



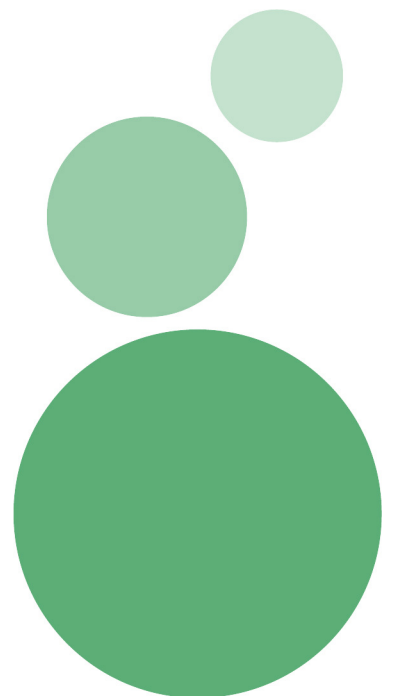
## European Commission

Directorate-General Justice, Freedom & Security

The application of Directive 2004/80/EC relating to  
compensation to crime victims

EMPIRICAL REPORT

Date: 12 December 2008



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This study was commissioned by the European Commission's Directorate-General: Justice, Freedom and Security. This work was carried out by a research team from Matrix Insight, in association with Professor David Miers acting as an expert independent adviser. The opinions expressed in this document represent the authors' points of view, which are not necessarily shared by the European Commission.

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## 1.0 Introduction

### 1.1 The Directive

In 2004, the Council of the European Union adopted Directive 2004/80/EC on the compensation of crime victims. The Directive provides that:

‘crime victims in the European Union should be entitled to fair and appropriate compensation for the injuries they have suffered, regardless of where in the European Community the crime was committed’.

The Directive required Member States to set up schemes facilitating access to compensation for victims of crime, where the victimisation took place within the EU, but in a Member State other than the victim’s country of residence. These ‘cross-border’ schemes were to be based on pre-existing national compensation schemes where possible, and had a deadline of 1 January 2006 for implementation. Member States that did not have a national compensation scheme in place at the date of the Directive were directed to take measures to facilitate access to compensation for those of their victims of crime who were not residents of the Member State in which the crime occurred, but were residents in another Member State.

Article 19 of the Directive provided that the Commission would ‘present to the European Parliament, the Council and the Economic and Social Committee a report on the application of the directive’, not later than January 1<sup>st</sup> 2009. It was therefore proposed that a survey of criminal compensation system outputs and operations be carried out covering all Member States, and that this study should be supported by a qualitative quota sample survey of the attitudes and perceptions of professionals and managers working within, or ancillary to the system set up by the Directive and its primary stakeholders, the applicants for compensation.

### 1.2 The Study

The European Commission DG JLS therefore commissioned Matrix Knowledge Group (referred to in the text as ‘Matrix’), to assess the current stage of implementation of Directive 2004/80/EC in all EU Member States. For this purpose, Matrix has undertaken a statistical and qualitative quota sample survey in order to:

- Compare Member States’ compensation schemes;
- Assess whether Member States’ compensation schemes comply with the articles of Directive 2004/80/EC;
- Assess the compensation schemes on an operational level;
- Identify contextual factors, regulations, and procedures (if any) that have caused implementation difficulties;
- Conclude whether, and if so to what extent, the Directive has ‘improved, simplified and accelerated access to compensation in cross-border situations’;
- Provide recommendations regarding legal frameworks, scheme management and operations.

### 1.3 Data Collection Methods

### 1.3.1 Introduction

Responsibility for implementation of the Directive and for the operation of the schemes deriving from it is defined in each Member State by legal context and recent history; each Member State's administrative arrangements for the scheme tend to be unique. Establishing a database of key contacts for the survey across the EU has therefore been a major achievement of this project.

The only practicable way to both establish the contact database and collect the information from all Member States within the stipulated budget and timescale has been to use a data collection method based largely on e-mail and the use of a dedicated web-based survey and data collection tool.

The process of establishing the database of contacts started with lists of competent authorities and contact names in each Member State supplied by DG JLS of the EC. These initial points of contact were intended to provide access to quota samples of officials and other stakeholders involved in victim compensation activities. They were also intended to provide contacts with NGOs involved in victim compensation that would be able to introduce recent claimants willing to answer our questionnaire.

While we expected this approach to pose few problems in a relatively sophisticated legal practitioner context, this turned out to be over-optimistic. We managed eventually to make contact with the competent authorities across the EU, but apart from introductions to NGOs, the process of identifying survey respondents stopped either within or close to the competent authorities. Indeed, the task of obtaining the involvement of all competent authorities was in itself very challenging.

We cannot safely judge whether these difficulties were the result of national concerns about level of compliance with the Directive, personal concerns of responsible officials or simply that the survey was 'out of the ordinary' and therefore not accorded a high priority. However, in the synthesis report we have subjected non-response to careful analysis and made some tentative inferences from the results which may help the EC.

We are satisfied that Matrix's efforts to secure involvement and compliance were as efficient and effective as time and the budget allowed. In the end, individual officials have the right to refuse to participate in research or to limit their response to research instruments in any way they choose. In this project those rights were exercised by a high proportion of those invited to participate.

### 1.3.2 Numbers of interviews/contacts: authorities, NGOs and claimants

Once it had become clear that we could not expect to generate quota samples in each Member State, survey invitations were sent out solely to all competent authorities on our contact database. Each Member State was provided with a web-link to the online survey tool. Adequate time was provided for survey completion; respondents were able to fill in questionnaires whenever they pleased over the survey period and a helpdesk was provided

to answer questions and resolve problems. In spite of these efforts, the survey period came to an end with serious gaps in response.

We subsequently offered non-responders a phone interview or alternative questionnaire by e-mail.

A total of 68 NGOs were contacted and given an invitation for the online survey/ phone interview.

In order to comply with privacy and data protection laws, Matrix did not directly contact claimants – NGOs were asked, on behalf of Matrix, to make contact. This procedure produced only 13 responses. We do not know how many invitations were actually issued by NGOs on our behalf. Given the number of cases being processed in Member States and the understandable reticence of victims, we are not surprised by this failure. It now seems clear that obtaining useful claimant data would require considerably more investment than was possible within the scope of this project.

### 1.3.3 Criteria for the selection of interviewees and identifying survey respondents

It was vital at the outset to identify a comprehensive list of key agencies and individuals engaged in victim compensation work across the EU27. A multi-staged process was initially envisaged to identify potential respondents for the study:

1. Communication via letter and email to all central contact points supplied by DG JLS, requesting the nomination of a local contact point for the study.
2. Identification of further key stakeholders / key knowledge holders via a *snowballing* process. This meant asking the initial contacts identified in 1) to provide further contact details for relevant organisations, including non-governmental organisations (NGOs), charitable organisations and others, such as groups of lawyers and solicitors. We also asked for organisations to contact claimants on our behalf and invite them to take part in an online survey.
3. Follow-up telephone conversations and emails to chase non-respondents and to seek further clarification on names and contact details of respondents.
4. Clarification of respondents' questions regarding the objectives of the survey.

#### **Identification of competent authorities as primary contact points**

Matrix identified *Deciding* and *Assisting Authorities* in 25 EU Member States. A list of these organisations can be found in the appendices.

In the vast majority of Member States, the responsibilities of Deciding and Assisting Authorities are covered by one organisation only - mainly by the relevant department of the Ministry of Justice or its equivalent. Germany, Spain, France and Latvia are exceptions:

In **Germany and France**, the Assisting Authorities operate on a national level. In Germany, there is a Deciding Authority for each *Bundesland*, whilst in France there is one authority for

each *Tribunal de Grande Instance* area. We therefore contacted the German and French Assisting Authorities in order to identify Deciding Authorities. For France, we received responses from two Deciding Authorities.

**Spain** divides its compensation scheme into one authority dealing with violent and sexual crime and one for victims of terrorism. We took evidence from both bodies in our data collection process.

In **Latvia**, the national contact point of the European Judicial Network is the Assisting Authority, while decisions on compensation are made by the Ministry of Justice's legal aid administration.

**Greece** has not translated the Directive into national law and **Italy** has not named a Deciding or Assisting Authority. Letters were sent to the Central Contact Points in both countries in May 2008, in order to set up a phone interview.

#### Italy

Italy gave the following response:

'The Directive has been acknowledged in Italy with the Legislative Decree 9.11.2007 n. 204. The interministerial regulatory scheme and the organisational aspects are still to be examined by the competent authorities. The Italian legislation, however, guarantees economic interventions in face of specific crimes committed in the national territory, in favour of the victims, whether Italian or foreigners. It concerns mainly to indemnifications in favour of victims of terrorism, organised crime, extortion, usury and duty. It specifies that the types of procedures (competent authority, required documentation, deadlines/terms, etc) vary with the laws that rule each particular indemnification. Many laws foresee economic interventions in charge of the State and in favour of crime victims'.

However, even after repeated follow ups, we could obtain no response from Greece.

#### Other stakeholders

Ten Member States provided Matrix with contact information on NGOs and other stakeholders as requested. These organisations/individuals were all contacted by letter and email in April 2008, with a request to fill in the web questionnaire. A list of NGOs/other stakeholders approached appears in the appendices. It will be apparent from these lists and the number of properly completed questionnaires we eventually received that the snowballing process was not facilitated by most of our primary contacts. In the end a very small sample of NGOs and claimants provided information.

## 1.4 Communication Activity

Attempting to achieve the aims of this research has required a range of communications with organizations and key role holders across the EU. The following table describes these activities in summary.

Activity	Number of Respondents	Comments
<b>Email invitations</b>		
Email Invitations to Deciding Authorities	26	
Email Invitations to Assisting Authorities	26	
Email invitations to Non Governmental Organisations	68	
Email invitations to Claimants	Unknown as NGOs contacted claimants.	
<b>Survey Responses</b>		
Deciding Authority survey respondents	25	
Assisting Authority survey respondents	26	
Non Governmental Organisation survey respondents	3	Only 2 properly completed
Claimant survey respondents	30	Only 10 properly completed
Alternative questionnaire respondents	2	Greece and Italy
<b>Telephone interviews</b>		
Phone Interview to MS	4	Belgium, Germany, Romania and Slovakia
Phone Interviews with Claimants	3	All UK
Phone interviews with Non Governmental Organisations	5	Citoyens et Justice; Fédération des associations socio-judiciaires; Vibeke Viom (Hjaelp Voldsofre); Centre for Crime Prevention Lithuania (CCPL); Law Institute (Lithuania); The Vilnius Women's House and Crisis Center

## 1.5 The Empirical Report

The contract for this project stipulates the production of an empirical report providing comprehensive coverage of the statistical data collected and analysis aimed at answering the research questions posed.

This stipulation takes no account of the individual and corporate response to our invitations to participate in this research and requests for facilitation. We are now faced with the need to report on a data set which is quite different to the one we and the EC envisaged.

In effect, instead of a quota sample of responses to our questionnaires that can be subjected to descriptive statistical analysis, we have a set of Member State profiles: that is we have a unique pattern of responses to each questionnaire from each Member State.

To complicate the picture still further most Member State profiles, although they are relatively complete for the core questions describing the characteristics of each scheme, contain many gaps where questions about scheme operation and effectiveness have not been answered.

This heavily constrains the kind of analysis that should or can be performed. We have addressed and analysed the issue of non-response in the Synthesis report which seems to us the most appropriate location for this analysis. Below we provide a full account of the empirical data with descriptive statistics where it is appropriate to compute them.

## 2.0 Findings – the core questions

### 2.1 Compliance with the Directive

We cross-referenced responses in the Survey with articles in the Directive. We found that:

1. **All the Member States who have implemented the Directive have in place schemes which allow victims to submit an application (Article 1)** and all Member States who have implemented the Directive – with the apparent exception of Estonia – have implemented Articles 2-3 (the creation of responsible authorities and administrative procedures).
2. According to our results, the rest of the articles have been implemented by Member States as follows:
  - **Article 4: Providing information to applicants** – Czech Republic, Denmark, Ireland, Spain, Cyprus, Latvia, Luxembourg, Hungary, Portugal, Finland, Sweden and UK (12 Member States).
  - **Article 5: Providing assistance to the applicant** - Czech Republic, Denmark, Ireland, Spain, Cyprus, Latvia, Luxembourg, Hungary, Portugal, Sweden and UK (11 Member States).
  - **Article 6: Transmitting applications** - Czech Republic, Denmark, Ireland, Cyprus, Luxembourg, Hungary, Netherlands, Poland, Portugal, Slovenia, and Finland (11 Member States).
  - **Article 7: Receipt of applications** - Czech Republic, Denmark, Ireland, Spain, Cyprus, Latvia, Luxembourg, Hungary, Portugal, Sweden and the UK (11 Member States).
  - **Article 8: Requests for supplementary information** - Czech Republic, Denmark, Ireland, Cyprus, Luxembourg, Hungary, Netherlands, Poland, Portugal, Slovenia, and Finland (11 Member States).
  - **Article 9: Hearing of the applicant** - Czech Republic, Denmark, Ireland, Spain, Cyprus, Luxembourg, Hungary, Portugal, Finland, Sweden and UK (11 Member States).
  - **Article 10: Communication of the decision** - Czech Republic, Denmark, Ireland, Spain, Cyprus, Latvia, Luxembourg, Hungary, Portugal, Finland, Sweden and UK (12 Member States).
3. According to our respondents, only 5 Member States have implemented Articles 1-10 – Ireland, Cyprus, Luxembourg, Hungary and Portugal.
4. This should not be treated as a definitive list, however, as many respondents did not provide positive information. We would expect Member States misrepresented by the following table to come forward to correct it as soon as it is published.

	1	2	3	4	5	6	7	8	9	10
	Applicants have the right to submit an application	Responsibility for paying compensation	Responsible authorities and administrative procedures	Information to potential applicants	Assistance to the applicant	Transmission of applications (AA)	Receipt of applications (DA)	Requests for supplementary information (AA)	Hearing of the applicant (DA)	Communication of decision (DA)
Belgium	√	√	√	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable
Bulgaria	√	√	√	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable
Czech Republic	√	√	√	√	√	√	√	√	X	√
Denmark	√	√	√	√	√	√	√	√	X	√
Germany	√	√	√	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable
Estonia	√	√	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable
Ireland	√	√	√	√	√	√	√	√	√	√
Greece	<b>Have not implemented the directive</b>									
Spain - ES 17 TERRORISM	√	√	√	√	√	No data/Not applicable	√	No data/Not applicable	√	√
Spain - ES 5 sexual physical	√	√	√	√	√	No data/Not applicable	√	No data/Not applicable	√	√
France – FR 1	√	√	√	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable
France – FR 2	√	√	√	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable
Italy	<b>Have not implemented the directive</b>									
Cyprus	√	√	√	√	√	√	√	√	√	√
Latvia	√	√	√	√	√	No data	√	No data	X	√

Article	1	2	3	4	5	6	7	8	9	10
	Applicants have the right to submit an application	Responsibility for paying compensation	Responsible authorities and administrative procedures	Information to potential applicants	Assistance to the applicant	Transmission of applications (AA)	Receipt of applications (DA)	Requests for supplementary information (AA)	Hearing of the applicant (DA)	Communication of decision (DA)
Lithuania	√	√	√	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable
Luxembourg	√	√	√	√	√	√	√	√	√	√
Hungary	√	√	√	√	√	√	√	√	√	√
Malta	√	√	√	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable
Netherlands	√	√	√	No data/Not applicable	No data/Not applicable	√	No data/Not applicable	√	No data/Not applicable	No data/Not applicable
Austria	√	√	√	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable
Poland	√	√	√	No data/Not applicable	No data/Not applicable	√	No data/Not applicable	√	No data/Not applicable	No data/Not applicable
Portugal	√	√	√	√	√	√	√	√	√	√
Romania	√	√	√	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable
Slovenia	√	√	√	No data/Not applicable	No data/Not applicable	√	No data/Not applicable	√	No data/Not applicable	No data/Not applicable
Slovakia	√	√	√	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable	No data/Not applicable
Finland	√	√	√	√	No data/Not applicable	√	No data/Not applicable	√	√	√
Sweden	√	√	√	√	√	No data/Not applicable	√	No data/Not applicable	√	√
United Kingdom	√	√	√	√	√	No data/Not applicable	√	No data/Not applicable	×	√

## 2.2 Member States' schemes

We received the most detailed and complete information on the component elements of Member States' national schemes.

There are 25 complete or partially complete Deciding Authority (DA) responses and 2 completed Assisting Authority (AA) responses to the survey. The two Member States that completed the AA questionnaire only, are among the 5 countries that later responded to the limited questionnaire sent out to non-responding States. Member States' standard initials are as follows:

Member State	Initials
Belgium	BE
Bulgaria	BG
Czech Republic	CZ
Denmark	DK
Germany	DE
Estonia	EE
Ireland	IE
Greece	EL
Spain - ES 17	ES 17
Spain - ES 5	ES 5
France – FR 1	FR 1
France – FR 2	FR 2
Italy	IT
Cyprus	CY
Latvia	LV
Lithuania	LT
Luxembourg	LU
Hungary	HU
Malta	MT
Netherlands	NL
Austria	AT
Poland	PL
Portugal	PT
Romania	RO
Slovenia	SI
Slovakia	SK
Finland	FI
Sweden	SE
United Kingdom	UK

## 2.3 Core Questions on characteristics of the compensation schemes

Core Questions about State compensation schemes for crime victims fall under two main headings:

1. The scope of the phrase 'victims of violent intentional crimes'.
2. The interpretation of the phrase 'fair and appropriate compensation'.

We have therefore addressed the following six generic questions:

### **Victims of violent intentional crimes**

- |   |                                |   |
|---|--------------------------------|---|
| 1 | What offences are compensated: | defining victimising events and their proof |
| 2 | what injuries are compensated: | defining a criminal injury                  |
| 3 | who to compensate:             | defining eligible claimants                 |
| 4 | who not to compensate:         | defining ineligible claimants               |

### **Fair and appropriate compensation**

- |   |                                |                                       |
|---|--------------------------------|---------------------------------------|
| 5 | At what level to compensate:   | the assessment of compensation        |
| 6 | Other sources of compensation: | subrogation and deduction of benefits |

The data are set out in tabular form in the sections that follow. These identify the 'Core Questions' on scheme provision, and show the number of respondents (effectively the number of Member States answering each of them affirmatively or negatively). The responding Authorities are identified by their MS initials, as set out in the table above.

## Core Question 1: What offences to compensate: victimising events and their proof

Question 21 in the survey was used to answer this Core Question. It comprised of 4 parts:

Who can claim for cross-border compensation under your scheme?

- a) Victims of intentional crime (e.g. injury sustained as a result of a robbery).
- b) Victims of unintentional crime (e.g. injury sustained as a result of an unintentional road accident).
- c) Relatives of the victim of an intentional crime (e.g. a mother whose child is abducted).
- d) Relatives of the victim of unintentional crime (e.g. a mother whose child is injured as a result of an unintentional road accident).

Question Number	21. a
Question	Intentional Crime

	Number of Responses	Countries
Responses	24	
Yes	24	BE BG CZ DK DE IE ES 5 FR CY LV LT LU HU MT NL AT PL PT RO SI SK FI SE UK
No	0	
Not Answered	2	EE ES 17
No Data	2	EL IT

Please note EE did not directly answer this question but answered question 21 as a whole. The response was "Compensation shall be paid to victims of crimes of violence committed in the territory of the Republic of Estonia and to their dependants"

Question Number	21. b
Question	Unintentional Crime

	Number of Responses	Countries
Responses	23	
Yes	6	CZ FR SK FI SE UK
No	17	BE BG DK DE IE ES 5 CY LV LT LU HU MT AT PL PT RO SI
Not Answered	3	EE ES 17 NL
No Data	2	EL IT

<b>Question Number</b>	21. c
<b>Question</b>	Relatives of Victim - Intentional Crime

	Number of Responses	Countries
<b>Responses</b>	24	
<b>Yes</b>	17	BE BG DE IE ES 5 FR CY LT HU MT NL AT PL RO SI SE UK
<b>No</b>	7	CZ DK LV LU PT SK FI
<b>Not Answered</b>	2	EE ES 17
<b>No Data</b>	2	EL IT

Although Luxemburg answered "No" the above question, it also stated that "the parents of an intentional crime may become victims of this same intentional crime, for example if the parents develop long lasting psychological after effects as a result of the shock and stress caused by the abduction of their child. In that case they can claim compensation from the State."

<b>Question Number</b>	21. d
<b>Question</b>	Relatives of Victim - Unintentional Crime

	Number of Responses	Countries
<b>Responses</b>	23	
<b>Yes</b>	3	IE FR UK
<b>No</b>	20	BE BG CZ DK DE ES 5 CY LV LT LU HU MT AT PL PT RO SI SK FI SE
<b>Not Answered</b>	3	EE ES 17 NL
<b>No Data</b>	2	EL IT

## Core Question 2: What injuries to compensate: defining a criminal injury

Core Question 2 had two components; the first concerned with general questions on personal injury and death, the second with more specific concerns about the types of personnel injury suffered.

### General: personal injury and death

Question Number	22
Question	Personal Injury

	Number of Responses	Countries
Responses	26	
Yes	23	BE BG DK DE EE IE ES 17 ES 5 FR LT LU HU MT NL AT PL PT RO SI SK FI SE UK
No	3	CZ CY LV
Not Answered	0	
No Data	2	EL IT

Question Number	23
Question	Fatal Injury

	Number of Responses	Countries
Responses	26	
Yes	24	BE BG CZ DK DE EE IE ES 17 ES 5 FR LV LT LU HU MT NL AT PL PT RO SI FI SE UK
No	2	CY SK
Not Answered	0	
No Data	2	EL IT

### Types of Personal Injury

Question Number	31
Question	Disease caused by the Offence Injury

	Number of Responses	Countries
Responses	26	
Yes	23	BE DK DE EE IE ES 17 ES 5 FR CY LT LU HU MT NL AT PL PT RO SI SK FI SE UK
No	3	BG CZ LV
Not Answered	0	
No Data	2	EL IT

<b>Question Number</b>	30
<b>Question</b>	Physiological Injury

	<b>Number of Responses</b>	<b>Countries</b>
<b>Responses</b>	26	
<b>Yes</b>	21	BE DK DE EE ES 17 ES 5 FR CY LV LT LU HU MT NL AT PL SI SL FI SE UK
<b>No</b>	5	BG CZ IE PT RO
<b>Not Answered</b>	0	
<b>No Data</b>	2	EL IT

### Core Question 3: Who to compensate: defining eligible claimants

Survey questions 21 to 23 are most relevant to answer Core Question 3, the details of which are provided in the table above.

### Core Question 4: Who not to compensate: ineligible claimants

Core Question 4 was divided into 4 sections, which looked into the timing of an application, whether there was a financial minimum for an application, whether there needed to be a report to and/or co-operating with the authorities and finally, whether delinquent victims could claim.

#### The time limit for an application

Question Number	15
Question	Request Submission Deadline

	Number of Responses	Countries
Responses	26	
Yes	22	CZ DK EE IE ES 17 ES 5 FR CY LT LU HU MT NL AT PL PT RO SI SK FI SE UK
No	4	BE BG DE LV
Not Answered	0	
No Data	2	EL IT

Question Number	17
Question	Can the time limit be extended

	Number of Responses	Countries
Responses	23	
Yes	16	DK EE IE ES 17 FR LT LU HU NL PT RO SI SK FI SE UK
No	7	CZ DE ES 5 CY MT AT PL
Not Answered	3	BE BG LV
No Data	2	EL IT

### The financial minimum

Question Number	24
Question	Financial Situation

	Number of Responses	Countries
Responses	26	
Yes	9	BE BG CZ IE MT NL PL FI UK
No	17	DK DE EE ES 17 ES 5 FR CY LV LT LU HU AT PT RO SI SK SE
Not Answered	0	
No Data	2	EL IT

### Reporting to and co-operating with the authorities

Question Number	11
Question	Crime needs to be Reported to police

	Number of Responses	Countries
Responses	26	
Yes	23	BE BG CZ DK DE EE IE ES 5 CY LV LT LU HU MT AT PL PT RO SI SK FI SE UK
No	3	ES 17 FR NL
Not Answered	0	
No Data	2	EL IT

Question Number	12
Question	If yes, is there a time limit

	Number of Responses	Countries
Responses	23	
Yes	14	BE CZ DK DE EE IE CY LV LT MT PL PT RO UK
No	9	ES 17 ES 5 LU HU AT SI SK FI SE
Not Answered	3	BG FR NL
No Data	2	EL IT

<b>Question Number</b>	13
<b>Question</b>	Can the time limit be extended

	Number of Responses	Countries
<b>Responses</b>	17	
<b>Yes</b>	9	DK DE IE CY LV LT PT RO UK
<b>No</b>	8	BE CZ EE ES 5 MT PL SK FI
<b>Not Answered</b>	9	BG ES 17 FR LU HU NL AT SI SE
<b>No Data</b>	2	EL IT

<b>Question Number</b>	20
<b>Question</b>	Claimant to co-operate with the police

	Number of Responses	Countries
<b>Responses</b>	26	
<b>Yes</b>	17	BE BG CZ DK DE IE ES 5 CY LT LU HU MT NL AT FI SE UK
<b>No</b>	9	EE ES 17 FR LV PL PT RO SI SK
<b>Not Answered</b>	0	
<b>No Data</b>	2	EL IT

### Delinquent victims

<b>Question Number</b>	26
<b>Question</b>	Partially responsible Claimant receives reduced claim

	Number of Responses	Countries
<b>Responses</b>	26	
<b>Yes</b>	24	BE BG CZ DK DE EE IE ES 17 ES 5 FR CY LT LU HU MT NL AT PL PT RO SI FI SE UK
<b>No</b>	2	LV SK
<b>Not Answered</b>	0	
<b>No Data</b>	2	EL IT

<b>Question Number</b>	28
<b>Question</b>	Claimant with Criminal Record receives reduced claim

	Number of Responses	Countries
<b>Responses</b>	25	
<b>Yes</b>	6	BG EE IE MT RO UK
<b>No</b>	19	BE CZ DK DE ES 17 ES 5 FR CY LV LU HU NL AT PL PT SI SK FI SE
<b>Not Answered</b>	1	LT
<b>No Data</b>	2	EL IT

## Core Question 5: At what level to compensate - the assessment of compensation

Core Question 5 was divided into 7 sections, which look into the assessment principles, compensation for non-pecuniary loss, compensation for pecuniary loss, fatal injuries, claimants' financial situation, upper limits on compensation and provisional awards of compensation.

### Assessment principles: "fair and appropriate compensation"

<b>Question Number</b>	100
<b>Question</b>	What DA has awarded as 'fair and appropriate'?

	Number of Responses	Countries
<b>Responses</b>	18	
<b>Yes</b>	16	BE CZ DK DE EE IE ES 17 FR CY HU NL PL SK FI SE UK
<b>No</b>	2	BG LV
<b>Not Answered</b>	7	ES 5 LT LU AT PT RO SI
<b>No Data</b>	2	EL IT

Please note MT answered this question as n/a

### Compensation for non-pecuniary (or "immaterial") loss

<b>Question Number</b>	34
<b>Question</b>	Tariff based system for personal injury

	Number of Responses	Countries
<b>Responses</b>	26	
<b>Yes</b>	7	DK ES 17 ES 5 LV NL SI UK
<b>No</b>	19	BE BG CZ DE EE IE FR CY LT LU HU MT AT PL PT RO SK FI SE
<b>Not Answered</b>	0	
<b>No Data</b>	2	EL IT

### Compensation for pecuniary (or “material” or “economic”) loss

<b>Question Number</b>	37
<b>Question</b>	Compensation for loss of earnings and other expenses arising from the offence?

	Number of Responses	Countries
<b>Responses</b>	26	
<b>Yes</b>	22	BE BG CZ DK DE EE IE ES 17 FR LT LU HU MT NL AT PL PT RO SK FI SE UK
<b>No</b>	4	ES 5 CY LV SI
<b>Not Answered</b>	0	
<b>No Data</b>	2	EL IT

Please note ES 17 answered this question as "Yes - For damages against businesses"

<b>Question Number</b>	38
<b>Question</b>	Where the injury disables the victim?

	Number of Responses	Countries
<b>Responses</b>	26	
<b>Yes</b>	18	BE CZ DK DE EE IE ES 17 FR LT LU MT NL AT PT RO FI SE UK
<b>No</b>	8	BG ES 5 CY LV HU PL SI SK
<b>Not Answered</b>	0	
<b>No Data</b>	2	EL IT

Please note ES 17 answered this question as "Yes - Through the Extraordinary Pensions Scheme for Disability, Orphanhood and Widowhood of the "Seguridad Social y Clases Pasivas""

### Fatal injuries

<b>Question Number</b>	39
<b>Question</b>	Compensation to dependants for the fact of the victims death ('bereavement')?

	Number of Responses	Countries
<b>Responses</b>	26	
<b>Yes</b>	24	BE BG CZ DK DE EE IE ES 17 ES 5 FR CY LV LT LU HU MT NL PL PT RO SI SK SE UK
<b>No</b>	2	AT FI
<b>Not Answered</b>	0	
<b>No Data</b>	2	EL IT

<b>Question Number</b>	40
<b>Question</b>	Compensation for loss of dependency

	Number of Responses	Countries
<b>Responses</b>	26	
<b>Yes</b>	16	BE BG DK EE IE FR LT LU MT NL AT PL PT RO SE UK
<b>No</b>	10	CZ DE ES 17 ES 5 CY LV HU SI SK FI
<b>Not Answered</b>	0	
<b>No Data</b>	2	EL IT

### The claimant's financial situation

<b>Question Number</b>	103
<b>Question</b>	Limit on the amount of compensation that may be awarded for the loss of (future) earnings

	Number of Responses	Countries
<b>Responses</b>	22	
<b>Yes</b>	10	BE CZ DK EE LT HU MT AT NL UK
<b>No</b>	12	BG DE IE ES 5 FR LV LU PL RO SI SK FI
<b>Not Answered</b>	4	ES 17 CY PT SE
<b>No Data</b>	2	EL IT

### An upper limit on compensation

<b>Question Number</b>	102
<b>Question</b>	Maximum amount of compensation

	<b>Number of Responses</b>	<b>Countries</b>
<b>Responses</b>	25	
<b>Yes</b>	20	BE BG CZ EE ES 17 ES 5 CY LV LT LU HU MT NL PL RO SI SK FI SE UK
<b>No</b>	5	DK DE IE FR AT
<b>Not Answered</b>	1	PT
<b>No Data</b>	2	EL IT

### Provisional awards of compensation

<b>Question Number</b>	99
<b>Question</b>	Provide provisional compensation (before the final decision)

	<b>Number of Responses</b>	<b>Countries</b>
<b>Responses</b>	23	
<b>Yes</b>	14	BE DK EE IE ES 5 FR LV LT LU NL AT RO FI UK
<b>No</b>	9	BG CZ DE ES 17 CY HU MT PL SK
<b>Not Answered</b>	3	PT SI SE
<b>No Data</b>	2	EL IT

## Core Question 6: Other sources of compensation: subrogation and deduction of benefits

Core Question 6 was divided into 2 sections. The first assessed the recovery from the offender and the second asked about any deductions of collateral benefits.

### Recovery from the offender

Question Number	19
Question	Does your scheme require claimants to have pursued the offender for compensation?

	Number of Responses	Countries
Responses	25	
Yes	10	BE BG CZ ES 5 HU MT PL RO SK SE
No	15	DK DE EE IE ES 17 FR CY LV LT NL AT PT SI FI UK
Not Answered	1	LU
No Data	2	EL IT

Additionally, Luxemburg commented that it found it difficult to answer this question with "Yes" or "No", this is because the "Luxembourg state has a subsidiary character and the victim needs to establish that he/she has not the possibility of pursuing compensation from the offender and has not the possibility of pursuing effective compensation by other means (i.e. an insurance company). However, if the victim can demonstrate straightaway that the author of the crime has no revenue or fortune, he/she can claim compensation from the State without the necessity of pursuing an action against an offender obviously insolvent."

### Deduction of collateral benefits

Question Number	104
Question	Does your scheme make deductions to the value of compensation paid due to other payments received by the claimant to compensate them?

	Number of Responses	Countries
Responses	23	
Yes	22	BE BG CZ DK EE IE ES 5 FR CY LV LT LU HU MT NL AT PL RO SK FI SE UK
No	1	DE
Not Answered	3	ES 17 PT SI
No Data	2	EL IT

### 3.0 Statistical data

We asked Member States to provide a number of crucial pieces of statistical information as required by the EC and laid out in the original proposal and contract:

<b>The approx number of relevant applications</b> under the directive in 2006 and 2007
<b>The number of requests for information</b> under the directive in 2006 and 2007
<b>The number of decisions</b> under the directive in 2006 and 2007
<b>The approximate number of hearings</b> under the directive in 2006 and 2007
<b>The amount of compensation paid – and the extent to which it corresponded to money claimed</b> - under the directive in 2006 and 2007
<b>The amount of time required for transmission of applications</b> under the directive in 2006 and 2007
<b>The amount of time required for receipt of applications</b> under the directive in 2006 and 2007
<b>The amount of time required for follow ups to requests</b> under the directive in 2006 and 2007
<b>The amount of time required for decisions to be returned</b> under the directive in 2006 and 2007

Respondents were also asked to provide their views on the following:

<b>Problems caused by Article 2</b>
<b>The effectiveness of Deciding and Assisting Authorities (DAs and AAs)</b>
<b>How effective MS have been in supplying information</b>
<b>How effective AAs have been in supporting applications</b>
<b>How effectively applicant have been informed</b>
<b>Whether the introduction of standard forms as caused problems</b>
<b>Whether MS have met language requirements</b>
<b>Whether communications technology has helped</b>
<b>How frequently communications technology is used</b>
<b>Whether communications technology has caused any problems</b>
<b>Costs and exemptions</b>
<b>The effectiveness of Central Contact Points (CCPs)</b>

### 3.1 The tables

There are some important regional and national anomalies that readers should note in relation to the following tabular material:

- The UK has one DA for mainland Great Britain (GB) and one for Northern Ireland. This survey only covers responses from mainland GB; however, the Northern Irish scheme closely resembles the scheme that operates in the rest of the UK. Responses by the Criminal Injuries Compensation Authority, the scheme for mainland GB are therefore referred to as 'UK'.
- Spain has two DAs – one for terrorism and one for sexual or violent crimes.
- France has 181 DAs; a sample of 4 DAs were invited to participate in the survey and 2 responses were received.
- Germany has DAs in each *Bundesland*. We present some exemplary information on workload in the synthesis report.
- Throughout these sections, NA refers to both 'Not Answered or Not Applicable'.

### 3.2 Applications under the directive in calendar years 2006 and 2007

#### Deciding

#### Authorities

Member State	Number of applications made to you in 2006	Number of applications made to you 2007
Austria	1	2
Belgium	0	9
Bulgaria	NA	NA
Cyprus	2	NA
Czech Republic	1	2
Denmark	1	1
Estonia	2	2
Finland	0	0
France	17	11
Hungary	0	0
Ireland	10	21
Latvia	NA	1
Lithuania	0	0
Luxembourg	0	1
Malta	NA	0
Netherlands	2	1
Poland	3	2
Portugal	3	NA
Romania	NA	0
Slovakia	0	0
Slovenia	0	1
Spain - terrorism	1	0
Spain - violent	16	31
Sweden	5	6
UK	Unknown – the Authority does not keep records on applicants' nationality and cannot identify which applications were submitted by cross-border applicants	
<b>Total number of answers</b>	<b>21</b>	<b>22</b>
<b>Total NA</b>	<b>4</b>	<b>3</b>
<b>Total number of cases</b>	<b>64</b>	<b>91</b>

Spain (Violence), Ireland and France account for 67% of all applications to deciding authorities made in 2006 and 80% in 2007. There has been a 40% rise in the number of cases. The non-response rate was low at 14%.<sup>1</sup>

### Assisting Authorities

Member State	How many applications for cross border compensation did you assist with in 2006?	How many applications for cross border compensation did you assist in 2007?
Austria	NA	NA
Belgium	NA	NA
Bulgaria	NA	NA
Cyprus	0	NA
Czech Republic	0	0
Denmark	NA	2
Estonia	1	1
Finland	3	3
France	NA	NA
Germany	NA	NA
Hungary	0	0
Ireland	1	NA
Latvia	NA	NA
Lithuania	0	3
Luxembourg	0	0
Malta	NA	NA
Netherlands	10	19
Poland	3	2
Portugal	0	NA
Romania	NA	0
Slovakia	NA	NA
Slovenia	0	0
Spain - terrorism	NA	NA
Spain - violent	NA	NA
Sweden	0	2
UK	19	35
<b>Total number of answers</b>	<b>14</b>	<b>13</b>
<b>Total NA</b>	<b>12</b>	<b>13</b>
<b>Total number of cases</b>	<b>37</b>	<b>67</b>

The UK and the Netherlands account for 78% of all the reported cases of assistance being given to claimants in 2006 and 81% in 2007. There has been a rise of 81% in the number of cases in the time period. The non-response rate is high at 50%.

<sup>1</sup> Response rates for tables are calculated on the basis of the number of member States surveyed. (N=25)

### 3.3 Requests for information in calendar years 2006 and 2007

#### Deciding Authorities

Member State	Requests for supplementary information 2006	Requests for supplementary information 2007
Austria	0	0
Belgium	NA	2
Bulgaria	NA	NA
Cyprus	2	NA
Czech Republic	1	1
Denmark	0	0
Estonia	0	0
Finland	NA	0
France - FR 1	2	2
France - FR 2	NA	NA
Hungary	0	NA
Ireland	NA	NA
Latvia	NA	NA
Lithuania	0	0
Luxembourg	0	0
Malta	NA	NA
Netherlands	0	0
Poland	NA	NA
Portugal	0	NA
Romania	NA	0
Slovakia	0	No
Slovenia	NA	NA
Spain - terrorism	1	In neither of the 3 cases did the AA of the countries where the attacks took place intervene
Spain - violent	NA	NA
Sweden	0	0
UK	NA	NA
<b>Total number of answers</b>	<b>14</b>	<b>14</b>
<b>Total NA</b>	<b>12</b>	<b>12</b>
<b>Total number of cases</b>	<b>6</b>	<b>5</b>

The number of cases in which deciding authorities ask for supplementary information is negligible, in both 2006 and 2007. The non-response rate is high at 48%.

## Assisting Authorities

Member State	How many requests for supplementary information from deciding authorities did your organisation receive in 2006?	How many requests for supplementary information from deciding authorities did your organisation receive in 2007?
Austria	NA	NA
Belgium	NA	2
Bulgaria	NA	NA
Cyprus	NA	NA
Czech Republic	0	0
Denmark	NA	2
Estonia	NA	NA
Finland	0	0
France	NA	NA
Germany	NA	NA
Hungary	0	0
Ireland	1	NA
Latvia	NA	NA
Lithuania	3	3
Luxembourg	0	0
Malta	NA	NA
Netherlands	2	9
Poland	NA	NA
Portugal	NA	NA
Romania	NA	0
Slovakia	NA	NA
Slovenia	NA	NA
Spain - terrorism	NA	NA
Spain - violent	NA	NA
Sweden	0	0
UK	0	3

<b>Total number of answers</b>	<b>9</b>	<b>11</b>
<b>Total NA</b>	<b>17</b>	<b>15</b>
<b>Total number as reported</b>	<b>6</b>	<b>19</b>

The non-response rate is very high at 64%. Among those Member States reporting, the number of requests has risen 216% on a small base (N=6). The number of instances where assisting authorities say they were asked for supplementary information from deciding authorities tallies with the deciding authorities' view for 2006 but not for 2007. In 2007 assisting authorities believed they provided three times as many supplementary information responses as deciding authorities claimed. In particular supplementary information provided by the Netherlands jumped from 2 to 9 cases.

### 3.4 The number of decisions in calendar years 2006 and 2007

#### Deciding Authorities

Member State	Total Decisions made in 2006	Total Decisions made in 2007
Austria	0	NA
Belgium	0	1
Bulgaria	NA	NA
Cyprus	1	1
Czech Republic	0	2
Denmark	1	2
Estonia	0	0
Finland	0	0
France	17	11
Hungary	NA	0
Ireland	NA	NA
Latvia	NA	1
Lithuania	0	0
Luxembourg	0	0
Malta	NA	NA
Netherlands	2	1
Poland	3	2
Portugal	NA	NA
Romania	NA	0
Slovakia	0	0
Slovenia	NA	NA
Spain - terrorism	1	3
Spain - violent	0	30
Sweden	4	3
UK	NA	NA
<b>Total number of answers</b>	<b>16</b>	<b>18</b>
<b>Total NA</b>	<b>9</b>	<b>7</b>
<b>Number of decisions</b>	<b>29</b>	<b>57</b>

In 2006 the French deciding authority accounted for 59% of the decisions made, in 2007 Spain (Violence) accounted for 53%. Overall the number of decisions has risen 97% in the time period (Base N=29). The non-response rate is modest at 32%.

Member State	Awards in 2006	Awards in 2007
Austria	NA	0
Belgium	0	0
Bulgaria	NA	NA
Cyprus	0	0
Czech Republic	NA	0
Denmark	0	1
Estonia	NA	NA
Finland	NA	NA
France - FR 1	18	16
France - FR 2	NA	1
Hungary	0	0
Ireland	NA	NA
Latvia	NA	0
Lithuania	20	54
Luxembourg	NA	NA
Malta	NA	NA
Netherlands	NA	NA
Poland	NA	NA
Portugal	NA	NA
Romania	NA	NA
Slovakia	0	0
Slovenia	NA	NA
Spain - terrorism	0	2
Spain - violent	0	1
Sweden	NA	NA
UK	NA	NA
<b>Number of answers</b>	<b>9</b>	<b>13</b>
<b>Number N/A</b>	<b>17</b>	<b>13</b>
<b>Total positive decisions</b>	<b>38</b>	<b>74</b>

France (1) and Lithuania account for 100% of reported awards in 2006 and 95% in 2007. The number of decisions has risen 95% (Base N=38). The non-response rate is high at 60%.

## Assisting Authorities

Member State	How many applications have been decided by the deciding authority in 2006?	How many applications have been decided by the deciding authority in 2007?
Austria	NA	NA
Belgium	0	0
Bulgaria	NA	NA
Cyprus	NA	NA
Czech Republic	0	0
Denmark	NA	0
Estonia	NA	NA
Finland	1	0
France	NA	NA
Germany	NA	NA
Hungary	0	0
Ireland	1	NA
Latvia	NA	NA
Lithuania	0	0
Luxembourg	0	0
Malta	NA	NA
Netherlands	2	9
Poland	NA	NA
Portugal	NA	NA
Romania	NA	0
Slovakia	NA	NA
Slovenia	NA	NA
Spain - terrorism	NA	NA
Spain - violent	NA	NA
Sweden	0	0
UK	6	7
<b>Total number of answers</b>	<b>10</b>	<b>11</b>
<b>Total NA</b>	<b>16</b>	<b>15</b>
<b>Number of decisions</b>	<b>10</b>	<b>16</b>

The Assisting Authority view of the turnover of decisions in deciding authorities does not match deciding authority reports. Taking only positive award decisions as a base, assisting authorities believe that only 10 decisions were made in 2006 when the deciding authority figure was 3.8 times higher. In 2007 that ratio jumped to 4.6.

The number of decisions perceived by Assisting Authorities rose 60% on a low base (N=6). The non-response rate was high at 62%.

Member State	How many applications resulted in a positive decision to award compensation in 2006?	How many applications resulted in a positive decision to award compensation in 2007?
Austria	NA	NA
Belgium	NA	NA
Bulgaria	NA	NA
Cyprus	NA	NA
Czech Republic	0	0
Denmark	NA	0
Estonia	NA	NA
Finland	1	NA
France	NA	NA
Germany	NA	NA
Hungary	0	0
Ireland	NA	NA
Latvia	NA	NA
Lithuania	NA	NA
Luxembourg	0	0
Malta	NA	NA
Netherlands	0	0
Poland	NA	NA
Portugal	NA	NA
Romania	NA	NA
Slovakia	NA	NA
Slovenia	NA	NA
Spain - terrorism	NA	NA
Spain - violent	NA	NA
Sweden	NA	NA
UK	1	3
<b>Number of answers</b>	<b>6</b>	<b>6</b>
<b>Number NA</b>	<b>20</b>	<b>20</b>
<b>Total positive decisions</b>	<b>2</b>	<b>3</b>

This request for information has met with a virtual nil response across the EU in spite of willingness to provide similar sorts of information in response to other questions. The non-response rate is 80%. The number of awards reported cannot therefore be compared with decisions made.

### 3.5 Hearings held under the Directive in calendar years 2006 and 2007

Member State	2006 - By TV or Video Conferencing	2006 - heard live by AA	2007 - TV or Video Conferencing	2007 - heard live by AA
Austria	0	0	0	0
Belgium	0	0	0	0
Bulgaria	NA	NA	NA	NA
Cyprus	0	0	0	0
Czech Republic	0	0	0	0
Denmark	0	0	0	0
Estonia	0	0	0	0
Finland	0	0	0	0
France - FR 1	0	60	12	12
France - FR 2	0	0	48	48
Hungary	0	0	0	0
Ireland	NA	NA	NA	NA
Latvia	NA	NA	0	0
Lithuania	0	0	0	NA
Luxembourg	0	0	0	0
Malta	NA	NA	NA	NA
Netherlands	0	0	0	0
Poland	NA	NA	NA	NA
Portugal	NA	NA	NA	NA
Romania	NA	NA	0	0
Slovakia	0	0	0	0
Slovenia	NA	NA	NA	NA
Spain - terrorism	0	0	0	0
Spain - violent	0	0	0	0
Sweden	0	0	0	0
UK	0	0	0	0
<b>Total number of answers</b>	<b>18</b>	<b>18</b>	<b>20</b>	<b>19</b>
<b>Total NA</b>	<b>8</b>	<b>8</b>	<b>6</b>	<b>7</b>
<b>Number of hearings</b>	<b>0</b>	<b>60</b>	<b>60</b>	<b>60</b>

Hearings (by whatever means) are reported only for France. The non-response rate is modest ranging from 24-32%. It is reasonable to conclude that hearings were not a part of the system in 2006-7.

## Assisting Authorities

Member State	How many hearings were held at the request of deciding authorities in 2006 and heard directly by the deciding authority through the use of telephone or video conferencing?	How many hearings were held at the request of deciding authorities in 2006 but not heard directly by the deciding authority?
Austria	NA	NA
Belgium	NA	NA
Bulgaria	NA	NA
Cyprus	NA	NA
Czech Republic	0	0
Denmark	NA	NA
Estonia	NA	NA
Finland	0	0
France	0	0
Germany	NA	NA
Hungary	NA	0
Ireland	NA	NA
Latvia	NA	NA
Lithuania	NA	NA
Luxembourg	0	0
Malta	NA	NA
Netherlands	0	0
Poland	NA	NA
Portugal	NA	NA
Romania	NA	0
Slovakia	NA	NA
Slovenia	NA	NA
Spain - terrorism	NA	NA
Spain - violent	NA	NA
Sweden	NA	NA
UK	0	0
<b>Total number of answers</b>	<b>6</b>	<b>8</b>
<b>Total NA</b>	<b>20</b>	<b>18</b>
<b>Number of hearings</b>	<b>0</b>	<b>0</b>

We must assume that these types of hearings do not take place.

### 3.6 Compensation paid and claims made for calendar years 2006 and 2007

#### Deciding Authorities

Member State	The amount of compensation paid under the directive in 2006 and 2007			Amount claimed		
	2006	Currency Unit	2007	2006	Currency Unit	2007
Austria	NA	NA	0	0	0	0
Belgium	0	Euro	0	NA	NA	NA
Bulgaria	NA	NA	NA	NA	NA	NA
Cyprus	0	Euro	0	7241	Euro	7873
Czech Republic	NA	NA	0	15742	Euro	2533
Denmark	0	Danish Crown (Krone)	8606	3073	Danish Crown (Krone)	9006
Estonia	0	NA	0	NA	NA	NA
Finland	NA	NA	0	NA	NA	0
France	221251.29	Euro	70114,94	NA	Euro	NA
Hungary	0	Hungarian Forint	0	0	Hungarian Forint	0
Ireland	NA	Pound Sterling	NA	NA	Pound Sterling	NA
Latvia	NA	NA	0	NA	NA	1
Lithuania	0	Lithuanian Litas	0	0	Lithuanian Litas	0
Luxembourg	NA	NA	NA	NA	NA	NA
Malta	NA	NA	NA	0	0	0
Netherlands	2200	Euro	2071	NA	NA	NA
Poland	NA	NA	NA	NA	NA	NA
Portugal	NA	NA	NA	NA	NA	NA
Romania	NA	NA	0	0	0	0
Slovakia	0	NA	0	0	0	0
Slovenia	NA	NA	NA	NA	NA	NA
Spain - terrorism	0	Euro	445195.16	0	Euro	445195.16
Spain - violent	0	Euro	11182.08	NA	Euro	NA
Sweden	0	Swedish Krona	820,000	Claims are not specified		
UK	NA	NA	NA	NA	NA	NA
<b>Total number of answers</b>	<b>12</b>		<b>17</b>	<b>11</b>		<b>13</b>
<b>Total N/A</b>	<b>13</b>		<b>8</b>	<b>14</b>		<b>12</b>

In the time period 2006-7 several Member States have made awards (Denmark, France, Netherlands, Spain (Violence and terrorism) and Sweden, However, it is not possible to match claims and awards in this limited time period. The match between the terrorist claim and award in Spain is an exception and the Danish return for 2007 may also be a match. The pattern and extent of non-response makes further analysis of these figures impossible. Non-response rates varied from 30% to 56%.

### Assisting Authorities

Member State	What was the value of claims in 2006?	What was the value of compensation paid in 2006?
Austria	NA	NA
Belgium	NA	NA
Bulgaria	NA	NA
Cyprus	NA	NA
Czech Republic	NA	NA
Denmark	NA	NA
Estonia	NA	NA
Finland	NA	NA
France	NA	NA
Germany	NA	NA
Hungary	0	0
Ireland	NA	NA
Latvia	NA	NA
Lithuania	NA	NA
Luxembourg	NA	NA
Malta	NA	NA
Netherlands	NA	0
Poland	NA	NA
Portugal	NA	NA
Romania	NA	NA
Slovakia	NA	NA
Slovenia	NA	NA
Spain – terrorism	NA	NA
Spain – violent	NA	NA
Sweden	NA	NA
UK	NA	1,581 Euros
<b>Total number of answers</b>	<b>1</b>	<b>3</b>
<b>Total N/A</b>	<b>25</b>	<b>23</b>

These apparently reasonable questions to Assisting Authorities produced a nil return with the exception of the UK report for 2007.

<b>Member State</b>	<b>What was the value of claims in 2007?</b>	<b>What was the value of compensation paid in 2007?</b>
<b>Austria</b>	NA	NA
<b>Belgium</b>	NA	NA
<b>Bulgaria</b>	NA	NA
<b>Cyprus</b>	NA	NA
<b>Czech Republic</b>	NA	NA
<b>Denmark</b>	0	0
<b>Estonia</b>	NA	NA
<b>Finland</b>	NA	NA
<b>France</b>	NA	NA
<b>Germany</b>	NA	NA
<b>Hungary</b>	0	NA
<b>Ireland</b>	NA	NA
<b>Latvia</b>	NA	NA
<b>Lithuania</b>	NA	NA
<b>Luxembourg</b>	NA	NA
<b>Malta</b>	NA	NA
<b>Netherlands</b>	NA	0
<b>Poland</b>	NA	NA
<b>Portugal</b>	NA	NA
<b>Romania</b>	NA	NA
<b>Slovakia</b>	NA	NA
<b>Slovenia</b>	NA	NA
<b>Spain - terrorism</b>	NA	NA
<b>Spain - violent</b>	NA	NA
<b>Sweden</b>	NA	NA
<b>UK</b>	NA	13,253 Euros and 806,000 Swedish Krona
<b>Total number of answers</b>	<b>2</b>	<b>3</b>
<b>Total N/A</b>	<b>24</b>	<b>23</b>
<b>Total compensation paid</b>	<b>0</b>	<b>13,253 Euros 806,000 Swedish Krona</b>

### 3.7 Time taken for processing applications in calendar years 2006 and 2007

#### Assisting Authorities

How long did it take for you to transmit applications to the deciding authority between the date you received them and the date that you sent them?	2006	2007
Austria	NA	NA
Belgium	NA	NA
Bulgaria	NA	NA
Cyprus	NA	NA
Czech Republic	NA	NA
Denmark	NA	14 days
Estonia	NA	NA
Finland	2 months	2 months
France	NA	NA
Germany	NA	NA
Hungary	5 days	5 days
Ireland	5 days	NA
Latvia	NA	NA
Lithuania	7 days	7 days
Luxembourg	NA	NA
Malta	NA	NA
Netherlands	1 month	1 month
Poland	NA	NA
Portugal	NA	NA
Romania	NA	NA
Slovakia	NA	NA
Slovenia	NA	NA
Spain - terrorism	NA	NA
Spain - violent	NA	NA
Sweden	1 day	1 day
UK	NA	NA
<b>Total number of responses</b>	<b>6</b>	<b>6</b>
<b>Total number N/A</b>	<b>20</b>	<b>20</b>

The high non-response rate (80%) precludes any analysis of response times.

## Deciding Authorities

Member State	2006		2007
	Months	Days	
Austria	1	0	1 month
Belgium	NA	NA	NA
Bulgaria	NA	NA	NA
Cyprus	0	15	NA
Czech Republic	0	15	2 days
Denmark	0	6	7 days
Estonia	NA	NA	NA
Finland	NA	NA	NA
France - FR 1	NA	NA	2 months
France - FR 2	NA	NA	NA
Hungary	0	5	0
Ireland	NA	NA	NA
Latvia	NA	NA	0
Lithuania	1	0	1-2 months
Luxembourg	NA	NA	18 days
Malta	NA	NA	NA
Netherlands	NA	NA	NA
Poland	NA	NA	NA
Portugal	NA	NA	NA
Romania	NA	NA	NA
Slovakia	NA	NA	NA
Slovenia	NA	NA	NA
Spain - terrorism	Claims were put directly from the victim and/or relative. In neither of the 3 cases did the AA of the countries where the attacks took place intervene		
Spain - violent	NA	NA	NA
Sweden	NA	NA	NA
UK	NA	NA	NA
<b>Total number of responses</b>	<b>7</b>		<b>9</b>
<b>Total number NA</b>	<b>19</b>		<b>17</b>

The high non-response rates (76 and 68%) preclude any analysis of these response data.

### 3.8 Time taken to obtain supplementary information from Assisting Authorities when requested in the calendar years 2006 and 2007

#### Deciding Authorities

Time taken from request for information from AAs to receipt		
Member State	2006	2007
Austria	NA	NA
Belgium	NA	NA
Bulgaria	NA	NA
Cyprus	5 days	NA
Czech Republic	2 days	4 days
Denmark	0	0
Estonia	NA	NA
Finland	NA	NA
France - FR 1	4 months	2 months
France - FR 2	NA	NA
Hungary	NA	NA
Ireland	NA	NA
Latvia	NA	NA
Lithuania	15 days	14 days
Luxembourg	NA	NA
Malta	NA	NA
Netherlands	NA	NA
Poland	NA	NA
Portugal	NA	NA
Romania	NA	NA
Slovakia	NA	NA
Slovenia	NA	NA
Spain - terrorism	No supplementary information was requested	In neither of the 3 cases did the AA of the countries where the attacks took place intervene
Spain - violent	NA	NA
Sweden	NA	NA
UK	NA	NA
<b>Total number of answers</b>	<b>6</b>	<b>5</b>
<b>Total NA</b>	<b>20</b>	<b>21</b>

The non-response rate (80-84%) precludes analysis of response time.

## Assisting Authorities

Generally how long did it take for you to follow up and transmit supplementary information to the deciding authority in		
Member State	2006	2007
Austria	NA	NA
Belgium	NA	NA
Bulgaria	NA	NA
Cyprus	NA	NA
Czech Republic	NA	NA
Denmark	NA	7 days
Estonia	NA	NA
Finland	NA	NA
France	NA	NA
Germany	NA	NA
Hungary	NA	NA
Ireland	5 days	NA
Latvia	NA	NA
Lithuania	NA	NA
Luxembourg	NA	NA
Malta	NA	NA
Netherlands	2 months	1-2 months
Poland	NA	NA
Portugal	NA	NA
Romania	NA	NA
Slovakia	NA	NA
Slovenia	NA	NA
Spain - terrorism	NA	NA
Spain - violent	NA	NA
Sweden	NA	NA
UK	NA	2 days
<b>Total number of answers</b>	<b>2</b>	<b>3</b>
<b>Total NA</b>	<b>24</b>	<b>23</b>

The level of non-response (92-96%) precludes any analysis of response times.

### 3.9 The time taken to reach decisions in calendar years 2006 and 2007

#### Deciding Authorities

Member State	How long did it take you to inform the AA of your decision (both positive and negative)	
	2006	2007
Austria	NA	NA
Belgium	0	3 days
Bulgaria	NA	NA
Cyprus	5 days	7 days
Czech Republic	NA	5 days
Denmark	8 days	6 days
Estonia	NA	NA
Finland	NA	NA
France - FR 1	1 month	1 month
France - FR 2	12 months for half the cases and 3 months for the other half	12 months for half the cases and 3 months for the other half
Hungary	0	NA
Ireland	NA	NA
Latvia	NA	NA
Lithuania	2 days	0.5 days
Luxembourg	NA	NA
Malta	NA	NA
Netherlands	3 months	3 months
Poland	NA	NA
Portugal	NA	NA
Romania	NA	NA
Slovakia	NA	NA
Slovenia	NA	NA
Spain - terrorism	The assisting authority was not informed, instead the claimant was informed directly. The procedure lasted 10 months	The AA was not informed because it had not been involved in the application process
Spain - violent	3-4 months	3-4 months
Sweden	NA	NA
UK	NA	NA
<b>Total number of responses</b>	<b>10</b>	<b>10</b>
<b>Total number of non-responses</b>	<b>16</b>	<b>16</b>

Non-response rate (64%) does not allow proper analysis of these figures but there is an emerging polarisation among those States reporting: there are a group who communicate decisions within days and a group who take much longer. The criticisms from (largely UK) claimants support the view that some DAs communicate decisions very slowly.

### Assisting Authorities

Member State	How long did it take for the deciding authority to inform you of their decision?	
	2006	2007
<b>Austria</b>	NA	NA
<b>Belgium</b>	NA	NA
<b>Bulgaria</b>	NA	NA
<b>Cyprus</b>	NA	NA
<b>Czech Republic</b>	NA	NA
<b>Denmark</b>	NA	NA
<b>Estonia</b>	NA	NA
<b>Finland</b>	5 (days or months not specified)	NA
<b>France</b>	NA	NA
<b>Germany</b>	NA	NA
<b>Hungary</b>	NA	NA
<b>Ireland</b>	NA	NA
<b>Latvia</b>	NA	NA
<b>Lithuania</b>	NA	NA
<b>Luxembourg</b>	NA	NA
<b>Malta</b>	NA	NA
<b>Netherlands</b>	3 (days or months not specified)	NA
<b>Poland</b>	NA	NA
<b>Portugal</b>	NA	NA
<b>Romania</b>	NA	NA
<b>Slovakia</b>	NA	NA
<b>Slovenia</b>	NA	NA
<b>Spain - terrorism</b>	NA	NA
<b>Spain - violent</b>	NA	NA
<b>Sweden</b>	NA	NA
<b>UK</b>	3 months	3 months
<b>No of answers</b>	<b>3</b>	<b>1</b>
<b>No of non answers</b>	<b>23</b>	<b>26</b>

Again the perceptions of the Assisting Authorities do not match what the Deciding Authorities are saying about providing information on decisions. However a proper comparison is precluded by the non-response rate.

### 3.10 Effects of Article 2 of the Directive

Article 2 states that compensation for the victims of crime shall be paid by the competent authority of the Member State on whose territory the crime was committed.

#### Deciding Authorities

Member State	Has Article 2 caused any problems	If Yes please specify
<b>Austria</b>	No	NA
<b>Belgium</b>	No	NA
<b>Bulgaria</b>	NA	NA
<b>Cyprus</b>	No	NA
<b>Czech Republic</b>	No	NA
<b>Denmark</b>	Yes	NA
<b>Estonia</b>	NA	NA
<b>Finland</b>	No	NA
<b>France - FR 1</b>	No	NA
<b>France - FR 2</b>	NA	'Only the authority responsible for the payments, the Guarantee Fund, can reply to this question'
<b>Hungary</b>	NA	NA
<b>Ireland</b>	No	NA
<b>Latvia</b>	No	NA
<b>Lithuania</b>	No	NA
<b>Luxembourg</b>	No	NA
<b>Malta</b>	No	NA
<b>Netherlands</b>	No	NA
<b>Poland</b>	NA	NA
<b>Portugal</b>	No	NA
<b>Romania</b>	NA	NA
<b>Slovakia</b>	No	NA
<b>Slovenia</b>	No	NA
<b>Spain - terrorism</b>	No	The main problem is when several countries intervene to compensate the same attack. For example, if a terrorist attack is committed in France but against Spanish interest (Rural Police, Army, etc), there is a duplication in the compensation because according to the French rule, they are DA, while according to the Spanish rule the DA is also the Direccion General de Apoyo a Victimas del Terrorismo. We also know that France and Italy have compensation rules to their nationals regardless of the place where the attack took place meaning that these persons can be compensated twice. Although technically the article 17 of the directive allows for this to happen, there is confusion about the limits of the intervention
<b>Spain - violent</b>	No	NA
<b>Sweden</b>	NA	NA
<b>UK</b>	No	NA

<b>Answers</b>	<b>19</b>
<b>NA</b>	<b>7</b>
<b>Yes to problems</b>	<b>1</b>
<b>No to problems</b>	<b>18</b>

In spite of the 28% non-response rate, for those Member States reporting, there is a consensus that Article 2 does not cause problems.

### Assisting Authorities

Member State	Has Article 2 caused any problems	If Yes please specify
<b>Austria</b>	NA	NA
<b>Belgium</b>	NA	NA
<b>Bulgaria</b>	NA	NA
<b>Cyprus</b>	Yes	NA
<b>Czech Republic</b>	No	Up to now there has not been any cross border case when the compensation should be paid.
<b>Denmark</b>	NA	NA
<b>Estonia</b>	NA	NA
<b>Finland</b>	No	NA
<b>France</b>	NA	NA
<b>Germany</b>	NA	NA
<b>Hungary</b>	No	NA
<b>Ireland</b>	No	NA
<b>Latvia</b>	NA	NA
<b>Lithuania</b>	NA	NA
<b>Luxembourg</b>	No	NA
<b>Malta</b>	NA	NA
<b>Netherlands</b>	Yes	The was no decision for a compensation
<b>Poland</b>	NA	NA
<b>Portugal</b>	NA	NA
<b>Romania</b>	NA	NA
<b>Slovakia</b>	NA	NA
<b>Slovenia</b>	Yes	In January 2008 we transmitted application to "Ministero dell'Interno" of The Republic of Italy, but we did not receive any response.
<b>Spain - terrorism</b>	NA	NA
<b>Spain - violent</b>	NA	NA
<b>Sweden</b>	NA	NA
<b>UK</b>	No	NA
<b>Answers</b>	<b>9</b>	<b>3</b>
<b>No answers</b>	<b>17</b>	<b>23</b>
<b>Yes</b>	<b>3</b>	-
<b>No</b>	<b>6</b>	-

The non-response rate is too high (68%) to generalise about Article 2 from the Assisting Authority perspective.

### 3.11 Contact between Deciding and Assisting authorities and mutual perceptions of effectiveness

#### Deciding Authorities

Country of Origin	Most interaction with	Effectiveness rating
<b>Austria</b>	NA	NA
<b>Belgium</b>	Injury fund for violent misconduct ; Netherlands	Neither effective nor ineffective
<b>Bulgaria</b>	NA	NA
<b>Cyprus</b>	Criminal Injuries Compensation Authority (CICA) ; United Kingdom	Effective
<b>Czech Republic</b>	Criminal Injuries Compensation Tribunal ; Ireland	Effective
<b>Denmark</b>	Criminal Injuries Compensation Authority (CICA) ; United Kingdom	Effective
<b>Estonia</b>	NA	NA
<b>Finland</b>	Authority for crime victims Sweden	Very effective
<b>France - FR 1</b>	Bureau de l'aide aux Victimes et de la politique associative Ministère de la Justice Service de l'Accès au Droit et à la Justice et de la politique de la Ville , France	NA
<b>France - FR 2</b>	NA	NA
<b>Hungary</b>	Budapest Capital Victim Support Service; Hungary	Effective
<b>Ireland</b>	NA	NA
<b>Latvia</b>	NA	NA
<b>Lithuania</b>	NA	NA
<b>Luxembourg</b>	Federal Ministry of Labour and Social Issues ; Germany	Effective
<b>Malta</b>	Attorney General's Office	Effective
<b>Netherlands</b>	NA	NA
<b>Poland</b>	NA	NA
<b>Portugal</b>	Criminal Injuries Compensation Authority (CICA) ; United Kingdom	Very effective
<b>Romania</b>	NA	NA
<b>Slovakia</b>	NA	NA

<b>Slovenia</b>	NA	NA
<b>Spain - terrorism</b>	Bureau de l'aide aux Victimes et de la politique associative Ministère de la Justice Service de l'Accès au Droit et à la Justice et de la politique de la Ville , France	Very ineffective
<b>Spain - violent</b>	Criminal Injuries Compensation Authority (CICA) ; United Kingdom	NA
<b>Sweden</b>	NA	NA
<b>UK</b>	NA	NA
<b>Answered</b>	12	10
<b>NA</b>	14	16

The prominent links are with UK and Ireland (we presume on the basis of high levels of visiting workers from the EU and between near neighbours such as France and Spain, Sweden and Finland, Luxembourg and Germany. Most frequent links are generally seen as effective suggesting that as other links develop the outlook for relations is good. However, non-response is still fairly high (48% and 40%).

## Assisting Authorities

Member State	Which DAs have you had the most interaction with?	How effective do you believe this deciding authority is in fulfilling their task outlined in the Directive?
<b>Austria</b>	NA	NA
<b>Belgium</b>	NA	NA
<b>Bulgaria</b>	NA	NA
<b>Cyprus</b>	UK	Very effective
<b>Czech Republic</b>	NA	NA
<b>Denmark</b>	Spain (violent and sexual crime)	Effective
<b>Estonia</b>	NA	NA
<b>Finland</b>	Sweden	Very effective
<b>France</b>	NA	NA
<b>Germany</b>	NA	NA
<b>Hungary</b>	Hungary	Effective
<b>Ireland</b>	Czech Republic	Very effective
<b>Latvia</b>	NA	NA
<b>Lithuania</b>	NA	NA
<b>Luxembourg</b>	NA	NA
<b>Malta</b>	NA	NA
<b>Netherlands</b>	Czech Republic; Italy	Ineffective
<b>Poland</b>	NA	NA
<b>Portugal</b>	NA	NA
<b>Romania</b>	NA	NA
<b>Slovakia</b>	NA	NA
<b>Slovenia</b>	Italy	Neither effective nor ineffective
<b>Spain - terrorism</b>	NA	NA
<b>Spain - violent</b>	NA	NA
<b>Sweden</b>	NA	NA
<b>UK</b>	Spain	Effective

<b>Answered</b>	<b>8</b>	<b>8</b>
<b>NA</b>	<b>18</b>	<b>18</b>

While the non-response rate is high (72%), we note that the Netherlands are prepared to indicate their dissatisfaction with two Deciding Authorities. It should be noted that two assisting authorities disagree about the effectiveness of Italy's Deciding Authority which has yet to be created!. The same is true of attitudes to the Czech Republic Deciding Authority.

Member State	Which of the following deciding authorities have you had the second most interaction with?	How effective do you believe this deciding authority is in fulfilling their tasks outlined in the directive?
<b>Austria</b>	NA	NA
<b>Belgium</b>	NA	NA
<b>Bulgaria</b>	NA	NA
<b>Cyprus</b>	NA	NA
<b>Czech Republic</b>	NA	NA
<b>Denmark</b>	Sweden	Very effective
<b>Estonia</b>	NA	NA
<b>Finland</b>	Estonia	Effective
<b>France</b>	NA	NA
<b>Germany</b>	NA	NA
<b>Hungary</b>	United Kingdom	Effective
<b>Ireland</b>	NA	NA
<b>Latvia</b>	NA	NA
<b>Lithuania</b>	NA	NA
<b>Luxembourg</b>	NA	NA
<b>Malta</b>	NA	NA
<b>Netherlands</b>	Belgium; Italy	Neither effective nor ineffective
<b>Poland</b>	NA	NA
<b>Portugal</b>	NA	NA
<b>Romania</b>	NA	NA
<b>Slovakia</b>	NA	NA
<b>Slovenia</b>	NA	NA
<b>Spain - terrorism</b>	NA	NA
<b>Spain - violent</b>	NA	NA
<b>Sweden</b>	NA	NA
<b>UK</b>	Cyprus and Portugal	Effective

<b>Answered</b>	<b>5</b>	<b>5</b>
<b>NA</b>	<b>21</b>	<b>21</b>
<b>Ineffective</b>	<b>-</b>	<b>0</b>
<b>Neither effective nor ineffective</b>	<b>-</b>	<b>1</b>
<b>Effective</b>	<b>-</b>	<b>3</b>
<b>Very effective</b>	<b>-</b>	<b>1</b>

Although there was virtually a nil response to this question, the small number of answers indicated a general positive view.

### 3.12 Supplying information to claimants

We provide this table with the caveat that only 10 full interviews of claimants were completed and six of those were introduced by our UK NGO contact.

Question	Yes	No	NA
Have you been informed about the receipt of your application?	7 (6 UK, 1 NA)	0	3
Have you been informed about a contact point at the deciding authority?	4 (UK)	2 (UK)	4
Have you been informed about the likely time it will/would take for your claim to be processed?	2 (UK)	4 (UK)	4
Has the deciding authority called you to a hearing?	0	2 (UK)	8

#### How effective AAs have been in supporting applications

##### Claimant data

Question	Yes	No	NA
Did you receive any assistance during the application process?	1	6	3
Have you been asked to provide further information by the deciding authority?	2 (UK)	0	8

Question	Not at all satisfied	Satisfied	NA
How satisfied are you with the quality of assistance from the assisting authority?	7 (5 UK, 1 Netherlands, 1 NA)	1 (UK)	2

## How effectively applicants have been informed

### Claimant data

Question	Yes	No	NA
Do you believe that you had all the information and guidance you needed to help you make a claim for cross border compensation?	1 (UK)	5 (4 UK, 1 NA)	4

It may be that the claimants who responded to the invitation to participate did so because they had suffered negative experiences of the system and wished to complain. However it is equally possible that larger, random samples would produce similar distributions. We would be inclined to the former view if this research had been actively supported by stakeholders and we had been provided with high quality information about the operation of the system. As it is, we believe it would be prudent to assume that these distributions more or less reflect reality until there is evidence to the contrary. We believe that at the very least future evaluation of the system should focus primarily on claimants.

### 3.13 Standard forms introduced by the Directive

#### Deciding Authorities

Country of Origin	Has the introduction of standard forms caused any problems Yes/No?	If yes: please specify
Austria	Yes	NA
Belgium	No	NA
Bulgaria	NA	NA
Cyprus	Yes	NA
Czech Republic	No	NA
Denmark	Yes	NA
Estonia	No	NA
Finland	No	NA
France - FR 1	No	NA
France - FR 2	Void answer	NA
Hungary	No	NA
Ireland	No	NA
Latvia	No	NA
Lithuania	No	NA
Luxembourg	No	NA
Malta	No	NA
Netherlands	NA	NA
Poland	No	NA
Portugal	No	NA
Romania	No	No
Slovakia	NA	NA
Slovenia	No	NA
Spain – Terrorism	Yes	They are not used, some Member States do not even know that these forms exist. They are alien to the procedures and compensation rules of the Member States
Spain – Violent	No	NA
Sweden	No	NA
UK	No	NA
<b>Answers</b>	<b>22</b>	<b>-</b>
<b>NA/Void</b>	<b>4</b>	<b>-</b>
<b>Yes</b>	<b>4</b>	<b>-</b>
<b>No</b>	<b>18</b>	<b>-</b>

While the consensus view that the forms pose no problem is encouraging we note the Spanish comment. The forms cannot cause a problem if they are not used (see below).

### Assisting Authorities

Member State	Did the deciding authority inform you using the standard form referred to in Article 14 of the Directive? (2006)	Did the deciding authority inform you using the standard form referred to in Article 14 of the Directive? (2007)	Has the use of the standard forms caused any problems?
Austria	NA	NA	NA
Belgium	NA	NA	NA
Bulgaria	NA	NA	NA
Cyprus	NA	NA	NA
Czech Republic	NA	NA	No
Denmark	NA	No	No
Estonia	NA	NA	NA
Finland	No	No	No
France	NA	NA	NA
Germany	NA	NA	NA
Hungary	No	No	No
Ireland	Yes	NA	No
Latvia	NA	NA	NA
Lithuania	NA	NA	NA
Luxembourg	NA	NA	NA
Malta	NA	NA	NA
Netherlands	No	No	No
Poland	NA	NA	NA
Portugal	NA	NA	NA
Romania	NA	NA	NA
Slovakia	NA	NA	NA
Slovenia	NA	NA	No
Spain - terrorism	NA	NA	NA
Spain - violent	NA	NA	NA
Sweden	NA	NA	NA
UK	No	No	NA
<b>No of answers</b>	<b>5</b>	<b>5</b>	<b>7</b>
<b>No NA</b>	<b>21</b>	<b>21</b>	<b>21</b>

It would be prudent to assume that in most cases the standard form is not in fact being used even though 84% of States choose not to respond to the question.

### 3.14 Language difficulties

#### Deciding Authorities

Member State	Do you experience language difficulties in communications with AAs	If yes, do you have recommendations for solving these difficulties?
Austria	Yes	NA
Belgium	Yes	NA
Bulgaria	NA	NA
Cyprus	No	NA
Czech Republic	No	NA
Denmark	No	NA
Estonia	Yes	NA
Finland	Yes	NA
France - FR 1	Yes	NA
France - FR 2	Yes	NA
Hungary	Yes	Native interpreters should be provided in every EU country.
Ireland	No	NA
Latvia	Yes	Seminars on cross border compensations for victims organized by the EC
Lithuania	No	NA
Luxembourg	No	NA
Malta	No	NA
Netherlands	NA	NA
Poland	No	NA
Portugal	No	NA
Romania	NA	NA
Slovakia	No	NA
Slovenia	NA	NA
Spain – Terrorism	No	NA
Spain – Violent	Yes	The assisting authority enables to use the language of the deciding authority.
Sweden	No	NA
UK	Yes	All forms were up-dated and translated into all EU languages and placed on the website to enable applicants to select the appropriate form
<b>Question Answered</b>	<b>22</b>	<b>4</b>
<b>NA</b>	<b>4</b>	<b>22</b>
<b>Yes, problems</b>	<b>10</b>	<b>-</b>
<b>No problems</b>	<b>12</b>	<b>-</b>

This question elicited more responses than most others although having identified an obvious problem we are surprised that respondents did not supply more solutions. The UK suggestion is an obvious point of departure for improving the situation.

## Assisting Authorities

Member State	Do you perceive any difficulties in terms of language when you communicate with authorities?	If yes, do you have any specific recommendations to help solve these language difficulties?
Austria	NA	NA
Belgium	NA	NA
Bulgaria	NA	NA
Cyprus	No	NA
Czech Republic	No	NA
Denmark	No	NA
Estonia	NA	NA
Finland	Yes	NA
France	NA	NA
Germany	NA	NA
Hungary	Yes	Native interpreters should be provided in every EU country.
Ireland	No	NA
Latvia	NA	NA
Lithuania	NA	NA
Luxembourg	No	NA
Malta	NA	NA
Netherlands	Yes	We think it is better to use one language - English
Poland	NA	NA
Portugal	NA	NA
Romania	NA	NA
Slovakia	NA	NA
Slovenia	NA	NA
Spain - terrorism	NA	NA
Spain - violent	NA	NA
Sweden	No	NA
UK	Yes	NA

<b>Answered</b>	<b>10</b>	<b>2</b>
<b>NA</b>	<b>16</b>	<b>24</b>
<b>Yes</b>	<b>4</b>	<b>-</b>
<b>No</b>	<b>6</b>	<b>-</b>

Language appears to be somewhat less of a problem for Assisting Authorities, we suppose because most of their dealings are with claimants speaking the same language. We note that requests for supplementary information (which might cause language problems for Assisting Authorities) are very infrequent.

### 3.15 Use of e-mail and fax in the calendar years 2006 and 2007

#### Deciding Authorities

Member State	Allowed communication from AAs by e-mail and fax?	
	2006	2007
Austria	NA	NA
Belgium	NA	NA
Bulgaria	NA	NA
Cyprus	Yes	NA
Czech Republic	Yes	Yes
Denmark	Yes	Yes
Estonia	NA	NA
Finland	Yes	Yes
France - FR 1	No	No
France - FR 2	No	Yes/No (Void)
Hungary	Yes	NA
Ireland	NA	NA
Latvia	NA	NA
Lithuania	No	No
Luxembourg	NA	Yes
Malta	NA	NA
Netherlands	NA	NA
Poland	NA	NA
Portugal	Yes	NA
Romania	NA	NA
Slovakia	NA	Yes
Slovenia	NA	NA
Spain - Terrorism	NA	Claims were put directly from the victim and/or relative. In neither of the 3 cases did the AA of the countries where the attacks took place intervene
Spain - Violent	Yes	Yes
Sweden	NA	NA
UK	. The Authority would accept communication by either email or fax.	
<b>No of answers</b>	<b>11</b>	<b>9</b>
<b>NA/Void</b>	<b>15</b>	<b>17</b>
<b>Yes, we use email and/or fax</b>	<b>7</b>	<b>6</b>
<b>No we do not</b>	<b>4</b>	<b>3</b>

While it is encouraging that twice as many States permit electronic communication as do not, the failure by the majority of States to provide this basic information limits our ability to generalise.

Member State	Means by which AAs sent in applications					
	2006			2007		
	Post	Fax	Email	Post	Fax	Email
Austria	Yes	No	No	Yes	NA	NA
Belgium	NA	NA	NA	NA	NA	NA
Bulgaria	NA	NA	NA	NA	NA	NA
Cyprus	Yes	NA	NA	NA	NA	NA
Czech Republic	Yes	No	No	Yes	No	No
Denmark	Yes	No	No	Yes	NA	NA
Estonia	NA	NA	NA	NA	NA	NA
Finland	No	No	No	NA	NA	NA
France - FR 1	Yes	NA	NA	Yes	NA	NA
France - FR 2	Yes	NA	NA	NA	NA	NA
Hungary	Yes	NA	NA	NA	NA	NA
Ireland	NA	NA	NA	NA	NA	NA
Latvia	NA	NA	NA	NA	NA	NA
Lithuania	No	No	No	Yes	No	No
Luxembourg	NA	NA	NA	Yes	NA	NA
Malta	NA	NA	NA	NA	NA	NA
Netherlands	NA	NA	NA	NA	NA	NA
Poland	NA	NA	NA	NA	NA	NA
Portugal	NA	NA	NA	NA	NA	NA
Romania	NA	NA	NA	NA	NA	NA
Slovakia	NA	NA	NA	NA	NA	NA
Slovenia	NA	NA	NA	NA	NA	NA
Spain – Terrorism	NA	NA	NA	NA	NA	NA
Spain – Violent	Yes	No	No	Yes	No	No
Sweden	NA	NA	NA	NA	NA	NA
UK	NA	NA	NA	NA	NA	NA
<b>No of answers</b>	<b>10</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>3</b>	<b>3</b>
<b>NA</b>	<b>16</b>	<b>20</b>	<b>20</b>	<b>19</b>	<b>23</b>	<b>23</b>
<b>Yes</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>0</b>
<b>No</b>	<b>2</b>	<b>6</b>	<b>6</b>	<b>0</b>	<b>3</b>	<b>3</b>

Whatever means of communication are permitted, those States prepared to provide information do not yet use electronic means.

Member State	Means by which AA sent in supplementary information					
	2006			2007		
	Post	Fax	Email	Post	Fax	Email
Austria	NA	NA	NA	NA	NA	NA
Belgium	NA	NA	NA	NA	NA	NA
Bulgaria	NA	NA	NA	NA	NA	NA
Cyprus	Yes	NA	NA	NA	NA	NA
Czech Republic	Yes	No	No	Yes	No	No
Denmark	NA	NA	NA	No	No	No
Estonia	NA	NA	NA	NA	NA	NA
Finland	No	No	No	NA	NA	NA
France - FR 1	Yes	NA	NA	Yes	NA	NA
France - FR 2	NA	NA	NA	NA	NA	NA
Hungary	NA	NA	NA	NA	NA	NA
Ireland	NA	NA	NA	NA	NA	NA
Latvia	NA	NA	NA	NA	NA	NA
Lithuania	No	No	NA	Yes	No	No
Luxembourg	NA	NA	NA	NA	NA	NA
Malta	NA	NA	NA	NA	NA	NA
Netherlands	NA	NA	NA	NA	NA	NA
Poland	NA	NA	NA	NA	NA	NA
Portugal	NA	NA	NA	NA	NA	NA
Romania	NA	NA	NA	NA	NA	NA
Slovakia	NA	NA	NA	NA	NA	NA
Slovenia	NA	NA	NA	NA	NA	NA
Spain – Terrorism	NA	NA	NA	NA	NA	NA
Spain – Violent	Yes	NA	NA	Yes	No	No
Sweden	NA	NA	NA	NA	NA	NA
UK	NA	NA	NA	NA	NA	NA
<b>No of answers</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>4</b>
<b>NA</b>	<b>20</b>	<b>23</b>	<b>24</b>	<b>21</b>	<b>22</b>	<b>22</b>
<b>Yes</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>
<b>No</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>4</b>

Electronic communications are not being used by those willing to provide information.

## Assisting Authorities

Member State	How did you transmit applications to the deciding authority in 2006?	How did you transmit applications to the deciding authority in 2007?
Austria	NA	NA
Belgium	NA	NA
Bulgaria	NA	NA
Cyprus	NA	NA
Czech Republic	NA	NA
Denmark	Post	Post
Estonia	NA	NA
Finland	No to email and fax	Post
France	NA	NA
Germany	NA	NA
Hungary	Post	Post
Ireland	Post/Fax	NA
Latvia	NA	NA
Lithuania	NA	NA
Luxembourg	NA	NA
Malta	NA	NA
Netherlands	Post	Post
Poland	No to post, email and fax	NA
Portugal	NA	NA
Romania	NA	NA
Slovakia	NA	NA
Slovenia	NA	NA
Spain - terrorism	NA	NA
Spain - violent	NA	NA
Sweden	NA	NA
UK	NA	NA
<b>No of answers</b>	<b>5</b>	<b>4</b>
<b>No of NA</b>	<b>21</b>	<b>22</b>
<b>Post</b>	<b>4</b>	<b>4</b>
<b>Fax</b>	<b>1</b>	<b>0</b>
<b>Email</b>	<b>0</b>	<b>0</b>

The non-response rate (84-88%) precludes generalisation. If Assisting Authorities are processing written forms, it is likely that use of e-mail is constrained by availability of document scanners. Increasingly scanners are incorporated in printers and therefore this constraint will tend to reduce over time.

Member State	Were you permitted to communicate via email and/or fax with Deciding Authorities in 2006?	Were you permitted to communicate via email and/or fax with Deciding Authorities in 2007?
Austria	NA	NA
Belgium	NA	NA
Bulgaria	NA	NA
Cyprus	NA	NA
Czech Republic	NA	NA
Denmark	NA	No
Estonia	NA	NA
Finland	Yes	Yes
France	NA	NA
Germany	NA	NA
Hungary	Yes	NA
Ireland	Yes	NA
Latvia	NA	NA
Lithuania	NA	NA
Luxembourg	NA	NA
Malta	NA	NA
Netherlands	No	Yes
Poland	No	NA
Portugal	NA	NA
Romania	NA	NA
Slovakia	NA	NA
Slovenia	Yes	Yes
Spain - terrorism	NA	NA
Spain - violent	NA	NA
Sweden	NA	NA
UK	NA	NA

<b>No of answers</b>	<b>6</b>	<b>4</b>
<b>No of NA</b>	<b>20</b>	<b>22</b>
<b>Yes</b>	<b>4</b>	<b>3</b>
<b>No</b>	<b>2</b>	<b>1</b>

Although the non-response rate is high (80-88%), where information is available, Assisting Authorities tend to believe that Deciding Authorities are less liberal about means of communication than Deciding Authorities themselves claim to be. With this response rate, it is of course always possible that those Assisting Authorities for which we have data are referring to specific Deciding Authorities that do not accept electronic communications.

Member State	How did you transmit supplementary information to the deciding authority in 2006?	How did you transmit supplementary to the deciding authority in 2007?
Austria	NA	NA
Belgium	NA	NA
Bulgaria	NA	NA
Cyprus	NA	NA
Czech Republic	NA	NA
Denmark	NA	Post
Estonia	NA	NA
Finland	NA	NA
France	NA	NA
Germany	NA	NA
Hungary	NA	NA
Ireland	Post and Fax	NA
Latvia	NA	NA
Lithuania	NA	NA
Luxembourg	NA	NA
Malta	NA	NA
Netherlands	Post	No to post, email and fax
Poland	NA	NA
Portugal	NA	NA
Romania	NA	NA
Slovakia	NA	NA
Slovenia	NA	NA
Spain - terrorism	NA	NA
Spain – violent	NA	NA
Sweden	NA	NA
UK	Post	Post
<b>No of answers</b>	<b>3</b>	<b>3</b>
<b>No of NA</b>	<b>23</b>	<b>23</b>
<b>Post</b>	<b>3</b>	<b>2</b>
<b>Fax</b>	<b>1</b>	<b>0</b>
<b>Email</b>	<b>0</b>	<b>0</b>

We assume this table reflects the rarity of requests for supplementary information.

Member State	Did you have the facilities for telephone or video conferencing for hearings in 2006?	Did you have the facilities for telephone or video conferencing for hearings in 2007?
Austria	NA	NA
Belgium	NA	NA
Bulgaria	NA	NA
Cyprus	NA	NA
Czech Republic	Yes	Yes
Denmark	NA	No
Estonia	NA	NA
Finland	Yes	Yes
France	NA	NA
Germany	NA	NA
Hungary	No	No
Ireland	No	NA
Latvia	NA	NA
Lithuania	NA	NA
Luxembourg	Yes	Yes
Malta	NA	NA
Netherlands	Yes	Yes
Poland	NA	NA
Portugal	NA	NA
Romania	NA	NA
Slovakia	NA	NA
Slovenia	NA	NA
Spain - terrorism	NA	NA
Spain - violent	NA	NA
Sweden	NA	NA
UK	Yes	Yes
<b>No of answers</b>	<b>7</b>	<b>7</b>
<b>NA</b>	<b>19</b>	<b>19</b>
<b>Yes</b>	<b>5</b>	<b>5</b>
<b>No</b>	<b>2</b>	<b>2</b>

It is probably safe to assume that NA indicates that the Member State does not have the facility in question.

Member State	How did the deciding authority inform you of decisions in 2006?	How did the deciding authority inform you of decisions in 2007?
Austria	NA	NA
Belgium	NA	NA
Bulgaria	NA	NA
Cyprus	NA	NA
Czech Republic	NA	NA
Denmark	NA	No to post, email and fax
Estonia	NA	NA
Finland	Post	No to post, email and fax
France	NA	NA
Germany	NA	NA
Hungary	Post	Post
Ireland	Email and fax	NA
Latvia	NA	NA
Lithuania	NA	NA
Luxembourg	NA	NA
Malta	NA	NA
Netherlands	Post	Post
Poland	NA	NA
Portugal	NA	NA
Romania	NA	NA
Slovakia	NA	NA
Slovenia	NA	NA
Spain - terrorism	NA	NA
Spain - violent	NA	NA
Sweden	NA	NA
UK	Post	Post

<b>No of answers</b>	<b>5</b>	<b>5</b>
<b>No NA</b>	<b>21</b>	<b>21</b>
<b>Post</b>	<b>4</b>	<b>3</b>
<b>Fax</b>	<b>1</b>	<b>0</b>
<b>Email</b>	<b>1</b>	<b>0</b>

There was a virtual nil return on this question.

Member State	How did you inform the claimant about the decision in 2006?	How did you inform the claimant about the decision in 2007?
<b>Austria</b>	NA	NA
<b>Belgium</b>	NA	NA
<b>Bulgaria</b>	NA	NA
<b>Cyprus</b>	NA	NA
<b>Czech Republic</b>	NA	NA
<b>Denmark</b>	NA	No to post, email and fax
<b>Estonia</b>	NA	NA
<b>Finland</b>	Post	NA
<b>France</b>	NA	NA
<b>Germany</b>	NA	NA
<b>Hungary</b>	NA	NA
<b>Ireland</b>	Email and fax	NA
<b>Latvia</b>	NA	NA
<b>Lithuania</b>	NA	NA
<b>Luxembourg</b>	NA	NA
<b>Malta</b>	NA	NA
<b>Netherlands</b>	Post	Post
<b>Poland</b>	NA	NA
<b>Portugal</b>	NA	NA
<b>Romania</b>	NA	NA
<b>Slovakia</b>	NA	NA
<b>Slovenia</b>	NA	NA
<b>Spain - terrorism</b>	NA	NA
<b>Spain - violent</b>	NA	NA
<b>Sweden</b>	NA	NA
<b>UK</b>	Post	Post

<b>No of answers</b>	<b>4</b>	<b>3</b>
<b>No of non answers</b>	<b>22</b>	<b>23</b>
<b>Post</b>	<b>3</b>	<b>2</b>
<b>Fax</b>	<b>1</b>	<b>0</b>
<b>Email</b>	<b>1</b>	<b>0</b>

There was a virtual nil return on this question.

### 3.16 The effectiveness of Central Contact Points (CCPs)

Questions about the effectiveness of Central Contact Points were answered by so few respondents that it would be wholly wrong to present the distributions relating to effectiveness in this context. The concept of Central Contact Points in a system such as cross-border victim compensation has already been amply demonstrated. The poor response to these questions indicates to us that the CCP facility is as yet either not widely available or available but poorly implemented.

We have reviewed the data available to us and have found evidence that the following Member States have CCPs which are recognised and used by other Member States:

- Czech Republic
- Estonia
- France
- Germany
- Italy
- Sweden
- UK

## 4.0 Empirical methods: some conclusions

Survey research is particularly problematic when:

- The topic of the inquiry is essentially trivial or of little interest to respondents;
- There is no champion or special mandate for the research;
- Data collection methods inconvenience the respondents;
- Insufficient opportunity to complete the questionnaire is given;
- Respondents cannot obtain help with understanding the questions or the motives behind asking them;
- The respondents have been inappropriately chosen for the task in hand;
- The design of the questions is inappropriate for the respondents.

None of these problematic situations arose in this project. Yet, in spite of all our efforts within the scope of the available budget, and the use of the most up-to-date data collection methods, the quality of the data obtained has been extraordinarily poor.

We have therefore tentatively concluded that response rate for both Member States and for particular groups of questions constitute an important source of information. We have therefore analysed response rate as part of the synthesis task.

## Appendix 1: Key contact database

### The interview respondents

#### Deciding and Assisting Authorities

First Name	Last Name	Organisation	Country	E-mail address
Philip	Verhoeven	Ministry of Justice, Commissie voor financiële hulp aan slachtoffers van opzettelijke gewelddaden en aan de occasionele redders	Belgium	Philip.Verhoeven@just.fgov.be
Julia	Mirazova	Expert Commission at the National Councils for Support and Compensation of Crime Victims	Bulgaria	julia@justice.government.bg <a href="mailto:ski@justice.government.bg">ski@justice.government.bg</a>
Petra	Krupickova	Ministerstvo spravedlnosti ČR, Victim compensation department	Czech Republic	pkrupickova@msp.justice.cz
Helga Lund	Laursen	Erstatningsnævnet Civilstyrelsen	Denmark	helgalund.laursen@civilstyrelsen.dk
Frank	Wältermann	Bundesministerium für Arbeit und Soziales Referat IVc 2 – Grundsatzfragen und Leistungsrecht der Kriegsopferversorgung und des sozialen Entschädigungsrechtes	Germany	frank.waeltermann@bmas.bund.de
Merle	Sumil-Laanemaa	Sotsiaalkindlustusamet	Estonia	merle.sumil-laanemaa@ensib.ee
David G.	Hickey	The Criminal Injuries Compensation Tribunal of the Republic of Ireland	Ireland	DHickey@criminalinjuries.gov.ie
Javier	Sanchez Ripio		Spain (violent and sexual crime)	JSanchezR@sgpg.meh.es
Maria Angeles	Gonzalez Garcia	Ministerio del Interior Secretaría General Técnica	Spain (victims of terrorism)	Secretaria.sgt@amador.mir.es mmhervas@amador.mir.es
Annie	BASSET	Bureau de l'aide aux Victimes et de la politique associative Ministère de la Justice Service de l'Accès au Droit et à la Justice et de la politique de la Ville	France	annie.basset@justice.gouv.fr
Maria	Kringou	Department of Social Insurance, Ministry of	Cyprus	Mkringou@sid.mlsi.gov.cy Apsara@sid.mlsi.gov.cy

		Labor and Social Insurance		
Ms Liene	JENCA	Ministry of Justice of the Republic of Latvia National contact point of European Judicial Network civil	Latvia	Liene.jenca@tm.gov.lv
Evita	Pakule	Ministry of Justice of the Republic of Latvia Legal aid Administration	Latvia	Evita.pakule@jpa.gov.lv
Juliana	Ostrouch	Legal Representation Division of the Ministry of Justice	Lithuania	j.ostrouch@tm.lt
Andree	Clemang	Ministère de la Justice	Luxembourg	Andree.Clemang@mj.etat.lu
Szabo	Gyorgy, dr	Budapest Capital Victim Support Service	Hungary	SzaboG@pjsz.gov.hu
Dr Cynthia	Scerri-Debono	Office of the Attorney General	Malta	cynthia.scerri-debono@gov.mt
Janneke	Sikkens	Schadefonds Geweldsmisdrijven	Netherlands	J.Sikkens@schadefonds.nl
Dr. Wolfgang	Sicka	Bundesamt für Soziales und Behindertenwesen (Bundessozialamt) Department W 4: Verbrechenopfergesetz	Austria	wolfgang.sicka@basb.gv.at
Wojciech	Juszkiewicz	Ministerstwo Sprawiedliwości, Wydział ds. Ofiar Przestępstw, Departament Wykonania Orzeczeń i Probacji	Poland	Juszkiewicz@ms.gov.pl
Jose	Duarte	Comissão de Protecção às Vítimas de Crimes	Portugal	jose.duarte@cpvc.mj.pt
Viviana	Onaca	Ministry of Justice Directorate for International Law, Judicial Cooperation & Foreign Legal Affairs	Romania	vonaca@just.ro
Prof. dr. Lovro	Šturm	The Committee for Crime Victims Compensation (Komisija za odločanje o odškodnini žrtvam kaznivih dejanj)	Slovenia	gp.mp@gov.si
Jana	Vnukova	Ministry of Justice of the Slovak Republic	Slovakia	jana.vnukova@justice.sk igor.misik@justice.sk
Pekka	Syrjänen	State Treasury	Finland	pekka.syrjanen@valtiokonttori.fi
Anna	Wergens	Brottsoffermyndigheten	Sweden	anna.wergens@brottsoffermyndigheten.se
Ms Prakash	Bachoo	Criminal Injuries Compensation Authority (CICA)	United Kingdom	Prakash.Bachoo@cica.gsi.gov.uk

## Phone interviewees / Email correspondence

## Deciding and Assisting Authorities

Member State	Interviewee	Organisation	Data source	Date
Belgium	Philip Verhoeven	Ministry of Justice, Commissie voor financiële hulp aan slachtoffers van opzettelijke gewelddaden en aan de occasionele redders	Phone interview	19 February 2008
				8 July 2008
Estonia	Merle Sumil-Laanemaa	Sotsiaalkindlustusamet	Email	8 October 2008
Germany	Marianne Wüchner-Titze	Bundesministerium für Arbeit und Soziales (BMAS), Referat IVc2	Phone interview and email	8 October 2008
Italy	Maria Lucia Frate	Ministry of Justice-Department of Justice-General Directorate for Civil Affairs	Email	12 September 2008
Netherlands	Janneke Sikkens	Schadefonds Gewelddsmisdrijven	Email	30 September 2008
Poland	Wojciech Juskiewicz	Ministry of Justice	Email	2 October 2008
Romania	Ioana Burduf	Ministry of Justice Department of International Law and Treaty	Phone interview and email	23 July 2008
Slovakia	Jana Vnukova	Ministry of Justice of the Slovak Republic	Phone interview	9 July 2008
Greece	Mrs Peristeraki	Hellenic Ministry of Justice	Email	7 July 2008

## NGOs

Organisation	Interviewee	Position	Data Source	Date
Bily Kruh bezpeci	Marketa Vitousova	Head of Prague's advice centre	Emailed answers	13 October 2008
White Ring Foundation (Hungary)	Péter Liszka	Victim support officer	Emailed answers	15 October 2008
Crime Victim care association Lithuania	Petras Ancelis	Chairman of the Board	Emailed answers and NGO online survey	15 October 2008
Citoyens et Justice. Fédération des associations socio-judiciaires	Véronique Dandonneau	magistrate in charge of European projects	Telephone Interview	17 October 2008
Vibeke Viom (Hjaelp Voldsofre)	Hjaelp Voldsofre	Official in charge	Telephone Interview	17 October 2008
Centre for Crime Prevention Lithuania (CCPL)	Rokas Uscila	Programme coordinator for social and legal protection for crime victims	Telephone interview	17 October 2008
Law Institute (Lithuania)	Svetlana Geceniene	Department Manager for Criminology Research	Telephone Interview	17 October 2008
The Vilnius Women's House and Crisis Center	Lilija Vasiliauskiene	Director	Telephone Interview	17 October 2008

## Claimants

Phone interviews have been conducted anonymously with three claimants who are residents in the UK and approached the AA regarding victimisation in Spain.. Ten claimants' eventually completed some or all of our questionnaires or spoke to us in general terms about their experiences. Below is a summary of the claimants' country of origin and the Member State involved in their claim:

Claimant Country of Origin	Member State Claimed Against
UK	Portugal
UK	Spain (violent and sexual crime)
UK	Spain (violent and sexual crime)
UK	Spain (violent and sexual crime)
UK	Spain (violent and sexual crime)
UK	Spain (violent and sexual crime)
UK	Spain (violent and sexual crime)
Netherlands	UK
NA	Spain (violent and sexual crime)
NA	NA

## Appendix 2: Statistical questionnaire for deciding authorities

The presentation below follows but cannot reproduce exactly the on-line version

The European Commission, through the Directorate General for Justice, Freedom and Security, has commissioned a fact-finding study on compensation to cross border crime victims across the EU Member States. The aim of the study is to assess the current stage of the implementation of the Council Directive 2004/80/EC. The Directive is to ensure that crime victims in the European Union should be entitled to fair and appropriate compensation for the injuries that they have suffered, regardless of where in the European Community the crime was committed. The Directive set up a system of co-operation to facilitate access to compensation to victims of crime in cross-border situations, which should operate on the basis of Member States' schemes on compensation to victims of violent intentional crime, committed in their respective territories. More information on the Directive is available from: [http://ec.europa.eu/civiljustice/comp\\_crime\\_victim/comp\\_crime\\_victim\\_ec\\_en.htm](http://ec.europa.eu/civiljustice/comp_crime_victim/comp_crime_victim_ec_en.htm) . Practical information on the application of the Directive can be found at: [http://ec.europa.eu/justice\\_home/judicialatlascivil/html/cv\\_information\\_en.htm?countrySession=1&](http://ec.europa.eu/justice_home/judicialatlascivil/html/cv_information_en.htm?countrySession=1&)

Article 19 of the Directive requires that *"no later than 1 January 2009, the Commission shall present to the European Parliament, the Council and the Economic and Social Committee a report on the application of this Directive."*

In order to prepare the report of the Commission referred to in Article 19 of the Directive; the Commission needs to obtain an empirical analysis of the application of the directive through a study, in particular as regards whether it has improved, simplified and accelerated access to compensation in cross-border situations. In addition, the study should also provide an empirical analysis of how the obligation laid down in Article 12(2) has been met.

The monitoring of certain provisions of the Directive shall allow the Commission to establish whether rules which appeared to cause implementing difficulties for certain Member States are applied without difficulty by others. The data should thus be of particular interest to Member States for their reciprocal information.

This project comprises three elements: a document review, an online statistical survey of assisting and deciding authorities and an online survey of claimants and other stakeholders. This is a survey for Deciding Authorities (defined in the Directive as a body to be responsible for deciding upon applications for compensation). If you are not a representative of a Deciding Authority please do not complete this survey.

The information collected as part of this study will be used to inform the Commission about the implementation of the Directive and inform the development of recommendations to improve the effectiveness of cross border victim compensation. All completed surveys shall remain strictly private and confidential and shall only be used for the purpose of the current study. Responses that you provide will be attributed to your organisation in your country. The Commission will not use your personal responses to start any judicial proceedings against your Member State in case of failing to comply with the Directive obligations.

	<b>Responses</b>
<b>Contact information</b>	
1. Please confirm that the following details are correct:	
2. Name	Yes No, if no please specify
3. Job title	Yes No, if no please specify
4. Organisation	Yes No, if no please specify
5. Address	Yes No, if no please specify
6. Email	Yes No, if no please specify
7. Tel	Yes No, if no please specify
8. Fax	Yes No, if no please specify
<b>Background on authority</b>	
9. Date set up	Year
<b>Responsibilities</b>	
10. What activities does your organisation carry out as a deciding authority in relation to cross border victim compensation? <b>Please remember that we only interested in relation to your responsibilities for cross border victim compensation.</b>	Provide information on how to apply for compensation Provide guidelines on how the application should be completed Provide the relevant application forms, if yes how? On the internet, hard copies? Provide claimant with contact person/department at the deciding authority Acknowledge receipt of the application Inform claimants of the approximate time by which a decision will be made Provide guidance to claimant if supplementary information is requested Arrange hearings if appropriate, if yes, how? Telephone conference, video conference? Inform claimants about the decision Pay compensation Other please specify
<b>Coverage of scheme</b>	

	Responses
<b>Preconditions</b>	
11. Does your scheme require the claimant to have reported the crime to the police? <b>Please remember that we only interested in relation to your responsibilities for cross border victim compensation.</b>	Yes No
12. If yes, is there a time limit within such a report should be made?	Yes No
13. Does the scheme give any discretion to extend that time limit?	Yes No
14. If yes, please provide an example reason why the time limit would be extended	
15. Does your scheme require the application to be submitted not later than a certain time after the injury was sustained?	Yes No
16. If yes, what is that time limit?	Months
17. Does the scheme give any discretion to extend that time limit?	Yes No
18. If yes, please provide an example reason why the time limit would be extended	
19. Does your scheme require claimants to have pursued the offender for compensation?	Yes No
20. Does your scheme require the claimant to co-operate with the police or with any other authority, including yours?	Yes No
<b>Who</b>	
21. Who can claim for cross border compensation under your scheme?	Victims of intentional crime (eg injury sustained as a result of a robbery) Victims of unintentional crime (eg injury sustained as result of an unintentional road accident) Relatives of the victim of an intentional crime (eg a mother whose child is abducted) Relatives of the victim of unintentional crime (eg a mother whose child is injured as a result of an unintentional road accident) Other please specify
22. Does your scheme cover victims who sustain personal injury?	Yes No
23. Does your scheme extend to the dependants of victims who are	Yes

	<b>Responses</b>
fatally injured by the offence?	No
24. Does your scheme have a financial threshold below which compensation will not be paid?	Yes No
25. If yes, please specify the amount	Number [Note drop down box to ask them to pick appropriate currency]
26. Does your scheme provide that a claimant who was in some way causally responsible for the injuries sustained may be refused compensation or receive a reduced amount?	Yes No
27. If yes, please specify	
28. Does your scheme provide that a claimant who has a criminal record may be refused compensation or receive a reduced amount?	Yes No
<b>What</b>	
29. Does your scheme provide compensation for physical injury?	Yes No
30. Does your scheme provide compensation for psychological injury caused by the offence?	Yes No
31. Does your scheme provide compensation for disease caused by the offence?	Yes No
<b>Application process</b>	
32. What information is required from the claimant?	Personal details (eg name, address) Information on those helping with their claim Information about the offence Information on whether the offence was reported to the police Information on their injury Information on medical treatment received Information on loss of earnings Information on expenses incurred because of the injury Information on claims for other forms of compensation Information on compensation paid from other sources If appropriate, copy of judgement if offender has been prosecuted Other please specify
33. What language(s) is/are allowed to be used?	List all official languages used in MS
<b>Structure of compensation</b>	

	<b>Responses</b>
34. Do you operate a tariff-based system for claims for personal injury?	Yes No
35. If yes, please give a brief description of its structure.	
36. If no, please describe the basis on which you assess compensation.	
37. Does your scheme provide compensation for loss of earnings and other expenses arising from the offence?	Yes No
38. Does your scheme provide additional compensation for future loss of earnings and long-term care where the injury disables the victim?	Yes No
39. Does your scheme provide compensation to dependants for the fact of the victim's death ('bereavement')? By this we mean a single payment to compensate for death.	Yes No
40. Does your scheme provide compensation for loss of dependency? By this we mean an additional payment to compensate for the loss of earnings over time that would otherwise have been earned.	Yes No
<b>Workload and timings</b>	
<b>2006</b> <i>In this section of the questionnaire we ask a range of questions relating to workload and timings s between 1<sup>st</sup> January 2006 and 31<sup>st</sup> December 2006.</i>	
<b>Applications &amp; timing</b>	
41. How many applications for cross border compensation were made to your organisation from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Number
42. Do you know the date that claimants had their application filed for claims you dealt with from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Yes No
43. If yes please specify	
44. Generally how long did it take for you to receive applications from the assisting authority between the date the assisting authority received them from the claimant and the date that you received them?	Days/Months
45. Did you permit communication from Assisting Authorities via email and/or fax from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Yes No
46. How did you receive applications from the assisting authority from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Post Email Fax
<b>Supplementary info &amp; timings</b>	

	<b>Responses</b>
47. How many responses for requests for supplementary information did your organisation make between 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Number
48. Generally how long did it take for you to receive supplementary information from the assisting authority between the date you requested supplementary information and the date that you received it from them from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Days/Months
49. How did the assisting authority transmit the supplementary information from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Post Email Fax
<b>Hearings &amp; timings</b> These questions relate to hearings held as part of the application process and do not include hearings held as part of an appeal process	
50. How many hearings were held at your request from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006 through the use of telephone or video conferencing?	Number
51. How many hearings were held at your request from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006 but heard by the assisting authority?	Number
52. Did an assisting authority refuse a video conference/telephone conference hearing from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Yes No
53. If yes, how many times has this happened?	Number
54. If yes, please specify the reasons for refusal	
55. Did a claimant refuse a video conference/telephone conference hearing from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Yes No
56. If yes, how many times has this happened?	Number
57. Generally how long did it take for the assisting authority to arrange the hearing from the time the request for a hearing was made to the date that hearing took place from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Months
58. Generally are you satisfied with the quality of the applicant report made by the assisting authority from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Yes No
59. If no, please specify the reasons for your dissatisfaction	
<b>Decisions &amp; timing</b>	
60. How many applications have you decided upon from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Number
61. How many applications resulted in a positive decision to award compensation 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Number

	<b>Responses</b>
62. Generally how long did it take for you inform the assisting authority of your decision (both positive and negative) from the time the application was made to the date that you informed the assisting authority from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Months
63. Did you inform the assisting authority using the standard form referred to in Article 14 of the Directive from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Yes No
64. How did you inform the assisting authority of the decision from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Post Email Fax
65. Did you directly inform the claimant of the decision from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Yes No
66. If yes, generally how long did it take you to inform the claimant of the decision (both positive and negative) from the time that you received their claim from to the time you informed the claimant from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Days/Months
67. How did you inform the claimant about the decision from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Post Email Fax
<b>Value of claims</b>	
68. What was the value of claims from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Number
<b>Compensation paid</b>	
69. What was the value of compensation paid from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Number
<b>2007</b> <i>In this section of the questionnaire we ask a range of questions relating to workload and timings between 1<sup>st</sup> January 2007 and 31<sup>st</sup> December 2007.</i>	
<b>Applications &amp; timing</b>	
70. How many applications for cross border compensation were made to your organisation from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Number
71. Do you know the date that claimants had their application filed for claims you dealt with 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Yes No
72. If yes please specify	

	<b>Responses</b>
73. Generally how long did it take for you to receive applications from the assisting authority between the date the assisting authority received them from the claimant and the date that you received them for claims made from?	Days/Months
74. Did you permit communication from Assisting Authorities via email and/or fax from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Yes No
75. How did you receive applications from the assisting authority from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Post Email Fax
<b>Supplementary info &amp; timings</b>	
76. How many responses for requests for supplementary information did your organisation make between 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Number
77. Generally how long did it take for you to receive supplementary information from the assisting authority between the date you requested supplementary information and the date that you received it from them from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Days/Months
78. How did the assisting authority transmit the supplementary information from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Post Email Fax
<b>Hearings &amp; timings</b> These questions relate to hearings held as part of the application process and do not include hearings held as part of an appeal process	
79. How many hearings were held at your request from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007 through the use of telephone or video conferencing?	Number
80. How many hearings were held at your request from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007 but heard by the assisting authority?	Number
81. Did an assisting authority refuse a video conference/telephone conference hearing from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Yes No
82. If yes, how many times has this happened from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Number
83. If yes, please specify the reasons for refusal	
84. Did a claimant refuse a video conference/telephone conference hearing from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Yes No
85. If yes, how many times has this happened?	Number

	<b>Responses</b>
86. Generally how long did it take for the assisting authority to arrange the hearing from the time the request for a hearing was made to the date that hearing took place from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Months
87. Generally are you satisfied with the quality of the applicant report made by the assisting authority from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Yes No
88. If no, please specify the reasons for your dissatisfaction	
<b>Decisions &amp; timing</b>	
89. How many applications have you decided upon from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Number
90. How many applications resulted in a positive decision to award compensation 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Number
91. Generally how long did it take for you inform the assisting authority of your decision (both positive and negative) from the time the application was made to the date that you informed the assisting authority from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Months
92. Did you inform the assisting authority using the standard form referred to in Article 14 of the Directive from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Yes No
93. How did you inform the assisting authority of the decision from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Post Email Fax
94. Did you directly inform the claimant of the decision from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Yes No
95. If yes, generally how long did it take you to inform the claimant of the decision (both positive and negative) from the time that you received their claim from to the time you informed the claimant from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Days/Months
96. How did you inform the claimant about the decision from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Post Email Fax
<b>Value of claims</b>	
97. What was the value of claims from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Number
<b>Compensation paid</b>	
98. What was the value of compensation paid from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup>	Number

	Responses
Dec 2007?	
<b>Rules on compensation</b>	
99. Does your scheme provide provisional compensation (before the final decision)?	Yes No
100. The Directive states that crime victims in the European Union should be entitled to fair and appropriate compensation for the injuries that they have suffered, regardless of where in the European Community the crime was committed. It does not define fair and appropriate. In general terms do you regard the compensation that you have awarded is 'fair and appropriate'?	Yes No
101. If yes, please describe why you think this is so.	
102. Does your scheme have a maximum amount of compensation that can be paid to an individual claimant?	Yes No
103. Does your scheme impose any limit on the amount of compensation that may be awarded for loss of (future) earnings?	Yes No
104. Does your scheme make deductions to the value of compensation paid due to other payments received by the claimant to compensate them?	Yes No
<b>Language</b>	
105. What language is generally used when you communicate with authorities?	List MS languages here
106. Do you perceive any difficulties in terms of language when you communicate with authorities?	Yes No
107. If yes, do you have any specific recommendations to help solve these language difficulties?	
<b>Implementation of the Directive</b>	
108. Do you consider that there are any major difficulties in implementing the Directive?	No Yes
109. If yes please specify	
110. Can you suggest any solutions for solving these difficulties?	No Yes
111. If yes please specify	
<b>Others</b>	
112. Has the application of Article 2 in the Directive caused any	Yes

	<b>Responses</b>
problems? For your information, Article 2 states that compensation shall be paid by the competent authority of the Member State on whose territory the crime was committed.	No
113. If yes, please specify	
<b>Views of authorities</b>	
114. Which of the following assisting authorities have you had the most interaction with?	List of assisting authorities
115. How effective do you believe this assisting authority is in fulfilling their tasks outlined in the Directive?	1 Very effective 2 Effective 3 Neither effective nor ineffective 4 Ineffective 5 Very ineffective
116. Which of the following assisting authorities have you had the second most interaction with?	List of assisting authorities
117. How effective do you believe this assisting authority is in fulfilling their tasks outlined in the Directive?	1 Very effective 2 Effective 3 Neither effective nor ineffective 4 Ineffective 5 Very ineffective
<b>Administration</b>	
118. Do you believe that administrative formalities have been kept to a minimum?	Yes No
119. Has the use of the standard forms caused any problems?	Yes, please specify No
120. Has any authority charged for administration?	Yes No
121. If yes, how much?	Number [Note drop down box to select currency]
122. If yes, how often has this happened?	Number
123. Have you experienced delays in receiving the necessary information from other authorities?	Yes No
124. If yes, please specify the causes of delay	
125. If yes, can you suggest any remedies?	
<b>Central contact points</b>	

		<b>Responses</b>
126.	Have you had any contact with any central contact points?	Yes No
127.	Which of the following central contact points have you had the most interaction with?	List of central contact points
128.	How effective do you believe that central contact points is at facilitating coordination?	1 Very effective 2 Effective 3 Neither effective nor ineffective 4 Ineffective 5 Very ineffective
129.	How effective do you believe that central contact points is at providing assistance?	1 Very effective 2 Effective 3 Neither effective nor ineffective 4 Ineffective 5 Very ineffective
130.	How effective do you believe that central contact points is at facilitating exchange of information?	1 Very effective 2 Effective 3 Neither effective nor ineffective 4 Ineffective 5 Very ineffective
131.	Have you encountered any difficulties in communicating with the central contact point?	Yes No
132.	If yes, please specify	
133.	Which of the following central contact points have you had the second most interaction with?	List of central contact points
134.	How effective do you believe that central contact points is at facilitating coordination?	1 Very effective 2 Effective 3 Neither effective nor ineffective 4 Ineffective 5 Very ineffective
135.	How effective do you believe that central contact points is at providing assistance?	1 Very effective 2 Effective 3 Neither effective nor ineffective 4 Ineffective 5 Very ineffective

	<b>Responses</b>
136. How effective do you believe that central contact points is at facilitating exchange of information?	1 Very effective 2 Effective 3 Neither effective nor ineffective 4 Ineffective 5 Very ineffective
137. If you perceived ineffectiveness, can you specify any remedies?	
<b>Judicial Atlas</b>	
138. The European Commission has a central website which provides information on victim compensation. Please can you tell us how useful you believe that this website is.	1 Very useful 2 Useful 3 Neither useful nor unuseful 4 Not useful 5 Not useful at all
139. If not good, or not good at all, can you tell us what improvements you would suggest.	
<b>Additional contacts</b>	
140. Could you suggest other stakeholders who it would be appropriate for us to contact? We are interested in charitable organisations that provide support to victims of crime; lawyers/solicitors; and other groups that you might suggest. Please provide email addresses, first names, last names, and postal addresses.	
<b>Other information that you can provide</b>	
141. Please feel free to email or post any other material that you think will contribute towards the Matrix team's understanding of your scheme. For example copies of leaflets, your own commissioned research, annual reports.	Email: <a href="mailto:leela.barham@tmkg.co.uk">leela.barham@tmkg.co.uk</a> Post: Matrix Knowledge Group Epworth House 25 City Road London EC1Y 1AA

## Appendix 3: Statistical questionnaire for assisting authorities

The European Commission, through the Directorate General for Justice, Freedom and Security, has commissioned a fact-finding study on compensation to cross border crime victims across the EU Member States. The aim of the study is to assess the current stage of the implementation of the Council Directive 2004/80/EC. The Directive is to ensure that crime victims in the European Union should be entitled to fair and appropriate compensation for the injuries that they have suffered, regardless of where in the European Community the crime was committed. The Directive set up a system of co-operation to facilitate access to compensation to victims of crime in cross-border situations, which should operate on the basis of Member States' schemes on compensation to victims of violent intentional crime, committed in their respective territories. More information on the Directive is available from: [http://ec.europa.eu/civiljustice/comp\\_crime\\_victim/comp\\_crime\\_victim\\_ec\\_en.htm](http://ec.europa.eu/civiljustice/comp_crime_victim/comp_crime_victim_ec_en.htm) . Practical information on the application of the Directive can be found at: [http://ec.europa.eu/justice\\_home/judicialatlascivil/html/cv\\_information\\_en.htm?countrySession=1&](http://ec.europa.eu/justice_home/judicialatlascivil/html/cv_information_en.htm?countrySession=1&)

Article 19 of the Directive requires that *“no later than 1 January 2009, the Commission shall present to the European Parliament, the Council and the Economic and Social Committee a report on the application of this Directive.”*

In order to prepare the report of the Commission referred to in Article 19 of the Directive; the Commission needs to obtain an empirical analysis of the application of the directive through a study, in particular as regards whether it has improved, simplified and accelerated access to compensation in cross-border situations. In addition, the study should also provide an empirical analysis of how the obligation laid down in Article 12(2) has been met.

The monitoring of certain provisions of the Directive shall allow the Commission to establish whether rules which appeared to cause implementing difficulties for certain Member States are applied without difficulty by others. The data should thus be of particular interest to Member States for their reciprocal information.

This project comprises three elements: a document review, an online statistical survey of assisting and deciding authorities and an online survey of claimants and other stakeholders. This is a survey for Assisting Authorities (defined in the Directive as implementing Article 1 of the Directive). If you are not a representative of an Assisting Authority please do not complete this survey.

The information collected as part of this study will be used to inform the Commission about the implementation of the Directive and inform the development of recommendations to improve the effectiveness of cross border victim compensation. All completed surveys shall remain strictly private and confidential and shall only be used for the purpose of the current study. Responses that you provide will be attributed to your organisation in your country. The Commission will not use your personal responses to start any judicial proceedings against your Member State in case of failing to comply with the Directive obligations.

	<b>Responses</b>
<b>Contact information</b>	
1. Please confirm that the following details are correct:	
2. Name	Yes No, if no please specify
3. Job title	Yes No, if no please specify
4. Organisation	Yes No, if no please specify
5. Address	Yes No, if no please specify
6. Email	Yes No, if no please specify
7. Tel	Yes No, if no please specify
8. Fax	Yes No, if no please specify
<b>Background on compensation authority</b>	
9. Date set up	Year
<b>Responsibilities</b>	
10. What activities does your organisation carry out as an assisting authority in relation to cross border victim compensation?	Provide information on how to apply for compensation Provide guidelines on how the application should be completed Provide the relevant application forms, if yes how? On the internet, hard copies? Transmit the application to the deciding authority, if yes how? By post, by fax, by email? Provide claimant with contact person/department at the deciding authority Acknowledge receipt of the application Inform claimants of the approximate time by which a decision will be made Provide guidance to claimant if supplementary information is requested Transmit supplementary information to the deciding authority, if yes how? By post, by fax, by email? Arrange hearings if appropriate, if yes, how? Telephone conference, video conference? Inform claimants about the decision

	<b>Responses</b>
	Other please specify
<b><i>Application process</i></b>	
11. What information is required from the claimant?	Personal details (eg name, address) Information on those helping with their claim Information about the offence Information on whether the offence was reported to the police Information on their injury Information on medical treatment received Information on loss of earnings Information on expenses incurred because of the injury Information on claims for other forms of compensation Information on compensation paid from other sources If appropriate, copy of judgement if offender has been prosecuted Other please specify
12. What language(s) is/are allowed to be used?	List all languages used in MS?
<b><i>Workload and timings</i></b>	
13. Do you have any difficulties in advising potential claimants in your country about whether they have a claim that will be permitted in other countries victim compensation schemes?	Yes No
14. If yes, why is this?	Language barrier Lack of information on what other countries schemes cover Other please specify
<b><i>2006</i></b> <b><i>In this section of the questionnaire we ask a range of questions relating to workload and timings between 1<sup>st</sup> January 2006 and 31<sup>st</sup> December 2006.</i></b>	
<b><i>Applications &amp; timing</i></b>	
15. How many applications for cross border compensation have you assisted with from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Number
16. Do you know the date that claimants had their application filed from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Yes No
17. If yes, generally how long did it take for you to transmit applications to the deciding authority between the date you received them and the date that you sent them for claims you dealt with from 1 <sup>st</sup> Jan	Days/Months

	Responses
2006 to 31 <sup>st</sup> Dec 2006?	
18. Were you permitted to communicate via email and/or fax with Deciding Authorities from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Yes No
19. How did you transmit applications to the deciding authority from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Post Email Fax
20. Did the deciding authority acknowledge receipt of applications from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Yes No
21. Did the deciding authority provide you with a contact person or department responsible for handling the matter from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Yes No
22. Did the deciding authority provide you with an approximate time that a decision would be made from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Yes No
<b>Supplementary info &amp; timings</b>	
23. How many responses for requests for supplementary information from deciding authorities did your organisation receive between 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Number
24. Generally how long did it take for you to follow up and transmit supplementary information to the deciding authority between the date the deciding authority requested supplementary information and the date that you transmitted it to them from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Days/Months
25. How did you transmit supplementary to the deciding authority from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Post Email Fax
<b>Hearings &amp; timings</b> These questions relate to hearings held as part of the application process and do not include hearings held as part of an appeal process	
26. Did you have the facilities for telephone or video conferencing for hearings from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Yes No
27. If yes, how many hearings were held at the request of deciding authorities from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006 and heard directly by the deciding authority through the use of telephone or video	Number

	<b>Responses</b>
conferencing?	
28. How many hearings were held at the request of deciding authorities from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006 but not heard directly by the deciding authority?	Number
29. Generally how long did it take for you to arrange the hearing from the time the request for a hearing was made to the date that hearing took place from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Months
30. How did you arrange the hearing from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Post Email Fax
31. Generally, how long did it take for you to transmit the hearing of the applicant report to the deciding authority from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006	Months
<b>Decisions &amp; timing</b>	
32. How many applications have been decided upon by the deciding authority from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Number
33. How many applications resulted in a positive decision to award compensation 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Number
34. Generally how long did it take for the deciding authority to inform you of their decision (both positive and negative) from the time the application was made to the date that you were informed from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Months
35. Did the deciding authority inform you using the standard form referred to in Article 14 of the Directive from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Yes No
36. How did the deciding authority inform you of the decision from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Post Email Fax
37. Generally how long did it take you to inform the claimant of the deciding authority's decision (both positive and negative) from the time that you were informed to the time you informed the claimant from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Days/Months
38. How did you inform the claimant about the decision from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Post Email

	<b>Responses</b>
	Fax
<b>Value of claims</b>	
39. What was the value of claims from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Number
<b>Compensation paid</b>	
40. What was the value of compensation paid from 1 <sup>st</sup> Jan 2006 to 31 <sup>st</sup> Dec 2006?	Number
<b>2007</b> <i>In this section of the questionnaire we ask a range of questions relating to workload and timings between 1<sup>st</sup> January 2007 and 31<sup>st</sup> December 2007.</i>	
<b>Applications and timings</b>	
41. How many applications for cross border compensation have you assisted with from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Number
42. Do you know the date that claimants had their application filed from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Yes No
43. If yes, generally how long did it take for you to transmit applications to the deciding authority between the date you received them and the date that you sent them you dealt with from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Days/Months
44. Were you permitted to communicate via email and/or fax with Deciding Authorities from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Yes No
45. How did you transmit applications to the deciding authority from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Post Email Fax
46. Did the deciding authority acknowledge receipt of applications from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Yes No
47. Did the deciding authority provide you with a contact person or department responsible for handling the matter from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Yes No
48. Did the deciding authority provide you with an approximate time that a decision would be made from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Yes No
<b>Supplementary info &amp; timings</b>	
49. How many responses for requests for supplementary information	Number

	<b>Responses</b>
from deciding authorities did your organisation receive between 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	
50. Generally how long did it take for you to follow up and transmit supplementary information to the deciding authority between the date the deciding authority requested supplementary information and the date that you transmitted it to them from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Days/Months
51. How did you transmit supplementary to the deciding authority from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Post Email Fax
<b>Hearings &amp; timings</b>	
52. Did you have the facilities for telephone or video conferencing for hearings from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Yes No
53. If yes, how many hearings were held at the request of deciding authorities from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007 and heard directly by the deciding authority through the use of telephone or video conferencing?	Number
54. How many hearings were held at the request of deciding authorities from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007 but not heard directly by the deciding authority?	Number
55. Generally how long did it take for you to arrange the hearing from the time the request for a hearing was made to the date that hearing took place from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Months
56. How did you arrange the hearing from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Post Email Fax
57. Generally, how long did it take for you to transmit the hearing of the applicant report to the deciding authority from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Months
<b>Decisions &amp; timing</b>	
58. How many applications have been decided upon by the deciding authority from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Number
59. How many applications resulted in a positive decision to award compensation 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Number

	<b>Responses</b>
60. Generally how long did it take for the deciding authority to inform you of their decision (both positive and negative) from the time the application was made to the date that you were informed from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Months
61. Did the deciding authority inform you using the standard form referred to in Article 14 of the Directive from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Yes No
62. How did the deciding authority inform you of the decision from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Post Email Fax
63. Generally how long did it take you to inform the claimant of the deciding authority's decision (both positive and negative) from the time that you were informed to the time you informed the claimant from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Days/Months
64. How did you inform the claimant about the decision from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Post Email Fax
<b>Value of claims</b>	
65. What was the value of claims from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Number
<b>Compensation paid</b>	
66. What was the value of compensation paid from 1 <sup>st</sup> Jan 2007 to 31 <sup>st</sup> Dec 2007?	Number
67. The Directive states that crime victims in the European Union should be entitled to fair and appropriate compensation for the injuries that they have suffered, regardless of where in the European Community the crime was committed. It does not define fair and appropriate. In general terms do you regard the compensation that you have awarded is 'fair and appropriate'?	Yes No
68. If yes, please explain briefly why you think so.	
<b>Language</b>	
69. What language is generally used when you communicate with authorities?	List MS languages here
70. Do you perceive any difficulties in terms of language when you communicate with authorities?	Yes No

	Responses
71. If yes, do you have any specific recommendations to help solve these language difficulties?	
<b>Implementation of the Directive</b>	
72. Do you consider that there are any major difficulties in implementing the Directive?	No Yes
73. If yes please specify	
74. Can you suggest any solutions for solving these difficulties?	No Yes
75. If yes please specify	
<b>Others</b>	
Has the application of Article 2 in the Directive caused any problems? For your information, Article 2 states that compensation shall be paid by the competent authority of the 76. Member State on whose territory the crime was committed.	Yes No
77. If yes, please specify	
<b>Views of authorities</b>	
78. Which of the following deciding authorities have you had the most interaction with?	List of deciding authorities
79. How effective do you believe this deciding authority is in fulfilling their tasks outlined in the Directive?	1 Very effective 2 Effective 3 Neither effective nor ineffective 4 Ineffective 5 Very ineffective
80. Which of the following deciding authorities have you had the second most interaction with?	List of assisting authorities
81. How effective do you believe this deciding authority is in fulfilling their tasks outlined in the Directive?	1 Very effective 2 Effective 3 Neither effective nor ineffective 4 Ineffective 5 Very ineffective
<b>Administration</b>	
82. Do you believe that administrative formalities have been kept to a minimum?	Yes No
83. Has the use of the standard forms caused any problems?	Yes, please specify

	<b>Responses</b>
	No
84. Has any authority charged for administration?	Yes No
85. If yes, how much?	Number [Note drop down box to select currency]
86. If yes, how often has this happened?	Number
87. Have you experienced delays in receiving the necessary information from other authorities?	Yes No
88. If yes, please specify the causes of delay	
89. If yes, can you suggest any remedies?	
<b>Central contact points</b>	
90. Have you had any contact with any central contact points?	Yes No
91. If yes, which of the following central contact points have you had the most interaction with?	List of central contact points
92. How effective do you believe that central contact points is at facilitating coordination?	1 Very effective 2 Effective 3 Neither effective nor ineffective 4 Ineffective 5 Very ineffective
93. How effective do you believe that central contact points is at providing assistance?	1 Very effective 2 Effective 3 Neither effective nor ineffective 4 Ineffective 5 Very ineffective
94. How effective do you believe that central contact points is at facilitating exchange of information?	1 Very effective 2 Effective 3 Neither effective nor ineffective 4 Ineffective 5 Very ineffective
95. Have you encountered any difficulties in communicating with the central contact point?	Yes No
96. If yes, please specify	
97. Which of the following central contact points have you had the second most interaction with?	List of central contact points

	<b>Responses</b>
98. How effective do you believe that central contact points is at facilitating coordination?	1 Very effective 2 Effective 3 Neither effective nor ineffective 4 Ineffective 5 Very ineffective
99. How effective do you believe that central contact points is at providing assistance?	1 Very effective 2 Effective 3 Neither effective nor ineffective 4 Ineffective 5 Very ineffective
100. How effective do you believe that central contact points is at facilitating exchange of information?	1 Very effective 2 Effective 3 Neither effective nor ineffective 4 Ineffective 5 Very ineffective
101. Have you encountered any difficulties in communicating with the central contact point?	Yes No
102. If yes, please specify	
<b>Judicial Atlas</b>	
103. The European Commission has a central website which provides information on victim compensation. Please can you tell us how useful you believe that this website is.	1 Very useful 2 Useful 3 Neither useful or unuseful 4 Not useful 5 Not useful at all
104. If not useful, or not useful at all, can you tell us what improvements you would suggest.	
<b>Additional contacts</b>	
105. Could you suggest other stakeholders who it would be appropriate for us to contact? We are interested in charitable organisations that provide support to victims of crime; lawyers/solicitors; and other groups that you might suggest. Please provide email addresses, first names, last names, and postal addresses.	
<b>Other information that you can provide</b>	

	<b>Responses</b>
106. Please feel free to email or post any other material that you think will contribute towards the Matrix team's understanding of your scheme. For example copies of leaflets, your own commissioned research, annual reports.	Email: <a href="mailto:leela.barham@tmkg.co.uk">leela.barham@tmkg.co.uk</a> Post: Matrix Knowledge Group Epworth House 25 City Road London EC1Y 1AA

## Appendix 4: Questionnaire for other stakeholders

The European Commission, through the Directorate General for Justice, Freedom and Security, has commissioned a fact-finding study on compensation to cross border crime victims across the EU Member States. The aim of the study is to assess the current stage of the implementation of the Council Directive 2004/80/EC. The Directive is to ensure that crime victims in the European Union should be entitled to fair and appropriate compensation for the injuries that they have suffered, regardless of where in the European Community the crime was committed. The Directive set up a system of co-operation to facilitate access to compensation to victims of crime in cross-border situations, which should operate on the basis of Member States' schemes on compensation to victims of violent intentional crime, committed in their respective territories. More information on the Directive is available from:

[http://ec.europa.eu/civiljustice/comp\\_crime\\_victim/comp\\_crime\\_victim\\_ec\\_en.htm](http://ec.europa.eu/civiljustice/comp_crime_victim/comp_crime_victim_ec_en.htm) . Practical information on the application of the Directive can be found at: [http://ec.europa.eu/justice\\_home/judicialatlascivil/html/cv\\_information\\_en.htm?countrySession=1&](http://ec.europa.eu/justice_home/judicialatlascivil/html/cv_information_en.htm?countrySession=1&)

This project comprises three elements: a document review, an online statistical survey of assisting and deciding authorities and an online survey of claimants and other stakeholders. This is a survey for claimants or those who have assisted claimants in making a claim for cross border victim compensation. If you have assisted a claimant in making a claim please think about the process in terms of how you assisted claimants who are resident in your country make a claim in another country within the European Union. If you are not a claimant or have not assisted a claimant in making a claim for cross border victim compensation please do not fill in this survey. The information collected as part of this study will be used to inform the Commission about the implementation of the Directive and inform the development of recommendations to improve the effectiveness of cross border victim compensation. Responses that you provide will be anonymous.

	Responses
<b>Contact information</b>	
Please provide the following details:	
1. Name	
2. Job title	
3. Organisation	
4. Address	
5. Email	
6. Tel	
7. Fax	
8. Country where you are based	List MS
9. Please can you indicate the type of organisation that you work for	NGO/Charitable organisation Other please specify
<b>About your activities</b>	

<p>10. What activities does your organisation carry out specifically in relation to compensation of cross border victims of crime?</p>	<p>Provide information on how to apply for compensation in own and / or in another MS                  Where you assist victims to apply for compensation in another MS: do you: Provide guidelines on how the application should be completed                  Provide the relevant application forms, if yes how?                  On the internet, hard copies?                  Transmit the application to the deciding authority, if yes how? By post, by fax, by email?                  Provide claimant with contact person/department at the deciding authority                  Acknowledge receipt of the application                  Inform claimants of the approximate time by which a decision will be made                  Provide guidance to claimant if supplementary information is requested                  Transmit supplementary information to the deciding authority, if yes how?                  By post, by fax, by email?                  Arrange hearings if appropriate, if yes, how?                  Telephone conference, video conference?                  Inform claimants about the decision                  Pay compensation                  Other please specify</p>
<p>11. How many people contact you for information on cross-border victims' compensation, on average, each year?</p>	<p>Number</p>
<p>12. Include comment box: If you do not collate this information can you provide an estimate or provide some background information as to why this information is not available (for example if you have regional offices and do not centrally collate this information)</p>	
<p>13. Of that number, how many follow up their initial enquiry with an application?</p>	<p>Number</p>
<p>14. Did your country have in place by 1<sup>st</sup> July 2005 a national criminal injuries compensation scheme applicable to persons who were victims of violent crime which specifically included persons who were not at the time of injury a resident of your country?</p>	<p>Yes No</p>
<p>15. Include comment box: If you do not collate this information can you provide an estimate or provide some background information as to why this information is not available (for example if you have regional offices and do not centrally collate this information)</p>	

16. If no, has your country since introduced one?	Yes No
17. Did your country have in place by 1 <sup>st</sup> July 2006 arrangements to assist those habitually resident there and who were criminally injured in another MS to obtain compensation from any scheme that that MS operates?	Yes No
18. If no, has your country since introduced such arrangements?	Yes No
<b>2005</b>	
19. If applicable, how many people did you assist in their claim for cross-border victims' compensation from 1 <sup>st</sup> January 2005 to 31 <sup>st</sup> December 2005?	Number
20. Include comment box: If you do not collate this information can you provide an estimate or provide some background information as to why this information is not available (for example if you have regional offices and do not centrally collate this information)	
<b>2006</b>	
21. How many people did you assist in their claim for cross-border victims' compensation from 1 <sup>st</sup> January 2006 to 31 <sup>st</sup> December 2006?	Number
22. Include comment box: If you do not collate this information can you provide an estimate or provide some background information as to why this information is not available (for example if you have regional offices and do not centrally collate this information)	
<b>2007</b>	
23. How many people did you assist in their claim for cross-border victims' compensation from 1 <sup>st</sup> January 2007 to 31 <sup>st</sup> December 2007?	Number
24. Include comment box: If you do not collate this information can you provide an estimate or provide some background information as to why this information is not available (for example if you have regional offices and do not centrally collate this information)	
<b>Compensation paid</b>	
<b>2005</b>	

25. Of the number of applications you assisted between 1st January 2005 and 31st December 2005, how many subsequently received a compensation payment (even if the payment itself took place after period 1 <sup>st</sup> January 2005 and 31 <sup>st</sup> December 2005)?	Number or could be a percent Don't know
<b>2006</b>	
26. Of the number of applications you assisted between 1st January 2006 and 31st December 2006, how many subsequently received a compensation payment even if the payment itself took place after period 1 <sup>st</sup> January 2006 and 31 <sup>st</sup> December 2006)?	Number or could be a percent Don't know
<b>2007</b>	
27. Of the number of applications you assisted between 1st January 2007 and 31st December 2007, how many subsequently received a compensation payment even if the payment itself took place after period 1 <sup>st</sup> January 2007 and 31 <sup>st</sup> December 2007)?	Number or could be a percent Don't know
<b>Communication with authorities</b>	
28. Have you interacted with an assisting authority?	Yes No
29. If yes, which assisting authority do you interact with most?	List assisting authorities
30. Have you interacted with a deciding authority?	Yes No
31. If yes, which deciding authority do you interact with most?	List deciding authorities
32. Do you communicate with the deciding authorities on behalf of applicants? Please note that deciding authorities are defined in the Directive as a body to be responsible for deciding upon applications for compensation	Yes No
33. If yes, how do you generally communicate the deciding authority (ies)?	By post By phone By email By video conference Other please specify

34. If yes, for what purpose?	Submit applications to the deciding authority on behalf of applicants Follow up with the deciding authority on behalf of applicants Appeal on behalf of applicants where request for compensation is denied Other, please specify
35. Do you communicate with any other body besides the deciding authority?	Yes No
36. If yes, please specify	Assisting authorities Others please specify
<b>Authorities</b>	
37. Do you help claimants for cross border victims' compensation in respect of : (a) injuries that the claimants themselves sustained in that other state (a 'personal injury') or (b) a fatal injury sustained by a person who was a close relative of theirs, e.g., spouse, parent or child (a 'fatal injury'); or (c) both?	(a) Victims themselves (b) Relative of those who have been fatally injured (c) Both
38. If, b) was this claim for: (a) for the fact of the victim's death ('bereavement')? By this we mean a single payment to compensate for death or (b) for loss of dependency? By this we mean an additional payment to compensate for the loss of earnings over time that would otherwise have been earned or (c) another type of claim?	(a) bereavement (b) loss of dependency (c) other (please specify)
39. If you claim on behalf of victims of personal injuries, what types of offence are generally committed against them?	Physical offence (eg assault, wounding) without a weapon Physical offence (eg assault, wounding) with a weapon Psychiatric injury Sexual offence: Rape Other
40. What country has the majority of offences taken place?	List MS
41. When generally did the offences take place for the majority of those you have helped to make a claim?	Date

42. Which assisting authorities have you had contact with? Assisting authorities are defined in the Directive as implementing Article 1 of the Directive	List assisting authorities
43. Which deciding authorities have you had contact with? Deciding authorities are defined in the Directive as a body to be responsible for deciding upon applications for compensation	List deciding authorities
44. How do the assisting authority(ies) generally communicate with claimants?	By post By telephone By email Other please specify
45. How do the deciding authority (ies) generally communicate with claimants?	By post By telephone By email Other please specify
46. Are claimants generally informed about the receipt of their application?	Yes No
47. If yes, which authority tells them?	Assisting authority Deciding authority Other please specify
48. If yes, generally how long after the application is submitted are applicants informed?	Months
49. Are claimants informed about a contact point at the deciding authority?	Yes No
50. If yes, which authority tells the claimant?	Assisting authority Deciding authority Other please specify
51. Are claimants informed about the likely time it will/would take for their claim to be processed?	Yes No
52. If yes, which authority tells them?	Assisting authority Deciding authority Other please specify
<b><i>Requests for supplementary information</i></b>	

53. Are claimants generally asked to provide further information by the deciding authority?	Yes No
54. If yes, generally how long is it between submission of the application and the request for information from the claimant?	Months
<b>Hearings</b> When we refer to hearings, we are only referring to hearings held as part of the application process. Please do not include hearings held as part an appeal process	
55. Do claimants generally have to attend a hearing called by the deciding authority?	Yes No
56. If yes, generally how long is it between submission of the application and the hearing for the claimant?	Months
57. If yes, are hearings with the deciding authority generally by video conference or telephone conference?	Yes No
<b>Decisions</b>	
58. Have the claimants that you've assisted received a final decision	Yes No
59. If yes, generally how long is it between the application and final decision being communicated to the claimant	Months
60. If yes, generally what is the decision?	Claim accepted Claim rejected Other, please specify
61. Who lets the claimant know the final decision?	Assisting authority Deciding authority Other please specify
62. Are claimants charged for applying for compensation? If yes, by which authority?	Yes No
63. If yes, how much?	Number [Note drop down menu with currency to be selected]
<b>Value of claims and payment of compensation</b>	
64. In how many cases do claimants claim specific amounts of compensation for such as loss of earnings and expenses?	Number [Note drop down menu with currency to be selected]

65. Include comment box: If you do not collate this information can you provide an estimate or provide some background information as to why this information is not available (for example if you have regional offices and do not centrally collate this information)	
66. What is the average sum that is generally claimed in these cases?	Number [Note drop down menu with currency to be selected]
67. Include comment box: If you do not collate this information can you provide an estimate or provide some background information as to why this information is not available (for example if you have regional offices and do not centrally collate this information)	
68. How much is claimed where the claim is only for compensation for the injury on average?	Number [Note drop down menu with currency to be selected]
69. Include comment box: If you do not collate this information can you provide an estimate or provide some background information as to why this information is not available (for example if you have regional offices and do not centrally collate this information)	
70. If claimants have received a final decision and their claim has been accepted, how much compensation on average generally did they/ will they receive?	Number [Note drop down menu with currency to be selected]
71. Include comment box: If you do not collate this information can you provide an estimate or provide some background information as to why this information is not available (for example if you have regional offices and do not centrally collate this information)	
72. If claimants have received a final decision and their claim has been accepted, has the money been paid to the claimant?	Yes No
73. If yes, generally how long is it between the application and payment being made?	Months
<b>Satisfaction</b>	
<b>Assisting authority</b>	
74. Which assisting authority have you had the most contact with?	List assisting authorities

<p>75. How satisfied are you with the quality of assistance from that assisting authority?</p>	<p>1 Very satisfied 2 Satisfied 3 Neither satisfied nor dissatisfied 4 Not satisfied 5 Not at all satisfied</p>
<p>76. Which assisting authority have you had the next most contact with?</p>	<p>List assisting authorities</p>
<p>77. How satisfied are you with the quality of assistance from that assisting authority?</p>	<p>1 Very satisfied 2 Satisfied 3 Neither satisfied nor dissatisfied 4 Not satisfied 5 Not at all satisfied</p>
<p>78. How satisfied are you with the process that claimants have to go through to make a claim for the assisting authority that you have had the most contact with?</p>	<p>1 Very satisfied 2 Satisfied 3 Neither satisfied nor dissatisfied 4 Not satisfied 5 Not at all satisfied</p>
<p>79. How satisfied are you with the process that claimants have to go through to make a claim for the assisting authority that you have had the next most contact with?</p>	<p>1 Very satisfied 2 Satisfied 3 Neither satisfied nor dissatisfied 4 Not satisfied 5 Not at all satisfied</p>
<p><b><i>Deciding authority</i></b></p>	
<p>80. How satisfied are you with the process that claimants have to go through to make a claim for the deciding authority that you have had the most contact with?</p>	<p>1 Very satisfied 2 Satisfied 3 Neither satisfied nor dissatisfied 4 Not satisfied 5 Not at all satisfied</p>
<p>81. How satisfied are you with the process that claimants have to go through to make a claim for the deciding authority that you have had the next most contact with?</p>	<p>1 Very satisfied 2 Satisfied 3 Neither satisfied nor dissatisfied 4 Not satisfied 5 Not at all satisfied</p>

<p>82. If applicable, how satisfied are you with the time it takes for claimants to hear whether their application had been received for the deciding authority that you have the most contact with?</p>	<p>1 Very satisfied 2 Satisfied 3 Neither satisfied nor dissatisfied 4 Not satisfied 5 Not at all satisfied</p>
<p>83. If applicable, how satisfied are you with the time it takes for claimants to hear whether their application had been received for the deciding authority that you have the next most contact with?</p>	<p>1 Very satisfied 2 Satisfied 3 Neither satisfied nor dissatisfied 4 Not satisfied 5 Not at all satisfied</p>
<p>84. If applicable, how satisfied are you with the time it takes for claimants to hear whether they need to provide more information for the deciding authority that you have had most contact with?</p>	<p>1 Very satisfied 2 Satisfied 3 Neither satisfied nor dissatisfied 4 Not satisfied 5 Not at all satisfied</p>
<p>85. If applicable, how satisfied are you with the time it takes for claimants to hear whether they need to provide more information for the deciding authority that you have had the next most contact with?</p>	<p>1 Very satisfied 2 Satisfied 3 Neither satisfied nor dissatisfied 4 Not satisfied 5 Not at all satisfied</p>
<p>86. If applicable, how satisfied are you with the time it takes for claimants to hear whether they need to attend a hearing for the deciding authority that you have had the most contact with?</p>	<p>1 Very satisfied 2 Satisfied 3 Neither satisfied nor dissatisfied 4 Not satisfied 5 Not at all satisfied</p>
<p>87. If applicable, how satisfied are you with the time it takes for claimants to hear whether they need to attend a hearing for the deciding authority that you have had the next most contact with?</p>	<p>1 Very satisfied 2 Satisfied 3 Neither satisfied nor dissatisfied 4 Not satisfied 5 Not at all satisfied</p>
<p>88. If applicable, how satisfied are you with the time it takes for claimants to hear whether their claim has been accepted for the deciding authority that you have the most contact with?</p>	<p>1 Very satisfied 2 Satisfied 3 Neither satisfied nor dissatisfied 4 Not satisfied 5 Not at all satisfied</p>

<p>89. If applicable, how satisfied are you with the time it takes for claimants to hear whether their claim has been accepted for the deciding authority that you have the next most contact with?</p>	<p>1 Very satisfied 2 Satisfied 3 Neither satisfied nor dissatisfied 4 Not satisfied 5 Not at all satisfied</p>
<p>90. If applicable, how satisfied are you with the time it takes for claimants to receive the compensation for the deciding authority that you have the most contact with?</p>	<p>1 Very satisfied 2 Satisfied 3 Neither satisfied nor dissatisfied 4 Not satisfied 5 Not at all satisfied</p>
<p>91. If applicable, how satisfied are you with the time it takes for claimants to receive the compensation for the deciding authority that you have the next most contact with?</p>	<p>1 Very satisfied 2 Satisfied 3 Neither satisfied nor dissatisfied 4 Not satisfied 5 Not at all satisfied</p>
<p>92. If applicable, how satisfied are you with the total time it takes between claimants applying and receiving the compensation for the deciding authority that you have had most contact with?</p>	<p>1 Very satisfied 2 Satisfied 3 Neither satisfied nor dissatisfied 4 Not satisfied 5 Not at all satisfied</p>
<p>93. If applicable, how satisfied are you with the total time it takes between claimants applying and receiving the compensation for the deciding authority that you have had the next most contact with?</p>	<p>1 Very satisfied 2 Satisfied 3 Neither satisfied nor dissatisfied 4 Not satisfied 5 Not at all satisfied</p>
<p>94. If applicable, how satisfied are you with the amount of compensation that claimants receive/have received compared with what they claimed or expected for the deciding authority that you have had the most contact with?</p>	<p>1 Very satisfied 2 Satisfied 3 Neither satisfied nor dissatisfied 4 Not satisfied 5 Not at all satisfied</p>
<p>95. If applicable, how satisfied are you with the amount of compensation that claimants receive/have received compared with what they claimed or expected for the deciding authority that you have had the next most contact with?</p>	<p>1 Very satisfied 2 Satisfied 3 Neither satisfied nor dissatisfied 4 Not satisfied 5 Not at all satisfied</p>

96. Does anything about the process cause major problems?	Yes No
97. If yes please specify	Language barriers Lack of legal assistance Lack of appropriate forms Availability and accessibility of countries' central contact points Delays caused by the assisting authority Delays by the deciding authority Delays by any other authority (please, specify) Lack of knowledge about the compensation scheme (please, specify by whom) Disproportionate formalities Others please specify
98. What works well?	
99. If applicable, do you believe that the Directive has speeded up the process for claiming and awarding compensation to cross-border victims of crime?	Yes No
100. If applicable, do you believe that the use of technology (eg video conferencing and telephone conferencing) has speeded up the process for claiming and awarding compensation to cross-border victims of crime?	Yes No
101. Do you believe that claimants generally have all the information and guidance that they need to help them make a claim for cross-border compensation?	Yes No
<b><i>Other information that you can provide</i></b>	
102. Please feel free to email or post any other material that you think will contribute towards the Matrix team's understanding of your scheme. For example copies of leaflets, your own commissioned research.	Email: <a href="mailto:leela.barham@tmkg.co.uk">leela.barham@tmkg.co.uk</a> Post: Matrix Knowledge Group Epworth House 25 City Road London EC1Y 1AA

## Appendix 5: Questionnaire for claimants

Please note that the online version uses the same text as the letter to claimants and this text, with duplicated text removed, at the end of the questionnaire.

The European Commission, through the Directorate General for Justice, Freedom and Security, has commissioned a fact-finding study on compensation to cross border crime victims across the EU Member States. The aim of the study is to assess the current stage of the implementation of the Council Directive 2004/80/EC. The Directive is to ensure that crime victims in the European Union should be entitled to fair and appropriate compensation for the injuries that they have suffered, regardless of where in the European Community the crime was committed. The Directive set up a system of co-operation to facilitate access to compensation to victims of crime in cross-border situations, which should operate on the basis of Member States' schemes on compensation to victims of violent intentional crime, committed in their respective territories. More information on the Directive is available from: [http://ec.europa.eu/civiljustice/comp\\_crime\\_victim/comp\\_crime\\_victim\\_ec\\_en.htm](http://ec.europa.eu/civiljustice/comp_crime_victim/comp_crime_victim_ec_en.htm) . Practical information on the application of the Directive can be found at: [http://ec.europa.eu/justice\\_home/judicialatlascivil/html/cv\\_information\\_en.htm?countrySession=1&](http://ec.europa.eu/justice_home/judicialatlascivil/html/cv_information_en.htm?countrySession=1&)

This project comprises three elements: a document review, an online statistical survey of assisting and deciding authorities and an online survey of claimants and other stakeholders. This is a survey for claimants or those who have assisted claimants in making a claim for cross border victim compensation. If you have assisted a claimant in making a claim please think about the process in terms of how you assisted claimants who are resident in your country make a claim in another country within the European Union. If you are not a claimant or have not assisted a claimant in making a claim for cross border victim compensation please do not fill in this survey. The information collected as part of this study will be used to inform the Commission about the implementation of the Directive and inform the development of recommendations to improve the effectiveness of cross border victim compensation. Responses that you provide will be anonymous.

	Responses
<b>Contact information</b>	
We will not be recording any contact information for claimants.	
<b>Authorities</b>	
1. Which assisting authority assisted you in making your claim?	List assisting authorities
2. Which deciding authority is assessing/assessed your claim?	List deciding authorities
<b>Timing</b>	
3. When did the offence for which you claimed cross border victim compensation take place?	

4. When did you put in a claim for cross border victim compensation?	
<b>Offence</b>	
5. When you made your claim, was it in respect of (a) an injury that you yourself sustained or (b) a fatal injury sustained by a person who was a close relative of yours (eg, spouse, parent or child)?	(a) Myself  (b) Person who was a close relative of mine
6. If, b) was this claim for: (a) for the loss of the dependent ('bereavement') or (b) loss of the financial earnings	(a) bereavement (b) loss of financial earnings
7. If you claimed on your own behalf for a personal injury, what kind of injury did you sustain?	<p>General</p> <ul style="list-style-type: none"> <li>Fatal injury</li> <li>Burns</li> <li>Infection with HIV/AIDS</li> <li>Loss of foetus</li> <li>Major paralysis</li> <li>Medically recognised illness/condition – not mental illness</li> <li>Mental illness and temporary mental anxiety</li> <li>Minor injuries: multiple</li> <li>Peripheral sensory nerve damage</li> <li>Physical abuse of adults</li> <li>Physical abuse of children</li> <li>Sexual assault/abuse of victims any age ( if not already compensated as a child)</li> <li>Sexual assault/abuse of children (under age of 18 at time or commencement of abuse) and of adults who by reason of mental incapacity are incapable of giving consent</li> <li>Sexual assault/abuse - additional awards where the following are directly attributable to sexual assault (whether of an adult or a child) - not subject to the multiple injuries formula and may be paid in addition to other awards</li> <li>Injury to Head &amp; Neck</li> <li>Injury to Upper limbs</li> <li>Injury to Torso</li> <li>Injury to lower limbs</li> <li>Other please specify</li> </ul>

<p>8. If you claimed on your own behalf for a personal injury, what type of offence was committed against you?</p>	<p>Physical offence (eg assault, wounding) without a weapon                  Physical offence (eg assault, wounding) with a weapon                  Sexual offence:                  Rape                  Other</p>
<p>9. In what country did the offence take place?</p>	<p>List MS</p>
<p>10. What was the date when the offence took place?</p>	<p>Date</p>
<p>11. What country were you resident in when the offence took place?</p>	<p>List MS</p>
<p><b>Information</b></p>	
<p>12. Where did you learn about the cross border victim compensation scheme?</p>	<p>Police station in country where offence took place:                  - Officer told me about the scheme.                  - Officer gave me a leaflet                  - I picked up a leaflet at the police station                  Police station in country of residence:                  - Officer told me about the scheme.                  - Officer gave me a leaflet                  - I picked up a leaflet at the police station                  A victim support organisation:                  - Staff told me about the scheme                  - Staff gave me a leaflet                  - I picked up a leaflet at the organisation                  Hospital/doctors surgery:                  - Staff told me about the scheme                  - Staff gave me a leaflet                  - I picked up a leaflet at the organisation                  Solicitor/lawyer                  I found out on the internet.                  Other please specify</p>
<p><b>Application</b></p>	

<p>13. Where did you get the application form?</p>	<p>Police station in country where offence took place                  Police station in country of residence                  A victim support organisation                  Hospital/doctors surgery                  Solicitor/lawyer's office                  The internet                  Other please specify</p>
<p>14. Did you receive any assistance during the application process?</p>	<p>Yes                  No</p>
<p>15. If yes, was this assistance from the assisting authority?</p>	<p>Yes                  No</p>
<p>16. If yes, was this from the deciding authority?</p>	<p>Yes                  No</p>
<p>17. If yes, was this from a victim support organisation; that is, an organisation other than the assisting or the deciding authority?</p>	<p>Yes                  No</p>
<p>18. If yes, who was this from?</p>	
<p>19. What information did you have to provide in order to make a claim?</p>	<p>Personal details (e.g. name, address)                  Information on those helping with my claim                  Information about the offence                  Information on whether the offence was reported to the police                  Information on your injury if applicable                  Information on medical treatment received                  Information on loss of earnings                  Information on future loss of earnings                  Information on expenses incurred because of the injury                  Information on social security or other state benefits payable as a result of the injury                  Information on claims for other forms of compensation (such as personal accident or employers' insurance )                  Information on compensation paid from any other sources                  Other please specify</p>

20. How did you submit your application?	By post Email Other please specify
21. Did you have to use a specified language when filling in the application form?	Yes No
22. If yes, please specify	List MS official languages
23. How long did it take you to fill in the application form?	Hours, Days
24. When did you submit the application form?	Month, year
25. To whom did you send the form?	Assisting authority Deciding authority Victim support organisation Other, please specify
<b>Communication</b>	
26. How does the assisting authority generally communicate with you?	By post By telephone By email Other please specify
27. How does the deciding authority generally communicate with you?	By post By telephone By email Other please specify
28. Have you been informed about the receipt of your application?	Yes No
29. If yes, which authority told you?	Assisting authority Deciding authority Other please specify
30. If yes, when were you told?	Month, year
31. Have you been informed about a contact point at the deciding authority?	Yes No

32. If yes, which authority told you?	Assisting authority Deciding authority Other please specify
33. Have you been informed about the likely time it will/would take for your claim to be processed?	Yes No
34. If yes, which authority told you?	Assisting authority Deciding authority Other please specify
<b>Requests for supplementary information</b>	
35. Have you been asked to provide further information by the deciding authority?	Yes No
36. If yes, what information?	Legal judgement Medical certificate Unique crime reference number issued by the police when the offence was reported Official statement of earnings at the date of the injury (eg, as provided by an employer or a tax office) Authenticated statement of medical or other expenses incurred as a result of the injury Official statement of any state benefits or any other payments received as a result of the injury Others please, specify
37. If yes, when were you asked for this information?	Month, year
38. If yes, when did you submit this information?	Month, year
<b>Hearings</b> These questions relate to hearings held as part of the application process and do not include hearings held as part of an appeal process	
39. Has the deciding authority called you to a hearing?	Yes No
40. If yes, when?	Month, year
41. If yes, was the hearing with the deciding authority by video conference or telephone conference?	Yes No
<b>Decisions</b>	

42. Have you received a final decision?	Yes No
43. If yes, when did you hear?	Month, year
44. If yes, what was the decision?	Claim accepted Claim rejected Other, please specify
45. Was it the deciding or the assisting authority that told you the final decision?	Can we preload organisation names?
46. Have you been charged for applying for compensation, either by the assisting or by the deciding authority?	Yes No
47. If yes, how much?	Number [Note drop down menu with currency to be selected]
<b>Value of claims and payment of compensation</b>	
48. Have you claimed a specific amount of compensation (eg, for loss of earnings or expenses arising from the injury)?	Number [Note drop down menu with currency to be selected]
49. If yes, how much have you claimed?	Number [Note drop down menu with currency to be selected]
50. If no, and you are claiming only for the injury you sustained, how much compensation do / did you expect to receive if your application succeeded?	Number [Note drop down menu with currency to be selected]
51. If you have received a final decision and your claim has been accepted, how much compensation did you / will you receive?	Number [Note drop down menu with currency to be selected]
52. If you have received a final decision and your claim has been accepted, have you received the compensation payment?	Yes No
53. If yes, when did you receive it?	Month, year
<b>Satisfaction</b>	
<b>Assisting authority</b>	
54. How satisfied are you with the quality of assistance from the assisting authority?	1 Very satisfied 2 Satisfied 3 Neither satisfied nor dissatisfied 4 Not satisfied 5 Not at all satisfied

<p>55. How satisfied are you with the process that you had to go through to make a claim?</p>	<p>1 Very satisfied 2 Satisfied 3 Neither satisfied nor dissatisfied 4 Not satisfied 5 Not at all satisfied</p>
<p><b><i>Deciding authority</i></b></p>	
<p>56. How satisfied are you with the process that you had to go through to make a claim?</p>	<p>1 Very satisfied 2 Satisfied 3 Neither satisfied nor dissatisfied 4 Not satisfied 5 Not at all satisfied</p>
<p>57. If applicable, how satisfied are you with the time it took for you to hear whether your application had been received?</p>	<p>1 Very satisfied 2 Satisfied 3 Neither satisfied nor dissatisfied 4 Not satisfied 5 Not at all satisfied</p>
<p>58. If applicable, how satisfied are you with the time it took for to hear whether you needed to provide more information?</p>	<p>1 Very satisfied 2 Satisfied 3 Neither satisfied nor dissatisfied 4 Not satisfied 5 Not at all satisfied</p>
<p>59. If applicable, how satisfied are you with the time it took for to hear whether you needed to attend / participate in a hearing?</p>	<p>1 Very satisfied 2 Satisfied 3 Neither satisfied nor dissatisfied 4 Not satisfied 5 Not at all satisfied</p>
<p>60. If applicable, how satisfied are you with the time it took for you to hear whether your claim had been accepted?</p>	<p>1 Very satisfied 2 Satisfied 3 Neither satisfied nor dissatisfied 4 Not satisfied 5 Not at all satisfied</p>

<p>61. If applicable, how satisfied are you with the time it took for you to receive the compensation?</p>	<p>1 Very satisfied 2 Satisfied 3 Neither satisfied nor dissatisfied 4 Not satisfied 5 Not at all satisfied</p>
<p>62. If applicable, how satisfied are you with the total time it took between applying and receiving the compensation?</p>	<p>1 Very satisfied 2 Satisfied 3 Neither satisfied nor dissatisfied 4 Not satisfied 5 Not at all satisfied</p>
<p>63. If applicable, how satisfied are you with the amount of compensation you will receive/have received compared with what you claimed or expected?</p>	<p>1 Very satisfied 2 Satisfied 3 Neither satisfied nor dissatisfied 4 Not satisfied 5 Not at all satisfied</p>
<p>64. Does anything about the process cause major problems?</p>	<p>Yes No</p>
<p>65. If yes please specify</p>	<p>Language barriers Lack of legal assistance Lack of appropriate forms Availability and accessibility of countries' central contact points Delays caused by the assisting authority Delays by the deciding authority Delays by any other authority (please, specify) Lack of knowledge about the compensation scheme (please, specify by whom) Disproportionate formalities Others please specify</p>
<p>66. What works well?</p>	
<p>67. Do you believe that you had all the information and guidance you needed to help you make a claim for cross-border compensation?</p>	<p>Yes No</p>
<p><b><i>Other information that you can provide</i></b></p>	



68. Please feel free to email or post any other material that you think will contribute towards the Matrix team's understanding of your scheme. For example copies of leaflets, your own commissioned research.

Email: [leela.barham@tmkg.co.uk](mailto:leela.barham@tmkg.co.uk)  
Post: Matrix Knowledge Group  
Epworth House  
25 City Road  
London  
EC1Y 1AA

## Appendix 6: Letter to Italy and Greece

Dear Sir/Madam,

### **Re: Fact finding study on cross border victim compensation schemes in the EU – Request for telephone call to discuss this study during May 2008**

The European Commission, through the Directorate General for Justice, Freedom and Security, has commissioned a fact-finding study on compensation to cross border crime victims across the EU Member States. The aim of the study is to assess the current stage of the implementation of the Council Directive 2004/80/EC. This project comprises three elements: a document review, an online statistical survey of assisting and deciding authorities and an online survey of claimants and other stakeholders.

The study will be carried out by Matrix Knowledge Group (<http://www.matrixknowledge.co.uk/>), a UK-based company, which was selected through an open competitive tender process. Matrix has considerable experience of conducting research at local, national and international level.

We understand from the Commission that the Directive has not been transposed into national law, neither fulfilled the obligation of Article 13 of the Directive. We would however be keen to explore with you:

1. The availability of compensation for cross border victims of crime in your country;
2. How your Member State is experiencing access to compensation in cross-border situations;
3. The steps that your Member State plan to take/are taking to implement Directive 2004/80/EC.

### **We would like to arrange a telephone call to discuss this during May 2008.**

If you have any questions about the study please do not hesitate to contact me:

Leela Barham  
Project Manager for the study  
Matrix Knowledge Group  
Email: [leela.barham@tmkg.co.uk](mailto:leela.barham@tmkg.co.uk)  
Tel: +44 (0) 20 7614 0520

Or if your query is for the European Commission please contact:

Joao Paulo Simoes de Almeida  
Secretary of the European Judicial Network in civil and commercial matters  
Unit C1 - Civil Justice  
European Commission - Directorate General Justice, Freedom and Security  
Rue du Luxembourg, 46 (1/183)  
1049 Brussels  
Tel: +32 2 29 91682  
Fax: +32 2 29 96457  
e-mail: [joao.almeida@ec.europa.eu](mailto:joao.almeida@ec.europa.eu)  
Internet: <http://ec.europa.eu/civiljustice>

Thank you in advance for your cooperation. I look forward to hearing from you or a colleague as appropriate in due course, and I do hope that you are able to take part in this study.

Kind regards,  
Leela Barham  
**Managing Consultant**  
Matrix Knowledge Group

## Appendix 7: Invitation to participate in the online survey

Dear Sir/Madam,

### **Re: Fact finding study on cross border victim compensation schemes in the EU**

The European Commission, through the Directorate General for Justice, Freedom and Security, has commissioned a fact-finding study on compensation to cross border crime victims across the EU Member States. The aim of the study is to assess the current stage of the implementation of the Council Directive 2004/80/EC. This project comprises three elements: a document review, an online statistical survey of assisting and deciding authorities and an online survey of claimants and other stakeholders.

The study will be carried out by Matrix Knowledge Group (<http://www.matrixknowledge.co.uk/>), a UK-based company, which was selected through an open competitive tender process. Matrix has considerable experience of conducting research at local, national and international level.

We are approaching you as a deciding authority.

This letter is to inform you about our study and to request your kind co-operation and participation in this study.

We are seeking a person who is permitted to supply the survey data and **a name, address, telephone and email details of this liaison point as representing the deciding authority.** The survey will include data on the scheme (eg information required from claimants), the volume of claims, time taken to process these claims, and compensation paid.

If you are the appropriate contact **please confirm this to us and indicate whether your organisation is a deciding authority, or both an assisting authority and a deciding authority.**

We will be inviting respondents to take part in this online survey which will be written in English. Please let us know if you will require a translated version and please specify which of the official languages of the European Union you would require.

We are in the process of finalising the questions to be included in the online surveys but I would be happy to provide more detail once these have been finalised with the Commission.

Please, find attached a letter from Ms Salla Saastamoinen, DG Justice, Freedom and Security, which sets out more details on the study and provides contact details for the Commission should you wish to verify that Matrix have been commissioned to undertake this study.

If you have any questions about the study please do not hesitate to contact me:

Leela Barham  
Project Manager for the study  
Matrix Knowledge Group  
Email: [leela.barham@tmkg.co.uk](mailto:leela.barham@tmkg.co.uk)  
Tel: +44 (0) 20 7614 0520

Or if your query is for the European Commission please contact:

Joao Paulo Simoes de Almeida  
Secretary of the European Judicial Network in civil and commercial matters  
Unit C1 - Civil Justice  
European Commission - Directorate General Justice, Freedom and Security  
Rue du Luxembourg, 46 (1/183)  
1049 Brussels  
Tel: +32 2 29 91682  
Fax: +32 2 29 96457  
e-mail: [joao.almeida@ec.europa.eu](mailto:joao.almeida@ec.europa.eu)  
Internet: <http://ec.europa.eu/civiljustice>

Thank you in advance for your cooperation. I look forward to hearing from you or a colleague as appropriate in due course, and I do hope that you are able to take part in this study.

Kind regards

Leela Barham  
**Managing Consultant**

## Appendix 8: Email Invite

Subject: European Commission Survey on Cross Border Victim Compensation

Dear Sir/Madam,

This email invites you to complete an online survey on cross border victim compensation. Thank you again for participating in this study.

By participating in this questionnaire you will have an opportunity to feed back your experiences to the European Commission and to influence further policies on cross border victim compensation at a European level, which we hope will be useful to your work as well as ours.

To take part in the survey, please click on the following link: LINK and follow the instructions on screen.

You can partially complete the survey and return to it later by clicking on the link in this email.

If you have any difficulties, please email our helpdesk: [helpdesk@tmkg.co.uk](mailto:helpdesk@tmkg.co.uk) quoting reference "ECJLSVIC", or ring +44(0)20 7614 0533 for telephone support.

Please note that the deadline for responding to the questionnaire is 19th May 2008.

On behalf of the survey team and the European Commission, we thank you in advance for participation.

Start your document here.