

THE CHALLENGING VICTIMS' DIRECTIVE (VD) TO RETHINK THE VICTIM  
SUPPORT SERVICES AND VOM SERVICES OF THE BASQUE COUNTRY:  
TRAINING TO BE MORE RESTORATIVE AND SUPPORTIVE



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- » **The Lumberjack story.**
- » **Three Stonemasons Story.**



» **General Context:** After the Victims' Directive (VD) entered into force in 2012 it was obvious that the Justice Cooperation Services at the Courts of the Basque Government (Ministry of Labour and Justice): Victim Support Service, Probation Service and VOM Service, had to collaborate effectively and that these services had to focus primarily on victims 'needing and rights (mostly Victim Support Service and VOM Service).





- » **First Trainings:** During 2013 and 2014 we started doing once a year a seminar to know better each other daily work, concerns and practices.
  
- » **Key ideas:**
- » Simplicity. Ask those who know.
- » Give the prominence of the training to the professionals.
- » Taking a break and thinking about their work to be able to explain to other professionals how they work with victims in related, but different areas.
- » 2nd seminar (2014) training working with real cases to be able to strengthen the case work with different points of view and get some conclusions for cooperation among services.



- » **Legal obligation: In 2015 Victims' Directive was transposed into Spanish Law: "Statute of the Victim"**
- » **Main ideas:**
- » Slight changes from the Directive.
- » After the "Statute of the Victim", another act was approved to develop the Statute: "The Rules of the Victim Support Offices at the Courts" (establishing the minimum requirements for these offices first in Spanish legislation).





- » **Strategy of cooperation with Catalan Government:** the Catalan and the Basque Governments have similar state powers and usually work together in Europe.
- » **Practical strategy:** We tried to be creative and decided to face the legal challenges regarding the Victims' Directive by training together our Victim Support Services and VOM services.
- » **Political level:** both Governments signed a Convention reaffirming the commitment of both Governments historically with the support of Victims, rehabilitation of Offenders and RJ, and as an appreciation to our both societies of the struggle for civil rights and European vocation.



- » **Training method: the two faces' mirror**
- » Visits: Mixed delegations (Politicians, Civil servants & Practitioners) visited and heard from professionals who showed their methodology.
- » Videoconferences: to share similarities and differences. Working in concerns, challenges and opportunities regarding VD.
- » **One day seminar in Barcelona with all the workers**: six different workshops: concerns, conclusions and good practices to share. Last and first stop.
  
- » **Main aspects :**
- » How to work together Victim Support services and RJ services. Referrals (who, when, how).
- » Secondary victimization and RJ.
- » Intervention procedures after and before the sentence.
- » How to face the new obligations without enough funds and workers.
- » Ongoing project.





- » **SUMMARY:** Training is a very good chance to take a break to sharpen the axe and to open the mind about the work setting.
- » **RESULT:** workers more trained, involved, committed and happier.





**THANK YOU VERY  
MUCH!!!**