CYBERCRIME: A NEW CHALLENGE FOR VICTIM SUPPORT

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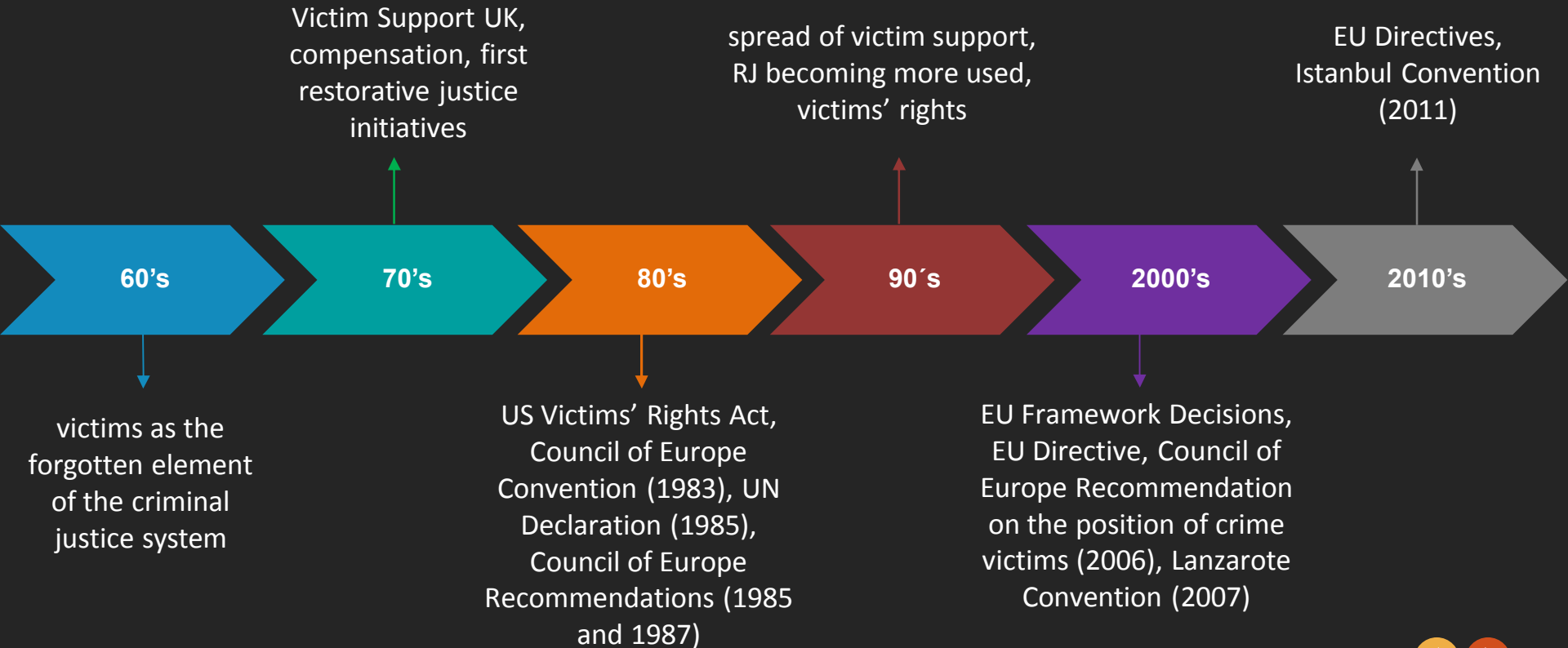
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Increasing attention devoted to victims

- victimology

- victims' rights

- feminist and victims' movements

Step by step: the last 50 years

Victim Support UK, compensation, first restorative justice initiatives

spread of victim support, RJ becoming more used, victims' rights

EU Directives, Istanbul Convention (2011)

60's → **70's** → **80's** → **90's** → **2000's** → **2010's**

victims as the forgotten element of the criminal justice system

US Victims' Rights Act, Council of Europe Convention (1983), UN Declaration (1985), Council of Europe Recommendations (1985 and 1987)

EU Framework Decisions, EU Directive, Council of Europe Recommendation on the position of crime victims (2006), Lanzarote Convention (2007)

victims' rights

information

acknowledgement of complaint

to be heard

translation

access to support services

review of a decision not to prosecute

safeguards in RJ

legal aid

return of property

compensation

protection

victims with specific needs

non resident victims

Biz Presentation

prioritizing needs

- protection

- practical assistance

- emotional support

- information

what to expect from victim support?

- personalized

- free of charge

- for all victims

EU: only 16% of victims who'd need support actually receive it

heterogeneity in victim support services

- public or private

- state funding or private funding

- general support or specialized support

- referral mechanisms from law enforcement or self referral

- national, regional or local

cybercrime posing new challenges

- gathering knowledge and expertise

- adopting best practices

- providing intensive training based on these best practices

- assessing the effectiveness of the intervention models

European Commission Programme

"*Prevention of and Fight Against Crime*"

Participants and beneficiaries

judicial authorities

law enforcement

victim support

private sector

Specific issues adressed

underreporting

… derives from lack of awareness of victimization and of reporting mechanisms, victim shame and embarrassment, and perceived reputation risks for corporations…

impact on victims

… besides financial losses, the costs also include the time and hassle required sorting matters out. The psychological effects too are not inconsiderable, with victims reporting a variety of reactions: from fear, anger and distress, through to prolong cautiousness and suspicion …
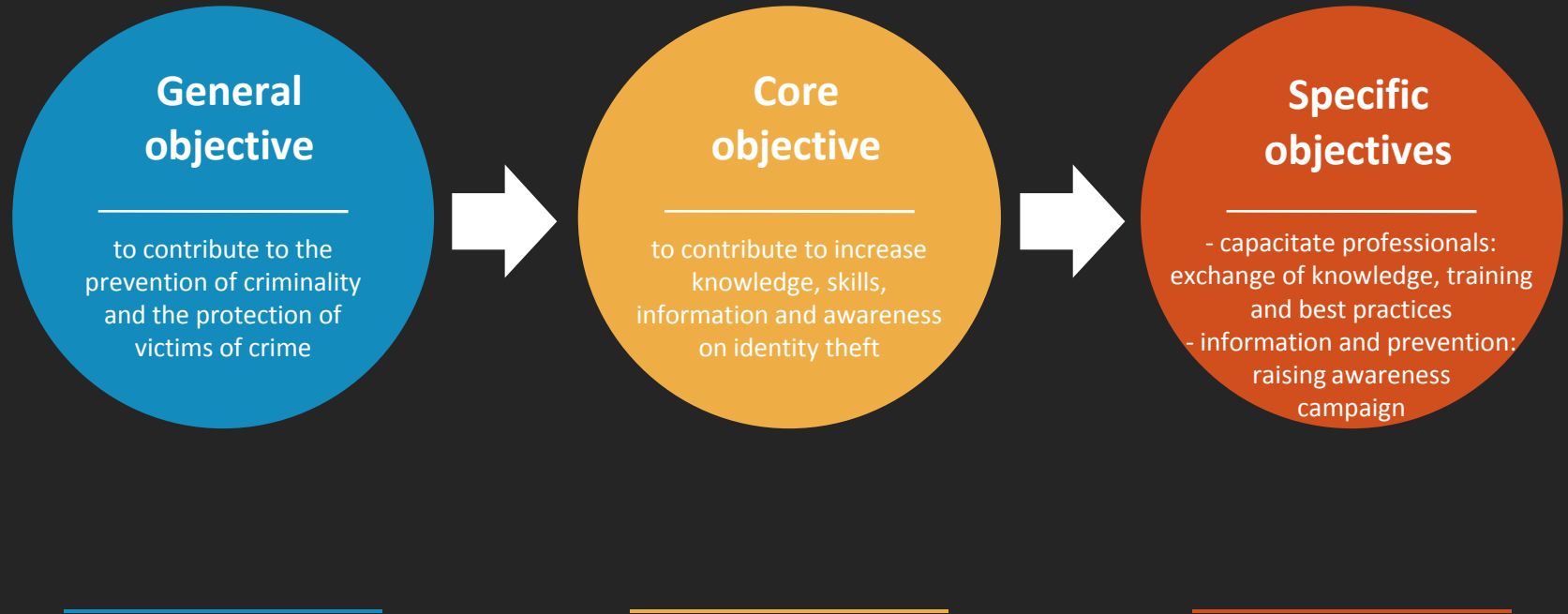
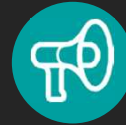## lack of prevention and support

… forgotten victims …

Objectives

General objective

to contribute to the prevention of criminality and the protection of victims of crime

Core objective

to contribute to increase knowledge, skills, information and awareness on identity theft

Specific objectives

- capacitate professionals: exchange of knowledge, training and best practices
- information and prevention: raising awareness campaign

Activities

best practices

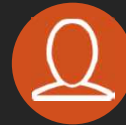Creation of a best practice guide (PT, RO, EE, ES) on the support to victims of identity theft

Awareness raising campaign

raising awareness campaign with 40.000 leaflets, 6.000 posters, press/web adds, bus shelter adds and street furniture;

training

Design of a training course (PT, RO, EE, ES) on the support to victims of identity theft

conference

1 final conference in Lisbon

workshops

2 workshops (local experts + project team) in RO and ES: "Phishing: from origin to destination: using the banking system for money laundering"; "Social networks and identity theft"

best practice guide

- cybercrime and identity theft

- modus operandi

- risk factors

- impact on victims

- difficulties for investigation

- national and international legislation

- prevention advice

- providing support

- glossary

THANKS!

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