



# RESTORATIVE JUSTICE

## Restorative Justice and Restorative Approaches Strategy for Hampshire, Isle of Wight, Portsmouth and Southampton

**2017-2020**

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County Coordinator, on behalf of  
Michael Lane, Police and Crime Commissioner



Serving  
Hampshire  
Isle of Wight  
Portsmouth  
Southampton

# 1. Foreword

It is my pleasure to introduce the 2017–2020 Restorative Justice and Restorative Approaches Strategy for Hampshire, Isle of Wight, Portsmouth and Southampton. A number of partners have worked with my team and I to embed the Restorative Justice Service that I have commissioned, and to produce the shared vision and themes contained within this strategy. I am grateful to all those who have supported and advised my team throughout this process.



We know through extensive research that Restorative Justice meets the needs of victims in a way that the traditional Criminal Justice System cannot. Restorative Justice adds to other approaches and puts victims at the heart of the process through establishing what harm has been caused, what the needs of the victim are, and how these needs can best be met.

Restorative Justice is also demonstrating that it has the potential to reduce re-offending when combined with the right interventions. This can be particularly effective when Restorative Justice appropriately challenges offenders by confronting them with the harm that they have caused in a safe and managed way.

It is encouraging that there is growing support for the use of restorative approaches in environments such as schools, neighbourhoods, local authority care homes and prisons, in order to reduce conflict and anti-social behaviour amongst these communities, thus preventing further harm from being caused.

There have been legitimate questions asked about the effectiveness of Restorative Justice, but its proven value has led to the recommendation that Restorative Justice is enshrined in legislation, making it clear that every victim should have access to it, if they would like it. However, if this is to be achieved it will be essential to educate partners throughout the Criminal Justice system, education, health service, voluntary sector and beyond about what Restorative Justice is, the potential benefits and how people can access it. This is subject to the victim making an informed decision that it might be in their benefit.

For Restorative Justice to deliver, it will require trained, skilled and experienced practitioners to support individuals and facilitate this approach. Domestic abuse and harmful sexual behaviour are key examples where a particularly sensitive approach is needed. However, the nature of the offence should not, in isolation, preclude someone from engaging. Individuals need to be assured that the facilitator assigned to them has the right skills and experience to safely manage the process and that an assessment of risk will be conducted to ensure it is safe for them to take part. It is of paramount importance that people will not be further victimised as a result of taking part in Restorative Justice.

It is very important to me that people are not coerced into participation; this is why there should be no requirement placed on service providers to engage a certain number of people in a Restorative Justice process. We must remember that Restorative Justice is voluntary for all parties and that coercion or persuasion of any type is likely to be counterproductive and could be dangerous.

The strength of this strategy is that it promotes a coordinated partnership approach to the development of Restorative Justice and restorative approaches across Hampshire, Isle of Wight, Portsmouth and Southampton.

To complement this strategy, a delivery plan will be produced on an annual basis. It will detail the commitment and activity to be undertaken by my team and our partners to deliver the strategy and the recommendations from the Justice Committee.

By setting out the shared vision and priorities, and identifying the areas that need further development, the strategy demonstrates the commitment that my team and I, with partners, have in ensuring that the needs of victims are met in a way that is right for them.



**Michael Lane**

Police and Crime Commissioner

Serving Hampshire, Isle of Wight, Portsmouth and Southampton

## 2. Acknowledgements

The Restorative Justice County Coordinator for the Police and Crime Commissioner would like to acknowledge and thank the partners who contributed to the production of the strategy, whether this is through their continued membership of the Restorative Justice Programme Board, their attendance at the strategy consultation event, or through a written submission to the consultation. There is a growing commitment to the use of Restorative Justice and restorative approaches across Hampshire, Isle of Wight, Portsmouth and Southampton and consensus about the vision that is contained within this strategy.

## 3. Key drivers

### 3.1 Restorative Justice Action Plan for the Criminal Justice System (CJS) for the period to March 2018<sup>1</sup>

The Restorative Justice Action Plan published by the Ministry of Justice (MOJ) in November 2014 sets out that their vision is for good quality, victim-focused Restorative Justice to be available at all stages of the CJS in England and Wales. Success will mean that:

Victims have **equal access** to Restorative Justice at all stages of the CJS irrespective of their location, the age of the offender or offence committed

People have an **awareness and understanding** of Restorative Justice, its benefits, what it entails and how to access it.

**Good quality Restorative Justice** is delivered by trained facilitators

### 3.2 The Victims Directive 2012/29/EU by the European Union<sup>2</sup>

The Victims Directive establishes minimum standards on the rights, support, and protection of victims of crime. With regard to Restorative Justice it states that measures must be in place to safeguard the victim from secondary and repeat victimisation. Victims who choose to participate in a Restorative Justice process should have access to safe and competent services. Restorative Justice should only be used if it is in the interests of the victim, subject to any safety considerations, and provided the victim has given their free and informed (provided with full and unbiased information) consent, which can be withdrawn at any time.

<sup>1</sup> <https://www.gov.uk/government/publications/restorative-justice-action-plan-2014>

<sup>2</sup> <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2012:315:0057:0073:EN:PDF>

### 3.3 Code of Practice for Victims of Crime, October 2015<sup>3</sup>

The Code of Practice for Victims of Crime, published in October 2015, outlines the entitlement for all victims to receive information from the Police on Restorative Justice. This includes how they could take part.

*It further states that victims should not be pressured into taking part in Restorative Justice and that necessary measures will be taken to ensure the process is safe, delivered by a trained facilitator and is in line with recognised quality standards*

### 3.4 The Anti-Social Behaviour, Crime and Policy Act 2014

The Anti-Social Behaviour (ASB), Crime and Policy Act 2014 introduced the Community Trigger and the Community Remedy which are designed to give victims and communities a say in the way ASB is dealt with. Victims are now the focus of any response and Restorative Justice is one of the options available to victims as part of the Community Remedy.

### 3.5 House of Commons Justice Committee Report: Restorative Justice published on the 1<sup>st</sup> September 2016<sup>4</sup>

The Justice Committee Report considered the effectiveness of Restorative Justice Provision across the CJS. The report highlighted that it may be too soon to introduce a legislative right to access Restorative Justice Services, but recognised that such a goal is laudable and should be actively worked towards. The attention of the enquiry was particularly drawn to doubts around the use of Restorative Justice in cases of sexual offences, domestic abuse and hate crime. The real and substantial risks were acknowledged, however the enquiry concluded that:

*While Restorative Justice will not be appropriate in every case, it should not be excluded simply by reason of the type of offence committed*

<sup>3</sup> [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/476900/code-of-practice-for-victims-of-crime.PDF](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/476900/code-of-practice-for-victims-of-crime.PDF)

<sup>4</sup> <http://www.publications.parliament.uk/pa/cm201617/cmselect/cmjust/164/164.pdf>

## 4. What is Restorative Justice?

- 4.1 In the Restorative Justice Action Plan for the Criminal Justice System, November 2014, The Ministry of Justice defines Restorative Justice as:

*“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”.*

It further states that the fundamental element of Restorative Justice is a dialogue between the victim and offender.

- 4.2 With regards to restorative approaches and restorative practice (for example, mediation to reduce conflict between neighbours), the Restorative Justice Council describes it as:

*“An innovative and rapidly growing field. New ways of using restorative approaches are developing all the time, not just to prevent and repair harm but also to allow people to communicate effectively in a range of situations”.*

*“[Restorative practice] resolves conflicts and disputes before they escalate into crime and is an effective approach to dealing with antisocial behaviour and neighbour disputes”.*

## 5. Vision

- 5.1 For the purposes of this strategy, the term Restorative Justice will be used when reference is being made to a clearly identified victim and offender or in cases where the person who caused the harm has been dealt with either by way of an Out-of-Court disposal or conviction at court.
- 5.2 A restorative approach refers to the use of restorative practices, skills and language to respond to a situation where harm has been or is being caused outside of the formal Criminal Justice process.

### 5.3 Our vision is that:

- Restorative Justice will be accessible to every victim of crime and anti-social behaviour across Hampshire, Isle of Wight, Portsmouth and Southampton. This is regardless of where they live, the offence committed against them and the time that has elapsed since the offence was committed. It will always be subject to the willing participation of the offender.
- Restorative Justice will also be accessible to every offender across Hampshire, Isle of Wight, Portsmouth and Southampton. This is subject to a trained facilitator being assured of the motive behind the desire, the willingness and free informed consent of victim to take part and a robust assessment to ensure there is no further risk re-victimisation.
- Mediation is recognised by this strategy as a powerful model of restorative practice in reducing conflict and anti-social behaviour in local communities, where both parties often feel that they are the victim.
- The strategy will promote the use of restorative approaches in schools, local authority care homes, prisons, the health service and beyond. Once embedded into the Criminal Justice System, the strategy will look to expand and develop links with Local Authority services, health and wellbeing as well as Criminal Justice.

*All services will meet national operating standards  
and best practice at all times*

- 5.4 We recognise that Restorative Justice is not something that every victim or offender will want to engage in, and no one should ever be persuaded or coerced into participation. We will promote the principle that Restorative Justice is voluntary whilst ensuring that people have sufficient information on what Restorative Justice is, the potential benefits and where they can access further information and services.
- 5.5 To encourage informed participation we will build awareness and understanding of Restorative Justice (including its benefits for both victims and offenders); throughout voluntary and statutory sector partner agencies, victims, offenders and local communities across Hampshire, Isle of Wight, Portsmouth and Southampton. We will establish clear referral pathways and evaluate and measure the impact that Restorative Justice has for both victims and offenders.



- 5.6 Local police resources can be consumed by low level incidents, where no formal response is required and there is no clearly identified victim and wrongdoer, but significant harm and distress is being caused to people and both parties feel that they are in fact the victim. We will work with existing providers and practitioners to ensure these services are coordinated and widely accessible across Hampshire, Isle of Wight, Portsmouth and Southampton.
- 5.7 The strategy also recognises the value of restorative approaches in resolving conflict and reducing harm outside of the Criminal Justice System. We will look to learn from the innovative work of our partners (for example in schools) and emulate best practice where possible.

## 6. Progress so far

- 6.1 Youth Justice Services across Hampshire, Isle of Wight, Portsmouth and Southampton have embedded Restorative Justice and restorative approaches in their work with young people over a number of years. This has included utilising their skills and experience in the field of restorative practice to deliver innovative projects in schools; working with families where violence has occurred within the home and in training other departments within the local authority. Two of the Youth Offending Services in our region have achieved the Restorative Service Quality Mark, with others having aspirations to do the same. We also have a small but growing bank of accredited practitioners.
- 6.2 Community Safety Partnerships, housing providers and schools/universities have worked hard to embed pockets of good practice across Hampshire, Isle of Wight, Portsmouth and Southampton. Local mediation services have worked with the Police and local housing providers to reduce conflict in neighbourhoods, saving hours of police and local authority resources and preventing the escalation of situations and further harm being caused. Often with these cases there is no clearly identified victim and wrongdoer, and both parties feel that they have been wronged. Whilst best practice exists in some areas, services are unable to expand across wider geographical areas due to limited funding.
- 6.3 Police and Crime Commissioners are responsible for commissioning victim services through the Ministry of Justice Victims Fund<sup>5</sup>; this includes funding for Restorative Justice Services. As a result, a level two, victim initiated Restorative Conferencing service was commissioned in 2015. The focus for the first year was on raising awareness, establishing referral pathways and embedding the services, hence the limitations of the original service specification.

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<sup>5</sup> <https://www.gov.uk/government/news/new-victims-funding-for-restorative-justice>



Recently the Police and Crime Commissioner had the opportunity to approve a new operating model for the service provision, which removed all restrictions in terms of the type of offence, who can initiate Restorative Justice and the level of the offence as defined by the ACPO guidance on Restorative Justice<sup>6</sup>.

*We believe that this is a significant step in making the vision of this strategy and that of the Ministry of Justice a reality*

- 6.4 Across Hampshire, Isle of Wight, Portsmouth and Southampton we have an established Restorative Justice Programme Board that meets on a quarterly basis. The Board is multi-agency with key statutory and voluntary sector partners from the Criminal Justice arena. The Programme Board oversees the development of Restorative Justice provision across the region and particularly the work streams of the Restorative Justice County Coordinator. This post, funded by the Police and Crime Commissioner, has strategic responsibility for leading the development. In 2016, a sub group of this Board was created and the membership widened to include a number of partners who use restorative approaches in their work, for example mediation services and schools. This was specifically to consult with partners around the creation of this strategy. The Restorative Justice County Coordinator also established a Restorative Approaches Forum. This forum enables practitioners from all agencies working with individuals (either from a formal criminal justice perspective or voluntarily in the local community), to come together to discuss cases, best practice, policy, legislation, training and opportunities for collaboration in the restorative practices field.
- 6.5 The new operating model for the service commissioned by the Police and Crime Commissioner was operational from 1 August 2016. A number of referral pathways have been established, awareness raising briefing sessions held and some marketing material produced.

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<sup>6</sup><https://www.restorativejustice.org.uk/sites/default/files/resources/files/ACPO%20restorative%20justice%20guidance%20and%20minimum%20standards.pdf>

- 6.6 A restorative approaches capacity development bidding round was held in February 2016 and a number of small projects were awarded funding. This included opportunities for the Youth Offending Service in Southampton to increase their Restorative Practices in Schools initiative; funding to enable four Portsmouth YOT staff to achieve accredited practitioner status with the Restorative Justice Council; to work with the Community Rehabilitation Company to recruit and train peer mentors; to fund Portsmouth Mediation Service to raise awareness of Restorative Approaches in Portsmouth amongst different faith communities and to support the police with low level conflict where there is no clearly identified victim/wrongdoer.

## 7. Moving forward

- 7.1 The service commissioned by the Police and Crime Commissioner is in its infancy and the engagement work scheduled for the developmental year is still the primary focus. However, the approval of the new operating model and the referral pathways created means that the service is well prepared for the wide variety of referrals that it is hoped will be received.

*We want to build trust and confidence in the service through the promotion of quality service provision and evidence that it is making a positive difference for the individuals and communities that we serve*

We will continue to work with the Youth Offending Services to ensure that all victims and those who cause harm have the opportunity to engage in Restorative Justice, if they want to.

- 7.2 We aim to increase the membership of the Restorative Justice Programme Board, expanding it to include representatives from Her Majesty's Courts and Tribunals Service, the Crown Prosecution Service, the health service and beyond.

*We want to continue to grow the Restorative Approaches Forum, ensuring that people working with those harmed and those who have caused the harm are appropriately supported and engaged in meaningful and innovative case planning*

- 7.3 We will work to ensure that there is consistency amongst service providers and practitioners; we will actively encourage services to work towards the Restorative Service Quality Mark; and encourage practitioners to be accredited through the Restorative Justice Council. New members of staff and new organisations should ensure that as a minimum they adhere to best practice guidance as outlined in the practitioner and service provider handbooks, practitioner competency framework and national operating standards, all provided by the Restorative Justice Council.
- 7.4 We will work to support innovative practice and where there is evidence of what works, look to share learning, emulate practice and promote the benefits. We will look for new opportunities to pilot the use of restorative approaches and share the outcome of this with partners. We will work with mediation services to try and ensure equality of opportunity for all across Hampshire, Isle of Wight, Portsmouth and Southampton.
- 7.5 The Vision and Moving Forward sections of the strategy outline the longer term goals for Restorative Justice and restorative approaches across Hampshire, Isle of Wight, Portsmouth and Southampton. However, each year a detailed delivery plan will be created with partners outlining the commitment they can make that will build towards achieving the overall vision. The Restorative Justice County Coordinator will be responsible for the creation of the delivery plan in partnership and will report to the Restorative Justice Programme Board on the activity undertaken against the plan, providing a mid- and end-year review.

## **8. How can the vision be achieved**

- 8.1 It is recognised that there are competing and sometimes conflicting priorities between partner agencies. In times of austerity, it will be challenging to convince people that Restorative Justice is a long term way of working and not just another initiative. Elements of the Criminal Justice System struggle to see how Restorative Justice relates to what they do and recognise how they can support it. We need to ensure that if they are either working with a person who has been harmed, or someone who has caused that harm, they are aware of Restorative Justice and the potential benefits for those individuals.

- 8.2 Restorative Justice needs to be moved from the periphery of the Criminal Justice System. Perceptions around Restorative Justice need to be challenged. There is evidence that victims who engage in a Restorative Justice process have high levels of satisfaction, and it is also known to reduce post-traumatic stress disorder<sup>7</sup>. The evidence also shows that Restorative Justice reduces re-offending and it should be given the same level of importance as other interventions used by Criminal Justice partner agencies.
- 8.3 There remains limited public knowledge of Restorative Justice and preconceptions about what it entails. The people who need to be aware of Restorative Justice and its potential benefits, are often reliant on the agency or individual they are working with being willing to consider the potential of a Restorative Justice approach. Professionals also need to be sufficiently informed so that they are able to convey the right information to victims and those that have caused them harm.
- 8.4 As a result, the benefits need to be conveyed through an engagement and marketing campaign, with consistent messages regularly communicated. Local case studies need to be highlighted to ensure that victims, offenders and local partners have trust in what has been commissioned. We will achieve this through the active promotion of recognised standards, best practice, performance monitoring, and quality assurance.
- 8.5 Trust and confidence in Restorative Justice can only be achieved if we have appropriately skilled, trained and experienced practitioners, particularly when managing sensitive and complex cases. Understandably there is nervousness around Restorative Justice in relation to certain offences (for example, domestic abuse and sexual crime). However, as professionals we do not have the right to make a decision for individuals, simply because of the offence committed. We do however have a responsibility to ensure that these individuals are not denied the opportunity, if it is safe and appropriate for them to engage in the process, and this can only be achieved by ensuring that practitioners are given the appropriate training and support.
- 8.6 In respect of intimate partner violence and Restorative Justice, consultation will take place with experts in the field of domestic abuse, including local service providers, with the focus to ensure that victims are not placed at further risk of harm. While the aspiration is not to exclude victims on the basis of the offence committed against them, we recognise the importance of working in partnership to assess the potential risk of coercive and controlling behaviour. This will require enhanced training for restorative practitioners.

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<sup>7</sup> <https://www.restorativejustice.org.uk/resources/moj-evaluation-restorative-justice>  
<http://www.smith-institute.org.uk/wp-content/uploads/2015/10/RestorativeJusticeTheEvidenceFullreport.pdf>

- 8.7 With regards to restorative approaches, the challenge is around convincing organisations to invest the time and resources into up-skilling staff to respond to conflict and dispute in this way, and by evidencing the potential benefits of this approach.
- 8.8 We will strive for consistency of provision and accessibility, working in partnership to establish clear referral pathways.
- 8.9 We identified through consultation with our partners that the following themes were critical to the success of the overall vision, for both Restorative Justice Service providers and our partners using restorative approaches. Appendix A provides a summary of the consultation feedback in relation to each of the themes and will be used as the foundation for the delivery plan annually:



## 9. Conclusions

- 9.1 We recognise that we are on a journey and it will take time to embed quality services that people have confidence in. In order to achieve this, we need to work together to strengthen the statutory footing of Restorative Justice in the Criminal Justice System, and in our work with people outside of this, for example in schools. The success of Restorative Justice services depend on the wide engagement of partners.
- 9.2 Victims are the most affected, but often the least involved in the process. Restorative Justice is an entitlement and victims deserve to be asked quite simply what their needs are, and how these can best be met. While the Criminal Justice process can sometimes hold offenders to account for what they have done, there are often unanswered questions. There is only one person that has those answers and the victim should not be denied access to them, unless there is evidence that further harm will be caused as a result.
- 9.3 We must be clear that Restorative Justice will not be wanted, needed or be appropriate for everyone, for a variety of reasons. We must not make assumptions that just because the severity of a crime or incident of anti-social behaviour appears low, that the impact to the person affected is low. We are all individuals and our response to any situation will also be individual. Therefore, decisions cannot be made for people, and we need to take the time to make sure everyone has the right information to enable them to make an informed decision.
- 9.4 The success of this strategy is dependant on a coordinated partnership approach to the development of Restorative Justice and restorative approaches. There is a strong shared vision and commitment to the use of restorative practices. Partners will be asked to formalise this commitment on an annual basis, making their proposed activity in relation to the themes clear. This strategy will be the foundation, and the delivery plan will illustrate what work will be undertaken to meet those objectives.

## Appendix A – Results of Consultation

### Communication, engagement and marketing

- The identification of a communications single point of contact in each organisation is needed so that news can be effectively shared and disseminated to all relevant partners.
- Case studies and evidence should be shared in accordance with the settings that people work in, to ensure relevant examples are highlighted.
- Presentations and awareness sessions held across the whole of Hampshire, Isle of Wight, Portsmouth and Southampton. We should ensure consistent messages are communicated.
- Produce a range of communication tools in a manner that victims, offenders and communities will understand - Online forums/blogs/videos targeted at specific groups – innovative in the content and approach.
- Raise awareness in each organisation, targeting those who are delivering/engaging with service users, helping them to understand how they fit in. What information do they need to support and understand the vision?
- The Restorative Approaches Forum will be one of the platforms available for practitioners to understand each other's roles and responsibilities and ensure that inter-agency referrals can be made. Engage, debate and inform across a range of channels.
- Observer programmes to give people the opportunity to understand how the Restorative Justice process works to enable them to explain it to others.
- Organisations need to make the benefits more widely known – to victims, offenders and partner's organisations.
- Promote positive examples to build confidence, reassure people that Restorative Justice is here to stay, highlighting the impact that it is having.
- Communicate the vision to the wider workforce and motivate them in the ambition.
- Engage in face to face communication with the public so that they have the opportunity to learn and ask questions. Open evenings for members of the public and to recruit volunteers.
- Consistent brand that can be localised with clear and concise information – frequent, pro-active messages.
- Range of education/awareness programmes through schools and communities.



## Quality service provision and quality assurance

- There will be an opportunity for people to participate at all stages of the Criminal Justice System. Services should be open, accessible, victim centred and comply with best practice guidance.
- No-one who wants Restorative Justice should be blocked from accessing it simply based on the offence that was committed. The response should only be driven by the risk, impact and timing for the individuals involved.
- As a minimum, Restorative Justice Services should work towards the Restorative Service Quality Mark (RSQM) through the Restorative Justice Council. We will build on existing provision and good practice – e.g. youth offending services.
- As a minimum, Restorative Justice facilitators should work towards their direct practitioner accreditation with the Restorative Justice Council, if they are working with victims and offenders.
- Only facilitators with the skills, training and experience as prescribed by the Restorative Justice Council should work with cases identified as sensitive and complex.
- Performance of services should be monitored – specifically in relation to the experience of victims and offenders, and the impact that it has had on their health and wellbeing and offending.
- We need to measure the effectiveness of Restorative Justice in relation to different offence types and also understand the reasons for resistance.
- Quality assurance toolkits and processes to scrutinise performance will be introduced to Restorative Justice Service providers to ensure that best practice is being followed.
- The Restorative Approaches Forum and Restorative Justice Programme Board will be used as a platform to encourage agreed protocols with organisations cooperating to share skills, training, experience, and to receive innovative case supervision and planning opportunities.
- Practitioners with areas of expertise (i.e. working with victims of harmful sexual behaviour) will be encouraged to help deliver interventions and mentor other professionals to develop the skill sets amongst all professionals in the Restorative Justice field.
- A diverse and well trained facilitator pool.

## Sustainability of services and training

- The buy in and support at senior level is imperative. Whilst awareness raising at practitioner level is key to ensure that services users are given the right information about Restorative Justice, this activity is futile without senior managers giving the process the promotion and platform it needs.
- There needs to be strategic commitment from organisations long-term.
- Services need to have broad engagement, build trust and have flexibility for service users.
- We need to generate demand for services, reviewing and adapting them accordingly to meet need.
- In times of austerity, organisations need to share resources, understanding that we are all working towards the common goal of safer communities.
- There needs to be proper evaluation systems in place to ensure that services meet the needs of the community they serve and to enable future decisions to be made based on evidence of what works.
- All facilitators (staff and volunteers) should receive training from trainers who are approved by the Restorative Justice Council. The standard of the training delivered should be consistent, even if the implementation may differ.
- Service providers, statutory and non-statutory sector partners should work together to ensure that awareness raising sessions are made available to all professionals working with people who have been harmed or have caused harm. We need to equip partners with sufficient knowledge and skill to have that initial conversation.
- Observing opportunities (with consent) should be promoted and made available, in particular to senior leaders or those wishing to explore the potential of a Restorative Approach.
- Facilitators should have refresher training and training to equip them to work with sensitive and complex cases.
- We need to nurture a learning environment through sharing good practice and training – focusing purely on Restorative Justice and not organisational demands.

## Information Sharing

- A multi-agency information sharing agreement specifically for Restorative Justice should be developed to ensure clarity of understanding and consistency when it comes to the management of information and sharing of this amongst partner agencies.
- Consent must be obtained from all parties, either by the referring agency or the provider working on their behalf.
- Restorative Justice Service providers will ensure that referring agencies are fully updated on the progress of the case and the outcome of the referral to ensure confidence in services and information sharing increases, relationships and trust are built.

## Innovation

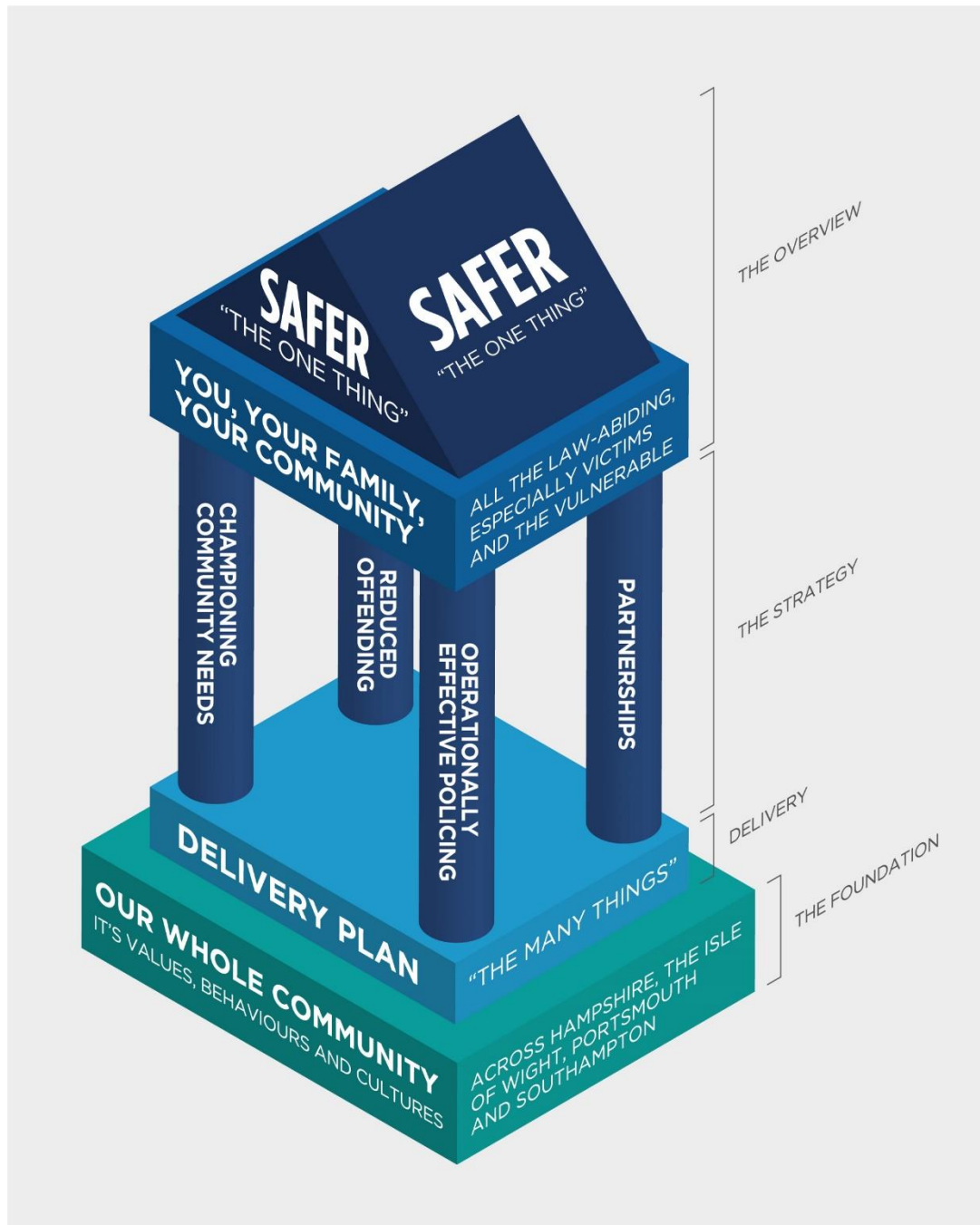
- Support and promote innovation – work with existing providers and interested parties to further explore the use of restorative approaches in prisons, schools, local authorities, neighbourhoods etc. Look for opportunities to emulate best practice across the two counties.
- Look for opportunities to trial pilot projects specifically looking at restorative approaches with people experiencing situational domestic violence.

## Partnership working

- We need to bring statutory and non-statutory partners together to ensure that local priorities are joined up. We need to avoid duplication as this has the potential for re-victimisation.
- Identify any gaps in service provision and work in partnership to try and bridge these.
- We need to balance the needs of different organisations and facilitate the sharing of information across agencies – highlighting good practice and ensuring the provision of direct support for participants.
- The Police and Crime Commissioner has provided a central coordination point, however there will be local consideration to ensure that community focus is not lost.

## Appendix B – Four Strategic Pillars

The four strategic pillars of the Police and Crime Plan support the overarching mission “You, Your Family and Your Community – Safer” and also the responsibility the Commissioner holds from his electoral mandate “to stand up for every resident, be visible, accessible and accountable to the people he represents, ensuring their comments are heard and addressed. These four key strategic priorities of the Plan have equal status and will define all that the Commissioner does over the coming years.





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[www.hampshire-pcc.gov.uk/restorative-justice](http://www.hampshire-pcc.gov.uk/restorative-justice)

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