

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

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

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

15.30 Chair's Summary & Event Close

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