

Introduction

The Mayor's Office for Policing And Crime (MOPAC) has commissioned Restore:London (R:L) - a non-profit consortium (*Catch22, Restorative Solutions, Khulisa and IARS International Institute*), led by social business Catch22, to develop a London-wide Restorative Justice (RJ) service.

R:L seeks to increase the knowledge, access and take up of restorative interventions across London by increasing co-ordination, consistency and 'victim centricity' of existing RJ provision. The R:L vision is that of an accessible, collaborative, relational and victim-led pan London service; where all eligible victims can expect consistent high-quality restorative justice approaches and interventions.

A positive and restorative experience can positively impact the health and wellbeing of victims (ie. capacity to 'cope and recover'); as well as reducing the fear of crime and re-victimisation. A sustainable R:L service provision can ease the burden on public services from the long-term effects of crime on victims.

Service Overview

As part of delivering our vision, and ensuring we adhere to a restorative style of leadership underpinned by a set of **values**, namely:

- working **collaboratively and inclusively** with our network partners and stakeholders;
- **listening** (directly and indirectly) to the **voice of the victim**,
- providing them with **informed (voluntary and inclusive) choice**.

We value justice that focuses on **repairing harm done with and for those directly impacted by the crime**. We believe a Pan-London service needs **sustainable consistency in quality of provision**. To ensure this, we are committed to **sustaining a reflective, continuously learning network** – meeting national occupational standards; informed by international research and best practice.

R:L will operate a centralised referral and case allocation hub, working with a broad range of statutory and voluntary sector organisations. We aim to help facilitate and maintain a pan **London RJ Network**. This is a platform for service providers to build relationships, share knowledge and maximise the potential of the range of services being delivered across London.

Service Model

The R:L Service is available in all 32 London boroughs, and is offered to all those victimised in London (offence taking place within London), or living in London (where the offence may have taken place outside of London) at any stage of the Criminal Justice System.

We will utilise a **hub and spoke service model**. The hub handles referrals, and provides service delivery and support through five geographical spokes. Each will cover 5-6 London boroughs, and be aligned with the five MPS Witness and Case Management departments across London.

Service provision will be informed by service user feedback and in response to needs that have been identified through a network of professionals working with victims. This model seeks to serve and integrate with wider provision / partners pan London, and national and borough based services as appropriate; maximising the value and capacity for RJ services more broadly. R:L recognise that

strong positive relationships with existing RJ providers in London will be central to the success of this project.

It will be supported by a Communications and Marketing Strategy, primarily focused on raising awareness with victims and the wider public, and crucially in engaging partners and stakeholders in order to drive referrals.

In our quest to facilitate consistent and co-ordinated quality provision pan-London, we seek to engage with statutory and voluntary sector providers. This **Partner Network (Network)** will include victims' services, RJ services, Metropolitan Police, Youth Offending Teams, Victim Support, probation services, prisons and faith and community groups. This is an incredible opportunity to improve and harness the wealth of knowledge and experience that exists across London, with the net result of improving the lives of those who have been victims of crime in our capital.

The Network will also be the focus for a R:L Training & Development Hub, helping partners maintain commonly agreed standards, practice and quality assurance based on the National Occupational Standards for RJ and the RJC's Best Practice Guidance. Scope exists for provision of training and development (new practitioners, development for experienced practitioners, awareness training for stakeholders, access to accreditation and case supervision).

Governance and Scrutiny:

The London Restorative Justice Service Steering Group provides strategic and operational direction to develop a co-ordinated, cohesive approach to developing and delivering the Service. This includes compliance with the Code of Practice for Victims of Crime¹, and adhering to the Restorative Justice Council standards.

The **User Scrutiny Panel** is a group of individuals who have been victims of crime. The panel will continually evaluate and feedback on our progress. Taking a victim-centric approach, this group will share evidence and insights to enable continuous improvement. Our aim is to gain a 360-degree perspective from service users and partners across the network, in line with our vision and values.

The **Innovation Lab** ensures that R:L remains informed by the latest national and international research. We believe it's crucial to share new and best practice in RJ across the partner network, in order to offer and deliver a high-quality service to victims of crime in London.

R:L will work with MOPAC's internal Evidence and Insight team to collect and analyse performance and outcomes data, so as to monitor and evaluate our service. The User Scrutiny Panel will contribute to monitoring and evaluation by scrutinising data on a regular basis, to ensure that we deliver a service that truly listens to the voice of the victim - responding to, and meeting the needs of victims as identified by them.

1 <https://www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime>