



Interview with victim support services: questionnaire

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VICTIMS OF ROAD TRAFFIC OFFENCES



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INTERVIEW WITH VICTIM SUPPORT SERVICES: QUESTIONNAIRE

In the EU-project '*Victims of road traffic offences*' we focus on the rights of victims of road traffic offences and their relatives. These rights are written down in the EU Directive 2012/29. The project focuses on three main topics: information and support, restorative justice for people involved in road traffic offences and interdisciplinary cooperation on policy level.

With this interview, we would like to collect information on the needs of road traffic victims, secondary victimisation and cooperation with restorative justice services. The aim is to complete the information of previous research with the experience of professionals. We will interview professionals of victim support services from three different countries.

Before we start, I would like to clarify some of the words used in the project and the interview. We will use the definition used in the EU Directive.

Road traffic victims:

"a natural person who has suffered harm, including physical, mental or emotional harm or economic loss which was directly caused by a criminal offence in traffic"

Relative:

*"family members of a person whose death was directly caused by a criminal offence and who have suffered harm as a result of that person's death;
'family members' means the spouse, the person who is living with the victim in a committed intimate relationship, in a joint household and on a stable and continuous basis, the relatives in direct line, the siblings and the dependants of the victim"*

1. Specific needs of road traffic victims

- a) Welke behoeften en noden hebben verkeersslachtoffers?
What are the needs of road traffic victims?
- b) Welke behoeften en noden hebben na(ast)bestaanden of familieleden van verkeersslachtoffers?
What are the needs of relatives of road traffic victims?
- c) Zijn de voorgenoemde behoeften specifiek voor verkeersslachtoffers?
Zijn die anders dan de behoeften van andere slachtoffers?
Zo ja, wat zou de oorzaak hiervan zijn?
Are the previous mentioned needs specific to this target group?
Are these needs different from the needs of other types of victims?
If so, what might be the reason for this?

- d) Merken jullie een verschil tussen de noden van verkeersslachtoffers en de noden van familieleden?
Zo ja, welke?
**Is there a difference between the needs of road traffic victims and the needs of their relatives?
If so, how does it differ?**
- e) De ene behoefte komt vaker en sterker voor dan de andere.
Hoe schatten jullie de verschillende behoeften in ten opzichte van elkaar? (sterkste, meest aandacht voor nodig, ...)
**Not all of the needs occur as much and as strongly as they do.
How do you assess the different needs in relation to each other?**
- f) Hoe wordt er voldaan aan deze behoeften? Is dit voldoende of kan dit beter?
How are these needs met? Are these actions sufficient enough or not?
- g) Wat kan er gedaan worden om het beantwoorden van deze behoeften (nog) te verbeteren?
What can be done to improve the way in which these needs are being met?
- h) Wat is volgens jullie het belang om meer aandacht te hebben voor deze specifieke doelgroep?
Why is it necessary to spend extra attention and recognition towards road traffic victims?

2. Secondary victimisation caused by contacts with other sectors

- a) Merken jullie in jullie contacten met verkeersslachtoffers secundaire vicitimisatie op?
**Have you noticed secondary victimisation amongst road traffic victims?
And amongst their relatives?**
- b) Hoe vaak worden ze getroffen door secundaire vicitimisatie?
Zien jullie dit als een structureel of vaak terugkerend probleem?
**How often are they affected by secondary victimisation?
Do you perceive this as a structural or often reoccurring problem?**
- c) In welke omstandigheden worden verkeersslachtoffers getroffen door secundaire vicitimisatie?
(Bv.: op welk vlak, door welke diensten, ...)
In which circumstances do road traffic victims or their relatives become victim of the secondary victimisation? (For example: by which services, right after the offences, during the judicial process, ...)
- d) Wat is/zijn de invloed/gevolgen van deze secundaire vicitimisatie voor verkeersslachtoffers en voor familieleden?
What are the consequences of secondary victimisation for road traffic victims and for their relatives?
- e) Wat kan er gedaan worden om secundaire vicitimisatie te voorkomen?
How can secondary victimisation be prevented?

3. Referrals and collaboration between victim support and restorative justice services

- a) Met welke herstelrechtelijke diensten werken jullie samen?
Which services do you cooperate with?
- b) Op welk wijze wordt er samengewerkt?
In which way do you cooperate with these services?
- c) T.a.v. herstelbemiddelingsdiensten. Hoe werken jullie samen?
(doorverwijzing, informeel/structureel, hoe vaak, ...)
**Regarding restorative justice services. How do you work together with these services?
(referral, informal/structural, how often, ...)**
- d) Hoe verloopt de samenwerking met herstelbemiddelingsdiensten?
In your opinion, how is the cooperation going?
- e) Kan de samenwerking beter? Zo ja, hoe en waarom?
Do you think the cooperation can improve? If so, how and why?
- f) Zijn er andere diensten die de communicatie tussen de betrokken partijen in een verkeersongeval ondersteunen (met herstelrechtelijke visie)?
Are there other services who facilitate communication between the different parties of road traffic offence (with a restorative justice vision in mind)?
- g) Wat is jullie visie t.a.v. herstelbemiddeling?
What is your vision on restorative justice?
- h) Wat kan de waarde zijn van herstelbemiddeling bij verkeersongevallen?
In your opinion, what is the value of restorative justice in cases of road traffic offences?

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Project partners

**Moderator vzw, Forum for restorative justice and mediation
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Associate partners

**Victim Support Europe
European Federation of Road Traffic Victims
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