



To: Business Coordination Board

From: Chief Executive and Chief Constable

Date: 04 June 2015

DEVELOPING RESTORATIVE JUSTICE IN CAMBRIDGESHIRE

1. Purpose

- 1.1 To update the Business Co-ordination Board (“The Board”) on progress to develop restorative justice services in Cambridgeshire.

2. Recommendations

- 2.1 The Board endorses the current direction of travel and notes the progress made
- 2.2 To approve the Bedfordshire, Northamptonshire, Cambridgeshire and Hertfordshire (BeNCH) area vision for restorative justice. (Appendix 1)

3. Background

- 3.1 Restorative Justice (RJ) is a process which “brings those harmed by crime or conflict, 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”.
- 3.2 From October 2014 the responsibility for commissioning the majority of emotional and support services for victims of crime transferred to Police and Crime Commissioners. This included the provision for victim-initiated restorative justice. A specific element of the Victims Services Grant was awarded to build and develop this provision with £184k provided in 2015/16.
- 3.3 The Constabulary and OPCC published a set of Commissioning Intentions in October 2014 and appointed Restorative Solutions as a delivery partner, for 12 months, in December 2014.
- 3.4 The Cambridgeshire approach focuses very much on working in partnership with other agencies to deliver an extended range of appropriate and sustainable restorative

justice interventions through existing staff and volunteers. This will ensure this cultural change outlives the length of the funding and savings can be released year on year.

4. Overview of progress

- 4.1 An implementation plan is guiding the work to develop RJ in Cambridgeshire – this evolving document sets out the ambition to develop and deliver a variety of high quality restorative approaches including formal restorative justice conferencing. Every victim has the right to request to meet with their offender, therefore, no offence is off limit, cases will be assessed on an individual basis. One post, an RJ Co-ordinator funded by Restorative Solutions, is working alongside a temporary Deputy Chief Inspector (DCI) seconded to the agenda.
- 4.2 Victim Care Co-ordinators within the Victims' Hub have already begun to have conversations with victims about the right to request RJ, this has been well received. In the first month there has been nine referrals from the Victims' Hub to the RJ Co-ordinator with a victim expressing an interest in being contacted should an offender be identified to discuss the option of RJ further.

5. Engagement with Partners

- 5.1 The RJ Co-ordinator has engaged with a number of partners who are currently delivering various models of restorative justice to understand how these services can be expanded.
- 5.2 Positive progress has been made with the Community Rehabilitation Company (CRC). Work is now being focused on engaging with the National Probation Service (who deal with high risk offenders) to develop services and referral pathways for restorative justice. A joint BeNCH Vision for restorative justice has been created to enable a single strategic approach to be developed with the CRC.
- 5.3 Process mapping exercises have started with number of partners to look at referral processes across the county. This exercise will be extended to provide a better understanding of how each agency works and where further development can be made.
- 5.4 Further work is being done with internal single point of contacts (SPOCs) to identify additional partners. A senior officer from each local or business area will be identified to support with the implementation of RJ within their area.

6. Volunteer recruitment

- 6.1 In order to ensure a high quality service is delivered, the Constabulary plan to recruit and train a number of volunteers throughout the county. There are currently four volunteers who have been trained, with interest from partner agency volunteers to expand their experience in delivering a variety of restorative justice interventions.
- 6.2 It has been agreed that number of Special Constables will be trained to deliver restorative justice interventions. The RJ Co-ordinator is in discussions with Special Superintendent Alex Walden to explore opportunities for the Special Constabulary to contribute to the restorative justice service.

- 6.3 A volunteer person specification and job description are currently being finalised, these will need approval from HR and Unison before the opportunities can be advertised.
- 6.4 Partner agencies have also shown interest in joint volunteer recruitment, which will save on costs and resources due to sharing of workload and expertise. Colleagues running the Cambridge Neighbourhood Resolution Panel are keen to explore the options and an initial meeting is being arranged.

7. Performance Framework

- 7.1 The RJ Co-ordinator is currently working with ICT to finalise the Contact Record Management (CRM) System which will work in line with the Victims' Hub system. This system will allow performance to be managed and monitored to capture performance criteria as set out in the RJ Implementation Plan.
- 7.2 Monthly performance reports will form the basis of the governance mechanism which will report into both internal and external boards.
- 7.3 The performance report will show:
- The numbers of referrals received
 - Referral Mechanism; whether through the Victims' Hub, partners, police officers/PCSO's or a victim self-referring,
 - Conversion rate of these referrals to restorative justice
 - Details of the model of intervention used
 - Service user satisfaction rates
- 7.4 Data can be further scrutinised to show criteria, such as crime type or location.

8. Training

- 8.1 To date the following training has been delivered by Restorative Solutions as part of the delivery partnership:
- Four one day Restorative Justice Awareness Foundation courses. This course was attended by internal personnel of various ranks and external representatives, including partner agencies/schools/charities/councils.
 - One three day Restorative Justice Practitioner course. Attendees included three members of the Constabulary, and representatives from OPCC, Cambridgeshire Youth Offender Scheme (YOS), Peterborough YOS, Cambridge Neighbourhood Justice Panel and BeNCH CRC.
 - All Victims' Hub staff attended a one day Restorative Justice Awareness Foundation course and two-hour bespoke training session.
- 8.2 Three additional practitioner courses will be delivered by Restorative Solutions towards the end of this year and the beginning of 2016. These will primarily be used

to train volunteers from various locations throughout the county both from new recruitment and representatives from partner agencies.

- 8.3 There will be a force-wide roll out of restorative justice. Briefings will be delivered to all frontline officers, including Special Constable, PCSOs, force control room staff and police service centre staff. 'Quick Guides' will also be provided and there is a potential for a podcast to be developed for those who cannot attend briefings. All police staff will also be made aware of changes through the internal intranet site.
- 8.4 From September 2015 there will be a two-hour restorative justice training session scheduled on the timetable for all new recruits including Special Constables.

9. Communications

- 9.1 A private Cambridgeshire RJ Forum has been created through the Restorative Forum (restorativeforum.org.uk). This gives internal and external partners a platform for discussions, raise potential issues, ask questions, share best practice. It is regularly updated with useful links and informal weekly updates on the progress throughout the week. It is available for all internal and external partners to join. Open discussions are encouraged.
- 9.2 The RJ Co-ordinator is working with Corporate Communications to look at the best way to inform the wider constabulary about the enhanced restorative justice services. They will also assist with a communication plan to increase victim awareness of the service available to them.
- 9.3 A restorative justice page will be created on the Constabulary website, this will sit under the Victims' Hub page.
- 9.4 As part of our delivery partnership with Restorative Solutions we have a budget for communication materials which will be used to create information leaflets and information 'business' cards for victims. These will be given to officers and PCSO's to give to victims as they see appropriate. Leaflets will also be distributed to key locations (i.e. community centres) which will be identified.

10. Recommendations

- 10.1 The Board endorses the current direction of travel and notes the progress made
- 10.2 To approve the Bedfordshire, Northamptonshire, Cambridgeshire and Hertfordshire (BeNCH) area vision for restorative justice. (Appendix 1)

BIBLIOGRAPHY

Source Document	<ul style="list-style-type: none">- Restorative Justice Implementation Plan- Restorative Justice Strategic Vision- Restorative Justice Commissioning Intentions
Contact Officer	<ul style="list-style-type: none">- DCI Dominic Human, Development Manager, Cambridgeshire Constabulary- Lynsey Brown, Restorative Justice Co-ordinator, Cambridgeshire Constabulary- Nicky Phillipson, Strategic Advisor, OPCC