

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.

On the various occasions of the meetings of crime victim policy management section managers and the training sessions for local government officials, the police requested municipalities to set up a comprehensive response desk for information provision to crime victims. As a result, all 1,721 municipalities have set up such a response desk (including Tokyo 23 wards other than ordinance-designated cities). Since FY2011, all districts have had such a response desk.

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 2020, the National Police Agency has placed such specialists at comprehensive response desks in 14 prefectures and ordinance-designated cities as well as 89 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.” <https://www.npa.go.jp/hanzaihigai/local/jorei/jorei.html>).

“E-mail magazine on policies for crime victims” has picked up the enacted ordinances specific to crime victim support, and introduced the main measures based on the ordinances. In March 2017 and July 2018, the E-mail magazine compiled an ordinance collection specific to crime victim support in prefectures and ordinance-designated cities, thus offering information to local public bodies.

Through such efforts, the National Police Agency is working to provide information to local governments. As of April 2020, 64 prefectures and ordinance designated cities and 641 municipalities are in the process of the establishing ordinances or formulating plans and guidelines pertaining to crime victims, etc.



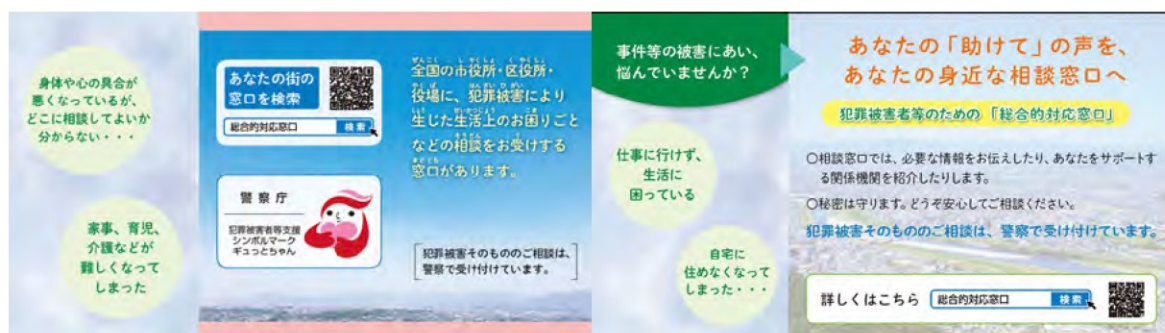
Establishing “Comprehensive Response Desks” in Local Governments and Providing Information to Local Residents

In response to the National Police Agency’s request for local public bodies to set up a comprehensive response desk that gives advice on various problems of daily life caused by crime victimization, all local public bodies set up such a response desk in April 2019.



Poster of Comprehensive Response Desk

A future challenge is whether the comprehensive response desk in each district can provide crime victims, etc. with appropriate information and livelihood support effectively. So, The National Police Agency requests local public bodies to enrich the function of the response desk through various opportunities such as in training sessions. Also as a new approach, the agency has been publicizing the response desk through website/SNS and poster distribution, thereby making it known among not only crime victims but also the general public to raise their awareness and to improve the ability of responsible officials in local public bodies as well.



Leaflet of Comprehensive Response Desk

Column

Note of Staff in Charge of Comprehensive Response Desk

“Episode of My Victim Support Work”

A staff in charge of comprehensive response desk at a certain city hall

In the fall of 2018, a tragic traffic fatal accident occurred on a national highway in the city, where several lives were lost due to drunk driving, and the victim's death left a high school senior and a high school freshman brothers as traffic orphans. The police victim-support officer informed us that the brothers, traffic orphans, are currently in municipal housing and would like to continue to live there, and asked if there was any way the government could assist them. So, I decided to have a three-party meeting with the person in charge of municipal housing, the remaining brothers and their relatives to confirm their intention to continue moving into the municipal housing.

During the interview, the relatives told us that the brother, who is a senior in high school, has been offered a job out of the prefecture, but until he graduates, he wants to commute to school from this residence where he has memories of the victim. The younger brother felt the same way and requested that, if possible, they could continue to live in the residence. One of the relatives, living in senior citizen housing in another city, and the other relative also pleaded with us to allow them to continue to live in the housing because it is difficult for the relatives to take in the brothers but together they will do everything they can to support the brothers. The municipal housing officer told us that municipal housing is not an inheritance of tenants. But he explained that the department would like to consider various circumstances and take steps to ensure that the brothers can continue to live in the housing, but since the immediate decision to approve cannot be made, the department will discuss the succession of tenants and meet with them again. At the beginning of the interview, the brothers and their relatives were anxious that the brothers might have to move out of the housing, but because there was a step forward toward continued occupancy, their expressions seemed to soften slightly.

This traffic fatalities were widely reported in the media days and nights. Ms. A, who lives in Tokyo, saw the news and contacted me to tell me that she wanted to support the bereaved family. She was very kind, but I was unable to give her the bereaved family's address, so I decided to give her address to the bereaved family and asked her to wait for their contact.

Since the bereaved family and relatives were busy with various procedures, it was very difficult for me to ask them to appear again, but I arranged a schedule for a meeting.

In the interview, the staff in charge of housing told them that the brothers could continue to live in the housing, as it was decided to postpone the move out until the end of March 2021 when the younger brother graduates from high school, on the condition that his elder brother and the relatives support the younger brother. The staff also explained them that the child support allowance is provided to those who take care of the brothers, and that the brothers can take advantage of scholarship programs for traffic orphans, and can make use of the public assistance system if they become destitute. I conveyed to them that Ms. A had seen the news and wanted to help the bereaved family, and that if they wanted to get support, they should contact her directly to confirm the details of the support. I also told them to contact us without hesitation if they had any problem.

The bereaved family and relatives sincerely thanked us, as the postponement of the move-out of the house relieved their anxiety about the residence and their financial situation.

A car accident can change instantly not only the victim's life, but also the life of the perpetrator and their family. We should always be aware that the idea that “I'm all right” can cause a momentary carelessness and ruin a lifetime. We sincerely hope that these tragic car accidents will be eliminated.

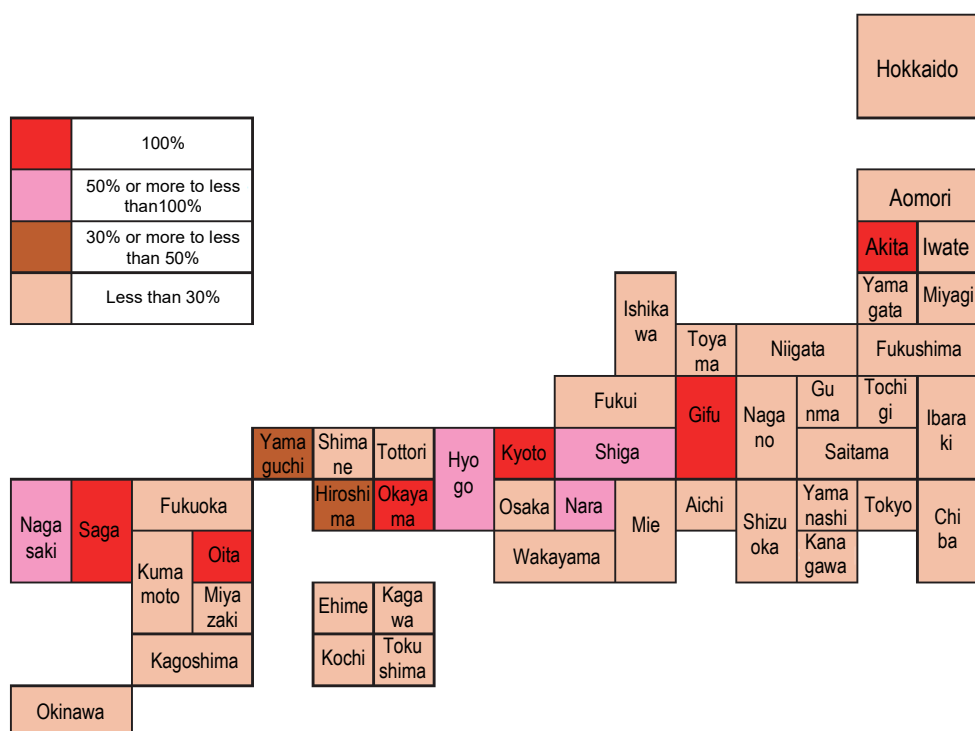


Status of the establishment of ordinances focusing on support for crime victims, etc.

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, 2020, 21 of 47 prefectures, 7 of 20 ordinance-designated cities, and 326 of 1,721 municipalities and wards have established Specific Ordinances,

Status of the establishment of the specific ordinances (municipalities) as of April 1, 2020



* "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: ~ Enactment of Tokyo Metropolitan Crime Victim Support Ordinance

Based on the enactment of the Basic Act on Crime Victims, Tokyo has formulated a three-term Tokyo Crime Victims Support Plan, and has been working to support crime victims, etc. by establishing the Tokyo Comprehensive Consultation Desk (FY2008) and Tokyo One-Stop Support Center for Victims of Sexual Crimes and Violence (FY2015).

Because the number of recognized criminal offenses in Tokyo accounts for about 10% of the total number in Japan, and crime victims, etc. continue to face a difficult situation, Tokyo needed to clearly indicate its stance of crime victim support and to further promote measures by society as a whole.

Therefore, based on the repeated discussions by the Advisory Council, the results of public comments and the actual condition survey of crime victims, Tokyo enacted the Tokyo Crime Victim Support Ordinance in March 2020, enforcing it from April of the same year.

The purpose of the ordinance is to recover or alleviate the harm that crime victims, etc. have suffered and rebuild their lives, and to contribute to the realization of a society where everyone can live in peace by supporting victims in society as a whole. Therefore the ordinance clarifies the responsibilities of the Tokyo Metropolitan Government and the roles of residents, businesses, and private support groups from the perspective of enhancing support for crime victims and promoting the understanding and cooperation of residents. In addition to providing counseling and information and reducing the economic burden, the ordinance outlines 12 basic measures and directions for crime victim support: such as “Measures for victims who do not have addresses in Tokyo” in light of the characteristics of Tokyo which attracts many visitors from domestic and foreign countries, and “Emergency support for large-scale damage” based on lessons learned from the recent large-scale victimization incident.

At the same time, the prevention of secondary damage and re-injury is included in the basic philosophy and basic measures.

With the enactment of the ordinance, Tokyo Metropolitan Government will further enhance psychological care for victims of sexual and other crimes, and starting in FY2020, will provide consolation money and subsidize legal counseling and relocation expenses, both of which have been much needed by crime victims, etc. In addition, to provide the necessary support to foreign crime victims, etc. in Tokyo, Tokyo Metropolitan Government will create foreign language leaflets and write its website in English.

Toward the formulation of the 4th Tokyo Crime Victim Support Plan (tentative name) to be launched in FY2021, Tokyo will further enhance the support measures based on the fact-finding survey, and further strengthen cooperation with the Metropolitan Police Department, wards, municipalities and private support groups to comprehensively develop the measures by taking into account the needs of crime victims, etc. and aim to realize Tokyo Metropolis where everyone can live in peace.

• Improvement of Convenience for Sexual Crime Victims to Acquire Information

[Policy No. 201]

The prefectural police have established a sexual crime victim consultation 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. In FY2019, the access to national common telephone number was extended to 24 hours and made free of

charge to provide a better consultation environment. 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.



Introduction of a national common telephone number for sexual crime consultation calls (# (pound key) 8103)

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 sexual 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 in August 2017, which is 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.

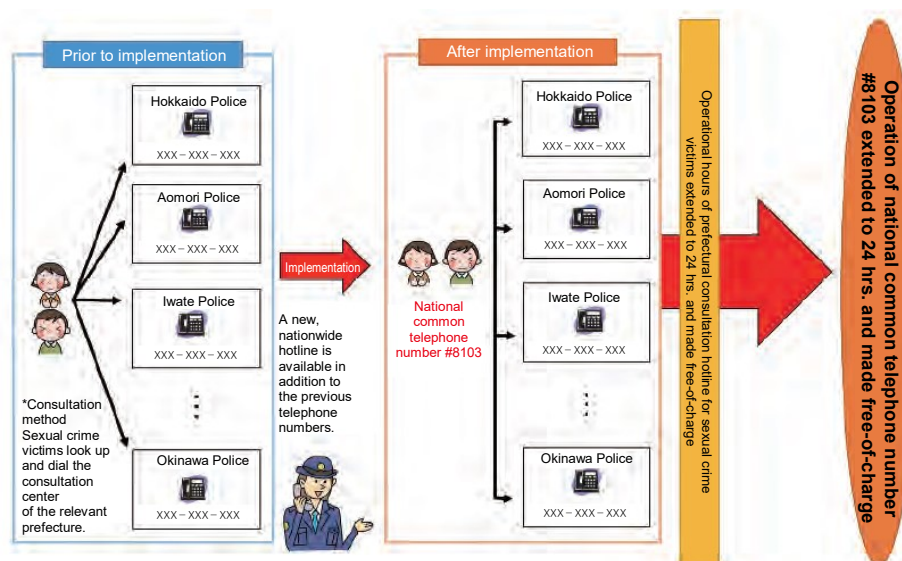
Therefore, by introducing an easy-to-remember national telephone number, the police have been striving to improve public awareness of the consultation desks and to create an environment where victims of sexual crimes will find it easier to talk such as allowing for easier access to the consultation desk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

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.

Also, from April 2019, the police have made the consultation desk accessible for 24 hours from the national common telephone number, and from July 2019, made the number free of charge, thus further improving the environment for easy access to consultation services.

* Non-profit corporations that have been designated by the prefectural public safety commissions as ones that are recognized as being able to properly and reliably carry out projects that contribute to the early mitigation of crime victimization, based on the provision of Article 23 of the Act on Support for Crime Victims, etc. Such as Payment of Crime Victims Benefit.



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

○ Main Efforts

- **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://hakusyo1.moj.go.jp/en/nendo_nfm.html)

Also, the Ministry analyzed the result of the fifth National Crime Victimization Survey that had been conducted in FY2018, and published it as the Research Department Report of the Research and Training Institute in FY2019. (The Ministry of Justice website:

<http://www.moj.go.jp/content/001317620.pdf>).

- **Enhancement of training for personnel engaging in protection of abused children**

[Policy No. 220]

The Ministry of Health, Labour and Welfare is improving the training for child welfare officers, child psychology officers and municipal employees to strengthen the systems of child welfare facilities, child guidance centers and municipalities.

Especially, based the Amendment Act on the Child Welfare Act, the training for persons involved in the protection of abused children was mandated, such as

for child welfare officers of child guidance centers and for professionals assigned to the municipal coordinating organization of a regional council of countermeasures for Children Requiring Aid. Also, at institutions, such as child guidance centers, municipalities, and child welfare facilities, which deal with child abuse issues, the training programs have been provided for employees in leadership positions for the purpose of acquiring practical knowledge and skills in the Children's Rainbow Information and Training Center. Also from FY2019, to improve the expertise of the staff who deal with child abuse, The West Japan Children's Training Center-Akashi, the second training center in Japan, has been carrying out the training program under the government support. Thus the Ministry is further improving the training for professional personnel.

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]

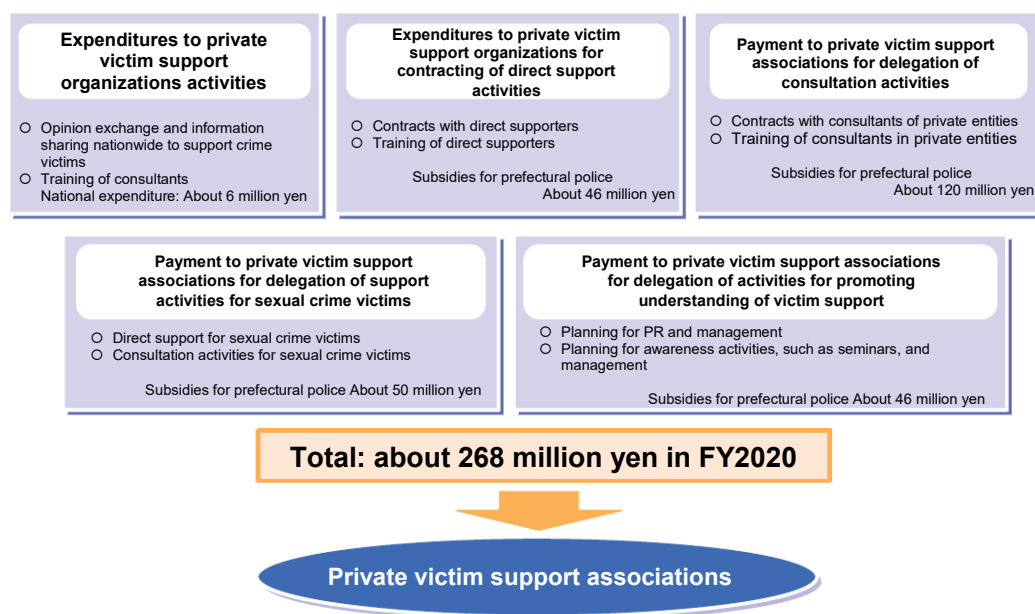
The police have been assisting private support groups for crime victims, etc. by dispatching lecturers to their seminars and subsidizing the rents of places. Besides, the police have been allocating a budget for financial assistance to such covering the expenses required for activity support and the 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 Amendment Act on the Child Welfare Act, etc., the Ministry 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



• 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 by the prefectural public safety commissions as early support groups for crime victims, etc. with victims' names and aspects of damage upon getting their consent.