

Supporting Victims and Witnesses through the Criminal Justice System

[110 Rochester Row, Victoria, London, SW1P 1JP](#) | Wednesday 23 May 2018

10.15 Registration & Morning Refreshments

11.00 Chair's Introduction - **Kevin Vanterpool**, *Independent Victim Services Consultant & Former Head of Criminal Justice, Cambridgeshire Constabulary*

11.05 **Next Steps for Supporting Victims and Witnesses**

- Overview of the national landscape and understanding Government action
 - Victims' Code: meeting your obligations to support victims of crime
 - PCCs: supporting partners and commissioning victims' services
 - Supporting victims and witnesses throughout the court process
 - Raising standards of care for witnesses across agencies
 - Improving communication: informing victims of their rights and entitlements
 - Providing extra support for vulnerable and intimidated witnesses
 - Assessing future policy changes and a potential new victims' law
- ⇒ **Catherine Hinwood**, *Deputy Director, Victim and Witness Policy, Ministry of Justice*
- ⇒ **Baroness Newlove**, *Victims' Commissioner for England and Wales*
- ⇒ **Marios Leptos**, *Head of Witness Service, Citizens Advice Witness Service*
- ⇒ **Frank Mullane**, *CEO, Advocacy After Fatal Domestic Abuse*

13.15 Networking Lunch

14.00 **Good practice seminar: Developing your local strategy**

- Working in partnership to improve your support to victims and witnesses
 - Good practice examples of raising victim satisfaction and improving the customer journey
 - Strengthening procedures across service providers and the third sector
- ⇒ **Jane Anderson**, *Assistant Commissioner for Victims, Office of the PCC for Surrey*
- ⇒ **Jo Parkes**, *Account Manager for the North East, North Yorkshire and Humberside, Victim Support*

15.30 Chair's Summary & Event Close

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