



Report of a mapping exercise
of restorative justice provision in
England & Wales for the
Restorative Justice Council

March 2016

Contents

<i>Executive Summary</i>	<i>5</i>
<i>Introduction.....</i>	<i>9</i>
The commission.....	9
The report	9
<i>Chapter 1: Methodology</i>	<i>10</i>
Introduction	10
Survey design	10
Distribution	11
Feedback on the survey from respondents	12
Data cleaning	13
Conclusion.....	13
<i>Chapter 2: An overview of responses.....</i>	<i>14</i>
Introduction	14
Respondents by type of organisation	14
Geographical location	15
National Agencies.....	44
<i>Chapter 3: Details of RJ provision</i>	<i>46</i>
Introduction	46
Victim access	46
Age of offenders.....	47
Settings/Stages of the criminal justice system	47
Types of intervention.....	50
Types of offences.....	51
<i>Chapter 4: RJ service providers.....</i>	<i>53</i>
Introduction	53

Staffing	53
Funding	54
Chapter 5: Organisations supporting RJ.....	56
Introduction	56
Breakdown by organisation	56
Chapter 6: Emerging issues and themes	58
Introduction	58
A dynamic field.....	58
Mixed provision in Youth Justice	59
Probation picture unclear	59
Conclusion.....	60
Appendix One –Copy of Online Survey.....	61
.....	61
Mapping restorative justice provision in England and Wales survey.....	61
Introduction.....	61
Section 1: Nature of Involvement in Restorative Justice	62
Section 3: RJ service	63
Section 5: Additional information	65

Executive Summary

Introduction

The Restorative Justice Council (RJC) commissioned the Institute for Criminal Policy Research at Birkbeck, University of London (ICPR), to map restorative justice provision at every stage of the criminal justice system in England and Wales. The purpose of this work was to enable the RJC to construct and make publicly available a restorative justice (RJ) services directory online. This mapping exercise was conducted by means of an online survey.

Response rate

The survey ran from 28 October 2015 until 25 January 2016. We received responses from 298 organisations; 215 completed details about service delivery and 83 provided information about how they commissioned, supported or facilitated RJ delivery. The current survey succeeded in attracting 26% more responses from direct RJ providers than the 171 organisations who responded to the 2014 survey.

We received survey responses relating to RJ provision in all 42 PCC¹ areas, although the level of detail about services varied considerably. We received responses from:

- 93 (out of approximately² 153 Youth Offending Teams).
- 39 voluntary sector organisations and 8 victims' organisations.
- 29 Offices of PCCs, but we also received information from restorative justice hubs which were co-ordinated and/or commissioned and/or funded by PCCs in another 6 PCC areas.
- 15 out of 42 police areas; however, there were many additional submissions from police staff seconded to the Offices of PCCs or restorative justice hubs meaning that we received information about police provision in 35 out of 42 areas.
- 32 out of 132 prisons.
- 14 out of 21 Community Rehabilitation Companies and from 8 different National Probation Service divisions or probation trust legacy areas.

¹ Including the Mayor's Office for Policing and Crime in London.

² A number of YOTs have recently amalgamated.

- 11 local authorities relating to their in-house provision although, of course, many more authorities are participating in broader RJ hubs or multi-agency partnerships.

Interventions

We also asked what type of RJ activities providers delivered. A large majority of providers offered both direct and indirect RJ:

- 193 (90%) offered face-to-face victim/offender meetings or conferences.
- 181 (84%) offered letter exchange or shuttle mediation with most providers offering both.

Almost two thirds (133/215 = 62%) of service providers were able to provide information about the level of activities they had carried out in the previous year. In considering this information, it is important to remember the diversity of organisations responding – which ranged from multi-agency hubs covering whole counties/PCC areas to very small voluntary sector organisations.

- 132 providers reported that they had delivered a total of 2638 face-to-face interventions, an average of 20 each.
- 96 providers reported they had facilitated letter exchanges in a total of 2179 cases, an average of 23 each.
- 90 providers reported they had facilitated shuttle mediation in a total of 2124 cases, an average of 24 each.

Survey respondents reported that they had delivered a total of 6941 direct and indirect RJ interventions in the most recent 12 month period for which they had records.

Staffing

159 respondents provided details about the number of paid staff they employed. A total of 549 paid staff were employed by these 159 agencies to deliver RJ work. Although some YOTs provided details about staff who led RJ delivery, many stated that rather than having a small number of staff dedicated to RJ work, all or most of their staff were trained in RJ and that this was a core component of their working role.

130 survey respondents reported using a total of 2,226 volunteers to deliver RJ activities. Many YOT respondents said that volunteer referral panel members were trained in RJ approaches.

Therefore a total of 2,755 individuals were reported by our respondents as being involved in delivering RJ interventions in the last year for which they had records. Just over four fifths of these (81%) were volunteers.

Funding

Respondents were asked how their RJ service was funded and 170 provided information. Many statutory services (56) delivered RJ solely out of their existing normal budget sources and a further 26 delivered RJ mainly out of their existing normal budget stream with RJ-specific top-up funding from their PCC.

Forty services were predominantly funded via their PCC with a further 33 funded via a multi-agency approach with local authorities and police services typically involved in providing funding.

CRCs provided funding for six services and NOMS (including the NPS and Prison Service) provided funding for another five. Six prison and probation providers stated that they received no specific RJ funding but delivered activities through existing staff and volunteers.

Emerging issues

The focus of the survey was to establish as comprehensive as possible a list of all RJ provision within the criminal justice system in England and Wales, with an emphasis on contact details and basic characteristics of provider organisations. Nevertheless, a number of issues and themes about the changing nature of RJ provision emerged from the survey responses, and offer some interesting points of learning.

A dynamic field

It seems likely from the survey that the amount of RJ activity is growing across the country, and that it is increasingly co-ordinated and looking to provide services to victims at every stage (and outside) of the criminal justice system. One piece of evidence of this growing provision was the fact that ten survey respondents were unable to provide data about the volume of their work because the service had only been launched in the previous few months. The consolidation and reconfiguration of services was also apparent in the closure of some services: two survey respondents stating that their funding would cease at the end of the current financial year.

This growth and coordination of RJ provision clearly reflects, at least in part, the responsibility given to Police and Crime Commissioners to provide and coordinate provision for victims locally. A number of survey responses referred to needs assessment work or increasing coordination locally.

Mixed provision in youth justice

We found two distinct models of RJ provision within youth justice. The majority of Youth Offending Services trained most or all their staff in restorative justice and delivered RJ activities as part of their core business. Many also trained volunteers in RJ approaches and particularly valued the input of volunteers in addressing RJ issues through their panel work. However, ten of the 93 YOTs responded to our service had contracted out their RJ work to voluntary sector providers (Remedi in eight of these cases).

Probation picture unclear

The changes resulting from the government's Transforming Rehabilitation initiative which effectively split the probation service into two parts – a National Probation Service working with high-risk offenders and 21 new Community Rehabilitation Companies working with low and medium risk offenders - are clearly ongoing. It appears that the transition to new models of probation delivery of RJ will need to bed in before we can form an accurate picture of RJ activities in the new probation landscape.

Conclusion

It is clear that there is ever-growing scope of RJ activity across the criminal justice system in most areas of England and Wales, reflecting the Ministry of Justice's promotion of restorative justice and the requirement on Police and Crime Commissioners to commission victims' services.

We hope that the mapping exercise will, in itself, serve to raise the profile of the restorative justice services directory. It will be important, in our view, to continue to promote the directory in order that missing services will contribute their details and to ensure that, as services are modified and consolidated further, contact and other details remain accurate and up-to-date.

Introduction

The commission

The Restorative Justice Council (RJC) commissioned the Institute for Criminal Policy Research at Birkbeck, University of London (ICPR), to map restorative justice provision at every stage of the criminal justice system in England and Wales. The purpose of this work was to enable the RJC to construct and make publicly available a restorative justice services directory online.

The report

This report is organised in a straightforward manner. **Chapter 1** sets out the methods used for the mapping exercise. **Chapter 2** provides an overview of the restorative justice provision identified by the mapping exercise in terms of:

- Whether an agency was a service provider or supported and facilitated the delivery of RJ by others;
- The type of organisation responding to the service (e.g. Victims' Service, Police, Youth Offending Team etc.);
- The geographical location of respondents on a PCC/police area basis.

Chapter 3 presents more details about the service provision in terms of the type of restorative provision delivered, the stage(s) of the criminal justice system at which it is delivered and whether it is focused on young people, adults or both. This chapter also examines whether particular categories of offence are targeted or excluded.

Chapter 4 gives more information about the service providers in terms of the numbers of staff and volunteers they employ and the volume of work they undertake.

Chapter 5 provides a breakdown by category of those organisations which support and/or facilitate RJ rather than deliver RJ activities themselves.

Chapter 6 identifies and discusses general issues and themes which emerged from the survey.

Chapter 1: Methodology

Introduction

The team from ICPR discussed the approach to the mapping exercise with the RJC at some length to ensure that our survey reflected the RJC's prime objectives.

The prime objective of the mapping exercise was to provide data for a comprehensive database of RJ provision within the criminal justice system in England and Wales. The mapping exercise took the form of a national survey of agencies involved in RJ provision.

The survey was conducted in the context of the RJC having undertaken a similar exercise the previous year. There were concerns that many respondents might be reluctant to participate in a second survey if they were required to provide a great deal of information, much of which they had submitted to the earlier survey. It was therefore critically important that the survey should be no longer than was required for the essential information to be collected; additionally, a user-friendly, online format for the survey was developed.

Survey design

It was decided that the survey should prioritise gaining accurate and up-to-date contact details of RJ providers. These details would then be made available on the database and thereby enable victims and professionals to identify and get in touch with their most relevant, local RJ provider as easily and quickly as possible. In addition to these contact details, respondents were to be asked about the form(s) of RJ intervention they provided, the stage(s) of the criminal justice system at which they provided these interventions and some further key information around funding and caseloads. A full version of the mapping survey is provided at Appendix One.

We produced a prototype of the survey which was piloted with a wide range of stakeholders including representatives from the National Offender Management Service (NOMS), the National Probation Service (NPS) and the Youth Justice Board (YJB), in addition to individual prisons and police forces. The viewpoints of these stakeholders were shared with the RJC who formally agreed a final version of the survey which included a number of minor amendments and one substantive one. The substantive amendment was proposed by NOMS who wished to broaden the survey to

obtain information from agencies which did not themselves directly deliver RJ interventions about whether they supported or facilitated the delivery of RJ by others.

Distribution

Once the final version of the survey had been agreed, the link was disseminated and promoted among a wide range of stakeholders as set out in the table on the next page. The survey ran from 28 October 2015 until 25 January 2016.

Wherever possible, we sought to email a direct request to a named individual to complete the survey in order to maximise return rates. We included a short description of the rationale and importance of the mapping exercise in a format approved by the RJC. We also offered telephone and email support to complete the survey and a hard copy of the survey if required. Thirty one individuals took up the offer of email (18) and telephone (13) support and two people requested paper copies of the survey.

We also promoted the survey via social media, predominantly by Twitter but also via LinkedIn and Facebook. We successfully engaged with over 20 individuals and organisations within the restorative justice field who were regular tweeters and they spread our request to complete the survey by retweeting the information on more than 30 occasions. We also successfully engaged with high profile police and prison tweeters who urged relevant organisations to complete the survey.

The only exception to this approach was our promotion and dissemination of the mapping survey to prisons and the National Probation Service (NPS). The National Offender Management Service (NOMS) required ICPR to submit the online questionnaire for official approval. Although ICPR did this within the first week of being granted the contract, final approval was not granted by NOMS for the survey until 27 November 2015.

We were not permitted to distribute the survey to prisons and NPS areas directly but were required to send details of the survey to the NOMS Communications team for them to include with a weekly communication which they were unable to do until 18 December 2015. This delay and the fact that the survey was only communicated to these stakeholders four working days before Christmas inevitably had a negative impact on our completion rate from NOMS stakeholders.

The table below provides details of our approach to different stakeholder groups which were facilitated by the RJC:

Target group	Details of approach
All respondents to previous RJC survey	Individual emails with link to online survey. All non-respondents received a follow-up email
Youth Offending Teams	We engaged the support of the YJB who formally sanctioned the survey, promoted the survey twice via their internal communications and their social media platforms. The YJB were unable to provide us with a database of YOT contact details but directed us to their online directory. We manually harvested the data from this directory and sent survey requests by email to every YOT manager by name. 15% of these email contact details proved to be out of date, but we secured the correct details by telephone. Non-respondents received two further follow-up emails.
Police and Crime Commissioners	We engaged the support of the Association of Police and Crime Commissioners (APCCS) who agreed to contact the office of every PCC via their established communication channels with a request to complete the survey. We then provided the APCCS with information of non-respondents and they sent a follow-up email.
Community Rehabilitation Companies	NOMS provided us with contact email addresses for all 21 CRCs, and we contacted these direct by email and, again, followed up non-respondents.
Prisons and NPS	NOMS policy meant that we were only able to contact prisons and the NPS with the survey link via their internal communication system. We were not given any individual contact details and were therefore unable to chase non-respondents.

Feedback on the survey from respondents

Twenty seven individuals responded to the final question of the survey which asked:

“Do you have any further comments to make about the topics covered by this survey?”.

Most of these comments provided more information about the service provided, either in terms of the range of interventions or impending changes to the structure, staffing or funding of the service.

However, seven respondents commented on the survey itself and their views are summarised below.

Three respondents noted that the survey focused on interventions within the criminal justice system and stated that their work was much broader, or was focused on victims rather than offenders – for example:

“[Our] strategy for victim-centred restorative justice is about promoting and developing RJ as a service for victims. It is interesting that the questions in this survey have approached RJ from the criminal justice system and offender perspective.”

Two respondents stated that they had experienced difficulties with the survey’s questions; one respondent stating that the survey did not reflect the indirect reparation

work undertaken by YOTs, the other that it was difficult to count outputs since RJ was delivered to individuals both within and without the criminal justice system.

One respondent was concerned that if we were relying on outputs as an indicator of success, the low numbers of restorative justice outcomes would paint many services in a poor light:

“We might have only achieved 5 restorative justice outcomes but we only launched our service on 1st of April this year, and the numbers of outcomes do not do justice to the complexity of the work or the number of contacts/engagements we received.”

Finally, one respondent asked how the survey was capturing individuals, like themselves, *“who deliver facilitation on a personal request and referral basis”*.

It should also be noted that many respondents preferred to use their own definitions of restorative justice activities and frequently included, for example, information about victim empathy and awareness programmes.

Data cleaning

We have cleaned the data provided in order to make it as comprehensible and useful as possible when it is uploaded as an online resource. We did this in a number of ways:

- De-duplication – removing duplicate entries (frequently from different providers within a single RJ hub or set of multi-agency provision) and clarifying any contradictions by email and phone.
- Harmonising address data to ensure full details show up on the online database
- Harmonising police/PCC area categorisations
- Correcting typos etc.

Conclusion

We provide a full breakdown of response rates to the mapping survey in the next chapter.

Chapter 2: An overview of responses

Introduction

Although we initially received a total of over 400 survey responses, once those with minimal information (typically abandoned mid-survey with the respondent later completing a full survey) and duplicates had been removed, we were left with a total of 298 responses. Of these 298 responses, 215 completed details about service delivery and 83 provided information on how they commissioned, supported or facilitated RJ delivery. The current survey succeeded in attracting 26% more responses from direct RJ providers than the 171 organisations who responded to the 2014 survey.

Respondents by type of organisation

Information was available about the type of organisation in 288 survey responses (10 respondents who only completed the supportive/facilitative section did not indicate the service they represented).

Figure 1 on the next page provides an overview of the categories of organisations responding.

Response rates by category varied considerably³:

- Ninety three (out of approximately⁴ 153 Youth Offending Teams) completed a survey response, a high return rate of 61%.
- We received responses from 39 voluntary sector organisations and 8 victims' organisations, most of which were also from the voluntary and community sector.
- We received information about provision commissioned by 35 out of the 42 Police and Crime Commissioners (including the Mayor's Office of Policing and Crime (MOPAC) in London). 29 responses came from the Offices of PCCs, but we also received information from restorative justice hubs which were co-ordinated and/or commissioned and/or funded by PCCs.
- We received responses from 15 out of 42 police areas; however, there were many additional submissions from police staff seconded to the Offices of PCCs

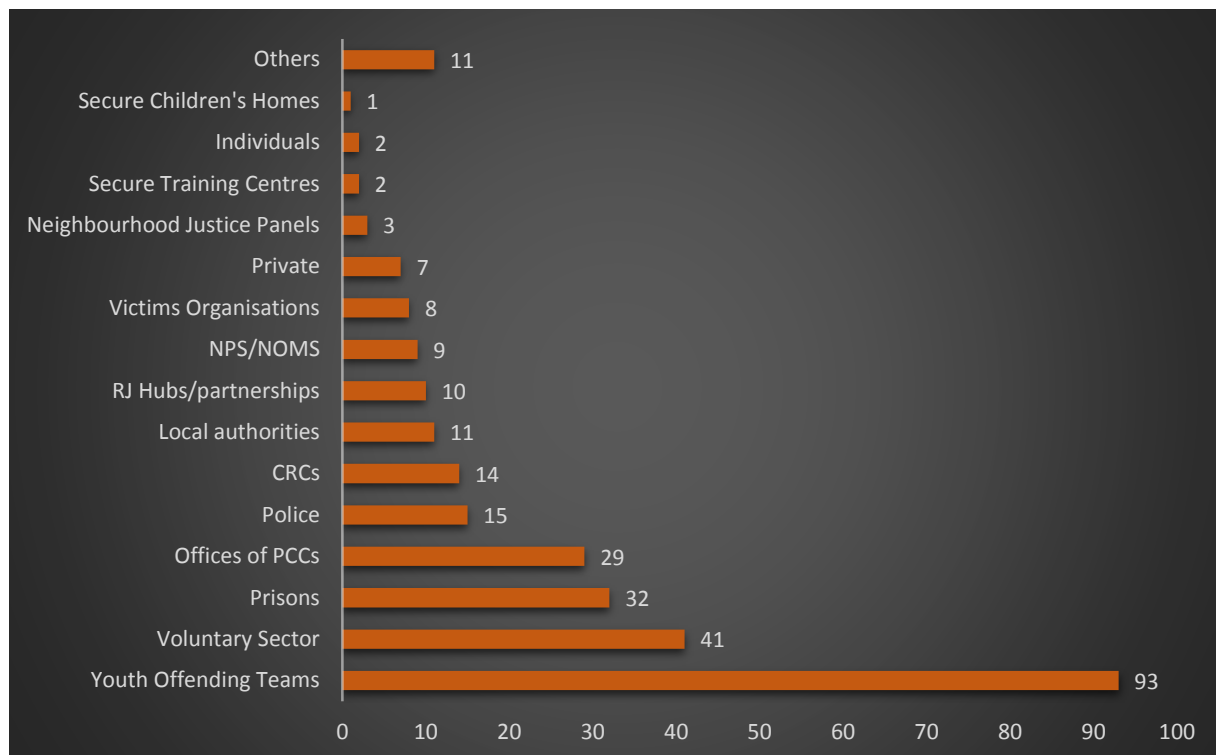
³ Only categories of organisations from which we received at least 10 returns are included in this list.

⁴ A number of YOTs have recently amalgamated.

or restorative justice hubs meaning that we received information about police provision in 35 out of 42 areas.

- We received survey responses from 32 out of 132 prisons (a low return rate of 24% which may also reflect the lack of restorative practice in English and Welsh prisons).
- We received survey responses from 14 out of 21 CRCs (a return rate of 67%) and from eight different NPS divisions or probation trust legacy areas.
- We received responses from 11 local authorities relating to their in-house provision although, of course, many more authorities are participating in broader RJ hubs or multi-agency partnerships.

Figure 1 Survey respondents by organisation



Others consisted of: social enterprises (2); one university, one individual, one RJ service in Guernsey, a Youth Support Service, a Safer Schools partnership sub-regional community safety partnership and two respondents who did not provide an answer.

Geographical location

We received survey responses relating to RJ provision in all 42⁵ PCC areas. Although we received much more detailed information about services in some areas compared to

⁵ Again including MOPAC

others, we have not produced a table showing the number of responses by area in this report because a simple number is misleading. This is because of the move in many areas to RJ hubs; in some instances we have more comprehensive information about RJ provision in a given area through one detailed survey response from an RJ hub co-ordinator, while in other areas we have several less detailed responses which, together, still provide an incomplete picture of local provision. In these cases, the hub co-ordinator had often communicated with colleagues to ensure that numerous different responses were not submitted.

Instead, the rest of this chapter is dedicated to a short summary of what we know from the survey about RJ provision in the criminal justice system on a police force/PCC area basis. The areas are ordered alphabetically and for each area we list the agencies from which we received a response and an overview of local provision.



Avon and Somerset

Responses

We received six responses from agencies covering Avon and Somerset:

- Avon and Somerset Police
- Bristol Mediation (two responses for different services)
- Bristol YOT
- Lady Justice & Co.
- Somerset YOT

Overview

The Avon and Somerset Restorative Partnership provides a service for all victims of crime and anti-social behaviour at all stages of the criminal justice service. Bristol Mediation provides restorative justice for police out-of-court disposals and neighbourhood restorative approaches in South Gloucestershire, Bath and North East Somerset; and neighbourhood restorative approaches in Bristol. Bristol and Somerset YOTs provide RJ activities as part of their core service and Lady Justice & Co. provides RJ for low-level criminal offences and anti-social behaviour under contract from the PCC and a number of local statutory commissioners.



Bedfordshire

Responses

We received four responses from agencies covering Bedfordshire:

- Bedfordshire PCC
- Bedfordshire Youth Offending Service
- Luton Youth Offending Service
- Well Springs Community Services

Overview

Bedfordshire PCC completed the support/facilitative section of the survey and stated that it supports RJ, but did not provide details about the RJ services it facilitates. Well Springs is part of the Bedfordshire Victims partnership and is funded by the PCC, they do not know whether this funding will continue beyond March 2016. Bedfordshire and Luton Youth Offending Services provide RJ activities as part of their core service.



Cambridgeshire

Responses

We received six responses from agencies in Cambridgeshire:

- Cambridgeshire PCC
- Cambridgeshire Constabulary
- Cambridgeshire Youth Offending Service
- HMP Littlehey
- HMP Peterborough
- HMP Whitemoor

Overview

Cambridgeshire PCC stated that it was responsible for commissioning RJ services in the county. Cambridgeshire police reported that it provides a countywide RJ service in local prisons, local neighbourhoods covering crime and antisocial behaviour, the YOT, Registered Social Landlords, the Fire Service, schools and university. Cambridgeshire Youth Offending Service provides RJ activities as part of its core service. HMP Peterborough works closely with Cambridgeshire police to identify suitable prisoners for RJ. HMP Littlehey facilitates requests from outside agencies to engage with prisoners, but stated that this happens rarely as most inmates are sex offenders. HMP Whitemoor referred to its 'RJ service in a high security prison' but did not provide further details.



Cheshire

Responses

We received three responses from agencies covering Cheshire:

- A joint response from Cheshire Constabulary and the PCC
- Cheshire East Youth Engagement Service
- Cheshire West, Halton and Warrington Youth Offending Service

Overview

Cheshire PCC funds the Cheshire restorative justice and mediation hub which is run by Victim Support with the active support of Cheshire Police. The two Youth Offending Services provides RJ activities as part of their core service.



Cleveland

Responses

We received nine responses from agencies covering Cleveland:

- Cleveland Police multiagency IOM hub
- Hartlepool Borough Council
- Hartlepool Youth Offending Service
- National Probation Service North East – Cleveland cluster
- Restorative Cleveland
- Safe in Tees Valley
- South Tees Youth Offending Service
- Stockton Youth Offending Team
- Unite Ltd

Overview

Restorative Cleveland, which is funded by the PCC, was launched in 2015 and provides victim-initiated RJ within Cleveland. It is a multiagency partnership, one of whose partners is Hartlepool Borough Council. Hartlepool, South Tees and Stockton Youth Offending Services deliver RJ activities as part of their core business, but are also partners in Restorative Cleveland. The NPS Cleveland cluster deliver RJ in-house to current offenders. The Cleveland Police multiagency IOM hub is based at HMP Holme House and delivers RJ with Prolific and other Priority Offenders (PPOs). Safe in Tees Valley provides restorative justice with offenders involved in low-level crime and antisocial behaviour as well as with PPOs within the same IOM hub. Unite Ltd provides an RJ service in Middlesbrough, Redcar and to tenants of Your Homes, Newcastle.



Cumbria

Responses

We received three responses from agencies In Cumbria:

- Cumbria PCC
- Cumbria and Lancashire Community Rehabilitation Company
- Cumbria Youth Offending Service

Overview

Cumbria PCC commissions RJ services in the county via a hub. The PCC currently part-funds the CRC as the lead agency in the Cumbria hub; there is also a budget for restorative justice within the CRC. The Cumbria Youth Offending Service delivers RJ activities as part of its core service.



Derbyshire

Responses

We received three responses from agencies covering Derbyshire:

- Derbyshire PCC
- Remedi (two separate responses for different services by the same provider)

Overview

The PCC commissions and funds the contract to deliver RJ across the country and leads and manages a multiagency board to oversee delivery and performance in line with the Victims' Code of Practice. Remedi delivers restorative justice to victims of adult crime across Derbyshire in addition to pre-court RJ in Derby City and RJ activities on behalf of Derbyshire Youth Offending Services.



Devon and Cornwall

Responses

We received eleven responses from agencies covering Devon and Cornwall:

- Circles South West
- Cornwall and Isles of Scilly Youth Offending Service
- Devon and Cornwall Police
- Devon, Dorset and Cornwall CRC
- Devon Youth Offending Service
- Devon County Council
- HMP Exeter
- Make Amends
- Restorative Cornwall
- RJ Working Community Interest Company
- Torbay Youth Offending Team

Overview

The police lead Restorative Cornwall (a partnership with Safer Cornwall), which delivers RJ in the criminal justice system (pre-and post-sentence), RJ in non-reported and historic crime, and community RJ. The RJ Working CIC works in partnership with other organisations in Cornwall in court settings. The three Youth Offending Services deliver RJ activities as part of their core service. Make Amends is the name of the local authority RJ service in Torbay; both this service and the Devon County Council RJ service are commissioned and part funded by the PCC. HMP Exeter provides RJ to its prisoners and their victims through a range of partnership agencies including Restorative Cornwall and Make Amends. Devon, Dorset and Cornwall CRC delivers RJ to the offenders it supervises and their victims through its core budget⁶.

⁶ In addition, Circles South West provides circles of support and accountability in the South West region.



Dorset

Responses

We received four responses from agencies covering Dorset:

- Dorset Police
- Devon, Dorset and Cornwall CRC
- Dorset Combined Youth Offending Service
- West Dorset and Weymouth and Portland Neighbourhood Justice Panel

Overview

Dorset Police deliver RJ as part of youth out-of-court disposals. The Neighbourhood Justice Panel delivers RJ in local neighbourhoods and for registered social landlords. Devon, Dorset and Cornwall CRC delivers RJ to the offenders it supervises and their victims through its core budget. Dorset Combined YOS provides RJ activities as part of its core service.



Durham

Responses

We received five responses from agencies covering Durham:

- Durham Constabulary
- Durham PCC
- The Restorative Hub
- Restorative Solutions CIC
- County Durham Youth Offending Service

Overview

The Restorative Hub is funded by the PCC and Restorative Solutions CIC deliver much of the pre- and post-sentence RJ for the hub. The police initiate RJ delivery in relation to anti-social behaviour and low level crime from low level 'on street' intervention, through to those involving priority and prolific offenders across the secure estate. The Youth Offending Service delivers RJ activities as part of its core service.

The hub is described by the PCC as *"an enabler of restorative interventions where at all practicable with our statutory and voluntary sector partners. Many of these organisations have committed heavily to training and resource in staff to deliver RJ, consequently the role of the hub is to ensure that these skills are utilised developed through work a networked approach to facilitation"*.



Dyfed-Powys

Responses

We received six responses from agencies covering Dyfed-Powys:

- Dyfed-Powys PCC
- Carmarthenshire Youth Offending and Prevention Service
- Ceredigion Youth Justice and Prevention Service
- Pembrokeshire Youth Justice Team
- Powys Youth Justice service
- Wales CRC

Overview

The PCC commissions RJ services and the four Youth Offending Services provide RJ activities within their core service. The CRC provides RJ activities to the offenders it supervises and their victims; in Dyfed-Powys victims can access the service direct.



Essex

Responses

We received five responses from agencies in Essex:

- Essex Community Rehabilitation Company
- Essex PCC
- Essex Youth Offending Service
- HMP Chelmsford
- Southend Youth Offending Service

Overview

Essex PCC funds the Essex Restorative Justice Hub. Essex CRC is a partner in this hub, referring offenders into the scheme. Both Youth Offending Services deliver RJ activities as part of their core business. HMP Chelmsford did not provide details about its RJ service, other than stating that it does 'support or facilitate RJ'.



Gloucestershire

Responses

We received three responses from agencies in Gloucestershire:

- HMP Eastwood Park
- Prospects – Gloucestershire Youth Support Team
- Restorative Gloucestershire

Overview

Restorative Gloucestershire is an RJ hub funded by the PCC which provides training, advice and guidance; offers RJ service using qualified, experienced volunteer facilitators; promotes and supports the use of restorative practice across the County and is in the process of setting up a system of support for all Restorative Practitioners operating within Gloucestershire. The Youth Offending Service delivers RJ activities as part of its core service. HMP Eastwood Park state that they are able to support other agencies in delivering RJ.



Greater Manchester

Responses

We received 14 responses from agencies in Greater Manchester:

- Bolton Youth Offending Team
- Bury and Rochdale Youth Offending Team HMP Forest Bank
- HMP Hindley

- HMP Manchester
- HMP Risley
- Oldham Youth Justice Service
- Remedi
- Salford Secure Children's Home
- Salford Youth Offending Service
- Stockport Youth Offending Service
- Tameside Youth Offending Team
- Greater Manchester and Cheshire CRC
- Restorative Thinking Limited

Overview

Bolton, Bury and Rochdale, Oldham, Salford and Tameside Youth Offending Services deliver RJ activities as part of their core services. By contrast, Manchester Youth Justice and Stockport Youth Offending Service have outsourced their RJ activities to Remedi. Salford Secure Children's Home provides an RJ service to the children in its care and their victims. HMP Forest Bank and HMP Risley provide an RJ service to their prisoners and victims. HMP Manchester reported that it worked in partnership with Victim Support to deliver a pre-sentence restorative justice pilot which has now ended. The CRC provides a level 3 shuttle mediation RJ service to the offenders it supervises and their victims. Restorative Thinking Limited provides an RJ intervention programme in prison and probation service settings.⁷



Gwent

Responses

We received six responses from agencies in Gwent:

- Gwent PCC
- Blaenau Gwent and Caerphilly Youth Offending Service
- HMP Prescoed

⁷ HMP Hindley provides the Sycamore Tree programme to inmates in its care.

- Monmouthshire and Torfaen Youth Offending Service
- Newport Youth Offending Service
- Wales CRC

Overview

Gwent PCC funds and coordinates a partnership approach to RJ. The three Youth Offending Services deliver RJ activities as part of their core service and HMP Prescoed delivers RJ services to its prisoners and their victims. The CRC provides RJ activities to the offenders it supervises and their victims.



Hampshire

Responses

We received eight responses from agencies in Hampshire:

- Hampshire PCC
- Hampshire Youth Offending Team
- HMP/YOI's Winchester
- Portsmouth Mediation Service
- Portsmouth Youth Offending Team
- Southampton Youth Offending service
- Victim Support (Hampshire and Isle of Wight)
- Isle of Wight Youth Offending Team

Overview

Hampshire PCC commissions and funds RJ services across the county; launching its RJ strategy in November 2015 which includes a new investment programme for RJ across the county. The four Youth Offending Services deliver RJ activities as part of their core services with Portsmouth YOT making heavy use of volunteers and various community-based placements. Hampshire YOT also delivers the RJ service within HMP/YOI Winchester. The Portsmouth Mediation Service provides an RJ service to the local community and council tenants. Restorative Solutions have been commissioned by the

OPCC to deliver victim initiated restorative justice conferencing in Southampton, Portsmouth, South East and South West Hampshire.

Hertfordshire

Responses

We received five responses from agencies in Hertfordshire:

- Hertfordshire PCC
- Centre for Restorative Justice (CeRJ), University of Hertfordshire
- InterMediation
- Mediation Hertfordshire
- National Probation Service.

Overview

Hertfordshire PCC is responsible for the development of the countywide RJ strategy and commissions service providers. CeRJ (University of Hertfordshire) coordinates RJ across Hertfordshire with funding from the PCC. Mediation Hertfordshire is a new voluntary RJ service provider in the community, funded by the PCC. InterMediation is a private RJ provider. The NPS only take RJ cases if the victim has engaged with the NPS Victim Contact Scheme.



Humberside

Responses

We received three responses from agencies in Humberside:

- East Riding of Yorkshire Council Youth Offending Service
- Humberside Police
- Remedi

Overview

Remedi deliver adult post-sentence restorative justice and are funded by the PCC. The police deliver an RJ service in local communities alongside criminal justice disposals and also as an out-of-court disposal. East Riding YOS delivers RJ activities as part of its core service.



Kent

Responses

We received eleven responses from agencies in Kent:

- HMP Stanford Hill
- Kent PCC
- Kent Police
- Maidstone Mediation
- Medway Mediation
- Medway Secure Training Centre
- Medway Youth Offending Team
- Salus
- Victim Support (Kent)
- The Mediation Service
- West Kent Mediation

Overview

Kent PCC allocates a proportion of community safety funding to the Kent Criminal Justice Board which helps to fund the current co-commissioned RJ service provided by Project Salus. Kent police work closely with this project. The PCC also coordinates RJ provision throughout the county.

Victim Support provide support to victims going through the RJ process. HMP Stanford Hill supports or facilitates RJ by handing out information to prisoners on induction, facilitating conferences and taking the lead for RJ within Kent and Sussex prisons.

Medway Mediation and West Kent Mediation provide an RJ service to their local neighbourhoods. Maidstone Mediation provides an RJ service in prison, probation, schools, and in partnership with the police. The Mediation Service provides an RJ service in the community, prisons and probation settings. Medway Secure Training Centre and Medway YOT provide RJ services to the young offenders in their care and their victims.



Lancashire

Responses

We received seven responses from agencies in Lancashire:

- Blackburn with Darwen Youth Justice Service
- Blackpool Youth Offending team
- HMP Lancaster Farms
- Lancashire Constabulary
- Lancashire PCC
- Lancashire Youth Offending Team
- Smile Mediation Ltd

Overview

Lancashire PCC commissions RJ across the county. Lancashire Police deliver RJ in the community and in prisons. The three Youth Offending Services deliver RJ activities as part of their core business. Smile Mediation Ltd provides RJ in their local neighbourhoods and specialises in hate crime. HMP Lancaster Farms has a seconded officer who facilitates RJ awareness and RJ conferences between victims and prisoners; this secondment is funded by Lancashire and Cumbria CRC.



Leicestershire

Responses

We received four responses from agencies in Leicestershire:

- Leicestershire PCC
- HMP Leicester
- Leicestershire Youth Offending Service
- Restorative Solutions CIC

Overview

The PCC commissions Restorative Solutions CIC to deliver Victim First, which provides victim support services including restorative justice throughout the county. HMP Leicester provides an RJ service to its inmates and their victims. Leicestershire Youth Offending Service delivers RJ activities as part of its core business.



Lincolnshire

Responses

We received four responses from agencies in Lincolnshire:

- Restorative Solutions CIC (separate responses for their police and prison-based RJ)
- Lincolnshire Youth Offending Service
- North Lincolnshire Youth Offending Service

Overview

Restorative Solutions CIC deliver RJ out-of-court conferences including in relation to noncriminal local neighbourhood issues referred by the police, deliver partnership

workshops with the Youth Offending Team and pre-and post-sentence RJ work at HMP Lincoln. The two Youth Offending Services deliver RJ activities as part of their core business.



Merseyside

Responses

We received six responses from agencies in Merseyside:

- Merseyside Community Rehabilitation Company
- Merseyside PCC
- National Probation Service North West Division Merseyside
- Sefton Community Safety/Local Authority
- Wirral Borough Council/Merseyside Police
- Wirral Youth Offending Service

Overview

Merseyside PCC has commissioned an area-wide victim-led RJ service with MoJ funding. The CRC receives funding from the PCC to deliver RJ to victims referred from the police, Victim Support, courts and Victim Liaison Officers in the NPS. The NPS support victims who wish to seek RJ outcomes and signposts offenders to RJ providers. Sefton Community Safety delivers RJ in community justice panels, through direct restorative conferences, family group conferences and also provides restorative training. Wirral Borough Council delivers its local neighbourhood justice scheme and the Youth Offending Service delivers RJ activities as part of its core business.



Metropolitan Police/MOPAC

Responses

We received twenty three responses from agencies in Greater London:

- MOPAC
- Barnet Youth Offending Service
- Brent Youth Offending Team
- Bromley Youth Offending Service
- Centre for Peaceful Solutions
- Croydon Youth Offending Team
- Greenwich Youth Offending Service
- Haringey Youth justice Service
- Harrow YOT
- Hillingdon Youth Offending Service
- Hounslow Youth Offending Service
- Islington YOT
- Kingston and Richmond Youth Offending Service
- Lambeth Youth Offending Team
- Lewisham YOS
- London Community Rehabilitation Company
- Merton Youth Justice Team
- Redbridge Youth Offending and Targeted Prevention Service
- Southwark Youth Offending Service
- Tri-Borough Youth Offending Service
- Victim Support (Barnet antisocial behaviour)
- Victim Support (RJ Hounslow)
- Wandsworth YOT

Overview

MOPAC is in *“the embryonic stages of establishing a victim-led RJ service in London and intends to direct victims and professionals to that service in the first instance.”*

The service as a whole is intended to tap into existing provision. All the Youth Offending Services listed above deliver RJ activities as part of their core business. However, the Centre for Peaceful Solutions provides an RJ service in the community, schools, prison and the Youth Offending Team in Brent. Victim Support runs an anti-social behaviour project in Barnet and provides RJ activities in Hounslow through two separate contracts. The London CRC provides an RJ service to victims and offenders in the community and works with CALM Mediation.



Norfolk

Responses

We received four responses from agencies in Norfolk⁸:

- HMP Norwich
- Norfolk and Suffolk Community Rehabilitation Company
- Victim Support
- Norfolk Youth Offending Team

Overview

Victim Support delivers the Norfolk and Suffolk Restorative Justice Service which is funded and coordinated by the PCC. The CRC provides an RJ service for victims of crime post-sentence for medium and high risk cases. The Youth Offending Team delivers RJ activities as part of its core business. HMP Norwich stated that it works in partnership with the countywide restorative justice service but does not have sufficient staffing to support facilitation.



North Wales

Responses

We received four responses from agencies in North Wales:

- North Wales PCC
- Conwy and Denbighshire Youth Justice Service
- Gwynedd and Môn Youth Justice Service
- Wales CRC

⁸ We also received a response from a magistrate who responded to the survey to express Norfolk's commitment to RJ particularly for young people.

Overview

The PCC states that RJ activities at levels 1, 2 and 3 are delivered in local prisons, YOTs and neighbourhoods. Police officers are the lead agency on most of this work (with YOT staff in youth justice settings); police also work with housing providers to deliver level 2 interventions. Both Youth Justice Services deliver RJ activities as part of their core business. The CRC provides RJ activities to the offenders it supervises and their victims.



North Yorkshire

Responses

We received three responses from agencies in North Yorkshire:

- North Yorkshire PCC
- HMP Kirklevington Grange
- York Youth Offending Team

Overview

The PCC commissions Remedi to deliver RJ to victims of crime in North Yorkshire. HMP Kirklevington Grange considers all prisoners for RJ in consultation with their offender manager and refers them to RJ services where appropriate. The YOT delivers RJ activities as part of its core business.



Northamptonshire

Responses

We received five responses from agencies in Northamptonshire:

- Northamptonshire PCC

- Northamptonshire NPS
- Groundwork Northamptonshire
- Northamptonshire Youth Offending Service
- Rainsbrook Secure Training Centre

Overview

The PCC commissions restorative justice services via Restorative Northamptonshire which is delivered by a partnership between Restorative Solutions and Groundwork; the current contract extends until June 2016. The NPS supports Groundwork who deliver RJ to both the NPS and CRC; NPS Victim Liaison Officers refer appropriate victims to Groundwork but do not facilitate RJ within the NPS. Rainsbrook STC delivers RJ activities to the young people in its care and their victims and the Youth Offending Service delivers RJ activities as part of its core business.



Northumbria

Responses

We received nine responses from agencies in Northumbria:

- Gateshead Youth Offending Team
- HMP Northumberland
- MPS Victim Liaison Units
- Newcastle Youth Offending Team
- Northumberland Youth Offending Service
- Northumbria Community Rehabilitation Company
- South Tyneside Youth Justice Service
- Sunderland Youth Offending Service
- Victims First Northumbria

Overview

Victims First Northumbria is funded by the PCC to deliver and facilitate restorative justice to victims across Northumbria. The five Youth Offending Teams deliver RJ activities as part of their core business. The NPS provides RJ activities to the offenders

they supervise and their victims. Northumbria CRC has made specific provision for RJ and the small budget has been used to second two FTE equivalent PSO grade practitioners to Victims First Northumbria. HMP Northumberland supports RJ delivery in two ways; it delivers approximately 80 spaces per annum for Sycamore Tree victim awareness and works in partnership with providers to provide appropriate access for RJ contact and conferencing.



Nottinghamshire

Responses

We received six responses from agencies in Nottinghamshire:

- Remedi (two responses)
- HMP Lowdham Grange
- HMP Nottingham
- HMP Stocken
- HMP Whatton

Overview

Remedi is funded by the PCC to provide RJ services for both adults and young people in the community and at Nottingham and Stocken prisons. HMP Lowdham Grange works in collaboration with community providers; the prison works with the offender, community providers work with the victim and both agencies collaborate to facilitate and deliver RJ conferences. HMP Whatton supports and facilitates the delivery of RJ to prisoners in partnership with community providers.



South Wales

Responses

We received seven responses from agencies in South Wales:

- Cardiff Youth Offending Service
- Cwm Taf Youth Offending Service
- Vale of Glamorgan Youth Offending Service
- Western Bay Youth Justice and Early Intervention Service
- National Probation Service, South Wales
- Wales Restorative Approaches Partnership
- Wales CRC

Overview

The Wales Restorative Approaches Partnership is funded by the PCC and local authorities and focuses on domestic abuse and restorative family approaches with referrals mainly from the police, social services and schools. Cwm Taf and Vale of Glamorgan Youth Offending Services provide RJ activities as part of their core business. The Cardiff Youth Offending Service delivers RJ in neighbourhood resolution panels and the Western Bay Youth Justice and Early Intervention Service provides RJ in partnership with a wide range of agencies both in the community and in custody. Wales NPS did not provide details about the RJ service they deliver and Wales CRC states that the RJ service it provides to offenders it supervises and their victims varies by area.



South Yorkshire

Responses

We received ten responses from agencies in South Yorkshire:

- South Yorkshire PCC
- South Yorkshire CRC
- Doncaster Metropolitan Borough Council
- Neighbourhood Resolutions Project
- Remedi (five responses the different services)
- South Yorkshire Police

Overview

The PCC funds the victim-focused Restorative Justice hub which is part of the Criminal Justice Board's partnership approach to delivering RJ across the County. The police are lead players in the hub. The CRC contributes financially to the hub and works with the RJ provider to provide them with contact details for offenders. Remedi is the main provider for the hub and provides the RJ service for the Youth Offending Services in Barnsley, Doncaster, Rotherham and Sheffield, as well as providing adult post-sentence RJ across the County. It also runs the safer schools partnership.



Staffordshire

Responses

We received two responses from agencies in Staffordshire:

- Staffordshire PCC
- Victim Support

Overview

The PCC has funded an RJ coordinator and a pool of volunteer caseworkers who provide a general RJ resource for victims. This predominantly takes place at the pre-sentence stage of the criminal justice process, with volunteers facilitating shuttle dialogue and community restorative conferences arising from referrals from the Youth Offending Service and the police.

Victim Support is “working on providing a level 2 service”.



Suffolk

Responses

We received four responses from agencies in Suffolk:

- Norfolk and Suffolk Community Rehabilitation Company
- Suffolk PCC
- Suffolk Youth Offending Service
- Victim Support

Overview

Victim Support delivers the Norfolk and Suffolk Restorative Justice Service which is funded and coordinated by the PCC. The CRC provides an RJ service for victims of crime post-sentence in medium and high risk cases. The Youth Offending Team delivers RJ activities as part of its core business.



Surrey

Responses

We received four responses from agencies in Surrey:

- Surrey PCC
- Surrey Police
- Surrey Youth Support Service
- The Restorative Justice Training Company

Overview

Surrey PCC stated that its role is to support the commissioning of RJ in the county. Surrey Youth Support Service hosts the Surrey RJ hub which was funded by the PCC and

Surrey County Council (however, the PCC funding has now finished). Surrey Police “work with young offenders and contacts victims to take part in RJ”.⁹



Sussex

Responses

We received six responses from agencies in Sussex:

- Sussex PCC
- Brighton and Hove Youth Offending Service
- East Sussex Youth Offending Team
- Kent, Surrey and Sussex CRC
- Prison Advice Care Trust
- Victim Support

Overview

The PCC funds and commissions the Sussex Restorative Justice Partnership (SRJP) which pulls together all RJ activity in the county. All adult referrals are handled through three RJ hubs at Brighton, Bexhill and Bognor police stations. Youth RJ is handled through the Youth Offending Services. SRJP members include:

Sussex Police and Crime Commissioner	HMP Lewes
Sussex Police	HMP Ford
Crown Prosecution Service	Brighton & Hove Independent Mediation Service
HM Courts and Tribunal Service	
National Probation Service	Brighton Crime Reduction Partnership
Kent, Surrey & Sussex Community Rehabilitation Company	West Sussex County Council
	East Sussex County Council

⁹ The Restorative Justice Training Company is a private enterprise which delivers RJ training on request; although not a provider of RJ, they completed a survey response.

Brighton and Hove City Council	Youth Offending Service West Sussex
Victim Support	Youth Offending Service East Sussex
Affinity Sutton	Youth Offending Service Brighton & Hove
Sussex Pathways	
CALM	Legal Aid Agency
PACT/Just People	Sussex Partnership National Health Service Foundation Trust
Arun District Council	National Health Service England

The CRC delivers restorative interventions at the Senior Attendance Centre for SRJP.



Thames Valley

Responses

We received eleven responses from agencies in Thames Valley:

- Bracknell Forest Youth Offending Service
- Buckinghamshire Youth Offending Service
- HMP Huntercombe
- Oxfordshire Youth Justice Service
- Reading Youth Offending Service
- Thames Valley CRC
- Thames Valley Partnership
- Transforming Conflict. National Centre for Restorative Approaches in Youth Settings
- Volunteer Centre West Berkshire
- West Berkshire YOT
- Wokingham YOT

Overview

Thames Valley Partnership runs the Thames Valley Restorative Justice Service; victim-initiated and pre-sentence RJ is funded by Thames Valley PCC until March 2018. The PCC also funds offender-initiated RJ services. The six Youth Offending Services deliver

RJ activities as part of their core business. Thames Valley CRC delivers RJ as part of a community order, prison licence or, occasionally, prison sentence. HMP Huntercombe facilitates RJ from outside providers. The Volunteer Centre in West Berkshire delivers the West Berkshire RJ service which is funded from a number of sources including the PCC, Safer Communities Partnership, in Housing and the Greenham Common Trust. Transforming Conflict delivers restorative interventions in schools.



Warwickshire

Responses

We received two responses from Warwickshire:

- Warwickshire PCC
- Warwickshire Police

Overview

Warwickshire PCC stated only that they provide funding for RJ and monitor how it is spent. Warwickshire and West Mercia Police launched a new RJ service on 1 November 2015 jointly funded by the PCCs in both police force areas.



West Mercia

Responses

We received two responses from agencies in West Mercia:

- West Mercia Police
- West Mercia Youth Offending Service

Overview

Warwickshire and West Mercia Police launched a new RJ service on 1 November 2015, jointly funded by the PCCs, which serves both police force areas. West Mercia Youth Offending Service provides RJ activities as part of its core business.



West Midlands

Responses

We received four responses from agencies in West Midlands:

- Coventry Youth Offending Service
- Dudley Youth Offending Service
- HMP Birmingham
- West Midlands Police

Overview

West Midlands Police delivers an RJ service dealing with antisocial behaviour; this is funded by the PCC, the police themselves and local authority housing departments. The two Youth Offending Services deliver RJ activities as part of their core business. HMP Birmingham makes contact with victims through the investigating police officer.



West Yorkshire

Responses

We received ten responses from agencies in West Yorkshire:

- Bradford Restorative Justice Hub
- Calderdale Youth Offending Team
- HMP Wakefield
- Kirklees Council
- Kirklees IOM Scheme

- Remedi (Leeds Youth Offending Team)
- Wakefield Youth Offending Team
- West Yorkshire Community Rehabilitation Company
- West Yorkshire National Probation Service

Overview

The Bradford RJ hub is funded by the local authority. In the same way, Kirklees Council funds their victims and resolution team to deliver RJ work locally. The Youth Offending Teams deliver RJ activities as part of their core business; although the Wakefield YOT receives additional funding from the PCC, and Leeds YOT has contracted out its RJ work to Remedi. The Kirklees IOM scheme is funded by the police. The Bradford division of West Yorkshire CRC operates as part of the Bradford RJ hub. The West Yorkshire NPS RJ service is represented in the Kirklees, Bradford and Leeds RJ hubs. HMP Wakefield supports and facilitates the delivery of RJ by acting as a liaison between the provider and the prisoner.



Wiltshire

Responses

We received one response from Wiltshire: from the Swindon Youth Offending Team which delivers RJ activities as part of its core business.

National Agencies

Three agencies described themselves as having a national, rather than local remit. These were:

- The Mediation Service (which describes itself as providing an RJ service in the community, and in different prisons and probation settings across the country).
- The Restorative Engagement Forum (two accredited practitioners who also offer a restorative approaches service to statutory organisations).
- Why me? (provides a direct RJ service to victims and is funded by voluntary donations).

A number of other national agencies such as Remedi, Restorative Solutions and Victim Support responded to the survey but gave details (as requested) of specific local provision.

Chapter 3: Details of RJ provision

Introduction

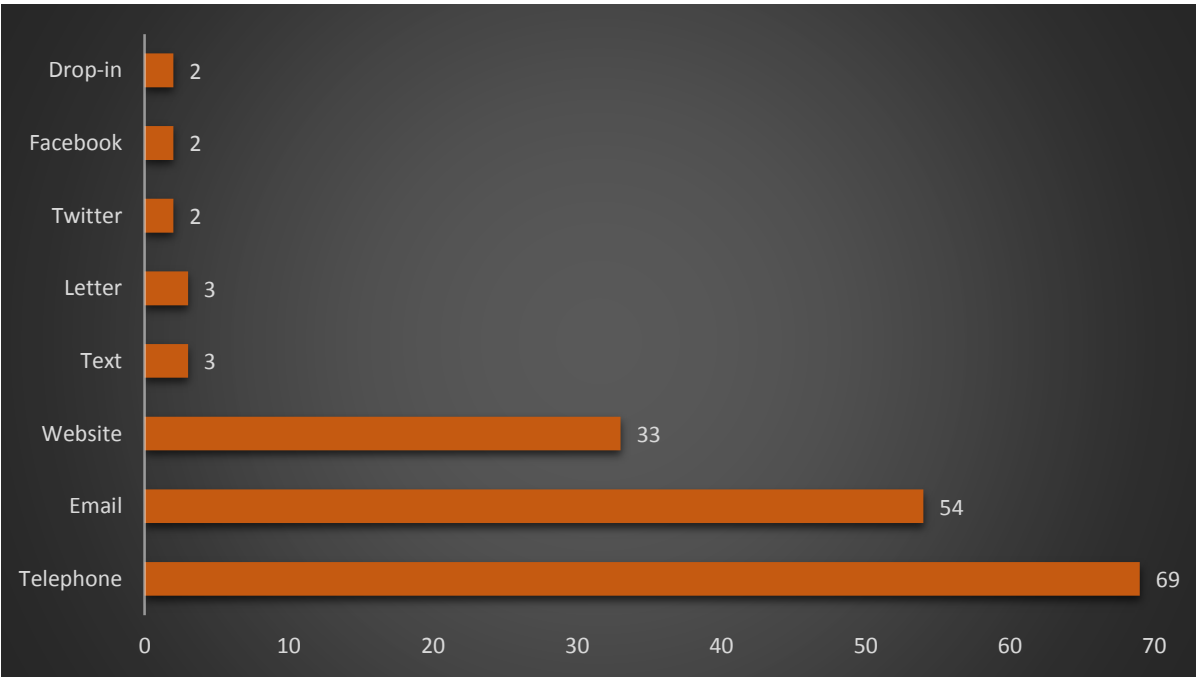
This chapter analyses the questionnaire responses in order to provide more details about RJ service provision in terms of the type of restorative provision delivered, the stage(s) of the criminal justice system at which it is delivered and whether it is focused on young people, adults or both. This chapter also examines whether particular categories of offence are either targeted or excluded.

Victim access

Survey respondents were asked whether victims could contact the service directly. Around two thirds (145/215 = 67%) said their service could be contacted directly. Additionally, more than half (41/70 = 59%) of services which said that victims could not make contact directly noted that victims would be directly contacted by their service or by local police or a victims’ service to see if they wished to engage in restorative justice.

Telephone and email were the main stated methods by which victims could make direct contact, although contact via websites, Twitter, Facebook and text messaging were also possible for some services. Full details are provided in **Figure 2** below.

Figure 2 Ways that victims can make direct contact with RJ services (n = 99)



Age of offenders

Survey respondents were also asked whether they worked with adult (aged 18 years and older) and/or young (aged under 18 years) offenders. Just under half (101/215 = 47%) survey respondents said that they worked with adult offenders¹⁰. Three-quarters of respondents (161/215 = 75%) said they worked with young offenders¹¹.

In addition to 93 YOTs, 2 Secure Training Centres and a Secure Children's Home, the other 65 organisations who worked with young offenders comprised 23 voluntary/community sector organisations; 9 police services; 5 victims services; 4 private organisations, 4 local authorities, 3 neighbourhood justice panels; three prisons; 1 CRC and 13 others.

58 organisations (58/215 = 27%) stated that they worked with both adult and young offenders. The large number reporting work with young offenders can be explained by the high proportion of YOTs (93/215 = 43% total RJ delivery organisations) responding to the survey.

Settings/Stages of the criminal justice system

The survey asked whether providers delivered RJ interventions at particular stages of the criminal justice system and settings. The stages/settings specified were:

- Diversion from the criminal justice system [i.e. RJ carried out as part of an informal sanction, such as a community resolution]
- Out-of-court disposals [i.e. RJ carried out as part of a formal out-of-court disposal, such as a youth caution or a conditional caution]
- Pre-sentence [i.e. RJ carried out after an offender has pleaded guilty but prior to sentencing.]
- As part of a non-custodial sentence [e.g. RJ that is carried out as part of a Referral Order or a Community Order.]
- In custody –adult prison
- In custody – YOI, 18-21 years
- In custody – YOI, under 18 years
- In custody – Secure Training Centre
- In custody – Secure Children's Home

¹⁰ Four respondents did not answer this question.

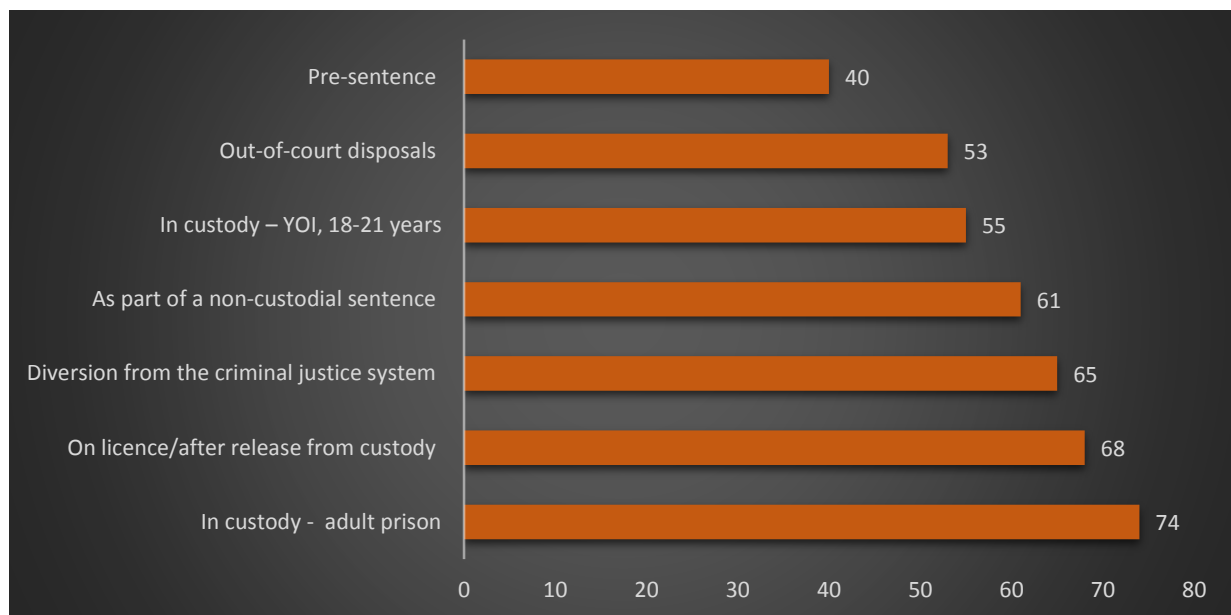
¹¹ Again, four respondents did not answer this question.

- On licence/after release from custody [e.g. RJ] carried out while the offender is on supervision following release from custody]

Respondents were also given the opportunity to specify any other stage/setting.

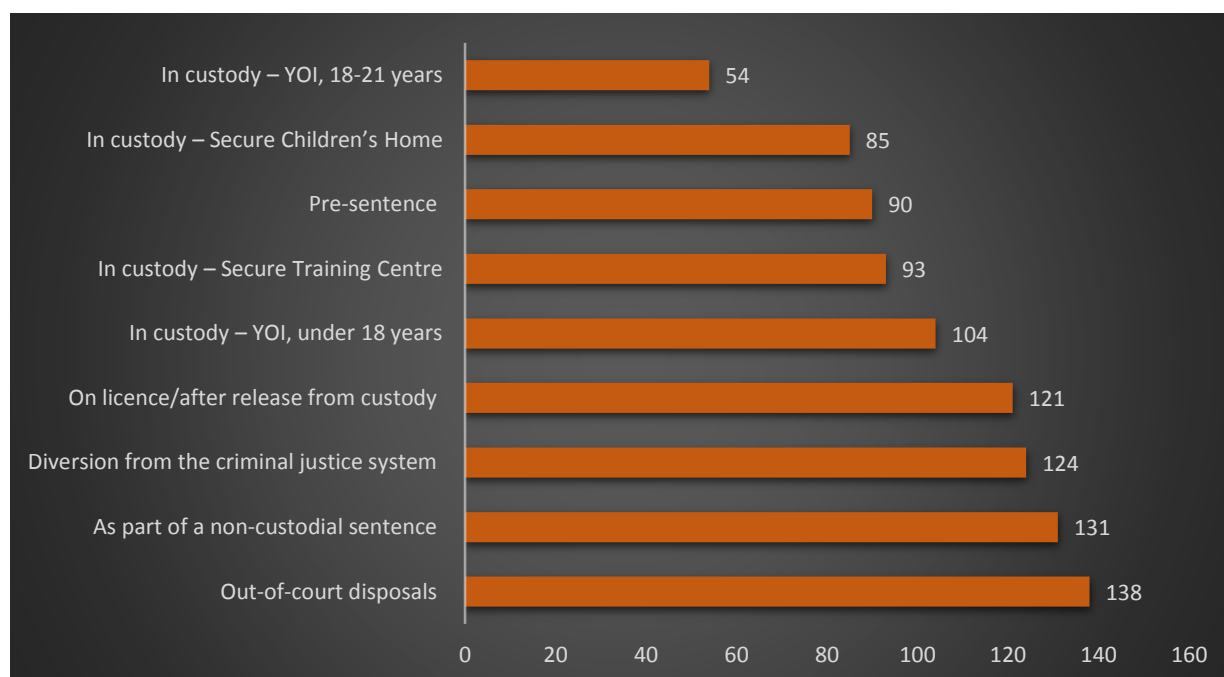
Since three of these options are specific to young people aged under 18 years, we have undertaken separate analysis of respondents who work with adult offenders and those who work with young offenders.

Figure 3 – Stages/Settings for agencies working with adult offenders (n= 101)



Of respondents who indicated other stages/settings in which they delivered RJ interventions with adults, 14 stated that they operated outside the criminal justice system, working with neighbourhood and family disputes or with anti-social behaviour; and five organisations stated that they worked with offenders in any criminal justice setting but the intervention was always initiated by the victim.

Figure 4 – Stages/Settings for agencies working with young offenders (n = 161)



Where respondents indicated other stages/settings in which they delivered RJ interventions with young offenders, nine stated that they worked with young people at risk of offending/or involved in anti-social behaviour. Six organisations operated outside the criminal justice system working with schools, four with neighbourhood disputes and three in family settings. Three organisations stated that they worked with offenders in any criminal justice setting but the intervention was always initiated by the victim.

We compared the different settings/stages at which organisations working with adult offenders and those working with young offenders operated. (It should be noted that these are not mutually exclusive categories.) This analysis revealed that a higher proportion of the latter delivered RJ as an out-of-court disposal (86% compared with 53%) and at the pre-sentence stage (56% compared with 40%) which reflects the different working practices of the adult and youth justice system.

Types of intervention

We also asked what type of RJ activities providers delivered:

Direct: Face-to-face victim/offender meetings or conferences

- This is where the victim and offender meet face-to-face to discuss the harm caused and how it can be repaired

Indirect: Letter exchange or Shuttle mediation

- An exchange of letters between the victim and offender
- In shuttle mediation, the victim and offender do not meet face-to-face but instead communicate indirectly via a facilitator

A large majority of providers offered both indirect and direct RJ:

- 193 (90%) offered face-to-face victim/offender meetings or conferences.
- 181 (84%) offered letter exchange or shuttle mediation with most providers offering both.

Seventy-two service providers stated that they offered “other” activities; a wide range of such activities were identified, of which the most common were:

- Reparation – direct and/or indirect (23)
- Victim awareness/empathy work (9)
- Victim can attend panel meetings to explain the impact of the crime they suffered (5)
- Video or audio recordings (4)
- Restorative Circles (4)
- Keeping the victim informed about the offender’s progress (4)
- Family conferencing (3)
- Video or phone conferencing (2)

We asked how many of the specified activities each respondent had carried out in the last year for which they had data available. Almost two thirds (133/215 = 62%) of service providers were able to provide this information. In considering this information, it is important to remember the diversity of organisations responding – which ranged from multi-agency hubs covering whole counties/PCC areas to very small voluntary sector organisations.

One hundred and thirty two providers reported that they had delivered a total of 2638 face-to-face interventions, an average of 20 each. However, level of activities ranged considerably; while 68 providers delivered less than 10 face-to-face interventions in the previous year, 14 providers had delivered 50 or more with one provider delivering 300 conferences.

Ninety six providers reported they had facilitated letter exchanges in a total of 2179 cases, an average of 23 each. Again, the output varied considerably between organisations from 1 – 200 with 39 providers facilitating less than 10 exchanges and eleven facilitating 50 or more in the previous year.

Ninety providers reported they had facilitated shuttle mediation in a total of 2124 cases, an average of 24 each. Again, the output varied considerably between organisations from 1 – 400 with exactly half (48) providers facilitating less than 10 exchanges and ten facilitating 50 or more in the previous year.

Survey respondents reported that they had delivered a total of 6941 direct and indirect RJ interventions in the most recent 12 month period for which they had records.

Respondents also provided information about the quantity of reparation work they had delivered. (This is generally not understood as a form of RJ, since it does not necessarily entail communication between victim and offender.) Respondents counted this in two different ways; some providing the number of victims who had received reparative activity, others providing the total number of hours of reparation. Six respondents had worked with 444 offenders to provide reparation work to victims and/or the local community. Three respondents had facilitated the delivery of a total of 7,000 hours of reparation work.

We concur with one of the survey respondents we cited earlier that measuring restorative justice activity can be complex with different definitions of what constitutes a particular intervention. For instance, in many cases many hours of important preparatory work may be undertaken but an actual face-to-face session may not take place; different respondents may choose to count or not count this scenario as an offender-victim conference.

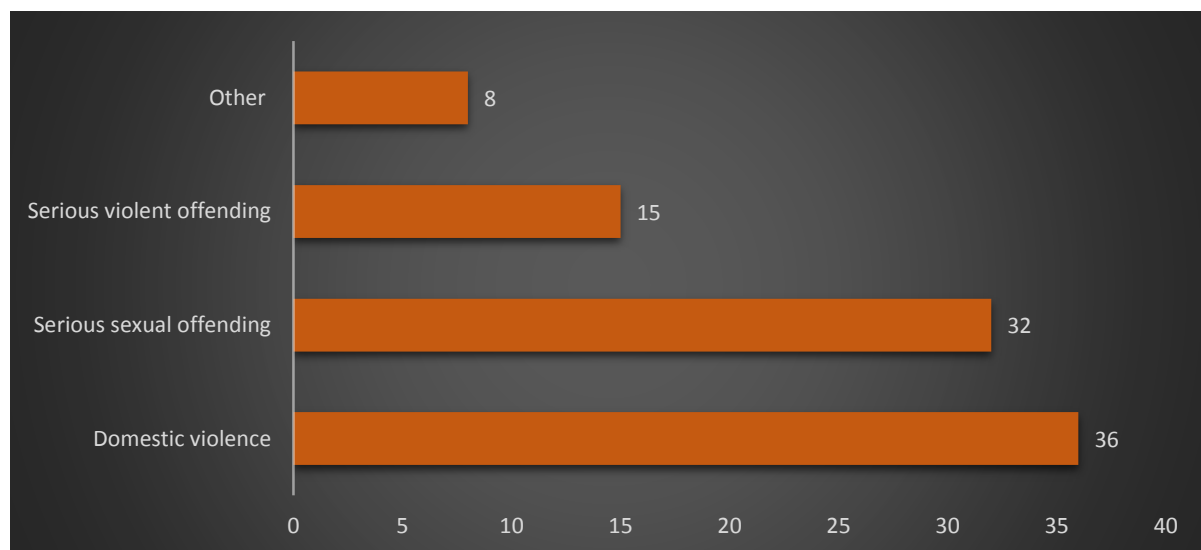
Types of offences

We asked whether respondents' organisations targeted any particular kind or category of offence for RJ activity. A small number (11) specified that they did:

- Anti-social behaviour and low level offences (5)
- Burglaries (3)
- Hate crime (1)
- Violent crime (1)
- Complex and sensitive offences (1)

We also asked whether respondents excluded any specific offences in their RJ work. One quarter (48/193¹² = 25%) did so; **Figure 5** provides details

Figure 5 Providers excluding types of offences (n = 48)



Eight respondents specified particular types of offences they excluded, described as “other” in **Figure 5** above:

- Driving offences (2)
- Possession of drugs (2)
- Offences involving death (1)
- Serious offences such as murder or rape (1)
- Hate crimes (1)
- Offences against children (1)
- All indictable offences (1)
- Offences still subject to criminal proceedings (1)

¹² 22 respondents did not answer this question.

Chapter 4: RJ service providers

Introduction

This chapter provides further information about the respondents who completed our survey as organisations directly involved in the RJ delivery. It looks at the findings in relation to two key issues: staffing and volunteers, and funding.

Staffing

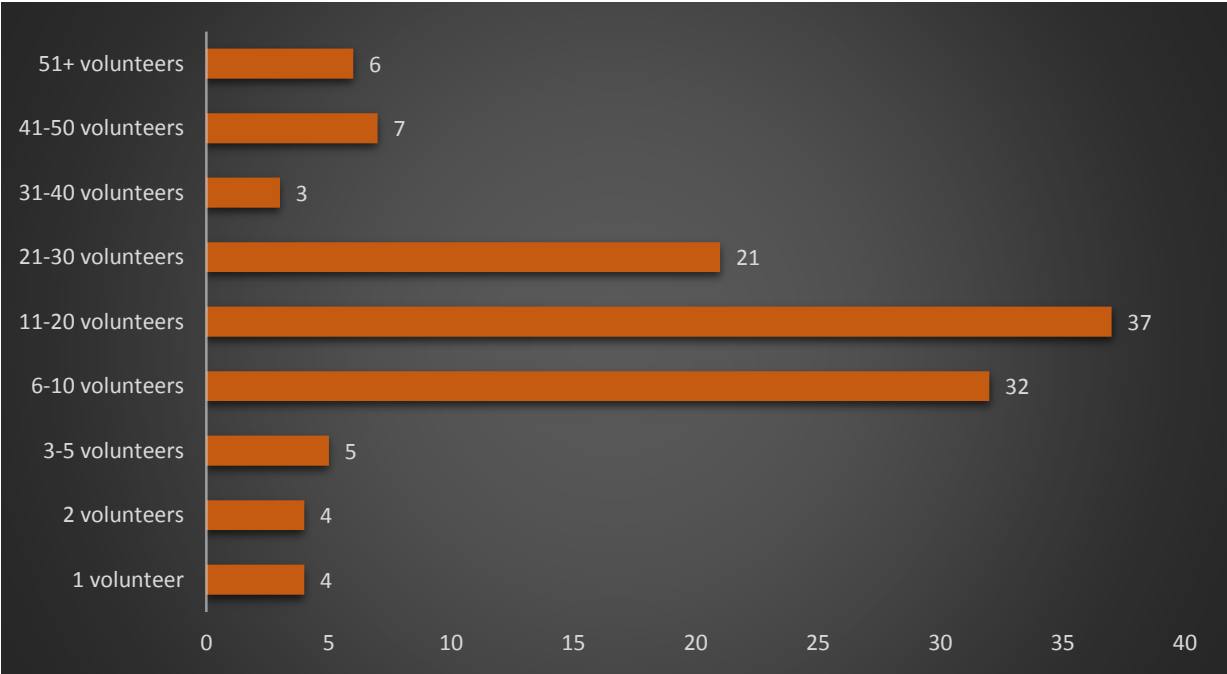
Only eight providers stated that they did not have any paid staff. One hundred and fifty nine respondents provided details about the number of paid staff they employed (it is again important to remember that responding agencies varied substantially in size). A total of 549 paid staff were employed by these 159 agencies to deliver RJ work. Although some YOTs provided details about staff who led RJ delivery, many stated that rather than having a small number of staff dedicated to RJ work, all or most of their staff were trained in RJ and that this was a core component of their working role. **Figure 6** provides further details:

Figure 6 Numbers of paid staff (n= 159)



One hundred and thirty organisations (73% of the 177 respondents who answered this question) stated that they involved volunteers in RJ delivery. **Figure 7** shows the reliance of many RJ providers on volunteers:

Figure 7 Numbers of volunteers (n= 130)



These 130 survey respondents reported using a total of 2,226 volunteers to deliver RJ activities. Many YOT respondents said that volunteer referral panel members were trained in RJ approaches.

Therefore a total of 2,755 individuals were reported by our respondents as being involved in delivering RJ interventions in the last year for which they had records. Just over four fifths of these (81%) were volunteers.

Funding

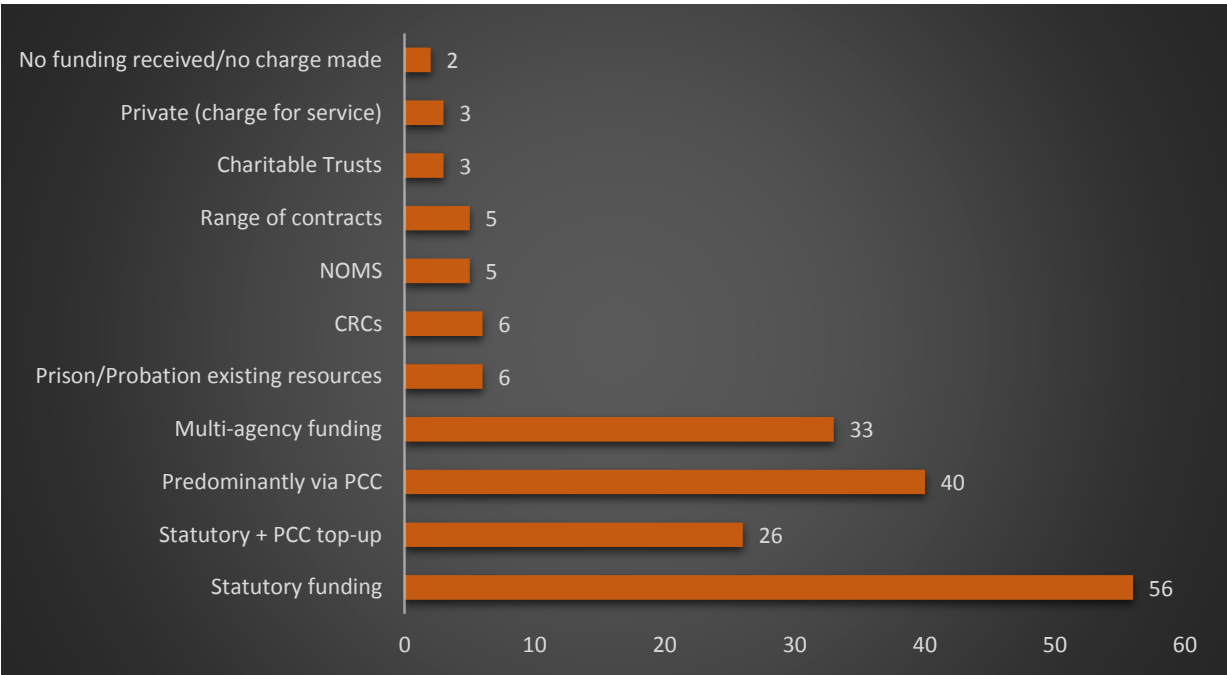
Respondents were asked how their RJ service was funded and 170 provided information. Many statutory services (56) delivered RJ solely out of their existing normal budget sources and a further 26 delivered RJ mainly out of their existing normal budget stream with RJ-specific top-up funding from their PCC.

Forty services were predominantly funded via their PCC with a further 33 funded via a multi-agency approach with local authorities and police services typically involved in providing funding.

CRCs provided funding for six services and NOMS (including the NPS and Prison Service) provided funding for another five. Six prison and probation providers stated that they received no specific RJ funding but delivered activities through existing staff and volunteers.

A full breakdown of funding sources is provided in **Figure 8** below:

Figure 8 Funding sources (n= 170)



Nine survey respondents noted that their funding was only secure until the end of the current financial year (31 March 2016); two stated that their funding was coming to an end on this date and one other respondent was uncertain about future funding.

Chapter 5: Organisations supporting RJ

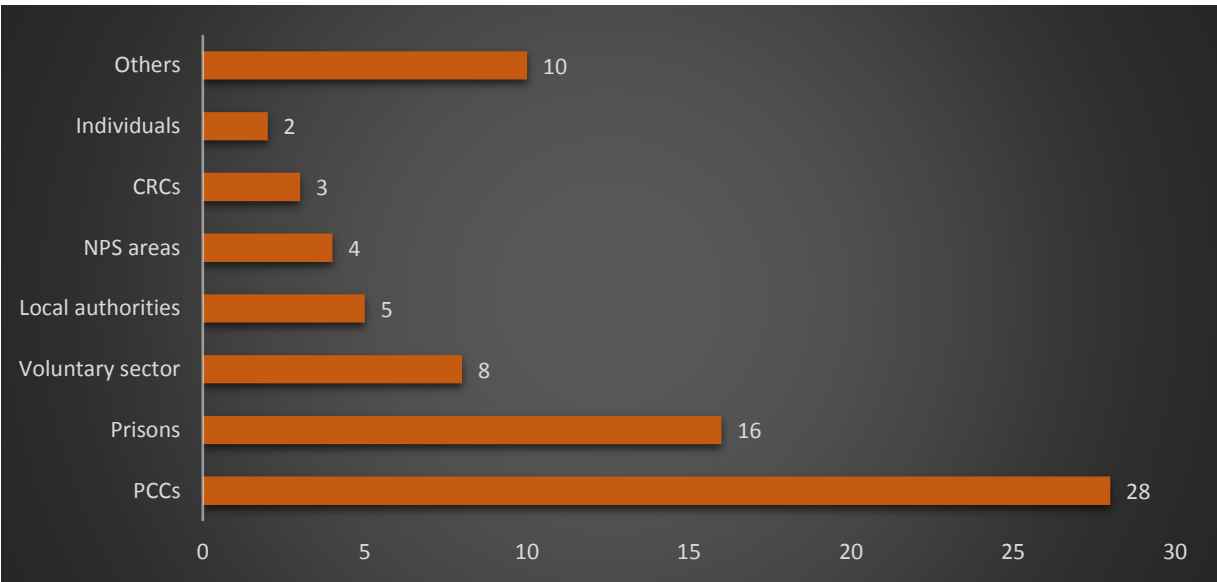
Introduction

As stated in the methodology chapter, we included a short section in the survey for organisations which were not involved in the direct delivery of RJ activities but supported or facilitated the RJ delivery of others. Eighty three organisations completed this section of the questionnaire, although seven of these stated they did not support or facilitate RJ¹³. The details of all the others – including from 76 which provided very short (typically one sentence) accounts of the way in which they supported or facilitated RJ delivery – are included in our area-by-area overview of responses.

Breakdown by organisation

Figure 9 provides a breakdown of the type of organisation which completed this short “support or facilitate” section. Many of the respondents were (Offices of) Police and Crime Commissioners, prisons, or probation (both NPS and CRC) providers and it should be noted that some PCCs, prisons and probation providers chose instead to complete the direct delivery section of the questionnaire.

Figure 9 Supporters of RJ – breakdown by category (n = 76)



The ten “others” comprised: 2 Local Criminal Justice Boards; 1 private organisation; 1 organisation providing the infrastructure for volunteers delivering RJ in youth offender panels; 1 NHS Trust; the Prison Fellowship; and four respondents who did

¹³ These respondents also did not provide the names of their organisations.

not clarify the nature of the organisation on whose behalf they were responding. One of the two individuals was a magistrate, the other a trainer of RJ facilitators.

Chapter 6: Emerging issues and themes

Introduction

The focus of the survey was to establish as comprehensive as possible a list of all RJ provision within the criminal justice system in England and Wales, with an emphasis on contact details and basic characteristics of provider organisations. Nevertheless, a number of issues and themes about the changing nature of RJ provision emerged from the survey responses, and offer some interesting points of learning. We conclude this report by discussing these features.

A dynamic field

It seems likely from the survey that the amount of RJ activity is growing across the country, and that it is increasingly co-ordinated and looking to provide service to victims at every stage (and outside) of the criminal justice system. One piece of evidence of this growing provision was the fact that ten survey respondents were unable to provide data about the volume of their work because the service had only been launched in the previous few months. The consolidation and reconfiguration of services was also apparent in the closure of some services: two survey respondents stating that their funding would cease at the end of the current financial year.

This growth and coordination of RJ provision clearly reflects, at least in part, the responsibility given to Police and Crime Commissioners to provide and coordinate provision for victims locally. A number of survey responses referred to needs assessment work or increasing coordination locally. PCCs are evidently the main funders of many RJ services: 40 services were predominantly or totally funded by their local PCC and 26 Youth Offending Services received top-up PCC funding for their RJ work. As we stated in Chapter Two, over half (119 = 55%) of the 215 RJ provider survey respondents indicated that they were part of an RJ hub or multi-agency partnership. Agencies in 39 out of 42 PCC areas stated that they were part of an RJ hub and it was clear that hubs were consolidating in many areas. Dorset is expecting to have established a countywide hub by April 2016 and the Mayor's Office for Policing and Crime in London reported that it was in the preliminary stages of establishing a victim-led RJ service across London.

Mixed provision in Youth Justice

We found two distinct models of RJ provision within youth justice. The majority of Youth Offending Services trained most or all their staff in restorative justice and delivered RJ activities as part of their core business. Many also trained volunteers in RJ approaches and particularly valued the input of volunteers in addressing RJ issues through their panel work. However, ten of the 93 YOTs responded to our service had contracted out their RJ work to voluntary sector providers (Remedi in eight of these cases).

Probation picture unclear

The changes resulting from the government's Transforming Rehabilitation initiative which effectively split the probation service into two parts – a National Probation Service working with high-risk offenders and 21 new Community Rehabilitation Companies working with low and medium risk offenders - are clearly ongoing. We received survey responses from 14 CRCs but most provided relatively little information about their RJ work with the exception of Northumbria and South Yorkshire CRCs which had contributed to the local RJ hubs by seconding staff or funds. Thames Valley CRC is in the process of contracting out their RJ activities to the Thames Valley Partnership which runs the local RJ hub. We received eight responses from NPS divisions which provided very little information about the RJ work they did beyond the fact that they would provide RJ providers with referrals mainly coming from their Victim Liaison Officers. The responses suggested that RJ activity was limited. This viewpoint appears to be borne out by the results of a scoping exercise carried out by the NPS itself in July/August 2015, the report of which was shared with us. The NPS received scoping questionnaire returns from 28 areas across five divisions covering “all but 10” of the legacy Probation Trust areas. The main findings of this report were:

- 23 of 28 returns identified some form of RJ provision.
- 12 areas identified that local projects funded by PCCs are available or planned.
- CRCs were involved in delivering services in nine areas, charging the NPS via the “rate card¹⁴”.
- In 10 areas there is provision within the NPS to provide RJ conferencing, generally led through Victim Liaison teams.
- 18 of the 28 areas are currently involved in some level of local RJ multiagency partnership activity.

¹⁴ Rate card is the nationally agreed process by which CRCs charge the NPS for provision of services.

- 26 of the 28 areas identified barriers and difficulties in regards to RJ. The most common issue was a lack of clarity and structure within the NPS in relation to RJ. Capacity and resource issues were also significant barriers.
- The Transforming Rehabilitation split was also seen as a key issue, in the sense that much relevant expertise was concentrated in CRCs and confusion had arisen around the role of each organisation in delivering RJ.

Despite this relatively high response rate, it is difficult to form a clear picture of RJ provision within the post-Transforming Rehabilitation probation service since the returns report that there had been only 30 RJ conferences across the 28 areas in the three-month period April-June 2015. Twenty three of these were held in South Yorkshire, with the others taking place in four different areas.

It appears that the transition to new models of probation delivery of RJ will need to bed in before we can form an accurate picture of RJ activities in the post Transforming Rehabilitation landscape – a theme which has also been identified by recent HM Probation Inspectorate reports.

Conclusion

It is clear that there is ever-growing scope of RJ activity across the criminal justice system in most areas of England and Wales, reflecting the Ministry of Justice's promotion of restorative justice and the requirement on Police and Crime Commissioners to commission victims' services.

We hope that the mapping exercise will, in itself, serve to raise the profile of the Restorative justice services directory. It will be important, in our view, to continue to promote the directory in order that missing services will contribute their details and to ensure that, as services are modified and consolidated further, contact and other details remain accurate and up-to-date.

Appendix One –Copy of Online Survey



Mapping restorative justice provision in England and Wales survey

Introduction

The Institute for Criminal Policy Research is an independent research institute based at Birkbeck, University of London. We have been commissioned by the Restorative Justice Council to carry out a mapping exercise of restorative justice provision across England and Wales. Restorative justice (RJ) is the process that brings those harmed by crime and those responsible for the harm into communication enabling everyone affected by a particular incident to play a part in repairing the harm and finding a positive way forward. The aim of this research is to provide an overview of the number, type and scope of RJ services across the country.

As part of the research we would like individuals involved in supporting or delivering RJ services to complete the following survey to provide details of RJ provision in their local area. The survey should take 5-10 minutes to complete. The results of the survey will be presented in a number of formats including via an online database which will allow members of the public (including victims) and practitioners to search for RJ services in their local area.

If you are responding on behalf of a national RJ organisation, please ensure that one survey is completed for each service that your organisation delivers locally.

Please tick this box if you DO NOT want the information you provide to be included in the online database. ☐

Section 1: Nature of Involvement in Restorative Justice

- a) Is your organisation/agency directly involved in the delivery of RJ? [Filters to be added in online version] (Yes/No)

Please click 'Yes' only if your organisation/agency is directly involved in delivering RJ.

Please click 'No' if your organisation/agency has some other kind of involvement in RJ (e.g. by supporting or facilitating delivery by others) or is not involved in RJ.

YES – proceed to the rest of the existing questions (i.e. Section 2)

NO – proceed to the questions below:

- b) Does your organisation support, facilitate or commission the delivery of RJ by others? (Yes/No)

YES – i) Please describe the role of your organisation with respect to supporting, facilitating or commissioning RJ

ii) Please give details of the RJ contact/liaison person within your organisation
[end questions here, thank you for your time]

NO – proceed to the questions below:

- c) Does your organisation have any kind of involvement in RJ? (Yes/No)

YES – i) Please describe your organisation's involvement in RJ

ii) Please give details of the RJ contact/liaison person within your organisation
[end questions here]

NO – [end questions here]

Section 2: Delivery organisation

- a) What is your organisation/agency? (Please tick one option)

- National Probation Service
- Community Rehabilitation Company
- Prison
- Police
- Young Offenders Institution
- Youth Offending Team
- Secure Training Centre
- Secure Children's Home
- Local Authority

- Neighbourhood Justice Panel
- Private organisation
- Victims' service
- Other Voluntary and/or Community Sector organisation
- Other (please state)

b) What is the name of your organisation/agency?

E.g. the name of the voluntary organisation/victims' service/prison/YOT.

Section 3: RJ service

a) Name of **local RJ service**:

Please enter the name of the local RJ service that your organisation/agency delivers e.g. RJ service in a local prison/YOT/local neighbourhood.

b) Which local authority area(s) does the service (fully or partially) serve?

c) In which police force (PCC) area is the service located?

d) Address of **local RJ service**

e) Web address of **local RJ service**

f) Email address of **local RJ service**

g) Telephone number of **local RJ service**

h) Name of contact person for **local RJ service**

i) Telephone number for named contact

If different to the contact telephone number provided above.

j) Email address for named contact

If different to the contact telephone number provided above.

k) Can victims contact the service directly? YES/NO

-YES, please specify how victims should contact the service, if different from above:

.....

l) How else can victims access the service?

.....

m) Is the **delivery** organisation and service part of a **wider RJ partnership or hub**? YES/NO

- If YES, please give details of the wider partnership or hub

.....

Section 4: Type of RJ

a) Does the **local RJ service** work with:

Please tick all that apply

- Adult offenders (aged 18 and over)
- Young offenders (aged under 18)

b) At which stage(s) of the criminal justice system does the **local RJ service** offer restorative justice?

Please tick all that apply.

- Diversion from the criminal justice system [i.e. RJ carried out as part of an informal sanction, such as a community resolution]
- Out-of-court disposals [i.e. RJ carried out as part of a formal out-of-court disposal, such as a youth caution or a conditional caution]
- Pre-sentence [i.e. RJ carried out after an offender has pleaded guilty but prior to sentencing.]
- As part of a non-custodial sentence [e.g. RJ that is carried out as part of a Referral Order or a Community Order.]
- In custody - adult prison
- In custody – YOI, 18-21 years
- In custody – YOI, under 18 years
- In custody – Secure Training Centre
- In custody – Secure Children’s Home
- On licence/after release from custody [e.g. RJ carried out while the offender is on supervision following release from custody]
- Any other (please specify)

- c) What types of activity are provided by the **local RJ service**? Please tick all that apply.
- Face-to-face victim/offender meetings or conferences [This is where the victim and offender meet face-to-face to discuss the harm caused and how it can be repaired.]
 - Letter exchange [This involves an exchange of letters between the victim and the offender.]
 - Shuttle mediation [In shuttle mediation, the victim and offender do not meet face-to-face but instead communicate indirectly via a facilitator.]
 - Other (please specify)
 - Do you have any other comments on the types of RJ activity provided?.....
- d) Approximately how many of each of the following RJ activities were carried out by the **local RJ service** over the past (financial or calendar) year?
- Face-to-face victim/offender meetings or conferences:
 - Letter exchange:
 - Shuttle mediation:
 - Other (please specify):
- e) Does the local RJ service **target any specific offences**?.....
- f) Does the local RJ service **exclude any specific offences**? (Yes/no)
- No – the service covers all offence types
- Yes → What types of cases are excluded? (Please tick all that apply.)
- Service **excludes** cases involving serious sexual offending
 - Service **excludes** cases involving serious violent offending
 - Service **excludes** cases involving domestic violence
 - Other exclusions (please specify)

Section 5: Additional information

- a) Does the **local RJ service** have any paid staff involved in delivering RJ? YES/NO
- If YES, please state the numbers of full-time and part-time staff.....
- b) Does the **local RJ service** have any volunteers involved in RJ delivery? YES/NO
- If YES, how many?
- c) How is the **local RJ service** funded? (open-ended)

Please give details of how the service is funded and how long funding has been secured for.

.....

d) Survey respondent:

Please provide your name and contact details in case we need to check any information to make sure that the online map is as accurate as possible. [Please note: These details are being requested only for the research team's references. Any details provided below will not be included in the online listing **unless** you have also provided the same contact details for the local service or provider.]

- a. Name
- b. Position
- c. Organisation
- d. Email address

e) Do you have any further comments to make about the issues addressed by this questionnaire?

.....

Thank you very much for taking the time to complete this questionnaire. If you have any queries about the mapping exercise or would like further information, please contact:

rjmapping@restorativejustice.org.uk