



HANDBOOK

ON VICTIMS OF TERRORISM

SWEDEN

The EU Centre of Expertise for Victims of Terrorism (EUCVT) is set up and run by the European Commission. The tasks of the EU Centre are executed by a consortium led by Victim Support Europe and include ARQ National Psychotrauma Centre, Association française des Victimes du Terrorisme and Fondation Lenal

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INTRODUCTION

Recently, the threat of terrorism has hung over the European Union and the rest of the world. The occurrence, on an almost regular basis, of terrorist attacks – whether by suicide bomber or other means – has shaken society to the core, especially as EU citizens are often caught up in such events outside their home borders as well as within EU borders. The impact of terrorism on individuals can be terrible whilst the recovery of victims of terrorist attacks can be affected by the way in which governments, organisations, and individuals respond to the immediate attack and by how victims are supported afterwards.

The Victims' Rights Directive, together with provisions in the Counter-Terrorism Directive (Title V) and the Directive on Compensation, provide a general framework of rights for victims of terrorism. The Counter-Terrorism Directive goes beyond the Victims' Rights Directive to establish services supporting the specific needs of victims of terrorism. EU Member States are bound by these instruments, have the obligation to transpose them into national legislation and to ensure that they are correctly applied in practice. In doing so, each Member State must evaluate how to implement these provisions to ensure measures are appropriate to the specific situation and to national circumstances.

Sweden has been less exposed to terrorism than other Western European countries. The 1975 West Germany embassy siege in Stockholm by the Red Army Faction (RAF) was the first major terrorist incident since the end of the Second World War. Its aim was to force the release, from a West German prison, of other RAF members; it resulted in the death of two embassy personnel and two perpetrators. Sweden was not subjected to another major terrorist incident until December 2010, when two bombs exploded in central Stockholm, injuring two civilians and killing the Iraqi-born Swedish bomber. It was reported as the first ever Islamist terrorist act on Swedish soil.

Sweden's response to terrorism accelerated in response to worldwide concern of international terrorism after the 9/11 attacks in the US. The Swedish government passed the Act on Criminal Responsibility for Terrorist Crimes in 2003. This new law implemented the UN Convention on the Suppression of the Financing of Terrorism, and adopted the 2001 EU Council Framework Decision on Combating Terrorism. Sweden signed and ratified the Council of Europe Convention on the Prevention of Terrorism, and for the first time terrorist acts were both defined and criminalised, and were punishable by (up to) life imprisonment.

Further reading:



- **On rights:**
 - Directive 2012/29/EU of the European Parliament and of the Council of 25 October 2012 establishing minimum standards on the rights, support and protection of victims of crime, and replacing Council Framework Decision 2001/220/JHA, OJ L 315, 14.11.2012, p. 57–73, hereafter referred to as [Victims' Rights Directive](#)
 - Directive (EU) 2017/541 of the European Parliament and of the Council of 15 March 2017 on combating terrorism and replacing Council Framework Decision 2002/475/JHA and amending Council Decision 2005/671/JHA, OJ L 88, 31.3.2017, p. 6–21, hereafter referred to as [Directive on combating terrorism](#)
 - Council Directive 2004/80/EC of 29 April 2004 relating to compensation to crime victims, OJ L 261, 6.8.2004, p. 15–18, hereafter referred to as [Directive on compensation to crime victims](#)
- **On needs:**
 - Ivanković, A., Altan, L., Verelst, A. (2017) How can the EU and Member States better help victims of terrorism?
- **On psychosocial support:**
 - Vicente Colomina, Aída de (2019) Victims of Terrorism Quality Assistance Guide
- **On legal support:**
 - Victim Support Europe, APAV (2019) VOCIARE Synthesis Report
- **On organisations of victims of terrorism:**
 - RAN (2017) The power of victims of terrorism: how to give support
- **On the recognition of victims and useful figures:**
 - MEP Maité Pagazaurtundúa (2019) le livre blanc et noir du terrorisme en Europe

CRISIS RESPONSE STRUCTURE IN SWEDEN

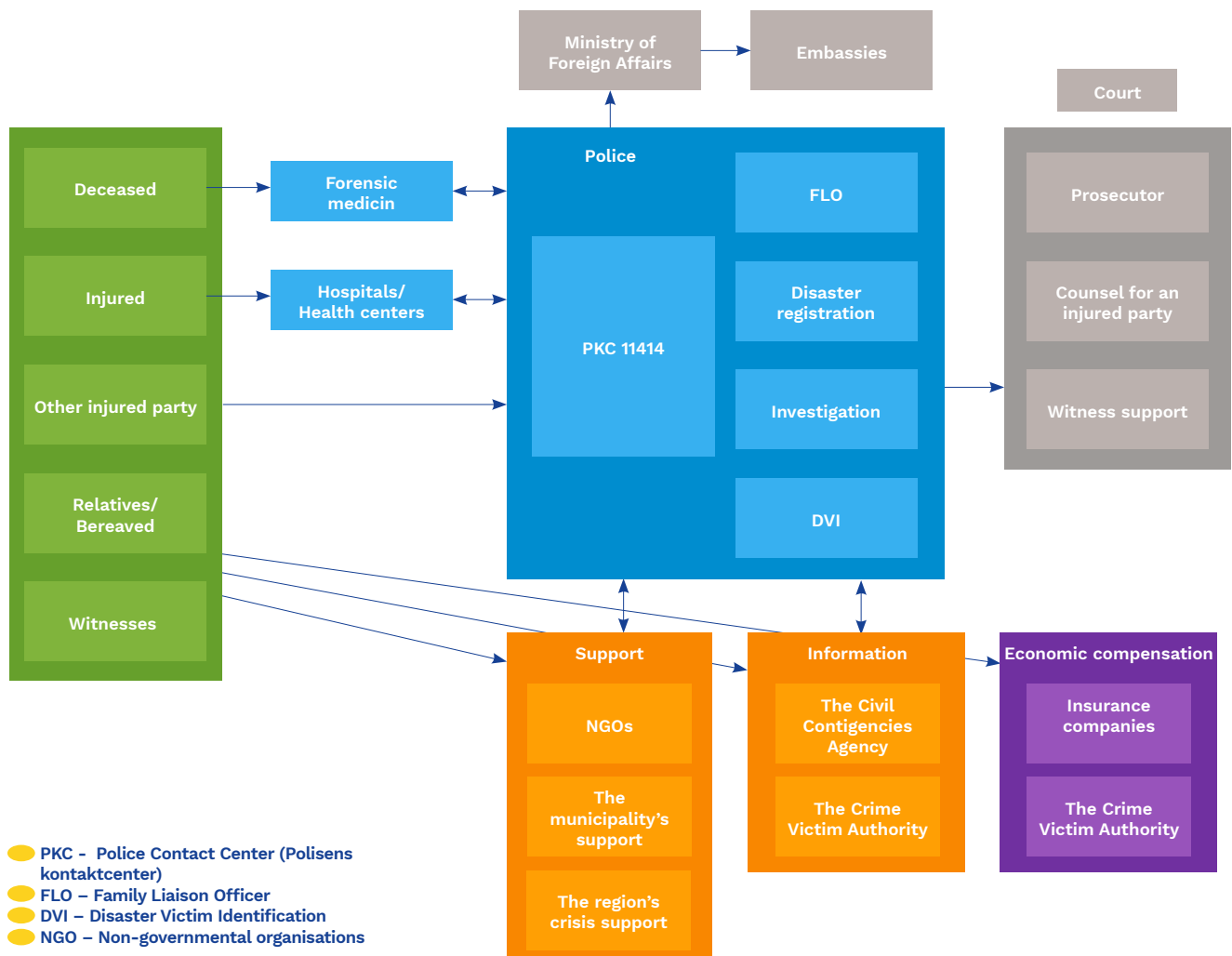
Sweden does not have a crisis response mechanism specifically aimed at victims of terrorism: the response for victims of terrorism is organised within the framework of general planning for serious/extraordinary events.

In Sweden, the special needs of victims of terrorism were highlighted in the government's overview of the articles on crime victims in the Terrorism Directive; however, they do not generally receive special attention as vulnerable victims. Rather, the support offered to victims of terrorism – and any subsequent criminal justice response – follow much the same format – and set up – as for victims of other

types of serious crime.

The Police are almost always the first agency in contact with victims and their relatives. Nevertheless, the municipalities, and regions (for health care), are responsible for coordinating the emergency victim support management in their geographical area. They must work together and ensure that, within the geographical area, there is an emergency management board, a plan for emergency analyses and preparedness coordination as well as regular training for all involved.

A flow chart on the organisation of Swedish post-attack crisis response is shown below.



In the event of a terrorist attack in Sweden, the national emergency number 112 should be used to report the event. The police handle the initial communication with the victims; their dedicated helpline, 11414, is used to take questions and provide information on the attack. It is also used for disaster registration: details regarding the deceased, injured, or other victims and witnesses are registered and cross matched.

Each victim, and family of a deceased victim, will be allocated a Police Family Liaison Officer, who will provide a link between them

and the ongoing investigation. The police can also forward information to, and put victims in touch with, appropriate embassies. Swedish victims of terrorism abroad are contacted by the Ministry of Foreign Affairs and the local Swedish embassy, whose staff will give the victims information on the current situation.

Existing intergovernmental communication channels in Sweden are well established. Data exchange regarding victims is passed by means of secure systems and by actors who are well acquainted with applicable data protection regulations.

TERRORIST ATTACKS

Terrorism evolves constantly as perpetrators, methods and targets are changing. The characteristics of an attack will influence the scale of the response and the impact of the attack on its victims and associated local, regional, national or international communities.

Key characteristics

Influential key characteristics include:

- scale (a single victim or large numbers of victims)
- location (open or closed environment; one or more points of attack)
- timing (within hours or on consecutive days, during the day/night/rush hour)
- weapons used
- target groups
- degree to which the terrorists are organised

Regardless of the attack characteristics, thorough preparation is required to ensure the crisis is managed in line with the EU rules on victims' rights.

Scale

The scale of the attack (the number of those killed or wounded) varies from event to event. In the Halle attack in 2019, 2 people were killed and 2 people were seriously injured. These figures only consider deaths and injured. Those affected will be much larger. The greater the number of victims, the more resources are required during both the emergency response phase (e.g. hospital beds) and in the longer term (e.g. in criminal proceedings, professional mental health services, information and support providers). The larger an attack, the greater the media attention will be on the victims, their families and society.

Sweden experienced its deadliest terrorist attack in decades in April 2017 when an Uzbek national, with ISIS sympathies, used a stolen

truck to run over pedestrians on a major shopping street in Stockholm, killing five people and wounding several others.

Location

In the recent past, attacks have tended to concentrate on a single localised area. However, during the Paris attacks in November 2015, six separate attacks took place in different locations within a short period of time. The multiple sites, in both enclosed and open venues, and numbers of victims created a chaotic environment: identification of victims and securing individual locations required complex management of the various services involved.

Timing

In the case of multiple, related, terrorist attacks, the timing of any consecutive attack(s) has usually been within hours of the first, for instance in 2016 the two attacks in Brussels occurred with just over an hour in between. Yet, the attacks in Barcelona, on 17 August 2017, were followed by an attack in Cambrils, about 100 kilometres to the south, the next day. In Asia and the Middle East, follow-up attacks have been timed to hit first responders and helpers. In the Norway attacks in 2011, a car bomb in Oslo was followed by second attack at a summer camp less than two hours later, where the attacker opened fired and killed 69 people.

Weapons

Bombs are not the only weapon used by terrorists: trucks are driven through crowds – like the 2017 attack in Stockholm; airplanes are taken down by missiles; suicide vests, knives,

firearms, chemical, biological, radiological or nuclear (CBRN) agents etc. are used. Each weapon impacts its victims differently and will require a different response: for example, the truck attack in Nice initiated a new approach in defining victims eligible for compensation and the French government delineated zones around the attack location to help establish victim lists. A similar method was used in Sweden following the 2017 truck attack.

Target groups and organisation

Various ideologies motivate terrorists to carry out attacks: e.g. antisemitism (Halle, Germany in 2019), jihadism (London, UK in 2019, Stockholm, Sweden 2017), right-wing extremism (Hanau, Germany in 2020), etc. Europol's annual

Terrorism Situation and Trend (TE-SAT) Report lists jihadist, ethno-nationalist and separatist, left-wing and anarchist, right-wing and single-issue terrorist groups, in addition to a new grouping of attacks committed by informal organisations or lone wolves.

Cyberterrorism

The internet can be used for terrorist purposes too: by threatening individuals, organisations or governments with violence that may result in bodily harm or loss of life, or by large-scale disruption of computer networks. These forms of terrorism are not explicitly addressed in this handbook. However, preparation for such attacks, and support of their victims, are similar to 'offline' terrorist attacks.

CASE STUDY: 2017 STOCKHOLM TRUCK ATTACK

The 2017 Stockholm truck attack took place on 7 April in central Stockholm. A hijacked truck was deliberately driven into crowds on one of Stockholm's most crowded pedestrian streets, Drottninggatan (Queen Street). The truck drove 600 meters into the pedestrian area before crashing into an Åhléns department store. Approximately 1000 people are estimated to have been on the street, of which five were killed, including an eleven-year-old girl, and 14 others were seriously injured.

Crisis centres were established by

Stockholm region, in cooperation with the local municipality in several locations across Stockholm. Their aim was to offer psychological first aid and a place for those affected to assemble, if they were unable to return home. Crisis centres were operational for as long as was deemed necessary: the main centre remained open for some 2 weeks after the attack. Crisis support was also available in hospitals where the injured were being treated.

The perpetrator was a 39-year-old man. He was arrested a few hours after the attack and was later convicted of murder and terrorist crimes, and sentenced to life in prison.

Further reading:

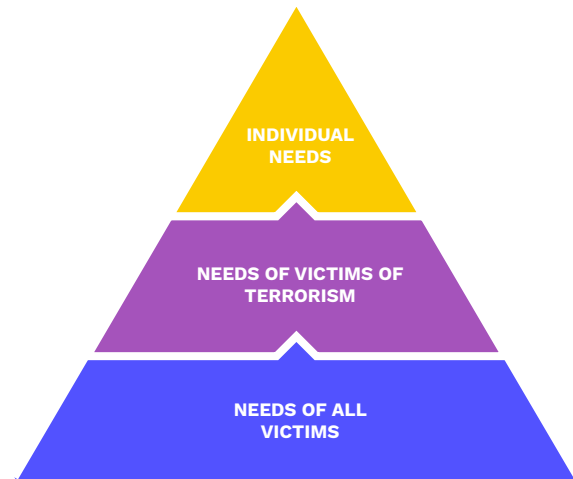
- Europol (2020) TE-SAT Report
- Institute for Economics and Peace (2019) Global terrorism index



VICTIMS' NEEDS

As specified in Recital 27¹ of the Counter-terrorism Directive, Member States should adopt measures of protection, support and assistance in responding to the specific needs of victims of terrorism, in accordance with the Victims' Rights Directive and as specified by the Counter-terrorism Directive. The measures on protection, support, and assistance to victims of terrorism are further developed in Title V of the Counter-terrorism Directive.

Recital 16 of the Victims' Rights Directive specifically addresses the needs of victims of terrorism, who have suffered injuries – whether physical or psychological – from attacks that were intended to harm society. They may need special consideration, support and protection due to the nature of the crime committed against them. Member States should pay attention to the needs of victims of terrorism, and should seek to protect their dignity and security.



Layers of needs

To understand the needs of victims of terrorism, it is important to comprehend that there are different layers of needs. The first layer consists of the needs of all victims of crime. The second layer consists of specific needs due to the nature of the terrorist attack. The third layer of needs depend on personal and environmental factors of the individual victim.

Emergency support to meet victims' needs immediately following a terrorist attack is critically important: survivors need to be safe and secure, receive emergency medical – and psychological – aid, food and drink. Member States shall ensure that support services addressing the specific needs of victims are in place and easily accessible immediately after a terrorist attack, and for as long as necessary.

¹ Under EU law, Recitals provide background information and reasoning for the inclusion of particular Articles in legislative acts.

In addition to the emergency support, needs of all victims of crime, including victims of terrorism, are divided into five major categories:



Needs of victims of terrorism

Once emergency care has been given to victims of terrorism, their specific needs, as related to the above five categories, can be evaluated. These needs may differ from, or be more intense compared to, victims of other intentional crimes. Victims of terrorism do not have any specific arrangements in Sweden, but follow much of the same rules as other victims of serious crimes.

1. Recognition and respect: as victim of terrorism. *E.g. for Member States which recognise victims of terrorism through a specific legislation, policy instrument, or even by organising different memorials, this will be noted.* In Sweden: Each victim, and family of a deceased victim, will be allocated a Family Liaison Officer who is trained in dealing with people in crisis and who will ensure that victims receive the right information and that they are treated in a respectful way.
2. Support: each municipality has the ultimate responsibility to ensure that everyone living within their jurisdiction receives the help and support they need. The Social Welfare Board may, after an individual assessment of each case, grant the necessary assistance to victims and their families. The concept of support includes, among other measures, financial assistance, reassuring conversations, a designated person for the victim to contact, facilitation of contact with other authorities and support organizations. In addition to the support offered by the state, NGOs such as Victim Support Sweden offer emotional support across the whole country. Most municipalities provide funding to victim support services, while the Swedish Crime Victim Authority also distributes funding to Victim Support Sweden, and to local services, through the Crime Victim Fund. NGOs may also receive funding for special projects targeting specific groups of victims, developmental work, or for the provision of information.
3. Protection: In Sweden, the measures on victims' physical protection during questioning and when testifying include limitations on the presence of certain parties to the procedure (offenders), confidentiality regarding the personal information of witnesses (protecting victims' right to privacy), and options available for certain witnesses to testify via audio transmission or audio and video transmission.
4. Access to justice: In Sweden, victims of serious crime (including terrorism) have the right to be assisted by a counsel for the injured party, who will protect the victim's interests in the case, during the police investigation and the court trial. This also includes general personal guidance, providing information on the proceedings, and preparing the victim for the trial. When a private claim is based upon an offence subject to public prosecution, the prosecutor, upon request of the aggrieved

person, shall also prepare and present the aggrieved person's action in conjunction with that of the prosecution, provided that no major inconvenience will result and that the claim is not manifestly devoid of merit. Several of the commissions, which the Swedish Crime Victim Authority receives from the government, are developed to ensure access to justice for various groups of victims. One of the most recent was on

victims of terrorism.

5. Compensation and restoration: The Swedish Crime Victim Authority provides compensation from the state in accordance with the Criminal Injuries Compensation Act. Such compensation may be awarded to persons domiciled in Sweden, who have been exposed to terrorist attacks in Sweden or abroad, as well as to foreign citizens – victims of terrorism in Sweden.

Further reading:



- Dolci, L. (2018) A Victimless Crime? A Narrative on Victims of Terrorism to build a case for support
- INVICTM (2018) Symposium Report: Supporting Victims of Terrorism
- RAN (2018) Enhancing the resilience of victims after terrorist attacks

1. THE RIGHTS OF VICTIMS OF TERRORISM

1.1 VICTIM OF TERRORISM – DEFINITION UNDER NATIONAL LAW AND IMPACT

DEFINITION UNDER EU LAW Victim of Terrorism

Under the Counter-terrorism Directive, a victim of terrorism is defined as follows, in line with the definition offered by the Victims' Rights Directive:

- a natural person who has suffered harm, including physical, mental or emotional harm or economic loss, insofar as that was *directly* caused by a terrorist offence, or
- a family member of a person whose death was *directly* caused by a terrorist offence **and** who *has suffered harm as a result of* that person's death.

Note: the use of the word 'victim' is not always appreciated by those who survived or were otherwise affected by terror attacks, they may not identify themselves as victims despite severe trauma, but may see themselves as 'survivors', which indeed they are. However, for practical reasons, this handbook will identify those involved by the word 'victim'.

Terrorist offence

The Counter-terrorism Directive lists the intentional acts that shall be criminalised as terrorist offences by Member States. These acts are discussed in detail in Subchapter 1.1 of the EU Handbook on Victims of Terrorism.

DEFINITION UNDER SWEDISH LAW

Sweden uses two separate concepts for victims of crime. The term "victim" is used in social

justice legislation, however, there is no clear definition of to whom this terminology should apply. Within the criminal justice process, the term "injured party" (målsägande) is used and defined as the person against whom the crime has been committed, or who has been injured, or who has suffered a loss as a result of the crime. Children entitled to maintenance from a person, who has died as a consequence of the crime, are to be regarded as an injured party.

There are some differences in scope between these two terms "victim" and "injured party". The term "victim" under EU law covers anyone who has suffered harm as a result of crime, so the definition can be applied as soon as a crime is committed. However, the term "injured party" (målsägande) is only applied once the crime has been reported to the Police and thereby becomes part of the criminal justice process. Once the crime is reported, a range of rights become available to the victim such as information, support and compensation. An injured party may become party to the proceedings by bringing a claim for damages or by supporting the prosecution.

Swedish legislation does not have a definition for "family members". Instead, the term "related person" is used; however, it is unclear who is included in the concept of a "related person". In practice, the definition used is not likely to prevent family members from getting access to specific rights as a result of the crime, for instance, family members of a victim, who died as a result of a crime, are entitled to receive compensation.

CASE STUDY:

Sweden does not have a clear definition of the term “victim”; instead, criminal justice processes apply the term “injured party” to those who have suffered harm as a result of a crime. Given the scale and number of people impacted by the terrorist attack at Drottninggatan in 2017, it was challenging to determine exactly who should be given the role of injured party in the trial. About 1000 individuals were on the street when the attack took place; all suffered varying degrees of physical and/or mental damage. In order to determine who should be participate as “injured parties” or as witnesses, a massive

effort was made to find out where on Drottninggatan each individual was in relation to the truck’s route, and at what time they were in that position. Proximity to the truck was used as a method to determine the roles, but in the end, witnesses and injured parties were selected, respectively, on the basis of a matter of seconds and meters. Only 138 individuals were finally given the status of injured party, which also gave them the chance to apply for compensation as part of the trial. Only a handful of people were called as witnesses, and they asked why they were not included in the definition of legal party, highlighting the challenges in identifying individual victims from an open victim population.

IMPACT OF TERRORIST ATTACKS ON VICTIMS

All victims of all violent crimes face physical, mental health, and financial consequences; however, the impact on those present at a terrorist attack means the violence of their experience is different from that of their peers.

Physical consequences

Terrorists intend for their attacks to cause many casualties, as indicated by the weapons they use (firearms, explosives). Hence, the fatality rate in a terrorist attack is relatively high and injuries tend to be severe.

Mental health consequences

Victims experience fear and anxiety after a terrorist attack at levels that may not incur psychological problems, but that may have behavioural, relational and financial consequences. Post-traumatic stress is often diagnosed in victims following a terrorist attack. Victims may re-experience the event, have repeated and unwanted intrusive thoughts, hyper arousal, emotional numbing and/or avoidance of stimuli reminding them of the traumatic experience.

Financial consequences

Victims of terrorism may incur severe injuries, that are linked with a (higher) probability of developing a psychological disorder. This implies that the costs related to victimisation will be higher (for the victims, their property, their insurers and/or the government). Victims needing to take time off work or their education following an attack also impacts on their economic situation, as well as that of the employer and society as a whole.

Future events

While the risk of involvement in another terrorist attack is relatively small, the perception of this risk may be high. Consequently, victims may experience feelings of insecurity, especially if they suffer from a Post-Traumatic Stress Disorder (PTSD). Perceived risk and the presence of PTSD contribute to psychological damage caused by terrorism.

Risk groups

Previous physical or psychological trauma, existing mental disorders, lack of social support and low socio-economic status may lead to a greater psychological impact on victims. Children and minority groups have a higher risk of developing psychological problems.

Children are at risk when they are too young to be able to express their symptoms verbally or when the ability of parents to support them is diminished. Minority groups have a higher risk when their health literacy is low or if they have experienced similar trauma in the past.

Loss and grief

The sudden loss and violent death of a loved one in a terrorist attack may lead to complicated psychological reactions in family members, which may be further aggravated by the specifics of a terrorist attack: e.g. having to identify a severely damaged body.

Further reading:



- Letschert, R.M., Staiger, I., Pemberton, A. (2010) Assisting victims of terrorism: towards a European standard of justice
- Damiani, C., Victime et traumatisme, in Tigrane Tovmassian, L., & Bentata, H. (2013) Le traumatisme dans tous ses éclats, p. 61-70
- Ivanković, A., Altan, L., Verelst, A. (2017) How can the EU and Member States better help victims of terrorism?
- German Presidency Report (2020) State of play regarding support to victims of terrorism, particularly in cross-border situations
- Wheldon, F. (2019) VOciare National Report Sweden
- “Penal Code”, SFS 1962:700, Brottsbalk, the Riksdag (Parliament), 1 January 1965, BrB, MNE(2016)56046, available in Swedish and in English.
- “Act Amending the Penal Code”, SFS 2018:1310, Lag om ändring i brottbalken, 29 July 2018, LäBrB (in Swedish)
- “The Swedish Code of Judicial Procedure”, SFS 1942:740, Rättegångsbalk, the Riksdag (Parliament), 1 January 1948, RB, MNE(2016)56071
- Genomförande av terrorismdirektivets brottsofferbestämmelser, Ds 2018 :22

1.2 VICTIMS' RIGHTS TO RESPECT AND RECOGNITION

THE RIGHTS UNDER EU LAW

Recognition and respect underpin the healing process of victims as individuals and community members. Under EU law, Member States must ensure that victims are treated in a respectful manner by all those they come into contact with. Recital 16 of the Victims' Rights Directive mentions that victims of terrorism often need social recognition and respectful treatment by society.

Recognition and respect are established by ensuring that actors appreciate the victims' situation, their individual and group circumstances, the nature of the attack and how that can influence victims' behaviour.

Commemorative events and memorials form an integral part of the healing process for victims of terrorism, their families and all those affected.

Recognition

Society (local, regional or national government; politicians; media; support providers, and justice/law enforcement actors) can recognise victims of terrorism in many ways: formal written acknowledgement of status as (indirect) victim, remembrance ceremonies, memorials, financial compensation, and/or granting of specific rights. In its EU Strategy on victims' rights, the Commission urges Member States to ensure proper recognition for all victims of terrorism, especially since terrorist attacks are directed at the state and society as a whole.

Commemorative events and memorials form an integral part of the healing process for victims, their families and all those affected. While states may face competing community ideas in the preparation and delivery of such events, it is the wishes and input of the victims that are decisive in the development and realisation of any commemoration: this may be one of the few times victims come together.

Commemoration events provide victims as well as the general public with the opportunity to express feelings and opinions; to experience and receive social support; to show societal acknowledgment and to give meaning to the attack. If done properly, the commemoration can contribute to the victims' recovery process, however, as acts of remembrance may 'dilute' over time, changes in frequency and form should be discussed with the victims. The aim should be to invite all victims and all responders, even those who will not be able to attend due to injuries or geographical distance. Financial reasons should not weigh in on the victims' decision to attend anniversaries.

Respect

Treating victims with respect can significantly influence victim satisfaction with government and criminal justice systems. Fundamental to respectful treatment are:

- the way professionals interact with victims and
- the procedures and infrastructures in place.

The cultural and religious background of the individual victim of terrorism determines to a large extent what the victim considers a respectful treatment.

Respect begins with empathy. Understanding the victims' situation empowers professionals to act in an empathetic manner. However, compassion should be moderated by sufficient professional distance to provide the best possible support.

Respect is important for individual victims, but also for the entire group victimised. It is particularly important for vulnerable victims or minority groups, elderly, children and people with disabilities.

Identification of victims and information about victims

The Counter-terrorism Directive requires

Member States to have mechanisms and protocols in place that will activate support services for victims of terrorism immediately after an attack and that will facilitate the identification of victims and their families. In the aftermath of a terrorist attack, especially those involving a large number of victims, it is key to establish mechanisms of gathering information from the scene that serves multiple purposes. Identification is necessary to complete several key actions, including to:

- Establish the identity of the deceased and injured;
- Cross-refer these identities to the information received from the concerned public, friends and family members, who fear that their loved ones were at the scene;
- Enable the authorities to make sure that the loved ones are informed about the loss of life or injury of those who were identified at the scene;
- Inform external countries about the fate of their nationals.

AN OVERVIEW OF RIGHTS IN SWEDEN

In Sweden, commemoration and memorial events honouring the memory of victims of

terrorism, and victims in other contexts, have taken place . Family members, the public, and representatives of public authorities participate in these events.

One way of fulfilling the right to respect is to be recognized as a victim and to have loved ones also recognised as victims.

When a terrorist incident occurs in Sweden, the Police Authority is responsible for disaster registration, and identification of victims. When disaster registration is activated, an individual can get in touch with the Police by calling the emergency helpline 114 14. This number is also used to register relatives' concerns as to the whereabouts of their loved ones. The police register all victims, including the injured or deceased, and are therefore able to search in the system for a specific person. The police and hospitals work together to keep track of victims and send updates about them to their families.

There are good practices in Sweden on the identification on victims: people going abroad are encouraged to share their contact details on a list, the Swedes list (svensklistan) administered by the Ministry for Foreign Affairs; <https://www.swedenabroad.se/sv/svensklistan/> this facilitates communication in the event of a terrorist attack involving Swedish residents.

THE NEEDS OF VICTIMS OF TERRORISM RELATED TO THESE RIGHTS



EXAMPLES OF NATIONAL PERSPECTIVES OR INTERNATIONAL GOOD PRACTICES

Following the 2017 Stockholm truck attack, the municipality of Stockholm organised a commemoration event to place a wreath on the anniversary of the attack. In Europe, an example of the respect shown for the victims was when the lights on the Eiffel Tower in

Paris were switched off on the evening of the attack, to mourn the dead. Nice, a city which bore witness to a similar but deadlier attack in 2016, raised the Swedish flag at half-mast the day after the attack to show solidarity with the Swedish people. In Brussels, where a terrorist attack took place a year earlier, the ING Marnix building, near the Throne metro station, was also decorated with a moving Swedish flag animation.

Further reading:



- Ivanković, A., Altan, L., Verelst, A. (2017) How can the EU and Member States better help victims of terrorism?
- European Commission (2020) EU Strategy on victims' rights (2020-2025)
- VSE (2019) Remembering Victims of Terrorism: A guidance document

1.3 VICTIMS' RIGHTS TO ACCESS INFORMATION

THE RIGHTS UNDER EU LAW

The Victims' Rights Directive and the Counter-terrorism Directive set out the following minimum scope of a victims' rights to access information:

- the information should be easy to understand and available in multiple formats. In choosing the distribution medium particular attention should be paid to reaching vulnerable groups;
- the victims' right to receive advice and information on relevant legal, practical or financial matters as an integral part of the support offered to victims after a terrorist attack;
- the victims' right to receive information from the first contact with a competent authority;
- the victims' right to receive information on the investigation and justice procedures with regard to their case;
- the victims' right to understand and be understood.

AN OVERVIEW OF RIGHTS IN SWEDEN

There are several actors involved in providing information following a mass crisis event, such as a terrorist attack. The police are responsible for setting up the single point of contact for external communication. The national emergency number 112 is used initially to report the event, while further communication is directed to the emergency number 11414, where details regarding victims, witnesses, and those missing are registered and which handles other types of questions and provides information to the public.

Each victim/family of a deceased victim will be allocated a Family Liaison Officer, who will provide a link between the victim/family and the ongoing investigation. The Family Liaison Officer will have regular contact with the victim/family and provide them with relevant information and updates on the progress of the investigation. The officers will also assist in ante-mortem interviews, death notifications and in the return of personal effects. The FLO will be allocated as soon as a crime report

has been filed and will remain on duty, including during any subsequent criminal justice process, until the case is closed.

The Swedish Civil Contingencies Agency (Myndigheten för Samhällsskydd och beredskap) operates the website www.krisinformation.se. During a crisis the website gives an overview of what has happened by compiling and disseminating information from the authorities, municipalities and other actors, including links to the websites of the relevant authorities, which are often available in several different languages. Other websites dedicated to providing information for victims/families are www.polisen.se, www.krisinformation.se and www.brottsoffermyndigheten.se.

Victims may also be receive information from their municipality's Social Council, regardless of their residence status. There are several other stakeholders, whose responsibility is to provide information to victims on their rights, available support services, and any compensation schemes available in Sweden, regardless of the victim's place of residence.

The Swedish Crime Victim Authority's website publishes information directed at victims of terrorism, and those who victims may come into contact with. Information is sub-divided by headings such as "When it happens (important things to remember) compensation, reactions, support etc." Following a terrorist attack, this information will be supplemented with more specific event-related information. A number of leaflets with checklists and information that are easy to understand have also been developed for distribution after a terrorist attack.

Additional information and support may also be provided by other actors, organisations or religious communities.

Victims of crime have the right to interpretation and translation when reporting the crime to the police, during the preliminary investigation, in contact with a counsel for the injured party or the prosecutor, and in the courts during the trial, as well as when requesting the translation of any documents that allow victims to exercise their rights during the preliminary investigation or trial.

THE NEEDS OF VICTIMS OF TERRORISM RELATED TO THESE RIGHTS



EXAMPLES OF NATIONAL PERSPECTIVES OR INTERNATIONAL GOOD PRACTICES

In practice, it is essential that information is made available to victims of terrorism at all times. Information reassures victims, helps them understand and make decisions, and aids their recovery. The provision of adequate, timely information about the terrorist attack and its consequences is important to victims and their family members.

State authorities play a crucial role in providing accurate information after an attack. Government information is more effective when it is co-ordinated with civil society actors, media companies, social media, etc.

Information can be divided into:

1. rights and services, actions and expectations

– as required by EU rules;

2. factual and topical information regarding the attack, the current situation, and the condition of loved ones;
3. dealing with the attack (involving reassurance and psycho-education on normal reactions and practical suggestions to encourage healthy behaviour).

Information centres

It is recommended that victims of terrorism are provided with a centralised, single contact point that coordinates the work of all those involved in the support and protection of victims. Additionally, a dedicated website, providing all relevant information, can act as – or be supported by – a one-stop-shop, a centre where a range of services (e.g., psychosocial, legal, medical and financial) is provided in the immediate aftermath of an attack.

Further reading:



- Ivanković, A., Altan, L., Verelst, A. (2017) How can the EU and Member States better help victims of terrorism?
- German Presidency Report (2020) State of play regarding support to victims of terrorism, particularly in cross-border situations

1.4 VICTIMS' RIGHTS TO ACCESS SUPPORT SERVICES

THE RIGHTS UNDER EU LAW

The Victims' Rights Directive and the Counter-terrorism Directive set out the following minimal scope of a victims' rights to access support services:

- Ensure victims' access to generic and specialist support services that are confidential, free of charge and easily accessible;
- Provide at least the following support to victims of terrorism: emotional and psychological support, assistance regarding compensation claims and provision of adequate medical treatment;
- Facilitate referral of victims to support services by the competent authority.

This Subchapter focuses on the rights in relation to access to support services, as established mainly by the Victims' Rights Directive. Chapter Three describes the organisation of support in the specific context of terrorist attacks and other crisis situations in light of provisions in the Counter-terrorism Directive.

AN OVERVIEW OF RIGHTS IN SWEDEN

According to EU legislation, victims have the right to access confidential victim support services, free of charge, in accordance with their needs, before, during and, for an appropriate time, after criminal proceedings. The right to support also applies to victims who choose not to report a crime to the police, and "Member States shall ensure that access to any victim support service is not dependent on a victim making a formal complaint with regard to a criminal offence to a competent authority"¹. However, in Sweden, there is no specialised support service for victims of terrorism; support for victims, witnesses, families and first responders is available through a range of state and NGO service providers.

It is widely acknowledged that victims benefit from being able to speak to someone as soon as possible after a traumatic event. It should therefore be seen as a priority to ensure that all victims of terrorism are referred to some form of support services, in accordance with their needs, immediately following a terrorist attack. Support should be maintained for as long as possible to take short, medium and long-term needs into account.

In Sweden, the regions have a duty to create a plan to offer crisis support to those who have suffered, or who are at risk of suffering, from mental illness as a result of a serious incident. Crisis support should be organized in collaboration with the municipalities' social services and actors within the health care sector.

Each municipality must ensure that everyone living within its jurisdiction receives the help and support they need, irrespective of the type of services needed and the reason for seeking help. In 2001, legislation regulating the Social Services (*Socialtjänstlagen*) was updated with a new "crime victim clause", Chapter 5 section 11 of the Swedish Social Services Act contains special provisions for victims of crime. According to the first paragraph of the provision, the Social Welfare Board (*Socialnämnden*) must ensure that the victim of a crime, and their family, receive support: all victims of crime, regardless of age and gender, are covered by this provision. The Social Welfare Board grants the necessary assistance to victims and their families, only after an individual assessment has been carried out. The concept of support includes, among other measures, financial assistance, reassuring conversations, a designated person for the victim to contact, facilitation of contact with other authorities and support organizations.

No territorial limitation applies to the support

¹ Article 8, section 5, Directive 2012/29/EU of the European Parliament and of the Council of 25 October 2012 establishing minimum standards on the rights, support and protection of victims of crime

services set out under the transposition of Article 24(3) of the Directive. Services are offered to victims of terrorism, regardless of where they might have incurred their injury, and the Social Council in each municipality is obliged to ensure that such services are available. Therefore, the rights of Swedish residents to access support in Sweden would not be affected by the fact that the terrorist offence was committed in another Member State. This also applies to any EU citizens in Sweden, even when they are not resident. Persons falling within these categories, would according to the transposition, have the right to adequate medical treatment for as long as necessary, depending on the circumstances. The right to urgent medical treatment has, moreover, been extended to any other persons present in Sweden, albeit this only applies in urgent cases.

In addition to the response from state agencies, there are several NGOs that offer support services to victims of terrorism. Victim Support

Sweden is the only national organisation offering such support services to all victims of crime, including terrorism, in all parts of Sweden. Victim Support Sweden has around 70 local victim support offices across the country, and also offers Witness Services in 54 courts. The organisation hosts a website, www.brottsofferjouren.se/brottsofferstod/stod-pa-egget-sprak-support-in-your-own-language/, with information on available support for victims and witnesses of crime. Victim Support Sweden administers the European Helpline for victims of crime 116006, allowing victims, witnesses and families access information and support in over 20 different languages.

The Red Cross offers psychological first aid/crisis support and specialised providers offer their services to specific groups of victims: Women's Aid, BRIS, Save the Children, Tjejjourer, Mansjourer, in addition to services specialising in the LGBTQI communities and victims of honour related violence.

THE NEEDS OF VICTIMS OF TERRORISM RELATED TO THESE RIGHTS



EXAMPLES OF NATIONAL PERSPECTIVES OR INTERNATIONAL GOOD PRACTICES

As each victim will undergo a different recovery process, victims' needs change over time and the assistance and support provided has to be adapted to meet such changes. Victims, especially if they have to deal with serious (mental) health problems after a terrorist attack, will face difficulties in absorbing information.

Information on assistance and support will be more effective when it is provided on different occasions. Ideally, those offering help will be proactive: reaching out to victims on a regular basis, finding ways and opportunities to connect with them. Victims need information on available services, but should not be coerced into using them. It is therefore beneficial to set up a victim assistance centre after large-scale terrorist attacks: a one-stop-shop, where victims can go to get information and support.

Some municipalities have established networks, often referred to as POSOM groups that can be assembled following a terrorist attack in the local area. POSOM groups often consist of local service providers, such as Police and rescue service, public health service, schools, NGOs, faith groups and other relevant community groups. The aim of the POSOM groups are to provide emergency support to individuals and families, set up crisis centres and coordinate

all service providers involved. Support can also be accessed through private initiatives, psychologists and mental health professionals.

Victim assistance centres

It is beneficial to set up a victim assistance centre after large-scale terrorist attacks: a one-stop-shop, where victims can go to get information and support.

Further reading:



- Ivanković, A., Altan, L., Verelst, A. (2017) How can the EU and Member States better help victims of terrorism?
- German Presidency Report (2020) State of play regarding support to victims of terrorism, particularly in cross-border situations
- Wheldon, F. (2019) VOCIARE National Report Sweden
- “Social Services Act”, SFS 2001:453, Socialtjänstlag, the Riksdag (Parliament), 1 January 2002 SoL
- “Health and Medical Care Act”, SFS 2017:30, Hälso- och sjukvårdslag, the Riksdag (Parliament), 1 April 2004, HSL
- Socialstyrelsen (2018)

1.5 VICTIMS' RIGHT TO ACCESS JUSTICE – PROCEDURAL RIGHTS

THE RIGHTS UNDER EU LAW

The Victims' Rights Directive and the Counter-terrorism Directive set out the following minimum scope of a victims' rights to access justice:

- the right to be heard;
- the right to access legal aid, where victims have the status of parties to criminal proceedings;
- the right to reimbursement of expenses resulting from their active participation in the proceedings.

AN OVERVIEW OF RIGHT TO ACCESS TO JUSTICE IN SWEDEN

A victim of a serious crime has the right to be assisted by a counsel for the injured party (målsägandebiträde), almost always free of charge, who will represent the victim's interests in the case, during the police investigation and the trial. This includes the provision of information on the proceedings and preparing the victim for trial. As prosecutors represent the State and act in the public interest, they do not have a formal responsibility to prepare and help a victim of a crime; however, good practice highlights that it is greatly beneficial for the victim to meet the prosecutor before a trial to receive further information about the criminal justice process and the specific case at hand. This will help the victim to set realistic expectations for the trial, which helps to limit the risk of secondary victimisation. This is particularly important in large trials with many victims, such as those

relating to terrorism incidents. If there is no counsel for the injured party, the prosecutor will present the victim's compensation claim.

Victims have the right to interpretation and translation assistance when reporting a crime to the police, during the preliminary investigation, when in contact with a victim's counsel for the injured party or the prosecutor, and in the courts during the trial. Victims can also request translations of any documents that are of vital importance to exercising their rights during the preliminary investigation or trial. The Swedish Police Authority's website contains extensive information for victims of crime in several different languages. Similar options are available on the websites of the Swedish Prosecution Authority (*Åklagarmyndigheten*), the Swedish Courts (*Sveriges domstolar*) and the Enforcement Authority (*Kronofogdemyndigheten*), for example.

Victims and families of the deceased are offered the chance to be heard. During a trial, the counsel for the injured party may ask questions to clarify the impact of the attack on the victim, which will serve as the basis for an assessment of any compensation claim. However, victim statements in Sweden are often focused on the event itself; there are limited opportunities for victims to comment on the wider aspects of the attack, the societal impact, or their thoughts on the sentencing of the offender(s). As such, the trial focuses more on assessing the evidence and proving the case against the accused and less on public acknowledgement of the plight of the victim.

It should be highlighted that while some countries may arrange trials even though the offender is deceased, the Swedish criminal justice system does not offer that same opportunity.

THE NEEDS OF VICTIMS OF TERRORISM RELATED TO THESE RIGHTS



EXAMPLES OF NATIONAL PERSPECTIVES OR INTERNATIONAL GOOD PRACTICES

Large scale attacks

States may need to establish special measures to facilitate participation, which may include holding proceedings in a larger, secure, location to accommodate those involved.

Where criminal proceedings about terrorist attacks and other disasters account for large numbers of victims, there may be a need for more support compared to other criminal proceedings.

For the trial following the 2015 Paris attacks, a courtroom of 550 seats was built within the heart of the historic Paris courthouse. Over 17 additional rooms, allowing the broadcasting of the proceedings, were made available, and a secure online radio was established for victims wishing to follow the hearings from their homes. Furthermore, as an example of positive practice in the victims' right to be heard, it is worth mentioning that, in the context of the Paris trial for the January 2015 attack, victims were allowed to give their testimony at the very beginning of the trial.

Following large scale attacks, with large numbers of victims, witnesses and people affected by the event, it is of vital importance to prepare any criminal justice process to take all the needs of the individuals into account.

Witness Support Service – right to support in connection with a criminal proceeding

In Sweden, the Witness Support Service is available in all criminal courts. The Witness Service provides information and support to victims and witnesses called to give evidence, and staff also offer support to the victim's family members. Victim Support Sweden administers the Witness Service in 54 courts, providing information and support for up to 40,000 victims and witnesses each year. In another 4 courts, the support is administered by different service providers. The Swedish Crime Victim Authority, together with the National Courts Administration and in close cooperation with Victim Support Sweden, has the overall responsibility for the witness support service (vittnesstöd) in Sweden.

Public inquiries

Victims of terrorist attacks, as other victims, express a need for truth. They want to know what happened, how it happened, who was involved and why. The instigation of formal criminal procedures takes time and victims are often left without answers. A public inquiry can serve as an alternative means of answering the questions of victims and society as a whole. No public inquiry has taken place in Sweden, given the low number of people injured and given the fairly satisfactory results of evaluations made after the 2017 attack.

CASE STUDY – WITNESS SUPPORT:

Following the terrorism attack in 2017, a trial was held against the accused perpetrator. The trial included over 100 victims as well as their counsels, as the injured parties, family members and support staff. Victim Support Sweden's Witness Service coordinated the support and assistance offered to the victims, witnesses, and family members attending trial. Victims were offered the opportunity to visit the court before the trial, which was used to provide information on the upcoming procedures. The visit allowed

victims to familiarise themselves with the building, to see the rooms where they/their families would sit, and to learn more about the security arrangements, etc. This pre-visit was much appreciated by the victims and their families, who were given the chance to ask questions on the trial process itself, thus allowing them to go into court with more realistic expectations. It was clear that having been given prior information, and knowing that there would be support available from the Witness Service on the day, were important factors in helping the victims and their families cope with the difficult experience.

Further reading:



- Ivanković, A., Altan, L., Verelst, A. (2017) How can the EU and Member States better help victims of terrorism?
- German Presidency Report (2020) State of play regarding support to victims of terrorism, particularly in cross-border situations
- Wheldon, F. (2019) VOCIARE National Report Sweden
- “Ordinance on Criminal Investigations”, SFS 1947:948, Förundersökningskungörelse, 30 December 1947, FÖUK (in Swedish)
- “Criminal injuries compensation Act”, SFS 2014:322, Brottskadslag, 27 May 2014, BSL (in Swedish)
- “Penal Code”, SFS 1962:700, Brottsbalk, the Riksdag (Parliament), 1 January 1965, BrB, MNE(2016)56046 (in Swedish)
- “Act Amending the Penal Code”, SFS 2018:1310, Lag om ändring i brottsbalken, 29 July 2018, LäBrB (in Swedish)
- “The Swedish Code of Judicial Procedure”, SFS 1942:740, Rättegångsbalk, the Riksdag (Parliament), 1 January 1948, RB, MNE(2016)56071
- “Counsel for Injured Parties Act”, SFS 1988:609, Lag om målsägandebiträde, the Riksdag (Parliament), 1 July 1988, MSL
- “Legal Aid Act”, SFS 1996:1619, Rättshjälpslag, 1 December 1997, RHL (in Swedish)

1.6 VICTIMS' RIGHTS TO PROTECTION: PHYSICAL AND PRIVACY

THE RIGHTS UNDER EU LAW

The Victims' Rights Directive and the Counter-terrorism Directive set out the following minimal victims' rights to protection, in particular physical protection and privacy:

- Availability of measures for the protection of privacy, personal integrity and personal data of victims and their family members, particularly in the context of criminal proceedings. In balancing these measures against the pluralism and freedom of the media, self-regulatory measures should be encouraged;
- Availability of measures to protect victims and their family members from intimidation and retaliation as well as from the risk of emotional and psychological harm;
- Requirement for an individual assessment of victims' protection needs to determine

whether and to what extent the victim would benefit from special measures in the course of criminal proceedings.

AN OVERVIEW OF RIGHT TO PROTECTION IN SWEDEN

Police officers undertake the individual risk assessments and, if necessary, put protective measures in place. During an investigation, the police are responsible for protecting the victims.

Sweden has adopted measures to protect the safety and dignity of victims, including restricted contact between the offender and victim during a trial. The measures mentioned are applicable during questioning and when testifying, and include limitations on the presence of certain parties, confidentiality regarding the personal information of witnesses, and options available for certain persons to testify via audio transmission or audio- and video transmission.

THE NEEDS OF VICTIMS OF TERRORISM RELATED TO THESE RIGHTS



EXAMPLES OF NATIONAL PERSPECTIVES OR INTERNATIONAL GOOD PRACTICES

Government and the media

While governments may agree that the (social) media, with its various roles, can be a strategic resource at times of crisis, finding the right tone in communicating with the media is a challenge. To be able to practise reliable, respectful messaging, to prevent the spread of rumours and to contribute to the recognition of those affected by terrorist attacks, government officials must work hard to communicate with the media.

To make communication more manageable, state authorities can proactively approach the media in the aftermath of a terrorist attack. However, to make the best of the relationship, communication frameworks should be defined, key messages prepared, and the timing of press releases coordinated.

There must be a balance between respecting the privacy and needs of victims and their relatives, and informing the public through media channels. Information from government sources must respect the dignity and security of victims, particularly children. Secondary victimisation must be avoided. In the medium- to long-term, personalised information should be made available to victims and relatives prior to a formal report being made publicly available through media channels.

Following the 2017 Stockholm truck attack, Facebook was criticized for not deleting images of badly wounded or dead victims. Facebook only

began deleting the images several days after the attack.

Victims and the media

It is difficult to balance the freedom of the media, the general populations' need for information and the privacy protection of victims. While speaking out in the media can be empowering for victims and helpful to the general public, intrusive media attention may violate their privacy and negatively affect the lives of those portrayed, even in the future. Information may be (come) distorted or manipulated, by journalists or others using news footage.

For example, in the aftermath of an attack or disaster, broadcast and print media show images of the scene of the attack and, potentially, of victims and witnesses. These images will likely be shown again in light of commemorations and remembrance activities of this attack or disaster, which is retraumatising to victims and victims' families. It is advised that victim support organisations are sensitised about recurring distressing images in order that this can be dealt with in a victim-sensitive manner.

Further, the restriction of harmful information flows on social media channels is even more difficult. However, it can also be a useful tool to victims and law enforcement in the aftermath of an attack. For example, Twitter users started posting pictures of cats after a request from the Belgian authorities not to share information on ongoing police activity during the Brussels lockdown following the Paris attacks in November 2015.

Further reading:



- Ivanković, A., Altan, L., Verelst, A. (2017) How can the EU and Member States better help victims of terrorism?
- UNESCO (2017) Terrorism and the Media: A handbook for journalists
- “Freedom of Press Act”, SFS 1949:105, Tryckfrihetsförordningen, 6 April 1949, TF (in Swedish)
- “Freedom of Speech Act”, SFS 1991:1469, Yttrandefrihetsgrundlagen, 3 December 1991, YGL (in Swedish)

1.7 VICTIMS' RIGHTS TO PROTECTION: SECONDARY VICTIMISATION

THE RIGHTS UNDER EU LAW

According to the Victims' Rights Directive and the Counter-terrorism Directive, Member States should ensure that measures are available to protect victims and their family members from secondary victimisation.

Terrorist attacks result in deaths, physical and psychological injuries or material damages that affect those involved. This is called primary victimisation: the direct consequences of the violent act. If, in the aftermath of an attack, victims receive poor or inadequate assistance from the staff and institutions in charge of their care (public authorities, first-responders, state security forces, social workers, lawyers), their suffering can be aggravated. This is known as secondary victimisation, re-victimisation or double victimisation.

Causes

The effect of an attack on victims can be magnified in many ways:

- repetition of statements in police interviews;
- lack of information;
- government, police or hospital staff engrossed solely in the immediate events without attending to the shock suffered by the victims;
- experts questioning the credibility or mental health of victims;
- delay in judicial procedures, confrontation with terrorists in the court room, having to recount publicly and in detail their traumatic experience;

- media exposure;
- lack of support from colleagues/peers in the workplace, school, university.

Solutions

It should be kept in mind that many solutions reflect the understanding that victims of terrorism are in an abnormal situation and require greater care. Such solutions can include the training of professionals on how to engage with victims of terrorism, specific procedures, nomination of staff solely for these cases, forward planning and ensuring victims' participation.

AN OVERVIEW OF RIGHT TO PROTECTION FROM SECONDARY VICTIMISATION IN SWEDEN

Sweden has adopted measures to ensure that victims and others, including family members, are not exposed to secondary and repeat victimisation, nor to intimidation and retaliation. To protect the dignity of victims during questioning, Swedish law has adopted the "hänsynsprincipen" (principle of consideration), which states that an investigation should be conducted in such a way as to prevent anyone from suffering discomfort or inconvenience. Sweden has also enacted measures to protect the physical integrity of victims, for instance by allowing them to participate in trials remotely via audio-visual means or by excluding the accused from the court room during certain victim and witness statements. Measures aimed at restricting contact between the victim and accused during a trial have also

been adopted. These measures are in place for all victims, including victims of terrorism, and will be granted following a victim's individual protection needs assessment. The judge, in charge of the case at hand, will grant or deny the application for special measures.

In practice, it is important to ensure that this needs assessment is conducted, and that special measures are arranged, as soon as possible; knowing that special measures

are in place, to limit visual contact between the accused and the victim, for example, will reassure victims ahead of the trial itself. It is also important to ensure that victims are offered access to Witness Support before the trial, this can be an important step in setting realistic expectations, in gaining a better understanding of how the criminal justice system works, and in limiting the negative impact of the trial.

THE NEEDS OF VICTIMS OF TERRORISM RELATED TO THESE RIGHTS



EXAMPLES OF NATIONAL PERSPECTIVES OR INTERNATIONAL GOOD PRACTICES

In Sweden, the police Family Liaison Officers are trained in dealing with victims to reduce

the risk of secondary victimization.

It is worth repeating the international good practice example used in section 1.5 above, that, in the context of the Paris trial for the January 2015 attack, which has already taken place, victims were allowed to give their testimony at the very beginning of the trial.

Further reading:



- Ivanković, A., Altan, L., Verelst, A. (2017) How can the EU and Member States better help victims of terrorism?

1.8 VICTIMS' RIGHTS IN RELATION TO ACCESS TO COMPENSATION

THE RIGHTS UNDER EU LAW

The Victims' Rights Directive, the Counter-terrorism Directive and the Compensation Directive set out the following minimal scope of victims' rights in relation to compensation:

- Member States' obligation to set up a scheme on compensation for victims of violent intentional crimes committed in their respective territories, which guarantees fair and appropriate compensation to victims and applies to cross-border situations;
- Provision of advice, support and assistance to victims, including cross-border victims, regarding compensation claims.

AN OVERVIEW OF RIGHTS IN SWEDEN

The Swedish Crime Victim Authority provides compensation from the state, in accordance with the Criminal Injuries Compensation Act. Such compensation may be awarded to persons domiciled in Sweden, who have been exposed to terrorist crimes in Sweden or abroad, as well as to foreign citizens who have been exposed to such crimes in Sweden. In the context of managing State compensation claims in cross-border cases, the authority provides support to applicants in several ways; for example, by assisting applicants with completing the forms.

According to Swedish tort law and the Criminal Injuries Compensation Act, compensation for both personal injuries and the violation of personal integrity (kränkning) may be awarded to a victim. Compensation for personal integrity does not require that the victim has been subjected to a personal injury and forms a major part of the monies paid out in criminal injury compensation each year. As stated earlier, only recognised injured parties are eligible for compensation, which makes the determination of the status of a victim particularly important.

If a perpetrator has been convicted of a crime,

it must be demonstrated that he/she is unable to pay the damages before a victim is eligible for compensation from the state. Before the Swedish Crime Victim Authority determines what is to be paid from the criminal injuries compensation scheme, payments from insurance policies as well as compensation from other Member States are taken into account.

The main experience of the authority in processing criminal injuries compensation due to terrorist attacks is from the Stockholm attack on 7 April 2017, and from the terrorist attack in Nice. These cases were made a priority and were dealt with in a special format, independently from regular case management practices. These cases were processed more quickly than other cases.

Not only were the terrorist attack applications prioritised but they were also managed in a victim-friendly spirit. For example, letters of confirmation were adapted to the specifics of the case before being sent to applicants. The authority gave the counsel for injured parties representing the victims detailed information so they would be able to respond to questions regarding the compensation.

Compensation for relatives of persons deceased as a consequence of a terrorist crime

Close relatives, of those killed in criminal acts that may lead to a liability to pay damages, can claim compensation for personal injury, mainly for psychological disorders, incurred as a result of the person's death.

Family members may receive compensation for the pain and suffering of bereavement. Normally, the psychological disorders following the death of a relative don't have to be supported by a medical certificate. In a case from 2017 (NJA 2017 p 1208), the Supreme Court determined the standard amount for pain and suffering in this situation to SEK 60,000 (EUR 5800). This applies to cases of intentional killing and to those of gross

negligence that are close to intentional acts. The circle of persons, who can be considered as particularly close to the deceased and thus would be entitled to compensation, are spouses,

registered partners, cohabitants, children, and parents. Since crimes of this kind do not target the survivor, payments for the violation of personal integrity cannot be awarded.

THE NEEDS OF VICTIMS OF TERRORISM RELATED TO THESE RIGHTS



EXAMPLES OF NATIONAL PERSPECTIVES OR INTERNATIONAL GOOD PRACTICES

Sweden has generous time limits for submitting an application for compensation from the State. An application for criminal injuries compensation must be received by the Crime Victim Compensation Authority within three years of the conclusion of the court proceedings, and if there is no prosecution, within three years of the conclusion of the preliminary investigation. Finally when no preliminary investigation has been

initiated, an application for State compensation must be received within three years of the date the crime was committed. This significantly distinguishes the Swedish compensation system from several other European countries, which may have considerably shorter limitation periods.

Counsels representing victims are contacted if they do not apply for criminal injuries compensation. In a recent press release, the Swedish Crime Victim Authority called for 25 unidentified injured parties, whose cases had been heard in the Stockholm District Courts, to make contact before the statutory time limit would take effect.

Further reading:



- Ivanković, A., Altan, L., Verelst, A. (2017) How can the EU and Member States better help victims of terrorism?
- VSE (2019) A Journey from Crime to Compensation
- “Regulation Instructing the Crime Victim Compensation and Support Authority”, SFS 2007:1171, Förordning med instruktion för Brottsoffermyndigheten, 1 January 2008, FiBOM (in Swedish)
- German Presidency Report (2020) State of play regarding support to victims of terrorism, particularly in cross-border situations
- Dereborg, A. & Lindeblad, A-C. (2018). Brottskadlagen (2014:322): en kommentar. Upplaga 1 Stockholm: Norstedts juridic

2. CONSIDERING PARTICULAR GROUPS OF VICTIMS

2.1 CROSS-BORDER VICTIMS

THE RIGHTS UNDER EU LAW

The Victims' Rights Directive, the Counter-terrorism Directive and the Compensation Directive set out the following minimal scope:

- Appropriate measures should be taken to minimise the difficulties faced where the victim is a resident of a Member State other than that where the criminal offence was committed;
- Expenses, incurred as a result of their active participation in criminal proceedings and according to their role in the relevant criminal justice system, should be reimbursed;
- Member States should ensure that victims of terrorism, who are residents of a Member State other than that where the terrorist offence was committed, have effective access to information as well as access to support services in their home country;
- Appropriate action should be taken to facilitate cooperation between Member States to improve victims' access to the rights.

AN OVERVIEW OF RIGHTS IN SWEDEN

The Swedish Embassy is able to arrange emergency funds, travel documents, and help for Swedish citizens victimized in terrorist attacks abroad; they may also provide consular financial assistance. If an attack occurs in a country outside the EU where Sweden does not have an Embassy, Swedish nationals are entitled to seek help from any other EU Member State Embassy as part of its external

consular protection. Support services may also be offered through external NGO networks.

The Ministry of Foreign Affairs is responsible, with support from the Swedish Police Authority, for the disaster victim identification (DVI) of Swedish nationals abroad. Embassies share information about foreign criminal justice systems, including the roles of victims' and their families', and their ability to participate within that system. Furthermore, the Swedish Foreign Ministry liaises with the local police for updates on criminal justice process and trial arrangements and with criminal justice professionals in the country where the trial is taking place, to ensure victims and their families are able to participate and/or to provide victim statements.

In Sweden, the law protects cross-border victims, providing them with access to support the services and compensation schemes available in Sweden, regardless of the victim's place of residence. The Swedish Crime Victim Authority has, for this purpose and via the authority's website, a large volume of information material available to download and print, including an information brochure, in 14 different languages. The Crime Victim Authority also has a telephone service which answers victims' questions and explains how to file a compensation claim. Victims can receive information, and answers to their questions on compensation and the legal process, in English.

Victim Support Sweden offers information and emotional support to victims, witnesses and family members. The organisation administers the European Helpline for Victims – 116006 – information and support is given by telephone or via chat in over 25 different languages. From

outside the country, Victim Support Sweden can be reached by telephone on +46 8-644 86 48. Victim Support Europe is also able to facilitate referrals of victims to support services in the victim's home country. Cooperation between the Embassies and local victim support services should be established to help ensure the immediate referral of a victim to appropriate support.

The Social Council in each municipality must ensure that support is available to anyone, who needs help and support following crime, within their jurisdiction. This right to support applies to all residents, irrespective of whether or not a terrorist offence was committed in another EU Member State or third country. The right to support also applies to tourists and others staying in Sweden temporarily, thus anyone who is affected by a terrorist attack while in Sweden. Cross-border victims have the right to interpretation and translation assistance during the preliminary investigation and during the trial; they can request the translation of documents to be able to exercise their rights during the preliminary investigation or trial.

If there is a terrorist attack in Sweden and foreign nationals become victims, the Swedish authorities will engage with the diplomatic services of their respective countries to coordinate a response.

In attacks affecting Swedish nationals abroad, information for citizens will be shared on www.swedenabroad.se.

Compensation schemes

Swedish victims abroad should generally first seek compensation from the national compensation scheme of the country of attack. If this occurs in an EU Member State, each country should have a compensation scheme for violent crime (which includes terrorism), which is accessible to EU citizens or residents.

However, cross border victims can face a range of barriers in accessing these compensation schemes. Depending on the circumstance, both the Swedish Embassy/ Consulate and the Swedish Crime Victim Authority can provide some assistance; they may help with

communication or provide an explanation of laws and processes in support of a victim's application in the country of attack.

In addition to compensation in the country of attack, the SCVA may be able to assess the victim's case in accordance with Swedish tort law to provide additional compensation to the victim. Thus in the case of the Nice attack in France, some Swedish victims were not eligible for payment under the French state compensation scheme, but were awarded compensation under the Swedish system.

Swedish citizens subjected to a terrorist crime in countries where there is a terrorist fund or special legislation for compensation of victims of terrorism, will be properly compensated. Someone exposed to a terrorist crime within an EU country will usually be referred to that authority responsible for the State compensation scheme in the country where the crime took place.

When applicants are victimised abroad, it is sometimes difficult to obtain information about the legal process, including compensation; whether it is completed or ongoing, and to get the necessary support from the legal investigation. In these cases, the nature of the case is decisive as to how far the investigation can be pursued.

If a victim, subjected to crime abroad, has received compensation from another EU Member State, it may still be possible for the Swedish Crime Victim Authority to regulate the case and to assess it in accordance with Swedish tort law, and in the end to provide additional compensation to the victim. To assist foreign victims in seeking compensation, a range of measures are in place. Language barriers are a key concern and injured parties are therefore informed as soon as possible about their right to interpretation and translation assistance.

Translation of official documents

Cross-border victims have the right to request the translation of documents in order to exercise their rights during the preliminary investigation or trial.

THE NEEDS OF VICTIMS OF TERRORISM RELATED TO THESE RIGHTS



EXAMPLES OF NATIONAL PERSPECTIVES OR INTERNATIONAL GOOD PRACTICES

Following a terrorist attack, Victim Support Europe will reach out to the support organisation or responsible support agency in the country where the crime took place, with an offer of support to any cross-border

victims. Through pre-established networks and referral arrangements can cross-border victims, following their agreement, be referred to available support services in their home countries, to help them deal with the impact and aftermath of the event. Similarly, family members of deceased victims can be referred to available support services in their home countries, irrespective of where the family lives or where the attack took place.

Further reading:



- Ivanković, A., Altan, L., Verelst, A. (2017) How can the EU and Member States better help victims of terrorism?
- German Presidency Report (2020) State of play regarding support to victims of terrorism, particularly in cross-border situations

2.2 CHILDREN

THE RIGHTS UNDER EU LAW

The Victims' Rights Directive and the Counter-terrorism Directive set out the following minimal scope:

- Member States should ensure that the child's best interests are the primary consideration and the specific protection needs of child victims are assessed;
- Special protection measures for child victims should be available in light of judicial proceedings;
- The public dissemination of any information that could lead to the identification of a child victim should be prevented.

IMPACT OF TERRORIST ATTACKS ON CHILDREN

Most children respond appropriately to disaster, especially if they experience protection, support, and stability from their parents and other trusted adults. Like adults, they may exhibit a wide range of reactions in the aftermath of a terrorist attack. It must be noted that children's fears may also stem from their imagination as, unlike adults, they are less able to judge which fears are real and which are not; however, their fears should be taken seriously. Information for children and adolescents should be provided in an age-appropriate manner. For child survivors of terrorism: remember to also ask about the health and wellbeing of their brothers and/or sisters.

THE NEEDS OF VICTIMS OF TERRORISM RELATED TO THESE RIGHTS



EXAMPLES OF NATIONAL PERSPECTIVES OR INTERNATIONAL GOOD PRACTICES

Children as direct victims

Sweden has taken steps to improve the protection measures given to children taking part in the criminal justice system. Their rights

to recognition have been extended, for instance by acknowledging that children who witness violence are seen as direct victims and entitled to compensation. In 2020, the Convention on the Rights of the Child became Swedish law; courts as well as a number of authorities have to apply the Convention in their work. The Children's Ombudsman has been instructed by the government to support authorities in their task of applying the convention.

After the terrorist attack in Stockholm in 2017, the organisation Bris, Children's Rights in Society, put together advice for parents consisting of a list of important topics to consider when children have questions and to help them manage their feelings in such a situation. Bris later learned there were images from the terror attack circulating on social media that many children had seen and they reacted by producing specific information on how to deal with these images. The organisation was interviewed on Swedish Television, providing advice to parents and children, and advertising its live chat line for children.

In Sweden, the majority of the rules and guidelines regarding interviewing and in-court protection measures are specifically focused on children. Similarly, in other Swedish authorities, most practices are tailored to protect children from further harm and secondary victimisation. As an example, the Swedish Crime Victim Authority has developed a leaflet for under-18 year olds to be distributed in the event of a terrorist attack; children are automatically seen as vulnerable because of their age and immaturity.

Legislation requires all interviews with children to be conducted by professionals with specific

competences and training for the task. The police have increased recruitment of civilian investigators with degrees in psychology, sociology, or similar backgrounds, which make them more suitable for conducting interviews with children. If a child is under 15, and if it is not detrimental to the investigation, the child should be accompanied by its legal guardian/parent during the interview.

To prevent visual contact between the victim and perpetrators during a trial, all interviews with children under the age of 15 are video recorded. If a child under 15 is called to give evidence in a trial, the court decides whether the child is heard in situ, depending on the circumstances. In practice, children do not normally have to give evidence in court, their recorded video interview is used instead.

Save the Children has special information for children in an immediate crisis situation on its [website](#).

Interaction between TV broadcasting or written media and children

GOOD PRACTICE EXAMPLE – ITALY:

In accordance with the Italian National Press Federation's Charter of Journalists' duties to minors and vulnerable subjects, journalists shall respect the principles enshrined in the 1989 UN Convention on the Rights of the Child and the rules enshrined in the Treviso Charter for the protection of the child, both as an active protagonist and as a victim of a crime.

In particular, journalists:

- a. shall not publish the name or any detail that may lead to the identification of minors involved in the news;
- b. shall avoid possible exploitation by adults who are inclined to represent and give priority solely to their own interests;
- c. shall assess, in any event, whether the dissemination of the information concerning the child would actually serve the child's interest.

Further reading:

- Ivanković, A., Altan, L., Verelst, A. (2017) How can the EU and Member States better help victims of terrorism?



3. ORGANISING SUPPORT

3.1 PREPARATION AND ORGANISATION OF SUPPORT FOR VICTIMS OF TERRORIST ATTACKS

THE RIGHTS UNDER EU LAW

The Victims' Rights Directive and the Counter-terrorism Directive set out the following minimum requirements for the preparation and organisation of support for victims in terrorist attacks:

- Organise training on victims' needs and how to treat victims for practitioners that come into contact with victims;
- Ensure that mechanisms or protocols are in place allowing for the establishment of support services for victims of terrorism within the framework of the national emergency-response infrastructures;
- Ensure a comprehensive response network tailored to the specific needs of victims of terrorism.

It should be noted that the availability of an extensive response network depends on Member States' past experiences with terrorist attacks. Sweden, along with some other Member States, has not yet developed a national framework for the establishment of a specific response network to terrorist attacks, identifying roles and responsibilities for all stakeholders and determining how to ensure that all victims of terrorism are offered support in the short, medium and long term. Where such a specific response network is not available, it is our understanding that existing crisis response and support structures can be adapted to terrorist attacks.

AN OVERVIEW OF RIGHTS IN SWEDEN

The Swedish Crime Victim Authority is a governmental authority, which acts on behalf of

the rights of all crime victims, and is responsible for four areas of activities:

- Criminal injuries compensation
- Recovery of payments
- The Crime Victims' Fund
- Centre of Competence.

In June 2021, the Swedish Crime Victim Authority was appointed as the national single contact point for victims of terrorism (EU SCP VOT) for Sweden; part of the EU network of single contact points for victims of terrorism administered by the European Network on Victims' Rights (ENVR).

In the event of a terrorist attack in Sweden, the Swedish Crime Victim Authority has access to information on resources for victims of terrorism gathered by ENVR. The network has made available a chart on emergency support for victims of terrorism in the Member States, with information on national contact points if victims are in need of help.

Preparation and training – national perspectives or international good practices

The EU Directive on the rights of victims of crime highlights that Member States are responsible for ensuring that professionals likely to come into contact with victims receive both general and specialist training to increase their awareness of the needs of victims and to enable them to deal with victims in an impartial, respectful and professional manner.

In Sweden, to graduate from the Police Academy, candidates must complete 2 years of training, as well as a 6-month practical traineeship. This generic police training course includes basic

information on victims of crime. In addition, specialist training is offered to Family Liaison Officers and those who work with disaster victim identification (DVI) and disaster registration.

The Swedish Courts have adopted a Handbook on how to implement the practical treatment of victims, highlighting that each person, who comes into contact with court personnel, has the legitimate expectation that they will be treated with respect and dignity. There are several courses offered to judges that include presentations from victim support organisations and other experts on working with victims of crime. Training for prosecutors and lawyers also includes a range of courses with topics relating to victims of crime.

Victim support organisations across Sweden have developed training materials to ensure that anyone who comes into contact with, and provides support to, victims and witnesses of crime will interact with them in an impartial, respectful and professional manner. Within Victim Support Sweden, there is a minimum requirement that each support person must have taken part in at least 30 hours of training, and must also have shadowed a more experienced supporter before they are able to meet with a victim/witness on their own. There is also ongoing monitoring and follow-up to ensure the suitability of the support worker.

Emergency response phase – national perspectives or international good practices

Following the 2017 terrorist attack, ad hoc crisis centres were quickly set up to offer psycho-social support and a place where affected people can assemble before returning home. When crisis centres close, it is important to ensure that victims are referred on to support services that can offer support in the medium and long term, in accordance with individual needs of the victim and family involved.

Medium- and long-term – national perspectives or international good practices

With regard to international good practices in long-term monitoring and assistance for victims of terrorism, close cooperation, in particular between Belgium and Spain, has enabled victims of terrorism and their loved ones to be assisted on their return to their country of residence, to be informed of their rights and the services in place to support them (compensation, medical and psychological support, etc.).

Further reading:



- Wheldon, F. (2019) VOciare National Report Sweden
- Utvärdering av Stockholms Stads hantering av terrordådet i centrala Stockholm den 7 april 2017
- Utvärdering av hanteringen av attentatet i Stockholm 7 april 2017 - Redovisning av regeringsuppdrag Ju2017/05643/SSK
- Utvärdering av den nationella särskilda händelsen Nimo, Polismyndighetens hantering av attentatet i Stockholm, 7 april 2017

3.2 ORGANISATION OF SUPPORT FOR VICTIMS OF TERRORISM

THE RIGHTS UNDER EU LAW

The Victims' Rights Directive and the Counter-terrorism Directive set out the following minimum requirements for the organisation of support for victims of terrorist attacks:

- The availability of support services immediately after a terrorist attack and for as long as necessary. These support services should be confidential, free of charge and easily accessible to all victims of terrorism;
- The establishment of free of charge and confidential specialist support services in addition to, or as an integrated part of, general victim support services, or to enable victim support organisations to call on existing specialised entities providing such care;
- Ensure that mechanisms or protocols are in place allowing for the activation of support services for victims of terrorism within the framework of the national emergency-response infrastructures.

AN OVERVIEW OF RIGHTS IN SWEDEN

Sweden is split into 21 regions (corresponding to county councils) and 290 municipalities. Each of Sweden's 290 municipalities is responsible for ensuring that individuals within their area are given the support and help they need. Individual regions are responsible for preparing plans to maintain essential public services, including health care and transport services, and to respond to a crisis and to coordinate the response with local, regional and national level actors. The response shall include support and care for the mental wellbeing of victims and others affected by the traumatic incident. Emergency care can include encouraging conversations, psychological debriefing, and psycho-social care; regions are

responsible for coordinating emergency psycho-social support services.

For instance, in the Stockholm Region, the Unit for Crisis and Disaster Psychology coordinates post-crisis psycho-social support; all emergency hospitals are expected to have a group responsible for the hospital's post-crisis psycho-social care. The Unit for Crisis and Disaster Psychology offers training, and has also developed research, on crisis support and provides information for people involved in serious incidents.

At the regional level, PKL-groups are set up in the county councils: they are psychological and psychiatric management of emergencies and cooperation of emergencies in the counties, directed at victims, their relatives, and staff. At the local level, some municipalities have established POSOM-groups for psychological and social care. POSOM-groups consist of local stakeholders and service providers, which are set up to give immediate assistance and emergency training, and to develop emergency first-responder plans. In the case of an emergency, members of the POSOM-organisation may establish a crisis centre and provide psychological first aid to victims and their families.

As support must be available for as long as necessary, it is based on the needs of the victim; to provide long term support, services must be resilient and ready to act. Joint planning, training and practice creates the right conditions for better coordination and an increased understanding between the different stakeholders' roles and remits, which is vital in order to fulfil victims' and witness' needs. It is also important that the methods and routines used in establishing emergency psycho-social responses are updated regularly, in line with up-to-date international recommendations (Utvärdering av hanteringen av attentatet i Stockholm 7 april 2017, Myndigheten för Kris och Beredskap).

Victim Support Sweden is the only national organisation offering support services to all victims and witnesses of all crimes, including terrorism. The organisation has around 70 local victim service centres and offers witness support in 54 criminal courts across Sweden. In addition to support services provided by Victim Support Sweden, there are a range of NGOs providing specialised support services to specific groups of victims, these include Women's Aid, Save the Children, BRIS, Tjejjour, Mansjour. The Red Cross offers crisis support and psychological first aid amongst its efforts to provide a sense of safety, calm, trust, connection and hope for a person in crisis.

The judicial agencies, including the police, also play an important role in supporting victims of crime. A victim of a serious crime, such as terrorism, has the right to be assisted by a

counsel for the injured party who will represent the victim's interests in the case, during the police investigation, and the trial. Their services also include provision of information on the proceedings and preparing the victim for the trial.

The Swedish Crime Victim Authority does not provide direct psycho-social support to victims, but has, however, a role in conveying information on the availability of support for various groups of victims on its websites.

The Civil Contingencies Agency is responsible for providing information and raising public awareness on how to protect themselves from terrorist incidents and ongoing threats. Their website www.krisinformation.se provides a one-stop shop with relevant information following a terrorist attack.

THE NEEDS OF VICTIMS OF TERRORISM RELATED TO THESE RIGHTS



EXAMPLES OF NATIONAL PERSPECTIVES OR INTERNATIONAL GOOD PRACTICES

Following a violent attack in a school in the city of Trollhättan, the local community quickly came together to establish a victim assistance centre. A mere 15 minutes after the perpetrator had died, preparations were made to open the local victim support centre, and shortly after that the police victim coordinator was informed that the centre

was open and ready to receive those impacted by the event. During the days after the attack, there was close coordination and information flow between the local social services crisis group (POSOM), victim support agencies, the police, the school authorities, local media, local municipality staff and other local community groups. The attack was eventually defined as a hate crime rather than terrorism offence, but serves as a good example of an efficient and well-coordinated response from the local community in setting up a crisis response centre.

Victim support associations

Peer groups are valued because of their understanding and shared experience of those involved. Peer groups can therefore provide support that is particularly beneficial to those affected. These groups are largely formed spontaneously thanks to individual contacts between those affected, experiences they exchange and mutual support.

Victims' associations

Peer groups are valued because of their understanding and shared experience of those involved. Peer groups can therefore provide support that is particularly beneficial to those affected. These groups are largely formed

spontaneously thanks to individual contacts between those affected, experiences they exchange and mutual support.

The French Association of Victims of Terrorism (AfVT) was created in February 2009, specifically to allow victims of terrorist attacks benefit from personalized psychological and legal support to address the trauma they may have developed because of an attack as well as to prevent secondary victimization.

Certified psycho-trauma experts

It should be noted that the EUCVT has compiled a list of Psycho-trauma experts in Europe, who have all been invited to join the online Hub of expertise with a view to exchanging best practices and increasing expertise at national level.

4. EUCVT

The European Commission set up the EU Centre of Expertise for Victims of Terrorism (the EUCVT) in January 2020, as a two year pilot project, to offer expertise, guidance and support to national authorities and victim support organisations.

Expertise is available on all matters related to victims of terrorism: e.g. on their needs, their rights according to EU legislation, the psychological consequences of terrorist attacks and therapies available for victims, and judicial processes.

During the term of the pilot project, national authorities (departments of justice, of health, of the interior; national organisations of the -police, public prosecution or law courts; national first responders; NGOs that support victims of terrorism) may contact the EUCVT for expertise, guidance and/or support.

The EUCVT is unable to provide direct help and assistance to individual victims of terrorism. However, victims that contact the EUCVT will be referred to the authority or service provider in the appropriate Member State (or in other countries as required) that can support them.

Website

- Basic information on the rights of victims, on the needs of victims and on available support for victims of terrorism is available on EUCVT's website.
- The website also contains key documents on victims of terrorism, links to online resources, video statements of victims of terrorism and the professionals involved in their support.

Experts

- The EUCVT has an extensive network of available experts, including victims of terrorism, practitioners and researchers from Member States and around the world. The EUCVT will connect you with the relevant experts as required.
- EUCVT experts are available, at short notice, to deliver their advice in person in EU Member States. The costs involved shall be borne by the Member State making the request for assistance.

Contact details

eucvt@victimsupporteurope.eu

Further reading:

 [EU Centre of Expertise for Victims of Terrorism](#)

5. ANNEX

INDIVIDUAL NEEDS OF VICTIMS OF TERRORISM IN SWEDEN

Individual victim's needs will depend on personal characteristics (previous victimisation or stressful life events); (mental) health; social network; socio-economic situation;

cross border situation; and daily stressors. These needs will evolve over time; therefore, responding to the needs of victims of terrorism requires an individualised victim-centred approach. Below follows a table indicating which responses should be taken during what stage in the process to identify and fulfil the needs of victims of terrorism.

Needs of victims	Acute crisis stage	Transitional stage/ Medium term (including any criminal justice proceeding)	Long-term stage
Respect and recognition	<p>Everyone in contact with victims/families are trained in psychological first aid and victims' rights</p> <p>Disaster victim identification and registration</p> <p>Ante-mortem interview</p> <p>Death notifications</p> <p>Information to victims regarding rights and available services</p> <p>Information to victims regarding support services and referral to crisis support</p> <p>Media guidelines and Code of Ethics</p>	<p>Public display of acknowledgement for the victims</p> <p>Reopening attack site</p> <p>Return of personal effects</p> <p>Professionals in contact with victims/families are aware of victims' needs and able to deal with victims in a respectful and professional manner</p> <p>Coordinated support services ensure each individual receives a specific referral/transition, based on need, to service provider</p> <p>Continual monitoring and follow-up of victims' and families' needs by service providers</p> <p>Counsel to the injured party help victims/families participate in any criminal justice proceedings</p> <p>Information and assistance in applying for compensation</p>	<p>Memorials</p> <p>Regular monitoring and follow-up of victims' and families' needs by service providers</p> <p>Provision of support services for as long as needed</p> <p>Evaluation of whether response met the needs of victims, compose lessons learned and update emergency plan</p> <p>Follow up/support of first responders and service providers</p>

<p>Information</p>	<p>Police operate centralised single point of contact (11414) for all information relating to the event, the victims and their families</p> <p>Family Liaison Officer for each victim/family, to provide link between the victim/family and the ongoing investigation</p> <p>Information on rights for victims/families</p> <p>Information on available support and referrals to support services in accordance with need</p> <p>Right to interpretation and translations available in a language the victim understands</p> <p>Websites with information dedicated to victims of terrorism www.krisinformation.se, www.polisen.se and www.brottsoffermyndigheten.se/terrorism</p>	<p>Continual access to central point (11414) for registration of any information relating to the event</p> <p>Regular briefings and updates on the investigation from Family Liaison Officer to victims/families</p> <p>Information on criminal justice system and the role of victim/families within the trial</p> <p>Assigned prosecutor and counsel of the injured party provides the victim/family updates on the criminal investigation, date for trial and possibility for victims/families to participate in criminal justice proceeding</p> <p>Information and assistance in applying for compensation</p>	<p>Information on outcome of criminal justice proceedings, sentence to be served and offender's expected release date</p> <p>Information on support services and how to access support for long-term needs</p> <p>Information and assistance in accessing State compensation</p> <p>Memorials</p>
<p>Support</p>	<p>Victim Assistance Centre/ crisis centre, local support services respond to the immediate needs of the victims/witnesses/families</p> <p>Family Liaison Officer for each victim/family, to provide link between the victim/family and the ongoing investigation</p> <p>Information regarding the right to support and the range of available support services</p> <p>Region responsible for crisis response, in cooperation with municipality and social services</p> <p>Referrals from police to victim support services or specialised psycho-trauma therapists, in accordance with need</p>	<p>Information regarding the right to support and the range of available support services</p> <p>Coordination between, and ongoing support from, support service providers, NGOs and mental health professionals</p> <p>Referrals to specialised therapists in accordance with need</p> <p>Help accessing insurance coverage for specialist psychologist treatment</p> <p>Counsel of the injured party for victims/families during criminal justice proceeding</p> <p>Witness support services in court provide information and emotional support to victims/witnesses/families in connection with criminal justice proceeding</p> <p>Transition Victim Assistance Centre to Resilience Hub and peer</p>	<p>Regular monitoring and follow-up of victims' and families' needs by service providers</p> <p>Coordination and referral to additional support in accordance with need</p> <p>Provision of support services for as long as needed</p> <p>Referrals from support services in court to community based support services after criminal justice proceedings</p> <p>Information regarding peer network or establishment of foundations in memory of victims of terrorism</p>

	<p>European Helpline for victims of crime 116006</p> <p>Donation management</p> <p>Volunteer management</p> <p>Crisis support from insurance company alarm central</p>	<p>network for affected victims and families</p>	
Protection	<p>Police secure crime scene and improve security on secondary targets</p> <p>Protection from secondary victimisation - everyone in contact with victims/families are trained in psychological first aid and victims' rights</p> <p>Media guidelines and Code of Ethics</p>	<p>Police crime victim and personal safety unit (BOPS) responsible for needs assessment of individual protection needs</p> <p>Assigned prosecutor and counsel of the injured party work with victim/family to help ensure they can participate in criminal justice proceeding</p> <p>Assessment of any victims/ witnesses' protection needs and allocation of special measures for the trial in accordance with need</p> <p>All victims/families offered a preparatory meeting and tour of the court building to prepare and set expectations for trial</p> <p>Court provides specific rooms for victims/families during trial</p> <p>Support services in court provide information and emotional support to victims/witnesses/families in connection with criminal justice proceeding</p> <p>Limit media exposure during criminal justice proceedings</p>	<p>Ongoing needs assessment of individual protection needs, if required</p> <p>Specific attention if offender is not convicted, or during release of offender after sentence served, if needed</p>
Access to justice	<p>Police operate centralised single point of contact (11414) for all information relating to the event, the victims and their families</p> <p>Family Liaison Officer for each victim/family, to provide link between the victim/family and the ongoing investigation</p> <p>Information on the rights of victims/families and how to access those rights in practice</p>	<p>Information on criminal justice process and ability for victims/families to participate in the trial</p> <p>Right to interpretation and translations during court proceedings available in a language the victim/family understands</p> <p>Counsel of the injured party allocated to victims/families immediately following the attack and during criminal justice proceeding</p> <p>Assigned prosecutor providing updates on the criminal investigation, upcoming trial and</p>	<p>Information on outcome of criminal justice proceedings and possibility of appeal</p> <p>Information on sentence served and release of offender</p> <p>Referrals from support services in court to community based support services after criminal justice proceedings</p>

		<p>coordinate ability for victims/families to attend and be heard during trial</p> <p>All victims/families offered a preparatory meeting and tour of the court building to prepare and set expectations for trial</p> <p>Court provide specific rooms for victims/families during trial</p> <p>Support services in court provide information and emotional support to victims/witnesses/families in connection with criminal justice proceeding</p> <p>Counsel of the injured party present victim's compensation claim during criminal justice proceedings</p>	
Compensation	<p>Information on rights for victims/families</p> <p>Emergency funds from social services</p> <p>Information regarding compensation to victims of terrorism from www.brottsoffermyndigheten.se</p>	<p>Information and assistance in applying for compensation from insurance company or from offender</p> <p>Counsel for the injured party present victim/family compensation claim during criminal justice proceedings</p> <p>Service telephone and assistance by case managers regarding compensation claims by Swedish Crime Victim Authority</p>	<p>Information on outcome of criminal justice proceedings regarding offender compensation</p> <p>Swedish Enforcement Authority assess offender's ability to pay awarded compensation to victim/families</p> <p>Swedish Crime Victim Authority provide information on compensation and administer application for State compensation</p>

