

Complying with the Victims' Code and Understanding Government Action

[ETC Venues, One Drummond Gate, Victoria, London, SW1V 2QQ](#) | Weds 11 October 2017

10.15 Registration & Morning Refreshments

11.00 Chair's Introduction - **Roger King**, Director, Stronger and Safer Solutions

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

⇒ **Catherine Hinwood**, Deputy Director, Victim and Witness Policy, Ministry of Justice

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

⇒ **Zeb Johnson**, Operations Manager and **Liz Olney**, Deputy Director Customer Change and Innovation, HMCTS

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

⇒ **Kathy Boardman**, Assistant Director for Victim Services, Catch22

⇒ **Representative**, Operation Hydrant

⇒ **Frank Mullane**, CEO, Advocacy After Fatal Domestic Abuse

15.30 Event Close

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