

# Restore: London User Survey (Offenders)

## The Pan London Restorative Justice Service

The Mayor's Office for Policing and Crime has commissioned Restore:London to deliver the first ever Pan London Restorative Justice Service, a victim-led approach to the provision of restorative justice across London. The Pan London Restorative Justice Service will ensure that victims are able to access consistently high quality restorative justice services at every stage of the criminal justice system.

Restore:London will develop a programme that complements and enhances existing restorative justice services across London, filling any gaps in provision. The programme will be overseen and evaluated by a steering group, comprised of key stakeholders including victims. This ground-breaking approach will share evidence and insight with key partners, including Police and Crime Commissioners across England with responsibility for commissioning victims' services.

## About Restore:London

Restore:London is a non-profit consortium led by Catch22 with key partners Restorative Solutions, Khulisa and the IARS International Institute. The consortium partners bring expertise in building and evaluating victim-led services, restorative justice delivery, delivering pan London programmes, offender management and criminal justice innovation.

## This Survey

As part of Restore:London's work in designing a Pan-London Restorative Justice Service, we are conducting research to ensure that our service model will meet the needs of its potential future users. As such we are asking individuals who have committed a criminal offence to tell us about their experiences of restorative justice and the criminal justice system in general.

The survey should take approximately 10 minutes to complete and we are able to offer a \$15 voucher to the first 80 people who complete the survey.

This survey is for anyone 18 years of age and over who has committed a criminal offence, and we are interested in the views of people who have participated in restorative justice as well as those that have not. Your participation in this research study is voluntary. You may choose not to participate. If you decide to participate in this research survey, you may withdraw at any time. Your responses will be confidential and we do not collect identifying information such as your name, email address or IP address, unless at the end of the survey you indicate that you would like to be involved in further research and as such provide your contact details voluntarily. We will keep your information confidential. All data is stored in a password protected electronic format.

If you have any questions about this survey, please contact Rachel O'Brien at [r.o'brien@iars.org.uk](mailto:r.o'brien@iars.org.uk).

You will not have to answer every question in this survey. Please follow the instructions carefully as you complete the survey as you will be directed to skip some questions that are irrelevant based on your answers to previous questions.

## About You

### 1. Your gender:

- Male
- Female
- Other
- Do not wish to answer

### 2. Your age:

- Under 18
- 18-24 years' old
- 25-34 years' old
- 35-44 years' old
- 45-54 years' old
- 55-64 years' old
- 65 years' old and over
- Do not wish to answer

### 3. Your ethnicity;

- White English/Welsh/Scottish/Northern Irish/British
- White Irish
- White Gypsy or Irish Traveller
- White Any other White background
- Mixed or Multiple ethnic groups: White and Black Caribbean
- Mixed or Multiple ethnic groups: White and Black African
- Mixed or Multiple ethnic groups: White and Asian
- Mixed or Multiple ethnic groups: Any other mixed/Multiple ethnic background
- Asian or Asian British: Indian
- Asian or Asian British: Pakistani

- Asian or Asian British: Bangladeshi
- Asian or Asian British: Chinese
- Asian or Asian British: Any other Asian background
- Black/African/Caribbean/Black British: Caribbean
- Black/African/Caribbean/Black British: African
- Black/African/Caribbean/Black British: Any other Black/African/Caribbean background
- Other ethnic group: Arab
- Other ethnic group: Other
- Do not wish to answer

**4. Your nationality:**

**5. In which borough do you currently live?**

- Barking and Dagenham
- Barnet
- Bexley
- Brent
- Bromley
- Camden
- City of London
- Ealing
- Enfield
- Greenwich
- Hackney
- Hammersmith and Fulham
- Haringey
- Harrow
- Hillingdon
- Islington
- Kensington and Chelsea
- Kingston upon Thames
- Lambeth

- Lewisham
- Merton
- Newham
- Redbridge
- Richmond
- Southwark
- Sutton
- Tower Hamlets
- Waltham Forest
- Wandsworth
- Westminster
- Do not wish to answer

**6. Which of the following best describes the most recent offence you committed? (Select all appropriate)**

- Child abuse
- Arson
- Burglary
- Cyber crime
- Domestic abuse
- Fraud
- Gang crime
- Gun crime
- Hate crime
- Knife crime
- Murder (of a family member or close friend)
- Rape or sexual assault
- Rioting
- Robbery
- Stalking and Harassment
- Violent crime

**7. How long ago did the offence occur?**

- In the last week
- In the last month
- In the last 6 months
- In the last year
- In the last 5 years
- In the last 10 years
- 10+ years ago

**8. Have you heard of the term 'restorative justice'?**

- Yes
- No

If answered no, please skip to Q10.

**9. What does 'restorative justice' mean to you?**

## Being Offered Restorative Justice

**10. Have you ever been offered the chance to communicate with the victim (directly or indirectly)?**

- Yes
- No

If answered yes, please skip to Q12.

**11. Would you have liked to have been offered the opportunity to meet the victim (either directly where you meet face to face or indirectly using letters or a mediator who speaks to the victim on your behalf and offers you their feedback)?**

- Yes
- No

If answered no, please skip to Q24. If answered yes, please skip to Q25.

**12. At what stage of the criminal justice system were you first offered to communicate with the victim?**

- Police diversion (i.e. did not go to trial)
- Before trial
- During trial
- In prison
- During probation
- Post-release
- Other (please specify):

**13. Who offered this service to you?**

- Police
- Probation
- A Court
- Victim Support
- A community/volunteer organisation
- Self-referral (please specify who/what type of organisation you approached)
- Other (please specify):

Self-referral organisation

**14. How was information about the process given to you?**

- Face-to-face discussion
- Telephone discussion
- Leaflet or booklet
- Referred to website
- Other (please specify):

**15. What would your preferred method for receiving information about this type of service?**

- Face-to-face discussion
- Telephone discussion

- Leaflet or booklet
- Referred to website
- Other (please specify):

**16. Did you feel the information you were given was...**

- The right amount
- Would have preferred more
- Would have preferred less

**17. What other information would you have found helpful?**

**18. Did you chose to participate?**

- Yes
- No

If answered no, please skip to Q24.

**19. Why did you choose to participate?**

- To have your say and explain your actions
- To give the victim the opportunity to ask you questions
- To better understand the impact of your behaviour
- To bring closure
- To demonstrate that you are working to stop offending
- To offer an apology or compensation
- Other (please specify):

## The Restorative Justice process

### 20. What form of communication were you offered with the victim? (Select all applicable)

- Letter writing
- Telephone call
- E-mail
- Online video call
- A face to face meeting between you and the victim
- A face to face meeting between you, the victim and others connected to the crime, e.g. family members
- Other (please specify):

### 21. How satisfied were you with the following elements of the restorative justice process you participated in?

	Very satisfied	Quite satisfied	Neither satisfied nor dissatisfied	Quite dissatisfied	Very dissatisfied
Information provided about the process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilitator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The extent to which the process was tailored to your specific circumstances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support given throughout the process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your physical safety (how safe you felt throughout the process)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The extent you could control the process (you were able to decide what would happen and were able to say what you needed to)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Venue (e.g. comfort, intimidation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convenience (e.g. timing and location)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you would like to offer any additional comment on any of the above, please use the text box below.

**22. How would you rate your overall satisfaction with the process?**

- Very satisfied
- Quite satisfied
- Neither satisfied nor dissatisfied
- Quite satisfied
- Very satisfied

**23. Would you recommend this process to others?**

- Yes
- No
- Don't know

All please skip to Q29.

**24. You said you chose not to/ wouldn't like to participate in restorative justice, why? (Tick all applicable)**

- Lack of information
- Dissatisfaction with the organisation who made the offer
- Lack of confidence in facilitator
- The process was not flexible enough for my personal circumstances
- Inconvenience (e.g. timing, location, venue)
- Physical safety concerns
- Too traumatic
- Inadequate support provided
- No need (no lasting damage from crime)
- No desire to meet the victim
- Other (please specify):

If you would like to offer any additional comment on any of the above, please use the text box below.

All please skip to Q29.

**25. At what stage of the criminal justice system would you expect to initially be offered communication with the victim?**

- Police diversion (i.e. did not go to trial)
- Before trial
- During trial
- In prison
- During probation
- Post-release
- Other (please provide further details):

**26. Who would you expect to offer this service to you?**

- Police
- Probation
- A Court
- Victim Support
- A community/volunteer organisation
- Self-referral (please specify who/what type of organisation you would approach)
- Other (please specify):

Self-referral organisation

**27. What would be your preferred method for receiving information about this type of service?**

- Face-to-face discussion
- Telephone discussion
- Leaflet or booklet
- Referred to website
- Other (please specify):

**28. If you were able to take up the offer of communication with the victim, what type of communication do you think you would prefer? (Select all applicable)**

- Letter writing
- Telephone call
- Email
- Online video call
- A face to face meeting between you and the victim
- A face to face meeting between you, the victim and others connected to the crime, e.g. family members
- Other (please specify):

**29. What is most important to you in the justice process? Please choose one answer.**

- To have your say and explain your actions
- To allow the victim to have their say and explain the impact of the crime
- To better understand the impact of your crime
- To bring closure
- To feel that you are making up for your crime in some way
- Other (please specify):

**30. In your opinion, what is the most important factor in a successful restorative justice service?**

**31. Is there anything else you would like to say?**

**32. Are you happy to be contacted in the future to participate in research? For example, a short interview for which we can offer a further £20 voucher?**

Yes

No

If no, please skip to Q34 to claim your £15 voucher

**33. If yes, please complete your contact details:**

Name	<input type="text"/>
Contact Number	<input type="text"/>
Email	<input type="text"/>

**34. To receive your £15 voucher, please provide your full postal address below.**

Building Name	<input type="text"/>
Number/Street	<input type="text"/>
Town	<input type="text"/>
Postcode	<input type="text"/>

Thank you for completing this survey. Your responses are very much appreciated.

Completed paper copies of surveys can be returned to:

The IARS International Institute  
14 Dock Offices  
Surrey Quays Road  
Canada Water  
London SE16 2XU