



SERVICE SPECIFICATION FOR RESTORTIVE JUSTICE ‘MULTI-AGENCY VIRTUAL HUB’

Aims and Objectives of Service “Restorative Justice Multi-Agency Virtual Hub” (The Hub)

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”.

The Hub will work in partnership with other agencies to develop, embed and deliver a range of appropriate and sustainable restorative justice interventions which:

- Improve victim satisfaction – support victims of crime who live in Cambridgeshire to as far as possible, recover from the harm they have experienced.
- Promote desistance and therefore reduce future victimisation
- Create safer, stronger, communities

The Hub will receive self-referrals, referrals from Victim Care Co-ordinators, police officers and staff and other agencies and co-ordinate the provision of high quality victim-focused restorative justice conferences and interventions delivered by trained facilitators.

The **Restorative Justice Multi-Agency Virtual Hub** service will be:

- free of charge
- easily accessible through a freephone number and email address
- widely publicised to increase the number of people with an awareness and understanding of restorative justice, its benefits, what it entails and how to access it
- confidential
- non-discriminatory (including being available to all regardless of residence status, nationality or citizenship)
- available for victims irrespective of where they live and the offence committed against them and the age of the offender
- available whether or not a crime has been reported to the police through self-referral
- available before, during and for an appropriate time after any investigation or criminal proceedings
- delivered in a way that continually seeks efficiency, sustainability and best value for money

It must also comply with requirements under the Data Protection Act when dealing with personal data and sensitive personal data and have a clear and transparent complaints policy.

The definition of victim also covers family members (spouse/cohabiting partner, parents and children, siblings and dependants) of a deceased victim who suffered harm because the person's death was directly caused by a criminal offence. This is in-line with Article 2 of the EU Directive.

2. Description of services to be provided

In order for the Restorative Justice Multi-Agency Virtual Hub to meet this specification the Constabulary will:

- act as advocates for victim-initiated restorative justice and look at opportunities to extend the use of restorative practices
- contact every single victim of crime by letter or email to highlight the services available within the Victims' Hub – to include Restorative Justice
- continue to offer restorative justice as part of an agreed Recovery Plan when the Victim Care Co-ordinators in the Victims' Hub provide telephone-based support to victims of crime

This will enable the Restorative Justice Multi-Agency Virtual Hub to:

- receive all enquiries about restorative justice in the county
- to receive all referrals (including self-referrals, referrals from the Constabulary-led Victim Hub Victim Care Co-ordinators, police officers and staff, and staff in other agencies) to restorative justice in the county
- to co-ordinate and lead on all early engagement with victims interested in exploring restorative interventions
- maintain a database of trained restorative justice facilitators from a range of agencies and the local community from which to allocate the most appropriate facilitator to a victim to progress a restorative justice intervention
- ensure arrangements are in place for victims of crime participating restorative justice conferences have access to support during the process. This may include a referral back to the Victims' Hub
- maintain robust data to enable effective evaluation of all restorative justice interventions
- act as a centre of excellence for the provision of restorative justice – sharing training opportunities where available
- continue to work with partners to develop and extend the use of restorative justice practices
- participate in the BeNCH Restorative Justice group looking at cross-border working
- provide reasonable support to restorative justice providers in other PCC areas where a victim has relocated to Cambridgeshire

Restorative Justice Multi-Agency Virtual Hub – staffing

The Hub will maintain staffing levels which enables it to deliver the above service specification within the funding envelope. This should include a sufficient number of 'case supervisors' to ensure the quality of restorative justice interventions.

Restorative Justice Multi-Agency Virtual Hub - volunteer provision

The Hub will maintain a minimum of 12 volunteer facilitators who are representative of the community of Cambridgeshire, with a range of language and cultural knowledge. Volunteers will be asked to participate in a minimum of five conferences a year and will be provided with ongoing training, development and support. All new volunteers will be recruited by Hub staff and trained by an accredited organisation or in-house by a 'trainer' who has qualified to train through an accredited organisation.

Performance Reporting

The Hub will be required to report back formally to the OPCC on a twice yearly basis; informal reports may be requested on a jointly agreed basis. The Ministry of Justice has made it clear that areas will not be judged on the number of RJ face to face conferences. However this data will be collected in Cambridgeshire to enable a better understanding of how the service is developing. Other **quantitative data** will include:

- Number of referrals into the Hub (and from where – self-referral, other agency)
- Number of people engaging – agreeing to initial conversations with RJ Facilitator (compared to those spoken to in early conversations with Hub staff)
- Conversion rate from referrals into first meetings (acknowledging first meetings go ahead before offenders have been contacted and where offenders are not yet identified)
- Number of cases deemed not suitable and why
- Conversion rate from engagement with victims to actual conferencing (data collected to show at what stage people leave the process if they don't complete the process)
- Timescales - from referral to completion of conference
- Partnership engagement – number of cases accepted by an agency compared to those allocated (Are partners adhering to terms of MoU)

Qualitative data

- Testimonials from victims and offenders involved in conferences
- Victim satisfaction of those involved in conferences compared to the overall victim satisfaction rates. (To include how they felt at the start of the process, how they felt at the end and then maybe a follow up after six months). This will ensure we measure distance travelled.
- Longer term – reduction in re-offending rates
- Offender satisfaction
- Completion of Outcomes from Outcome Agreement