecute?		X	
12	Is compensation, when paid by the offender to the victim, taken as a mitigating factor in sentencing?		X	
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 application for compensation must be submitted to the Director of Cyprus Social Insurance Services within 2 years from the bodily injury or impairment of health or death along with a police report and a medical certificate. ⁶⁰
14	Do third country nationals have the right to apply for compensation?		X	Only in cases of victims of trafficking, the victims have the right to claim compensation from the State as provided in the Combating of Trafficking and Exploitation of Human Beings and the Protection of Victims Law (L.8(I)/2007). ⁶¹

⁶⁰ Cyprus, Compensation for Victims of Violent Crimes Law No. 51(I) and 126(I) (Περί αποζημίωσης θυμάτων βίαιων εγκλημάτων νόμος), 1997 and last amended in 2006. Article 7. Available at: www.cylaw.org/nomoi/enop/non-ind/1997_1_51/full.html

⁶¹ Cyprus, Combating of Trafficking and Exploitation of Human Beings and the Protection of Victims Law (L.8(I)) (Ο περί της καταπολέμησης της εμπορίας και της εκμετάλλευσης προσώπων και της προστασίας των θυμάτων νόμος), 2007, Articles 23. Available

				<u>Right for compensation is given to citizens of:</u> <ul style="list-style-type: none"> ▪ The Republic of Cyprus. ▪ EU member states. ▪ EC member states who are permanent residents of the Republic of Cyprus. ▪ The state parties of the European Convention on the Compensation of Victims of Violent Crimes.⁶²
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	

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	
2	Can victims of crime report crimes in their own country if the crime was committed in another state?		X	
3	Are victim support services made available to all victims, regardless of legal status, country of origin or nationality?	X		However, irregular third country nationals are not allowed to have access to the governmental victim support services, except from the cases that the victim from a third country is considered illegal but has been identified by the Police as victim of trafficking. ⁶³
4	Describe any special mechanism for victims of crime from other countries to access support. E.g. via website etc.		X	

at:

[www.mlsi.gov.cy/mlsi/sws/sws.nsf/All/66FEA10FB43FE8E0C22574190038CFD7/\\$file/nomos%20emporias%20prosopon.pdf?OpenElement](http://www.mlsi.gov.cy/mlsi/sws/sws.nsf/All/66FEA10FB43FE8E0C22574190038CFD7/$file/nomos%20emporias%20prosopon.pdf?OpenElement)

⁶² Cyprus, Compensation for Victims of Violent Crimes Law No. 51(I) and 126(I) (Περί αποζημίωσης θυμάτων βίαιων εγκλημάτων νόμος), 1997 and last amended in 2006. Article 5. Available at: www.cylaw.org/nomoi/enop/non-ind/1997_1_51/full.html

⁶³ Information was provided from the Social Welfare Services (Υπηρεσίες Κοινωνικής Ευημερίας) upon request on 24/6/13

5	Is information made available to victims in different languages by the police? If yes, which languages?	X		In cases of domestic violence there are informative leaflets available in Greek, English and Turkish. In relation to trafficking there are information available in Greek, English, Spanish, Romanian, French, Chinese, Polish, Philippines, Bulgarian, Lettonia and Russian. ⁶⁴
6	Is information made available to victims in different languages by victim support services? If yes, which languages?	X		
7	Do victim support services offer interpretation or translation services? If yes, in which languages?	X		Victim support services are also utilizing interpreters when their financial situation permits it.
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	
		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 Compensation for Victims of Violent Crimes (Cross-border Situation) Regulations 328/2006, ensure that the access to compensation of victims of violent intentional crimes in cross-border situations is facilitated through a system of cooperation and mutual assistance between the Member States irrespective of the Member State where the crime has been committed or the victim resides. The victims may always turn to the competent authority in their Member State to find the information needed to make the application and submit it with all relevant documents in order to obtain compensation overcoming practical and linguistic difficulties common in cross-border situations. ⁶⁵
10	What is the number of victims accessing victim support services who are non-nationals of the state?			This number cannot be identified.
11	Describe any special mechanism for victims of crime from other countries to access support. E.g. via website etc.			Except from the websites of the existing support services there is no other mechanism.
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 provisions of the "Processing of Personal Data (Protection of the Individual)" Law 138(I)/2001 are followed in order to protect the confidentiality of victims. ⁶⁶ It seems that no other system or internal guidelines exists in this regard.

⁶⁴ Information was provided from the Cyprus Police (Αστυνομία Κύπρου) upon request on 28/9/12

⁶⁵ Cyprus, Compensation for Victims of Violent Crimes (Cross-border Situation) Regulations 328/2006

(Οι περί Αποζημίωσης Θυμάτων Βίαιων Εγκλημάτων (Υπόθεση Διασυνοριακού Χαρακτήρα) Κανονισμοί) Article 9. Available at: www.cylaw.org/nomothesia/par_3/meros_1/2006/2821.pdf

⁶⁶ Cyprus, "Processing of Personal Data (Protection of the Individual)" Law 138(I) and 105(I)

(Περί Επεξεργασίας Δεδομένων Προσωπικού Χαρακτήρα (Προστασία του Ατόμου) Νόμος), 2001, last amended in 2012 . Available at: www.cylaw.org/nomoi/enop/non-ind/2001_1_138/full.html

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?**

Even though the culture of voluntarism is not so common in Cyprus, many of the non governmental support services in Cyprus are supported by volunteers in order to achieve their aims. One of the first victim support services that introduced voluntarism in this sector was the Association for the Prevention and Handling of Violence in the Family which was established in 1990 by members who were working on a voluntary basis. At the moment, this is the **only** structure island-wide to provide accommodation to women victims of domestic violence and their children in Cyprus. The helpline and shelter of the Association is at the moment run by 8 paid staff and 35 volunteers. The volunteers have related to the sector professional background on a University level such as social work, psychology, sociology, educators but are also going through the annual training of volunteers of the Association. Their tasks include answering the helpline and providing counselling on the phone, administrative support, logistics and organizing fundraising events. The one to one sessions and psychotherapy are offered only by the paid staff of the Association. Many of the volunteers are providing services as a part of their bachelor or masters practicum in cooperation with their University/Collage.

At the moment, there are indications that the number of persons interested to become volunteers is increasing. This can be attributed to the highly increasing financial crisis and unemployment in Cyprus which is an incentive for persons, especially young, to pursue voluntary jobs that can help them enrich their knowledge and gain experience – thus having more possibilities to be employed in the future. Fewer cases are the ones who volunteer as a part of their free time.

The Cyprus Civil Defence Force which is a service operating under the Ministry of Interior consists in a great extent of volunteers. The Civil Defence's role is to take the necessary measures to protect people and their property during and after a hostile action, natural and technological disaster. It covers all the areas of the Republic of Cyprus and has five departments, First Aid, Welfare, Neighbourhood watch, Communication office, and Search and Rescue. The volunteers are approximately 600 and the permanent staff 35. The volunteers are responsible for the whole operational part of the service while the permanent staff only has a general managerial and supervisory role.⁶⁷

- 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.**

⁶⁷ Information available at the Cyprus Civil Defence Force (Πολιτική Άμυνα) website: www.moi.gov.cy/moi/cd/cd.nsf/page17_en/page17_en?OpenDocument

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?).

The occupation of social work emerged in Cyprus in 1960, while social work as scientific method started being applied for the first time in 1951 at the first Social Welfare Services office. Social work was legally vested in 2000 through the “Registration of Professional Social Workers Law”. Since then and until recently social workers were mainly employed at the Social Welfare Services through the standardized governmental recruitment procedure. The majority of social workers studied at third level education – technical institutes or collages. Only the last five years, social work became part of university curriculum.

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</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	
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	
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		X	

	to help the funding of services for victims of crime (for example, in BE, LT, NL, PL & SE).			
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		In Cyprus, social welfare officers are accompanying victims in court when deemed necessary or when it is requested by the victim. ⁶⁸ In some cases of victims of trafficking, the victims are also accompanied by professionals working at victim support NGOs. ⁶⁹
6	In some countries, victims are provided with free psychosocial and legal assistance throughout the entire criminal proceedings.		X	This does not occur as a practice but it depends on the case. That is, if the victim wants, can address to Mental Health Services for free psychological support for as long as she/he wants. There is no provision of legal assistance, only legal aid as granted through the procedures described in section 2.6.5.
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. 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.		X	.
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		X	There is no document referring to the procedures for all types of victims, but there are separate ones for domestic violence and trafficking. ^{70 71}

⁶⁸ Information was provided from the Social Welfare Services (Υπηρεσίες Κοινωνικής Ευημερίας) upon request on 24/6/13

⁶⁹ Information was provided from the organization Cyprus Stop Trafficking upon request on 12/6/13

⁷⁰ Cyprus, Advisory Committee for the Prevention and Handling of Violence in the Family (Συμβουλευτική Επιτροπή για τη Πρόληψη και Αντιμετώπιση της Βίας στην Οικογένεια), June 2002, «Εγχειρίδιο Διατμηματικών Διαδικασιών για το Χειρισμό Περιστατικών Βίας στην Οικογένεια.»

Available at:

www.familyviolence.gov.cy/upload/downloads/egxeiridio_diatmimatikon_diadikasion_200206.pdf

⁷¹ Cyprus, Interdepartmental Committee (Diatmhmatik;h Epitrop;h), 2006, «Εγχειρίδιο διατμηματικών διαδικασιών για το χειρισμό περιπτώσεων εμπορίας και σεξουαλικής εκμετάλλευσης ενηλίκων προσώπων». Available at:

[www.mlsi.gov.cy/mlsi/sws/sws.nsf/0/AF02FFB6CBDAAF8BC2257283001F3AC5/\\$file/%CF%84%CE%B5%CE%BB%CE%B9%CE%BA%CF%8C%20%CE%B5%CE%B3%CF%87%CE%B5%CE%B9%CF%81%CE%B9%CE%B4%CE%AF%CE%BF%CF%85.pdf](http://www.mlsi.gov.cy/mlsi/sws/sws.nsf/0/AF02FFB6CBDAAF8BC2257283001F3AC5/$file/%CF%84%CE%B5%CE%BB%CE%B9%CE%BA%CF%8C%20%CE%B5%CE%B3%CF%87%CE%B5%CE%B9%CF%81%CE%B9%CE%B4%CE%AF%CE%BF%CF%85.pdf)

	involved in providing support etc.).			
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	
11	The multi-disciplinary, national referral system introduced in Bulgaria with regard to trafficking might be considered a promising practice.		X	The Combating of Trafficking and Exploitation of Human Beings and Victim Protection Law sets a referral system to be followed by all parties involved. ⁷² In practice, the procedure described in this law for the referral of the victim is not always followed (the victim to be firstly referred to the SWS). For example, in many occasions an NGO may refer the victim directly to the trafficking unit of the Police and then the Police notify the SWS. ⁷³
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	There are no victim support services for Roma persons or victims of hate crimes.
13	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): Sample Extract from the policy: 1. Rationale 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. 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		X	

⁷² Cyprus, Combating of Trafficking and Exploitation of Human Beings and the Protection of Victims Law (L.8(I)) (Ο περί της καταπολέμησης της εμπορίας και της εκμετάλλευσης προσώπων και της προστασίας των θυμάτων νόμος), 2007. Article 29. Available at: [www.mlsi.gov.cy/mlsi/sws/sws.nsf/A11/66FEA10FB43FE8E0C22574190038CFD7/\\$file/nomos%20emporias%20prosopon.pdf?OpenElement](http://www.mlsi.gov.cy/mlsi/sws/sws.nsf/A11/66FEA10FB43FE8E0C22574190038CFD7/$file/nomos%20emporias%20prosopon.pdf?OpenElement)

⁷³ Information was provided from the Social Welfare Services (Υπηρεσίες Κοινωνικής Ευημερίας) upon request on 4/7/13

	immediately and subject to a targeted crime reduction initiative. 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 [...]. ⁷⁴			
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		Such provisions are applied in Cyprus following the "Protection of Witnesses Law of 2001 (L.95(I)/01)". ⁷⁵
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	
16	Other promising practices: please include any other promising practices in your country with regard to victim support and enabling victims' to exercise their rights.	NA	NA	

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.		
3	In addition to 1 or 2, the victim is seen as a person who has suffered moral harm		

⁷⁴ <http://www.thamesvalley.police.uk/pub-policiesandprocedures-repeat-victimisation.pdf>

⁷⁵ Cyprus, The Protection of Witnesses Law 95(I) (Ο περί Προστασίας Μαρτύρων Νόμος) (2001). Available at: www.cylaw.org/nomoi/enop/non-ind/2001_1_95/full.html

	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.			
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. ⁷⁶ 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		
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	

⁷⁶ See Recital 20 Of the Victims' Directive, p 11 (<http://register.consilium.europa.eu/pdf/en/12/pe00/pe00037.en12.pdf>).

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*⁷⁷

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

The period between the mid 1940's up until the Independence of the Republic of Cyprus in 1960, was the age of a gradual formation of a Social Service Department. The main goal of this Department was the provision of social services to needy families, children, the elderly, offenders, and generally to the vulnerable groups of the population. The creation of such a Department, that would promote the organization, advancement and provision of social welfare services, was considered as a novel idea for the time. The Social Welfare Services, as they are known today, were established in 1952 and originally consisted of a small group of 5 Probation Officers. These Officers were appointed in the mid 1940's to keep an eye on minor offenders and supervise the function of the Lampousa's Reform School. Basically, the need for creating a Social Service came from the lack of caring and nursing for children who were deprived of a normal family life. This was an initiative of the state.⁷⁸

⁷⁷ Questions marked with * should NOT be answered by countries falling into category 'A' (in accordance with question 2.2.1)

⁷⁸ Information found in the website of the Social Welfare Services (Υπηρεσίες Κοινωνικής Ευημερίας) at: www.mlsi.gov.cy/mlsi/sws/sws.nsf/dmlhistory_en/dmlhistory_en?OpenDocument

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

The money to support the first attempt came from the State which is financing the Social Welfare Services until today.⁷⁹

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

Mentioned under question 3.1.1

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	

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

⁷⁹ Information found in the website of the Social Welfare Services (Υπηρεσίες Κοινωνικής Ευημερίας) at: www.mlsi.gov.cy/mlsi/sws/sws.nsf/dmlhistory_en/dmlhistory_en?OpenDocument

Cyprus	Social Welfare Services	240 ⁸⁰	40	No volunteers are working at SWS	-	-
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⁸⁰ Information was provided from the Social Welfare Services (Υπηρεσίες Κοινωνικής Ευημερίας) upon request on 4/7/13

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		Mental Health Services under the Ministry of Health.
c Emergency financial assistance	X		The Social Welfare Services have the power to approve and grant an emergency financial assistance following the provisions of the Public Allowances Law. ⁸¹
d Court accompaniment/support services	X		In some cases the social welfare services are accompanying the victims to court. ⁸²
e Other (specify)		X	

3.4 (Failed) Attempts to establish national generic victim support service provider**⁸³

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 Cyprus, "Public Allowances and Services Law" 95 (I), (Ο περί δημοσίων βοηθημάτων και υπηρεσιών νόμος) (2006), Article 4. Available at: www.cylaw.org/nomoi/enop/non-ind/2006_1_95/full.html

⁸² Information was provided from the Social Welfare Services (Υπηρεσίες Κοινωνικής Ευημερίας) upon request on 24/6/13

⁸³ **This question should ONLY be answered by countries falling into category 'A' (in accordance with question 2.2.1).

N/A

Information regarding the above question was sought through desk-research and after contacting the Social Welfare Services. It seems that so far, there were no attempts to establish a victim support service addressed to all victims of crime.

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'.

	Name/short description of organisation(s)
AT	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.
BE	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;
BG	
CY	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.
CZ	The Probation and Mediation Service ("PMS"); the White Circle of Justice
DE	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.
DK	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.
EE	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.
EL	
ES	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.

FI	In 1994, Victim Support Finland (Rikosuhripäivystys / 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.
FR	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 (www.inavem.org.). 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 .
HR	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.
HU	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
IE	Various non-governmental victim support organisations – e.g. the Federation for Victim Assistance (10 branches); Support After Crime Services; ITAS.
IT	
LT	
LU	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.
LV	
MT	Victim Support Malta (VSM).
NL	Victim Support Netherlands (VSN) (<i>Slachtofferhulp Nederland</i> , SHN).
PL	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.
PT	Portuguese Association for Victim Support (<i>Associação Portuguesa de Apoio à Vítima</i> , APAV) - 15 victim support offices located throughout the country.
RO	
SE	The Swedish Association for Victim Support (<i>Brottsofferjouernas Riksförbund</i> , BOJ) is the national umbrella organisation for victim support services with about 100 local victim service centres in Sweden.
SI	
SK	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.
UK	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)

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