



Monitoring Report for Big Lottery Fund
From Calm Mediation - Year 5

24 January 2020

Reaching Communities

Project ID: 10231240

Project name: Restorative Justice Service

Project Year: Year 5 01/12/18 – 30/11/19

1. What activities have we undertaken?

A total of 37 client meetings have been completed in the year from 1 December 2018 to 30 November 2019.

23 Preparation meetings have been completed this year for harmed people (victims), 88% of our target. This is to hear how the crime has impacted on those harmed and answer any questions about the restorative process. We have sign posted 90% of the victims to support agencies, such as Victim Support, counselling and other support services to assist recovery and well-being.

19 Preparation meetings have been completed this year for harmers (offenders), 95% of our target. And 95% of the offenders have offered to apologise to the person harmed either directly, via a letter or through the facilitators.

One restorative facilitation training, the session was delivered for 10 delegates. This was a refresher training to help maintain facilitator skills.

Four Awareness raising sessions have been run for 60 professionals, 100% of our target.

Four group development sessions / socials have been delivered for volunteers, to support their skills development and two newsletters have been produced to inform facilitators about the restorative service.

One Restorative Conference 'RJ for the Modern Day' the publicity event was delivered, to share information about restorative practice for 80 beneficiaries.

The Restorative Service Quality Mark has been renewed with the Restorative Justice Council, for another three years.

2. How has our work contributed to our key goals?

15 Restorative conversations have taken place, meaning victims have been supported and obtained information about the offenders' thoughts on the day of the offence. Information has been exchanged by victims and offenders, through the facilitators. This can lead to improved well-being and help to build stronger communities, many offenders, want to express remorse after an offence involving an unknown victim. The volunteer facilitators continue to sign post service users to other agencies such as Counselling, to help them recover after a traumatic incident.

Offenders have offered apologies and taken responsibility for their actions, in the majority of cases, as they want to make amends for past decisions. This helps their well-being and contributes towards healthier communities.

3. Project outcomes

Change indicator	Amount of change	By When?	Change so far?
Victims will receive information about the offenders' motivation thereby improving satisfaction levels leading to better mental, emotional health and wellbeing.			
Victims will report an understanding about the offenders' motivation leading to less anxiety and better mental health.	75	End of project	77
Victims will be better informed about support services.	75	End of project	82
Victims will report their health and wellbeing has improved as the harm has been repaired.	75	End of project	68
Victims will become less isolated by attending our workshops and being offered personalised support.			
Victims will report an increase in the use of support services leading to being less isolated.	50	End of project	50
Victims will report an increase in activities.	50	End of project	45
Offenders will have an increased understanding of the harm caused to their victims, taking responsibility for their crime and repairing the harm.			
Offenders will take responsibility for the offence.	20 Per annum	End of project	97
Offenders will offer an apology or repair the harm.	20 Per annum	End of project	97
Offenders will not have re-offended	40	End of project	20*

*The Co-ordinator has not completed all checks on harmers re-offending statistics with Police, for example some offenders are still in prison, therefore will not have re-offended.

4. How people have been involved in developing and delivering your activities?

We deliver awareness sessions to stakeholders, where professionals have an opportunity to ask questions and present service users views about restorative practice. This helps to discuss barriers and informs our service development.

The Co-ordinator has been working with agencies to promote the service and liaising with Calm's volunteer facilitators to identify key contacts and ways to address any problems. The Coordinator has attended the London Restorative Justice Network meetings and restorative practice and approaches in London are discussed at the forum. The Restorative Service Manager reports to MOPAC on the restorative service and has regular meetings with the London Victim and Witness Services to discuss restorative practice. She has been working to get Information Sharing Agreements in place with all agencies to overcome data sharing issues.

The volunteer facilitators regularly provide their views on service processes at development sessions or by email. As many of the volunteers are experienced practitioners, if they feel an idea isn't practical, they often put forward alternatives. Therefore, the volunteer facilitators have been instrumental in developing Calm's restorative service.

5. How many people have benefited from your project?

The project has supported 50 beneficiaries in the last year. These are victims, offenders and family members who have been offered a restorative service to improve their well-being and affected by crime.

20 facilitators have benefitted from the project by attending workshops to develop their skills and speakers (including victims and offenders) to expand their knowledge.

We have reached 200 professional people providing awareness workshops.

6. How many volunteers have been involved in delivering the project?

20 volunteer facilitators have been delivering casework and visiting victims and offenders. The volunteers come from a variety of different backgrounds which include: an ex-Prison Governor, Restorative Trainer, Police, Youth Offending Team, Charities, Human Resources, Magistrates and Barristers.

7. Are you working with the people you had planned to?

We are building relationships with some new organisations as well as maintaining links with the people we had planned to; Victim Liaison Unit, Probation and the Prisons who we have worked with in the past. We have continued to engage with victims and offenders as well as agencies that represent both victim and offenders' needs. We have increased the number of victim-initiated referrals and the Restorative Team have been working hard to develop relationships with new organisations in London. We have been working more closely with Victim Support in Year 5 of the service, this includes the Witness Service and Homicide Team to reach more victims and a larger number of the community. I have referred to several agencies, in number 9 below.

8. How have you engaged with diverse groups of people?

We have identified key contacts within organisations, the (SPOC) Single Point of Contact, in Victim Support or Prisons and liaised with them to identify referrals. Work has been carried out with Victim Support Domestic Abuse Workers to support victims of abuse. We have contacted Downview prison to engage with female offenders, an underrepresented group, and the British Transport Police to increase a wider range of referrals.

We approach people using a variety of methods: multi-agency partnership forums, conferences, awareness workshops on restorative practice, partner-agency referrals, social media, leaflets and websites.

Calm is working with Stay Safe East, an organisation for victims with disabilities; hearing speaking physical etc. We are in the process of writing a referral procedure and provision to ensure individuals are not revictimised by incorrect language use or misunderstanding of their abilities. We are also working with Sistah Space, an organisation primarily for black females of domestic abuse. We have commissioned both organisations to provide a training session for Calm volunteer facilitators.

9. What connections have you made with other organisations how are your partnerships going?

We liaise with 16 stakeholders such as: Witness care Unit, Mayor's Office for Policing and Crime (MOPAC), Victim Support, Victim Support Homicide Team, Community Rehabilitation Company, National Probation Service, Sussex RJ Partnership, Police services (in and outside London), British Transport Police, Youth Offending Services, Sutton Reduce Re-offending Board, Prisons, Why-Me, Restorative Justice Council, Ealing and Southwark Mediation Services. Working with many organisations helps to increase service referrals.

Staff have attended the London Restorative Justice Network meetings. The network was established in 2017 and meets to exchange information on restorative practice and discuss any problems in the London area. The network is attended by the Victim Alliance, Charities, Youth Offending Teams, the Community Rehabilitation Company, Restorative Justice Council, South London and Maudsley Hospital, and other Restorative Services.

10. What events have you run to promote the service?

Calm Mediation hosted a Conference 'RJ for the Modern Day'. The event was delivered in November 2019 during Restorative Justice Week, at Regent's University to share information about restorative practice. The conference speakers included the Victims Commissioner, an ex-Offender, Police, National Probation Service, Why-Me and Calm Mediation staff. The event was fully booked and advertised to 80 external stakeholders. A mix of organisations attended the event Council staff, Victim Support, NHS workers, ex-offenders, barristers and practitioners it was an interesting day and an opportunity to exchange ideas and promote the service to new audiences.

The raising awareness workshops have been delivered to organisations in the last year helping to broaden knowledge of restorative practice. The objective is to inform professionals about cases that can be referred and help them to identify suitable cases in the future. These were delivered to the Witness Care Unit (4 hubs), Sutton Reduce Re-offending Board, Victim Support (8 hubs) and Probation staff.

Calm Mediation and MOPAC have promoted the restorative service, articles have been posted on websites, and Social Media, to raise awareness within the community.

At the AGM The Big Lottery was thanked for its support of the RJ service.

11. Case studies

Case Study A – Actual Bodily Harm

Self-referral:

The victim is an adult female who was assaulted by a male friend when she was a child. This left her feeling anxious and unsafe throughout her life. She contacted Calm Mediation as she felt she had been living in fear for some time and wanted to move on with her life.

Background of the offence:

The victim explained that she had been physically assaulted 20 years ago by a male she was friends with at the time. The offender was arrested on suspicion of actual bodily harm then released without charge. The victim stated that since that time she had received unwanted messages, calls and items through the post that she believed to be from the offender. The victim had reported this to the police but there was no record of the offence from 20 years ago and was told no criminal offence had taken place. The victim was contacted directly by the offender who stated he wished to meet with her to apologise

for assaulting her. The victim's family believed the offender to be a risk to the victim and advised her not to respond. The victim wanted to resolve the situation and felt restorative practice could help.

The Process:

The facilitators focused on the victim's need to find closure whilst not wishing to build any rapport with the offender. The facilitators met with the victim and offender separately several times to manage expectations and decide on a way forward. After careful consideration, it was decided that the victim would write a letter (typed not handwritten) to the offender and that the letter would be a statement that did not require a response. The letter would also contain an outcome agreement to the restorative justice process.

The outcome:

An Outcome Agreement was reached via the letter and restorative process, that the offender would not make any further contact with the victim, now or in the future. If he did, any contact attempted would result in criminal proceedings. The offender accepted this.

Follow up support:

The Restorative practitioners worked with the Met Police to ensure the restorative process and the outcome agreement was recorded. The victim stated the process helped her to feel safer, and she now had a plan in place if the offender did not adhere to the Agreement.

The victim felt the trauma that had developed as a result of the incidents, had been recognised and addressed. She reported feeling listened to and that she could put the incident behind her. The offender was identified as having his own support needs and the facilitators enabled the offender to access and engage with relevant support services.

Case Study B – murder

Self-referral:

A female contacted the service, to find out more about the man who murdered her Father. This case refers to two of the victims, the Father who died and the daughter, who we shall name AB.

Background of the offence:

The victim was aged 11 at the time of the offence, her Father, was the Landlord of a Public House. The victim had asked the offender to leave the pub, as he had been verbally abusive to staff members. The offender left the pub and returned with a 9-inch knife. The offender stabbed the victim which resulted in his death.

AB lived with her Father and stepfamily at the time of the offence but after the murder, AB was rejected by the stepfamily and they returned to Ireland. This resulted in AB, going to live with her natural Mother in London. AB struggled to come to terms with the death of her Father, this resulted in poor attendance at school, eating disorders, sessions with psychologists, psychiatrists, psychotherapists, counsellors and numerous attempts to take her own life, up to the age of 27.

AB had questions around the offence, she suffered with anxiety after being told the offender had been released from prison, after 8 years. The victim had not received information about the offender's location as she was not in contact with her stepfamily in Ireland. She had several concerns, as she did not know whether the offender lived nearby or what he looked like, she wanted to know if she may have seen him. She wanted to know if he felt remorseful about the death of her Father.

The process:

The facilitators made enquiries with probation services, to locate and arrange a meeting with the offender. The offender was reluctant to engage with restorative approaches initially, he assumed that anything AB wanted to find out, she would have received from the family. When he was told that AB

had been rejected by his victim's stepfamily and had no contact with them since the offence, he was shocked.

He explained, he thought about the offence daily and the harm caused. He expressed how remorseful he felt towards AB, growing up without a Father, and that he would answer any questions she had.

The outcome and future support:

When the facilitators had their next meeting with the victim, they provided her with this information given by the offender. This helped AB to manage her anxiety levels around the offender being in her community. The victim was also referred to the victim Contact Scheme, and allocated a victim Liaison Officer, who can provide information about the offender's licence conditions.

12. Tell us about the successes?

We have been working with a broader range of agencies this year and the partnership with the London Victim and Witness Service has resulted in new opportunities. Working in partnership, also allows Calm Mediation to learn about internal processes that are used in the criminal justice system and to manage risk.

We have also engaged volunteers who have casework experience to contribute after the restorative services they were affiliated to closed.

Working with the Mayor's Office for Policing and Crime has also helped to publicise the organisation and service, within London. Resulting in an increase of self-referrals from victims, which has been a challenge in the past.

We have been working with Dr Nadia Wager (C.Psychol., AFBPsS, FHEA), Reader in Forensic Psychology, University of Huddersfield. She has been collating information and a student has been interviewing victims and offenders for an evaluation of the RJ service over the five years. The evaluation will be completed in 2020 for publication. A copy will be sent to The Big Lottery before publication.

13. Tell us about the challenges you have faced and opportunities for the future as you exit this funding?

We still find obtaining information from other agencies challenging, professionals have concerns about breaching General Data Protection Regulations (GDPR). Even though the Coordinator has worked hard to establish several data sharing protocols to assist with information sharing. It has not been possible to draw up a data sharing agreement with every prison, police and victim agency in the UK, but we are working on it. We have seen some improvement in numbers and quality of casework.

The Restorative Justice Service has received funding to March 2021 and provided we meet the Mayors' Office for Policing and Crime targets there is the possibility of continued support for a further two years. Calm's service has expanded to cover all 32 boroughs in London.

In addition, the Director would like to broaden the restorative service to involve working with young people in the future. She has been developing links with schools and looking at other mediation services to work with to achieve this aim.

14. Project Budget

See the spreadsheet attached to the email.

15. Ethnicity Monitoring Form

See the form attached to the email.