



Government
Events

The Victim Services Conference: Effectively and Sensively Supporting Victims of Crime

Tuesday 25th February
Event Guide





Our Loyalty Discount

This discount entitles attendees to a 20% discount on any future conference being run by Government Events in the next 12 months. Please quote code Loyalty20 at the start of your booking.



How to Claim Your CPD Points

Regarding CPD credits, it is the individual delegate's responsibility to evaluate their learning and record it appropriately into their CPD portfolios according to your institute's requirements.

For this Conference, you are entitled to 8 CPD points.



Wi-Fi

Username: America Square Conference

Password: AMSQ12345



Welcome Letter

Dear Delegate,

Welcome to The Victim Services Conference: Effectively and Sensitively Supporting Victims of Crime event.

In the year 2017 – 2018, there were an estimated 10.6 million crimes in England and Wales, only 40% of which were reported to the police, according to Victim Support. While the number of sexual assaults has not risen according to the Office of National Statistics, there has been a rise in the number of sexual offences reported to the police and processed by the courts. Meanwhile, homicides in England have reached their highest point in a decade, leaving many bereaved families seeking justice and support. These complex cases present the challenge of effectively and sensitively supporting vulnerable victims of violent and sexual crimes and their families.

At this event, you will have the opportunity to discuss and debate how we can improve victims' services and support from the local to national level. You will have the opportunity to hear key updates from the Ministry of Justice and other key organisations in victim services and support, in addition to case studies on topics such as restorative justice, domestic abuse and commissioning victims' services.

If you have any questions or queries please ask our onsite management team, who will be more than happy to help you. They are located at the registration desk.

We hope you have a rewarding and enjoyable day.

Yours Truly,

David Blake
Government Events



Our Future Events

Please look at our website, www.GovernmentEvents.co.uk,
to view our future events. These include:

[The 2nd Annual Preventing Children & Young People from Radicalisation & Extremism Conference](#)

Wednesday 4th March, Central London

[Transforming the Response to Domestic Abuse: A Multi-Agency Approach](#)

Wednesday 25th March, Central London

[Tackling Gangs, Violence and Weapon Crime Conference 2020](#)

Wednesday 22nd April, Central Manchester

[Tackling Hate Crime Conference: Collaborating Working and Supporting Victims](#)

Tuesday 19th May, Central London

For any enquiries, please call 0330 0584 285 or email Enquiries@governmentevents.co.uk

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Agenda AM

- 08:45-09:30 **Registration, Refreshments and Networking**
- 09:40-09:50 **Chair's Welcome Address**
Professor Matthew Hall, Head of Lincoln Law School and Professor of Law and Criminal Justice,
University of Lincoln
- 09:50 -10:10 **Keynote Address: Effectively Supporting Victims Of All Types Of Crime And Improving Experiences Of
The Criminal Justice System**
Diana Fawcett, Chief Executive, Victim Support
- 10:10-10:30 **Keynote Address: Supporting Victims of Crime By Strengthening The Victims' Code And Developing A
Cohesive Victims Strategy**
Dame Vera Baird, Victims' Commissioner
- 10:30-10:50 **Question and Answer Session**
- 10:50-11:20 **Refreshment and Networking Break**
- 11:20-11:45 **Case Study: Effectively And Sensitively Supporting Survivors of Sexual Violence And Abuse**
Fay Maxted OBE, Chief Executive Officer, The Survivors Trust
- 11:50-12:10 **Case Study: Supporting Male Victims of Domestic Abuse**
Ippo Panteloudakis, Head of Services, Respect
- 12:10-12:30 **Keynote Presentation: Putting Victims First: Transforming Victims And Witnesses Services Through
Commissioning**
Susannah Hancock, Chief Executive, APCC
- 12:30-12:50 **Question and Answer Session**
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- 12:50-13:50 **Lunch and Networking**

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Agenda PM

13:50-14:40

Interactive Session: Supporting Victims of Crime By Strengthening The Victims' Code And Developing A Cohesive Victims Strategy

Catherine Hinwood, Deputy Director, **Victims Team, Ministry of Justice**

14:40-15:00

Refreshment and Networking Break

15:00-15:20

Keynote Address: Ensuring Victims and Witnesses of Crime are Treated with Respect and Understanding Throughout the Justice Process

Vicky Cook, Chief Crown Prosecutor, Crown Prosecution Service

15:20-15:40

Case Study: Commissioning and Delivering Safe and Effective Restorative Justice Services to Improve Victims' Outcomes

Jim Simon, Chief Executive, Restorative Justice Council

15:40-16:00

Question and Answer Session

16:00

Chair's Summary and Close

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Speaker Biographies

Professor Matthew Hall,

Head of Lincoln Law School and Professor of Law and Criminal Justice, University of Lincoln

Matthew Hall is a Professor of Law & Criminal Justice in the College of Social Science. He graduated with a Ph.D. from the University of Sheffield in 2007 having previously graduated from Sheffield's MA in International Criminology programme. He became a Lecturer in Law and Criminal Justice in 2008 and a Senior Lecturer in 2011 both at the University of Sheffield School of Law, before moving to Lincoln in 2014. Matthew was interviewed on behalf of the European Commission as an expert contributor in the field of victimology to assist the development of the 2012 Directive establishing minimum standards on the rights, support and protection of victims of crime and has also advised the South African Department of Justice and Constitutional Development concerning a review of South Africa's Victim Empowerment Scheme. He has also provided advice on victims' rights issues to the South Korean and Irish governments. More recently Matthew has pioneered research on environmental victimisation and the application of environmental justice principles in the criminal justice system at the national and international levels.



09:40-09:50

Diana Fawcett

Chief Executive, Victim Support

Diana is the Chief Executive of the independent charity Victim Support. She was previously Operations Director Prior to Victim Support, Diana was Director of Operations at Shelter, where she was responsible for their national network of specialist legal advice and support services. She has also worked in the fields of homelessness, housing management, housing development and social care for 4 London boroughs and 3 housing associations.

She is Chair of a charity in south London providing advice and support to refugees.



09:50-10:10

Dame Vera Baird

Victims' Commissioner

Appointed on 24 June 2019 for a three-year term, Dame Vera is responsible for championing the interests of crime victims and witnesses and reviewing the operation of the Victims Code of Practice (the Code). The Commissioner's role is independent of government, although she was appointed by the Justice Secretary, in consultation with the Home Secretary and Attorney General, through an open recruitment exercise.

As Commissioner, she meets regularly with ministers, the judiciary, heads of criminal justice agencies, Chief Constables, Police and Crime Commissioners, victim organisations and voluntary groups. She undertakes reviews into victim services and report on how agencies are complying with the Victims' Code

In taking up the role, Dame Vera draws upon a wealth of experience combining political, legal and police expertise. She has a lifelong interest in fighting injustice and passionately believes our criminal justice system can only be considered successful if it delivers justice to both victim and offender.

Dame Vera is the former Police and Crime Commissioner for Northumbria having been elected to the post in 2012, and then re-elected in 2016 with a majority of more than 120,000. She was renowned as a strong voice for the North East, speaking up for Northumbria Police force, partners and communities at a local and national level. She serves in voluntary roles as an Honorary Doctor of Civil Law at Northumbria University, Visiting Professor of Legal Practice at Newcastle University, Visiting Law Professor at London South Bank University and as an Honorary Fellow of St Hilda's College, Oxford and Durham University Law School.

Dame Vera previously served as Labour MP for Redcar from 2001 to 2010. She was a Government Minister from 2006 to 2010 and Solicitor General from 2007 to 2010 - the House of Commons' most senior law officer. As Solicitor General she was closely involved in criminal justice policy and legislation and is particularly proud of her role in taking the Equalities Act 2010 through its House of Commons stages. In 2017 she was appointed Dame Commander of the Order of the British Empire (DBE) for services to women and equality. She's also the only honorary woman member of the Durham Miners' Association as well as a Patron of charities RESPECT, Operation Encompass and Action After Fatal Domestic Abuse.



10:10 – 10:30



Fay Maxted OBE

Chief Executive Officer, The Survivors Trust

Fay has worked with survivors of sexual violence and abuse since 1996, when she was appointed Manager of RoSA (Rape or Sexual Abuse Support) in Rugby. Whilst not currently practising as a therapist, Fay has completed three years' advanced psychotherapy training in transactional analysis and has certificates in psychodynamic groupwork and advanced counselling for children and young people.

In 2003, Fay helped to establish The Survivors Trust (TST) as a UK and Ireland network of specialist rape and sexual abuse support services which now has 130 member agencies. She was appointed as CEO in 2004 and attends a wide range of national groups and forums aimed at addressing the institutional responses to survivors of child sexual abuse and rape. Fay is a member of the Victims and Survivors Consultative Panel for the Independent Inquiry into Child Sexual Abuse. Fay was awarded an OBE in the 2015 Queen's Birthday Honours List in recognition of her work promoting survivors' rights.



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11:20-11:45

Ippo Panteloudakis

Head of Services, Respect

Ippo joined Respect in May 2004 and set up the Respect Phonenumber, the first national helpline for domestic violence perpetrators in the UK. Since January 2006 Ippo has also been responsible for the management and development of the Men's Advice Line, the national helpline for male victims of domestic violence. Ippo previously worked for Victim Support, co-managing the Witness Service at Hammersmith and Fulham Magistrates' Court – the second specialist domestic violence court in the UK. Ippo was involved in writing and editing the first edition of Respect's Toolkit for Work with Male Victims of Domestic Violence and he co-wrote/edited the second edition published in January 2013. Ippo was also involved in the development of Respect's Working with Male Victims of Domestic Violence training course and is regular trainer. He frequently speaks at conferences, delivers presentations and gives radio and press interviews on domestic violence perpetrators and male victims issues.



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11:45-12:10

Susannah Hancock

Chief Executive, APCC

Susannah Hancock is Chief Executive for the Association of Policing and Crime Commissioners (APCC).

Susannah started her career as a Probation Officer in London, before moving on to managing multiagency Youth Offending Teams in a number of south London boroughs. She joined the Youth Justice Board, initially as its Head of London and then as National Head of Performance, working across England and Wales to deliver on a national programme to reduce youth reoffending and prevent young people offending.

She went on to work for the London Criminal Justice Board as its Director of Reducing Reoffending, leading a cross agency team to deliver a programme of criminal justice reform across London.

Susannah's roles prior to joining the APCC included Assistant Chief Executive of the national charity Victim Support, and most recently, Chief Executive for the Office of the Police, Fire and Crime Commissioner in Essex.



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12:10-12:30



Catherine Hinwood

Deputy Director, Ministry of Justice

As a Deputy Director in the Family and Criminal Justice Policy Directorate in the Ministry of Justice, Catherine heads the Victim and Witness Policy Unit. She is responsible for the majority of policy relating to victims of crime in England and Wales, and a £100 million per annum budget for victims' services. She is the Senior Responsible Officer for the Victims Strategy, which sets out the first ever cross government vision, and 90 commitments across agencies, to improve support for victims of crime.

Catherine was appointed 'Gender Champion' for the Ministry of Justice in May 2016, providing visible leadership to around 80,000 staff on achieving gender equality in the workplace.

Catherine started her legal career at the Australian Human Rights Commission in 2001. She relocated to London to work at the Refugee Legal Centre, where she represented victims of trafficking, sexual violence and torture, before joining the Ministry of Justice as a legal advisor.



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13:50-14:40

Vicky Cook

Chief Crown Prosecutor, Crown Prosecution Service

Victoria qualified as a solicitor in 2002 and worked as a criminal defence advocate in Hampshire, becoming the youngest associate partner in a 16 partner firm

Victoria joined the CPS in 2005 as a Senior Crown Prosecutor, and was promoted to District Crown Prosecutor in 2007, managing the Magistrates' Court Unit in Portsmouth before taking responsibility for the Crown Court Unit in Dorset in 2009. In 2010 she gained temporary promotion to the role of Chief Crown Prosecutor for Gloucestershire.

Following a CPS restructure in April 2011, Victoria was appointed acting Deputy Chief Crown Prosecutor for the South West with responsibility for Gloucestershire and the former Avon area, a post she secured permanently in October 2011.

In December 2018 Victoria became Temporary Chief Crown Prosecutor for CPS South West. She was appointed to the post permanently in January 2020.



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15:00-15:20

Jim Simon

Chief Executive, Restorative Justice Council

Jim was appointed the RJC's as chief executive in April 2019, having been an RJC assessor since 2014. He is an experienced head teacher with 21 years' service within education. Alongside this he has worked closely with youth offending services and the police force in developing restorative practices within educational and youth settings. He is an experienced practitioner and trainer within restorative practices and has led the strategic development and implementation of these services within educational and youth settings. His academic studies have focused on education and his Master's degree, specifically focused on equality and diversity, researching the impact of restorative practices on providing a fair and equitable service to those involved within the process.



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15:20-15:40



Delegate List

Avon and Somerset Constabulary, ASCJB Manager
Avon and Somerset OPCC, Head of Commissioning & Partnerships
Bailiwick of Guernsey Victim Support and Witness Service LBG, Manager, Bailiwick of Guernsey Victim Support and Witness Service
Bailiwick of Guernsey Victim Support and Witness Service LBG, Deputy Manager, Bailiwick of Guernsey Victim Support and Witness Service
Bedfordshire Police, Chief Executive Office of Police & Crime Commissioner
Bedfordshire Police, Commissioning Officer
Bedfordshire Police, Commissioning Officer
Cambridgeshire Constabulary, Head of Cambs Victim and Witness Hub
Cardiff County Council, Improvement project manager
Catch22, Catch22 Assistant Director Victims
Catch22, Victims Senior Caseworker
Catch22, Victims Senior Caseworker
City of London Corporation, DETECTIVE CHIEF SUPERINTENDENT
Cumbria Constabulary, Performance Manager
DCCL Legislation & Implementation, Discipline, Conduct & Legislation
Devon and Cornwall Police HQ, Head of Criminal Justice Devon and Cornwall
Devon and Cornwall Police HQ, Witness Care Unit Manager
Devon and Cornwall Police HQ, Victim Care Unit Manager
Gloucestershire Office of the Police and Crime Commissioner, Commissioning manager
Gloucestershire Police, Manager, Restorative Justice
Greater Manchester Combined Authority / Greater Manchester Police, Victim Lead - Greater Manchester Violence Reduction Unit
Gwent Police, Gwent Victims Head Co ord
Home Office, Senior Social Researcher
Home Office, Immigration Enforcement, Law Enforcement Engagement
Home Office, Vulnerability Lead
Honeycomb Group, Head of Domestic Violence and Abuse Services
Kent Police, Chief Finance Officer
Kent Police, Head of Commissioning
Kirklees Council, Restorative Justice Coordinator Kirklees Youth Offending Team
Lancashire Constabulary, Restorative Justice Manager
Lancashire Constabulary, Witness Care Unit Manager
Lewisham Council, Senior Practitioner
Lewisham Council, RJ Officer
Norfolk Constabulary, Detective Inspector
Norfolk Constabulary, Safeguarding Manager
Norfolk Constabulary, Detective Sergeant
Office of the Police & Crime Commissioner, Head of Policy & Commissioning
Office of the Police & Crime Commissioner for Surrey, Victims Policy & Commissioning Lead
PCC for Avon & Somerset, Head of Victim Care, Safeguarding and Vulnerability
POLICE & CRIME COMMISSIONER FOR ESSEX, VICTIM SERVICES MANAGER
Sheffield University, Phd Student
Staffordshire Commissioner's Office, Victims Commissioner
States of Jersey Police, Victim Service Manager
States of Jersey Police, Superintendent- States Of Jersey Police
Surrey police, Customer Service Improvement Advisor
Surrey police, Victim and Witness Care Manager
Surrey Police, Investigating officer CEMU



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Surrey Police, Detective Constable CEMU

Surrey Police, Detective Constable CEMU

Thames Valley Police, CJ Operational Manager

Thames Valley Police, CJ Operational Manager

The Poplar Harca, Witness and Victim Advocate

University of Portsmouth, Principal Lecturer in Victimology and Criminology

West Mercia Police and Crime Commissioner, Head of Victim Services

Wiltshire Constabulary, HORIZON MANAGER

Wiltshire Constabulary, HORIZON MANAGER



Thank you for attending our conference.

We hope you found the day interesting and insightful. Speaker presentations will be made available to download on completing the post show survey which will be emailed to you within one week after the event.

We wish you a safe journey home.

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