



The objective of Wiltshire Restorative Justice Services and Youth Offending Team in using restorative justice processes is to create opportunity. This opportunity allows those harmed by youth crime and the young person who offended to safely communicate their thoughts and feelings about an incident. To share the impact that the event has had on them and for both parties to discuss and agree how the harm caused can be repaired. For those harmed who continue to have ongoing safety concerns about the young person who offended, it is possible that exclusion zones and agreement not to have further contact can be agreed.

Restorative Justice (RJ) encourages young people who offend to take responsibility for their behaviour and behave more positively in future. It also helps those harmed by youth crime and can be a huge step in moving forward. It empowers them and can help them to come to terms with difficult emotions they may experience after the crime.

We deliver RJ in a way which upholds the following six core principles, it is;

Restorative: Our work focuses on addressing and repairing harm caused.

Voluntary*: Individuals taking part in RJ do so on a voluntary basis and are provided with all the necessary information in order to make an informed choice.

*Where a young person who harmed is made subject to a Referral Order by the Court. The person harmed by them is entitled to engage in a Referral Order panel meeting and engage in a restorative justice conversation with the young person who harmed if it is safe to do so.

Impartial: We ensure that we provide an unbiased service.

Safe: We ensure that RJ is carried out in a way that is safe for everyone involved by completing thorough risk assessments and preparing participants before RJ takes place. Where we assess that RJ would not be safe to facilitate we explain our reasoning to those involved and try to find other solutions.

Accessible: We practice in a non-discriminatory manner and ensure that our work takes into consideration each individual's needs.

Respectful: We respect and maintain the dignity of all participants in an RJ process.

The aims of the Restorative Justice Service are to:

- I. To meet the needs of both the victims of youth crime and young people who harm through the increased use of restorative justice processes.
- II. To increase victims' satisfaction with the service we provide and with the criminal justice system in general by facilitating positive outcomes through the facilitation of restorative justice processes.



As someone harmed by youth crime you can choose to be involved in the following ways:

You can communicate your views about the impact the offence has had on you and your family with experienced Restorative Justice Workers and Restorative Justice Volunteers.

Your current safety concerns can be shared and addressed by the Youth Offending Team worker supervising the young person who offended.

You can attend a face to face restorative meeting which can involve the young person who offended, their parents or careers, their YOT worker and others effected by the incident.

You can suggest ways the young person who offended can begin to make amends. This is called reparation.

You can agree to accept a letter written by the young person who offended, encouraging them to take responsibility and providing you with an explanation for their actions.



As someone harmed by youth crime you will be supported by us in the following ways:

We will aim to support you in a way you feel best suits your needs and situation and will be guided by you. This can include:

Being actively listened to and have your views considered by a Restorative Justice Worker or Restorative Justice Volunteers.

Ongoing support from us for the duration of time Wiltshire YOT are supervising the young person who has offended.

Being provided with information about the young person who offended and their progress in relation to restorative work, attitude to the offence, assessed risk of future offending and risk of harm to others.

Referral to the independent charity [Victim Support](#) and other services available for those harmed by crime, where appropriate.

Where the young person who offended was sentenced to 12 months or more for a violent or sexual offence, a referral to the National Probation Service, as part of the victim contact scheme can be made.

We do this whilst fully adhering to current General Data Protection Regulations see **Victim Data Protection Regulation Information** section below.

The Code of Practice for Victims of Crime

Wiltshire Youth Offending Team, Restorative Justice Service and our criminal justice partners are committed to giving you the best possible service at all times and follow statutory guidelines set out in the Code of Practice for Victims of Crime 2015.

The Code of Practice for Victims of Crime aims to:

- Ensure enhanced support for victims of the most serious crimes, persistently targeted victims or the most vulnerable/intimidated
- Provide extra support to victims of stalking, domestic abuse, terrorism and families bereaved by violent crime
- Ensure all victims receive information about Restorative Justice (RJ) and how they can take part. RJ is the process of bringing together victims with those responsible for the harm, to find a positive way forward.
- Give victims a clearer means of redress if they are not given the support they deserve
- Have a section written for young victims and their parents or guardians so they can understand and take ownership of their journey through the criminal justice system
- Help businesses, who are victims to have their say to engage in a restorative justice process to explain how a crime has affected them and their customers.

Find out more about your rights as a person harmed by criminal conduct

To find more thorough information about your rights as someone harmed by crime there are several versions of the Code of Practice for Victims of Crime 2015 which can be downloaded below from the Gov.uk to your device.

Click here to download the Code of Practice for Victims of Crime 2015 in [English](#), [Welsh](#), [Easy Read version](#) or a version written specifically for [young victims](#).

Find out more about Wiltshire Youth Offending Team's Restorative Justice Service by viewing the following leaflets;

[Restorative Justice after sentencing at Court](#)

[Restorative Justice for out of court disposals](#)

[Information for victims about Wiltshire Youth Offending Team](#)

Testimonials

“We feel it’s been worth while we are satisfied. It was the right step to make. It’s beneficial. After two or three months [following the restorative justice meeting where we met the young offender, my son] was pretty much back to his normal self. That’s why from our point of view it’s been beneficial. [At the restorative justice meeting] things got said that needed to be said. [My son] can now move on. He’s not worried about bumping into [the young offender] or wondering what would happen. Now he knows nothing would happen. It’s a good process. It’s been beneficial to us and sounds like it’s been beneficial to [the young offender]. Thank you very much for all of your help.”

“An adult victim and mother of young victim of Sexual Harmful Behaviour said, ‘If I’ve not already said it I want to thank you so much. You took the time to make us feel important. You allowed us not to feel like victims, but to feel a little bit in charge. Thank you.’”

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A father of a young victim responding to an update on progress made by the young person who harmed them said, 'That's excellent, really good, really positive!' He went on to talk about the offender saying, 'He's a good kid who's gone down the wrong route and sounds like hopefully he's going down the right road now and will find himself a decent job. He's just one of those kids who ended up in the wrong crowd.'

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An adult victim said she was 'really happy' with two letters of explanation/apology she received from two young offenders. She felt these were 'genuine' and that she was 'very pleased it had been dealt with in this way'. She felt she had been able to 'move on' from the offence. She went on to say that she was also very satisfied with the service she received and that she felt the Victim Liaison Volunteer had been 'very friendly' and it had been 'informative'.

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'I would like to confirm my complete satisfaction with the service and communication I have had from you during this piece of reparation work with [the young offender]. I have been kept in the picture every step of the way and feel I was listened to. It was an excellent result and my team and I have a fabulous piece of artwork and a heartfelt apology letter. It was great to see [the young offender] looking so well and happy and to end the relationship on a positive note. This meant a lot to my staff team. Thank you for your excellent facilitation of this work.'

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Victim Data Protection Regulation Information

As part of Wiltshire Council, we have a duty to keep individuals and the community safe. Therefore, due to some laws¹ we are required to collect and retain data.

General Data Protection Regulation requires us to explain what information we have about you, what we do with this information, who has access to it and how long we keep it for.

What information we have about you?

- Contact details
- Witness statements
- Offence details
- Information you choose to share with us

What we do with the information?

We are given your contacts details by the Police so that members of our team, including volunteers, can support you to engage in the victim services we must provide to victims of crime.

The information is used by the Youth Offending Team case worker to assess and manage the risks that a young offender poses to the community, plan and implement effective interventions and help with reports for court.

From communication, we have with you via, text, email, telephone or letter we make brief notes and record this on our victim system.

Who has access to the data we have about you?

The information on the victim system can only be accessed by the Youth Offending Team. This system is protected by individual log in credentials and passwords.

This information may be shared with other agencies such as police and social care if there is a safeguarding concern.

We don't share your personal contact details with the young offender or family. However, from the communication we have with you if there is any information you wish to pass on to the young offender, with your consent, this can be facilitated.

How long do we keep it for?

All victim data is retained for 12 months after the court order or the out of court disposal has been completed. Where a victim was under 18 years old at the time referred to us, data is retained as above or until their eighteenth birthday whichever is longest.

Please note, due to the recent Goddard Enquiry (2015) into historic child sexual abuse, we are not currently deleting any data.

For more information and Wiltshire YOTs Privacy Notice visit <http://www.wiltshire.gov.uk/children-young-people-youth-offending-privacy>

If you have any questions or queries relating to any of the above please contact a Data Protection Officer: **Telephone: 03004560100**

Email: dataprotection@wiltshire.gov.uk

1. Data protection Act 2018, Code of Practice for Victims of Crime 2015. Criminal Justice Acts 2003 and 2015, Crime and Disorder Act 1998, Legal Aid Sentencing and Punishment of Offenders Act 2012, Bail Act 2017, Sex Offences Act 2003, Children Act 1989 and 2004 and Working Together 2015.