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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