

Ministry of Justice - Restorative Justice Survey

Victim Satisfaction Survey 2018

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gravitas

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1. Executive summary

The Restorative Justice Victim Satisfaction Survey measures victims' experiences of, and satisfaction with, Ministry of Justice-funded restorative justice processes.

What is Restorative Justice?

Restorative Justice is a community-based approach to responding to crime that aims to hold offenders to account for their offending and, to the extent possible, repair the harm caused to the victims and community. It aims to give victims a voice in the criminal justice system and may enable them to receive answers, apologies and reparation. Participation in Restorative Justice is voluntary and usually involves a facilitated face-to-face meeting between the victim(s) and offender(s).

Who was surveyed and how?

A survey to gather key satisfaction data was developed and implemented with n=365 victims or their representatives, who agreed to attend a restorative justice conference with their offender.¹

Gravitas Research and Strategy Ltd was commissioned to contact and telephone interview victims (or their representatives) who had participated in the restorative justice process with one of the 27 restorative justice providers around New Zealand between January 1 and December 31, 2017.

Interviews were conducted between May 14 and June 27, 2018 and were, on average, 19 minutes long.

Note: survey findings represent the experience and views of the respondents who were contacted and agreed to take part in the survey. Findings can't be extrapolated to represent the views of all victims involved with restorative justice.

Key measures: most victims were satisfied and would recommend restorative justice

Most victims were at least fairly satisfied with the restorative justice conference they attended (86%) and with their overall experience of restorative justice, including before, during and after the conference (84%). As a result of their positive experience, 84% said they would be likely to

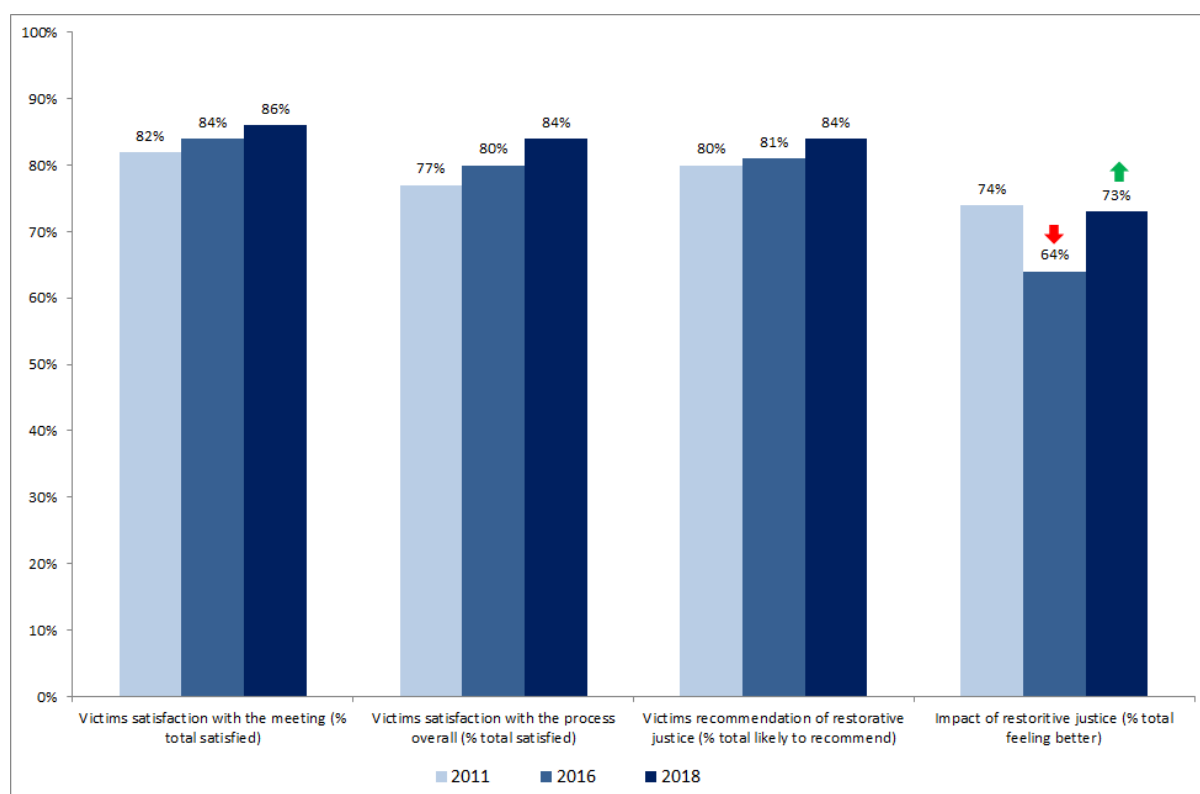
¹ Note: a 2016 survey consisting of a longer survey also included a sample of respondents who were provided with information about Restorative Justice, but didn't proceed to the conference stage.

recommend restorative justice to others in a similar situation. Results for these key measures have all increased slightly since 2016, though these differences aren't statistically significant.

Taking part in the restorative justice conference had a positive impact on around three quarters of victims, with 73% reporting they felt slightly better or a lot better (up significantly from 64% in 2016), and 45% saying they felt a lot better. Six per cent said the meeting made them feel *slightly worse/a lot worse* (down significantly from 11% in 2016).

Summary Figure 1 shows the results for the four key measures over time.

Summary Figure 1: Key Victim Satisfaction Measures Over time



Base: All respondents excluding those who did not answer the question.

A green arrow indicates a statistically significant increase in ratings compared with the previous measure, while a red arrow indicates a significant decline.

Victims generally felt informed and prepared for the conference

Almost all respondents (99%, compared with 97% in 2016) said they were clearly told they had a choice around whether they took part in the conference with the offender. Most (93%, down slightly from 96% in 2016, though this difference isn't statistically significant) were at least fairly satisfied with the provision of information prior to attending the restorative justice conference.

Victims wanted closure and answers, to show the impact of the offending on them and to help the offender

Victims were asked to express in their own words why they decided to take part in the restorative justice conference with the offender. Key reasons included:

- they hoped it would bring closure (36%)
- they would receive an explanation (29%),
- they could let the offender know the impact the offence had on them (28%).

Around one in five said a reason for taking part was wanting to help the offender (21%). Directly comparable data isn't available from the 2016 survey.

Most victims were happy with how the conference was run

Most attendees were happy with how the facilitator(s) managed the meeting overall (92%, similar to 2016), and ratings were particularly high for feeling safe (96%, up significantly from 91% in 2016). All other results were high and similar to 2016 levels; being given the opportunity to say what they wanted (95%), being treated with respect (93%) and at least four out of five attendees happy with most other aspects of the meeting.

The exception was that two thirds of attendees (65%) agreed they felt the offender was sincere in his/her participation, with one in five (20%) disagreeing with this statement (this measure also recorded similar lower results in 2016). Around one in six attendees (16%), similar to 2016, said they were scared to say what they really felt during the meeting.

A few victims were dissatisfied with the restorative justice process

A small proportion of respondents were dissatisfied with the conference or their experience of the restorative justice process overall and/or were unlikely to recommend the process to others; 11% of respondents gave a negative rating to at least one of these key measures:

- 8% rating one aspect poorly
- 2% rating two of them poorly, and
- 1% rating all three negatively.

Key reasons respondents were dissatisfied or unlikely to recommend the process to others include:

- they felt information contradicted what actually happened at the meeting
- they felt they didn't have a choice in taking part in the process
- it was too long between the offence and the first meeting
- they felt the offender wasn't sincere in their apology, and/or

- the lack of follow-up (no feedback on what happened to the offender, the offender not doing what was agreed, and no follow-up with the victims to see if they needed further help or support).

Most victims felt they benefited from the restorative justice process

Most victims thought the restorative justice conference was a good way to deal with the offence (85% compared to 81% in 2016, though this difference isn't statistically significant).

When asked how taking part in the restorative justice meeting had benefited them, the majority of respondents (79%) were able to name at least one way. Frequently mentioned benefits were:

- the victim got closure (29%)
- they got to tell the offender how the offence affected them (25%), and
- they got to hear the offender's point of view and better understand what happened (20%).

Note: these were also the key benefits mentioned by victims in the 2016 survey and are also the key reasons for why victims wanted to take part.

A selection of verbatim comments is included below to demonstrate the types of positive experiences respondents had:

'Restorative justice helped me to come into terms with the offence that was committed against me and helped me heal. It's helped me to move forward and not feel like a victim.'

'I thought the facilitators comments prior to the meeting were useful - I was very concerned about meeting the offender, and probably wouldn't have done so, if I didn't have the background before I met him (offender) that was provided by the facilitators and the police. The restorative justice meeting was managed well. I would say I probably now have a more of an insight into the social circumstances of some of the repeat offenders in our society. It was good to be able to tell the offender that his actions had serious consequences for other people - some consequences that he hadn't even thought of.'

'It was a good way to let the offender know how (the offence) has affected me. For me, taking part in the restorative justice process was kind of a healing process too.'

'It got settled in a good manner, that everybody involved was happy with. It didn't end up in a huge court battle. The facilitators were very supportive and helpful.'

2. Introduction and methodology

2.1. Background

The Ministry of Justice (MoJ) delivers court and tribunal services including the collection of fines and reparation, provides policy advice, and negotiates Treaty of Waitangi claims on behalf of the Government.

Restorative justice is a community-based response to crime that holds offenders to account for their offending and, as far as possible, repairs the harm they've done to the victim, their whanau, and community.

Restorative justice reduces reoffending, gives victims a voice in the criminal justice system and may enable them to receive answers, apologies and reparation.

Participation in restorative justice is voluntary, and only takes place if the facilitator assesses it is safe at each stage of the process. It involves a facilitated meeting (a conference) between the victim, offender, support people and other approved people, such as community representatives or interpreters.

After the conference, the facilitator provides a report to the judge on the conference and any agreements made for the judge to consider during sentencing.

Although restorative justice processes can operate in a variety of ways in the criminal justice system, the two most common in New Zealand are by referral from the District Court after an offender has pleaded guilty or through the Police Adult Diversion Scheme. MoJ contracts 27 community based providers to deliver restorative justice services around New Zealand.

2.2. Restorative justice survey

In 2016, MoJ commissioned Gravitas Research and Strategy Ltd to collaborate on the development of a full survey of victims involved in the restorative justice process and to conduct the survey.² In 2018, Gravitas was commissioned to collaborate on the development of a shorter 'pulse' survey and conduct the fieldwork. The 2018 survey was conducted via telephone interviews between May 14 and June 27, 2018.

² The 2016 work built on an earlier survey conducted in 2011.

Respondents in the survey were victims or their representatives who agreed to attend a restorative justice conference with their offender. *Note: the 2016 survey also included a sample of respondents who were provided with information about restorative justice, but didn't proceed to conference. Respondents in the 2016 survey who did not proceed to the conference stage aren't included in the 2018-2016 comparisons throughout this report. They were not surveyed in 2018 due to the low response rate in 2016.*

The overall objective of the research was to measure victims' satisfaction with the restorative justice process and the service they received from the provider. The survey involved speaking to victims whose cases had been referred to a restorative justice provider between January 1 and December 31, 2017.

The final version of the 2018 Restorative Justice Victims Satisfaction Survey questionnaire is in Appendix 2.

2.3. Interview method, length and response rate

Telephone interviews were conducted exclusively from Gravitas' in-house survey centre by experienced interviewers using computer-assisted telephone interviewing (CATI). CATI proved a suitable survey approach as interviewers could engage well with respondents and probe for clarification and further information as appropriate.

A total of n=365 interviews were completed during the 2018 survey of victims or their representatives. The margin of error on the final sample size achieved (based on standard calculations for large populations) is $\pm 5.1\%$ ³.

The average interview length was **19 minutes**.

The response rate was calculated by dividing the number of completed interviews by the total number of contacts attempted, where eligibility could be established – including those who opted out of the survey in advance in response to an information letter. The final response rate was 61% (compared with 43% for the full conference sample interviews in 2016).

³ Note the margin of error may be larger for questions asked of a subset of respondents.

Note: during 2017, victims who took part in restorative justice were asked (where possible) if they would be interested in taking part in a follow-up survey. This helped improve sample quality and accounts for at least part of the improvement in the response rate.

2.4. Limitations

Several comparisons or trends reported aren't statistically significant at $p < 0.05$. Where differences are statistically significant, these have been explicitly noted in the text.

3. Key Measures

This section reports on four key measures of restorative justice:

- victim satisfaction with the conference
- victims’ overall experience; and
- whether victims would recommend restorative justice to others.
- the positive impact of restorative justice on victims

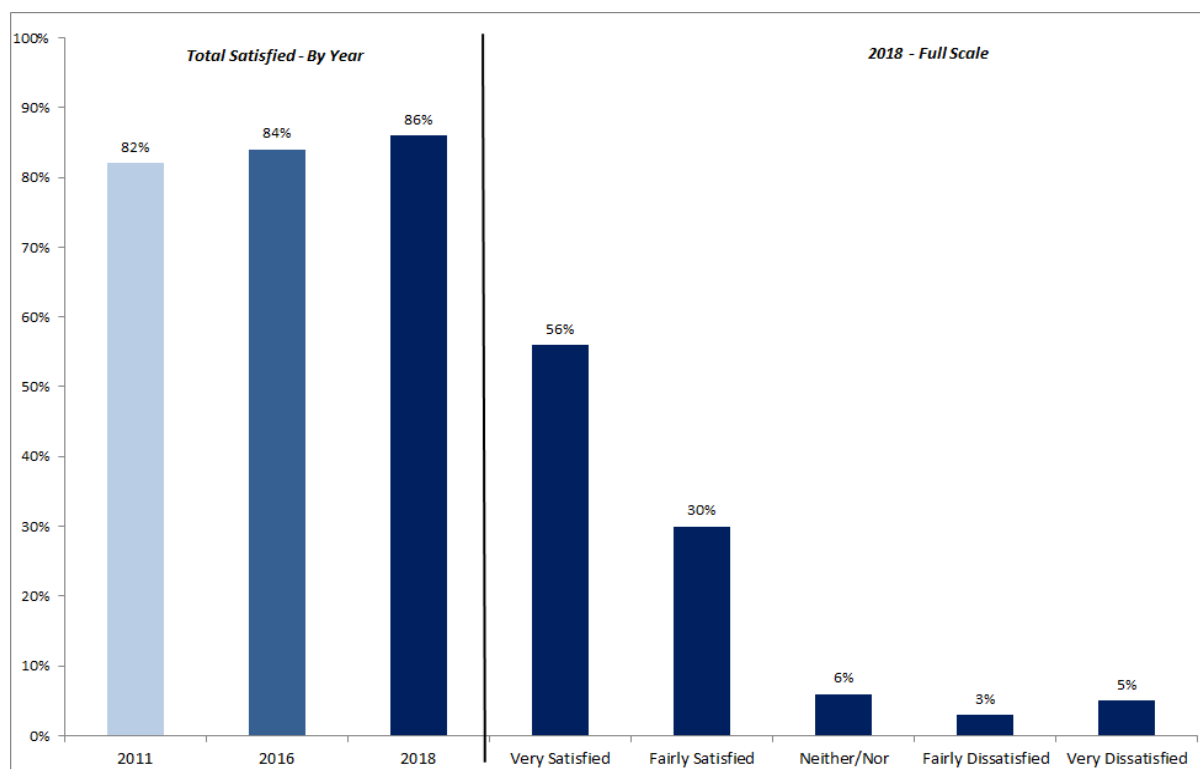
3.1 Victims Satisfaction with the Restorative Justice Conference

Q. How satisfied or dissatisfied were you with the meeting itself?

The majority of victims (86%) were satisfied to some extent with the restorative justice conference they attended, including 56% who said they were *very satisfied*. Only 8% were *fairly* (3%) or *very* (5%) dissatisfied with the meeting they attended.

The share of victims who were at least satisfied compares with 84% in 2016 and 82% in 2011, and continues what has been an increasing trend in positive ratings over time.

Figure 3.1: Victim Satisfaction with the Restorative Justice Conference



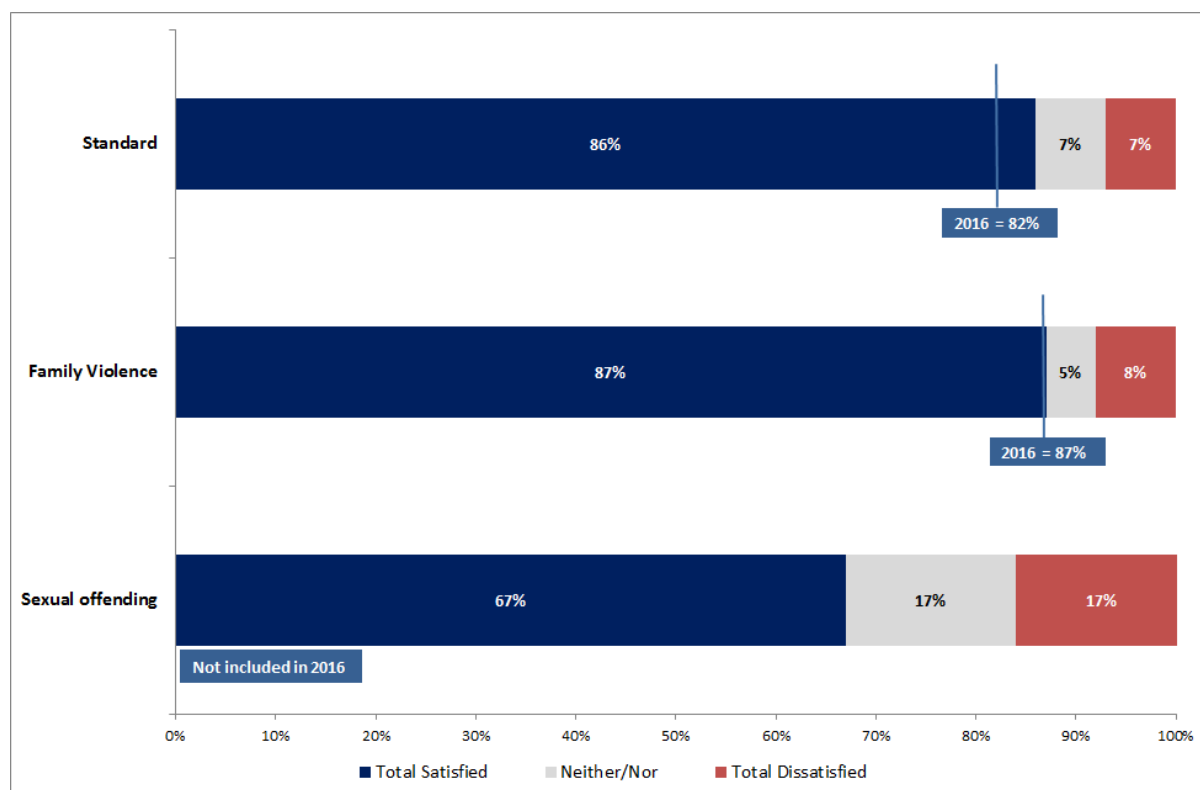
Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. 2018 n=357, 2016 n=288, 2011 n=154.

A similar proportion of victims in both family violence (87% very satisfied/fairly satisfied) and standard (86%) cases said they were satisfied with the restorative justice conference. Four out of six victims in sexual offending cases surveyed were satisfied with the meeting (sample size for this group is too small to draw any conclusion).

The slight gap evident in the 2016 satisfaction ratings between victims in family violence cases and victims in standard cases has closed (87% of family violence victims satisfied in both 2016 and 2018; victim satisfaction in standard cases up from 82% satisfied in 2016 to 86%).

Figure 3.2: Victim Satisfaction with the Restorative Justice Conference – By Case Type



Note: Due to rounding the sum of the individual results may not total 100%.

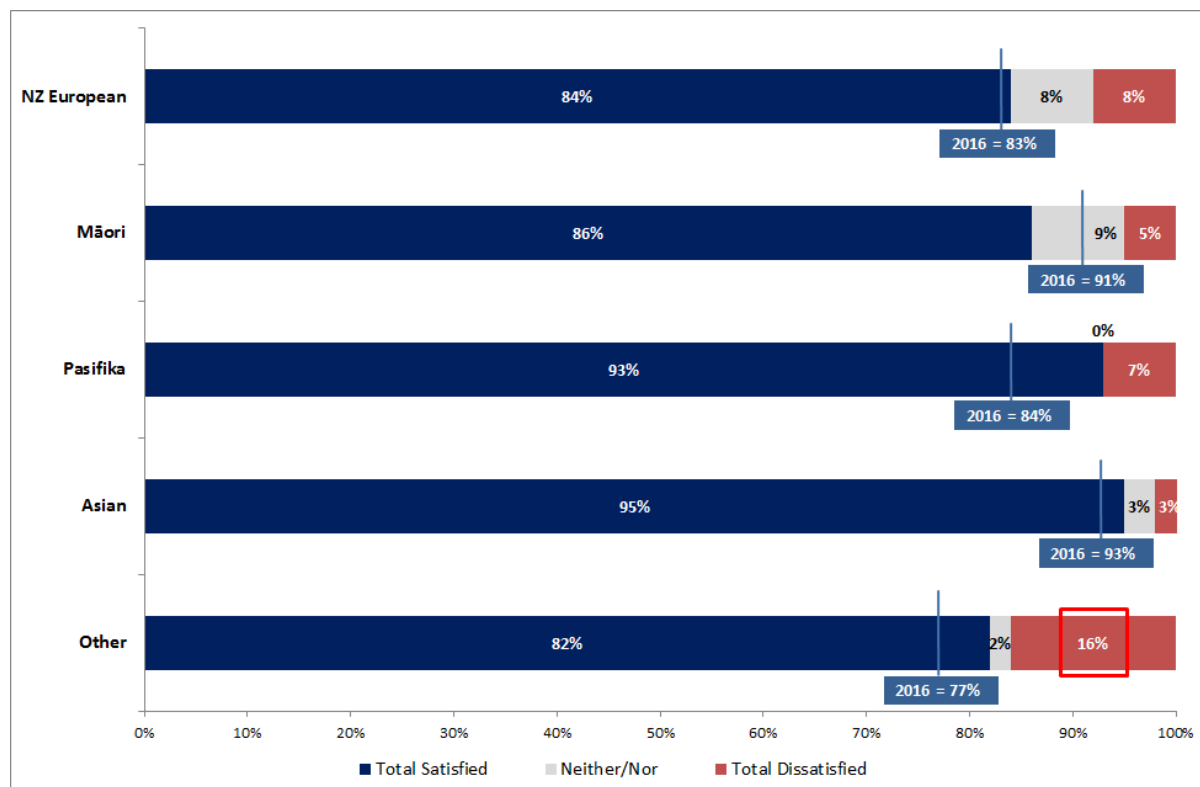
Base: All respondents excluding those who did not answer the question. Standard cases 2016 n=186, 2018 n=196; Family violence cases 2016 n=102, 2018 n=155; Sexual offending cases 2018 n=6*.

*Note: The sample size for the sexual offending group is too small to draw any conclusions.

Asian (95%) and Pasifika (93%) victims had the highest levels of satisfaction with their conference. While satisfaction levels were slightly lower among other ethnicities, at least four in five victims of Māori (86%), NZ European (84%), or ‘other’ ethnicities (82%) were *very satisfied* or *fairly satisfied* with their restorative justice conference. However, those in the ‘other’ category were significantly more likely to disagree to some extent (16% *disagreeing/strongly disagreeing*) when compared with those in all other ethnic groups.

While the differences aren’t statistically significant, when compared with 2016, a larger share of Pasifika victims were satisfied with the meeting (up from 84% satisfaction to 93%) and satisfaction among those in the ‘other’ ethnicity category also increased (up from 77%, to 82%). In contrast, the share of Māori victims satisfied with the conference has declined since 2016 (down from 91%, to 86%).

Figure 3.3: Victim Satisfaction with the Restorative Justice Conference – By Ethnicity

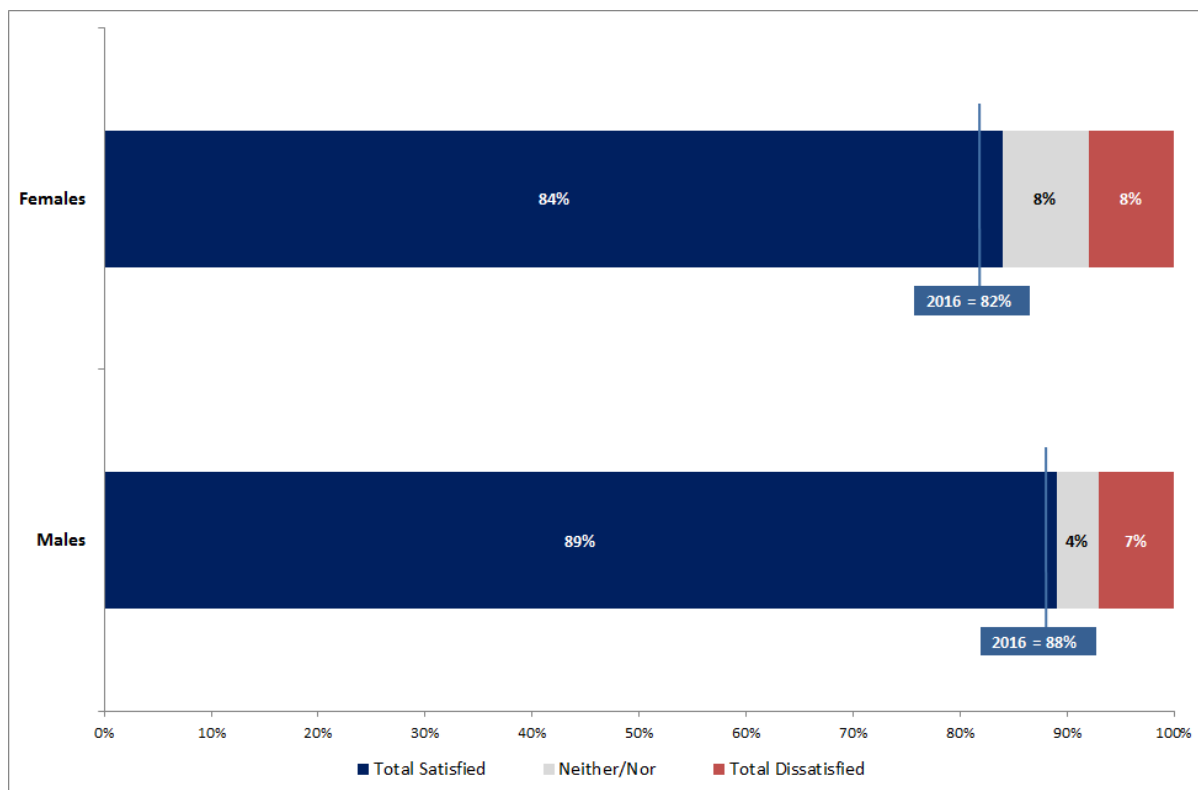


Note: Due to rounding the sum of the individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. NZ European 2016 n=191, 2018 n=255; Māori 2016 n=64, 2018 n=81; Pasifika 2016 n=25, 2018 n=29; Asian 2016 n=27, 2018 n=38; Other 2016 n=47, 2018 n=51. Participants were able to select multiple ethnicities. A red square indicates a result that is statistically significantly different and is ‘negative’ (lower share of positive ratings or higher share of negative ratings).

Male victims (89%) were more likely than female victims (84%) to be satisfied with their restorative justice conference. The gender difference was also evident in 2016, however satisfaction ratings among females have increased slightly (up from 82% in 2016, to 84%).

Figure 3.4: Victim Satisfaction with the Restorative Justice Conference – By Gender

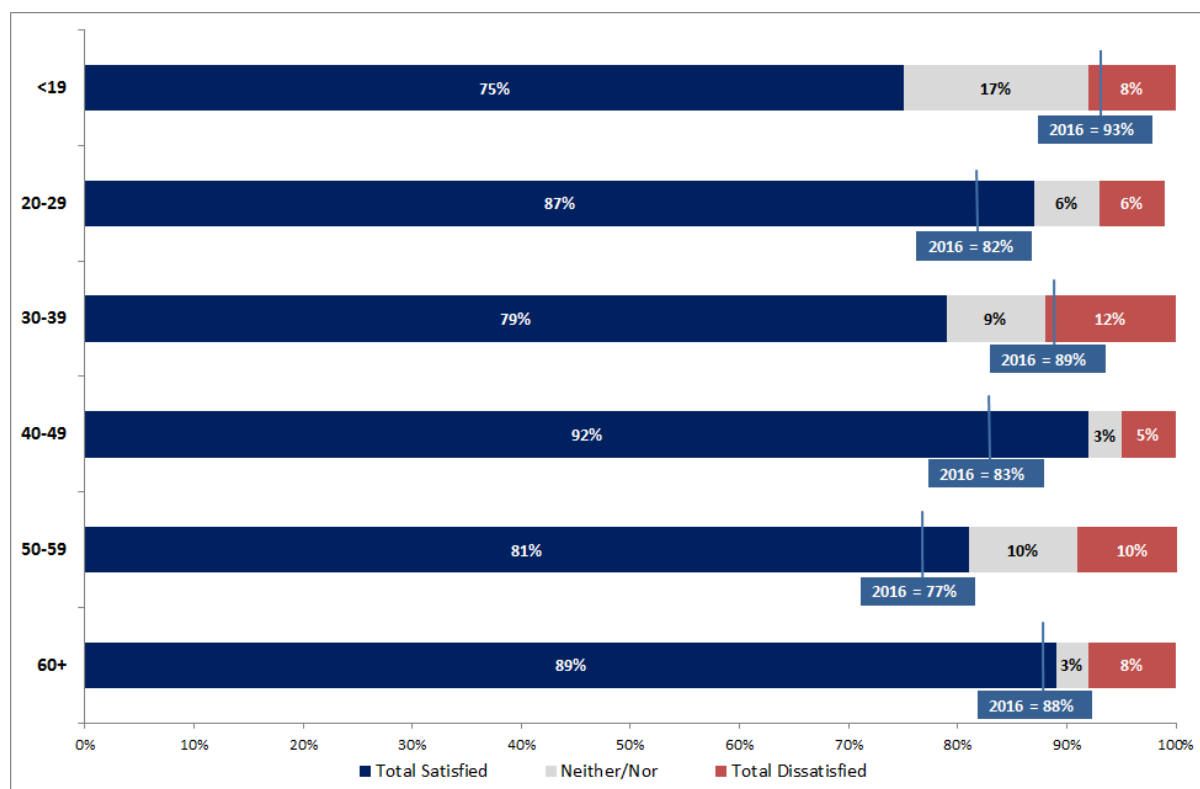


Note: Due to rounding the sum of the individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. Males 2016 n=113, 2018 n=127; Females 2016 n=174, 2018 n=230.

As was the case in 2016, there were inconsistent patterns when satisfaction ratings are broken down by age group, and some age group ratings have changed since 2016. The highest satisfaction levels were recorded among those aged 40-49 years (92%) and 60 years or older (89%). Comparatively lower levels of satisfaction were reported among those 19 years or younger (75%) and 30-39 years (79%); these two age groups had the highest levels of satisfaction in 2016 (93% and 89% respectively).

Figure 3.5: Victim Satisfaction with the Restorative Justice Conference – By Age



Note: Due to rounding the sum of the individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. <19 2016 n=15, 2018 n=12; 20-29 2016 n=60, 2018 n=94; 30-39 2016 n=64, 2018 n=58; 40-49 2016 n=64, 2018 n=66; 50-59 2016 n=52, 2018 n=63; 60+ 2016 n=33, 2018 n=64.

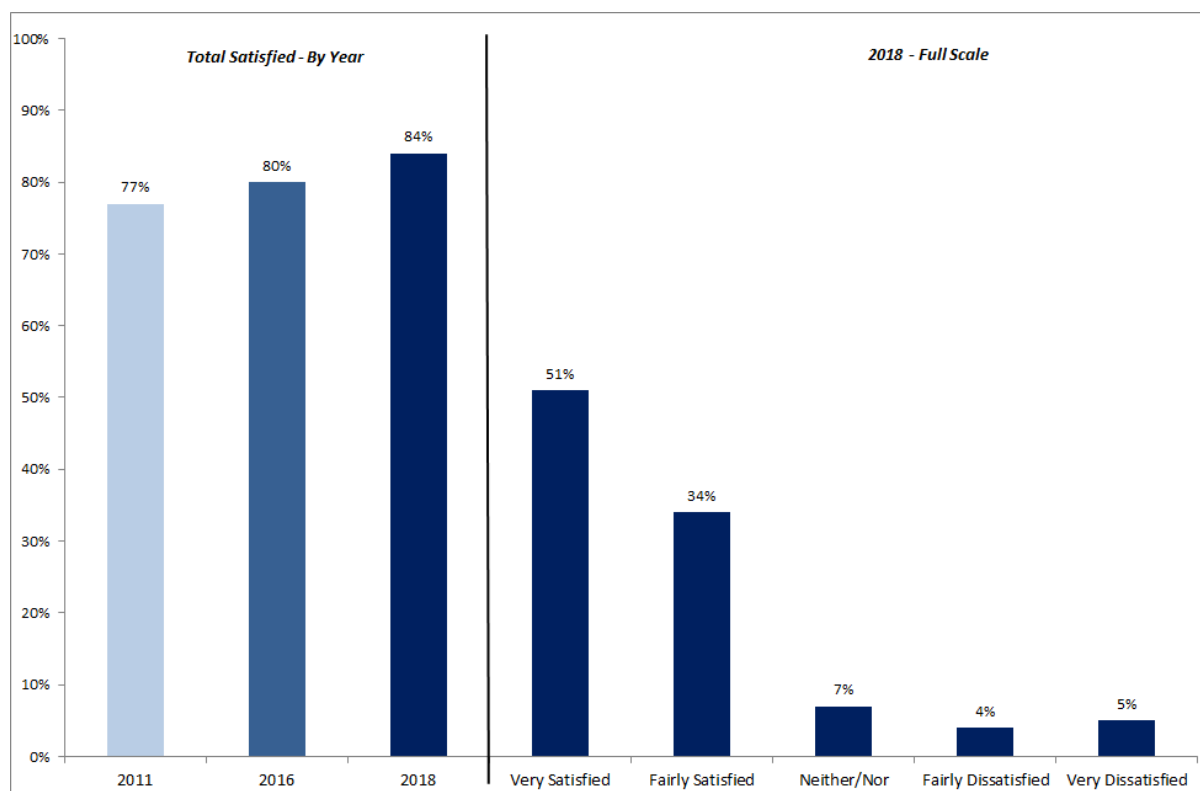
3.2 Victim satisfaction with the overall experience of the restorative justice process

Q. Thinking about the whole restorative justice process, before, during and after the meeting, overall how satisfied or dissatisfied were you?

Most victims were also satisfied with their experience of the restorative justice process overall - 84% *fairly satisfied/very satisfied* with what occurred before, during and after the meeting. However, one in 10 respondents were dissatisfied to some extent with the overall experience (4% *fairly dissatisfied* and 5% *very dissatisfied*).

This measure also shows a positive upwards trend in ratings, with total satisfaction increasing from 77% in 2011, to 80% in 2016, to 84% this year.

Figure 3.6: Victim Satisfaction with Overall Restorative Justice Process



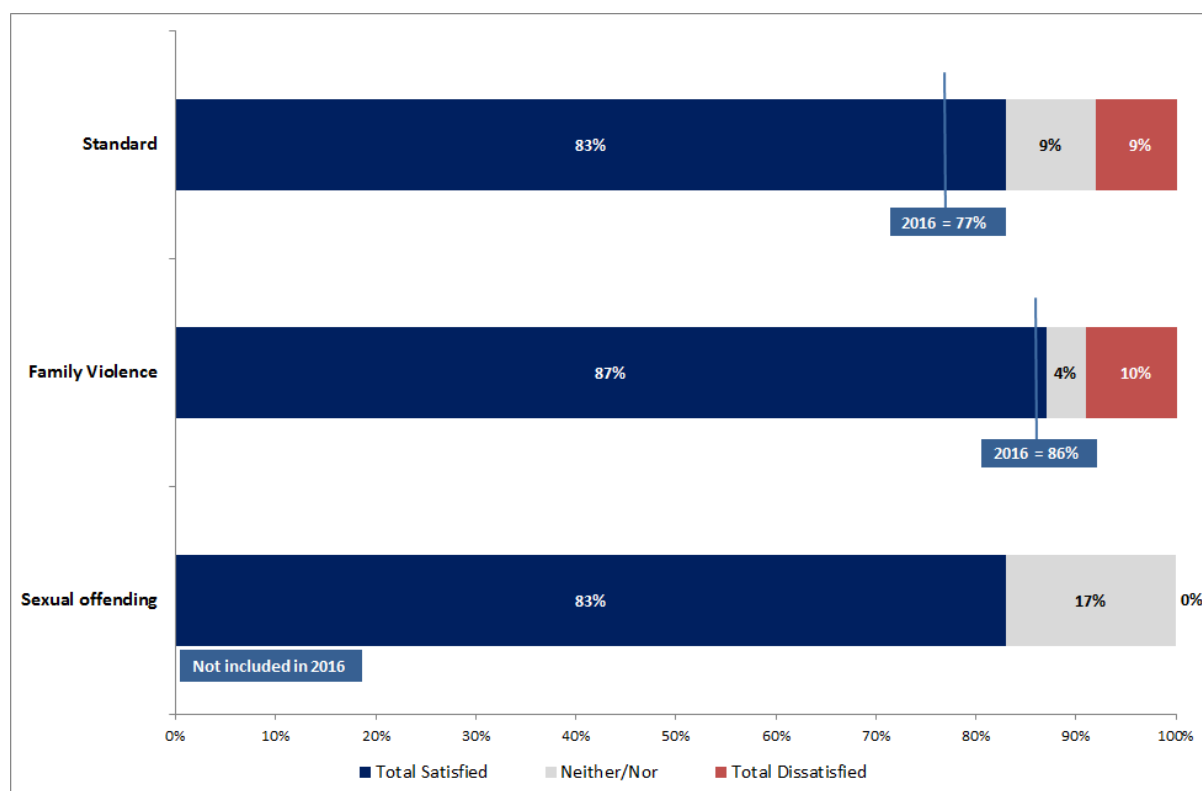
Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. 2018 n=365, 2016 n=285, 2011 n=154

Victims in family violence cases (87% very satisfied/fairly satisfied) were more likely to say they were satisfied with the restorative justice process overall than victims in all other types of cases (83% satisfied to some extent).

Overall satisfaction ratings have improved for victims in standard cases when compared with 2016 results (up from 77% agreeing to some extent, to 83%), while ratings among victims of family violence are similar (86% in 2016 and 87% in 2018).

Figure 3.7: Victim Satisfaction with Overall Restorative Justice Process – By Case Type



Note: Due to rounding the sum of the individual results may not total 100%.

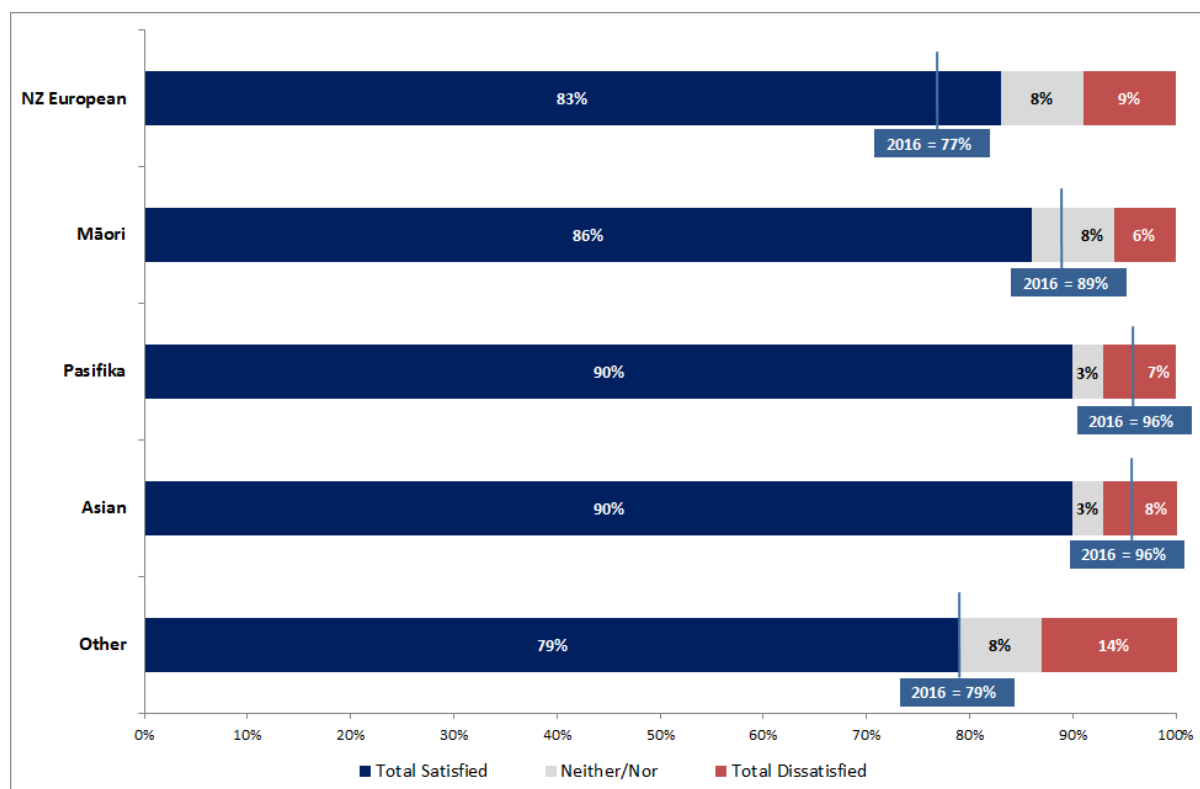
Base: All respondents excluding those who did not answer the question. Standard cases 2016 n=182, 2018 n=201; Family violence cases 2016 n=103, 2018 n=158; Sexual offending cases 2018 n=6*.

*Note: The sample size for the sexual offending group is too small to draw any conclusions

As was the case with the conference ratings, Asian and Pasifika victims also had the highest levels of satisfaction with the restorative justice process overall (90% of victims in both these ethnic groups stating they were *very satisfied/satisfied*). Satisfaction levels were slightly lower, but still reasonably positive among Māori (86%) and NZ European (83%) victims. Comparatively lower levels of satisfaction were reported among victims of ‘other’ ethnicities (with 79% at least satisfied with their restorative justice conference).

While the differences aren’t statistically significant, when compared with 2016, a larger share of NZ European victims were at least satisfied with the overall process (up from 77% satisfaction to 83%). In contrast, there has been a decline in the share of victims *very satisfied/satisfied* among those in the Asian and Pasifika (both down from 96% in 2016, to 90%) and Māori (down from 89%, to 86%) ethnic groups.

Figure 3.8: Victim Satisfaction with Overall Restorative Justice Process – By Ethnicity



Note: Due to rounding the sum of the individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. NZ European 2016 n=190, 2018 n=262; Māori 2016 n=64, 2018 n=84; Pasifika 2016 n=25, 2018 n=29; Asian 2016 n=25, 2018 n=38; Other 2016 n=47, 2018 n=52. Participants were able to select multiple ethnicities.

Females (87%) were statistically significantly more likely than males (79%) to be satisfied with the restorative justice process overall. While this gender difference was also evident in 2016, satisfaction ratings have increased slightly for both females (up from 85% in 2016, to 87%) and males (up from 74%, to 79%).

Figure 3.9: Victim Satisfaction with Overall Restorative Justice Process – By Gender



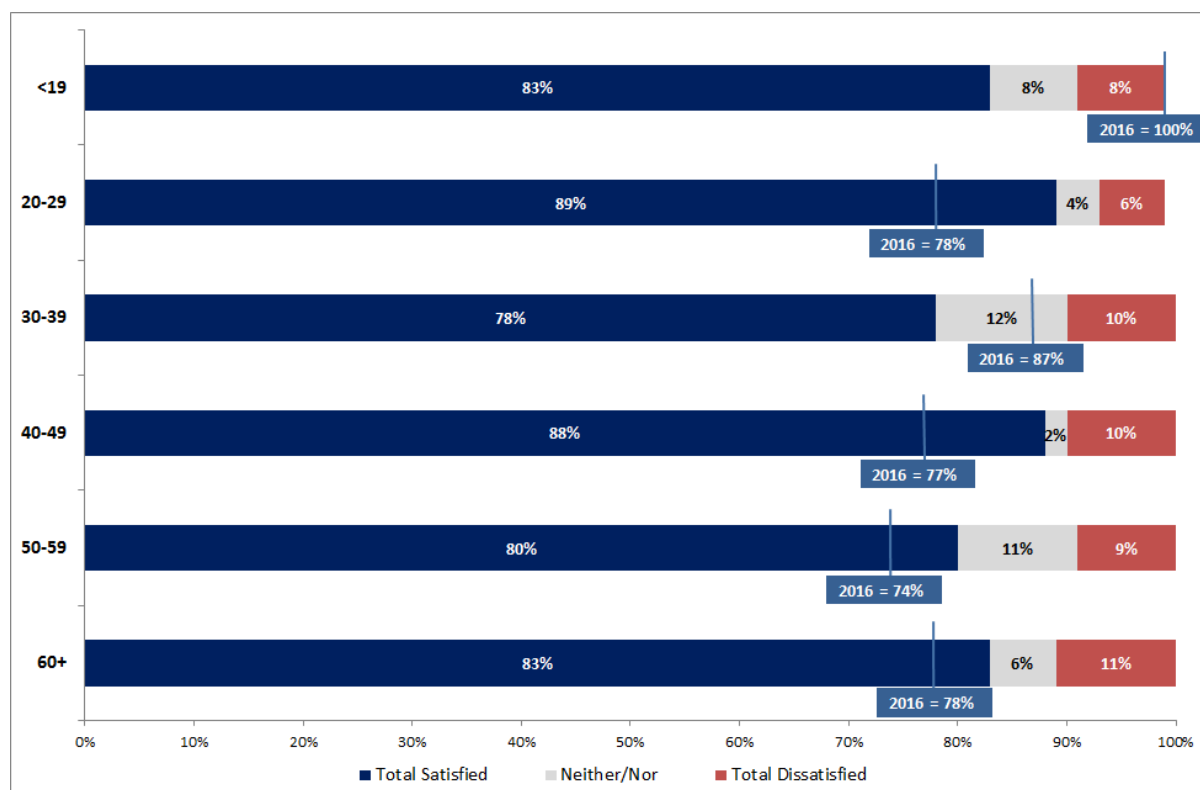
Note: Due to rounding the sum of the individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. Males 2016 n=109, 2018 n=129; Females 2016 n=175, 2018 n=236. A green square indicates a result that is statistically significantly different and is 'positive' (higher share of positive ratings or lower share of negative ratings), while a red square is a result that is statistically significantly different and 'negative'.

The highest satisfaction levels with the restorative justice process overall were recorded among those aged 20-29 years (89%) and 40-49 years (88%). Comparatively lower levels were reported among those 30-39 years (78%) and 50-59 years (80%).

While there are inconsistent patterns when satisfaction ratings are broken down by age group, when compared with 2016, satisfaction ratings have increased among the three oldest age brackets (40-49, 50-59 and 60+) along with those in the 20-29 age bracket. In contrast, there have been declines in satisfaction ratings for victims aged 19 years or younger and those in the 30-39 age bracket.

Figure 3.10: Victim Satisfaction with Overall Restorative Justice Process – By Age



Note: Due to rounding the sum of the individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. <19 2016 n=15, 2018 n=12; 20-29 2016 n=60, 2018 n=94; 30-39 2016 n=63, 2018 n=60; 40-49 2016 n=62, 2018 n=68; 50-59 2016 n=53, 2018 n=65; 60+ 2016 n=32, 2018 n=66.

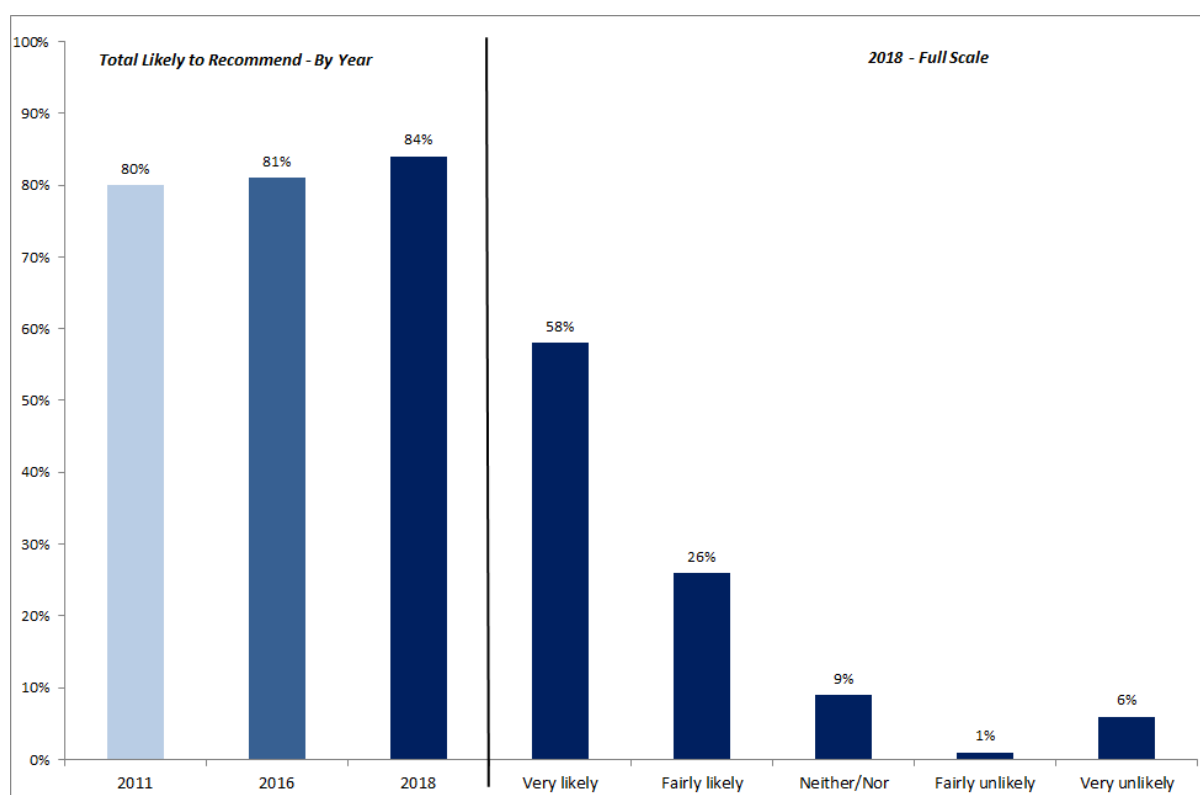
3.3 Likelihood of recommending the restorative justice process to others

Q. How likely or unlikely are you to recommend restorative justice to others in a similar position?

Around six out of seven victims (84%) said they would be likely to recommend the restorative justice process to others, including 58% who said they would be *very likely*. Only 7% said they would be *fairly unlikely/very unlikely* to recommend the process to others.

The share likely to recommend restorative justice has increased slightly from previous measures – up from 80% in 2011 and 81% in 2016, to 84%.

Figure 3.11: Likelihood of Recommending the Restorative Justice Process to Others



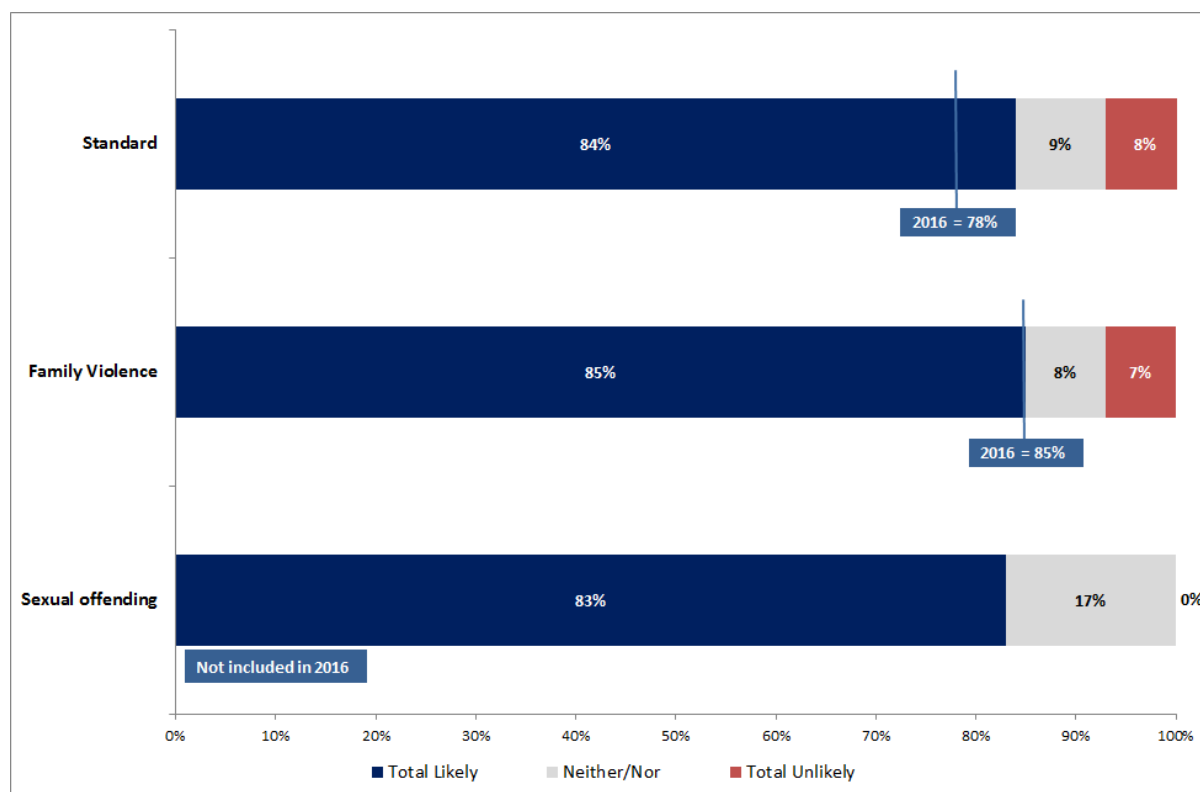
Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. 2018 n=363, 2016 n=284, 2011 n=154

Most victims across all case types say they are likely to recommend restorative justice – with 85% of victims in family violence cases, 84% of victims in standard cases and five of the six victims in sexual offending cases saying they are *very likely/fairly likely* to recommend restorative justice to others in a similar situation. Victims in standard cases were statistically significantly less likely to say they would be *very likely* to recommend restorative justice (53%, compared with 64% of all other victims).

The likelihood of recommending restorative justice has increased among victims in standard cases when compared with 2016 (up from 78% at least fairly likely to recommend, to 84%), while recommendation levels among victims of family violence are unchanged (85% in both 2016 and 2018).

Figure 3.12: Likelihood of Recommending the Restorative Justice Process to Others – By Case Type



Note: Due to rounding the sum of the individual results may not total 100%.

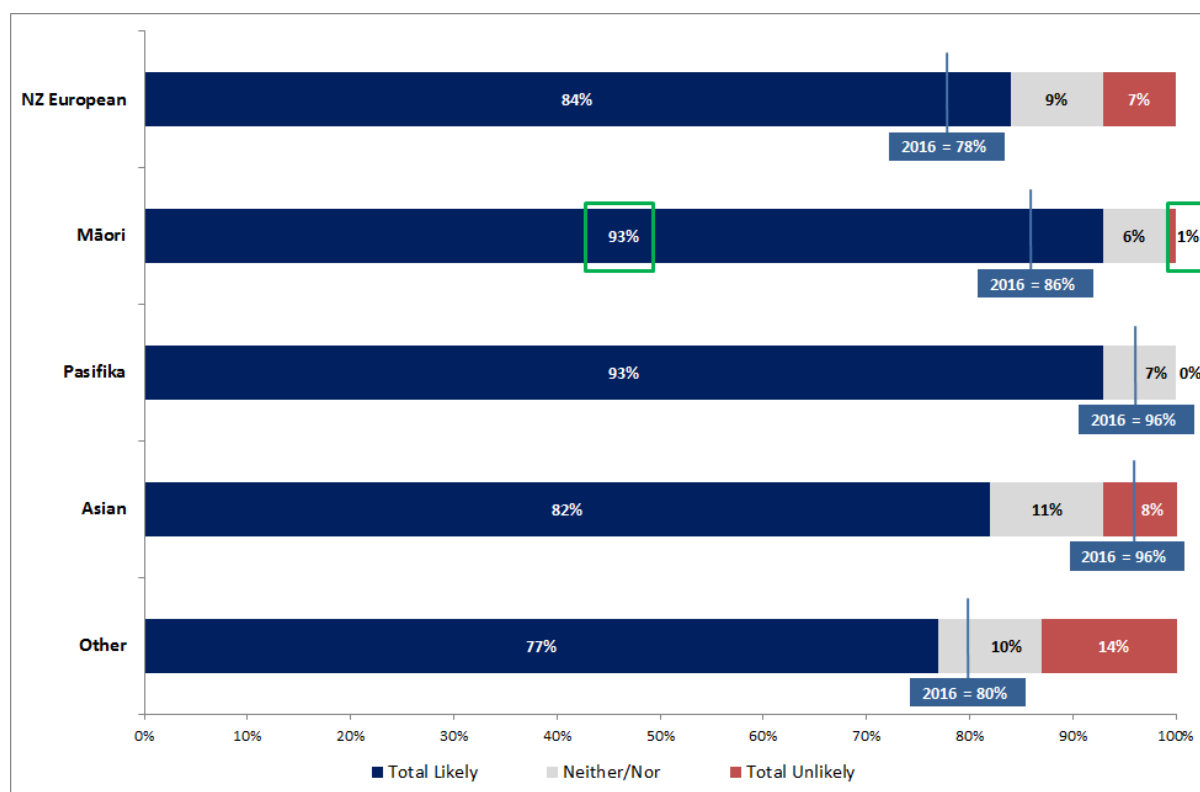
Base: All respondents excluding those who did not answer the question. Standard cases 2016 n=182, 2018 n=201; Family violence cases 2016 n=102, 2018 n=156; Sexual offending cases 2018 n=6*.

*Note: The sample size for the sexual offending group is too small to draw any conclusions

Māori victims were statistically significantly more likely to recommend the restorative justice process than all other ethnic groups - 93% stating they were at least fairly likely to recommend the process, including 70% stating they were *very likely*. Recommendation ratings were also high among Pasifika victims (93%, although due to the smaller sample size this was not statistically significantly higher), while more than four out of five NZ European (84%) and Asian (82%) victims would recommend the process. Comparatively lower recommendation levels were reported among victims of 'other' ethnicities (77% were likely to recommend the restorative justice process).

While the differences aren't statistically significant, when compared with 2016, the likelihood of recommending the restorative justice process has increased among Māori (up from 86%, to 93%) and NZ European (up from 78% to 84%) victims. In contrast, the shares of Asian victims (down from 96%, to 82%), Pasifika victims (down from 96%, to 93%) and victims in 'other' ethnic groups (down from 80%, to 77%) likely to recommend the process have declined when compared with 2016.

Figure 3.13: Likelihood of Recommending the Restorative Justice Process to Others – By Ethnicity



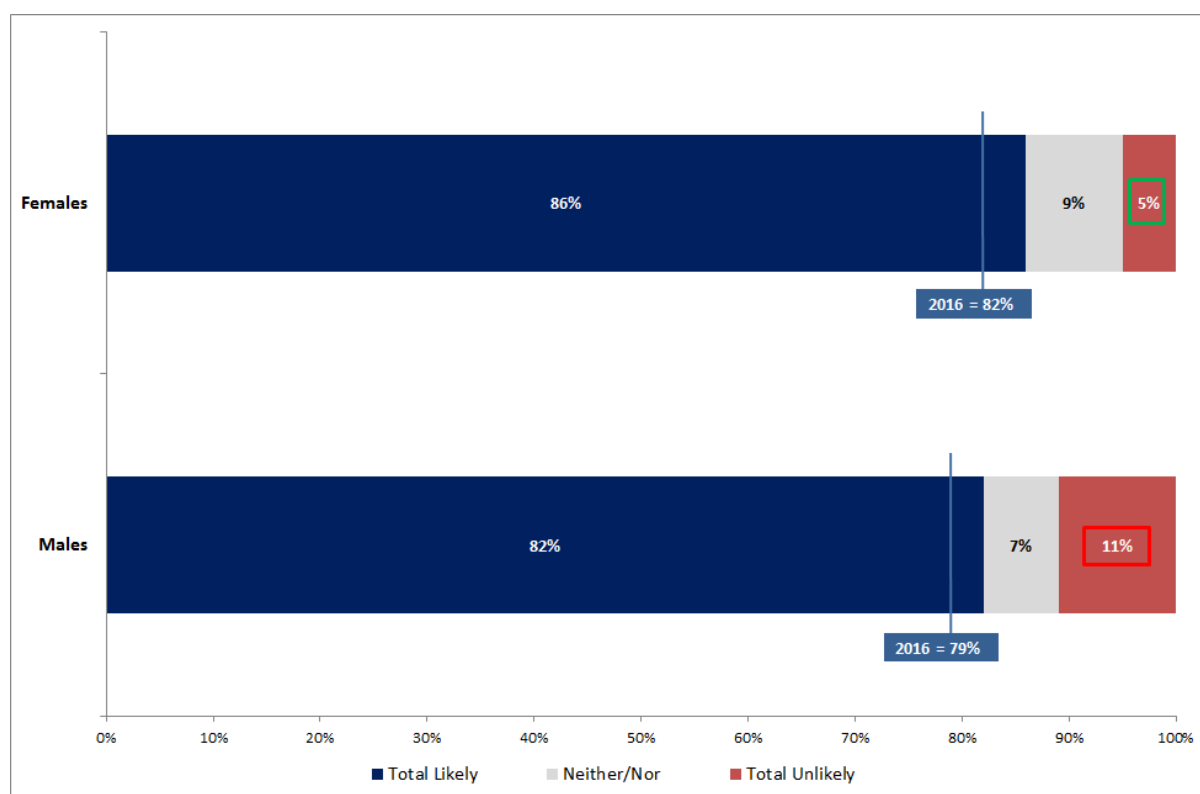
Note: Due to rounding the sum of the individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. NZ European 2016 n=189, 2018 n=260; Māori 2016 n=63, 2018 n=84; Pasifika 2016 n=25, 2018 n=29; Asian 2016 n=26, 2018 n=38; Other 2016 n=46, 2018 n=52. Participants were able to select multiple ethnicities. A green square indicates a result that is statistically significantly different and is 'positive' (higher share of positive ratings or lower share of negative ratings).

Females (86%) were slightly more likely than males (82%) to say they would recommend the restorative justice process to others. A statistically significantly higher share of males said they would be *fairly unlikely/very unlikely* to recommend the process (11%, compared with only 5% of female victims).

While this gender difference was also evident in 2016, the share likely to recommend the process has increased slightly for both females (up from 82% in 2016, to 86%) and males (up from 79%, to 82%).

Figure 3.14: Likelihood of Recommending the Restorative Justice Process to Others – By Gender



Note: Due to rounding the sum of the individual results may not total 100%.

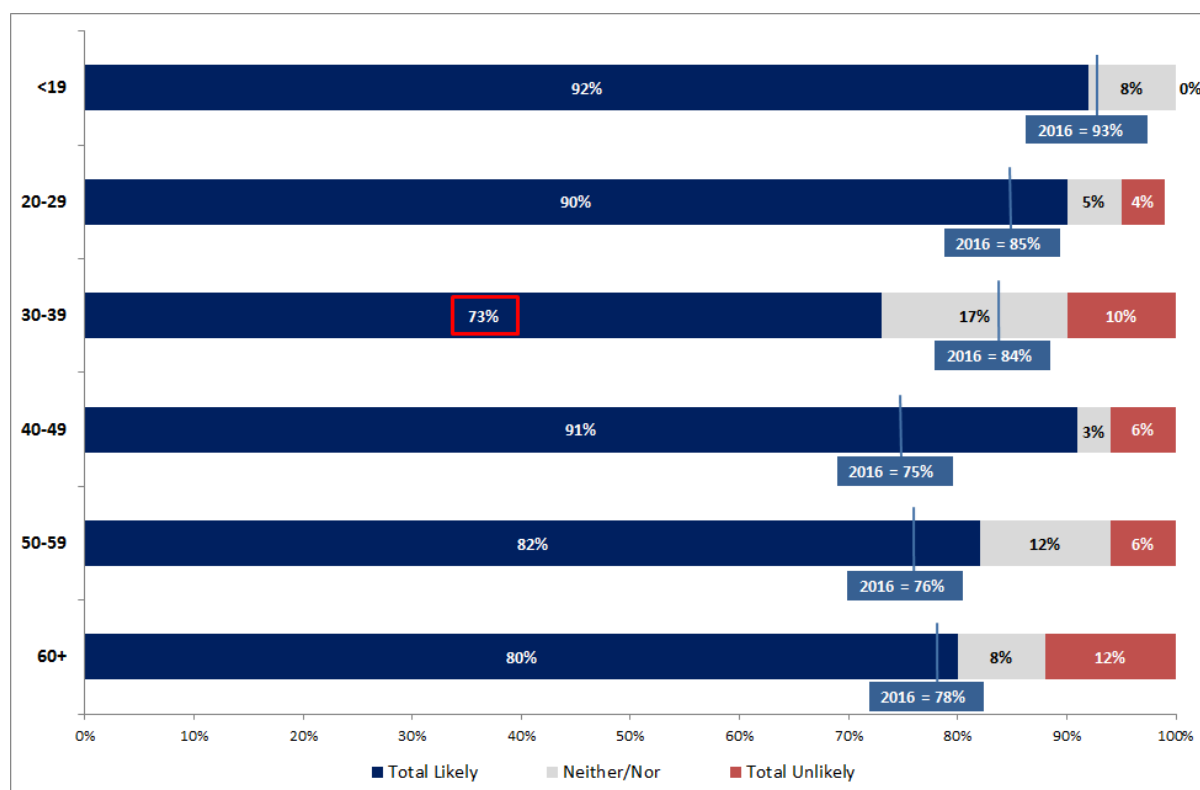
Base: All respondents excluding those who did not answer the question. Males 2016 n=110, 2018 n=129; Females 2016 n=173, 2018 n=234. A green square indicates a result that is statistically significantly different and is 'positive' (higher share of positive ratings or lower share of negative ratings), while a red square indicates a result that is statistically significantly different and 'negative'.

Younger people (those aged 19 years or under) (92%), as well as those aged 40-49 years (91%) and 20-29 years (90%) were the most likely to recommend the restorative justice process to others in a similar situation. In contrast, the likelihood of recommending the process is statistically significantly lower among those aged 30-39 years (73% *fairly likely/very likely* to recommend the process compared with 87% of respondents in all other age brackets).

While the likelihood of recommending the process shows inconsistent patterns by age group, when compared with 2016, the share likely to recommend has increased among the three oldest age brackets (40-49, 50-59 and 60+) along with those in the 20-29 age bracket. In contrast, there has been a decline in the share of victims in the 30-39 age bracket recommending (down from 84%, to 73%*) as well as a slight decline in the share of victims aged 19 years or younger recommending the process. (Note: this pattern of change is similar to that for the overall satisfaction ratings).

**Note: In 2018 there was a larger share of victims who identify as being Asian or of 'other' ethnicities in the 30-39 year old age bracket, compared with the other age bands. Respondents of Asian and 'other' ethnicities are less likely to say they would recommend the restorative justice process.*

Figure 3.15: Likelihood of Recommending the Restorative Justice Process to Others – By Age



Note: Due to rounding the sum of the individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. <19 2016 n=15, 2018 n=12; 20-29 2016 n=59, 2018 n=94; 30-39 2016 n=64, 2018 n=60; 40-49 2016 n=63, 2018 n=67; 50-59 2016 n=51, 2018 n=65; 60+ 2016 n=32, 2018 n=65.

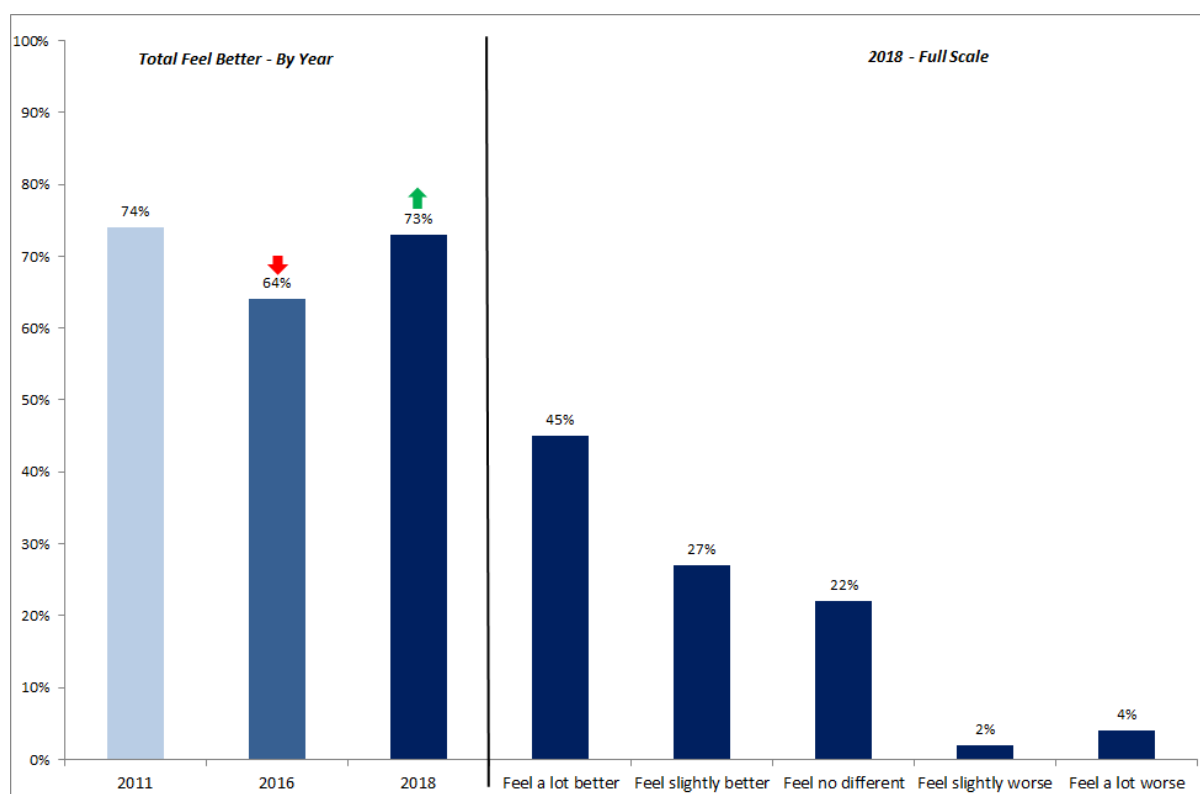
3.4 Impact on victims from taking part in restorative justice

Q. As a result of taking part in the restorative justice meeting, do you feel.....?

Taking part in the restorative justice conference had a positive impact on around three quarters of victims, with 73% reporting they felt slightly better (27%), or a lot better (45%) afterwards. Only 6% said the meeting made them feel *slightly worse/a lot worse*.

After a statistically significant decline in the share of victims stating the conference had a positive impact on them in 2016, positive ratings have increased this measure bringing the share of victims feeling better after the meeting back to a similar level to 2011 (ratings declined from 74% in 2011, to 64% in 2016, before increasing to 73% in 2018). The share of victims feeling worse following the meeting has also declined significantly (down from 11% in 2016 to 6%).

Figure 3.16: Impact on Victims from Taking Part in Restorative Justice



Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

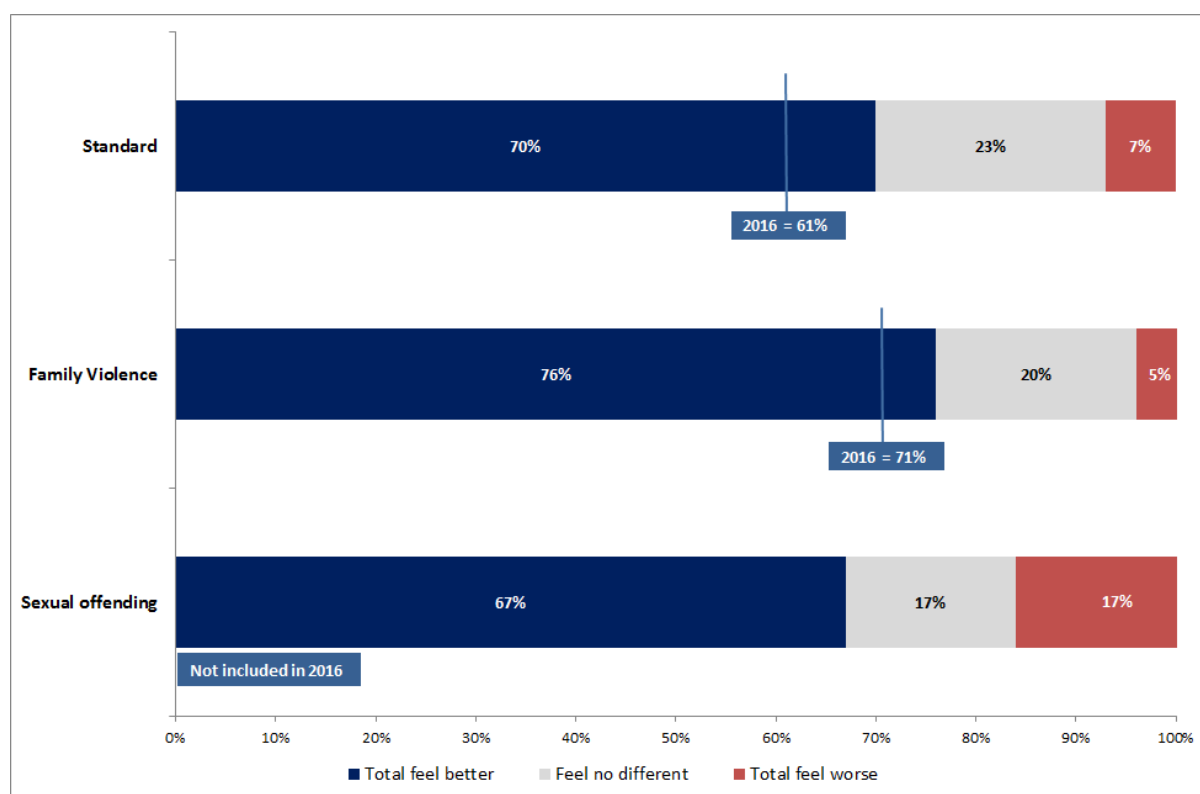
Base: All respondents excluding those who did not answer the question. 2018 n=361, 2016 n=288, 2011 n=154

A green arrow indicates a statistically significant increase in ratings compared with the previous measure, while a red arrow indicates a significant decline.

Victims of family violence cases (76%) were the most likely to report feeling better after their conference, compared with 70% of victims in standard cases and 67% of victims in sexual offending cases. Victims in family violence cases are also statistically significantly more likely to say that undertaking the conference process made them feel *a lot better* (55%, compared with 38% of victims in all other cases).

The positive impact that the restorative justice meeting had on respondents has increased since 2016 among victims in both family violence (up from 71% feeling better, to 76%) and standard (up from 61% in 2016, to 70%) cases.

Figure 3.17: Impact on Victims from Taking Part in Restorative Justice – By Case Type



Note: Due to rounding the sum of the individual results may not total 100%.

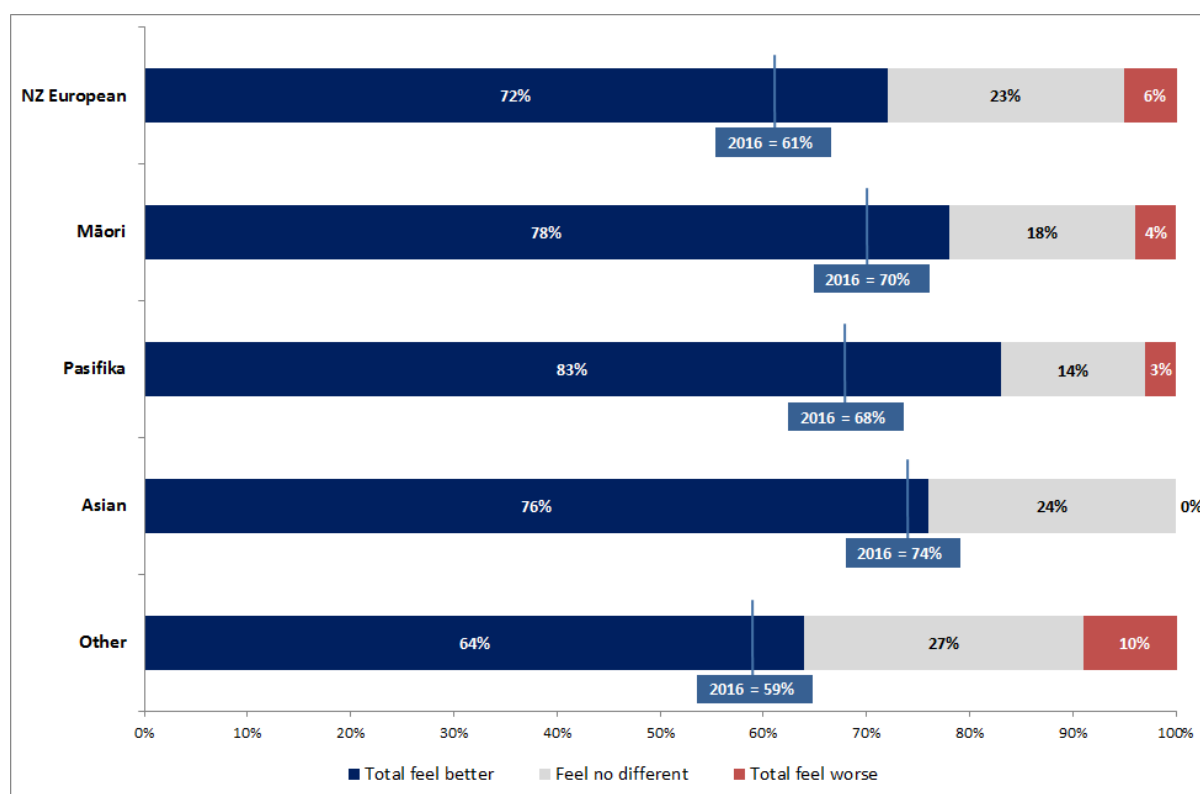
Base: All respondents excluding those who did not answer the question. Standard cases 2016 n=186, 2018 n=199; Family violence cases 2016 n=102, 2018 n=156; Sexual offending cases 2018 n=6*.

*Note: The sample size for the sexual offending group is too small to draw any conclusions

Pasifika victims were the most likely to report feeling better after the restorative justice conference (83% *a lot better/slightly better*), followed by Māori (78%), Asian (76%), and NZ European (72%) victims. This compares with 64% of victims of ‘other’ ethnicities saying the process had a positive impact on how they felt, with just over a quarter (27%) feeling no different and 10% feeling worse.

The share of victims stating that the restorative justice process had a positive impact on how they felt has increased across all ethnic groups when compared with 2016. While none of the increases are statistically significant, the biggest improvements have been for Pasifika (up from 68% feeling better, to 83%) and NZ European (up from 61% to 72%) victims.

Figure 3.18: Impact on Victims from Taking Part in Restorative Justice – By Ethnicity



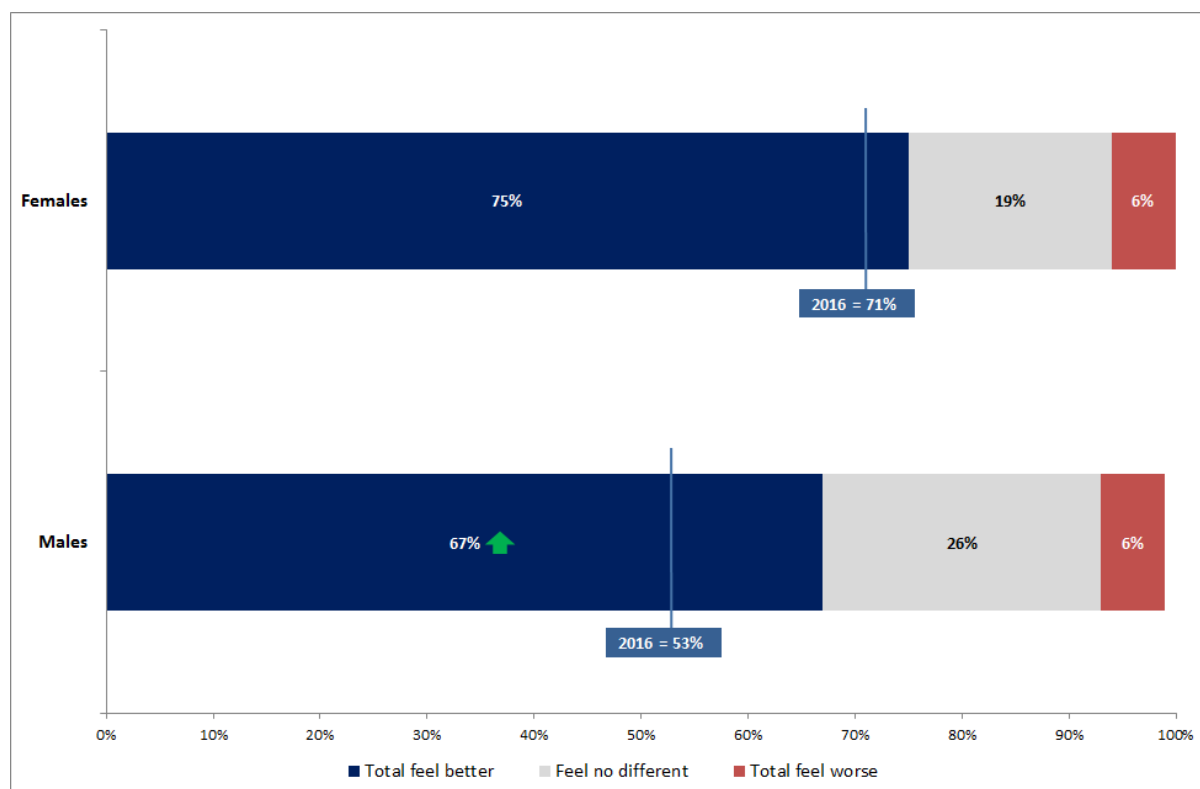
Note: Due to rounding the sum of the individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. NZ European 2016 n=192, 2018 n=258; Māori 2016 n=63, 2018 n=83; Pasifika 2016 n=25, 2018 n=29; Asian 2016 n=27, 2018 n=38; Other 2016 n=46, 2018 n=52. Participants were able to select multiple ethnicities.

Females (75%) were more likely than males (67%) to say they felt better after attending the restorative justice conference.

In 2016, this gender difference was more extreme with a statistically significant difference between the share of female and male victims stating they felt better following the conference. Due to a significant increase in positive ratings among males (up from 53% in 2016 to 67%), and only a slight increase among females (up from 71% to 75%), the difference in positive ratings in 2018 isn't as large (and the difference isn't statistically significant).

Figure 3.19: Impact on Victims from Taking Part in Restorative Justice – By Gender



Note: Due to rounding the sum of the individual results may not total 100%.

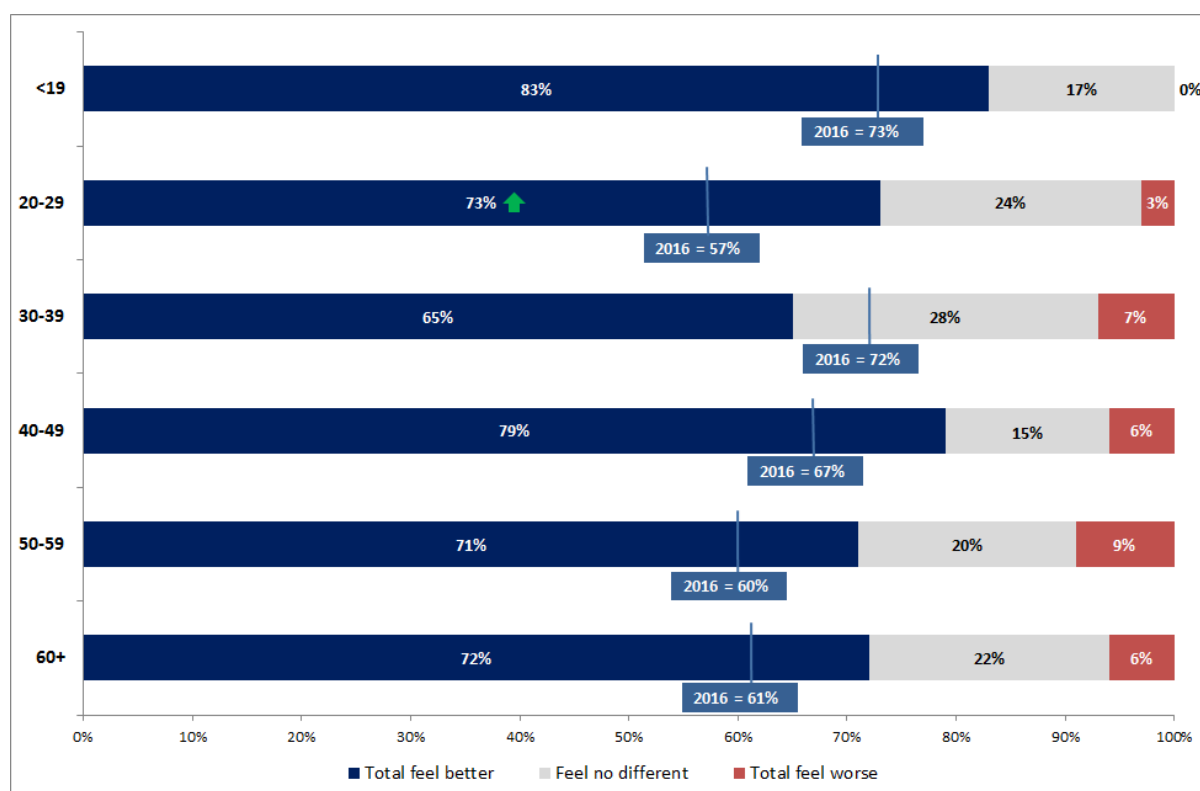
Base: All respondents excluding those who did not answer the question. Males 2016 n=113, 2018 n=129; Females 2016 n=174, 2018 n=232. A green arrow indicates a statistically significant increase in ratings compared with the previous measure.

Younger people (those aged 19 years or under) (83%) were the most likely to say that they felt a lot better/slightly better after the restorative conference, followed by those aged 40-49 (79%). In contrast, those aged 30-39 years were the least likely to say the process made them feel better (65%). *Note: this age group are also the least likely to recommend restorative justice to others.*

While the likelihood of recommending the process shows inconsistent patterns by age group, when compared with 2016, the share of victims stating that restorative justice had a positive impact on how they felt increased across almost all age groups, including a statistically significant increase among those in the 20-29 age bracket (up from 57% in 2016, to 73%). In contrast, the only decline in positive impact ratings was for those in the 30-39 age bracket* (down from 72%, to 65%), taking them from one of the higher rating age brackets in 2016 to the lowest in 2018.

**Note: In 2018 there was a larger share of victims who identify as being of ‘other’ ethnicities in the 30-39 year old age bracket, compared with the other age bands. Respondents of ‘other’ ethnicities are less likely to say they the process had a positive impact on how they felt.*

Figure 3.20: Impact on Victims from Taking Part in Restorative Justice – By Age



Note: Due to rounding the sum of the individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. <19 2016 n=15, 2018 n=12; 20-29 2016 n=60, 2018 n=93; 30-39 2016 n=64, 2018 n=60; 40-49 2016 n=64, 2018 n=67; 50-59 2016 n=52, 2018 n=65; 60+ 2016 n=33, 2018 n=64.

A green arrow indicates a statistically significant increase in ratings compared with the previous measure.

4. Information provision, conference preparation and reasons for taking part

This section reports on the experiences of respondents prior to the conference with the offender. This includes any contact they had over the phone, or in person, with the provider in which they would have been told about the restorative justice process and asked if they wanted to meet with the offender.

4.1 Types of meeting(s) with providers

Four out of five respondents (81%) said they had at least one face-to-face meeting with their provider where the restorative justice was explained to them and they could ask questions. This includes 70% of respondents who mentioned they had both a face-to-face meeting(s) and a phone call(s) and 11% who only had face-to-face meetings. The remaining one in five respondents (19%) said they only had contact with the provider via telephone prior to the conference.

The split of face-to-face meetings and/or telephone conversations held prior to the conference were similar by type of case and ethnicity (with no significant differences). All victims in sexual offending cases surveyed (n=6) had at least one face-to-face meeting and most also had telephone conversations (n=5).

4.2 Choice to attend meeting made clear

Almost all respondents (99%) said they were clearly told they had a choice about whether they took part in the conference with the offender. This is slightly higher than the 97% who said the choice was made clear to them in 2016.

Of the n=155 victims in family violence cases, n=3 respondents said the choice to participate in the restorative justice process was not made clear to them. *Note: These were the only victims in the survey to mention that the choice was not made clear.*

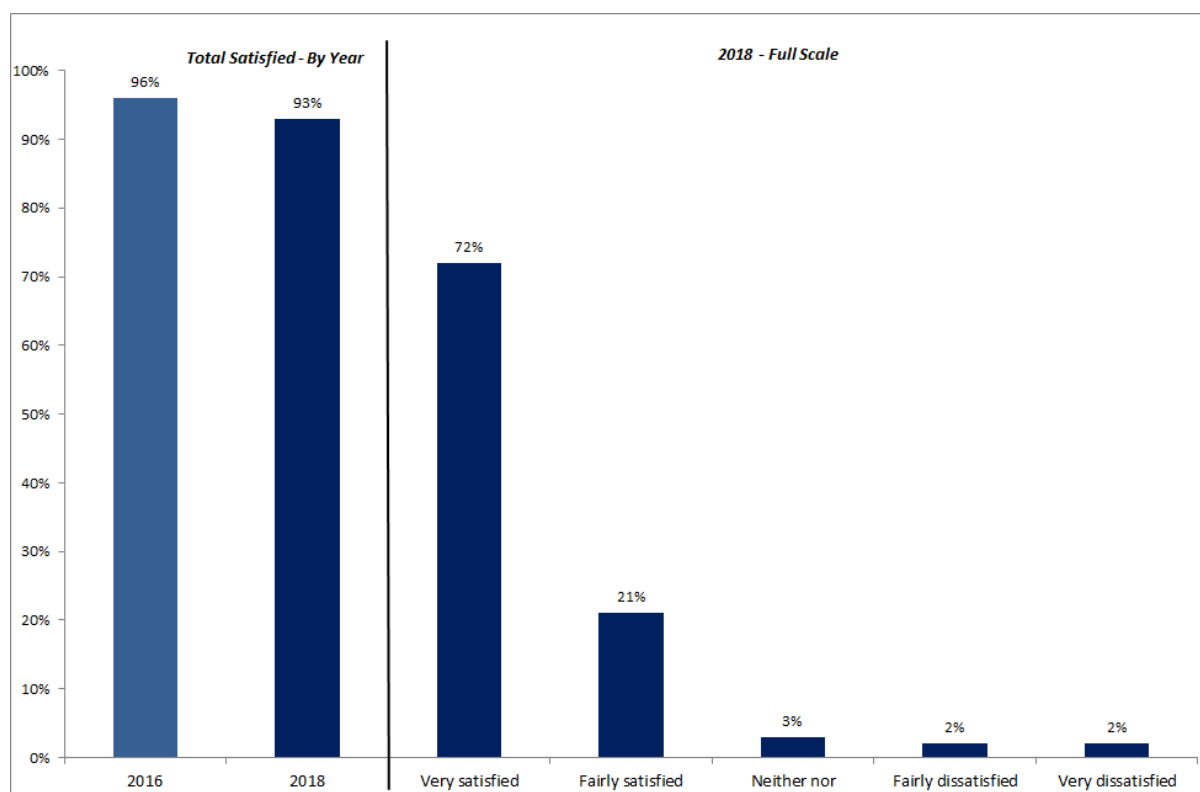
4.3 Satisfaction with information provided about restorative justice

Overall, most respondents (93%) were at least fairly satisfied with the provision of information prior to attending the restorative justice conference, including 72% who said they were *very satisfied*.

Total satisfaction has dropped slightly when compared with 2016 (down from 96%, to 93%), however, the share who were *very satisfied* with the information provided increased from 65% in 2016, to 72%.

Satisfaction with the information provided is high across the different case types (including 100% satisfaction among victims of sexual offending (n=6), 94% among victims of family violence and 93% among victims in standard cases); there are no notable differences by ethnicity, gender or age.

Figure 4.1: Victim Satisfaction with Information about Restorative Justice



Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. 2018 n=364, 2016 n=286.

Reasons for dissatisfaction with information provided

Only 4% (n=14) of respondents were dissatisfied with the information provided before they attended the restorative justice conference. This is up slightly from 2% in 2016.

When asked why, n=5 respondents said the information they were given was inconsistent with what actually happened at the meeting. Specific examples include:

- the meeting not being recorded on camera when they were told it would be
- not feeling they were given support that was promised
- confidentiality being broken, and
- the meeting helping the offender, not the victim (when they were told the meeting was for their benefit).

Four respondents felt they weren't really informed of their choice not to take part, either being told they would be at a disadvantage if they didn't attend, that they had to attend, or just being told 'you are having a meeting'.

Other reasons included that respondents were given no (n=3), or not enough (n=2) information, the facilitator wasn't neutral (n=1), they didn't understand the information (n=1), and it wasn't clearly explained that the meeting would affect the offender's sentence (n=1).

4.4 Reasons for deciding to take part in restorative justice

Respondents were also asked (unprompted) why they had decided to take part in the restorative justice conference with the offender. *Note: in the 2016 survey, respondents were asked to rate the importance of 11 different statements. Therefore a comparison with 2016 is not applicable.*

Table 4.1 shows the most frequently mentioned reasons for deciding to meet with the offender (includes reasons mentioned by 7%/n=25 or more victims).

Table 4.1: Reasons for Deciding to Take part in Restorative Justice

Reason	2018
Hope that the meeting would bring closure	36%
Wanting to receive an explanation from the offender	29%
Wanting to let the offender know the impact the offence had on them	28%
Wanting to help the offender (make them change/learn, reduce their sentence)	21%
For the benefit of my children/to help the relationship	18%
To receive an apology from the offender/for the offender to show remorse	16%
Wanted to see or meet the offender	15%
Wanted to express my feelings/speak directly to the offender	11%
I was informed it would be a safe, comfortable, supportive setting	9%
Wanted the offender to pay reparation to me/my family	7%
Wanted to have my questions about the offence answered	7%

Base: n= 357 (all respondents excluding those who did not answer the question). Table lists respondents given by 7% or more of respondents. Multiple responses permitted therefore percentages may total more than 100%.

Analysis by case type shows that victims in family violence cases were significantly more likely to hope that the meeting would bring closure (48%, compared with 27% of victims in all other cases), to say that they were doing it for the benefit of their children and/or the relationship (36%, compared with 4%), and that they liked the idea of a safe, comfortable and supportive setting (16%, compared with 3%).

In contrast, those attending standard case conferences were more likely to say they decided to take part because they wanted:

- an explanation (34%, compared with 23% of all other victims)
- to let the offender know the impact the offence had on them (33%, compared with 21%)
- to help the offender (25%, compared with 16%)
- to see/meet the offender (21%, compared with 8%), and/or
- the offender to pay reparation (12%, compared with 1%).

The only statistically significant difference between Māori and non-Māori was that Māori victims were significantly more likely to decide to take part in restorative justice because they hoped meeting with the offender would bring them closure (48%, compared with 33% of victims of other ethnicities).

A selection of verbatim comments is included below to demonstrate the reasons respondents decided to meet with the offender:

'He destroyed some property of ours and I needed to have a chat with him. I just wanted to see him in person. He needed to pay the excess on our insurance.'

'Probably in the interests of helping him mostly. I didn't really expect, nor did I get, compensation or any payment at all to reimburse me for the expense I incurred. Restorative justice was a good idea for the offenders as it gives an opportunity to face up the impact on the victims of their deeds. It was a combination of doing myself some good and the offenders some good as well ... that is in fact the whole essence of the restorative justice after all.'

'I didn't want him (offender) to go to prison. I wanted to have a more constructive outcome, rather than a punishment for him.'

'To make sure that he (offender) doesn't make the same mistake again otherwise he will end up losing his son. I wanted both of us to cooperate around the co-parenting of our son. My son got to rebuild the trust in his Dad once again. Also just for his sake, so that he (offender) changes for the better too.'

'Being one of two victims, the decision was to actually see the offender and find out the reason for the incident, if there was one. And to find out if the offender was sorry in any way.'

'He was my partner so I thought it would be more comfortable sitting there and talking with him with a third party. Just allowing me to sit there and express how it affected me really.'

'Well, it was our son. We wanted to have our relationship back as normal. He attacked me and I wanted him to levy the seriousness of the assault. We wanted to have our relationship with my wife and him restored.'

'I just wanted to know why the offender did what they did to me. It was more like closure I guess.'

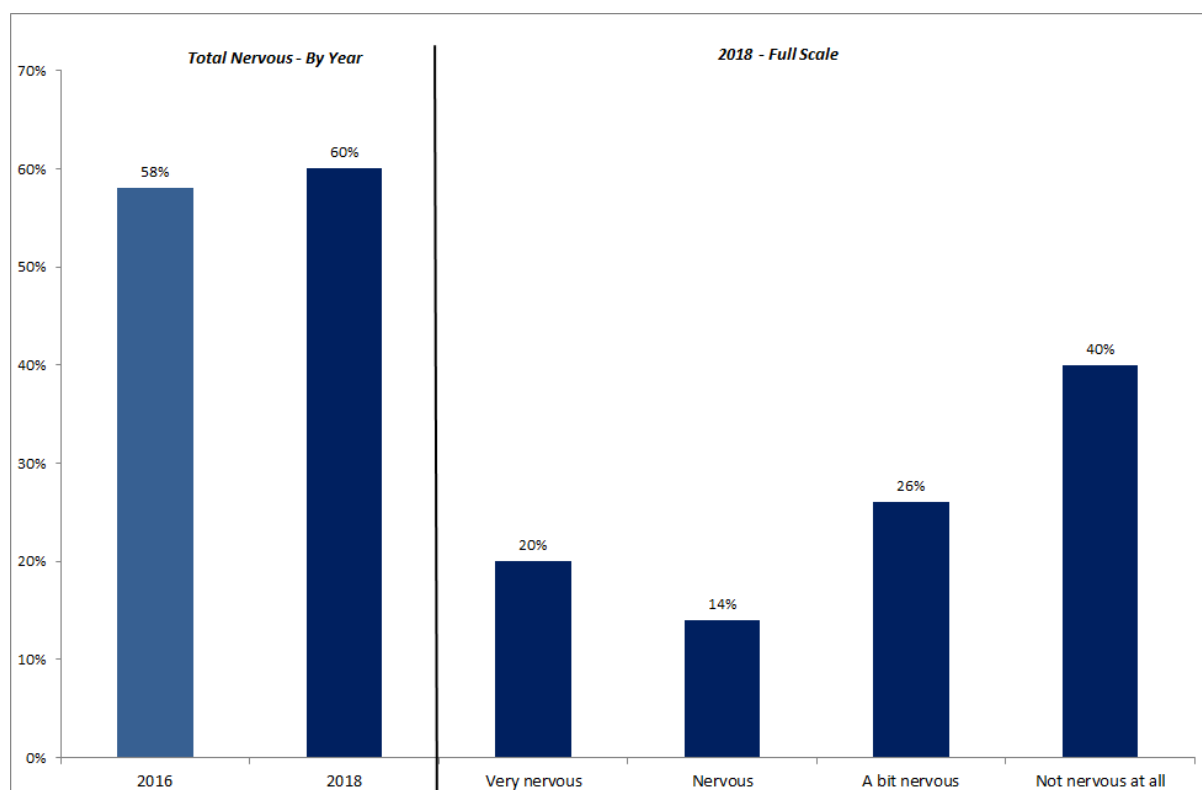
4.5 How nervous victims felt before the conference

Three in five (60%) participants reported some degree of nervousness prior to their conference with the offender, including 20% saying they were *very nervous*. However, 40% said they didn't feel nervous at all. These results are similar to 2016.

Participants in family violence conferences were significantly more likely to feel some degree of nervousness (72%, compared with 50% of participants in all other cases) and were notably more likely to feel *very nervous* (29%, compared with 14% of all other participants). Females involved in family violence (76%) cases were significantly more likely to feel nervous than males (41%).

Females across all case types were also significantly more likely to feel at least a bit nervous (73%, compared with 37% of males) and very nervous (26%, compared with 9% of males). In contrast, males (64%, compared with 27% of females), Asian participants (60%, compared with 38% of participants of all other ethnicities) and those aged 60 years or older (53%, compared with 38% of younger participants), were significantly more likely to say they did not feel nervous at all.

Figure 4.2: How Victims Felt Before the Restorative Justice Conference



Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. 2018 n=362, 2016 n=289.

5. The conference

This section reports on the experiences of the n=358 respondents who attended a restorative justice conference (face-to-face or via a video link) with the offender.

Note: there were n=7 respondents (n=3 family violence cases and n=4 standard cases) who mentioned that they did not attend the meeting (reasons for this included that they sent someone else on their behalf, the offender did not turn up, or the meeting did not go ahead for some other reason).

5.1 Statements about the conference

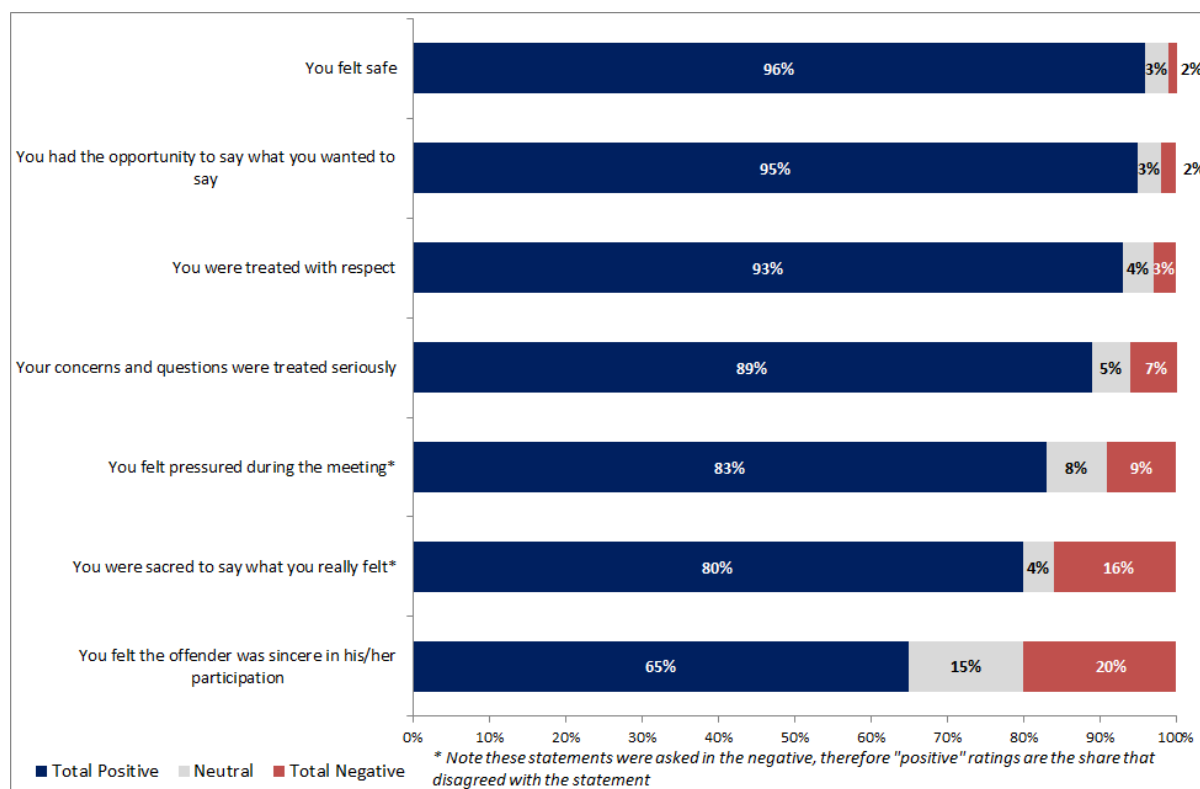
Conference attendees were asked whether they agreed or disagreed with seven statements about how the conference was run and how they felt during the meeting with the offender.

Note: two of the statements were negatively phrased ('you were scared to say what you really felt' and 'you felt pressured during the meeting') therefore, in the analysis below, their shares of 'positive ratings' are those that disagreed to some extent with the statement.

Attendees were positive about most aspects of the conference with feelings of safety (96% agreeing they felt safe), being given the opportunity to say what they wanted (95% agreeing), and being treated with respect (93%) receiving the highest shares of positive ratings.

At least four out of five attendees were happy with most other aspects of the meeting (either agreeing with positively phrased statements or disagreeing with negative ones). The only exception was that two-thirds of attendees (65%) agreed that they felt the offender was sincere in their participation, with one in five (20%) disagreeing with this statement. Notably, around one in six attendees (16%) agreed that they were scared to say what they really felt during the meeting.

Figure 5.1: Statements about the Conference – Positive Ratings for 2018



Note: Due to rounding the sum of the individual results may not total 100%.

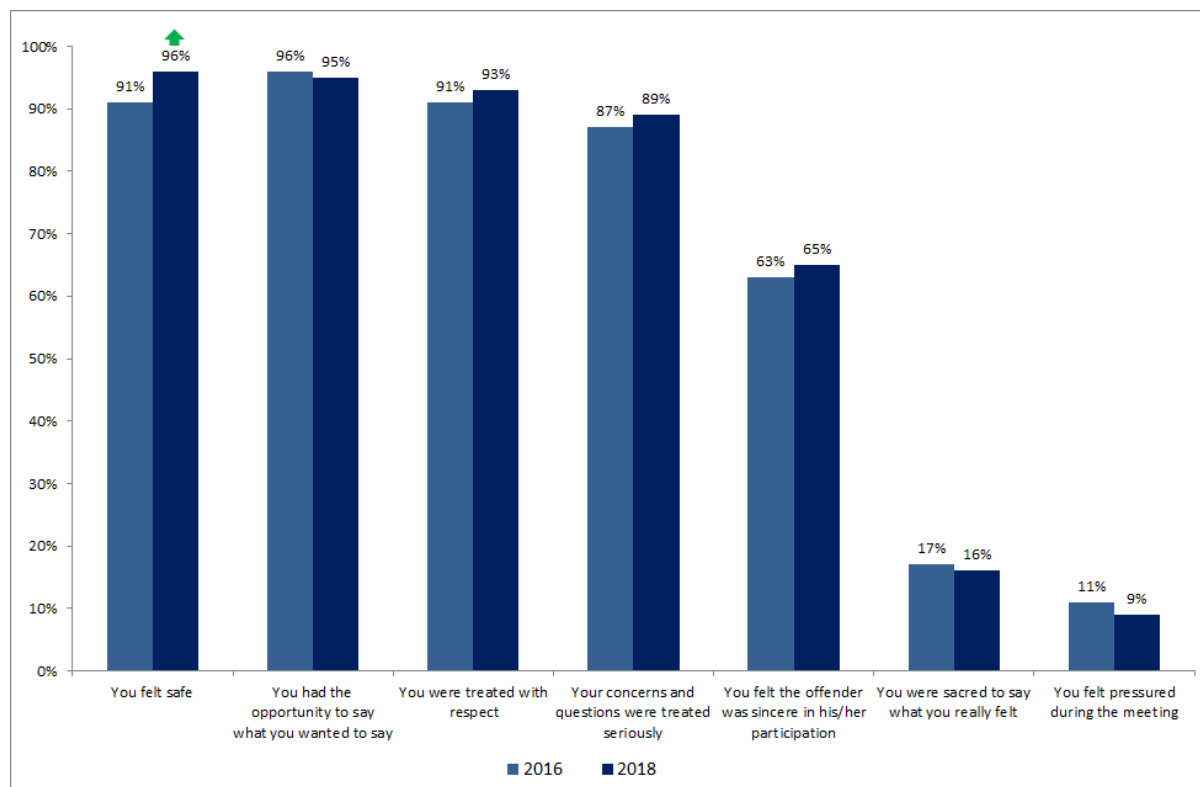
Base: n=358. All respondents excluding those who did not answer the question.

Agreement levels with most statements are similar across the three case types. However, attendees of family violence conferences were statistically significantly more likely to agree that they were scared to say what they really felt (23% of those in family violence conferences agreeing with this statement, compared with 12% of attendees in all other cases). Also of note is that only two of the six victims in sexual offending cases interviewed felt the offender was sincere in their participation, compared with two-thirds of respondents in family violence (68%) and standard (65%) cases. Note: this finding should be treated with caution as it isn't statistically significant and only a small group is involved in this analysis.

Levels of agreement are also similar by age, gender and ethnicity with only a few statistically significant differences. Asian attendees were significantly more likely to say that they felt pressured during the meeting (19% agreeing with this statement, compared with 8% of attendees in all other ethnic groups; 67% disagreeing, compared with 85%). Older respondents (those 60 years and older) were significantly more likely to agree that they felt the offender was sincere in their participation (77%, compared with 63% of attendees under 60 years of age); they were also more likely to feel unsafe (5% disagreeing that they felt safe during the meeting, compared with 1% of all other respondents).

The share of respondents agreeing that they felt safe during the conference has increased statistically significantly since 2016 – up from 91% of attendees agreeing, to 96%. Most other measures have shown a slight positive improvement since 2016 (a slight increase in agreement ratings for the positively framed statements, or a slight decline for the two negatively framed statements). The only exception is a slight decline for attendees having the opportunity to say what they wanted to say (down 1 percentage point from 96%, to 95%).

Figure 5.2: Share Agreeing with Statements about the Conference – 2016 versus 2018



Note: Due to rounding the sum of the individual results may not total 100%.

Base: 2018 n=358; 2016 n=289. All respondents excluding those who did not answer the question.

A green arrow indicates a statistically significant increase in ratings compared with the previous measure.

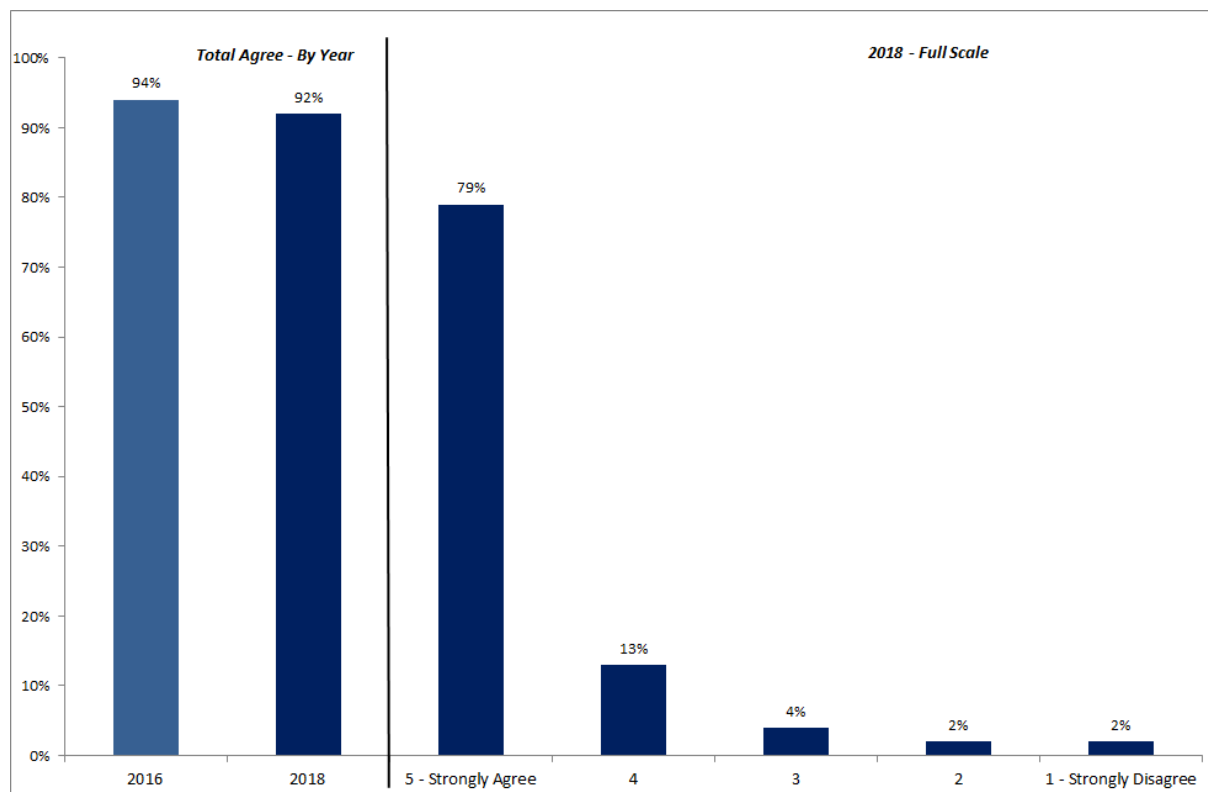
5.2 The facilitator’s management of the meeting overall

Most attendees were happy with how the facilitator(s) managed the meeting overall (92%); 79% *strongly agreed* with the statement. Only 4% disagreed with the statement to some extent.

The share of respondents happy with how the meeting was managed has decreased slightly since 2016 (down from 94%, to 92%), however this result isn’t statistically significant.

There are no statistically significant differences in ratings of the facilitation by case type, age, gender or ethnicity.

Figure 5.3: The Facilitators Management of the Meeting Overall



Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. 2018 n=358, 2016 n=289.

6. Benefits and longer-term impacts

This section reports on the benefits and longer-term impacts the process has had on victims.

As well as asking respondents if taking part in the restorative justice meeting had a positive impact on them personally (with 73% stating that after the meeting they felt *a lot better/slightly better*, as reported in Section 3.4), victims were also asked:

- how the process had influenced their view on the criminal justice system as a whole
- if having a meeting with the offender was a good way to deal with the offence that was committed against them, and
- how taking part in the restorative justice meeting had benefited them.

6.1 Impact on views of the criminal justice system

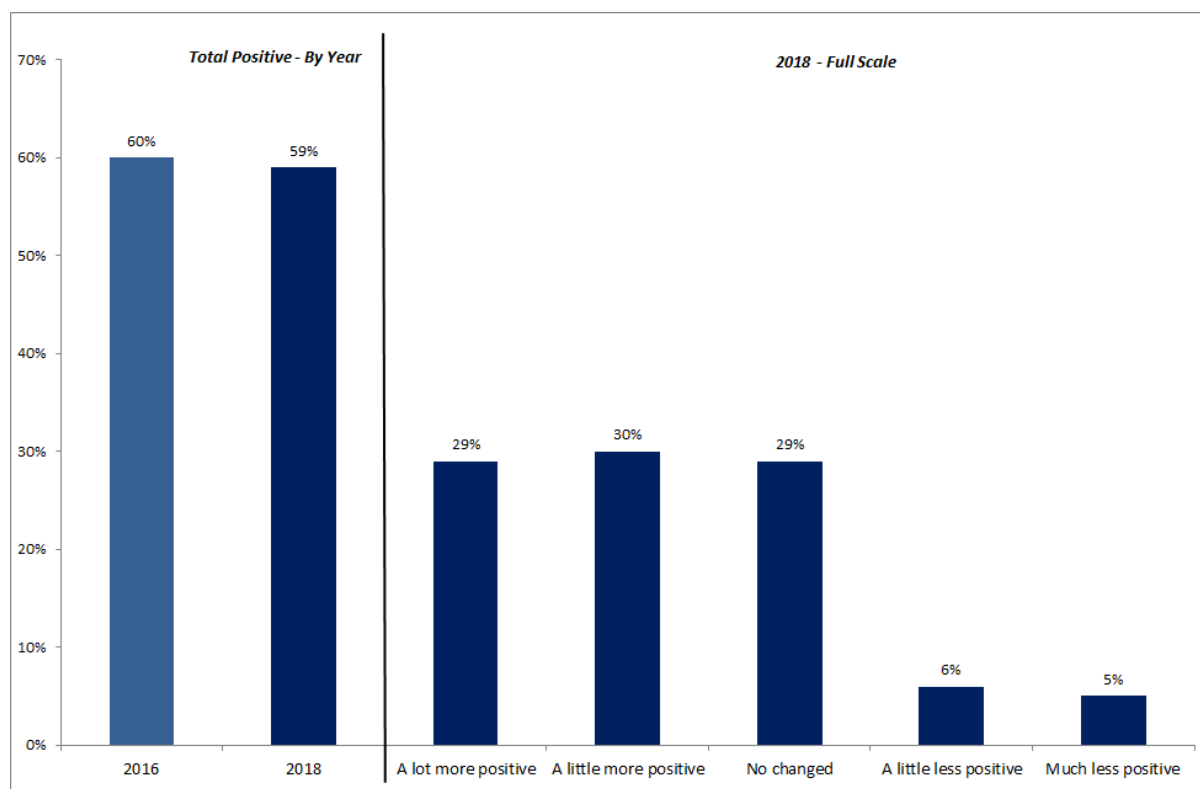
Around three in five victims (59%) said their views of the criminal justice system as a whole had become more positive following their participation in the restorative justice process, including 29% saying that their views were *a lot more positive*. Only 11% said being involved in the process influenced their views in a negative way, while 29% said it had no impact.

These results are similar to the 2016 findings (60% mentioning their views had become more positive in 2016, compared with 59% in 2018).

Victims in family violence cases were significantly more likely to say that taking part in the restorative justice process has had a positive impact on their views of the criminal justice system, with 67% saying it had a positive impact, including 36% saying they now feel *a lot more positive*. In contrast, victims in standard cases were significantly less likely to feel more positive (52% feeling *a lot/a little more positive*). Four of the six victims in sexual offending cases interviewed also reported feeling more positive.

Analysis of results by ethnicity didn't show any significant differences, however females (63%) were significantly more likely than males (51%) to say the process had a positive impact on their views, while those aged between 50 and 59 years were significantly more likely to say it had a negative impact (20%, compared with 10% of victims in all other age brackets).

Figure 6.1: Impact on Views of the Criminal Justice System



Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. 2018 n=360, 2016 n=289.

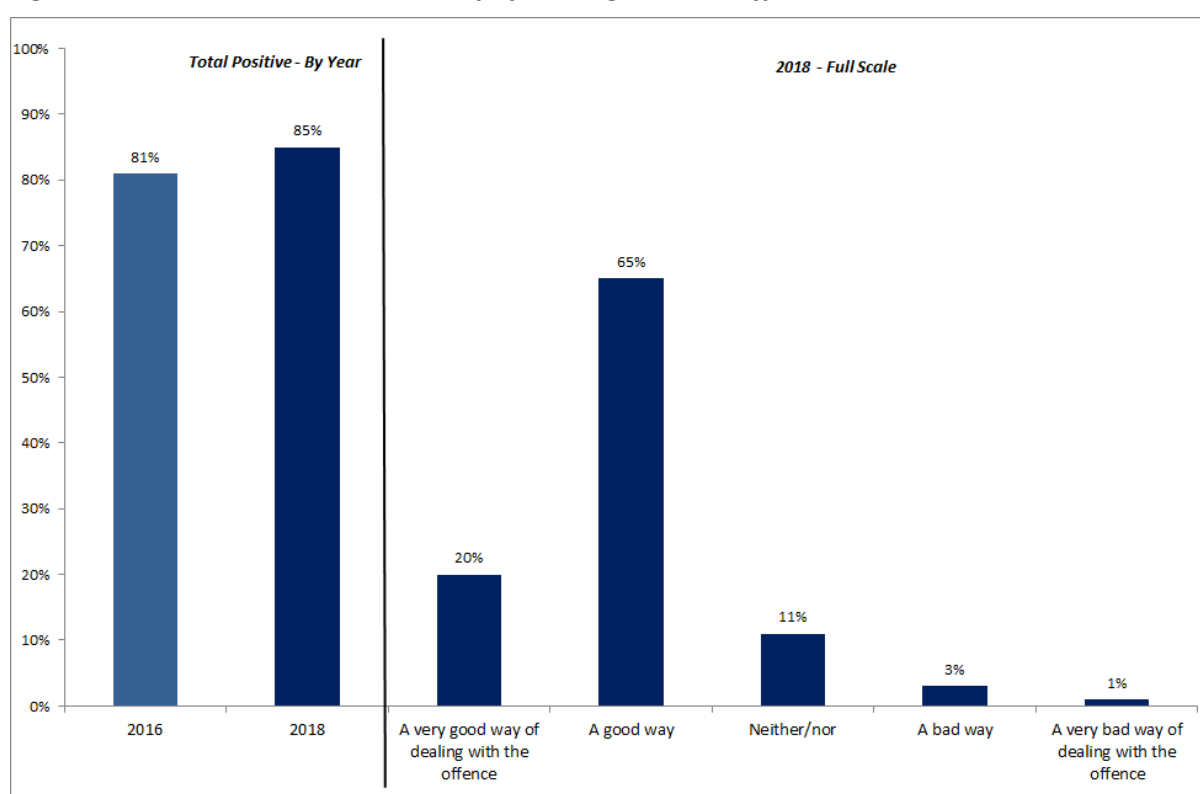
6.2 Restorative Justice as a way of dealing with the offence

Most victims thought the restorative justice conference was a good way to deal with the offence that had been committed against them (85% saying it was a *good*, or *very good way* of dealing with the offence). Only 4% felt it was a bad way of dealing with the offence.

The share who thought that restorative justice was an appropriate way of dealing with the offence that was committed against them has increased slightly from 2016 – up from 81% to 85% in 2018.

There were no significant differences in views by case type, ethnicity, gender or age.

Figure 6.2: Restorative Justice as a Way of Dealing with the Offence



Note: Due to rounding some totals may not correspond with the sum of the separate figures and individual results may not total 100%.

Base: All respondents excluding those who did not answer the question. 2018 n=356, 2016 n=289.

6.3 How the restorative justice meeting benefited victims

Respondents were also asked how taking part in the restorative justice process had benefited them, if at all. Most victims (79%) were able to name at least one way that restorative justice had benefited them, while one in five (21%) said the process had not benefited them at all.

The three key ways that the restorative justice process was beneficial, offered by victims are:

- I feel that I can move on/I got closure (29%)
- I got to have my say/the offender heard how the offence affected me (25%), and
- I got to hear the offender's point of view and understand what happened (20%).

These were also the three key benefits mentioned by victims in the 2016 survey. The only notable change was a significant increase in the share of respondents mentioning that restorative justice had helped them move on/get closure (mention up from 17% in 2016, to 29% in 2018). *Note: these are also the key reasons provided by victims as to why they decided to take part in the restorative justice process.*

Other commonly mentioned benefits (mentioned by 5% or more of victims) included:

- I was given financial compensation (8%)
- The offender apologised (6%)
- Can now communicate better with the offender (they are a partner/friend/neighbour) (6%)
- It built up my confidence/it was empowering (5%)
- Now aware of the help available (facilitators and other support people) (5%), and
- Being able to see the offender face-to-face (5%).

Victims in family violence cases were significantly more likely than victims in other types of cases to mention that restorative justice had helped them:

- communicate better with the offender (11%, compared with 3% victims in all other types of cases)
- be aware of the help and support available (9%, compared with 2%)
- have a better relationship with family or friends (8%, compared with <1%), and/or
- build their confidence or empower them (8%, compared with 3%).

In contrast, victims in standard cases were significantly more likely than victims in other types of cases to mention that restorative justice had helped them:

- hear the offender's point of view and understand what happened (26%, compared with 13% of victims in all other types of cases)

- get financial compensation (14%, compared with 1%)
- see the offender face-to-face (8%, compared with 2%), and/or
- do something positive for the community / help the offender (6%, compared with 2%).

Māori victims were significantly more likely to say they were now aware of help and support that was available (12%, compared with 3% of non-Māori victims) and they felt healed emotionally (6%, compared with 1%).

A selection of verbatim comments is included below to demonstrate how restorative justice benefited victims:

'I am at peace with the situation and what has happened.'

'Beforehand I was very angry and that level of anger has reduced. It was good and positive step to meet the offender - I got the sense that he (offender) was truly sorry.'

'It reassured me that he (offender) was okay. I welcomed his apology. We had a better understanding of the event. I understood that it was totally accidental and I hope he understood that we didn't hold any ill feeling.'

'It made me feel more relaxed after meeting the offender. It also gave me a fair idea actually what happened.'

'It saved our marriage - sort of made it easier for us to talk about our issues instead of arguing. They actually gave us a couple of skills to communicate better.'

'If I didn't attend the meeting, I would have thought it was my all my fault. I found out how he felt and I feel more safe around him. I feel that we (the offender and I) can talk a lot more about our frustrations. We can deal with conflict in a more positive way.'

'It gave him a chance to say sorry and made him say what he felt - whereas he normally doesn't talk.'

'It made me feel a lot more confident leaving the meeting and knowing that I had confronted that person. Prior to the meeting I was anxious and now I feel like I let out what I needed to and I can move on.'

'I was actually able to put my view across - so it allowed me to express my opinion and to get a bit of anger out of my system.'

'It is as if weight has been lifted off my shoulders. I can be happy and I am able to move on with my life.'

'I was able to see who it was, he apologised and was very sincere I felt much better in myself about everything. He compensated me with the money that I lost as a result of the accident.'

7. Overall feedback and suggestions for improvement

At the conclusion of the survey, respondents were given the opportunity to provide any additional feedback or comments, including:

- any negative comments or improvements
- any positive comments
- any other comments, suggestions or feedback.

7.1 Negative aspects of victims’ experience with restorative justice and improvements

Victims were also asked to identify any negative aspects of the restorative justice process or areas that could be improved. More than half of respondents who answered this question (53%) said they were unable to think of any negatives or areas for improvement. The most frequently mentioned negative aspects or need for improvement (those mentioned by 3%/n=10 or more respondents) are listed in Table 7.1 followed by a selection of verbatim comments.

Table 7.1: Negative Aspects of Victims’ Experience with Restorative Justice and Improvements

Comment	2018
None – nothing was poor or needed improvement	53%
Need feedback/updates on what happened to the offender after the conference	6%
Felt the offender was not sincere in their apology (only doing it to avoid court or to get a lesser sentence)	6%
Should have a follow-up meeting with the victim to see if they are okay, if they need counselling or if there have been further issues	4%
The offender didn’t do what was agreed at the conference	4%
It took too long between the offence and the first meeting with the facilitator	4%
They need to explain the process better/information provided is not comprehensive enough or hard to follow	4%
Was told that the meeting was about me (the victim) but it was more about the offender/benefits the offender more	3%

Base: n=343 (all respondents excluding those who did not answer the question). Table lists respondents given by 3% or more of respondents. Multiple responses permitted therefore percentages may total more than 100%.

A selection of verbatim comments is included below to demonstrate the types of negative experiences and suggestions respondents mentioned in their own words:

'Before the face-to-face meeting it was quite positive. During the face to face meeting it was still positive. Subsequent to that it became very negative. It was because of the promises made at the face to face meeting, none of which were actually met.'

'There needs to be much more follow up and support following restorative justice. The process should be faster. I remember thinking there was a lot of time between the first contact and the actual meeting, which caused a lot of anxiety. The sooner it happens to clear the air the better.'

'What I think is the offender is given credit for agreeing to participate in the restorative justice meeting, but then they don't need to be sincere in their approach to that.'

'The process in general didn't seem practical. For example, in my situation [the offender] had a drug problem and when I went to the meeting, I said 'I don't want money for what you did, I want you to be involved in some kind of drug programme'. But I don't think it ever happened - I never heard anything. I guess more options for practical solutions before going into the meeting would be good. What can we do as a community to help you not be a criminal anymore? Maybe having some follow-up about that will be good. The place we had the meeting was very dark and private. It was a bit scary. It would be better to have it in a bigger facility with more people around. I'm pretty sure the offender was high at the meeting, which was weird.'

'I don't think I got much benefit out of it - apart from knowing I will be comfortable if I ran into her up the street, that's the only thing that helped me. As for her, having the opportunity for her to apologise is far greater than my opportunity to face her. I couldn't understand what I was getting out of it. There was no follow-up once that meeting was finished. I heard nothing from anybody. Because I was alone pretty much, a phone call a couple of weeks down the line just to touch base would have been nice.'

'Well the whole idea was a good idea, but the guy (offender) knew the system. He told us everything that sounded really good and but we found out later that he was playing us to get his sentence reduced. If the man had been sincere and genuine it would have been awesome. He (the offender) made a lot of promises, but as soon as he got the sentence that was it and we never saw him or heard from him again. He just used the system ... and he played it.'

'At the end of the meeting the coordinator asked if I wanted a transcript of the meeting to which I said yes to, but it was never provided. The first follow-up about the meeting was the letter I received to take part in this survey. So there was no follow up at all - I haven't heard from anyone since the meeting. I don't know if legally I'm allowed to know the result of his sentencing, but that would have been interesting to know. Also, during the meeting the offender and his family said that they have taken a number of steps to prevent the offence from happening again. But I don't know whether the coordinators caught up with him to see if he's saying the truth or just that he was saying what I wanted to hear at the meeting. The whole experience was a bit underwhelming really. I went there out of goodwill, and I hoped the coordinators would have acknowledged and sort of followed up with me.'

7.2 Positive aspects of victims’ experience with restorative justice

Victims were asked to think about any positive aspects of the restorative justice process, the people involved, and any positive impacts or longer-term benefits it may have had on their day-to-day life.

Only 6% of respondents couldn’t think of any positive aspects of the process. Common responses (those mentioned by 6% or more respondents) are listed in Table 7.2 followed by a selection of verbatim comments.

Note: these positive aspects of the restorative justice experience were also commonly mentioned by respondents in the 2016 survey.

Table 7.2: Positive Aspects of Victims’ Experience with Restorative Justice

Comment	2018
Good facilitators (including: very polite, easy to talk to, made me feel comfortable, caring, supportive, respectful, professional)	45%
I was able to have my say (the offender to hear the impact on me)	21%
Meeting took place in a safe/controlled/calm environment	17%
The offender gave me an explanation and answered my questions/I could relate to the offender and get a better understanding of their side of the story	16%
Provided me with closure/I could move on	16%
The ability to meet face to face with the offender	13%
I was able to talk openly about the offence	13%
Positive outcome/it’s a positive was to deal with crime	10%
Clear process/information clearly explained/organised	8%
The process was neutral – fair to both victim and offender	6%
Seeing that the offender was genuinely sorry (apologised/showed remorse)	6%
The fact that they have restorative justice	6%
None – nothing was good	6%

Base: n= 335 (all respondents excluding those who did not answer the question). Table lists respondents given by 6% or more of respondents. Multiple responses permitted therefore percentages may total more than 100%.

A selection of verbatim comments is included below to demonstrate the types of positive experiences respondents had:

'I was quite impressed with the support for myself and the support for the offender. I was impressed with one of the two people appearing for restorative justice for putting my side of things very fair and square with the offender. I felt it gave the offender a chance to think about putting things right as much as he could. It was a fair meeting well conducted for us both.'

'We care for those people who commit offences against us, we empathise with them. If a first-time offender commits the offence, the restorative justice should kick in. It resolved an issue for me. Justice was served and I could move on.'

'It is a good stress reliever. At the thought of meeting the offender after the offence, I thought "Will I know whether he felt sorry?" Now I know he felt sorry, and that is really good.'

'I was able to speak up openly about my feelings. That there were people there to talk us through the situation and help us let our thoughts out without feeling unsafe and without judgement.'

'It was a well-planned conference. It's a very just system. It's not biased towards the victim or the offender - it was neutral. It was very humane, good focus on humanity and spirit. I think it's a very good way to bring people together with emphasis on love and belonging.'

'The people are really nice and understanding. They make you feel safe. The outcome - I got exactly what I wanted out of it and they provided that for me.'

'Everything was good. It was good meeting the offender. The facilitators were excellent. It was a warm, friendly process and it achieved good outcomes. Not just for me, it was good for the offender too. I was able to say in the meeting that if I had my way he wouldn't have any jail charge. It was good to give the judge a clear picture.'

'It was explained to me very clearly in terms of what would happen and that I didn't have to do it and I was given a lot of time to decide whether I wanted to go. I was not forced to make a decision quickly. The meeting was quite well run and managed well even though it was a stressful situation. I got to have my say.'

'The people were great, especially the man in the meeting with us. He was really, really, great. He made me feel safe and comfortable. He was a really good facilitator. It made me feel less scared of the offender, to understand and be more empathetic to them. It felt very good to have them apologise.'

Appendix 1: Sample description

The demographic characteristics of all survey respondents are set out in the table below.

Appendix Table 1: Description and Demographics of Respondents

Characteristic	Number	Percentage
Total	365	100%
Gender		
Male	129	35%
Female	236	65%
Ethnicity (Note: multiple ethnicities could be selected)		
New Zealand European	262	72%
Māori	84	23%
Asian	38	10%
Pasifika	29	8%
Other	52	14%
Age		
15 to 19 years	12	3%
20 to 24 years	40	11%
25 to 29 years	54	15%
30 to 39 years	60	16%
40 to 49 years	68	19%
50 to 59 years	65	18%
60 years or older	66	18%
Victim Status		
Victim of the offence	339	93%
Representative of victim (parent/guardian)	15	4%
Representative of victim (other family member)	6	2%
Representative of victim (non-family member)	5	1%

Appendix 2: 2018 victims survey

The final version of the 2018 Restorative Justice Victims Satisfaction Survey can be found below.

Ministry of Justice
Restorative Justice Victim Satisfaction 'Pulse' Survey
2018 – Final Live Version

Introduction

Good afternoon/evening. My name is ... from a company called Gravitas. Could I speak with ... please?

Interviewer note: If sample is provided, you must only speak to the named person. If this person is not available, you must not reveal the nature of your call. Instead, if asked to explain: "It is just a customer satisfaction survey. I will call back another time."

Arrange call back if necessary.

Re-introduce if necessary

Can I just confirm that you are ... ***(name)***?

We are conducting a survey on behalf of the Ministry of Justice about peoples satisfaction with restorative justice. Restorative justice is where a victim is offered the opportunity to attend a meeting, or conference with the offender.

IF RESPONDENT ASKS WHAT RESTORATIVE JUSTICE IS: It is an arranged meeting between an offender and a victim or community representative, called a restorative justice conference or meeting.

This survey is about the restorative justice meeting with the offender that was organised by ***[Provider]***. Some of the questions in the survey are about that meeting and your satisfaction with what happened before and after the meeting.

If respondent states they have had no contact with the provider or did not attend the meeting with the offender code as "no contact/did not attend meeting, thank and close.

Note: If the respondent does not recognise the provider/organization say: They may have said they were from Restorative Justice.

IF RESPONDENT ASKS HOW YOU GOT THEIR NUMBER: Your number has been provided to us on a confidential basis by the Ministry of Justice.

IF RESPONDENT MENTIONS A LETTER FROM MOJ: Yes, this is the research we are calling about.

IF THEY HAVE NOT HEARD OF PROVIDER NAME ABOVE: You might know them as the ‘restorative justice facilitator’ and/or one of their colleagues

Age check: Can I just check that you are 15 years of age or older?

1. Yes – 15 yrs or older
2. No
3. Refused – Thank and close

If speaking to the named person and they are a minor (under 15 years): Can I please speak with your/ parent or guardian who went through the restorative justice process on behalf your behalf?

If phone answerer advises you that the named person is a minor (under 15 years): Can I please speak with the parent or guardian of [insert named person]? **Once speaking to the parent/guardian reintroduce.**

If respondent wishes to speak directly to someone within MoJ: You can contact XXXXX , Senior Advisor on 04 XXX XXX (during business hours) or you can email restorativejustice@justice.govt.nz

ALL

We are an independent research company and all our work is completely confidential. Your answers will be combined with those of others and there will be nothing in the results that could identify you.

ALL

Is now convenient for you to answer some questions please? **If necessary:** The survey will take approximately 15 minutes depending on your answers.

If no, arrange call back.

If refuse, thank and close.

Code for ‘Don’t know/cannot remember this at all’

Code for ‘I know what you are talking about, but I had no contact with restorative justice facilitators’

READ TO ALL RESPONDENTS:

Thank you for agreeing to help us with this research. Just to let you know during the course of this interview my supervisor may listen in to check the quality of my interviewing.

FURTHER INFORMATION FOR INTERVIEWERS:

IF ASKED ABOUT CONFIDENTIALITY ISSUES:

- Whether or not you decide to take part will have no effect on your relationship with the justice system or with the restorative justice facilitator or any of their colleagues.
- All information gathered in this study will be grouped together with the responses from other people so that no individuals can be identified in the survey report.
- After the study is complete, your personal details will be deleted from the Gravitass files so they cannot be used for any other purpose.
- If there are any questions in the survey you do not want to answer please let me know and I will move onto the next question..

IF ASKED FOR MORE SUBJECT MATTER DETAIL: We are particularly interested in giving information to the Ministry of Justice that will help improve the service that victims receive through the restorative justice facilitators and their colleagues.

IF ASKED ABOUT HOW THEIR DETAILS WERE SOURCED: You have been chosen at random from a list of victims who have been assigned to restorative justice facilitators by the Ministry of Justice.

IF INTERVIEW BRINGS UP UNRESOLVED FEELINGS AND IT IS APPROPRIATE TO REFER TO A COMMUNITY ORGANISATION YOU CAN REFER THE RESPONDENT TO:

Victims of Crime Information Line - 0800 650 654
 Victim Support - 0800 VICTIM (0800842 846)
 Citizen’s Advice Bureau - 0800 FOR CAB (0800 367 222)

Start Survey

Before we begin, are you comfortable with the term “restorative justice” and what it means or would you like me to read a brief description?

If needed read out the restorative justice description, all others move to survey outline Restorative justice is a process for resolving crime that focuses on redressing the harm experienced by victims, while also holding the offender to account for what they have done.

The process includes the option of the victim and the offender coming face-to-face at a meeting called a restorative justice conference. This conference allows the victim to express how the offending has affected them and allows all the people present to acknowledge the harm that has been caused.

Read survey outline to all respondents:

Just to be clear, I would like to advise you that I don’t know why you have been involved with the restorative justice process and you don’t have to tell me.

During the survey I will be asking questions about the different parts of the restorative justice process you may have gone through. This includes the initial information you were given, any meetings you may have had with the [provider name] and the meeting you may have had with the offender (if you decided to do this). You will also be given a chance to give feedback on anything we have not covered at the end of the survey.

H Which of the following describes you? Are you...

READ OUT. CODE ONE ONLY.

The victim of the offence	1
The parent/guardian of the victim	2a
A family member (other than the parent/guardian of the victim)	2b
Someone else/none of these	3
[DON'T READ] Don't know / cannot remember	4
[DON'T READ] Don't want to answer this question	5

If no above (codes 2a/2b/3) ask

Hb Were you representing the victim throughout the process or were you a support person?

If needed (i.e. if victim representative): Did you go to the meetings and make decisions on behalf of the victim?

I was representing the victim	1
I was just a support person/something else	2
Don't know / cannot remember	3
Don't want to answer this question	4

Information provision & Preparing for the conference

Thinking about the contact you had **before** the restorative justice meeting with the offender.

This includes any telephone conversations or face to face meetings you had with [**insert Provider name**] where they would have told you about the restorative justice process and when you would have been asked if you wanted to meet with the offender.

IF THEY HAVE NOT HEARD OF PROVIDER NAME: You might know them as the 'restorative justice facilitator' and/or one of their colleagues. They would have been the person running the meeting you went to.

If respondent uses the provider representative/facilitator's name, then okay to refer to them by this name.

Cx Firstly, did you have a face to face meeting with [**insert Provider name**] before the meeting with the offender?

Code response

And did you have any telephone conversations with [**insert Provider name**] before the meeting with the offender?

Read out. Single response

Phone call(s) only	2
Face to face meeting(s) only	3
None of these	4
Don't know / cannot remember	5
Don't want to answer this question	6

If no/Don't know/don't want to answer question (codes 5-6) thank and close – mark as ineligible

C5a Was it made clear to you that you had a choice around whether you took part in the meeting with the offender or not?

DO NOT READ OUT. Single response

Yes	1
No	2
Don't know / cannot remember	3
Don't want to answer this question	4

NEW/A Thinking about the information you were given and what you were told about restorative justice, the process involved and what would happen during the meeting with the offender.....

Overall, how satisfied or dissatisfied were you with how well this information prepared you for the restorative justice meeting? Were you ...

READ OUT. Single response

Very satisfied	5
Fairly satisfied	4
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	2
Very dissatisfied	1
DO NOT READ OUT: Don't know / cannot remember	6
DO NOT READ OUT: Don't want to answer this question	7

If fairly dissatisfied or very dissatisfied at A (codes 4 or 5) ask:

NEW/B Why were you dissatisfied with the information provided to prepare you for the meeting?

Probe: Why else were you dissatisfied with the information, what other information would have been useful?

DO NOT READ OUT.

Specify what verbatim	1
Don't know	2
Do not want to answer	2

Reasons for taking part

D1 Please think back to when you **made the decision to meet with the offender**.

What were your main reasons for deciding to attend the meeting with the offender?

Probe: Why else did you decide to meet the offender, what was important to you when you decided to meet the offender?

If necessary: Please answer based on what was important to you at the time you decided to meet the offender (regardless of if you thought it would happen, or if it actually did happen).

DO NOT READ OUT.

<i>Specify what verbatim</i>	1
Don't know	2
Do not want to answer	3

C12 Thinking about how you felt before the meeting with the offender, would you say you felt.....

If needed: After you made the decision to meet with the offender, but before the meeting took place.

READ OUT. Single response

Very nervous	1
Nervous	2
A bit nervous	3
Not at all nervous	4
DO NOT READ OUT: Don't know / cannot remember	5
DO NOT READ OUT: Don't want to answer this question	6

At the conference

These next questions are about the actual meeting you attended with the offender.

D Did you actually end up having a face to face (or a video link) meeting with the offender?

DO NOT READ OUT. Single response

Interviewer note: if they only had a telephone call they should be recorded as “no”

Yes	1
No (including the offender did not turn up)	2
Don't know / cannot remember	3
Don't want to answer this question	4

If no/Don't know/don't want to answer question (codes 2-4) skip to QF1

D5 I'd like you to tell me how much you agree or disagree with each of the following statements regarding the meeting with the offender. Please use a scale of 1 to 5 where 1 is strongly disagree and 5 is strongly agree.

IF ASKED LISTENED TO/TREATED WITH RESPECT ETC. BY WHO?: by all of those present at the meeting

Rotate order. REPEAT SCALE AS REQUIRED.

If necessary part way through the list if you feel the respondent is getting tired: Thank you for your responses to the statements so far, I just have a few more to read out. The next one is.....

		(1) Strongly disagree	2	3	4	5 (strongly agree)	DO NOT READ OUT: Don't know	DO NOT READ OUT: Don't want to answer this
1	You felt safe	1	2	3	4	5	6	7
5	You had the opportunity to say what you wanted to say	1	2	3	4	5	6	7
6	You were scared to say what you really felt	1	2	3	4	5	6	7
8	Your concerns and questions were treated seriously	1	2	3	4	5	6	7
9	You were treated with respect	1	2	3	4	5	6	7
10	You felt the offender was sincere in his/her participation	1	2	3	4	5	6	7
11	You felt pressured during the meeting	1	2	3	4	5	6	7

Conference facilitator

E5 Thinking about the 'facilitator' (or facilitators) who ran the meeting and still using the same scale. How strongly do you agree, or disagree that....

If needed: the 'facilitator' will have been the person from [provider]. They would have also been the person who was running the first meeting you went to.

REPEAT SCALE AS REQUIRED. Single response

		Strongly disagree (1)	2	3	4	5 (strongly agree)	DO NOT READ OUT: Don't know	DO NOT READ OUT: Don't want to answer this question
5	Overall, you were happy with how they managed the meeting	1	2	3	4	5	6	7

Conference overall

Thinking about the meeting with the offender overall.....

E17 How satisfied or dissatisfied were you with the meeting itself? Were you..

READ OUT ENTIRE LIST BEFORE ACCEPTING AN ANSWER

Very satisfied	5
Fairly satisfied	4
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	2
Very dissatisfied	1
DO NOT READ OUT: Don't know / cannot remember	6
DO NOT READ OUT: Don't want to answer this question	7

Benefits/ longer term impacts

Thinking now about longer term impacts.....

F1 As a result of taking part in the restorative justice meeting do you feel...

READ OUT. Single response

A lot better	5
Slightly better	4
No different	3
Slightly worse	2
A lot worse	1
DO NOT READ OUT: Don't know / cannot remember	6
DO NOT READ OUT: Don't want to answer this question	7

F1b As a result of participating in the restorative justice meeting, would you say your view of the criminal justice system as a whole become...

If necessary: We mean the criminal justice system overall – so how crimes and offenders are dealt with in general, not just restorative justice. **READ OUT. Single response**

A lot more positive	5
A little more positive	4
Not changed	3
A little less positive	2
Much less positive	1
DO NOT READ OUT: Don't know / cannot remember	6
DO NOT READ OUT: Don't want to answer this question	7

F1c Do you think that having a meeting with the offender is.....

READ OUT. Single response

A very good way to deal with the offence that was committed against you	5
A good way (to deal with the offence)	4
Neither a good way or a bad way	3
A bad way (to deal with the offence)	2
A very bad way to deal with the offence that was committed against you	1
DO NOT READ OUT: Don't know / cannot remember	6
DO NOT READ OUT: Don't want to answer this question	7

F1d How has taking part in the restorative justice meeting benefited you?

If needed: How did you feel after the meeting **Probe:** How else has the restorative justice meeting benefited you? **DON'T READ OUT. Multiple response**

Not benefited me at all	1
I feel that I can move on/got closure	2
Less angry	3
Less scared	4
Healed emotionally	5
Motivated me to seek help/advice/get counselling	6
More likely to report an incident	7
Better relationship with family/friends	8
Other (<i>Specify</i>)	9
Don't know / cannot remember	10
Don't want to answer this question	11

Satisfaction overall

F7 How likely or unlikely are you to recommend restorative justice to others in a similar situation? Would you be...

READ OUT. Single response

Very likely	5
Fairly-likely	4
Neither likely nor unlikely	3
Fairly unlikely	2
Very unlikely	1
DO NOT READ OUT: Don't know / cannot remember	6
DO NOT READ OUT: Don't want to answer this question	7

F9 Now, thinking about the whole restorative justice process, before, during and after the meeting, overall how satisfied or dissatisfied are you? Are you..

IF NECESSARY (if you feeling the respondent is getting tired): please bear with me, this is the last question on the process, and is about your overall view of the process, before during and after the meeting with the offender.

READ OUT. Single response

Very satisfied	5
Fairly satisfied	4
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	2
Very dissatisfied	1
DO NOT READ OUT: Don't know / cannot remember	6
DO NOT READ OUT: Don't want to answer this question	7

Respondent Feedback/comments

I would now like to give you a chance to provide feedback on anything we have discussed already or anything we have not covered.

IF Needed: I'll start by asking you for any negative comments or improvements, followed by positive comments and then comments or feedback you have about restorative justice that has not been covered in the survey.

Thinking about the process itself, the people involved, and/or how taking part in restorative justice has had an impact on your life in general.

F10b What was not so good, or what do you think could be improved based on your experience of restorative justice?

Probe: What else was could be improved?

DON'T READ OUT. Single response

Record verbatim	1
None – nothing was poor or needed to be improved	2
Don't know / cannot remember	3
Don't want to answer this question	4

F10 What were the good things that you experienced from taking part in restorative justice?

Probe - What else was good about your experience?

If necessary: This can include things that were good in terms of the process itself, the people involved and/or how taking part in restorative justice has had a positive impact on your life in general.

DON'T READ OUT. Single response

Record verbatim	1
None – nothing was good	2
Don't know / cannot remember	3
Don't want to answer this question	4

F10c What other comments, suggestions or feedback do you have from your experience of restorative justice that has not been covered in the survey?

DON'T READ OUT. Single response

Record verbatim	1
None – no other comments or feedback	2
Don't know / cannot remember	3
Don't want to answer this question	4

Demographics

Finally, to ensure we have a good mix of people in the survey I just have a couple of questions about you. Your answers will not be used to identify you in the results.

H1 Which ethnic groups do you identify with?

Don't READ OUT. Multiple response. Probe: What other ethnic groups do you identify with?

New Zealand European	1
Maori	2
Samoan	3
Cook Island Maori	4
Tongan	5
Niuean	6
Chinese	7
Indian	8
Another ethnic group (specify)	9
DO NOT READ OUT: Don't know	10
DO NOT READ OUT: Don't want to answer this question	11

H2 **INTERVIEWER RECORD GENDER, ASK ONLY IF NECESSARY. DO NOT READ OUT.**

If needed: Are you

If asked: To ensure accuracy we have been instructed to ask all survey respondents their gender.

Male	1
Female	2
Another gender identity (specify)	3
Don't want to answer this question	4

H3b Which of the following age groups do you belong to?

READ OUT AND CODE FIRST THAT APPLIES

15 to 19 years	1
20 to 24 years	2
25 to 29 years	3
30 to 39 years	4
40 to 49 years	5
50 to 59 years	6
60 years or over	7
DO NOT READ OUT: Don't want to answer this question	8

Future Research

NEWQ The Ministry of Justice may be undertaking some further research about the restorative justice process. Would you be interested in being contacted for further research?

If needed: If it goes ahead you will be contacted and told more about the research. You can then decide whether or not you wish to take part.

Don't read out. Single response.

Yes, I'm interested	1
No thanks	2
Not sure/Maybe/Don't know	3

Thank and Close

Thank you for your time those are all the questions I have for you today. In case you missed it my name is If you have any queries regarding this survey, you can call our toll free number, 0508 RESEARCH.

IF NEEDED: The results from this survey, will be available on the Ministry of Justice website later in the year (www.justice.govt.nz) or you can contact the Ministry on 0800 434 637 to find out more.

If respondent wishes to speak directly to someone within MoJ: You can contact , XXXX XXXXX, Senior Advisor 04 XXXXXX (during business hours)

H5 **INTERVIEWER PLEASE RECORD ANYTHING YOU THINK MIGHT BE INTERESTING FOR THE MINISTRY TO KNOW ABOUT HERE, FOR EXAMPLE, ANYTHING THAT SEEMED OUT OF THE ORDINARY, ANYTHING CONCERNING, OR ANY FUNNY STORIES YOU WERE TOLD BY THE RESPONDENT.
PLEASE NOTE – WE WILL ENSURE THAT NO IDENTIFYING COMMENTS ARE PASSED ON TO THE MINISTRY FROM THIS INFORMATION.
RECORD VERBATIM BELOW – DOUBLE CHECK SPELLING**

CODE FOR 'NOTHING TO RECORD'