City of Richmond

Report to Committee

To:	Community Safety Committee	**Date:**	September 21, 2007
From:	Phyllis L. Carlyle General Manager, Law & Community Safety	**File:**	
Re:	**Restorative Justice Program**		

Staff Recommendation

1. That staff be authorized to enter into a three year agreement with Touchstone Family Services for the provision of a restorative justice program

2. That funding for the restorative justice program in the amount of $47,500 be considered as an additional level in the 2008 budget, and

3. That the funding source be the Traffic Fine Revenue received from the Province.

Phyllis L. Carlyle
General Manager, Law & Community Safety
(4104)
Att. 2

FOR ORIGINATING DEPARTMENT USE ONLY				
ROUTED TO:	**CONCURRENCE**		**CONCURRENCE OF GENERAL MANAGER**	
Budgets.....	Y ✓ N ☐			
R.C.M.P.....	Y ✓ N ☐			
REVIEWED BY TAG	YES ☑	NO ☐	**REVIEWED BY CAO**	YES ☑ NO ☐

Staff Report

Origin

The City's restorative justice program has been operated by Touchstone Family Services since January, 2004. The Touchstone Family Association submitted an application to the City's 2007 Grants Program for $95,000 to continue running a restorative justice program. Council provided a grant of $15,000 to the Touchstone Family Association. Staff was also asked to explore other ways that the restorative justice program might be supported. Mr. McCoy of Touchstone advised the City that Touchstone would operate this program for one more year. This permitted City staff the opportunity to conduct a more thorough assessment of the program and its funding requirements and to provide recommendations to Council regarding the value of providing sustainable funding for the program.

Findings of Fact

The "Youth Criminal Justice Act" was enacted in 2003. One of the requirements of the Act obliges the police to use alternative measures to the justice system, such as restorative justice, for non-violent young offenders.

The Ministry of Public Safety and Solicitor General promotes restorative justice approaches to crime through the Community Accountability Programs (CAP). These programs hold low risk, youth and adult offenders accountable for their actions, give victims a voice, repairs the harm caused by an offence and helps restore balance in the community. Grants of up to $2500 for ongoing activities are available each year. In 2005, 74 programs in communities across the province received grants for Restorative Justice Programs – Touchstone's restorative justice program received one of these grants. Council members have advocated for increased provincial funding for the restorative justice program at the UBCM and in other forums for many years.

There are several different models which the Ministry recognizes as Community Accountability Programs. There are similarities between these models – each focuses on the incidents and encourages accountability for behaviour, while aiming to repair the harm to victims and the community. Emphasis is placed on the victim's role in the proceedings, while offenders are made aware of the consequences of their behaviour by hearing directly from those affected. All models include clear written agreements regarding what the offender will do to make amends and supervision of offenders to ensure that agreements are fulfilled. The restorative justice model used by Touchstone is the Community Justice Forum, one of the Ministry approved Community Accountability Program models.

There are several ways this service can be delivered to a community:

1. A registered society may be established with a Board of Directors put in place to oversee the program, e.g. the Chilliwack Restorative Action & Youth Advocacy Association

2. A partnership is formed with an existing non-profit organization, e.g. Nanaimo Region John Howard Society

In Richmond the latter of the two models is in place. In 2004, the RCMP entered into a letter of understanding setting out agreed upon principles with Touchstone for the purposes of developing a long-term restorative justice program for the Richmond community. This program is targeted to young offenders who have committed less serious offences. It is part of a continuum of alternative measures, such as the City's Youth Intervention Program, which are used to divert young offenders from the justice system.

Analysis

The Richmond restorative justice program developed by Touchstone is community and volunteer based and funded solely through grants from a variety of not-for-profit agencies. It is targeted to young offenders who have committed less serious offences such as mischief, vandalism, theft, harassment, etc.

The purpose of the City's restorative justice program is to repair the harm done through the commission of an offence. This differs from the traditional justice system that focuses on determining guilt and assigning punishment. The program is delivered in a safe controlled setting in which an offender, victim and their respective families and supporters are brought together with a trained facilitator to discuss the offence and its effects, and to decide jointly on how to the right the wrong that has been done.

Touchstone has a part time coordinator to manage the program, with volunteers facilitating the forums. Volunteers undergo a rigorous assessment process before they are able to conduct a forum on their own. They undergo a criminal record check, as well as, providing several references. They are interviewed, and if selected must undertake a three day training program and then facilitate five forums with a certified facilitator present before they can conduct a forum independently.

If a young offender is deemed to be a good candidate for the restorative justice program and the RCMP member makes a referral. The Coordinator will contact one of the trained facilitators, who will in turn discuss with the victim and the offender their willingness to participate in a Community Justice Forum. If they both agree, then a forum will be scheduled, which would include the victim, the offender, and their respective families and/or supporters. At the forum the offender is confronted with the impact of their actions on those affected, i.e. the victim, the offender's support, and witnesses. If the forum is successful an agreement is written and signed by both the victim and offender. The terms of the agreement may include some form of financial restitution or community service, as well as an apology and counselling. The facilitator also monitors the agreement to determine completion.

Benefit of the Current Program

The City has the benefit of having a restorative justice program that has been developed by Touchstone Family Services. Touchstone is a non-profit agency that has served the Richmond community since 1983. In 2005, Touchstone received its second 3 year accreditation from CARF (Commission on Accreditation of Rehabilitation Facilities). CARF-accredited programs and services have demonstrated that they substantially meet internationally recognized standards.

To develop a restorative justice program in a community is a rigorous process. Restorative justice programs must have stringent requirements to ensure the well being of the participants. A

coordinator must be hired, a cadre of volunteers must be recruited and trained, and dedicated meeting space secured.

The Richmond Restorative Justice Program has all of these elements. The program was developed based on the Community Justice Forum Model, which is the most prevalent model in BC and recognized by the Ministry of Public Safety and Solicitor General. In addition, Touchstone evaluates the performance of the program annually to ensure it continues to serve the needs of the community. In June, the Richmond Family and Youth Court Committee sent a letter to Mayor and Council (Att.2), in which they support the Richmond Restorative Justice Program stating, "We appreciate the efforts made by the Touchstone Family Association in making this progressive program, which promotes accountability, healing and closure, as an option to our youth".

Need for sustainable funding

The restorative justice program has been run for the last 3 years as a pilot project. It has been supported by interim funds through private donations and more significantly through Touchstone's program development fund. These sources of funding are not available on an ongoing basis; therefore in order for the program to continue and to grow, a sustainable funding source is required.

At the present time, the program has a half time coordinator position. The program is volunteer based, and as volunteers leave the program, training new volunteers is ongoing. Applying for funding on an annual basis is time consuming and diverts Touchstone from training volunteers or expanding the program.

Table 1 outlines the activities of the Richmond Restorative Justice Program from April 1, 2004 to March 31, 2007.

	April 1, 2004 -March 31, 2005	April 1, 2005 -March 31, 2006	April 1, 2006-March 31, 2007
Referrals	23	45	30
Forums Held	14	34	23
Resolution Agreements Drawn Up	17*	46*	37*
Resolution Agreements Completed	15	38	23
Total Number of Offenders	17	46	37
Total Number of Victims	16	34	32

* The number of agreements is higher than the forums, because several forums have more than one offender and each offender will have their own agreement.

Due to the financial constraints under which the Richmond restorative justice program operates, the number of cases processed has been restricted. With sustainable, adequate funding the coordinator position could be increased to full time. This would allow the program to expand its core program significantly, ensuring a larger base of volunteer facilitators and increasing significantly the number of referrals the program could accept. It would also allow the

coordinator time to focus on enhancing the program through partnerships with other organizations, such as schools, big box stores and shopping malls - all areas where first time offences are likely to occur.

Consequences of Losing the Restorative Justice Program

As mandated by the Youth Criminal Justice Act, police must use alternative measures to the justice system, such as restorative justice, for young offenders. Without a reliable, ongoing funding source Touchstone is uncertain it will be able to continue the program. If that were to occur, then RCMP members would be required to spend time finding other means of diverting first time offenders from the justice system.

Financial Impact

Funding Options

The funding of restorative justice programs by municipalities has precedent. The Nanaimo Restorative Justice program receives the bulk of its funding, $50,000, from the City of Nanaimo's Traffic Fine Revenues, with an additional $8,000 from the Regional District and charitable donations. The City of Surrey has decided to run their program internally and has created and fully funded a Restorative Justice Program Coordinator position. The municipality of Pitt Meadows has recently entered into a 3 year agreement with Ridge Meadows Youth & Justice Advocacy Association to provide funding for their Restorative Justice Program.

The City could enter into a multi-year agreement with Touchstone. This agreement would include performance measures and targets and the requirement for annual reporting. Touchstone currently carries out a yearly evaluation (Attachment 1) of the program.

Touchstone has advised that the Richmond restorative justice program requires $95,000 in funding for:

Full time coordinator	$60,000
Meeting space	25,000
Mileage, cell phone, office expenses	5,000
Supervision	5,000
TOTAL	$95,000

There are several options which can be considered in funding the program.

Option 1 – Fully funding the program. Full funding would allow for a full time coordinator. However, this is not a practice that is reflected in the funding of other restorative justice programs in B.C. and could set a precedent for other programs established and maintained by social service agencies in the city.

Option 2 - Funding 50% ($47,500) of the core program, with the caveat that funding be sought from other partners such as the big box stores and schools programs. This is the recommended option. The provision of a substantial portion of the budget would ensure a full time coordinator position. Touchstone would be assured of a stable funding source for the term of the agreement and would have the ability through a full time coordinator to access grants and other funding

sources, e.g. approaching some of the malls or big box stores for funding or in-kind contributions.

Option 3 - Continue to annually assess the need for funding through the City's grants process. Touchstone received a $15,000 grant for 2007. Touchstone could continue to apply for a grant on an annual basis, however there is no guarantee of funding from year to year. The amount of the grant covers some of the costs but does not allow for a full time coordinator; therefore if Touchstone were to continue the program, it would only be able to accept a relatively low number of referrals (similar to past performance as demonstrated in Table 1).

Option 4 - In-kind contributions - The two thirds of the $95,000 funding is for salary and benefits for a full time coordinator position (the position is currently half time). This would require a financial contribution. A portion of the grant application is $25,000 for meeting space. The use of City meeting rooms to offset the cost for meeting space was discussed with Touchstone, however the City was advised that the meeting room space must be dedicated and that in order to be effective, it must be perceived as non-institutional by participants in restorative justice forums, thereby making this alternative less desirable.

The Ministry of Community Services provides local government with an annual Traffic Fine Revenue Sharing grant to assist with public safety through community policing, crime prevention and education. Since 2005, the City has received on average $2.0 million in traffic fine revenues annually. However, these revenues are part of the City's base budget used to offset part of the RCMP policing costs. Staff recommend that option 2 be considered for the 2008 budget process with the financial impact of $ 47,500 which has the tax impact of 0.04%. In addition to the above funding options, Touchstone could also approach the RCMP for a portion of the funding from the federal share of the police budget.

The Richmond restorative justice program is ideally suited to receive funding from traffic fine revenue based on the Ministry's established criteria. This community and volunteer based program also fits in well with the City's Sustainability Framework, in that it is a cost effective way of providing a much needed service to address a social problem within the community and the City's Youth Strategy vision which is to, "*Be the best place in North America to raise children and youth*".

Conclusion

The City has the benefit of a developed Richmond restorative justice program which, with consistent, ongoing funding to Touchstone would allow a greater number of young offenders to be diverted from the criminal justice system and would permit a large number of victims of crime to participate in a restorative process, thereby further reducing the demands on the justice system. The use of traffic fine revenue for restorative justice falls within the Ministry of Community Services criteria. The funding would be provided to Touchstone through a formal agreement with set terms for renewal, performance measures and targets.

Shawn Issel
Manager, Community Safety Policy and Program

City of Richmond
6911 No.3 Road, Richmond, BC V6Y 2C1
Telephone (604) 276-4000
www.city.richmond.bc.ca

June 18, 2007

Mayor Brodie and Councillors
City of Richmond
6900 No. 3 Road
Richmond, BC, V6Y 2C1

Dear Mayor and Councillors:

Re: Richmond Family and Youth Court Committee

On behalf of the Richmond Family and Youth Court Committee, this letter is being written in support of the Richmond RCMP Restorative Justice Program.

The Richmond Family and Youth Court Committee has been a supporter of this program since its inception and has continued to maintain a strong relationship to date. In 2003 Constable Jennifer Freeman and Constable Carla Rivard of the RCMP Richmond Detachment spoke at two of our monthly Committee meetings providing our members with an outline and framework for the planned Restorative Justice program to commence in Richmond in 2004. In 2005, Haroon Bajwa, Coordinator of the Restorative Justice Program at The Touchstone Family Association, brought the committee up-to-date with statistics and information about the process. Included in our Committee's 2005 Annual Report are endorsements on the initiatives and successes of the Richmond Restorative Justice Program. As stated in our 2006 Annual Report, our committee continues to support the Richmond RCMP Restorative Justice Program. "We appreciate the efforts made by The Touchstone Family Association in making this progressive program, which promotes accountability, healing and closure, as an option to our youth."

Most recently Ruth Hahn, Supervisor, Youth Intervention/Restorative Justice, Richmond RCMP Detachment spoke at our May 2007 meeting in which she provided an overview of some of the challenges the program has faced since 2004 but also enlightened us with some worthy success stories in Richmond. One city which has set an excellent example of how successful a Restorative Justice Program can become, is the City of Nanaimo. The Nanaimo Restorative Justice program has grown in this community over a 10-year period, is a community driven program, and receives on-going core funding from their City. Ms. Hahn provided us with statistics that over six (6) years about 6000 people have participated in the Community Justice Forums in Nanaimo and that the program's recidivism rate for offenders during this period was only 6%. Additionally, 95% of the participants who offended have successfully complied with the agreements reached during the Community Justice Forums.

The Restorative Justice Program is established in 80 communities in British Columbia. This committee truly believes that the 'restorative justice programs may prevent crime through public education, crime prevention, and encouraging community members to use mediation to resolve conflicts before they

become serious." We feel that it is important that the Richmond RCMP Restorative Justice program continues to be community driven. Therefore, as this successful program is currently not funded by the City, we request that this City Council consider providing appropriate financial support for this significant, well-established and much needed program.

Respectfully submitted,

Janene Preston, Chair
Richmond Family and Youth Court Committee

cc:
Shawn Issel, Manager, Community Safety Policy and Programs
Sgt. Maria Salzl, NCO I/C Community Policing
Ruth Hahn, Supervisor, Youth Intervention/Restorative Justice, Richmond RCMP Detachment

att: October 6, 2006 Richmond Family and Youth Court Committee letter

JP:smfj

TOUCHSTONE FAMILY ASSOCIATION

PERFORMANCE OUTCOME EVALUATION REPORT RESTORATIVE JUSTICE

April 1, 2006- March 31, 2007

TOUCHSTONE FAMILY ASSOCIATION

RESTORATIVE JUSTICE PROGRAM

In October 2003 the Richmond R.C.M.P. signed a Memorandum of Understanding with Touchstone Family Association to collaborate and launch the Richmond Restorative Justice Program. The Restorative Justice Program is an R.C.M.P. extrajudicial measure under a community policing philosophy. This program is targeted to young offenders who have committed less serious offences such as mischief, vandalism, theft, harassment, etc. Restorative Justice Community Conferences brings together those affected by an incident, victim and offender as well as supporters for both. It is a community process facilitated by a staff member or a volunteer. At this time access is by the Richmond R.C.M.P. made by a referral directly to the Program Coordinator. The program includes the following services and activities:

- Review referral form and invite participants to attend a community justice Forum
- Interview each participant before the forum takes place.
- Book the site and confirm attendance
- Prepare the conference seating plan
- Facilitate forums, finalize records, monitor agreements

A Community Justice Forum (CJF) is a safe, controlled setting in which an offender, victim and their respective families and supporters are brought together with a trained facilitator to discuss the offence and its effects and to jointly decide how to right the wrong that has been done. Restorative Justice (RJ) is a form of Family Group Conferencing which is called Community Justice Forum (CJF). The Community Justice Forum involves everyone affected by the offender's harmful behaviour(s) including the victim and the victim's supporters, the offender and the offender's supporters, any witnesses, and the investigating officer. The forum provides the participants with a safe environment to engage in an open dialogue that addresses the incident and holds the offender directly accountable to those who have been harmed. This program has been in operation since January, 2004.

Restorative Justice is a non-mandated, voluntary community program focused at repairing

harm and restoring community relationships. Unlike the traditional justice system which focuses on the determination of guilt and punishment, Restorative Justice aims to repair the harm that was done through the commission of the offence, with the goal of restoring trust and positive relationships among community members.

When successful, the forum results in a resolution agreement that includes a set of conditions the offender has actively agreed to comply with. Possible conditions could include but are not limited too:

- an apology
- counselling
- financial restitution
- community service

The goal is for both victim and offender to benefit from the forum. The victim is able to directly communicate to the offender the effect that the behaviour has had, and how the harm should be repaired. An offender has the opportunity to take responsibility, to recognize the effect of his/her actions on the victim and the community and to repair the harm that was done. Everyone has an opportunity to heal and to bring closure to the event. Another and equally important value of Restorative Justice is in the area of Touchstone's family support work, in that it creates an environment of moral learning. This is a crucial factor in the development of children and youth in that it encompasses more than just the issue of "law-breaking". It encourages the understanding of the meaning of the rule and consequences of action. It is a powerful tool in the development of emotional intelligence.

Restorative Justice is a volunteer driven program that has a part time contract with a coordinator. Touchstone Family Association trained a coordinator in CJF facilitation back in January 2004. The program began to accept referrals from the R.C.M.P. in February 2004. We presently have the coordinator, and 10 volunteers trained in facilitating Community Justice Forums.

Recruitment, retention and training of volunteers are crucial to the success of the Restorative Justice Program. The Touchstone coordinator engages all Volunteer applicants in a formal interview process which includes a criminal record check and two reference checks and also takes into account several key criteria that may include but is not limited to:

- life experience
- professional employment history
- education
- commitment to the program
- amount of time available
- Experience/Confidence in leading a group discussion

- Flexibility
- Knowledge of Restorative Justice
- Reasons behind wanting to become involved
- Experience/comfort level with conflict
- oral and written skills

Given the intensity of the training and the role of the facilitator it is important to recruit solid, committed individuals. Once the intensive interview process and reference check are complete the volunteer would then attend an intense 3 day training program. Once the volunteer has been provided with a certificate of training, they can now facilitate a CJF in conjunction with a certified/accredited facilitator. In order to reach certification a volunteer must facilitate 5 forums with a certified facilitator. Although this may seem cumbersome it is a measure of quality assurance as it ensures that the facilitator is comfortable with the model and clearly understands their role as a facilitator. The philosophy of CJF is one of community ownership. Touchstone Family Association is very proud of our success with this volunteer-driven program. All of our volunteers live in Richmond and have an investment involving and empowering the affected participants through the justice process, increasing community capacity to recognize and respond to community bases of crime.

Its value and potential was recognised by the community in April of 2005, when Touchstone was the recipient of the Richmond Chamber of Commerce's Community Safety Partner Agency Award at its annual 911 Awards. In July of 2005 Touchstone Family Association again received top marks from CARF an international accreditation organization. As is seldom the case, there were no recommendations in the report and Touchstone joined the top 3% of 6000 accredited facilities by receiving no recommendations. The report stated that "the Association is an organization that is responsive to community and individual needs and provides a high level of quality services." The commission recognized the agency for providing "compassionate, dedicated and effective service at all levels." The organization was commended for its Restorative Justice Program. The report clearly stated that it is an "innovative and creative" effort to work with all parties impacted by crime.

Royal Canadian Mounted Police / Gendarmerie royale du Canada

COMMUNITY JUSTICE FORUM

OBJECTIVES OF THE RESTORATIVE JUSTICE PROGRAM

1. Focus on the harms of wrongdoing more than the rules that have been broken;
2. Show equal concern and commitment to victims and offenders, involving both in the process of justice;
3. Work towards the restoration of victims, empowering them and responding to their needs as they see them;
4. Support offenders while encouraging them to understand, accept and carry out their obligations;
5. Provide opportunities for dialogue, direct or indirect, between victims and offenders as appropriate;
6. Encourage collaboration and reintegration rather than coercion and isolation;
7. Involve and empower the affected community through the justice process, and increase its capacity to recognize and respond to community bases of crime;
8. Show respect to all parties including victims, offenders and justice colleagues.
9. Parents of offenders feel supported in addressing their children's behaviour. Incidents are dealt with promptly.

SECTION 1
Program Utilisation and efficiency

This section of the report examines the Restorative Justice Program's performance in relation to the utilisation, administration, and efficiency of Program Services. Touchstone Family Association collects the following data to review and document the efficient utilisation of the service. The data provides Touchstone Family Association and the RCMP an opportunity to ensure that the needs of the community are well served.

Restorative Justice – Program Utilisation Report
Time Frame: April 1, 2006 – March 31, 2007

Total Number Referrals:	30
Total Number Forums:	23
Total Number Resolution Agreements:	37
Total Number Completed Resolution Agreements:	23

Program Utilisation Analysis:

The following is a review of the information included in the Program Utilisation Data chart provided on the previous page.

1. **Total Number of Referrals:**
   This figure pertains to the total number of referrals that were processed by the Restorative Justice Coordinator during the aforementioned evaluation period. The number, **30**, includes all referrals made during this year of operation regardless of whether they resulted in a community justice forum.

2. **Total Number of Forums:**
   This figure pertains to the total number of referrals that actually resulted in a forum. In this case that is **23** of the **30** referrals resulted in a forum. When a referral does not result in a forum the reasons are documented in order to examine any trends regarding possible resistance to this process. In this reporting year, **one** referral did not proceed as the offender's mother was uncooperative; in **one** case the victim was only interested in financial restitution and did not want to participate in the forum; in **three** cases the victims were not prepared to participate; in **one** case the offender was uncooperative and in **one** case the offender died in the hospital. These results are slightly better than last reporting year when **eleven** referrals didn't result in a forum as opposed to **seven** this year. The reasons are fairly similar as in the previous year and we consider this an excellent rate of participation given the voluntary nature of the program.

3. **Total Number of Resolution Agreements:**
   This figure pertains to the total number of possible resolution agreements. The possible number of agreements is higher than the actual number of forums because several forums may have more than one offender and each offender will have their own resolution agreement. In this reporting period, **13** forums had one offender; **7** forums involved 2 offenders; and **3** forums involved 3 offenders.

4. **Total Number of Successfully Completed Resolution Agreements**:
   This figure pertains to the total number of offenders that completed their resolution agreements. In this case **23** out of the **37** resolution agreements were completed. Thus, **62%** of offenders completed their resolution agreements. However, there are **10** resolution agreements scheduled to be completed outside this reporting period in the summer of 2007. At this point there is no reason to believe they will not be completed therefore if the **10** outstanding agreements are completed this would show an **89%** completion rate. This figure will be looked at in the next reporting period, in order to accurately monitor the successful completion rate of resolution agreements.

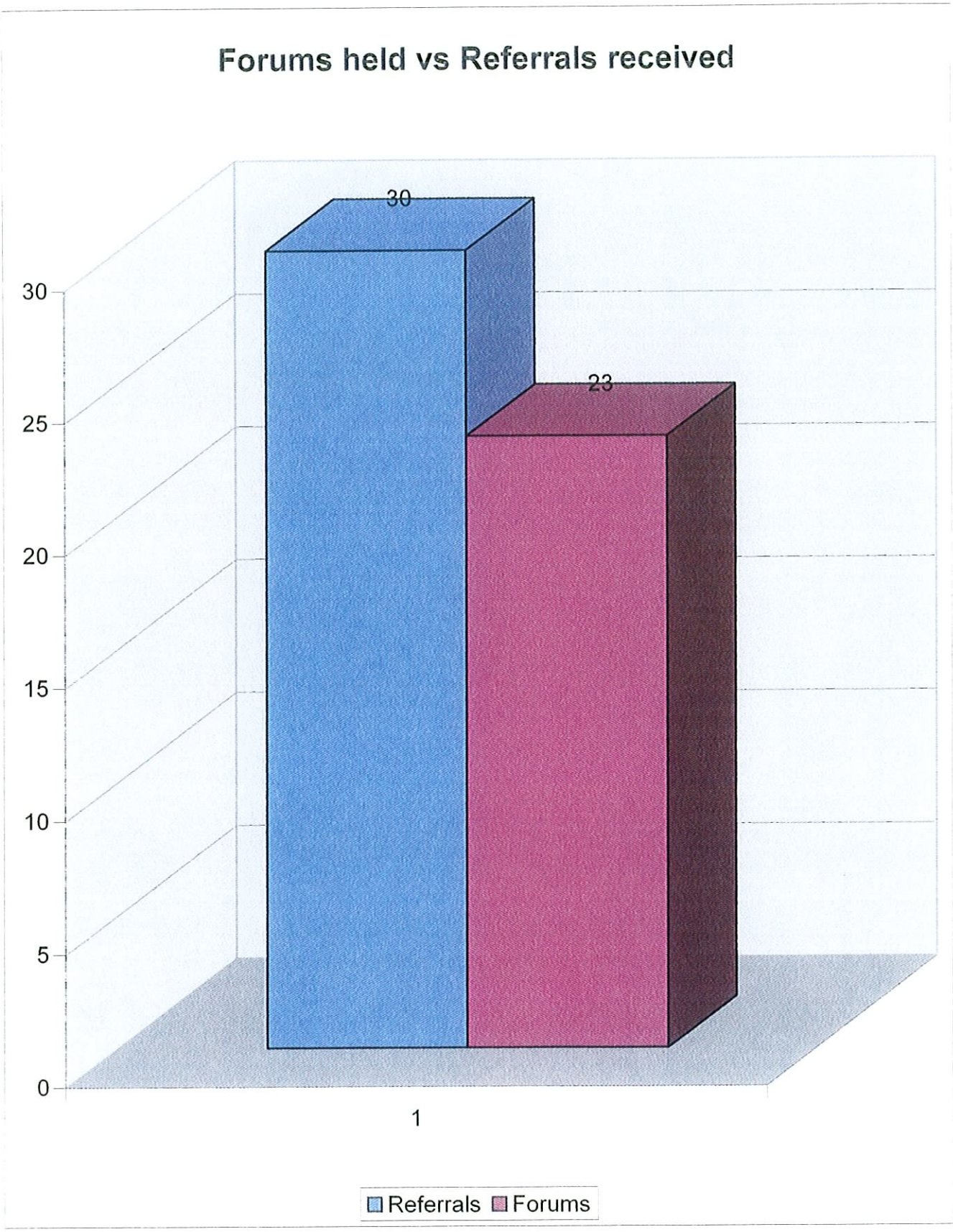
Program Efficiency

This section below will review the cost-efficiency of the Restorative Justice Program.

As stated in the 2005 -2006 annual report the Restorative Justice Program continues to operate with minimal funding as Touchstone Family Association continues to seek out funding partners. Besides creating safer and healthier communities, restorative justice is a less costly alternative to the criminal justice system. Richmond RCMP Superintendent Ward Clapham points out that the average cost of incarcerating a young person is $95,826.37. This same money could instead be used to provide a great number of recreational opportunities and resources in the community with much greater benefits to a young person. He also says that the cost to processing a young offender through the criminal justice system is ten times greater than putting them through Restorative Justice: $2,200 versus $220. Further there is a cost savings to the participants as offenders and their families are not required to hire legal counsel; nor do they have to book full days off work to meet court commitments as forums are scheduled to be as convenient as possible for all concerned. This substantial financial savings and the utilisation of volunteers living in the community of Richmond is of both financial and emotional benefit.

During this reporting period, referrals were slightly below the previous two years resulting in fewer forums. The two primary contributing factors to this had to do with referrals from the RCMP and capacity, as due to unforeseen circumstances we experienced some difficulties with volunteer availability. Due to a lack of funding, TFA is only able to maintain the coordinator part time and as such volunteer recruitment/retention is difficult to assess and some unexpected crisis occurred. Since April of 2007, both capacity and RCMP referrals have increased and a volunteer recruitment drive will be implemented in September of 2007.

As mentioned earlier Restorative Justice only accepts referrals from the RCMP. However, the program has potential to accept referrals directly from the Box Stores as well as the School District. The limiting factor of proceeding with this thus far has been a lack of core funding. Once core funding is established the coordinator's position will become full time which will allow for more resources being put into volunteer recruitment and retention as well as community education and training regarding the philosophy of restorative justice.


Forums held vs Referrals received
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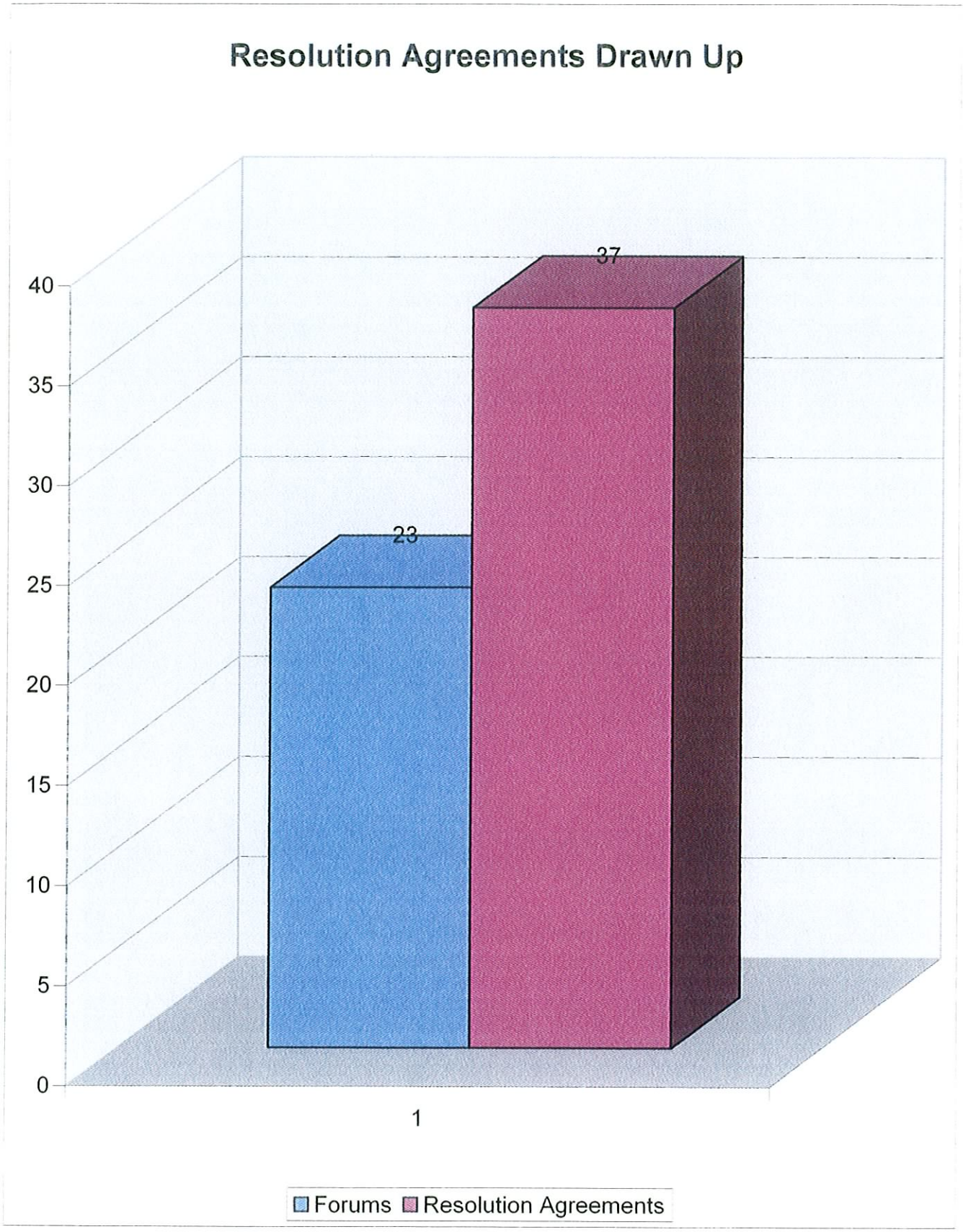
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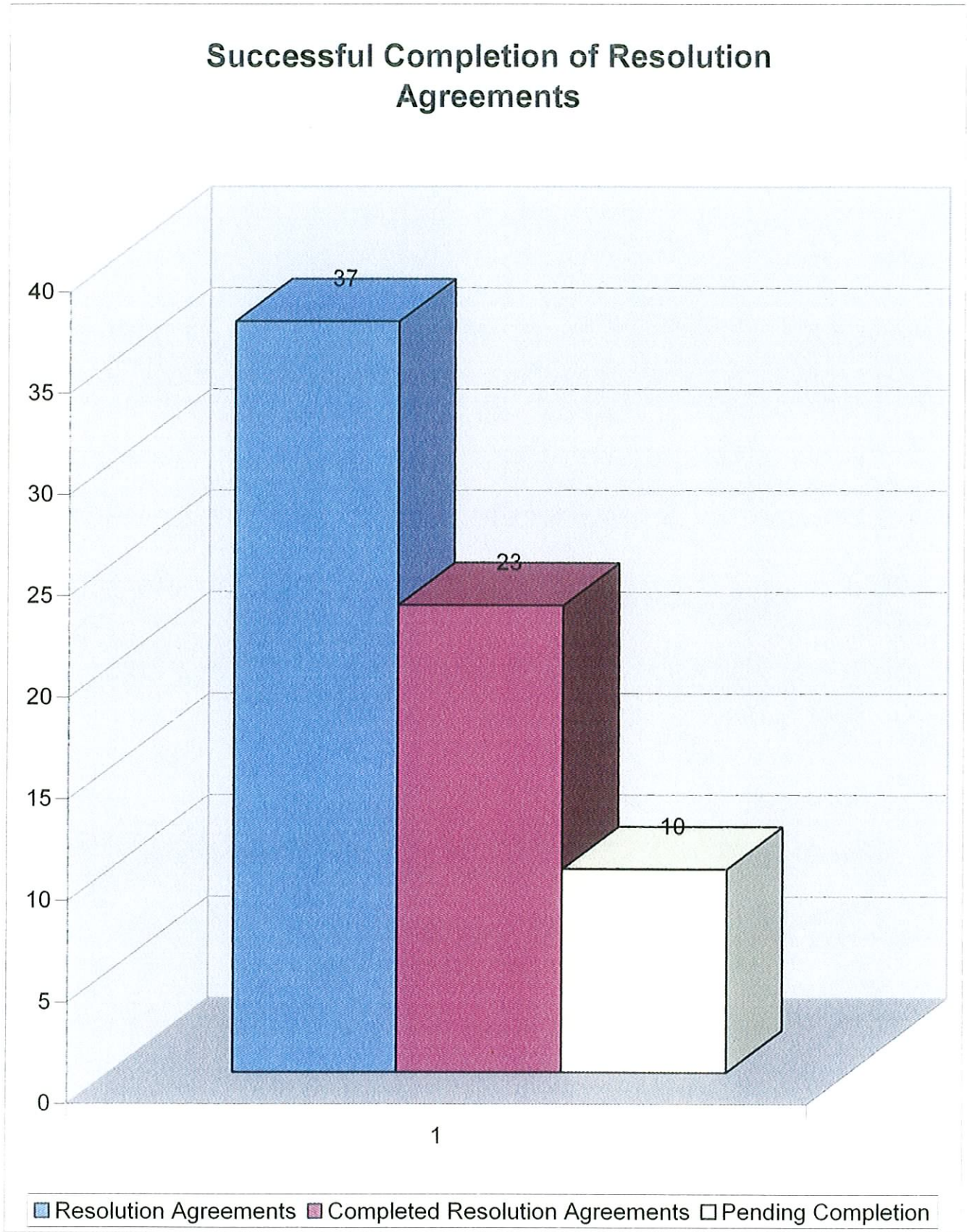
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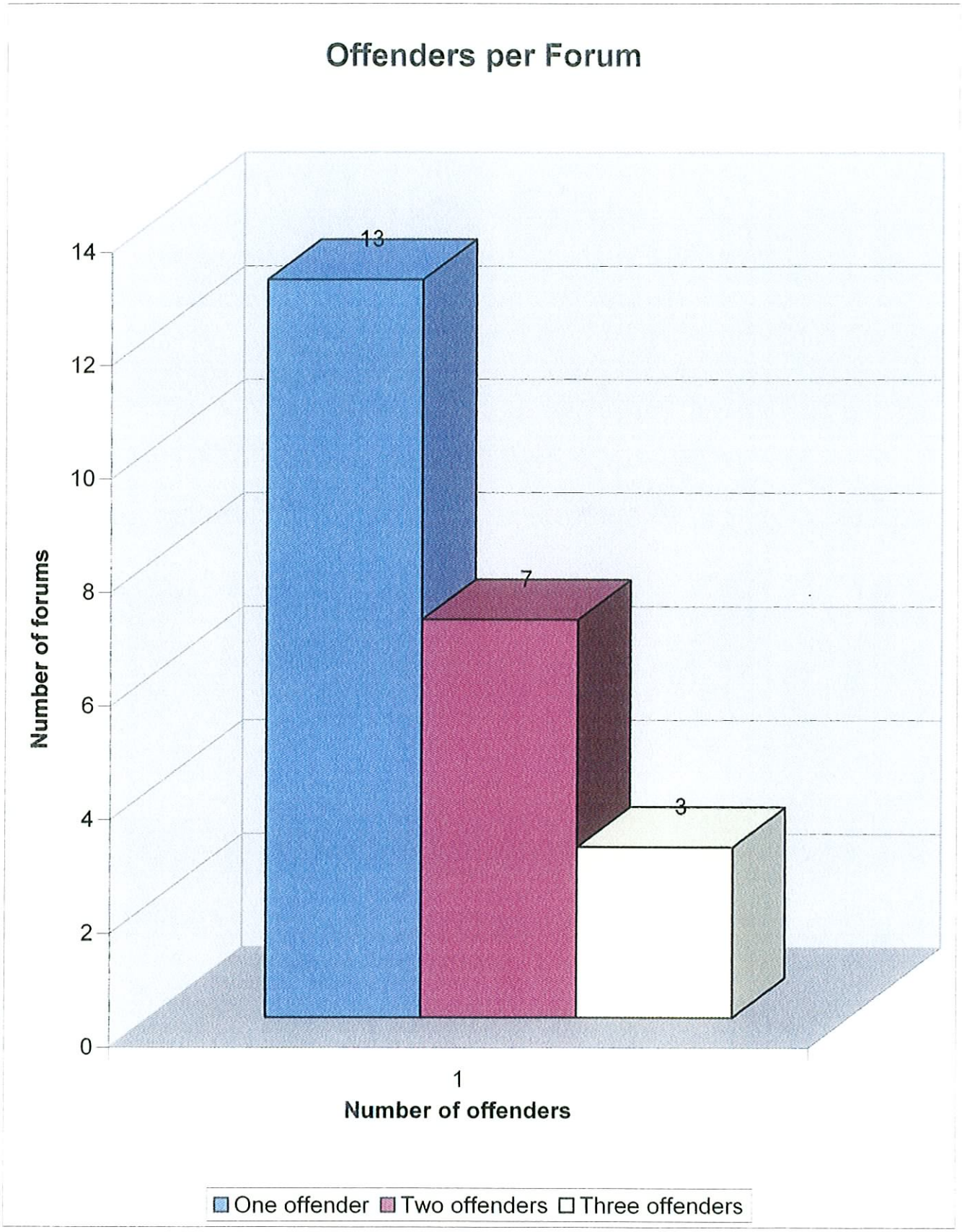
Offenders per Forum
Number of forums
14
12
10
8
6
4
2
0
13
7
3
1
Number of offenders
One offender
Two offenders
Three offenders

SECTION 2

Follow-up Evaluation

Touchstone Family Association has utilised a survey method of evaluation in order to elicit written feedback from the people who utilize the services; this includes the participants in the Restorative Justice Program. As a result of this practice we have produced a collated report of the ratings and comments provided by our consumers in this report. The surveys ask a variety of questions, designed to elicit feedback regarding: role in the forum; level of satisfaction with the CJF process and if any barriers were encountered.

During this reporting period there were 23 forums that took place. There are three survey questions scale rated (1-5), and four comment questions. Due to some changes we made in the survey format we have had an excellent rate of return with 58 participants completing surveys. Participants are now asked to complete the survey at the end of every forum in order to better help us evaluate this program.

The responses to the rating-scaled questions were very positive for the staff, volunteers and services of the RJ Program. Touchstone Family Association is committed to utilising the feedback from program participants to evaluate with the community and future advisory committee the impact that participating in the CJF has for all involved. We are committed to continuously modifying and enhancing our programs and practices. The response from the participants is reviewed separately below.

Restorative Justice Follow-Up Survey

There were 58 Follow-up Surveys completed by the participants of the forums. The questions related to what role they played in the forum and what was their overall experience of the CJF. Of the consumers using our services, **34%** rated the service as good, and **62%** rated their overall experience as excellent while **2%** related their experience as average. When asked how fair the process was **71%** said it was excellent, **28%** said it was good and **2%** rated it as average. When asked how fair the agreement was **78%** said it was excellent, **19%** said it was good and **3%** reported it was average. When asked about their specific roles there were **10** people reporting to be victims, **4** people reporting to be victim supporters, **12** reporting to be offenders, **18** reporting to be

offender supporters and **14** reporting as Police Members. It is important for the Restorative Justice process to happen in a timely manner so we ask how long since an incident until the forum and it appears to be between **31/2 – 28** weeks with **12** weeks being the average. This is excellent when compared to the criminal justice system and the length of time it takes for a young person to be processed through the courts which in many cases is well over a year. Nonetheless, this is a little bit longer than last year and unfortunately there is sometimes a delay in time of the incident to when TFA receives the referral. We will continue to work closely with our partners in order to have forums occur in a much speedier manner as closure is important for both the victim and the offender. When asked if people encountered any barriers to the forum, many respondents said no, one mentioned parking and one felt the hours weren't flexible enough and one suggested email as a follow-up to voice messages. When asked if there was anything else they would like to tell us, many respondents answered no but one offender stated "Thank you, I believe this forum helped me emotionally and I believe this helped me learn a lesson".

Follow-up Evaluation Summary

In regards to our follow up information eliciting feedback for general satisfaction with the RJ Program, the participant feedback indicated a high satisfaction rating. The Restorative Justice Program responds to the needs of young people and the community by repairing harm, restoring the moral bond of community and teaching responsibility and accountability to the young person.

This is the third year of operation for the program. The Restorative Justice Program will continue to utilize feedback information to develop and improve our service delivery, and we thank all the participants for the valuable feedback provided.

Restorative Justice Restorative Justice Follow Up Survey **Total: 58**

Survey Question	0	1	2	3	4	5
ow was your overall experience with the CJF?		62%	34%	2%	2%	
"ow fair was the CJF process?		71%	28%	2%		
How fair was the CJF agreement?		78%	19%	3%		

Touchstone Family Association

Program Survey Report - Comments Question

Restorative Justice Restorative Justice Follow Up Survey Survey

Report period: Apr-01-2006 **to:** Mar-31-2007

Survey Question	Comments
What was your role in the community justice forum?	
	Victim
	offender supporter
	Offender supporter
	Offender
	offender
	Offender
	Officer
	Offender Supporter
	Offender
	offender supporter
	Victim
	Officer
	Suspect
	Suspect supporter
	Suspect
	Suspect Supporter
	Suspect supporter
	Victim
	Officer
	Officer
	Suspect supporter
	Victim
	Victim
	Offender supporter
	Victim Supporter
	Officer
	Officer
	Offender supporter
	Officer
	Offender supporter
	Offender
	Offender supporter
	Victim supporter
	Victim supporter
	Victim
	Offender
	Offender Supporter
	Victim
	Officer
	Victim
	Suspect
	Suspect Supporter
	officer
	Officer observing
	Observer
	Officer
	Victim
	Officer
	offender supporter

Survey Question	Comments
	Observer
	Victim
	offender
	Officer
	officer
	Offender supporter
	Observing Judge from Japan
	offender supporter
	Offender
	Offender
	Victim Supporter
	Offender supporter
How long after the incident did the forum take place?	
	3 months
	45 days
	3 months
	3 months
	57 days
	57 days
	57 days
	57 days
	57 days
	57 days
	26 days
	7months
	7 months
	7 months
	7 months
	7 months
	7 months
	86 days
	86 days
	41 days
	41 days
	41 days
	41 days
	41 days
	35 days
	35 days
	35 days
	35 days
	35 days
	35 days
	35 days
	55 days
	55 days
	55 days
	90days
	90 days
	90days

Survey Question	Comments
	90 days 90 days 166 days 166 days 166 days 166 days 166 days 91 days 91 days 91 days 91 days 91 days 91 days 91 days 91 days
If you encountered any barriers to service which affected or interferred with your participation in the program (i.e. transportation, attitudinal, environmental, etc.), please explain.	no nothing no no none Parking None My mother's disability limited my availability. Hours are inflexible. I missed 1 session due to time of meeting. I couldn't get there from work. Everything went well. Environment was a good setting. no No barriers experienced and hearing my daugher (victim) say she felt good while writing this was a bonus. No None

Survey Question	Comments
	A faster process may have been more effectrive. However, i could tell much preparation went inot the forum which was greatly appreciated.
	Scheduling many participants to show up at same time was difficult.
	nothing Good None except confirmation of date and tiem was only voice mail. I suggest email also.
Is there anything else that you would like to tell us?	Very understanding staff and explain very well the situation no
	Thank you. I believe this forum helped me emotionally and I believe this helped me learn a lesson.
	Thanks for arranging the whole meeting. I think this is a great alternative for first time offenders to give them a second chance and to help them realize the effects of their actions.
	Nothing at the moment

POST FORUM PARTICIPANT SURVEY

Richmond Restorative Justice Program - Touchstone Family Association

(A) Completed by Facilitator:

File Number: _____ Referral Date: _____
Forum Date: _____

How long after the file was referred did the Community Justice Forum (CJF) take Place?
___ (Days)

Indicate the role of the CJF participant being asked to complete the survey:

Victim ☐ Offender ☐ Witness ☐
Victim Supporter ☐ Offender Supporter ☐ Officer ☐
Other _____

(B) Completed by Community Justice Forum (CJF) Participant:

The following survey is anonymous. Through the completion of this survey, participants will enable the Richmond Restorative Justice Program at Touchstone Family Association to evaluate both service performance and client satisfaction. We thank you for your time and cooperation.

Please circle the number which best describes your opinion:

How fair was the Community Justice Forum agreement?

1 Excellent **2** Good **3** Average **4** Unsatisfactory **5** Very Unsatisfactory

How fair was the Community Justice Forum process?

1 Excellent **2** Good **3** Average **4** Unsatisfactory **5** Very Unsatisfactory

How was your overall experience with the Community Justice Forum?

1 Excellent **2** Good **3** Average **4** Unsatisfactory **5** Very Unsatisfactory

Did you encounter any barriers to service, which affected or interfered with your participation in the program?

_____

_____

Is there anything else you would like to comment on? (Feel free to use the back of this page) _____

SECTION 3.

Program Development Objectives

The Restorative Justice Program has demonstrated a very successful twelve months of service provision. The key strengths of the program have been the collaborative working relationships developed with the community, and the co-operative partnership with the Richmond RCMP and other community service providers. We intend to continue to focus on maintaining these strengths and have identified the following Program Development Objectives for the next year of service Provision:

1. To secure funding for the Restorative Justice Program.
2. To enhance the statistical data presently being maintained to include more information.
3. To establish a Community Advisory Committee and implement suggestions from such a committee (once funding has been secured.)
4. To recruit and train 5 more volunteers.
5. To provide community awareness to crime and help heal and reintegrate youth back into community.
6. To continue to build on the assets created to date by increasing community partnership and shared resources to install this program as an integral part of the City of Richmond Youth Strategies and its community serving agencies.
7. To assist the RCMP and other community resources by co-ordinating appropriate intervention strategies through counselling and community conferences.
8. To facilitate open community training to Restorative Justice to provide education to professionals and community members.