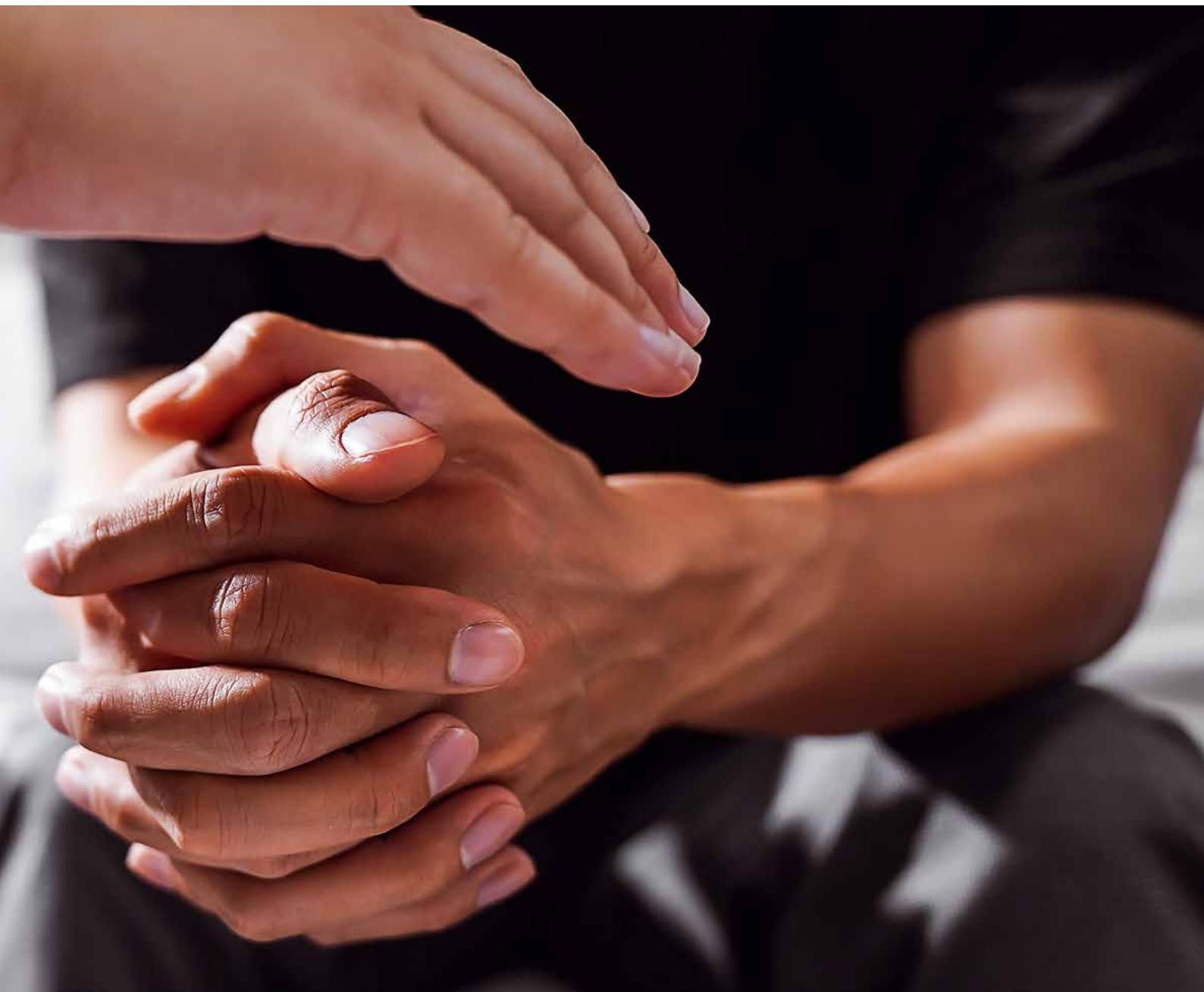


**HMPYOI ISIS RESTORATIVE  
APPROACHES SERVICE  
EVALUATION 2019 - 2023**



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# INTRODUCTION

Belong: Making Justice Happen is a registered charity that enables hope, rehabilitation and recovery for victims and perpetrators of crime. The charity works in prisons and communities, providing individualised responses to conflict and crime through mentoring, restorative justice and psychotherapy interventions.

Funded by HMPYOI Isis as part of the prison's commitment to reducing violence and increasing safety in the prison, the Restorative Approaches service at HMPYOI Isis was launched in October 2016. It was established collaboratively between Belong and HMPYOI Isis, in response to identified needs amongst the prisoner population at HMPYOI Isis for support that could help young men decrease their involvement in violent and anti-social behaviour incidents in the prison.

Levels of violence in the prison had been reportedly high, with many prisoners stating they felt unsafe whilst they served their sentences in the prison (HMIP Inspection Report, 2016). Throughout the service's delivery, much of the population at the prison have been aged between 21 and 28 years, and been from Black, Asian and Minority Ethnic (BAME) backgrounds. In December 2022, approximately three quarters of prisoners in December 2022 were from Black, Asian and Minority Ethnic backgrounds, with 45% of prisoners at HMPYOI Isis reporting having a mental health problem (HMIP Inspection Report, 2022).

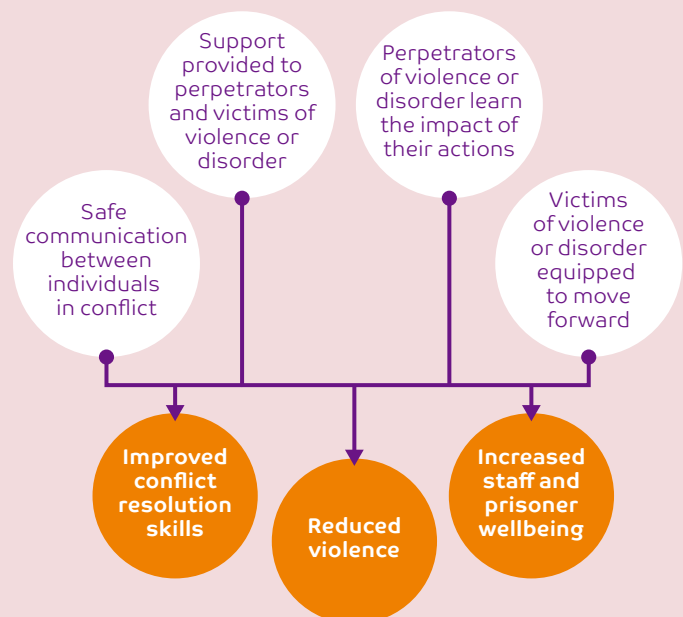
The decision to use Restorative Approaches to help address violent and anti-social behaviour by prisoners at HMPYOI Isis was based on substantial research evidencing the positive outcomes of restorative interventions in the community. Randomised controlled trials examining restorative approaches practice have revealed high victim satisfaction and a reduction in reoffending (Sherman & Strang, 2007). A large-scale evaluation of three restorative approaches schemes within the UK reported that victims' and offenders' responses to restorative meetings were positive, and that offenders reoffended less frequently than those who did not undergo restorative meetings (Shapland et al., 2007).

In addition to this, independent research by the Royal Holloway University into Belong's Prison Life and New Achievements programme, delivered at HMPYOI Isis from 2014 – 2016, suggested that using restorative justice and/or in-depth victim empathy work could help prisoners to

increase their engagement in custodial education, training and employment; improve their thinking skills, problem solving skills, interpersonal skills and empathy with others; and decrease their involvement in custodial violence.

In designing the service, Belong and HMPYOI Isis jointly identified key objectives that Belong's staff would seek to achieve by delivering restorative approaches and providing training to staff and prisoners in restorative approaches:

- Reduced re - occurrence of violent and/or antisocial behaviour amongst young men who had perpetrated violent incidents or displayed antisocial behaviour in the prison.
- Increased wellbeing amongst staff and prisoners at the prison due to reduced incidents of violence and antisocial behaviour.
- Increased skills amongst staff and prisoners at HMPYOI Isis in resolving conflict by using restorative approaches.



This evaluation will explore the delivery of the service between January 2019 and March 2023, and the extent to which the service has achieved its intended outcomes.

# PARTICIPANT SELECTION AND ELIGIBILITY

Throughout the delivery period, Belong's team has led awareness raising sessions for prison staff. These sessions have provided information about restorative approaches, how these are used in the prison, how potential participants are identified and how prison staff can refer cases to the service (by direct email or phone call to the delivery team).

Belong advertises the service using leaflets and posters displayed within residential, education and chaplaincy areas. Prisoners can also contact Belong's delivery team directly by using the prison's biometric application system.



The service has capacity to work with a maximum of fifteen conflicts or incidents at any one time. Conflicts and incidents sometimes involve multiple participants, for example groups of prisoners. Belong's team identify suitable cases by analysing incident reports on the prison's daily briefing sheet or having received a referral from a prison staff member. More serious incidents, for example

those that have resulted in injuries requiring hospital treatment, those that have involved multiple perpetrators or victims and those that have involved repeat perpetrators or victims, are prioritised over less serious incidents.

All the incidents that the service responds to are also dealt with via the prison's Incentives and Earned Privileges (IEP) scheme and either the prison adjudication process, the independent adjudication process or a police process. Where cases have been referred to police for investigation, restorative facilitators discuss incidents with parties after investigating officers have had the opportunity to do so first. The confidentiality framework in such cases is such that any information requested by investigating officers about the restorative interventions is disclosed in full. Agreement to this by each participant is a prerequisite of work with them going forward.

All potential prisoner participants undergo a risk and needs assessment process, using information from prison databases and from the prisons security and safety teams, before they are offered the opportunity to engage with the service. Belong's delivery team then monitor risk and need throughout work with participants, in consultation with prison staff. The team only engage with prisoners who are considered to pose medium or high risks to other prisoners, to prison staff or to Belong's staff if it possible to mitigate and minimise the identified risks.

In each case that the service works with, where it is safe to do so, Belong's facilitators offer an opportunity to take part in restorative interventions and/or one to one support to everyone involved in the incident. Where a prisoner involved in an incident is due for release or transfer to another prison, restorative interventions aren't offered in response to the incident, but one to one support is offered to the other people who were involved. Engagement with the restorative approaches service is voluntary for both prisoners and staff members.

# THE SERVICE DELIVERY MODEL

After conflicts are identified as being suitable for an offer of restorative approaches, Belong facilitators meet one to one with those involved in the conflict, sometimes over several sessions.

During these sessions facilitators build rapport with individuals, provide information about restorative processes, explore the conflict(s) that have happened, talk through whether each person would like to take part in a restorative process and discuss what the potential benefits of taking part could be for each person.

Facilitators also liaise with each prisoner's prison offender manager to gain their perspective on the suitability of restorative approaches for the prisoner and invite their participation and input during the restorative process.

As part of a restorative process, participants can communicate face to face in person, through shuttle mediation or by letter. The type of communication is chosen collaboratively between participants, Belong's facilitators, prison offender managers and HMPYOI Isis's safety team after careful consideration of each participant's preferences, the potential benefits and the potential risks of the different types of communication.

“ Restorative approaches processes focus on resolving conflicts and repairing harm that has been caused by violence or antisocial behaviour.”

Restorative approaches processes focus on resolving conflicts and repairing harm that has been caused by violence or antisocial behaviour. During restorative processes, facilitators encourage individuals to communicate and reflect together in relation to five themes - what happened during an incident; each person's

thoughts and feelings in the lead up to and after an incident; how an incident has impacted those directly involved and the community inside and external to the prison; how those involved can resolve and move forward from incidents and actions that can be taken to avoid future violence or antisocial behaviour.

Restorative interventions are always delivered in line with key restorative justice principles (Zehr, 2014):

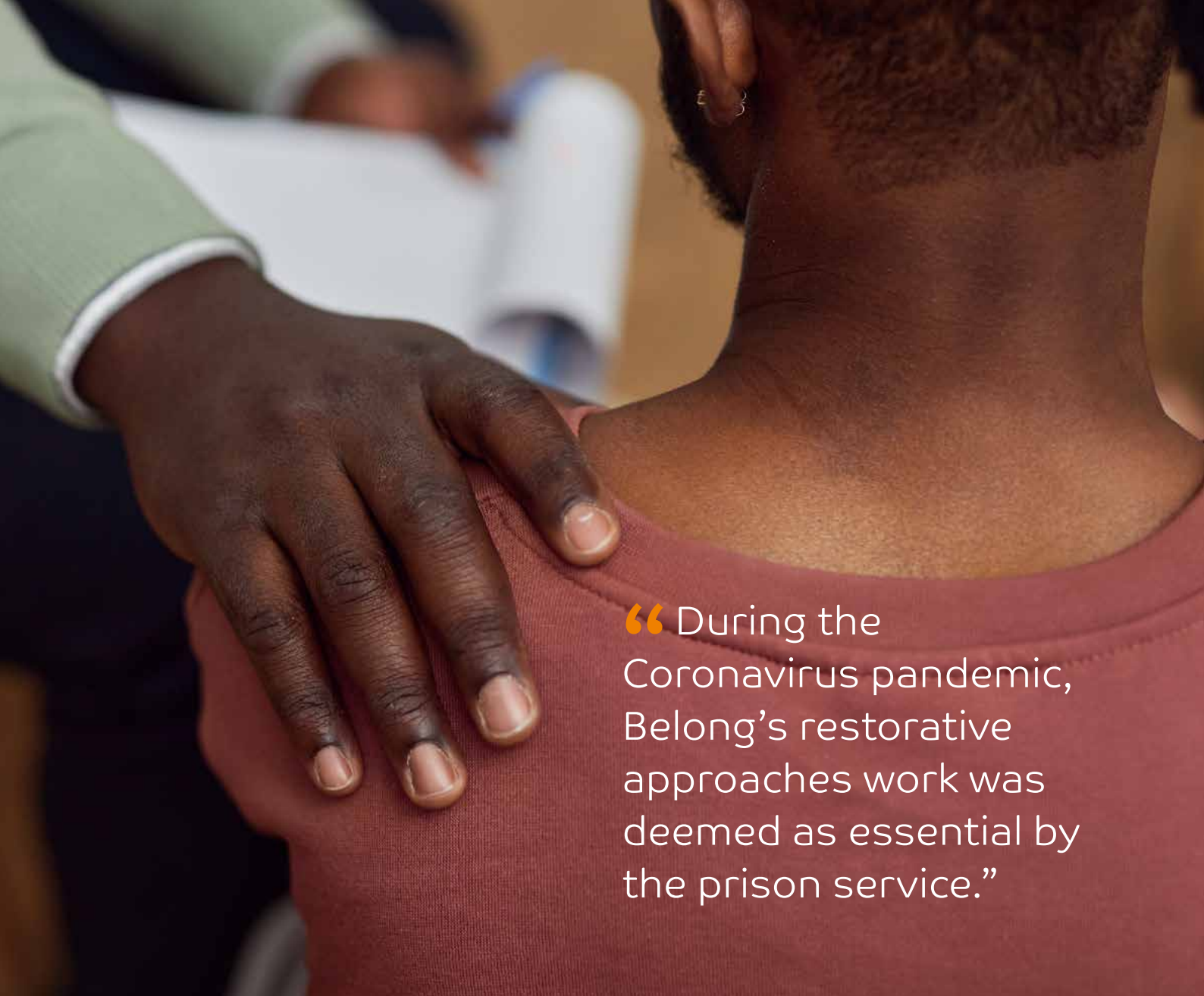
- Balancing concern and respect for all
- Seeking to put right wrongs and harms
- Addressing the causes of harmful behaviour
- Involving victims, offenders and communities
- Focusing on responsibilities (the offenders', and the communities')

All restorative processes are delivered in line with the Restorative Justice Council's best practice guidelines and the service achieved the Restorative Services Quality Mark in 2019.

After restorative processes or where it isn't possible to facilitate communication between those involved in incidents, one to one support is offered to those impacted by violence and antisocial behaviour, to promote recovery and healing after incidents of harm. This is also offered to perpetrators of violence to enable them to increase their conflict resolution skills, decrease impulsivity and aggression and use non-violent ways of achieving their goals.

Belong has formed a partnership with the Alternatives to Violence Project, so that prisoners who have perpetrated violence and particularly wish to develop in these areas can receive one to one support from their Belong facilitator to complete the six-week distance learning "Facing up To Conflict" (FUTC) Course from HMPYOI Isis. The FUTC course was designed by the AVP to help participants handle conflict more effectively using nonviolent conflict resolution techniques, reflection on past experiences, personal development and increased self-awareness.





“ During the Coronavirus pandemic, Belong’s restorative approaches work was deemed as essential by the prison service.”

The FUTC focuses particularly on five “core conditions” of non-violence:

1. Enhanced self-esteem and self-awareness
2. Improved communication skills, including listening and assertiveness
3. Greater willingness to trust others and cooperate
4. Stronger sense of own values
5. Better ability to handle conflict and solve problems in relationships.

During the Coronavirus pandemic, Belong’s restorative approaches work was deemed as essential by the prison service. Belong therefore continued to work with individuals at HMPYOI Isis in line with government guidelines, delivering support remotely through in cell telephony, as well as in person using social distancing and personal protective equipment.

To help meet some of the emerging prisoner needs at HMPYOI Isis during the pandemic, Belong designed and produced a variety of in-cell resources, themed around emotional coping, creative distractions and conflict resolution. In addition, developed and distributed hygiene release kits to young men being released from HMPYOI Isis during Covid-19.

These included items essential in keeping people safe and healthy as they leave prison, such as face masks, hand gels, food vouchers, and gloves. Belong was also funded by the Ministry of Justice during this time to undertake research with prisoners from Black, Asian and Minority Ethnic backgrounds at HMPYOI Isis and HMP The Mount, on the impact of Covid-19 and the Black Lives Matter movement on them. This published research can be found [here](#).

# PRISONER AND PRISON STAFF TRAINING

In addition to delivering the restorative approaches service, Belong provided training in restorative approaches to staff members and selected groups of prisoners. Prison staff members were then able to work alongside Belong staff to facilitate restorative approaches processes. Belong provided training in restorative approaches to 12 staff members and 22 selected prisoners.

They were also able to use restorative approaches in response to lower-level conflicts that might occur on a day-to-day basis, to help prevent these from escalating. Prison staff who were trained worked on residential units, as well as within the safer custody, segregation and equalities teams.

“Prisoners who undertook the training were supported and supervised by Belong to work in the prison as Conflict Coaches.”

Prisoners who undertook the training were supported and supervised by Belong to work in the prison as Conflict Coaches. As Conflict Coaches, prisoners used restorative approaches to help their peers resolve conflicts peacefully and without using antisocial or violent behaviour. They also provided one to one support to their peers, e.g. using the FUTC course, to help other prisoners improve

their overall conflict resolution skills, their ability to manage their emotions and their ability to work through problems without using aggression.

Each course was delivered over three days. The courses use a mixture of learning and assessment methods including role plays, case studies, written exercises, reading tasks and group discussions.

The following subjects were covered:

- Restorative Approaches Definitions and Principles
- Common Causes of Conflict and Violence
- Effectiveness of Restorative Justice
- The Restorative Facilitator Role
- Informal Restorative Justice
- Working with Repeat Perpetrators of Violence
- Ensuring Fairness and Neutrality
- Positions, Interests and Injustices in Conflict.
- Reflective Listening
- Managing Risks
- Defining “complex and sensitive”
- Substance misuse and conflict
- Shuttle mediation
- Restorative Letters and Agreements
- Follow up Support after Restorative Processes.

# SERVICE OUTPUTS

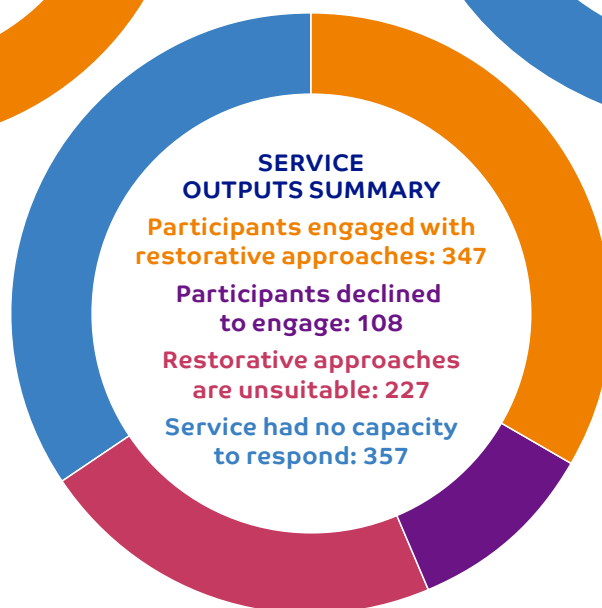
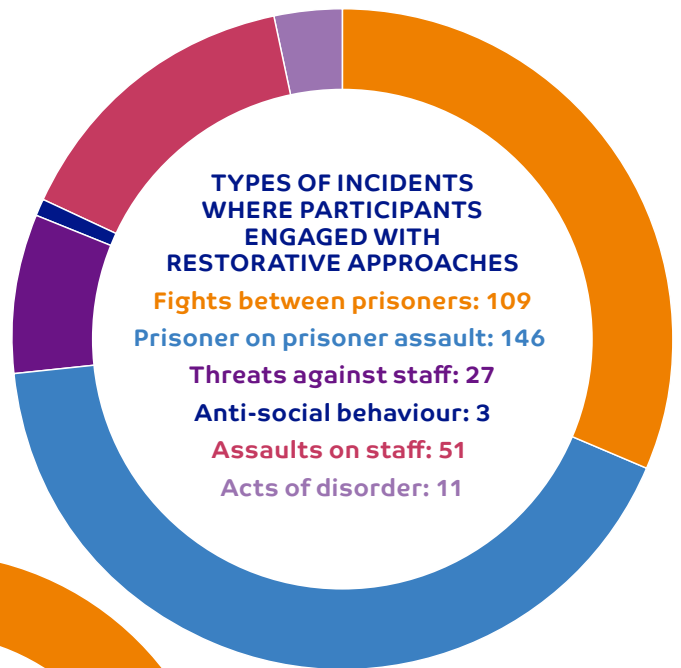
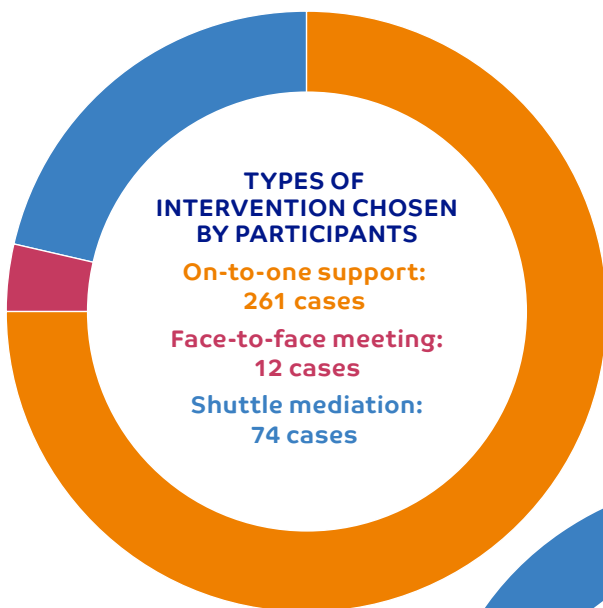
Over the course of the reporting period, 384 prisoners and 45 staff members engaged with the restorative approaches team. 199 prisoners (34%) and 2 staff members (4%) declined to engage with the team.

Engagement with the service was entirely voluntary for both prisoners and staff members. The average cost per participant who engaged with the service was £431. This reflects the costs associated with offering the service to non-engagers but does not reflect the operational costs absorbed the prison, the costs of prison staff and prisoner training or the costs of internally evaluating the service.

The charts below show the number of conflicts dealt with by the service, as well as those in relation to which the service had no capacity to respond, those that were deemed unsuitable for an offer of restorative approaches and those where a significant party to a conflict declined to engage with the restorative approaches team.

Also shown in the charts below are the types of incidents where restorative approaches were offered. In addition, a breakdown of the type of restorative approaches chosen by participants is shown. Where restorative approaches were offered, individuals in most cases opted to engage with one-to-one support or shuttle mediation.

For all participants, there was a formal restriction of twelve weeks during which the service could offer ongoing support. In practice, for a small proportion of prisoners who have particularly complex needs, the service provides ongoing support to them for several months.





# EVALUATION METHODOLOGY AND AIMS

The evaluation aimed to assess how restorative processes and one to one support impacted prisoner's behaviour, attitudes to violence and prosocial skills in resolving conflict or dealing with problems non-violently. It also aimed to explore the extent to which the restorative approaches service helped prisoners to improve their wellbeing after perpetrating or being a victim of violence or antisocial behaviour.

Data for the evaluation was collected by Belong's delivery team based at the prison and analysed by Belong's development team, based separately and external to the prison. A mixed-method approach to data collection was used to support the validity of evaluation findings. As part of this data was gathered through:

1. Qualitative questionnaires completed by prisoners at the end of work with them.
2. Qualitative summaries from Belong's delivery staff about their work with prisoner participants.
3. Quantitative Conflict Resolution, Impulsivity and Aggression Questionnaires (CRIAQ) completed by prisoners at the start and end of work with the restorative approaches service.
4. Quantitative Well-being questionnaires completed by prisoners at the start and end of work with the restorative approaches service.
5. Incident reports held on the prison's Incident Reporting System (IRS)
6. Prisoner adjudication and case notes held on the prison's NOMIS database

“A mixed-method approach to data collection was used to support the validity of evaluation findings.”

## Qualitative data

Qualitative questionnaires were used to collect prisoner accounts of their experiences participating in restorative processes and engaging with one-to-one support. Qualitative questionnaires captured feedback both from individuals who had engaged with the service as perpetrators of violence and those who engaged having been a victim of violence. Findings from these questionnaires are summarised in this evaluation through a selection of quotes taken from the completed questionnaires.

Belong's delivery staff were also asked to provide their perspectives on work that they completed with prisoner participants. These are shown in this report in a series of case studies written by Belong staff. In presenting these case studies, names have been changed and distinguishing features removed to protect confidentiality.

## Conflict Resolution, Impulsivity and Aggression Questionnaire

Prisoners who had perpetrated violent incidents completed the Conflict Resolution, Impulsivity and Aggression Questionnaire (CRIAQ) at the start and end of their work with the restorative approaches team.

CRIAQ is an externally validated, psychometric measure containing twenty six items which focus on the use of aggression and physical violence, impulsivity levels and conflict resolution skills. The questionnaire was originally designed in partnership with prison and probation services by Hones, Maguire & Vanstone (2001) to measure changes in levels of aggression among violent offenders. Participants completing the questionnaire responded to twenty-six statements, stating whether they strongly agreed, agreed,

neither agreed or disagreed, disagreed or strongly disagreed. Each statement corresponded to seven psychometric measures (created by adding scores across items that match the same scale). The seven psychometric measures are:

Overall Impulsivity

- Impulsivity without Aggression
- Impulsivity with Aggression
- Problems in Conflict Resolution
- Aggression in Conflict Resolution
- Physical Violence in Conflict Resolution
- Lack of Compromise in Conflict Resolution

On each of the scales a higher score suggested a greater degree of problems in that area.

Individual scores at the two different time points were calculated and compared. Where scores across each measure decreased, this suggested a decrease in problems relating to each area.

## Well-Being Questionnaire

To explore the impact of the service on overall well-being, Belong's designed a well-being questionnaire (see Annex A) combining three separate measures: the short version of the Warwick-Edinburgh Mental Well-Being Scales (WEMWBS), the Personal well-being ONS4 survey, and an Interpersonal trust measure from the European social survey Round 6. The WEMWBS were developed to enable the measuring of mental wellbeing in the general population and the evaluation of projects, programmes and policies which aim to improve mental wellbeing. The items within the scales are all worded positively and cover both feeling and functioning aspects of mental wellbeing. There is further information about the WEMWBS [here](#).

The personal well-being ONS4 survey asks people to evaluate how satisfied they are with their life overall, asking whether they feel they have meaning and purpose in their life, and asks about their emotions during a particular period. These ONS4 survey questions represent a harmonised standard for measuring personal well-being, and therefore are used in many surveys across the UK. Further information about the Personal well-being ONS4 survey can be found [here](#)). The interpersonal trust measure allowed Belong to capture the relational and social capital aspects of individual well-being.

The well-being questionnaire was offered to participants who consented, to complete at the start and end of restorative approaches processes.

## Incident Reporting System and NOMIS Data

The prison's Incident Reporting and NOMIS systems were used to explore whether behavioural changes had taken place for prisoners who had perpetrated violence in custody and engaged with the restorative approaches service. Data was collected on prisoner's reported involvement in custodial violence during the two to four months before engaging with the service. This was then compared with data on their reported involvement in custodial violence during the two to four months after engaging with the service. The relatively small sample group of participants (thirty nine in total) for whom it was possible to gather this data had perpetrated violence at HMPYOI Isis and

- served their sentences at HMPYOI Isis for at least two months before the restorative approaches team had come into contact with them;
- remained at HMPYOI Isis whilst the restorative approaches team worked with them, and;
- continued to serve their sentences at HMP Isis for at least two months after the restorative approaches team had completed work with them.

The number of participants who remained at HMPYOI Isis for two months after engaging with the service was limited due to planned transfers for sentence progression and releases that took place soon after individuals had completed restorative processes and follow up support. Many prisoners were relatively new to HMPYOI Isis at the start of work with the service, hence it was not possible to collect comparative data about their behaviour in the prison before they engaged with the service.

## Confidentiality and Consent to Participate

During the evaluation process it was key to ensure that prisoners gave informed consent to participate, understood what their participation would entail, were not penalised for declining to participate and were aware of how their data would be used should they agree to participate. Participants were given verbal and written confirmation on how their data would be used. They were reminded that any data obtained during the interviews would be collected and stored securely at HMPYOI Isis and on Belong's external, secure servers and devices. Participants were also informed that all names, places or distinguishing characteristics would be anonymised in evaluation reports to protect confidentiality and anonymity.

# PRISONER FEEDBACK

Forty-eight prisoners who engaged with the service also consented to and took part in providing feedback on the service, using a feedback form created by Belong (see Annex B). Most of the feedback was positive, with little or no criticism of the service given by prisoners.

Where dissatisfaction was expressed, it related to prisoners finding elements of the CRIAQ questionnaires difficult to complete.

All the prisoners who gave feedback said that they would recommend the service to others who were in a similar situation. It is unclear whether prisoners may have voiced more criticisms of the service had the feedback been collected by an independent

evaluation team rather than by those who prisoners knew were involved with delivering the service.

Many prisoners expressed that the service helped them to improve their ability to manage conflict peacefully and their knowledge of different ways they could do this. Some prisoners reported that restorative processes helped them to resolve the specific conflicts that had led to violent incidents.

**“[It] helped me to face up to conflicts without violence.”**

**“It helps you understand conflict better.”**

**“I liked how it opened up ways to deal with conflict and alternative routes instead of... violence.”**

**“It was worth doing to talk with the other people because I don’t like leaving things after they happen. I was able to listen properly and talk if I needed to.”**

**“I think [the support] has made me want to not fight without thinking about the problem first and if I can sort it out with the other person.”**

**“It made me see things through other people’s shoes and I am able to sort things without violence and engage in positive conflict.”**

**“It has helped me by helping me to stop, breath and think before I am about to do something which could impact me negatively.”**

**“I liked it because it was face to face so we could have eye to eye contact and sort out our difference. It showed me that every problem can be resolved.”**

**“[The support] made me realise how much... taking time and talking about it can help resolve it”**

**“The face-to-face mediation was good and helped sort things out with the person we had an issue with.”**

**“It has helped me to get on with people better and not be so wound up because I can chat about the problem.”**

**“[The support] has helped me to understand how to manage conflict situations.”**

Prisoners also expressed that restorative processes and the one to one support developed their understanding of others, increased their self-awareness, helped them to trust others more and improved their thinking and decision making skills.

**“It has helped before my release and has helped me with seeing [situations] differently.”**

**“It’s helped me know myself better and understand myself better.”**

**“It helped me understand things better about myself and how to navigate difficult situations but also gave me an insight in parts of me that I hadn’t yet uncovered.”**

**“[The support] made me feel like everybody is not the enemy.”**

**“It gives you different perspectives.”**

**“[They] helped me with life decisions and to think before reacting.”**

**“It helps you to understand your own and other’s feelings.”**

**“It will make me think about what I do next time before I go to attack someone or want to get them. It makes you think more clearly.”**

**“It helps you with thinking things through.”**

**“It has helped me to think before I act.”**

**“[The facilitator] gave me focus to do better. Kept me on the up. I can think clearer now.”**

**“[They] taught me how to see it from other people’s points of view and to see better if the situation escalates... and think ‘Is it worth the consequences?’”**

**“[It has] given me control over my actions due to [me] realising how other people view things from their perspective.”**

Many prisoners reported that engaging with the service improved their mental and emotional wellbeing, helped them to manage anger and led to decreased stress levels.

**“[I had] space to air my anger and stress better as I could talk about it.”**

**“[It was] good to have conversations and talk about how I feel... has helped me open up more and move on from the incident. [I] will never forget you and how you have helped me.”**

**“I liked the space it gave me to let off steam and vent about problems.”**

**“It helped with my mental health – before I was angry. It was a good outlet for me and calmed me down.”**

**“I liked that it helped me with understanding myself and learning to cope.”**

**“I [talked] about my feelings and [it] helped with my anxieties.”**

**“It’s a space to talk about things that bother you or that you want to change about yourself.”**

**“It cleared my head.”**

Prisoners who engaged with the service spoke highly of the relationships they developed with their Belong facilitator. Many prisoners expressed that they felt able to trust facilitators, and stated that

they appreciated facilitator's hopeful attitudes and the consistency shown by facilitators. Prisoners also stated that they appreciated being listened to and that facilitators had a non-judgemental approach.

"[They gave] positive chat and advice."

"[The facilitator was] easy to talk to."

"I feel safe with you and in our sessions."

"It's good to have someone who listens."

"They kept me calm and positive."

"[They were] understanding and didn't judge based on my actions but gave... input and advice."

"I thought it was a fantastic exchange and I've never experienced this before with a professional, it was challenging but worth it."

"[The] facilitator is a nice positive person."

"[The] facilitator was approachable."

"[The] facilitator was easy to talk to and [I] felt like they cared."

"I felt listened to and heard."

"They see the good in people regardless [of] if you are the harmer or the victim."

"We get on really well, I can be open and honest and [they] always tell it how it is and speak sense. [The facilitator] does what [they] say [they] will and always tries to help."

"I appreciated the consistency."



# DELIVERY STAFF PERSPECTIVES

## Shaun, Si and Carl

**Shaun and Si assaulted Carl, aged 20, whilst all three young men were serving sentences at HMPYOI Isis. When I went to speak to each of the men in one-to-one sessions, it became clear that the assault at HMPYOI Isis had been in retaliation for Carl having assaulted Shaun in the community before the men were in prison.**

“The process enabled them to reconcile...”

Carl was serving his third prison sentence at the time of this assault. All his convictions were for his involvement in gang related violence. When I met with him, he was angry and upset about the assault on him, and distrustful of me and the help I offered to him. I spent a few one-to-one sessions supporting him to talk through his feelings and his initial desire to retaliate and seek retribution against Shaun and Si. Carl was gradually able to put these feelings aside and eventually offered to meet Shaun and Si face to face, to try and reconcile. I talked with Carl about the potential benefits and risks of

meeting with both Shaun and Shi together, and he expressed that he preferred this option to that of having separate meetings with each of them.

Shaun was already working with a Belong colleague following a separate incident where he had been assaulted, and he understood the benefit of a restorative meeting as soon as I offered him the opportunity to meet with Carl. Si's consent to the process was harder to achieve. He had joined in the assault on Carl only to help Shaun and so thought Carl would have it in for him because it wasn't his conflict to begin with. I facilitated some shuttle mediation between Si and Carl, which helped to resolve Si's concerns about meeting Carl. All the men then agreed to meet and in completing my risk assessment I could see some clear potential benefits and minimal risks of this.

The face-to-face restorative conference or meeting that took place was a success with Shaun, Si and Carl treating each other with respect and understanding. The process enabled them to reconcile a difficult and complex situation. Shaun was later released and began university studies, while Carl and Si continued to serve the remainder of their sentences.

## Ashley

**Ashley arrived at HMPYOI Isis at age 21, having been sentenced for manslaughter. I met him after he had been an instigator in several assaults against other young men. Ashley was easy to talk to, however he found it hard to reflect on his violent behaviour patterns or to take responsibility for his actions.**

We discussed Ashley's conflicts during several one-to-one sessions where I used a restorative approach to explore the factors underlying Ashley's behaviour and the impact that the violence was having both on others and on Ashley himself.

Ashley started to recognise the patterns in his harmful behaviour. Identifying loyalty and anxiety as the two main drivers of his negative behaviour, he began to reflect on the consequences of his actions. Ashley found a positive pathway to aim for; namely a recategorisation for an open conditions (D cat) prison. He acknowledged that to achieve this he would first have to move to the

'enhanced wing' at HMPYOI Isis, away from his peers and the loyalty he felt towards them. As well as continuing his sessions with me, Ashley engaged in some mindfulness sessions over a few weeks. He was moved to the enhanced wing and has been maintaining a wing cleaning job on that wing for the past few months.

“Identifying the main drivers of his negative behaviour, he began to reflect on the consequences of his actions.”

## Samson, Jaipur and Mohammed

**Samson, Jaipur and Mohammed were referred for a restorative approaches process by a prison staff member who had spoken to the men immediately after an incident. During the incident, Samson assaulted Jaipur and Mohammed then joined in.**

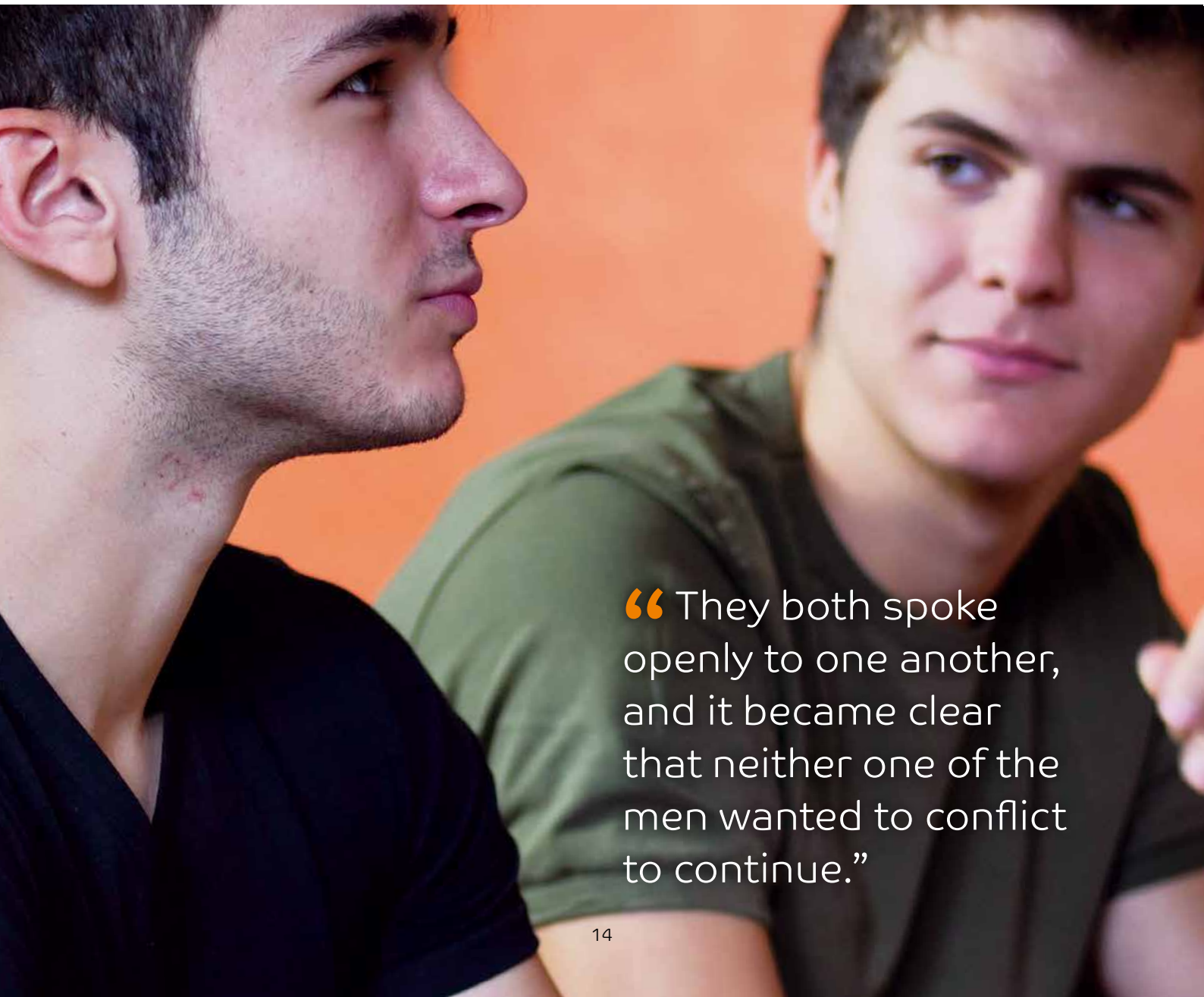
No one was injured but Samson wanted to take part in a restorative process to avoid further conflict between himself, Jaipur and Mohammed. When I met with Samson to talk about the conflict, he explained that the conflict started because of some vapes that Mohammed owed Samson.

Worried that Mohammed wasn't going to repay him the vapes he owed, Samson had talked to Joseph who he knew had also been owed vapes by Mohammed, to ask if he had gotten his vapes back from Mohammed. Samson told me that he believes Joseph, who has a reputation for stirring things up and spreading rumours, then falsely told

Mohammed that Samson was going to assault him. Concerned about this, Mohammed discussed the situation with another prisoner, Jaipur and separately with Samson. Samson expressed to Mohammed that he hadn't said he was going to assault him and that there wasn't an issue. However, Joseph later told Samson that he had overheard Jaipur advise Mohammed to assault Samson the next day and not to trust Samson's reassurance.

Samson went back to his cell for the night and felt anxious that he would be attacked the next day. He felt angry that Jaipur had gotten involved when the situation didn't have anything to do with him. The next morning Samson assaulted Jaipur. Mohammed, eager to avoid conflict with Samson, joined in and also assaulted Jaipur.

Mohammed was moved to another prison soon after the incident. When I went to speak with him,



“ They both spoke openly to one another, and it became clear that neither one of the men wanted to conflict to continue.”

Jaipur was initially very wary of me. However, after listening to me describe a restorative process, he was willing to take part in this, stating that he didn't know why he was assaulted and that it would be good to be able to ask Samson this in a safe setting. Jaipur also wanted to ensure that there would be no further conflict as he was keen to work towards achieving D cat status. During my second meeting with Samson, he agreed that he would be comfortable sharing with Jaipur his reasons for having assaulted him, during a restorative process.

Over the next few days, Samson and Jaipur met for a restorative process, which I facilitated with support from one of the restorative approaches trained officers in the prison. They both spoke

openly to one another, and it became clear that neither one of the men wanted to conflict to continue. Samson took responsibility for his decision to assault Jaipur, and recognised that it would have been better to talk to Jaipur rather than assault him.

Jaipur confirmed that he was willing to let the conflict go, and the men both agreed to this. Both Samson and Jaipur fed back to me during the weeks following this that they were able to move on from the incident and that they were relieved that the conflict hadn't further escalated. Samson was released from prison after a few months, and Jaipur achieved his enhanced status, making a good progression towards his goal of achieving his D Cat and moving to an open prison before his release.

## Tyreece and Abdullah

**Tyreece approached me on the prison wings and asked for support in resolving a conflict with another prisoner, Abdullah. A few months before, Tyreece had assaulted Abdullah. I had spoken to both men about the incident at the time, and they had all declined to take part in a restorative process.**

However, Tyreece explained that he had since reflected on his actions and wanted to resolve the conflict with Abdullah. He was willing to apologise to Abdullah and wanted to make changes to his behaviour. Tyreece had a history of involvement in gang related violence and explained that he was now trying to move away from this. We reflected on how Abdullah may have been impacted by the assault and Tyreece showed an understanding and acceptance that Abdullah may not want to engage in the process.

I held a separate session with Abdullah who described himself as also being in a period of transition and wanting to move away from his previous negative lifestyle. However, he was unsure about taking part in a restorative process and worried that he would not be able to overcome his resentment towards Tyreece during the process.

We had a wider conversation about Abdullah's life journey, his family, and what led him into a negative lifestyle at an early age and later, to prison. Abdullah was extremely reflective and shared his future plans that do not involve crime. He expressed feeling curiosity and excitement about these plans, but also a little fear, as he'd never tried to do something different due to being 'born into this'. We agreed that Abdullah would take some time to think about the restorative process and I reiterated that the decision was his.

When I spoke to Abdullah the following week, he stated that he was now certain he wanted to go ahead with the restorative process. He described going back to his cell, thinking about our conversation in more depth and reflecting on where he wanted to be in life. He stated that he had come to see the restorative process as a challenge for himself, a bit like another level of progression. I then communicated this to Tyreece, who was still keen to engage with the process.

I arranged for a restorative meeting to take place between Tyreece and Abdullah over the next few days. Both prisoners engaged very well, were reflective and put their perspectives across. Tyreece acknowledged and empathised with Abdullah's initial reluctance to take part in the meeting. He also made clear that he regretted having assaulted Abdullah and that he wouldn't respond to a conflict in a similar way now. Tyreece expressed thanks to Abdullah for taking part in the process and both men talked of their hope that other prisoners would be able to learn from their actions in engaging with the restorative process.

This led to a meaningful conversation about other topics such as future goals, peer influences and both men's journey up until now. They both reflected that this restorative process was for each of them a step towards a healthier and more productive life, whereby they could put past grievances to rest and challenge themselves to face difficult situations in a positive way. A few months later, Tyreece got a job in the prison, through which he was able to support other prisoners with overcoming problems they were facing in the prison.

# IMPACT ON CONFLICT RESOLUTION SKILLS, AGGRESSION AND IMPULSIVITY LEVELS

The table below shows differences in assessed problems related to conflict resolution skills, aggression and impulsivity levels before and after restorative interventions, gleaned via CRIAQ questionnaires that were completed by 46 prisoners who engaged with the restorative approaches service.

Problems assessed by restorative interventions	Average scores before intervention	Average scores after intervention	Decrease in problems
Impulsivity, overall problems	1704	1558	8.6%
Impulsivity, problems without aggression	879	812	7.6%
Impulsivity, problems with aggression	805	738	8.3%
Conflict resolution, overall problems	1736	1599	7.9%
Aggression in conflict resolution	882	782	11.3%
Lack of compromise in conflict resolution	439	400	8.9%
Physical violence in conflict resolution	490	442	9.8%

The greatest changes were observed in relation to prisoner’s aggression in conflict resolution, and their use of physical violence in conflict resolution.

We also compared the responses of each individual prisoner at the start of engaging with

the service, with their responses to the CRIAQ questionnaire at the end of engaging with the restorative approaches service.

From this, we found that, out of 46 prisoners who completed CRIAQ questionnaires:



# IMPACT ON MENTAL AND EMOTIONAL WELLBEING

The table below shows differences in prisoners mental and emotional wellbeing before and after restorative interventions, gleaned via Well-Being questionnaires that were completed by 48 prisoners who engaged with the restorative approaches service.

Mental and emotional wellbeing assessed by restorative interventions	Total grouped scores before intervention	Total grouped scores after intervention	Percentage improvements
Overall mental and emotional well-being	1081	1170	8.23%
Life satisfaction	240	291	21.25%
Overall happiness	262	307	17.18%
Anxiety	179	154	13.97%
Belief that life is worthwhile	288	318	10.32%
Interpersonal trust towards others	135.5	137	1.48%

The greatest changes were observed in relation to prisoner’s life satisfaction and happiness after they had engaged with the restorative approaches service. Although only small changes were identified in relation to prisoner’s trust towards others, prisoners did note improving their interpersonal trust for others in responses to feedback questionnaires.

We also compared the responses of each individual prisoner at the start of engaging with the service, with their responses to the wellbeing questionnaire at the end of engaging with the restorative approaches service.

From this, we found that, out of 48 prisoners who completed wellbeing questionnaires:





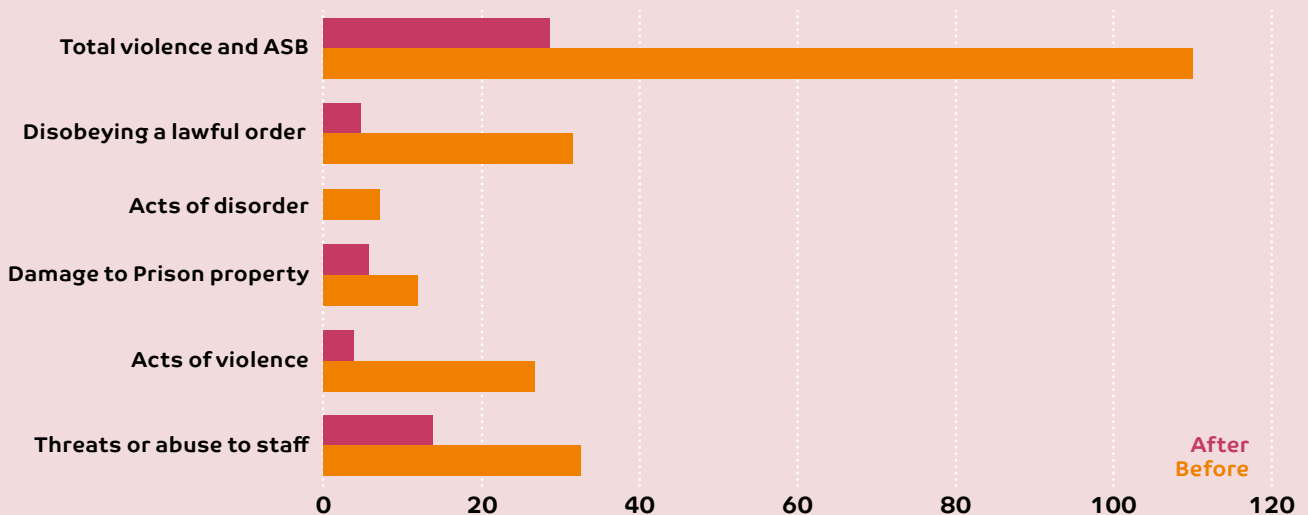
# IMPACT ON REPORTED CUSTODIAL ANTI-SOCIAL AND VIOLENT BEHAVIOUR

Behaviour amongst a sample group of thirty nine perpetrators of violence at HMPYOI Isis during the three months after restorative interventions was examined and compared against behaviour amongst this sample group during the three months before interventions.

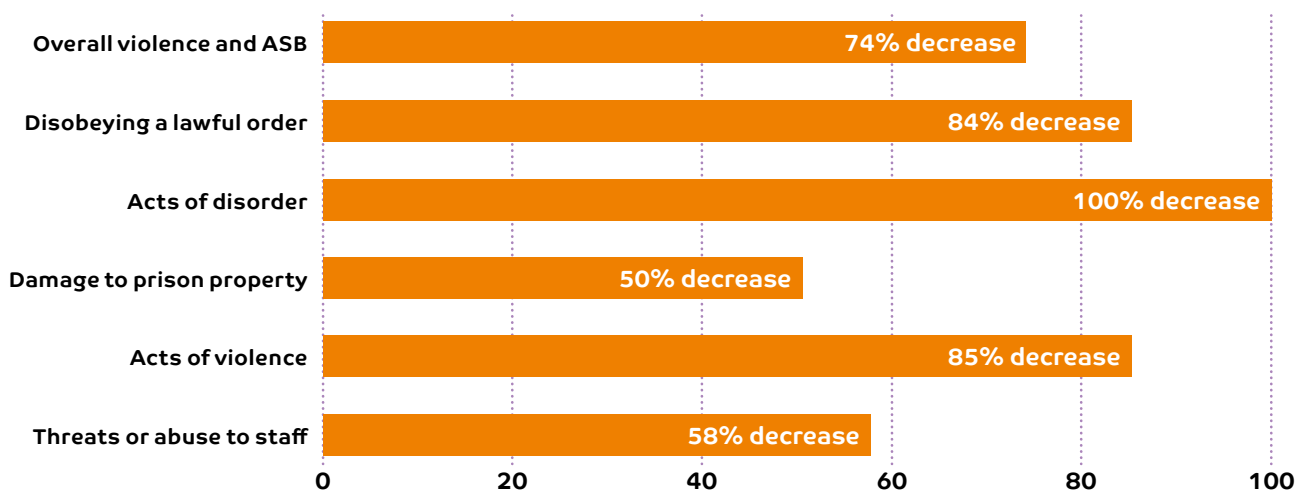
As shown in the charts below, the number of recorded violent and antisocial behaviour incidents perpetrated by this group after restorative interventions decreased significantly.

This indicates that reductions in violent behaviour may be associated with engagement with the restorative approaches service.

## Reported Incidents after intervention and before intervention



## Incident reductions after intervention



# CONCLUSIONS AND RECOMMENDATIONS

This evaluation has found that after engaging with the restorative approaches, there were significant reductions in the levels of violent and antisocial behaviour amongst prisoners who engaged with the service who had previously been involved in these behaviours.

It has also found that prisoners attitudes and beliefs relating to conflict resolution, aggression and physical violence improved after engaging with the service.

“ For many prisoners who engaged, there were improvements to their overall mental and emotional wellbeing.”

Whilst the evaluation was not able to measure long term changes to prisoner behaviour, the attitudinal and belief changes shown by prisoners' responses to CRIAQ questionnaire, indicate that the service may have contributed to longer term positive changes in these areas. It is notable too that for many prisoners who engaged, there were improvements to their overall mental and emotional wellbeing.

Whilst it is not possible to fully attribute all the changes shown in the evaluation directly to the restorative approaches services, the evaluation shows it is likely that the service has contributed to achieving these outcomes with prisoners.

The service has provided good value for money, costing approximately £431 for each person who engaged with the service. It would be useful to an in-depth cost benefit analysis of the service. This would explore the cost savings to the prison linked to the reductions in violence and antisocial behaviour associated with the service.

There have been limitations to the number of participants who were able to fully engage with the evaluation. If it was possible to obtain larger samples of prisoner participants, this would facilitate an opportunity to gather quantitative data with greater statistical power, in relation to each of the areas targeted by the service. In addition, in the future it could be useful to undertake analysis of a matched control or waiting list comparison group to help further ascertain whether behavioural changes can be attributed specifically to the service.

# APPENDIX A: WELLBEING QUESTIONNAIRE

Below are some statements about feelings and thoughts. Please choose the answer that best describes your experience of each over the last two weeks.

Statements	Never	Rarely	Sometimes	Often	Always
I've been feeling optimistic about the future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I've been feeling useful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I've been feeling relaxed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I've been dealing with problems well	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I've been thinking clearly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I've been feeling close to other people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I've been able to make up my mind about things	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Below are some questions about feelings. Please give a score of 0 to 10 where 0 means extremely dissatisfied/ unhappy or not at all anxious/ worthwhile and 10 means extremely satisfied/ happy/ anxious/ worthwhile.

Questions	0	1	2	3	4	5	6	7	8	9	10
Overall, how satisfied are you with your life nowadays?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how happy did you feel yesterday?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how anxious did you feel yesterday?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, to what extent do you feel that the things you do in your life are worthwhile?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Generally speaking, would you say that most people can be trusted, or that you can't be too careful in dealing with people? Please give a score of 0 to 10, where 0 means you can't be too careful and 10 means that most people can be trusted.

Can't be too careful						Most people can be trusted				
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thank you for completing this questionnaire.  
Your answers will be kept confidential unless there is a risk that someone may be seriously harmed.

# APPENDIX B: FEEDBACK QUESTIONNAIRE

We are evaluating the restorative approaches service and would you to give us your feedback on the service and tell us whether there is anything you think we should do differently. We will take your comments and suggestions seriously when we plan how to run the service in future.

**What was your role in the restorative justice process?** Please delete as appropriate:

Victim  Harmer  Offender supervisor  Offender manager  Other

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**What did you like and dislike about the restorative justice process?**

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**How has the restorative justice service helped and/or influenced you?**

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**How did you get along with the restorative justice facilitators?**

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**How would you describe the restorative justice process to someone who was deciding whether to take part? Would you encourage them to take part?**

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**Are there any other comments you would like to make?**

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