

Chapter 4

Efforts to Improve the System of Support Crime Victims, etc.

1 Consultation and Provision of Information, etc. (related to Article 18 of the Basic Act)

○ Major efforts

- **Establishing “comprehensive response desks” in local governments and providing information to local residents**

[Policy No. 150]

The National Police Agency has been periodically confirming whether municipality’s responsible division for policies for crime victims, etc. (hereinafter referred to as “Crime Victim Policy Division”) has finalized. Since FY 2016, Responsible Division for Policies of every municipality has finalized. The Agency requests municipalities, through various opportunities, such as seminars for municipalities’ staff and meetings of prefectural/ordinance-designated cities’ crime victim policy division secretariats, to establish a comprehensive response desk to offer proper information to crime victims, etc.

As of April 2018, 1,715 municipalities out of 1,721 (includes 23 wards in Tokyo, except for ordinance-designated cities) have a comprehensive response desk. From FY 2013 onward, all prefectures and ordinance-designated cities have established a comprehensive response desk.

Support policies for crime victims taken by the Crime Victim Policy Division and the comprehensive response desk in prefectures, and by ordinance-designated cities are shown on the Agency’s website “Policies for Crime Victims, etc.” (<http://www.npa.go.jp/hanzaihigai/local/madoguchi/madoguchi.html>) to make it known to nationwide.

- **Employment of professionals in local governments and reinforcement of cooperation and collaboration with them**

[Policy No. 152]

To promote effective livelihood support for crime victims, etc., the National Police Agency has been encouraging municipalities, through seminars for municipalities’ staff and meetings of prefectural/ordinance-designated cities’ crime victim policy division secretariats, to utilize social welfare workers, psychiatric social workers, and clinical psychotherapists, and to cooperate and collaborate more with the comprehensive response desk and relevant institutions/groups.

As of April 2018, 12 prefectures/ ordinance-designated cities and 65 municipalities have such experts at the comprehensive response desk.

- **Promoting of comprehensive and systematic support for crime victims by the local**

governments

[Policy No. 153]

The National Police Agency has been making efforts to provide information about the status of the formulation of ordinances and also the status of the development of plans and guidelines regarding crime victims, etc. properly in order to contribute to comprehensive and systematic support for crime victims from the viewpoints of crime victims, etc. in local governments. (The Agency’s website: “Policies for Crime Victims” <http://www.npa.go.jp/hanzaihigai/local/jorei/jorei.html>). In addition, as well as listing the enactment of ordinances which focus on support for crime victims, etc., and introducing the main support measures based on such ordinances in the “e-mail magazines on policies for crime victims, etc.”, the Agency has been making efforts to provide information to local governments such as through the compilation in March 2017 of ordinances focusing on support for crime victims, etc. by the prefectures and ordinance-designated cities. As of April of the same year, 60 prefectures/ordinance-designated cities and 482 municipalities have enacted ordinance and formulated plans and guidelines.

- **Promotion of collaboration among the Liaison Conference for Victim Support and the Local Network for Victim Support**

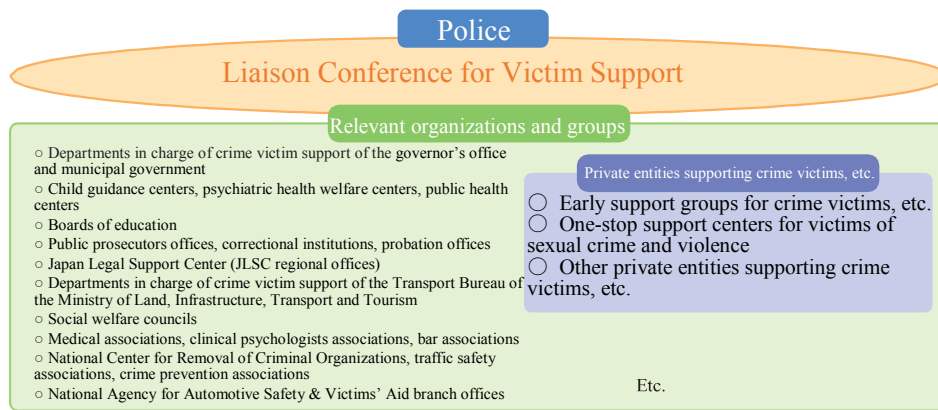
[Policy No. 167]

The police established the Liaison Conference for Victim Support composed of the police, the public prosecutors offices, bar associations, Houterasu, medical associations, clinical psychologists associations, the departments in charge at local governments, the prefectural or municipal consultation organizations, and private entities in all of the prefectures, and they engage in mutual collaboration to support crime victims in order to provide comprehensive support which meets the needs of the crime victims, etc. over a broad area covering livelihood, medical care, trials and other aspects.

In addition, in order to grasp the specific needs of crime victims depending on the individual case, and to provide further comprehensive support in a more precise manner, the Liaison Conference was set up based on the police stations (Local Network for Victim Support).

As of April 2017, Liaison Conferences and 1,132 Local Network for Victim Support were set up in all of the prefectures.

Network of the police and the related organizations and groups



• **Improvement of convenience for sexual crime victims to acquire information**

[Policy No. 201]

The prefectural police have established a sexual crime victim consultation telephone hotline in order to accept calls for consultations on victimization from victims of sexual crimes, and have been promoting the establishment of consultation rooms, etc., and have been striving to ensure greater ease of information acquisition by victims of sexual crimes. A system for the acceptance of calls through the sexual crime victim consultation hotline by female police officers, as well as consultation rooms have been established at each prefectural police headquarters, and in August 2017, a national common telephone number (# (pound key) 8103)

was introduced which connects to the sexual crime victim consultation hotline of the prefectural police. Even if the victim didn't wish to make the incident a criminal case, after ample explanations were given to them on the contents of the support that can be provided by the crime victim support organizations and the fact that confidentiality will be maintained, the police have been making efforts to provide, with the consent of the victim, the contact information and consultation content, etc., of the victim to "early support groups for crime victims, etc." with the aim of further helping the victim receive support from the crime victim support organizations at the earliest opportunity.

Column 4

Introduction of a national common telephone number for sexual crime consultation calls

The Third Basic Plan included Improvement of counseling systems and consideration for crime victims, etc. whose damage tends to be hidden, and in relation to improving support for victims of sex crimes, reference was made to the need for greater awareness of the consultation desks, and the establishment of an environment to facilitate consultations.

Based on this, the National Police Agency introduced a national common telephone number that connects to the sexual crime victim consultation hotline installed by the prefectural police in August 2017.

Previously, the sexual crime victim consultation hotline set up by the prefectural police was a separate local phone number set up by each prefectural police unit which meant that there was little public awareness, and when someone wanted to make a phone call for a consultation, such person had to look up the phone number, which caused some inconvenience.

Therefore, by introducing an easy-to-remember national telephone number, the police have been striving to improve public awareness of the consultation desks and to create an environment where victims of sexual crimes will find it easier to talk such as allowing for easier access to the consultation desk by the victim.

Based on the opinions of people who have a deep understanding of sexual crime victims, the national common telephone number "# (pound key) 8103" was adopted, and now if someone calls this number, they will be put through to the sexual crime victim consultation hotline of the prefectural police that have jurisdiction over the location where the call was made.

This number evokes the image of the police sympathizing with the feelings (heart-san) of the sexual crime victim, and is easily memorized as "Hear (8), t (10), san (3)", and is being publicized through the use of posters, etc.

In addition, it is also possible to continue using the number of the local sexual crime victim

consultation hotline of each prefectural police unit.



Publicity poster relating to the sexual crime victim consultation hotline

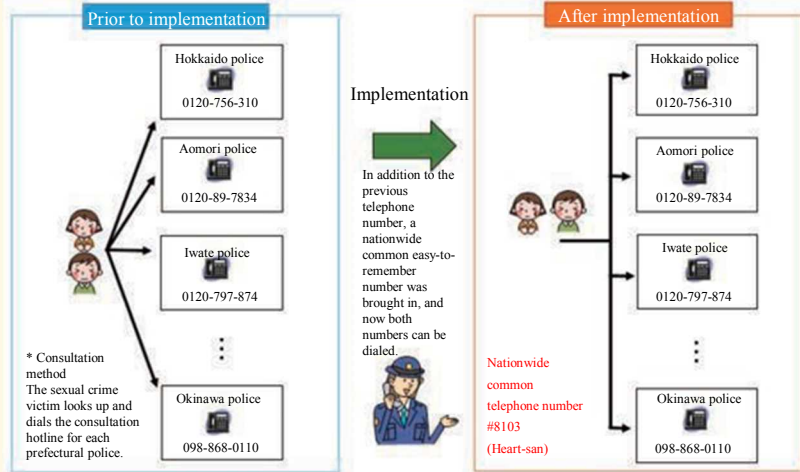


Image of the national common telephone number

2 Promotion of Research Studies, etc. (related to Article 21 of the Basic Act)

○ Major efforts

- **Considering conducting research to grasp the situation of crime victims, etc.**

[Policy No. 210]

The Public Relations Office of the Minister's Secretariat of the Cabinet Office, in cooperation with the National Police Agency, conducted an opinion poll on the policies for crime victims, etc. (Public opinion survey on policies for crime victims, etc.) in January 2017 in order to ascertain the

public's awareness of measures for crime victims, etc. and to serve as reference for future measures (Cabinet Office website "Public opinion survey": <http://survey.gov-online.go.jp/tokubetu/tindex-h28.html>).

In addition, in January 2018, a "Survey by type of damage suffered through the crime" was carried out in order to ascertain the situation the crime victim was in, and to contribute to consideration for the formulation of future basic plans for crime victims, etc.

Column 5

Survey by type of damage suffered through the crime

Pursuant to the Third Basic Plan, with the aim of conducting a survey on the situation in which crime victims, etc. are in by type of damage suffered through the crime, analyzing the impact of the crime and other damage on the physical and mental health of the victims, the status of subjective recovery, and recognition etc. of the factors influencing these, and reflecting the results in the planning and formulation etc. of measures by each ministries and agencies, the National Police Agency conducted a survey by type of damage suffered through the crime in FY2017, with an outline of the results given as follows. (For details, please refer to the Agency website, "FY 2017 Survey by Type of Damage Suffered through the Crime" (<https://www.npa.go.jp/hanzaihigai/kohyo/report/h29-1/index.html>)).

1 Status of reports to the police

With regard to the percentage of victims who reported their damage to the police, traffic accidents was the highest at 91.1%, followed by violence such as murder/attempted murder or injury (hereinafter referred to as "murder / injury"), which were high at 48.8%, while child abuse at 5.0%, domestic violence by a spouse at 9.6%, and sexual abuse at 20.1% were low. In addition, as the age at the time of damage increased, the proportion of those who reported the damage to the police tended to increase.

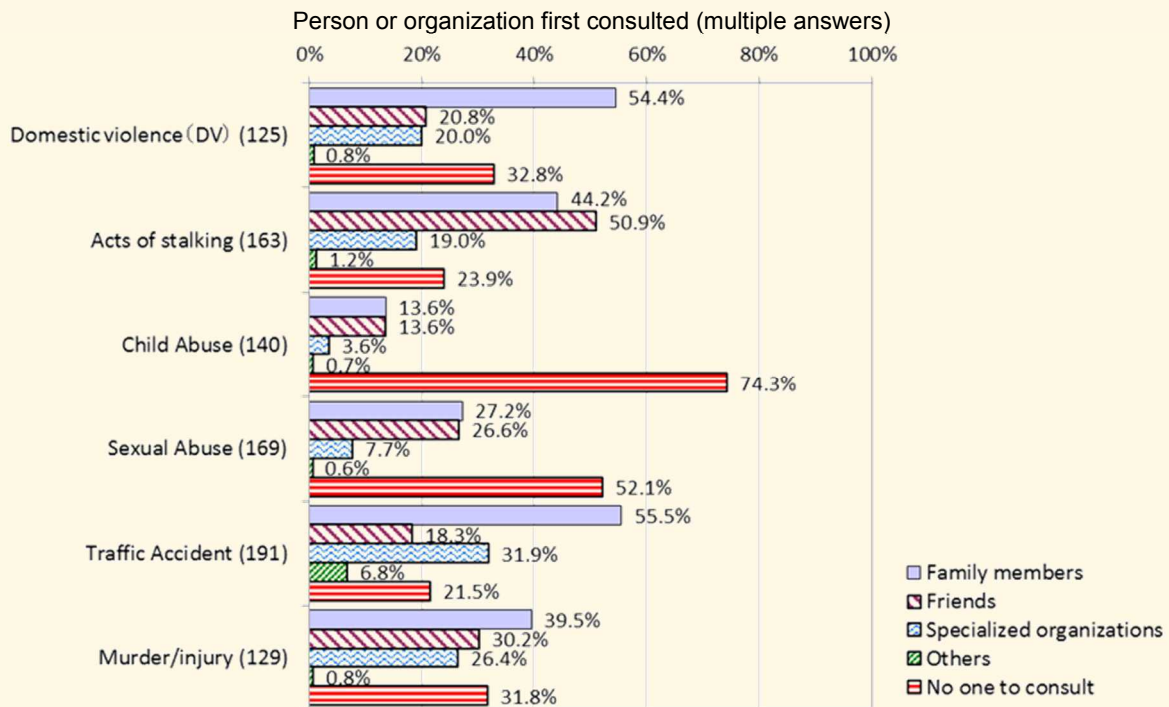
2 Person or organization consulted

Regarding the situation of consultation on the occasion of a victim suffering damage, the percentage of responses, "I did not consult (anyone) anywhere" was high at 74.3% for child

abuse and 52.1% for sexual abuse, while it was low at 21.5% for traffic accidents, and 23.9% for acts of stalking, etc.

Regarding who was consulted, the percentage of responses of “Mother” was highest for all types of damage, while “family members” for domestic abuse from a spouse and traffic accidents, and “family members” or “friends” for acts of stalking and “murder / injury” were also both high.

Moreover, the responses of “specialized organization” such as the police was high for traffic accidents and murder / injury.



3 Time taken to report or consult

Regarding the response rate for the time taken to report or consult for the first time from the time of the damage, “Less than 1 hour” and “1 hour or more but less than 1 day” for traffic accidents, sexual abuse and murder / injury were high, but on the other hand, “1 month or more but less than 6 months” for acts of stalking and “3 years or more” for child abuse were both respectively high.

4 Reason for not consulting anyone

With regard to the response rate for, “I did not consult (anyone) anywhere”, the reasons given were “I didn’t want anyone to know” (47.5%) and “I did not want to make a fuss” (47.5%) for domestic abuse from a spouse, “I did not know who to consult” (23.7%) and “I did not think it a big enough matter to consult someone on” (23.7%) for acts of stalking, “I was so young that I did not even think about consulting anyone” (73.1%) for child abuse, “I did not want anyone to know” (29.5%) for sexual abuse, and, “There was no particular reason” (24.4%, 27.5% respectively) for traffic accidents and murder / injury, and these percentages were all respectively high.

5 Conditions making it easier to consult someone

Regarding the response rate for the conditions making it easier to consult someone, with regard to the police, “It is possible to consult (them) without people in the vicinity finding out”, and with regard to the local governments and private sector consultation organizations and groups. “It is possible to consult (them) without people in the vicinity finding out” and “The consultations are free” were high.

Based on the results of this survey, the Agency will continue to work to promote appropriate measures for crime victims, etc. in cooperation with the relevant ministries and agencies pursuant to the Third Basic Plan.

• **Conducting surveys on the actual situation of damages from violence**

[Policy No. 211]

The Cabinet Office conducts a survey to ascertain the actual situation of abuse between men and women, such as experiences of domestic violence by a spouse once every three years. In FY 2017, pursuant to a revision of the Penal Code and other related laws, the Cabinet Office conducted a survey with revised subjects and questions such as for example, ensuring not only women but men were asked about experiences of being forced into sex acts. (For the results of the survey, see the Cabinet Office website (http://www.gender.go.jp/policy/no_violence/e-vaw/chousa/h11_top.html)). In addition, in order to enhance support for victims of sexual abuse in cases of young people, a study was conducted to ascertain the actual situation of the victims and the situation of support for victims by gathering case examples of victims, and to provide

effective consultation and support according to the needs of the victims.

3 Aid for Private Entities (related to Article 22 of the Basic Act)

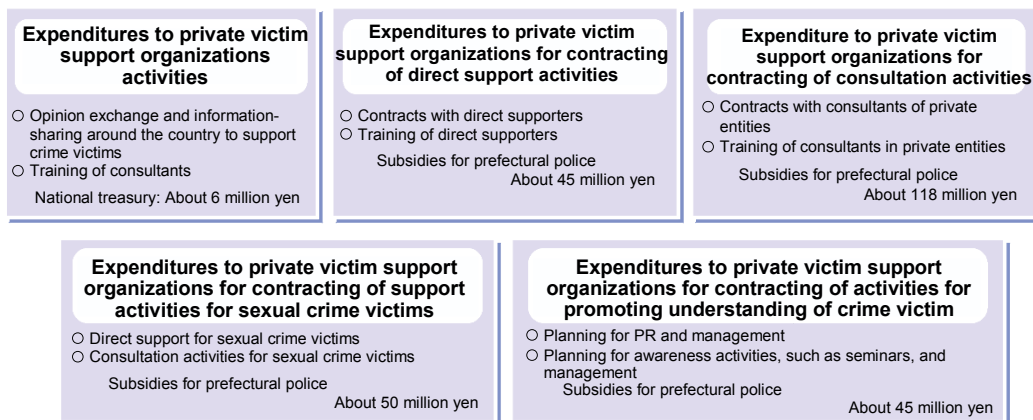
○ **Major efforts**

• **Enhancement on the assistance to the private entities**

[Policy No. 224]

The police have been assisting private support groups for crime victims, etc. by dispatching lecturers to their seminars and subsidizing the rents of places. Besides, the police have been allocating a budget for financial assistance to such covering the expenses required for activity support and the costs of direct support; consultations; sexual crime victim support; and outsource of service to enhance understanding of victim support.

Financial assistance by the government for private victim support organizations



Total: about 263 million yen in FY 2018
* The above amount does not correspond to the total expenses due to being rounded off.

Private victim support organizations

The Ministry of Health, Labour and Welfare provides support for awareness-raising activities and other activities carried out by private sector groups that support crime victims, etc. with regard to preventing child abuse, and supporting victims of domestic abuse from spouses. In addition, in November 2017, the “20th Child Abuse Prevention Countermeasures Council” was held, and information was exchanged pertaining to the status of measures aimed at

preventing child abuse in order to strengthen cooperation and enhance further measures among the government organizations and agencies related to child abuse prevention countermeasures. In addition, based on the Child Abuse Prevention Act revised pursuant to the Act for Revision of the Child Welfare Act, in order to prevent the recurrence of child abuse, measures are being promoted in collaboration with the child guidance centers which handle cases of

child abuse and private sector groups which provide aid for crime victims, etc. such as ensuring that NPOs and other organizations can be commissioned with providing guidance and counseling to parents or guardians at the time of the measures for a child’s admission into a child guidance center, etc. being cancelled and confirming the safety of the children.

• **Strengthening of cooperation and collaboration between the police and private entities**

[Policy No. 230]

The police have been helping the management and activity of the National Network for Victim Support and its members, the private victim support organizations, by giving necessary assistance and advice and exchanging opinions on how to support crime victims together with relevant institutions.

Especially, the police provide the private victim support organizations designated as early support groups with victims’ names and aspects of damage upon getting their consent.

Early support groups for crime victims, etc.

The early support groups for crime victims, etc. are non-profit corporations (e.g., prefectural victim support centers). They have been recognized and designated upon request, by the prefectural public safety commission that they can perform service activity, according to the spirit of Article 23 of the Crime Victim Support Act, for crime victims, etc. properly and reliably to ensure their early recovery to lead a quiet life.

Early support groups for crime victims, etc.

47 groups as of April 1, 2018

[Contents of activity]

- ☆ PR and enlightenment on support of crime victims, etc.
- ☆ Consultation for crime damage
- ☆ Support for crime victims, etc. who apply for the award of benefits for crime victims, etc.
- ☆ Support for crime victims, etc. by lending and supplying of articles and providing labor and others

[Effects by designation]

- ◎ Crime victims can receive the support at ease because the group has been authorized and accredited.
- ◎ The group can receive name and address of crime victims from the police, which allows the group to work positively.

