

Chapter 4 Efforts to Improve the Systems to Support Crime Victims, etc.

1 Consultation and Provision of Information, etc. (related to Article 11 of the Basic Act)

- **Establishing Comprehensive Support Services in Local Governments and Providing Information to Local Residents**

[Policy No. 150]

The National Police Agency not only regularly checks the status of establishment of departments in charge of policies for crime victims, etc. in local governments, but also requests them to establish a comprehensive support service through meetings of the directors of the department in charge of policies for crime victims, etc. of prefectures and ordinance-designated cities and training for local government staff. As of April 2019, comprehensive support services have been established in all local governments.

In addition, comprehensive support services and policies for crime victims, etc. in prefectures and ordinance-designated cities are published on the “Policies for Crime Victims, etc.” on the website of the National Police Agency (<https://www.npa.go.jp/hanzaihigai/local/madoguchi/madoguchi.html>) to disseminate them to the public.

- **Utilization of Specialists and Further Enhancement and Strengthening of Coordination and Collaboration in Local Governments**

[Policy No. 152]

In order to effectively support the lives of crime victims, etc., the National Police Agency does not only encourage local governments to utilize specialists such as certificated social workers, mental health social workers, certificated clinical psychologists, certified public psychologists, etc. in the field of support for crime victims, etc. through meetings of the directors of the departments in charge of policies for crime victims, etc. and training for local government staff. The Agency also requests local governments to further enhance and strengthen cooperation and collaboration between the comprehensive support services in local governments and relevant

organizations and groups.

As of April 2021, 17 prefectures and ordinance-designated cities as well as 89 municipalities have assigned such specialists at comprehensive support services.

- **Promoting of Comprehensive and Planned Support for Crime Victims, etc. in Local Governments**

[Policy No. 153]

The National Police Agency provides information on the situation of the enactment of prefectural/municipal ordinances and establishment of plans or guidelines on crime victims, etc. in order to contribute to providing comprehensive and planned support for crime victims, etc. in local governments from the perspective of crime victims, etc.

(<https://www.npa.go.jp/hanzaihigai/local/jorei/jorei.html>)

In addition, the Agency endeavors to provide information to local governments by not only referring to the situation of the enactment of ordinances aimed at support for crime victims, etc. and major support policies based on the ordinances in the “Newsletter on Policies for Crime Victims, etc.,” but also regularly summarizing materials “Information on Ordinances” related to ordinances aimed at support for crime victims, etc. in prefectures and ordinance-designated cities and publishing them on its website (https://www.npa.go.jp/hanzaihigai/local/jorei/komado/r2/komado_r2.pdf).

Furthermore, the Agency instructed the prefectural police to cooperate with local governments in order to contribute to the consideration for ordinance establishment in March, 2021 (attachment to circular notice by the Deputy Commissioner-General of the National Police Agency).

As of April of 2021, ordinances or plans and guidelines on crime victims, etc. have been established in a total of 64 prefectures and ordinance-designated cities and 711 municipalities.

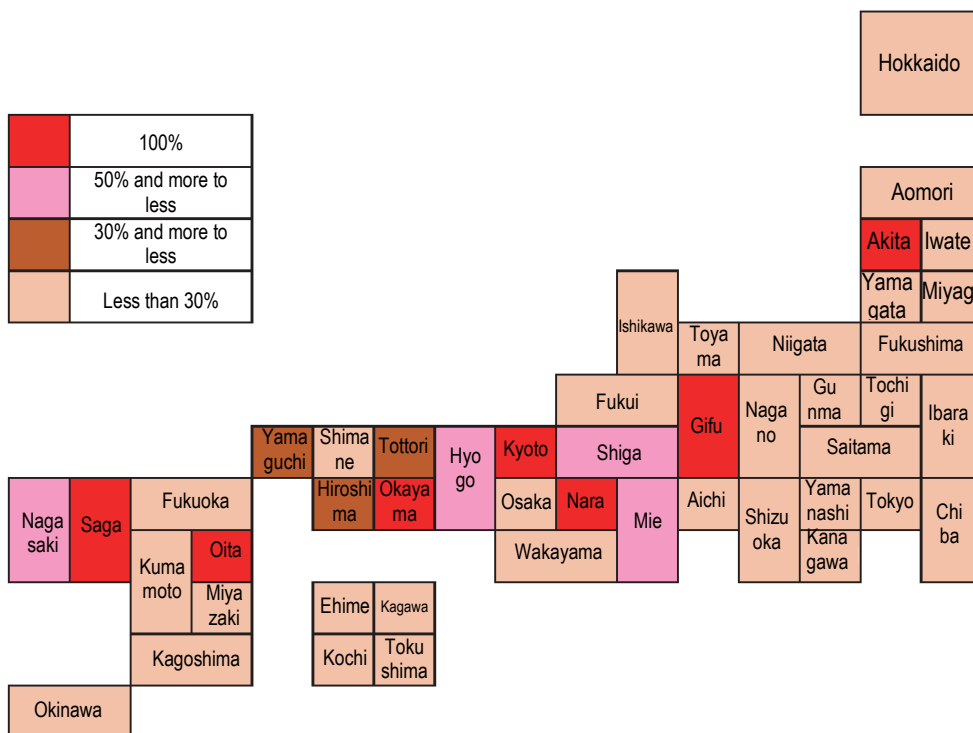


Situation of the enactment of ordinances aimed support for crime victims, etc.

The National Police Agency provides information on the situation of the enactment of ordinances on crime victims, etc. in order to contribute to providing comprehensive and planned support for crime victims, etc. from the perspective of crime victims, etc. in local governments, and there is a growing movement among local governments nationwide to establish ordinances aimed at support for crime victims, etc.

As of April 1, 2021, ordinances aimed at support for crime victims, etc. have been established in a total of 32 prefectures, 8 ordinance-designated cities and 384 municipalities (out of 47 prefectures, 20 ordinance-designated cities, and 1,721 municipalities).

Situation of the enactment of ordinances aimed at support for crime victims, etc. in municipalities (as of April 1, 2021)



* Ordinances aimed at support for crime victims, etc. refer to ordinances which stipulate the matters exclusively related to crime victim support for crime victims, etc. (specific ordinances) and do not include any ordinances in which policies for crime victims, etc. are partially included such as the ordinance for the promotion of creating a safe and secure community.



Support for crime victims, etc. by private-victim support organizations ~ One month of the Tokyo Center for Victim Support ~

The Tokyo Center for Victim Support (hereinafter referred to as the “Tokyo Center”) is a private organization that provides a total of more than 5,000 consultations and support activities for crime victims, etc. every year.

The Tokyo Center was established in April 2000 and was designated by the Tokyo Metropolitan Public Safety Commission as an early support group for crime victims in 2002.

If the police determine that support from the Tokyo Center is required, a support request is made to the Tokyo Center with the consent of the crime victim, etc. This allows rapid support to be provided immediately after the incident. A total of 25 staff composed of “counselors for crime victims,” “direct supporter for crime victims,” etc., work in shifts to provide daily support.

day month : Telephone consultation from a crime victim

A telephone call was received at the office of the Tokyo Center from a man who was victimized by a case of bodily injury. He said, “I got involved in a trouble of others in a restaurant resulting in getting injured and hospitalized. I am worried about economic issues, because I cannot work.” Since the Tokyo Center is also responsible for receiving consultation on the consolation payment as a comprehensive consultation service from crime victims, etc. at the Tokyo Metropolitan Government, we decided to interview the man for more details.

In telephone consultations, while hearing the situation of damage or the victim and his/her request, we provide necessary information to the victim or refer him/her to other organizations.

In addition, if it is possible to provide continuous support at the Tokyo Center, they are provided with interview consultation.

Scene from acceptance of telephone consultations (simulation)



day month: Interview consultations and counseling by a certificated clinical psychologist

On this day, counseling was provided by a certificated clinical psychologist in continuous interview consultations with Ms. A, who had been victimized by a sexual crime.

At the initial interview consultation at the Tokyo Center, a counselor for crime victims listens to a crime victim to sort out the issues, and after explaining the subsequent support, provides support including a variety of procedures necessary for support desired by the victim. When a continuous interview consultation is provided at the Tokyo Center, mental care are provided by a professional staff (certificated clinical psychologist) as well as consultations on criminal procedures.

Since Ms. A has a strong fear and remorse after the damage and has symptoms of insomnia, she receives a treatment program to improve the PTSD symptoms once a week.

Although it takes courage to face the memory of the incident, the program is carried on carefully by the clinical psychologist.

Those who have received the treatment program so far say that they could gradually return to themselves before the damage despite painful experience, or that their life became much easier to lead with the disappearance of the symptoms after the incident.

Currently, in the COVID-19 pandemic, online counseling has been also adopted in accordance with the situation of crime victims, etc.

Scene from implementation of online counseling (simulation)



__ day __ month : Accompaniment support for attending the trial

On this day, we provided accompaniment support to the Mr. B, who is a bereaved family of a murder case, to the court. During the *saiban-in* (lay judge) trial lasting several days, Mr. B attends the trial every day using the victim participation system and is scheduled to state opinions and feelings as a bereaved family.

On this day, the accused was questioned, and Mr. B seemed to be indignant with the accused for his selfish statement and a lack of feelings of repentance.

While understanding such feelings, we share their pain and time. We try to reduce the burden of Mr. B as much as possible, in cooperation with the public prosecutor in charge and the attorney-at-law and care for him to get through the criminal procedure.

Scene from accompaniment support for attending the trial (simulation)



__ day __ month : Holding a study meeting with related organizations

The Tokyo Center holds meeting with related organizations such as the Tokyo Metropolitan Government and Metropolitan Police Department to share information.

We believe it is important to share information and exchange views and opinions on a daily basis in order not only to improve the support system and environment for crime victims, etc., but also to cooperate smoothly in support activities.

In addition, counselors for crime victims at the Tokyo Center give lectures at the police, the Ministry of Justice, Bar Associations, municipalities, etc.

__ day __ month : Implementation of public relations and enlightenment activities

The Tokyo Center conducts a variety of public relations and enlightenment activities in order to make the general public understand the situation of crime victims, etc. and the need to support them, and to create a society where consideration is given to them.

Although no campaign or street fundraising activities were implemented in FY2020 due to the COVID-19, we distributed PR materials such as reusable bags.

In addition, we published messages from related people by reflecting on our past activities in our magazine “Tokyo Center News,” which is published three times a year, as a special issue to commemorate the 20th anniversary of the Tokyo Center.

Magazine “Tokyo Center News” and PR materials

