

## Chapter 4

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

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

#### ○ Main efforts

- **Establishing “Comprehensive Response Desks” in Local Governments and Providing Information to Local Residents**

[Policy No. 150]

The National Police Agency regularly monitors the readiness of sections within the municipal and ward governments that serve as inquiry centers for policies for crime victims, etc. (hereinafter referred to as the “Crime Victim Policy Division”), and as of 2016, confirmed that a Crime Victim Policy Division was established in each of the municipalities and wards throughout Japan. Further, using the opportunities provided by gatherings of the chiefs of Crime Victim Policy Division and training programs for the staff of local governments, the National Police Agency called for the establishment of comprehensive response desks in municipalities and wards for the appropriate provision of information to crime victims, etc. As a result, comprehensive response desks have been established as of April 2019 in all 1,721 municipalities and wards throughout Japan (excluding ordinance-designated cities and including the 23 wards of Tokyo). As of 2011, comprehensive response desks were established in all regions within the prefectures and ordinance-designated cities. The National Police Agency has made information on comprehensive response desks in the local governments and policies for support for crime victims, etc. under the jurisdiction of the prefectures and ordinance-designated cities available to citizens on the National Police Agency website “Policies for Crime Victims, etc. (<https://www.npa.go.jp/hanzaihigai/local/madoguchi/madoguchi.html>)

- **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, clinical psychotherapists, and Certified Public Psychotherapists and to cooperate and collaborate more with the comprehensive response desk and relevant institutions/groups.

As of April 2019, the National Police Agency has placed such specialists at comprehensive response desks in 13 prefectures and ordinance-designated cities as well as 80 municipalities.

- **Promoting of Comprehensive and Systematic Support for Crime Victims by the Local Governments**

[Policy No. 153]

The National Police Agency continues to provide information about the formulation of ordinances and guidelines related to crime victims, etc. in order to contribute to the formation of a comprehensive and systematic plan for the provision of support for crime victims, etc. centered on the victims’ own perspective (National Police Agency website: “Measures for crime victims, etc.” <http://www.npa.go.jp/hanzaihigai/local/jorei/jorei.html>). Also, “e-mail newsletters on the policies for crime victims, etc.” discusses the ratification of ordinances specifically aimed at assisting crime victims, etc. and introduces the principle support measures, etc. under the said ordinances. In March 2017, it presented a summary of ordinances focusing on support for crime victims, etc. of prefectures and ordinance-designated cities. Through such efforts, the National Police Agency is working to provide information to local governments. As of April 2019, 63 prefectures and ordinance-designated cities and 588 municipalities are in the process of the establishing ordinances or formulating plans and guidelines pertaining to crime victims, etc.

- **Improvement of Convenience for Sexual Crime Victims to Acquire Information**

[Policy No. 201]

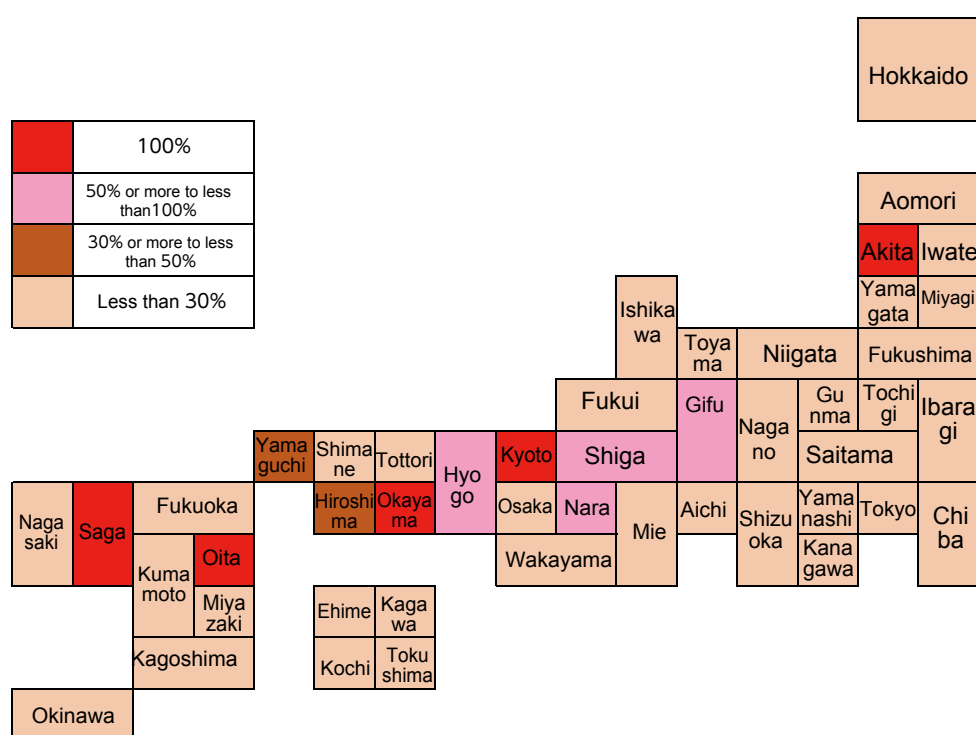
The prefectural police have established a sexual crime victim consultation telephone hotline in order to accept calls for consultations on victimization from victims of sexual crimes, and have been promoting the establishment of consultation rooms, etc., and have been striving to ensure greater ease 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.



## Status of the establishment of ordinances focusing on support for crime victims, etc.

As a result of the National Police Agency's efforts to provide information on the establishment of ordinances, etc. related to crime victims, etc. and aimed at promoting comprehensive and systematic support for crime victims, etc. in local governments based on the perspective of the victims themselves, a movement to establish such ordinances (hereinafter referred to as the "Specific Ordinances") is spreading throughout local governments nationwide.

As of April 1, 2019, 17 of 47 prefectures, 6 of 20 ordinance-designated cities, and 272 of 1721 municipalities and wards have established Specific Ordinances,



"Specific Ordinance," is defined as an ordinance specifying matters pertaining exclusively to assisting crime victims, etc., including ordinances concerned exclusively with such matters as the payment of Condolence Money to Crime Victims, etc. but not including ordinances concerned with promoting safe and peaceful urban development, which only partially address measures intended for crime victims, etc.



## **Support for Crime Victims by Local Governments: Establishment and Amendment of Specific Ordinances**

### **Kobe City**

In April 2013, the city of Kobe put into force an ordinance for the support for crime victims, etc. of Kobe to providing support for daily life, information campaigns, and coordination with relevant government organizations. Five years later, in July 2018, Kobe amended the ordinance and expanded the range of its services to adapt to the changes in the environment and support requirements of crime victims, etc.

One of the amendments made it an official duty of the city government to expand certain forms of support for daily life support to take effect immediately after victimization.

The amendment also unified the functions of the inquiry centers through coordinating the efforts of private support associations and the ward offices and clarified the city governments responsibility of providing space for the exclusive use of crime victims, etc. so as to remove any need for the latter to come into contact with other residents when visiting the cities offices.

Furthermore, the revised ordinance established the provision of educational support to the children of crime victims and the payment of one-half the cost of transportation to and from school, with an upper limit of 50,000 yen per child, as well as fees for an in-home tutor in cases where children are unable any longer to attend school due to the repercussions of the crime. As the local government entity most directly relevant to crime victims etc., Kobe City has resolved to enhance its support policies and educational efforts to provide continuous, medium-term support for crime victims, etc.

### **Yokohama City**

In 2012, the city of Yokohama established a Crime Victim Counsellor's Office and continues to provide support based on consultations to enable crime victims, etc. to lead their life peacefully in their community. However, a wide variety of support is required to address the various and disparate problems faced by crime victims, etc.

For this reason, Yokohama City established the Yokohama City Crime Victim Support Ordinance in December 2018, which includes support aimed at alleviating the financial burden of crime victims, etc. and promoting their early recovery from victimization while also clarifying the duties of the city government, it's residents, and private services in supporting crime victims, etc. and securing the understanding and cooperation of the general public.

This ordinance specifies as one of its basic principles the need to prevent secondary or repeated victimization. The ordinance also calls for the appropriate provision of services to support the household management and child rearing duties of crime victims, etc. who experience difficulties in their daily life; subsidies for the cost of relocation to a new residence in cases where the victims are unable to live at their current address due to their victimization; temporary financial support to alleviate financial burdens; and support aimed at promoting speedy recovery from psychological trauma.

Furthermore, in cases where tourists and other non-residents fall prey to crimes committed within the city's precincts, the ordinance calls for the provision of support for victims through coordination with the local governments within their area of residence after consulting with the Yokohama City government.

Under this ordinance, Yokohama City has resolved to continue making efforts to reinforce its ties with the relevant government organizations and to promote understanding among its residents in addition to enhancing support for crime victims, etc. in order to realize a community in which victims, etc. may lead their life with peace of mind.



## 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 the national common telephone number (hereinafter referred to as the “National Hotline”) in August 2017, which connects to the sexual crime victim consultation hotline installed by the police.

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.

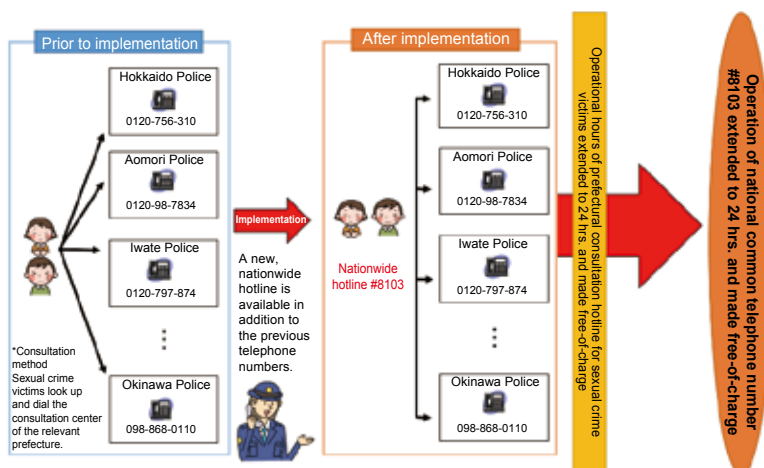
Therefore, by introducing an easy-to-remember national telephone number, the police have been striving to improve public awareness of the consultation desks and to create an environment where victims of sexual crimes will find it easier to talk such as allowing for easier access to the consultation desk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

Furthermore, in order to create an environment in which sexual crime victims may feel more at ease when seeking consultation, the police promoted the 24-hour operation of the national common telephone number, realized this goal in 2019, and is currently calling for the service to be made toll-free.

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

\*The individual sexual crime victim consultation hotline in each prefectural police unit are available for continued use.



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

### ○ Main efforts

- **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 violence between men and women, such as experiences of domestic violence by a spouse once every three years. (the latest survey was conducted in FY 2017. The results of past survey can be seen on the website of The Cabinet Office URL ([http://www.gender.go.jp/policy/no\\_violence/e-vaw/chousa/h11\\_top.html](http://www.gender.go.jp/policy/no_violence/e-vaw/chousa/h11_top.html)))

### • 1 Research on the Trends in Crime Victimization and Measures for Crime Victims by the Ministry of Justice

#### **[Policy No. 212]**

In its annual White Papers on Crime, the Ministry of Justice publishes the results of its findings on statistics of crime victimization and the implementation status of various measures allowing victims, etc. to participate in criminal proceedings. (The Ministry of Justice website: [http://www.moj.go.jp/housouken/housou\\_hakusho2.html](http://www.moj.go.jp/housouken/housou_hakusho2.html)) In FY 2019 the Ministry of Justice is scheduled to analyze and publish the results of the fifth National Crime Victimization Survey conducted in FY 2018.

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

### ○ Main efforts

### • Enhancement on the Assistance to Private Entities Agency

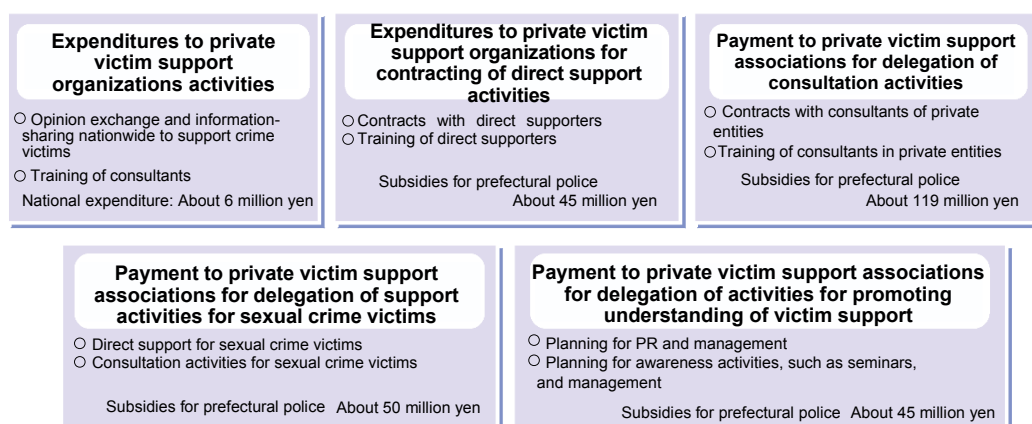
#### **[Policy No. 224]**

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.

The Ministry of Health, Labour and Welfare is also lending its help in the educational activities coordinated by private groups for support for crime victims, etc. as part of their effort to promote the prevention of child abuse and assist victims of spousal violence.

Further, based on the Child Abuse Prevention Act, amended under the Act for Revision of the Child Welfare Act, etc., the Ministry of Health, Labour and Welfare is promoting coordination between Child Guidance Centers and private agencies for support for crime victims, etc. as part of their own response to the problem of child abuse through outsourcing the provision of guidance and counseling for guardians of abused children and periodic confirmation the children's safety to NPO's before the children are released from protective custody.

### Financial assistance by the government for private victim support associations



**Total: about 266 million yen in FY 2019**

\*The above amount represents the total amount after rounding off.

**Private victim support associations**

- **Strengthening of Cooperation and Collaboration between the Police and Private Entities Agency**

**[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.

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.