

# 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*

⇒ *Further speakers TBC*

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*

⇒ *Further speakers TBC*

15.30 Chair's Summary & Event Close

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