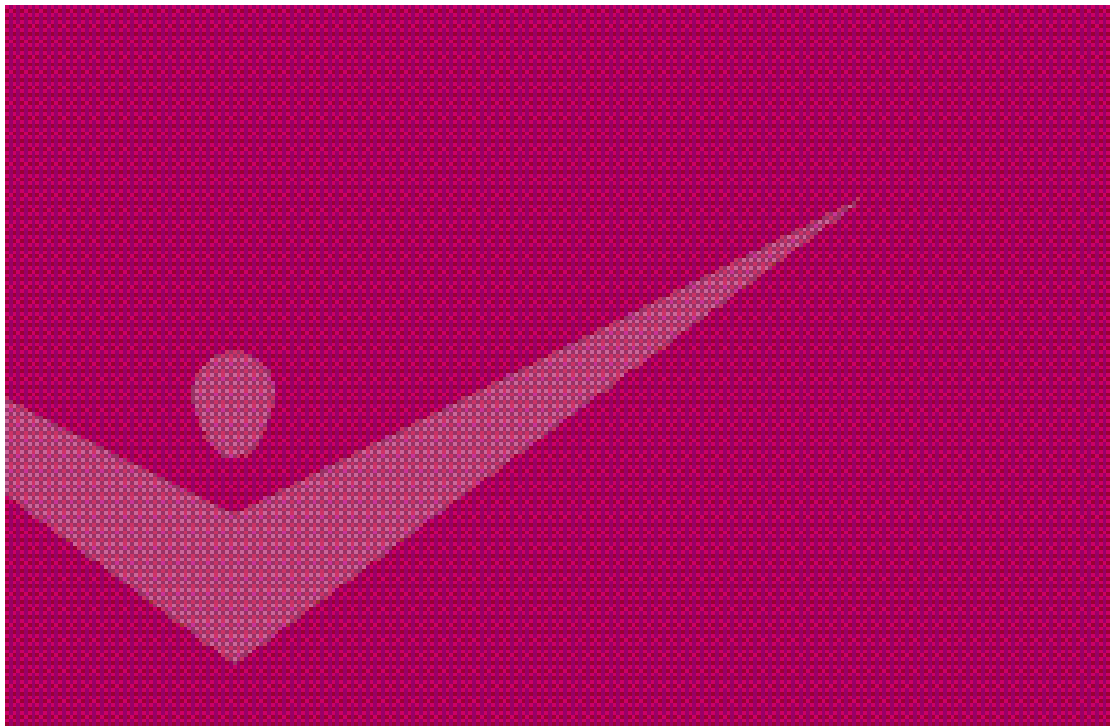


Commission  
for the Support of  
Victims of Crime

Annual Report 2010



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**COMMISSION FOR THE SUPPORT OF VICTIMS OF CRIME**  
**REPORT TO THE MINISTER FOR JUSTICE AND EQUALITY**  
**2010**

### **Executive Summary**

- The Commission allocated €1,273,696 to 44 voluntary sector organisations providing front-line services to victims of crime in 2010. This represents an increase of almost 1.5% over 2009 in funding to the voluntary sector organisations. A total of 12,173 victims were assisted with this funding - an increase of 21% over 2009 (Section 2).
- The Consultative Forum, which was established by the Commission in 2009 to take account of the views of victims through those working and volunteering in the organisations, held two meetings in 2010. The first meeting looked at the White Paper on Crime Consultation Paper on the Community and Criminal Justice system, prior to the commencement of drafting. The second meeting provided an opportunity for the funded organisations to engage with a number of criminal justice agencies on implementation of the new Victims Charter (Section 6).
- The Commission held training days for the organisations it funds in 2010, on financial governance and data protection and a workshop on training volunteers (Section 7).
- The Secretary General of the Department of Justice and Law Reform launched the Commission's Research Report on the experience of victims of crime who had contact with victim support organisations, in October, 2010 (Section 8).
- The revised Victims Charter and Guide to the Criminal Justice System was presented to the Minister for Justice and Law Reform. It was published and launched by the Minister in July, 2010 (Section 9).

- Organisations funded by the Commission engage with the Criminal Justice Agencies and each other in delivering their services (Section 4).

## **1. The Commission: Membership and Key Functions**

### **1.1** The current members of the Commission for the Support of Victims of Crime are:

Mr. Ray McAndrew, Chair (former Assistant Commissioner of An Garda Síochána)

Mr. P.J. Fitzpatrick (former Chief Executive of the Courts Service)

Mr. Terry Delany (Deputy General Secretary, Communication's Worker's Union of Ireland)

Mr Greg Heylin, ex officio (Director of the Victims of Crime Office)

Ms Nora Owen, Mr. Sean Lowry and Mr. Michael Whelan completed their terms of office as members of the Commission in June, 2010.

### **1.2** The key functions of the Commission are:

- To assist, with the Victims of Crime Office, in the development of strategies and policies to support victims of crime, with a view to improving the cohesion and consistency of services and information available to victims of crime
- To provide financial assistance to voluntary sector organisations which support victims of crime
- To take account of the views of victims of crime in the formulation of strategies and policies, through the Victims of Crime Consultative Forum
- To develop links with Government Departments and agencies of the criminal justice system, in the interests of victims
- To co-operate with Cosc, (The National Office for the Prevention of Domestic, Sexual and Gender-based Violence ) and the Anti Human Trafficking Unit in the Department of Justice, Equality and Law Reform
- To keep itself informed of international developments in relation to victims of crime
- To review the Victims Charter.

**1.3** The Victims of Crime Office provides a full-time secretariat to the Commission. The Commission also has the services of a co-ordinator, who visits the organisations funded by the Commission, monitors the services available from them and assists in local problem-solving.

## **2. Overview of Funding by the Commission in 2010**

**2.1** A total budget of €1,321,000 was made available to the Commission in 2010. €1,273,696 was allocated to organisations by the Commission. Some organisations carried over small surpluses from 2009 with the result that €1,275,815 was spent in total by the funded organisations. The remainder of the budget was spent on running the Consultative Forum, the provision of training and other expenses.

**2.2** A public advertisement was placed in national newspapers on the 14<sup>th</sup> October, 2009, inviting applications for funding for 2010. Most of the applications received were from organisations that had applied for and had received funding in previous years from the Commission.

**2.3** The Commission is independent in its decision-making process and assesses each application on its own merits. The successful organisations had been notified of the Commission's decision that they were to be funded, by the end of December 2009. This was to facilitate continuity of services to victims and to enable organisations plan their services for the full calendar year 2010. The majority of initial payments were made in the first quarter of 2010, as soon as organisations had submitted the necessary reports on 2009 funding and expenditure profiles for 2010. By the end of March, 2010, €844,770 had been paid out to funded organisations. This meant that 93% of the possible initial payments was made at that point.

**2.4** The Commission granted funding to the following eight organisations providing services to victims of crime generally:

- **Crime Victims Helpline [116 006]**

The Commission supports and promotes the national Crime Victims Helpline as a central point of contact for all victims of crime. The Helpline provides the opportunity for people who are victims of crime to find emotional support on the phone. It also provides information on the criminal justice system and on services available locally to victims of crime. The helpline was the first such helpline in Europe to make the standard EU crime victims helpline number(116 006) operational in 2010.

- **AdVIC** advocates for changes that will bring about a re-balancing of the criminal justice system and increased recognition of the status of families of homicide victims within the system. It also provides access to subsidised counselling for families of homicide victims.
- **Court Support Services** provides court accompaniment to prosecution witnesses, their families and friends in the Central Criminal Court and the Dublin Circuit Criminal Court.
- **MISS** (Missing in Ireland Support Service) provides information and support to families and friends of missing persons, through a phone helpline
- **The Federation for Victim Assistance** offers emotional and practical support to victims of crime, through its branch network.
- **The Irish Tourist Assistance Service** provides a support service to tourists who are victims of crime.
- **Support after Crime Services** provides emotional support and practical information to persons affected by crime.
- **Support after Homicide** provides emotional and practical support for those bereaved by homicide.

€494,638 was spent by these organisations and accounted for 39% of the total expenditure met by organisations from the Commission's funding. 7096 victims were supported by these services, of whom 2,897 called the Crime Victims Helpline.

## **2.5 Services to victims of domestic violence**

The Commission approved 25 applications for funding from organisations providing services to victims of domestic violence, mainly for the provision of a court accompaniment service. €465,718 of the Commission's funding was spent by organisations in this sector, which accounted for 37% of the total funding allocated by the Commission. 3,338 victims of domestic violence were assisted.

## **2.6 Services to victims of sexual violence and human trafficking**

The Commission approved four applications for funding from organisations providing services to victims of sexual violence. €182,701 of the Commission's funding was spent by organisations in this sector which accounted for 14% of the funding it allocated to funded organisations. Funding was provided to the *Dublin Rape Crisis Centre*, *Rape Crisis Network Ireland*, *One in Four* and *Sexual Violence Centre Cork*, for training of staff and volunteers and accompaniment services to victims of sexual violence. *Sexual Violence Centre, Cork* received funding towards the provision of support services to a small number of victims of trafficking. In 2009, funding was provided to *Ruhama* for services to victims of trafficking but this funding was moved to the Anti-Human Trafficking Unit in the Department of Justice, Equality and Law Reform for 2010. The sector assisted 1,066 victims with Commission funding in 2010.

**2.7** Following publication of the Ryan Report on 20<sup>th</sup> May, 2009 and the Murphy Report on 26<sup>th</sup> November, 2009, the number of people seeking advocacy or psychotherapy services from *One in Four* rose dramatically in 2009 and 2010. €80,000 was allocated to *One in Four* in 2010 for immediate measures to deal with the upsurge. 700 victims were assisted with the help of money provided by the Commission in 2009 and 709 were assisted in 2010. The sector supported 1,066 victims with the funding provided by the Commission in 2010.

## **2.8 Counselling services**

€73,758 of the Commission's funding was spent by four organisations which provided counselling services to 615 victims of crime in 2010. This accounted for 6% of the Commission's overall allocation to funded organisations

## **2.9 Services to children who are victims of crime**

The Commission funded *CARI* and *Barnardos* in 2010. *CARI*, which provides support to children who are victims of sexual abuse and their non-abusing parents, received funding towards court accompaniment support service for all children, who have to attend court as a witness. A small additional payment was made for counselling on an exceptional basis. *Barnardos* provides counselling to children who are bereaved because of homicide. The €59,000 of funding spent by this sector accounted for 5% of the Commission's total allocation. 58 child victims and their families were supported by these organisations

**2.10** In summary, a total of 12,173 victims were assisted by 44 organisations, which spent a total of €1,275,815. 39% was spent by general crime groups, 37% spent by domestic violence groups, 14% spent by sexual violence groups, 6% spent by counselling groups and 5% by groups who provide support to children who have been affected by crime. A list of the organisations funded by the Commission in 2010 is at Appendix A. From its inception in 2005 to the end of 2010, the Commission has allocated just over €6 million to voluntary sector organisations supporting victims of crime. Appendix D displays the number of victims assisted in each category

## **3 Funding Decisions for 2011**

**3.1** To ensure that the voluntary bodies funded by the Commission would receive their payment as early as possible in 2011, the Commission placed an advertisement in the national newspapers on 16<sup>th</sup> October, 2010, inviting applications for funding for 2011 (Appendix E). The closing date for receipt of



applications was the 25<sup>th</sup> November, 2010. The Commission received 50 applications.

#### **4. Working with other organisations**

**4.1** Most of the funded voluntary sector organisations had contact with An Garda Síochána and the Courts Service during 2010 when delivering their services. Some of the funded organisations had contact with the Office of the Director of Public Prosecutions, the Legal Aid Board and the Probation Service. Other bodies that were contacted by the organisations included COSC, (The National Office for the Prevention of Domestic, Sexual and Gender-based Violence), the Money Advice and Budgeting Service (MABS), the Health Service Executive (HSE) and the Family Support Agency. There was also some co-operation between organisations funded by the Commission. Many of the organisations work with local community groups when delivering their services.

#### **5. Staffing and Volunteers**

**5.1** A total of 406 volunteers work in organisations funded by the Commission. Some sectors rely more on paid employees to provide services to victims. Of the volunteers 194 worked in assisting general victims of crime, 23 provided support to victims of domestic violence, 129 worked in the area of sexual violence, 56 worked in the area of counselling and 6 worked with children. Commission funding enabled the employment of paid employees also (Appendix D).

**5.2** The Commission is deeply grateful to those volunteers working at local level who work tirelessly and often unrecognised to provide a service to victims of crime. No Government agency could hope to provide for the level of ongoing commitment and dedication shown by so many people who voluntarily give of their time and resources to help their less fortunate fellow citizens. The Commission also sees the tireless work and energy of paid employees as making a vital contribution

## **6. The Consultative Forum**

- 6.1** The Victims of Crime Consultative Forum, which is attended by one representative of each of the voluntary organisations funded by the Commission, was established to take account of the views of victims through those working and volunteering in the groups. The Forum allows the organisations funded by the Commission to have an input into strategy and policy development to assist and support victims of crime. It also facilitates the exchange of good practice between the funded organisations.
- 6.2** The Commission held two meetings of the Consultative Forum in 2010. The first Forum held in March, 2010 was set aside as a pre-consultation day on the White Paper on Crime fourth and final Discussion Paper on the Community and the Criminal Justice system. Those attending put forward their views on what the Paper should contain. The Paper was to be drafted in the Department of Justice and Law Reform by the White Paper on Crime Unit. Mr. Doncha O'Sullivan, Head of that Unit gave a short presentation on the topic. He and his staff were on hand to hear the views of participants in response.
- 6.3** The Commission presented a new draft Victims Charter (see Section 9) to the Minister for Justice and Law Reform on the 5<sup>th</sup> June, 2010. The Minister published and launched the Charter in July. The theme of the second meeting of the Forum held in September was "Making the new Victims Charter work" Representatives were invited from the Garda Síochana, the Prison Service, the Probation Service, the Courts Service and the Criminal Injuries Compensation Tribunal to speak at the Forum. They spoke about the content of their respective Charters and the mechanisms they were putting in place to ensure that the commitments to victims in the Charter were being implemented in a consistent manner throughout the country. Their presentations were followed by extended and robust question and answer sessions.
- 6.4** Both Forum meetings were well attended, with all who attended actively participating. The attendees found the days to be very useful and informative. The Forum meetings also gave participants an opportunity to share experiences and ideas for best practice with others working in the field.

## **7. Training**

- 7.1** The Commission continued with its training programme for the organisations it funds in 2010. The Commission held three training days in 2010.
- 7.2** The first training day held in March was on Financial Governance for voluntary sector organisations. It dealt with the training obligations imposed on small voluntary organisations by the Companies Acts 1963 – 2009 and the Charities Act 2009. Ms Evelyn Fitzpatrick, Financial Adviser, was the trainer.
- 7.3** The second training day in May was on data protection. Mr. Billy Hawkes, the Data Protection Commissioner delivered the full day of training personally. The participants were pleased to have had direct access to the Commissioner with their queries and concerns.
- 7.4** The Commission ran a workshop on training volunteers, staff and their clients in October. Representatives from AdVic, the Dublin Rape Crisis Centre, Women's Therapy Centre and Support after Crime gave presentations on the day on the current practises in their organisations with regard to training. These presentations were complemented by sharing from other groups participating .
- 7.5** The training days were well received by participants. The training days also gave those working to assist and support victims further opportunities to meet each other, to share good practice and experiences

## **8. Research**

- 8.1** The Commission secured funding from the Department for research, which was completed by a team of researchers from Trinity College, Dublin, in 2007. This research outlined the current Irish legal provisions in relation to victims. It also brought together material from a number of other jurisdictions in relation to victims. Finally, this research sought the views of the voluntary sector organisations which supported victims of crime in relation to recommendations for change.

**8.2** Following on from this research, the Commission, after a tender process, asked a group of researchers from University College Cork to carry out research :

- to identify the needs of victims of crime and their families
- to establish the extent to which victims of crime seek support from the services available
- to outline the extent to which those needs are met by organisations which provide support to victims of crime and by the criminal justice agencies.

The research also attempted to see how well informed the public and professional people likely to be dealing with victims were about support services to victims of crime. The research was again funded by the Department.

**8.3** The completed research was launched by the Secretary General of the Department of Justice and Law Reform in October, 2010. The Research Document and an Executive Summary of the document were published on the Commission's website at [www.csvc.ie](http://www.csvc.ie)

**8.4** The research found:

- victims have a wide range of needs, for a sympathetic hearing when they report a crime, for ongoing information on their cases, and for support and information when dealing with the court system in particular,
- seven out of every ten victims were satisfied or very satisfied with the sensitivity of Gardaí when taking a statement,
- more than four out of every ten victims were dissatisfied or very dissatisfied with the information provided by Gardai at the investigation stage,
- 88.5% of respondents who answered the question said they were satisfied or very satisfied with the Crime Victims Helpline,
- with similar high levels of satisfaction with other support organisations,
- 55% of relevant victims were dissatisfied or very dissatisfied with their experience of court,
- participants identified their lack of knowledge about the legal system, and

- there was some lack of awareness and confusion among the public and professionals alike about the diversity of voluntary sector organisations helping victims of crime.

While there are pockets of excellence in relation to services to victims of crime, the research underscored the importance of ensuring a consistent approach across the State.

## **9. Review of the Victims Charter**

**9.1** In consultation with the criminal justice agencies and others concerned, the Commission continued its work of reviewing the Victims Charter and Guide to the Criminal Justice System. The Review was completed and the revised Charter was presented to the Minister in June, 2010. The Charter was published and launched by the then Minister for Justice and Law Reform, Mr. Dermot Ahern, T.D. in July, 2010. The Charter is written in plain English to improve its accessibility and intelligibility to those with limited reading ability and to the lay person generally. The Charter sets out the commitments each of the criminal justice agencies and the voluntary sector Crime Victims Helpline make to service victims needs. Contact details are given in the event of non-delivery on commitments made and each chapter concludes with a brief background description of the role of each organisation. The Charter also contains an overview of the law from a victim's perspective, again in basic English. An extensive list of contact details of organisations useful to victims of crime is given.

**9.2** Copies of the Charter were distributed to a wide range of organisations that come in contact with victims of crime. The Charter was translated into Irish, Mandarin Chinese, Polish, French, Spanish, Lithuanian and Latvian. The English, Irish and foreign language versions are available on the Commission's website at [www.csvc.ie](http://www.csvc.ie)

## **10. Court Support Services**

**10.1** Arising from governance issues dating back to 2007, the Commission commissioned an independent report on governance of the Court Support Service in the summer of 2010. The report made a range of recommendations. In implementing these recommendations the Board was obliged to briefly suspend the service and offer a limited service in the autumn law term, because of the withdrawal of some of the volunteers. A new Manager and part-time accounts person were appointed in the autumn with a view to fully implementing the recommendations of the independent report.

## **11. Victim Support Europe**

**11.1** The Commission is an associate member of Victim Support Europe. It was represented at its annual conference in Berlin in May, 2010. Victim Support Europe is a network of 26 non-governmental victim support organisations in 21 European countries, which provide assistance and information to victims of crime. Victim Support Europe promotes the establishment and development of victims rights and victims services throughout Europe. Given the fragmented nature of the Irish voluntary sector assisting and supporting victims, it is important that a single, central organisation with an oversight role in this area, such as the Commission, should be an associate member of Victim Support Europe.

## **12. Other Commission Activities in 2010**

**12.1** Mr. Lowry and Mr. Heylin attended the opening of a new branch of the Federation for Victim Assistance, by the Minister for Justice and Law Reform, Mr. Dermot Ahern, T.D., in Drogheda in January. Mr. Heylin addressed the 4th Annual Criminal Law Conference in University College Cork in June, 2010 on the Victim's Charter. Mr. Denis O'Neill, Co-ordinator to the Commission continued to visit the funded organisations, monitor their services and assist in local problem solving.

## Successful Applicants for Funding in 2010

Organisation	Allocation	Spent	Category
Adapt (Kerry)	€27,000	€27,000	Domestic Violence
Adapt (Limerick)	€50,000	€50,000	Domestic Violence
AdVIC	€29,500	€29,500	General
Ascend (Roscrea)	€15,897	€18,000	Domestic Violence
Barnados	€29,000	€29,000	Children
Beacon of Light Counselling Centre	€22,150	€22,150	Counselling
CARI - Court accompaniment	€30,000	€30,000	Children
Carlow Women's Aid	€15,000	€15,000	Domestic Violence
Clare Haven Services	€12,000	€12,000	Domestic Violence
Cope Galway	€3,000	€2,443	Domestic Violence
Court Support Service	€53,000	€53,000	General
Crime Victims Helpline	€96,572	€97,234	General
Cuan Saor Women's Refuge Ltd.	€23,000	€23,261	Domestic Violence
Domestic Violence Advocacy Service , Sligo	€8,000	€8,000	Domestic Violence
Domestic Violence Response LTD. Galway	€18,000	€18,000	Domestic Violence
Donegal Women's Domestic Violence Service	€15,000	€15,000	Domestic Violence
Dublin Rape Crisis Centre	€20,000	€16,285	Sexual violence
Dundalk Counselling Service	€23,500	€23,350	Counselling
Family Life Centre ( Violence against women) (Roscommon)	€20,000	€20,000	Domestic Violence
Federation for Victim Assistance	€84,000	€83,904	General
Inishowen Women's Outreach	€5,000	€1,772	Domestic Violence
Irish Tourist Assistance Service	€55,000	€55,000	General
Laois Support Services Against Domestic Abuse	€16,546	€19,728	Domestic Violence
Letterkenny Women's Centre (Counselling Team)	€4,000	€4,258	Counselling
Living Life Voluntary Counselling Centre (Dub - Wicklow)	€14,000	€14,000	Counselling

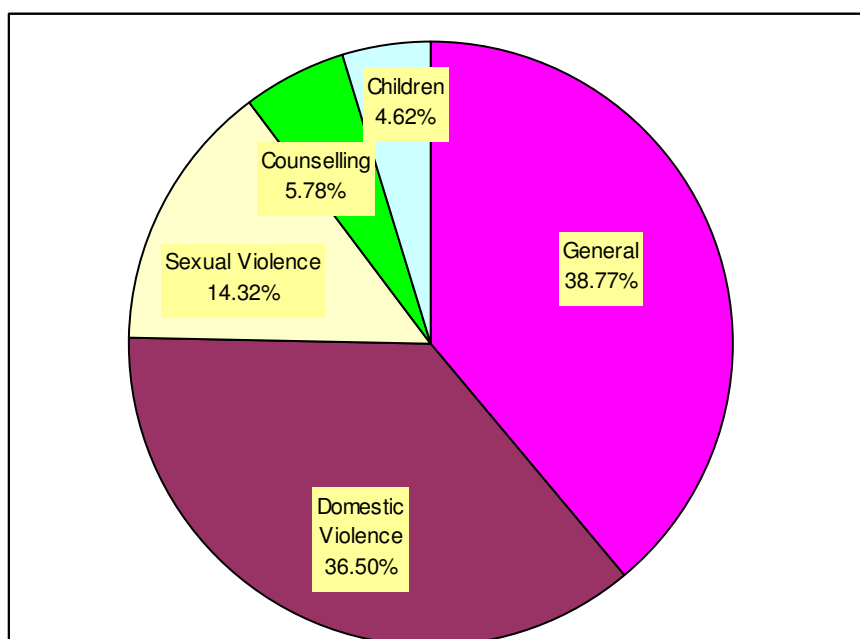
Longford Women's Link	€25,000	€25,000	Domestic Violence
Mayo Women's Support Service	€23,000	€23,000	Domestic Violence
Meath Women's Refuge	€26,000	€26,000	Domestic Violence
Missing in Ireland Support Services	€5,000	€5,000	General
Mna Feasa	€25,500	€25,409	Domestic Violence
Offaly Women in Crisis	€9,000	€9,000	Domestic Violence
One in Four	€80,000	€80,000	Sexual violence
Open Door Network (Kerry)	€3,000	€3,000	Domestic Violence
Rape Crisis Network	€54,548	€60,416	Sexual violence
Saoirse Housing Association (Tallaght)	€13,500	€13,500	Domestic Violence
Sexual Violence Centre, Cork	€26,000	€26,000	Sexual violence
Support After Crime	€121,000	€121,000	General
Support After Homicide	€50,000	€50,000	General
Tearmann Housing Association	€13,883	€13,883	Domestic Violence
Westmeath Support Services	€15,000	€14,500	Domestic Violence
Women's Aid Dublin	€66,100	€65,746	Domestic Violence
Women's Aid Dundalk	€15,000	€15,141	Domestic Violence
Womens Therapy Centre	€10,000	€10,000	Domestic Violence
You Are Not Alone (YANA)	€3,000	€1,334	Domestic Violence
<b>Total</b>	<b>€1,273,696</b>	<b>€1,275,815</b>	



### Distribution of Funding 2010

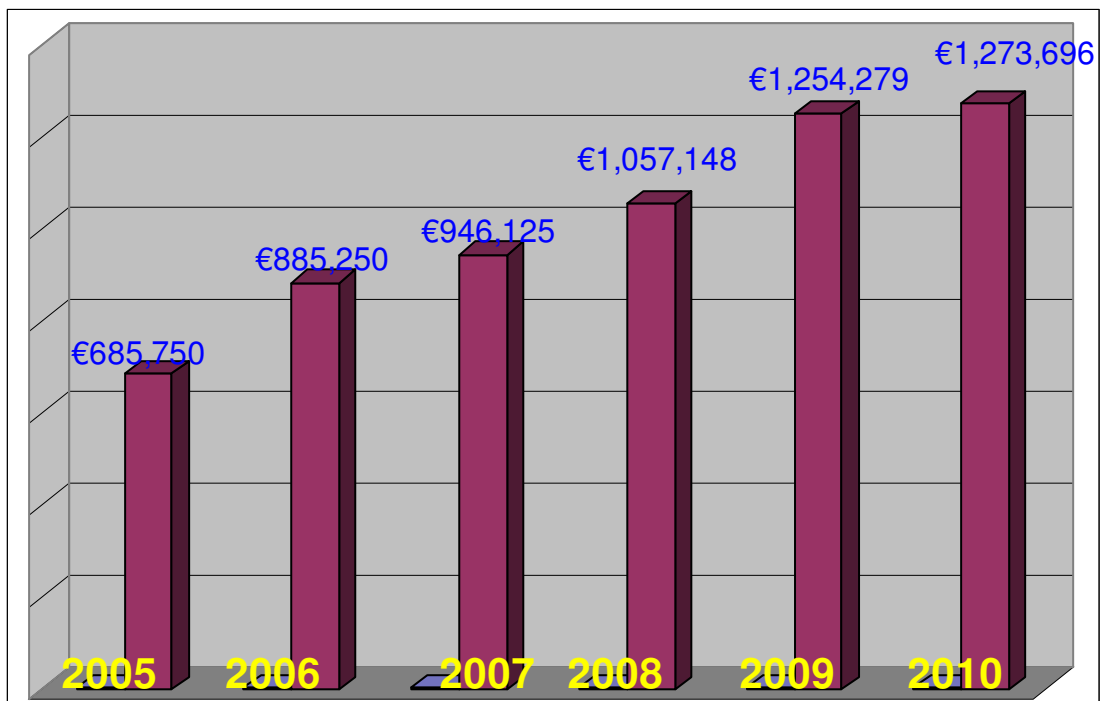
Sector	Amounted Funded	Amount Spent (including carry over surplus)	% of total	No. of projects
General Crime	€494,072	€494,072	39%	8
Domestic Violence	€466,426	€466,426	37%	25
Sexual Violence	€180,548	€180,458	14%	4
Counselling	€73,650	€73,650	6%	5
Children	€59,000	€59,000	5%	2
<b>Total</b>	<b>€1273,696</b>	<b>€1,275,815</b>		<b>44</b>

### Funding spent % of total



### Funding paid to Organisations 2005 to 2010

2005	2006	2007	2008	2009	2010
€685,750	€885,250	€946,125	€1,057,148	€1,254,279	1,273,696



### Numbers of victims supported in each sector

Numbers of victims helped 2010			
Projects	Sector	Nos.Helped	Nos % of total
8	General	7,096	58%
25	Domestic Violence	3,338	27%
4	Sexual Violence	1,066	9%
5	Counselling	615	5%
2	Children	58	0%
	<b>Total</b>	<b>12,173</b>	<b>100%</b>

Numbers of Volunteers				
Sector	No,of Projects	No. of volunteers	No. of projects who use volunteers	No. of projects who use staff only
General	8	194	8	0
Domestic Violence	25	23	6	19
Sexual violence	4	129	3	1*
Counselling	5	**56	2	2
Children	2	6	1	1
<b>Total</b>	<b>44</b>	<b>408</b>	<b>20</b>	<b>23</b>



**PUBLIC NOTICE**

**Commission for the  
Support of Victims of Crime**

**2011 funding for provision of  
Services to Victims of Crime**

**The Commission for the Support of Victims of Crime** is inviting applications for funding for 2011 from registered charities, voluntary/community groups and other bodies which provide or have proposals for the provision of services/assistance to victims of crime. Applicants for funding must be either a registered charity or a limited company. Enquiries about joint applications between two or more groups would be welcome.

Application forms can be downloaded from [www.cscv.ie](http://www.cscv.ie) or can be obtained from Anne O'Shea, Secretary to the Commission at the address below.

**Application forms must be returned by Friday, 26th November, 2010**

Contact details:

**Ms Anne O'Shea  
Commission for the Support of Victims of Crime,  
c/o Department of Justice  
and Law Reform,  
51 St. Stephen's Green  
Dublin 2  
Tel: 01-6028681. e-mail: [csvc@justice.ie](mailto:csvc@justice.ie)**