

# Complying with the Victims' Code and Understanding Government Action

Taking Place in Central London (Zone 1, Venue TBC) | Weds 11 October 2017

10.15 Registration & Morning Refreshments

11.00 Chair's Introduction

## 11.05 Meeting the Victims Code and Assessing Future Reform

- Victims' Code: effective compliance and meeting your obligations
- An effective police response from initial contact and beyond
- Establishing successful partnership working across local agencies
- The role of PCCs in commissioning victims' services
- Working with victims to support them through the court process
- Measuring performance: monitoring compliance and implementing feedback
- Future reform: enshrining victims' rights in law

⇒ **Baroness Newlove**, *Victims' Commissioner for England and Wales*

⇒ **Mark Castle OBE**, *Chief Executive, Victim Support*

⇒ **Amanda Lowndes**, *Head of Crime, Midlands*, and **Liz Olney**, *Deputy Director Customer Change and Innovation, HMCTS*

12.45 Panel Q+A and Discussion

13.15 Networking Lunch

## 14.00 Learning from Good Practice and Case Studies

- Case studies of Code compliance and supporting victims
- Cross-agency working to develop effective local working
- Promoting victims' rights: disseminating information and ensuring awareness of the support available

⇒ **Peter Jones**, *Justice Operations Director, Catch22*

15.30 Event Close

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