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Description automatically generated**Tower Hamlets and the City of London Youth Justice Service**

**Policy and Guidance for Working with Victims**

**Introduction**

Tower Hamlets and City of London Youth Justice Service (YJS) aims to provide services to victims to:

*Minimize the fear experienced by the victim while ensuring they perceive a sense of justice for the harm inflicted upon them. Foster effective communication with the child or young person involved to ensure their complete understanding of the consequences resulting from their actions. Create a platform for them to demonstrate remorse and facilitate meaningful restitution to both the affected individual and the broader community.*

**Legislation and Guidance**

The Tower Hamlets and City of London Youth Justice Service Policy and Guidance for Working with Victims is intended to outline local service delivery policy, protocol, and standards defined by relevant legislation and guidance outlined within:

* [Crime and Disorder Act 1998](https://www.legislation.gov.uk/ukpga/1998/37/contents)
* [Youth Justice and Criminal Evidence Act 1999](https://www.legislation.gov.uk/ukpga/1999/23/contents)
* [Criminal Justice and Immigration Act 2008](https://www.legislation.gov.uk/ukpga/2008/4/contents)
* [Legal Aid, Sentencing and Punishment of Offenders Act 2012](https://www.legislation.gov.uk/ukpga/2012/10/contents)
* [Sentencing Act 2020](https://www.legislation.gov.uk/ukpga/2020/17/section/7)
* [Data Protection Act 2018](https://www.legislation.gov.uk/ukpga/2018/12/contents)

# [Youth Justice Board (YJB) Work with Victims and Restorative Justice Youth Justice Teams (2014)](https://www.gov.uk/guidance/work-with-victims-and-restorative-justice-youth-offending-teams#keep-victims-informed)

# [Youth Justice Board (YJB) Standards for Children in The Youth Justice System (2019)](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/780504/Standards_for_children_in_youth_justice_services_2019.doc.pdf)

* [Youth Justice Board (YJB)Referral Order Guidance (2018)](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/746365/referral-order-guidance-9-october-2018.pdf)

# [Youth Justice Board (YJB) Assetplus: Assessment and Planning in The Youth Justice System](https://www.gov.uk/government/publications/assetplus-assessment-and-planning-in-the-youth-justice-system)

# [Youth Justice Board (YJB) The Role of The YOT Police Officer (2014)](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/365284/yot-police-officer-role.pdf)

* [Restorative Justice Council (RJC) National Occupational Standards](https://restorativejustice.org.uk/resources/national-occupational-standards-nos-guidance)
* [The Victims’ Code: Young Victims of Crime: Understanding the Support You Should Get](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/831962/u18-victims-code-leaflet.pdf)
* [Ministry of Justice (MOJ) Code of Practice for Victims of Crime in England And Wales (2020)](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/936239/victims-code-2020.pdf)
* [Tower Hamlets Council Complaints Procedure](https://www.towerhamlets.gov.uk/lgnl/council_and_democracy/complaints/The_complaints_process.aspx)
* [Tower Hamlets Lone Working and Personal Safety Guidance](https://www.thebridge.towerhamlets.gov.uk/asset-library/Health-and-safety/PolicyGuidanceLoneWorkingPersonalSafety.pdf)
* [Tower Hamlets Safeguarding Children Partnership (THSCP) Arrangements](https://www.towerhamlets.gov.uk/Documents/Children-and-families-services/THSCParrangements.PDF)
* [Working together to safeguard children](https://www.gov.uk/government/publications/working-together-to-safeguard-children--2) (2018)
* [Tower Hamlets and the City of London YJS Practice standards(2023)](https://towerhamlets2.sharepoint.com/:w:/s/YouthJusticeService/ETYuVlRuNodBjoAPk74g-wkBfv8OzpWDMAealqpu29tDZw)

**Responsibilities**

The main responsibilities of the Tower Hamlets and City of London YJS Victim and Youth Restorative Justice Officer are as follows:

**Initiating Contact:** The officer takes the initiative to establish contact with victims who have been affected by a crime. This may involve reaching out to them directly or coordinating with other agencies or organizations to connect with the victims.

**Assessing Needs:** The officer assesses the specific needs of the victims, considering factors such as emotional support, information about the criminal justice process, and practical assistance. This assessment helps determine the appropriate restorative interventions and support required.

**Facilitating Involvement in Restorative Justice:** The officer plays a central role in facilitating the involvement of victims in restorative justice processes. This can include arranging meetings between victims and offenders, providing information about the process, and ensuring the victim's voice is heard and respected.

**Providing Additional Needs-led Support:** In addition to restorative justice, the officer provides additional support tailored to the specific needs of the victim. This support may include counselling, referrals to support services, or assistance in accessing resources and practical help.

**Risk Mitigation:** The officer identifies and addresses potential or actual risks to the victim's safety or well-being. This involves conducting risk assessments, implementing safety measures, and ensuring that appropriate safeguards are in place throughout the restorative justice process.

**Contribution to Service-wide Knowledge, Skills, and Practice Developments:** The officer contributes to the development of knowledge, skills, and practices within the organization or service. This includes using victim feedback to inform interventions, sharing insights to improve the effectiveness of restorative justice, and participating in training, research, or policy development activities related to victim and restorative justice practices.

By fulfilling these responsibilities, the Tower Hamlets and City of London YJS Victim and Youth Restorative Justice Officer helps facilitate victim involvement in restorative interventions, promotes victim-centred approaches, and contributes to the development of best practices in the field of victim and restorative justice.

It is the role of Tower Hamlets and City of London YJS Practitioners and Managers to adopt a restorative approach in engaging children and working together with colleagues to support opportunities to repair harm. YJS Practitioners should ensure the completion of the assessment of Restorative Justice reflected within the RJ Asset plus module.

It is the role of the Tower Hamlets and City of London YJS Youth Restorative Justice officer to provide case management and coordination of support in a voluntary capacity to children/ who have been identified as victims of crime.

It is the role of the Tower Hamlets and City of London YJS Reparation Coordinator to co-ordinate all direct and indirect reparation. This includes supporting the oversight of project placement of children that aligns with their referral matters and Reparation screening assessment.

It is the role of the Tower Hamlets and the City of London YJS Police Officers to work with victims of crime and share their details (with consent) to the YJS.

It is the role of the Tower Hamlets and the City of London YJS Management and Management Board to ensure; specific local policies and protocols that ensure delivery of services in line with Code of Practice for Victims, and mechanisms are in place to ensure court/out of court work of Tower Hamlets YJS remains balanced and impartial to take account of the impact on victims.

**Information Sharing, Record Keeping, and practice considerations**

Tower Hamlets and City of London YJS will ensure the availability of local standard recording and reporting systems that allow for the collection and storage of victim details in accordance with statutory requirements as set out in the relevant legislation and the Code.

Victim services are voluntary, and victims are to be provided with information necessary to inform their decision to participate with THCLYJS victim-based services. The Tower Hamlets and City of London YJS Victim and Youth Restorative Justice Co-ordinator will therefore ensure:

1. Victims will be reminded that they have a choice whether they provide information to the THCLYJS, and that engagement with the THCLYJS victim-based service is voluntary.
2. Victims are informed about the THCLYJS policy on storing information, as well as their right to access information stored about them.
3. Victims are made aware that any views shared with the THCLYJS are potentially liable to be shared in open Court during proceedings.
4. Victims are made aware of their right to complain, and the process.
5. Signposting and support referrals are to be progressed under expressed consent, and/or subject to disclosure responsibilities of relevant legislations and code.
6. The victim's details are securely and separately maintained from those of children within THCLYJS, in accordance with the established statutory practices and procedures of THCLYJS (victim module).
7. Information that is retained for evaluation purposes must be anonymous.

Tower Hamlets and City of London YJS sets out our obligation to consider the needs of victims and offer restorative outcomes where principally the victim is viewed to be the primary beneficiary. Due to the nature of THCLYJS cohort being under 18 years of age with statistically high prevalence of social, emotional, and/or behavioural imperatives, the rights of this vulnerable cohort must equally be upheld in line with legislative frameworks.

As part of any directly restorative process undertaken, it is possible that victims and children will learn information about each other. It is Tower Hamlets and City of London YJS’ policy that all participants involved in any directly restorative process are encouraged to always maintain confidentiality and that such an agreement is to be formed at the start of each and every direct intervention planning and/or meeting.

It is important to acknowledge that certain offenses may involve immediate and/or extended family members, as well as care providers such as foster carers or children's residential home staff, who may be the identified victims of a child referred to the THCLYJS. In these specific cases, the Tower Hamlets and City of London YJS Victim and Restorative Justice Coordinator is responsible for ensuring a consultation with key professional stakeholders. This consultation is necessary to determine and implement the appropriate model and approach to Restorative Justice, one that considers the broader context of the referral matter.

**Tower Hamlets and City of London YJS Method, Forms and Templates (Local Standards)**

* [Tower Hamlets and City of London YJS Victim Service Process](https://towerhamlets2.sharepoint.com/:w:/s/YouthJusticeService/ERmlds1wughOoI1riM7tH6MBdTU5_IE3pjd8NUVSqsD2-Q?e=89aOfC) (see appendix 1.)
* [The Victim Referral Template](https://towerhamlets2.sharepoint.com/:w:/s/YouthJusticeService/EQOm1G6op9tHiFBLeVtqNuMBKI5GyLXKe0s4aJzx-Y4VlQ?e=9KQk6S) (see appendix 2.)
* [Introduction Letter](https://towerhamlets2.sharepoint.com/:w:/s/YouthJusticeService/ER0pr1TA-ytOlhTpftmYrpoBb_VK5Cl9P0PDLdf8xCYETg?e=blaeC3) (see appendix 3.)
* [Follow-up Letter](https://towerhamlets2.sharepoint.com/:w:/s/YouthJusticeService/EdsWc7e38sJHmtXBIG7j-84BeYLff6vKHN7HwfRN6ysfEg?e=Gw1Czb) (see appendix 4.)
* [Tower Hamlets Restorative Justice Victim Pamphlet](https://towerhamlets2.sharepoint.com/:b:/s/YouthJusticeService/EfBPuT4r4xRItDijNJAjkFkBIZn1CijN5JI9tZ1H5L0PHQ?e=uMRICk) (see appendix 5)
* [Tower Hamlets Victim Assessment/Statement](https://towerhamlets2.sharepoint.com/:w:/s/YouthJusticeService/EXmCmjxIeDNAv80b36gAXxIB7mEbxtwV4pOnD8YYGCxSYw?e=8EE0Sy) (see appendix 6.)
* [Tower Hamlets Child/young person Assessment](https://towerhamlets2.sharepoint.com/:w:/s/YouthJusticeService/EUMVDlryVhhCtptccd7-OvMBB0UZLzJ7R0lCKFdh-OCaEg?e=KNXoaa) (see appendix 7.)
* [Tower Hamlets Victim Confidentiality Agreement](https://towerhamlets2.sharepoint.com/:w:/s/YouthJusticeService/ETe2mFnqyG9Li-EpC01qPfgByWYJj4MuwQYL1xZGCIhfQQ?e=Cowh0O) (see appendix 8.)
* [Tower Hamlets Victim Evaluation Form](https://towerhamlets2.sharepoint.com/:w:/s/YouthJusticeService/ET4GHAyMTBFLjetOHFzhBUIBVeK-_b5983LMfIwWvgySaQ?e=3IiSPu) (see appendix 9.)
* [Victim/RJ Practitioner – Local Standard recording](https://towerhamlets2.sharepoint.com/:w:/s/YouthJusticeService/EQZxEKIV7shBhZAfGUMyDZ8BvJ96mZDYQ4kLjbiuWsK9ww?e=GKw6Xc) (see appendix 10.)
* [Guide to writing a Letter to your victim](https://towerhamlets2.sharepoint.com/:w:/s/YouthJusticeService/EX9pkNE8lzpCq6Aqv9xSoe0BPSaytvWajP7BLEJuMpzyxw?e=IpbrQR) (see appendix 11.)
* [RJ Conference Agreement (Appendix 12)](https://towerhamlets2.sharepoint.com/:w:/s/YouthJusticeService/EScFL84PSGRPuUvHFGlWhawBN7Nm72VJAGqaAjaRTg-eFg?e=vghWD6)

**Risk, Safeguarding, and Health and Safety**

Tower Hamlets and City of London YJS will work to ensure that we provide a safe environment for the delivery of services to victims. Delivery of Victim Services will be delivered in accordance with legislation and guidance referenced above.

Individual risk assessments will be undertaken with victims, and children in preparation for any direct victim or Restorative Justice Intervention. Risk assessment will also occur with regard to the location or office space utilised for direct Restorative Justice Intervention. These risk assessments will be the responsibility of the Tower Hamlets and City of London YJS Victim and Restorative Justice Coordinator.

The Tower Hamlets and City of London YJS Victim and Restorative Justice Coordinator and THCLYJS practitioner are jointly responsible for assessment and planning in respect to identified victim safety concerns. The Tower Hamlets and City of London YJS Victim and Restorative Justice Coordinator will raise any additional victim safety concerns identified in the course of the assessment work to the THCLYJS practitioner, with a view of jointly identifying appropriate controls to reduce risks of harm, recidivism, or safety.

Safeguarding policy and procedures established by Tower Hamlets and City of London Safeguarding Children’s Partnership will inform escalation needs, and Victim case management responsibilities.

**Equality, Diversity, and Inclusion**

Tower Hamlets and City of London YJS will ensure that services to support victims and children’s engagement in Restorative Justice Interventions are informed by individual assessments, and that services are adjusted where required to meet the needs of individuals. Examples include supporting engagement of children with identified Special Education Needs, commissioning interpreting services, ensuring location suitability, and upholding principles of Health and Safety regulations. [*Enhanced*](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/936239/victims-code-2020.pdf)services will be extended in line with the Victims Code.

**Victim Contact Scheme**

**Initial Contact Assessment**

In cases where a youth offender has been convicted of serious violence or serious sexual violence and sentenced to 12 months or more in custody, the YJS Police shall assess the case. The YJS Police will determine whether the VPS has already contacted the victim or is in the process of doing so.

**Liaison with VPS**

a. If contact has been established by the VPS with the victim, the YJS RJ Officer shall liaise with the VPS contact to obtain further victim information, such as the victim impact statement and to explore the possibility of offering indirect or direct restorative justice services.

The YJS RJ Officer shall ensure open communication with the VPS and collaborate on victim support services to avoid duplicative efforts.

**No Previous Contact by VPS or OIC**

1. If no contact has been made by the VPS or the OIC with the victim, the YJS RJ Officer, in coordination with the YJS Police, shall assess whether this contact is a possibility.
2. If there is potential for contact, the YJS RJ Officer and YJS Police shall initiate contact with the victim directly, taking care to minimize the risk of traumatization.

**Transfer of Information**

If, at any stage, the VPS contacts the victim, the YJS RJ Officer shall transfer all relevant information to the VPS and seamlessly hand over the case to ensure that the victim is not overwhelmed by multiple professionals working with them.

**Record Keeping**

All details of victim contact, interactions, and case developments shall be accurately recorded and updated on the victim module in Childview to ensure a comprehensive and accessible record of all proceedings related to the case.

**Monitoring and Evaluation**

Tower Hamlets and City of London YJS will aim to monitor and evaluate its victim policies, procedures and services in order to ensure that it provides a high-quality service. This will include:

* Quarterly check on cases
* Compliance with relevant legislation and guidance.
* Victim satisfaction and responses to feedback (6-month reports).
* Findings from staff supervision and appraisal/s.
* Findings from audits, observations and data analysis conducted under the Tower Hamlets and City of London YJS Quality Assurance Framework.

**Complaints**

Tower Hamlets and City of London YJS welcomes and encourages comments as well as complaints from all service users to help the service continue to develop high quality victim services.

Tower Hamlets and City of London YJS complaints framework is determined by the Tower Hamlets and City of London Council [Corporate Complaints Procedure](https://www.towerhamlets.gov.uk/lgnl/council_and_democracy/complaints/The_complaints_process.aspx). Service users should be informed of their right to make a complaint at the commencement of their contact with Tower Hamlets and City of London YJS, and upon request at any point over the duration, or at the conclusion of their involvement. Individuals, where they feel comfortable, can raise concerns to the practitioner they have been dealing with. However, an offer to have the matter informally escalated, as well as details of the complaint’s procedure, and/or the opportunity to lodge complaint via telephone, meeting, email, or letter, should be extended.

**Review**

This policy and associated procedures for delivering Tower Hamlets and City of London YJS victim-based services will be kept under review by the Tower Hamlets and City of London YJS Management Team and when necessary, issues will be referred to the Performance Lead/Senior Management who may escalate to the Youth Justice Executive Board (YJEB).

As a minimum, a report on victim and related services should be provided annually to the Youth Justice Executive Board (YJEB).

**Starting date for this agreement:** 2 June 2023

**Review date:** 3 June 2024

**Appendices**

## Appendix 1 - Method (please navigate to the side arrow to review *THCLYJS method*)

* The allocation email will inform the Tower Hamlets and City of London YJS Victim and Restorative Justice Co-ordinator as to when a child with a victim has received a Police Referral, Court Order or Pre-sentence Report (PSR) request. The Tower Hamlets and City of London YJS Victim and Restorative Justice Co-ordinator will (within 48 hours):
  1. Screen for eligibility, and where relevant consult with Victim Contact Scheme.
  2. Record name and contact details (when received) against a personalised victim identification number on protected centralised register on Childview.
  3. Link the victim to the appropriate offence within the child’s Childview Youth Justice (CVYJ) *Offence* tab.
  4. Fill out the Victim Referral Template **(Appendix 2)** and send to THCLYJS Police who will then send back with the victim details. the Victim Referral Template is to be attached in Notes *and Attachments* in CV victim profile. Corresponding process tabs on victim and child/young person’s process screens of *Victim Identified/requested/consented* should be recorded.
* The THCLYJS Victim and Restorative Justice Co-ordinator must familiarise with the case summary and any relevant child information prior to contacting the victim (including the *Restorative Justice Asset plus Module*). The THCLYJS Victim and Restorative Justice Co-ordinator must contact the victim (within 5 working days) and attempt to secure an assessment meeting within 10 working days of the allocation. The THCLYJS Victim and Restorative Justice Co-ordinator will contact the victim by phone to arrange a meeting either by telephone, Microsoft Teams, at their home address, or a neutral venue (and during this contact establish whether additional support is required i.e. an interpreter). The THCLYJS Victim and Restorative Justice Co-ordinator will need to make contact by phone twice, once in the day and once in the evening. The Introduction Letter **(Appendix 3)** is to be sent to the victim (within 5 working days). In the case of a withstanding contact arrangement, this should outline any appointment time and contact details. The information leaflet **(Appendix 5)** and THCLYJS Complaints information is to be attached to the Introduction Letter. The contact established and Introduction Letter is to be recorded and/or attached in Notes *and Attachments* in CV victim profile. The process screen in the child/young person CV profile *Victim Contacted* and a corresponding case diary entry is to be recorded.
* If victim is willing to meet, the THCLYJS Victim and Restorative Justice Co-ordinator will meet with the victim to explain Restorative Justice (RJ) and the various RJ options. **(See further details of RJ options relevant to consultation below).** The contact established is to be recorded as a case diary entry in victim process in CV victim profile and notes and attachments where appropriate. A corresponding case diary entry is to be recorded within the child/young person’s CV profile outlining the prospect of RJ, relevant liaison with the THCLYJS practitioner, and any risk/safeguarding concerns and controls.
* If the victim does not respond in any way (after reasonable efforts have been made made) then the THCLYJS Victim and Restorative Justice Co-ordinator will send the Follow-up Letter **(Appendix 4).** the THCLYJS Victim and Restorative Justice Co-ordinator will close the victim case. The matter can be re-opened if the victim makes contact, or child/young person would like to extend a gesture of reparation (i.e., Letter of apology). The Follow-up Letter is to be recorded and/or attached in Notes *and Attachments* in CV victim profile. Once established that the victim case will be closed, process of ***Victim Restorative Process Closed*** is to be recorded on the victim profile, and a corresponding case diary entry outlining the status is to be recorded on the child/young person’s CV profile.
* For Referral Orders (RO), the THCLYJS Victim and Restorative Justice Co-ordinator should ask the victim if they wish to attend the RO Panel, or if they would prefer for the THCLYJS Victim and Restorative Justice Co-ordinator to act as a representative on their behalf and read out a Statement **(Appendix 6)**. If the victim does not want to attend the initial panel, they can be offered the opportunity of attending a review panel or the end panel. If the victim does not want to meet with the THCLYJS Victim and Restorative Justice Co-ordinator, the victim should be asked if he/she would be willing to answer some RJ questions, or if they could be contacted at a later date **(Appendix 6).**
* RJ options relevant to victim consultation:
  1. **Shuttle mediation** – questions from victim put to child/young person and responses taken back to victim. This can be conducted on more than one occasion and supported by the THCLYJS Victim and Restorative Justice Co-ordinator.
  2. **Impact Statement** - the impact on the victim is passed on to child/young person’s officer and this is used in Victim Awareness work with the child/young person **(Appendix 6).**
  3. **A letter of explanation or apology** - where requested by victim **(Appendix 11)**. This work will be undertaken by the THCLYJS Practitioner, and the THCLYJS Victim and Restorative Justice Co-ordinator will coordinate the feedback to the victim.
  4. **Victim is informed of reparation (paying back to the community)** – victim requested to be updated as to whether it was successfully completed or not.
  5. Victim is entitled to receive information of how the child/young person is progressing on their order regarding their Intervention work and details of whether the order was completed successfully. (This should only be sent if the victim has requested the information and should occur at agreed points in the THCLYJS Intervention (i.e. Reviews) and must have regard to vulnerability and information governance responsibilities for the relevant child/young person).
  6. **(Victim wants) direct reparation** - THCLYJS Victim and Restorative Justice Co-ordinator will discuss options with victim then liaise with Reparation and Participation Coordinator regarding feasibility. (Health and Safety considerations, as well as those of the vulnerability and information governance of the child/young person must be considered).
  7. **(Victim wants) direct RJ Conference** - this can only go ahead if the child/young person is willing to meet with the victim. If this is the case, RJ assessments need to be completed for all of those taking part in the meeting **(Appendix 6 and 7)** to ensure that all parties are ready for this type of intervention and that the victim will not be re-victimised. The THCLYJS Victim and Restorative Justice Co-ordinator will organise the RJ conference including suitable venue and refreshments, ensuring that the victim has private space. The RJ conference should aim to lead to an agreement **(Appendix 12)** being signed which is then passed on to the child/young person’s THCLYJS practitioner to support the fulfilment of any of the terms identified. RJ principles, codes of conduct/behaviour expectations, and legislation, guidance, and good practice must be adhered to. (i.e., consideration for school/colleague peer status, and child to parent offending and subsequent suitability of RJ model).
* Relevant to the victim consultation, the YJS Victim and Restorative Justice Co-ordinator will complete an RJ assessment **(Appendix 6)** and attach this as *Notes and Attachments* with case diary entry of contact in CV victim profile. Corresponding process tabs on victim and child/young person’s process screens of *Victim Consulted/Victim Contacted Consulted*, and victims process screen *Offered Direct and Indirect Reparation* should be recorded. A case diary entry regarding the Victims’ position/wishes regarding RJ must be recorded on the child/young person’s intervention profile and shared with the THCLYJS practitioner.
* Any concerns regarding victim safety/reprisal raised or assessed in the consultation should also be recorded and raised with the YJS practitioner.
* The THCLYJS Victim and Restorative Justice Co-ordinator is to arrange consultation with the THCLYJS practitioner to agree on coordinated work with victim and child/young person, and to discuss any necessary risk and safeguarding controls relevant to the victim/victim reported concerns. An action plan with timescales it to be agreed and incorporated into the case planning of the THCLYJS practitioner with the child/young person and their parent/s. (Case consultation and relevant action planning to be recorded on victim and child/young person’s CV profile as case diary entry).
* The THCLYJS Victim and Restorative Justice Co-ordinator is to return to the victim within 5 working days to confirm timeframes for prospective RJ intervention and agree to future contact. This information is to be reflected in a case diary within *Notes and Attachments* in CV victim profile.
* The views of the victim in relation to the process should be sought at the end of each intervention **(Appendix 9)**. The victim satisfaction questionnaire should be sent to the victim, in both physical and electronic forms to support completion. the Evaluation is to be attached in Notes *and Attachments* in CV victim profile. Corresponding process tabs on victim process screen relevant to the outcome of *Victim very Satisfied with THCLYJS* or *Victim Expressed Dissatisfaction with THCLYJS* to be recorded. The outcomes of evaluations should be collated on a spreadsheet which is then evaluated every six months by the Victim and Restorative Justice Coordinator.
* The Victim and Restorative Justice Coordinator is to ensure the prompt closure of victim cases:
  1. Following reasonable attempts to engage the victim and the issuance of a Follow-up Letter **(Appendix 4)** where the victim has not responded within 5 working days.
  2. Where direct or indirect restorative intervention has been concluded.

**Additional notes**

* **Assessment and delivery** - The THCLYJS Victim and Restorative Justice Co-ordinator must discuss any risk-related concerns prior to organising the child/young person assessment with the THCLYJS practitioner.
* All contact with the child/young person and victim should be entered on Childview and their assessments should be uploaded to notes and attachments.
* The information in the RJ module should be considered when exploring reparation with the child/young person and the victim.
* The RJ module will also be particularly important when The THCLYJS Victim and Restorative Justice Co-ordinator is assessing the child/young person for restorative intervention and should be used in the assessment for this.
* The THCLYJS Victim and Restorative Justice Co-ordinator must ensure clear records demonstrating that victim feedback is informing the interventions that are being conducted with children/young people.
* The THCLYJS Victim and Restorative Justice Co-ordinator must also ensure clear records jointly with the THCLYJS practitioner outlining the action (consultation) and controls in place where victim has raised, or where there are assessed risk/safety concerns.
* Should direct Restorative Justice Intervention or Reparation be arranged, in the instance of Restorative Justice the THCLYJS Victim and Restorative Justice Co-ordinator must ensure a robust individual risk assessment. This should include requesting parties agree to a confidentiality agreement in advance of the meeting/delivery **(Appendix 8).** Regarding Reparation, the THCLYJS Victim and Restorative Justice Co-ordinator must develop this in collaboration with the Tower Hamlets THCLYJS Reparation Coordinator.
* The victim contact should not exceed the length of the child/young person’s order/intervention.
* The THCLYJS Victim and Restorative Justice Co-ordinator should apply a standardised framework to case recording:
  + *Reason for recording*
  + *View/position of victim regarding RJ*
  + *Confirm contact/liaison/action with THCLYJS Practitioner*
  + *Risk/Safeguarding*
  + *Any further action*