

**Victims and Witnesses First:
VSS National Conference 2019**
Wednesday 27 November, The Barracks, Stirling

Agenda

9.30am – 10.00am	Arrival & registration
10.00am – 10.10am	Introduction to the day Kate Wallace, CEO VSS
10.10am – 10.40am	Keynote 1 - Criminal justice in Scotland: challenges and opportunities Cabinet Secretary for Justice, Humza Yousaf, plus Q&A
10.40am – 11.00am	Long-Service Awards for staff and volunteers Presented by the Cabinet Secretary and Jon Turner, VSS Chair
11.00am – 11.15am	Morning tea & coffee break* (MacPhail & McNeil Rooms)
11.15am – 12pm	Keynote 2 - Kinder conversations in the workplace Paul McGee, Motivational Speaker
12.05pm – 12.50pm	Breakout Session 1 – choice of 4 (see options below)
12.50pm – 1.30pm	Lunch break
1.30pm – 2pm	Keynote 3 –Scotland's child victims and witnesses Mary Glasgow, CEO, Children 1 st followed by Q&A
2pm – 2.30pm	Keynote 4 – Experience of crime and what can be improved in the justice system Lynn Burns from the Victims Taskforce, followed by Q&A
2.35pm – 3.20pm	Breakout session 2 – choice of 4 (see options below)
3.20pm – 3.35pm	Afternoon tea & coffee break (MacPhail & McNeil Rooms)
3.35pm – 4.20pm	Keynote 5 – Our future, our pledges Practical exercise, reflections on the day and future of VSS
4.20pm – 4.30pm	Final remarks and close Kate Wallace, CEO

*Please note some VSS Board members will be available to meet and talk to during the morning refreshment break. They will be in the Atrium which is outside the Robertson Suite on the first floor - the same place where registration takes place.

Keynote session descriptions

All delegates are expected to attend all keynote sessions.

Please note that all keynote sessions will take place in the [Robertson Suite](#), which is the main hall on the first floor.

Keynote 1 - *Criminal justice in Scotland: challenges and opportunities*, Cabinet Secretary

The Cabinet Secretary will give a keynote speech about the justice system in Scotland, exploring the challenges and opportunities and the role that VSS has within this. He will then present the Long-Service Awards to staff and volunteers.

Keynote 2 – *Kinder conversations in the workplace*, Paul McGee, Motivational Speaker

Paul's talk will focus his talk on the importance of attitude in terms of having an open mind and being curious and also our attitude towards ourselves through having 'kinder conversations'. This links in with the importance of staff wellbeing. The other key point he will raise is the importance of supporting one another in order to achieve our potential and how life is a team sport and every person has a key role to play in helping the service achieve its goals. The session will be interactive, engaging, but also thought provoking.

Keynote 3 – *Scotland's child victims and witnesses*, Mary Glasgow, Children 1st

Mary Glasgow, Chief Executive of Children's 1st, will outline what she sees as the ingredients of successful charity partnerships, and why she is pleased Children 1st is working in an increasingly effective way with VSS. She will then outline what she sees as the shared future agenda for the two organisations around the European Barnahus (child's house) model of providing all the support child victims and witnesses require in a single child friendly location.

Keynote 4 – *Experience of crime and what can be improved in the justice system*, Lynn Burns, Victims Taskforce

Lynn Burns from the Victims Taskforce will talk about her own personal experience of crime and the justice system and will look to answer what could be improved for families who experience bereavement through crime.

Keynote 5 – *Our future, our pledges*

In this final session, delegates will have the chance to reflect on their learning from the day by relating what they have heard and experienced at the conference back to the VSS strategy. Each delegate will also have the chance to make their own personal pledge in terms of what they will do differently as a result of the day's activities. This will be followed by a short talk by our CEO, Kate Wallace, about the future of VSS drawing a conclusion to the day.

Breakout Sessions

All delegates should attend two workshops throughout the day from the two allocated slots. You have a choice of four sessions to choose from.

The breakout sessions will take place in four main rooms throughout the building. Please move quickly to your chosen session to allow it to start on time.

BREAKOUT SESSION 1 (12.05pm – 12.50pm):

Option 1 - Building resilience in the workplace, Paul McGee

Robertson Suite – main conference room, first floor

The focus in this workshop will be on building resilience. Paul will look at four different types of stress and how they impact us as well as looking at some practical ways to build our resilience. This will include his 'Life Blend Model' (as opposed to 'work life balance'). Paul will also focus on the formula $E+R=O$ it's the Event plus our Response that influences the Outcome. He will emphasise how sometimes we react rather than respond to situations, the reasons why this occurs and how to move from a reactive to a responsive approach to dealing with challenges both in and outside the workplace. This session will be interactive and include a handout for delegates to work on after the session in relation to the Life Blend Model.

Option 2 - What difference can partnerships make? Emma Parker, Fiona Thomson and Tracie Kinnear from VSS

Café seated area – ground floor

This session will look at how to build partnerships by taking on some of the learning from the Learning Improvement Groups (LIGs) in relation to this area. It will provide colleagues with some key pointers on how to build useful and meaningful partnerships locally as well as giving practical examples of VSS partnerships that have worked successfully. The key point to the session will be to ask why partnerships matter and how they can be delivered.

Option 3 - Stress busting, resilience and health and wellbeing – Heather Butler Smith, Lifelink

MacPhail Room – ground floor

This session will look at considering our own health and wellbeing in the workplace run by Heather Butler Smith, who is a training and group work coordinator with Lifelink in Glasgow. It will be a combination of a discussion and practical exercise that tackle stress management and relaxation. It will look at the relationship between the body and the mind, and how this relates to our physical and mental health and wellbeing. Delegates will have the chance to reflect on their own health and wellbeing and will take some handy tips away to use in the workplace or at home.

Option 4 – Getting equality right for all – Janice Stevenson, LGBT Youth Scotland and Michelle Ritchie, Police Scotland

McNeil Room – first floor

This discussion-based session will look at work that's underway just now in Scotland to tackle equality, diversity and inclusion. It will look in more detail in the hate crime work that Police Scotland is doing, as well as the support services that LGBT Youth Scotland provide as a charity. It will be a chance for VSS colleagues to reflect on our own services and where we need to adapt to deal with unmet need.

BREAKOUT SESSION 2 OPTIONS (2.35pm – 3.30pm):

Option 1 – Victims Taskforce and putting the experience of victims first – Lynn Burns and Tirion Seymour

Robertson Suite – main conference room, first floor

This 'in conversation session' will build on some of Lynn's earlier talk of her own experience of the criminal justice system and the work of the Victims Taskforce which is advocating for positive change for victim and their families. It will be a chance for VSS staff and volunteers to hear more about our work in engaging with those that have experienced serious crime to making lasting changes to the criminal justice system in Scotland.

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