

## WHAT IS RESTORATIVE JUSTICE?

RJ is the process of bringing those who have been harmed by crime into some form of communication with the person(s) responsible. It allows everyone affected to play a part in repairing the harm and finding a positive way forward.

## WHAT IS THE RESTORATIVE HUB?

The Restorative Hub is an independent service available to individuals or families affected by crime.

We are funded by the Police, Crime and Victims Commissioner and are a community-based support service working within the Criminal Justice System.

We provide a **free and confidential service** in which you can explore what's happened, identify your needs and priorities, and communicate with one another to find a way forward.

## WHAT IS IN IT FOR ME?

You have an opportunity to tell the other people involved about the issue from your point of view.

Your voice can be heard, you can play an active part and you can take back some control!

The process allows questions to be answered and situations to be understood.

Anyone who has caused harm has the chance to apologise and agree to make amends.

## DOES IT WORK?

The scheme supports around 500 people every year. The situations we meet are often tense and difficult, and yet issues are resolved or improved in 85% of cases.

On average previous clients have rated us 4.7 out of 5 for satisfaction with the overall restorative experience. They report that it's an opportunity to feel better about the event and move on with life.

In terms of crime, research shows that offenders who participate are less likely to reoffend.



## WHAT CAN I EXPECT TO HAPPEN?

A team of two trained Restorative Facilitators will contact you and arrange to meet you.

The purpose of this is to find out about the impact of the crime, and how it is still affecting you. They will work with you to find out what can realistically be done to make things better.

The facilitators will discuss the case with any other parties, keep you up to date with progress and plan out future actions.

The method of communication with the other party is agreed with you based upon your needs, and our facilitators will work with you to get the best outcome.

The process is completely voluntary and can be halted for any reason at any time.

Where you agree we can link in with any other support provider to make sure that this process is right for you and that you feel safe at all times.

## OUR RESTORATIVE FACILITATORS

Active since 2015, we have developed an expertise in working with all crime types and have significant experience in supporting people through this process.

All our facilitators have undertaken specialist training to prepare for the role. Many are volunteers who work alongside our coordinators to provide a more widespread service to our communities.

