

BEST PRACTICE MANUAL

FOR CZECH AND INTERNATIONAL USE

RESTORATIVE JUSTICE – VICTIM SUPPORT
AND COUNSELING

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1.

Introduction

Dear colleagues,

Right now you are holding the **Good Practice Manual**. This manual is the result of a joint project we carried out over two years based on **European Commission** financial support for the **Criminal Justice** programme and Czech government funding. The parties that implemented the project in the Czech Republic were the **Probation and Mediation Service** in partnership with the **Association of Citizen Advice Centres**. The international partner was the **National Probation Service for England and Wales**, specifically the **London Probation Trust**.



As the name implies, the **Restorative Justice – Support and Counselling for Crime Victims** project was carried out under the philosophical umbrella of Restorative Justice theories and practice. This is not the first time the project partners are encountering the topic and concept of Restorative Justice. One could say that the Czech Probation and Mediation Service has restorative justice in its

job description, and the Service is one of its greatest proponents. The Association of Citizen Advice Centres and its centres, the establishment of which in the 1990s was strongly inspired by British citizen advice centres, has been working with the Probation and Mediation Service for nearly eight years and is making an important contribution towards the development of Restorative Justice principles in projects focused on crime victims.

With over a hundred years of history and a recent track record of working with the Czech Republic on several successful partner projects carried out with the Probation and Mediation Service and Czech NGOs, the National Probation Service for England and Wales is also being inspired and “influenced” by Restorative Justice programmes and principles.

In the past, probation services always solely addressed criminal offenders. Despite their strong differences, both the Anglo-Saxon and the Continental justice systems have aimed to “capture, try and convict” offenders; the crime victim was always ignored. This opinion and practice is still very prevalent in Europe and abroad.

This practice is rightly criticised not only within the justice systems, academically and by NGOs that have long been concerned with protecting and assisting victims, but also by the “greater” public. Of all the NGOs one must mention the European Forum for Victim Services. Established in Stockholm in 1990, it now operates under the name **Victim Support**.

Primarily due to the Restorative Justice movement, over the past 30 years this situation has gradually started to change. The theory-based “concept” of restorative justice, which has called **crime a social incident** that affects all of the participants in the “story” – not just the state and not just the offender, but primarily the crime victim, their loved ones and often also their fellow residents in the place where they live, their community – has brought a true revolution in how people think. As said by **Howard Zehr**, one of the “fathers” of this inspiring and refreshing theory, it is literally putting on a new pair of glasses, “changing lenses”, in an effort to better understand the crime incident.

Restorative Justice principles and programmes have gradually started to “permeate” through the laws, methodologies and practices of justice systems as well as probation services. Over the past thirty years, the “Restorative Justice Movement” has become a real partner and has inspired many countries abroad, and somewhat later also in Europe, to put on a “new pair of glasses”.

The **European Forum for Restorative Justice**, the most important European NGO in the field, must also be mentioned. In 2010 the Council of Europe approved new recommendations: **European Probation Rules**, which recommend the use of Restorative Justice principles and programmes in practice, including other forms of assistance for crime victims. **CEP, the European Organisation for Probation**, also supports the development of Restorative Justice programmes and principles in practice in member countries.

Our joint project also reflects developments in recent years as described above and aims to present topics and experiences from good practice which, in cooperation with non-governmental partners, can unhesitatingly shift the Probation Service away from its traditional “offender” model, dismantling or at least shaking the myth that the crime victim’s story is solely for specially and extensively trained victim experts who are the only ones who have the knowledge and specialised skill to be concerned with the victim’s story.

The **Good Practice Manual** presents experiences of good practice from cooperation between public and non-governmental organisations, experiences of good practice where the Probation Service can organise and implement counselling and assistance for crime victims: experiences of good practice in supporting and developing cooperation between public and non-governmental organisations at the local level to the benefit of crime victims, and experiences of good practice in motivating and inspiring police officers, public prosecutors and judges in supporting and getting involved in similar activities.

We hope that for you, our colleagues at home and abroad, the Manual will be an inspiring impetus to implement similar projects and activities. We believe that the Manual will be our contribution to good cooperation, partnership and shared experience from our work in criminal justice. And we firmly hope that the Manual will support our mutual cooperation throughout Europe!

We would like to sincerely thank for all colleagues who participated on the implementation of the project directly or indirectly and we highly appreciate the work of the project coordinator Martin Jelínek and also Lenka Phelps, who launched the project as a coordinator.

Pavel Štern, Director, Probation and Mediation Service of the Czech Republic; Stanislav Skalický, Director, Association of Citizen Advice Centres; Michael John Terry, London Probation Trust

Project implementers and partners

2.

The **Czech Probation and Mediation Service (PMS)** was established under the Probation and Mediation Service Act (No. 257/2000 Coll.), which went into effect on 1 January 2001. The Probation and Mediation Service works towards mediating an effective and socially beneficial resolution to crime-related conflicts while organising and ensuring that alternative sentences and measures are carried out in an efficient and dignified manner, with an emphasis on supervision over the offender, community protection, crime prevention and respect for the rights and needs of crime victims. In practice, PMS strives to accomplish three basic aims:

Integration of the offender: The Probation and Mediation Service attempts to integrate defendants (or offenders) into society in which they will no longer break the law. Integration is a process that aims to renew the defendant’s respect for the rule of law in society and for their own career path and self-actualisation.

Support for victims and injured parties: The Probation and Mediation Service attempts to engage injured parties and crime victims into the reparation „process“, renewing their sense of safety, integrity and trust in justice.

Protection of society: The Probation and Mediation Service contributes to protecting society by effectively resolving crime-related conflicts and high-risk situations and efficiently ensuring that alternative sentences and measures are implemented.

The **Probation and Mediation Service** has long applied principles of restorative justice not only in providing mediation services, i.e. a mediation programme between the victim and the offender, but in ensuring the performance of all its probation services. In recent years the service has also concentrated on supporting and developing projects focused on aiding and assisting crime victims in cooperation with non-governmental organisations. The aim of these projects is to help create a functioning, accessible network of support

and counselling services for crime victims in the Czech Republic. The **“Restorative Justice – Support and Counselling for Crime Victims” project** is one of the systemic steps that the service has recently organised in this area.

The Probation and Mediation Service is a public institution operating throughout the Czech Republic. The organisational structure comprises a national headquarters, eight regional manager’s offices and a total of 78 centres in all judicial districts in the country. Each region has a Regional Manager who manages the managers of the respective centres.

The service is lead by a director

appointed directly by the Minister of Justice. The service has a total of 431 employees (405 probation officers and probation assistants, 26 employees of national headquarters).

The **Association of Citizen Advice Centres** (the “Association”) was established in 1997 based on two major impulses: one of the initiators was organisations that sensed the need to provide citizens with this type of counselling and decided to focus in this direction; the other impulse was the adoption and adaptation of the complete British model of citizen advice centres. Citizen advice centres in the Czech Republic were inspired by the work of advice centres in the United Kingdom, where a network of advice centres was established at the beginning of World War II. In accordance with the British model, as individual advice centres were established, the umbrella organisation for the centres was launched to provide its services to the advice centres (mainly methodology, training and information service provided to member centres). From the very outset the umbrella organisation has also focused on development, methodology and strategy.

The Association is the successor to the Organisation for Building a Network of Citizen Advice Centres, which was founded in 1997 and changed its name to the Association of Citizen Advice Centres in 1998. The founding advice centres were in Děčín, Havířov, Prague – Jižní Město and Brno (Anenská). The Association brings together 40 advice centres, field offices and their contact points at 66 sites in the Czech Republic, answering nearly 70,000



questions from citizen-clients annually. The Association is also a founding member of the first pan-European organisation of citizen advice centres, **Citizen Advice International**.

Advice centres in the Association provide independent, professional, impartial and free social and professional guidance in 18 areas of law, pointing out shortcomings in legislation and citizens' unsolved problems to both local and national authorities. Counselling is chiefly focused on 18 areas: social benefits, social assistance, insurance, employer-employee relationships and employment, housing, family and interpersonal relationships, property law, damages, finance and budget issues, health, school, education, the environment, environmental law, consumer protection, foundations of Czech law, the European legal system, civil proceedings, public administration, criminal law and constitutional law.

London Probation Trust (LPT) aims to reduce reoffending and protect the public by:

- enforcing community sentences designed to punish and rehabilitate offenders
- keeping victims informed
- delivering quality, innovative services, including providing professional assessments to the courts
- managing risk and influencing positive change in offenders' behaviours.

Since 2001, the Probation Service in England and Wales has had a statutory duty to contact the victims of violent and sexual offenders who have been sentenced to imprisonment for a period of 12 months or more. The duty enables victims to receive information about key developments during the offenders' sentences and assists those making representations about the conditions that the offender might be made subject to on their release.

LPT has a Victim Liaison Service (VLS) with five dedicated victim units, located across London. The VLS is managed through the Offender Management division and has two operational Senior Managers for North and South of London who are directly responsible to the operational Director.

The VLS comprises 17 Victim Liaison Officers (VLOs) and eight administrators who register eligible cases on the Victims' Database, trace the victims and send first contact letters before allocating the cases to Victim Liaison Officers.

London Probation Trust works with approximately 7,000 victims at any one time and has national targets to offer 90% of victims face-to-face contact within 40 working days of sentence and to achieve a 90% victim satisfaction rate, as measured after the first face to face contact, which has been consistently achieved.

London Probation Trust ensures that all reports prepared on offenders for courts and sentence review boards, and all community supervision plans address the impact of the offence on the victim and consider the victim's ongoing safety and well-being. The protection of victims from re-victimisation is a key issue in ongoing risk assessment and development and implementation of risk management plans.

London Probation Trust believes that victim safety should be given a high priority. In a statutory victim contact case, regular and accurate information is exchanged between offender managers, Prison staff and the Victim Liaison Officer and used to promote victim safety throughout the duration of the sentence. Victims' rights are upheld through communication of key stages and events in the offenders' sentences.

3.

Establishment and development of the project

– Jana Libíčková

In addition to working with offenders in preparing, organising and supervising alternative sentences and measures, based on the Probation and Mediation Service Act, the Probation and Mediation Service also focuses on crime victims, their stories and justified needs. The service does so as a part of its mediation services, particularly by implementing mediation between the victim and the offender, and as a part of its probation services. Over the past six years, in cooperation with partner non-governmental organisations, the service has also focused on providing crime victim consultation programmes based on the principles of restorative justice and supporting cooperation at the local level.

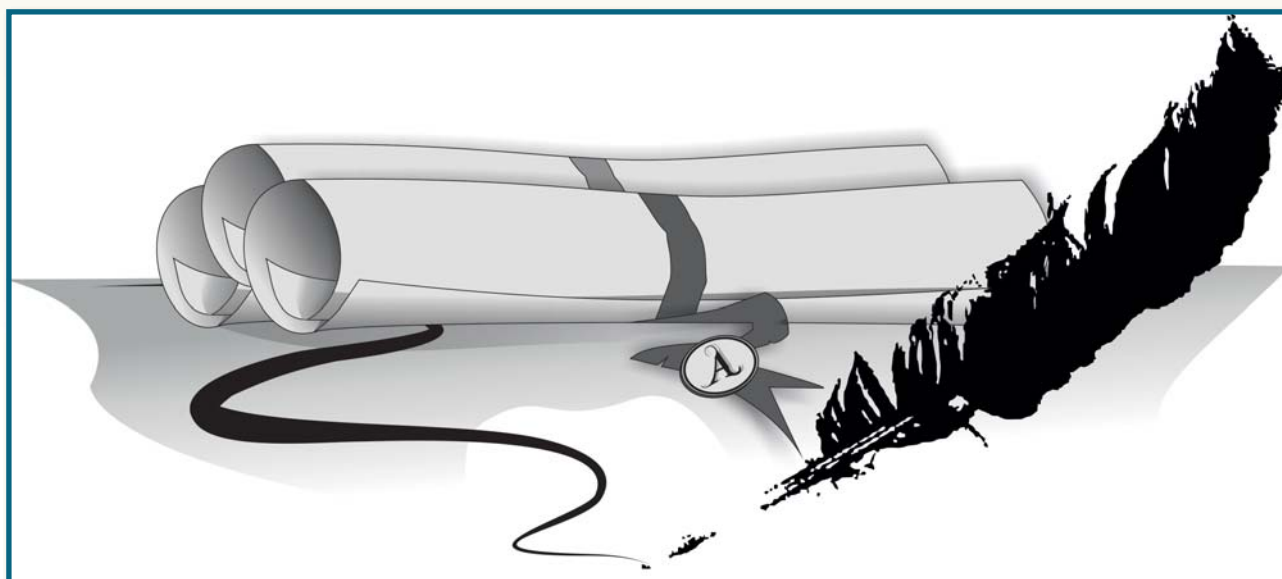
The primary goal is to reduce the material and human damage caused to victims, to support victims and to offer them an active role in the “process” of their own satisfaction. Given that the number of physical crime victims ranges in the tens of thousands each year and the network of services available for crime victims has been insufficient, it was necessary to expand cooperation with the non-profit sector and institutions that already work with or are interested in working with crime victims.

The Probation and Mediation Service designated the subject of **Supporting victims of crime and creating new programmes for crime victims** as one of its priorities for 2005. As part of implementing this priority, it initiated joint meetings with organisations that are concerned with assisting crime victims. The goal was to introduce and discuss the idea of mutual cooperation that would lead to expanding basic support services for crime victims. The Association of Citizen Advice Centres (AOP) actively joined this initiative. During these talks, a preliminary “agreement” on a joint project was forged which would be focused on creating and expanding the victim support and counselling programme. As a result of the talks, the first joint project, **Specialised and Comprehensive Crime Victim Counselling**, was created. The project for this programme was created by the end of 2005 and an application was filed as part of the **European Social Fund**. The project focused on the subject of crime and domestic abuse victims and easing their return to regular life, including returning to and remaining on the job market. In the project, both organisations committed to provide specialised, comprehensive guidance counselling in selected pilot cities and create a set of information materials for crime victims and their families and close friends. The project also created a plan for training people who are in “first line” contact with crime victims – not only counsellors for victims, but also officials in the law enforcement and criminal justice system.

Both organisations proceeded not only on the basis of experiences from their own good practice; from the very start the project was also based on the idea and principles of restorative justice – that victim assistance and support should not only and solely lead to the “unilateral protection of the victim”, but should also lead to an offer to take an active role in the reconciliation and reparation process, such as by participating in a mediation programme between the victim and the offender. In the restorative process, topics are opened regarding ... how the victim’s life has been morally, socially and economically affected and impacted; how the crime affected the victim’s family, close friends and the community where the victim lives; what must be undertaken so that the injuries may be healed and the victim may get their life back under control; what the offender should do to mitigate the consequences of their behaviour and actions.

The project received financial support from the European Social Fund, was launched in **September 2006 and completed in June 2008**. Over the course of less than two years of work, 17 victim counsellors were successfully trained and the basis for counsellor training in the project was created for legal, social and communications issues; a manual for working with crime victims was created;

valuable practical experience in counselling was gained. The project was implemented in three pilot cities: **Beroun, Třebíč and Brno**. As the Association of Citizen Advice Centres had a broad network of its own advice centres (over 40 cities in the Czech Republic) and the Probation and Mediation Service has its centres distributed throughout all 76 judicial districts, the model was created of one **city – two advice centres, one** always at the citizen advice centre and one at the Czech Probation and Mediation Service centre. From November 2006 till June 2008, counsellors in the three cities provided counselling and assistance to a total of **449 crime and domestic violence victims**; in total there were **1,522 consultations held with counsellors**. The most frequent form of contact was the clients' personal visits at the centres, followed by consultation over the phone and in several cases also via letter and email. The most frequent subjects that victims contacted the advice centres with



regarded the course of the criminal proceedings, their own rights, lodging a criminal complaint or lawsuit, how damages would be paid, the elements of a divorce, etc. In some cases information and advice was given, while in others psychological and social support or at least contacts to professionals were provided. The project also included training and informing persons who, due to the nature of their profession, come into contact with victims of crime and domestic abuse first and may have a significant impact on the psychological state of the victim (*police officers, physicians, social workers, etc.*). Developing cooperation with other organisations (*governmental and non-governmental at the local level in the pilot cities*) was an integral part of these activities.

After the first success, the pilot phase ending 30 June 2008, the sites for providing advice and assistance to crime victims were gradually expanded. As of 1 August 2008 we were able to obtain funding from the Ministry of Justice to implement a follow-up project in which citizen advice centres and Probation and Mediation Service centres in České Budějovice, Frýdek – Místek, Most, Náchod, Pardubice, Rokycany and Zlín joined the citizen advice centres and PMS centres in Beroun, Brno and Třebíč. Over the course of August another 20 counsellors were successfully trained and equipped with a manual on working with victims and a set of information brochures for victims, their families and friends. From September 2008 till December 2008, counsellors in ten cities provided specialised counselling to a total of 272 crime and domestic violence victims; in total there were 660 consultations held with counsellors.

After completing the project, we sought further funding to maintain and gradually expand the programme that had been created and field-tested to the broader framework of the country.

In August 2009, the field of “Crime Victim Support” was designated as a priority in a call for the EU’s specific programme **Criminal Justice**. A new project was drafted and submitted. The aim was to expand the field-tested programme based on cooperation between governmental and non-governmental institutions and on principles of restorative justice to additional cities in the Czech Republic, thus gradually creating a truly broad network of programmes available for crime victims. The goal was to also potentially get additional non-governmental institutions that could implement and provide the created model involved in the network. After both organisations agreed, the specialised, comprehensive guidance counselling manual was made available for download on the website and for use for other or similar practice.

The project was submitted to the European Commission. The partner was again the **Association of Citizen Advice Centres**. The **National Probation Service for England and Wales, specifically the London branch (London Probation Trust), became a new foreign partner**. Given the many years of professional cooperation, previous joint projects between the Czech and British services and the tradition of Czech citizen advice centres that was primarily inspired by practice in the United Kingdom, the selection of a foreign partner in this regard was targeted and intentional. Our British colleagues have inspired us with their new “Victim Liaison Officer” service. Here we have called this new service “Victim Services Coordinator” and plans have been made to open the service in two cities: Hradec Králové in eastern Bohemia and Havířov in northern Moravia.

The project was passed by the European Commission, obtained financial support and was launched in January 2011.

4.

Restorative Justice in counseling for crime victims

4. 1. Introduction, *Pavel Štern*

As the name implies, the **Restorative Justice – Support and Counselling for Crime Victims project** is based on Restorative Justice theory and practice. From the outset, the entire concept of advice centres’ activities in the project and the provision of counselling and support to crime victims foresaw that the “traditional, solely protective” approach towards victims would not be taken. Rather, trained counsellors would work with restorative justice programmes and principles intensively, the topic of the offender and his/her behaviour would not be a taboo subject, and the clients – the crime victims – would be supported and encouraged to become active participants in the process of reconciling the effects of the crime, being able to gradually leave the **“difficult pigeonhole” of victimhood and getting their lives back under control**. For readers and colleagues from the Czech Republic and beyond we have prepared a short digression to understand the development, theory and practice of this remarkable, refreshing idea whose current form has been influencing justice systems around the world for over thirty years.

4. 2. Restorative Justice – Theory and practice, *Martin Kracík*

4. 2.1 The crime incident

Among most people, a committed crime evokes disapproval and condemnation – whether theft, fraud, disorderly conduct or even violent crime often ending in serious injurious harm or even death. Repeatedly we expect that criminal justice will prosecute the offender and render a just punishment at the end of the entire process. When we watch these courtroom

scenes on the evening news, we usually feel a sense of satisfaction. The offender was found guilty and punished. In the desire for retribution, though, we often forget that besides the offender, there are also other people whose lives have been changed as a result of the crime that was committed. There is not much space for their needs in the courtroom, however. This is especially the case for crime victims. Even victims of what initially seem to be minor thefts with little financial harm ask themselves, **“Why me?”** Feelings of futility, powerlessness, anger and often fear and worry usually follow. It is enough if someone picks your pocket at the store. Even if you may not have had a large sum of money on you and it does not represent a major loss for you, you start to wonder who could have done it. Was it the man who had queued up behind you at the store? Was it just by chance, or did someone pick out you? If so, why you? People who are more vulnerable, **such as seniors and physically challenged people**, are especially sensitive to such harm. A burgled home or stolen car can even unnerve a person who is at the height of their mental and physical powers. It takes very little for our certainty that the world is a safe place to collapse. And we have not even mentioned very serious crimes, such as robbery or rape, when irreparable physical or psychological harm occurs.

Victims have family members and friends who are also affected by the crime incident. To a certain extent, the entire community in the place where the crime occurred – neighbours and friends – are injured. Through the media, the incident can also impact the greater public. The question of whether something like that could happen to us tomorrow lurks somewhere inside each and every one of us. Nor is the offender spared troubles and worries. S/he faces criminal prosecution, conviction and a “deserved punishment”. Certainly, they caused it and it is up to them to suffer the consequences of their action. But what about their family and friends? They often bear the entire incident as a stigma. It often takes many years for them to cope with the condemnation from their surroundings.

The crime incident has a negative impact on the lives of many people. Howard Zehr, one of the “fathers” of Restorative Justice concepts, speaks of a web of relationships that connects us all in some way. He says that the crime tears the threads in this web. **„Restorative Justice tries to find ways to repair these threads as much as possible.**

4. 2. 2 How to put things right

How are things put right again after a crime has been committed? There are various answers to this question. The most frequent answer would probably refer to catching the offender and adequately punishing him/her. This is primarily the role of the law enforcement and criminal justice system. Sooner or later, the police capture the offender and start the criminal prosecution. After the investigation ends, the entire matter is handed over to the state prosecutor, who files a criminal action with the court. The court then issues a decision on guilt and punishment. The result is that the offender is tried and punished. This model is called “simply” retributive; the main goal is to capture, try and punish the offender.

Let us look for other answers to the question of how to right the consequences of a crime. We can look at a crime not only as a violation of the law which is primarily an attack against the state, but as a social incident, a conflict between specific people. The first reactions to the act do not involve looking for and punishing the culprit, but focusing on the harm done to the victim. The responsibility for the harm or injury caused, repairing the harm and the obligations associated with this are then primarily up to the offender.

In terms of restorative justice, righting a wrong includes compensation for damage (moral and material), returning things to their original state, and looking for and removing the reasons that led the offender to commit the crime (Zehr, 2001). This “other” view of the crime is called a restorative approach.

4. 2. 3 Three pillars

As Howard Zehr defines in his literature, restorative justice rests on three pillars

Harms and needs: The first pillar primarily relates to the crime victim. What harm was caused to the victim and what needs do they have in connection with the act that was committed? Were other persons harmed? If so, what are their needs?

Obligations: Obligations arose as a result of the harm caused and the resulting needs of the victims and other persons affected by the crime. The criminal offender is responsible for the obligations. The offender is therefore obligated to undertake all necessary steps to remove or at least mitigate the harm caused to the victim.

Involvement: The personal involvement of the participants – the victim, the offender and other persons affected by the crime, if applicable – is a prerequisite for the restorative process to be successful. This is not a “top-down” process; rather, opportunities and paths to remove the harm are sought by those whom the crime concerns most – the victim and the offender.

4. 2. 4 Brief history of Restorative Justice

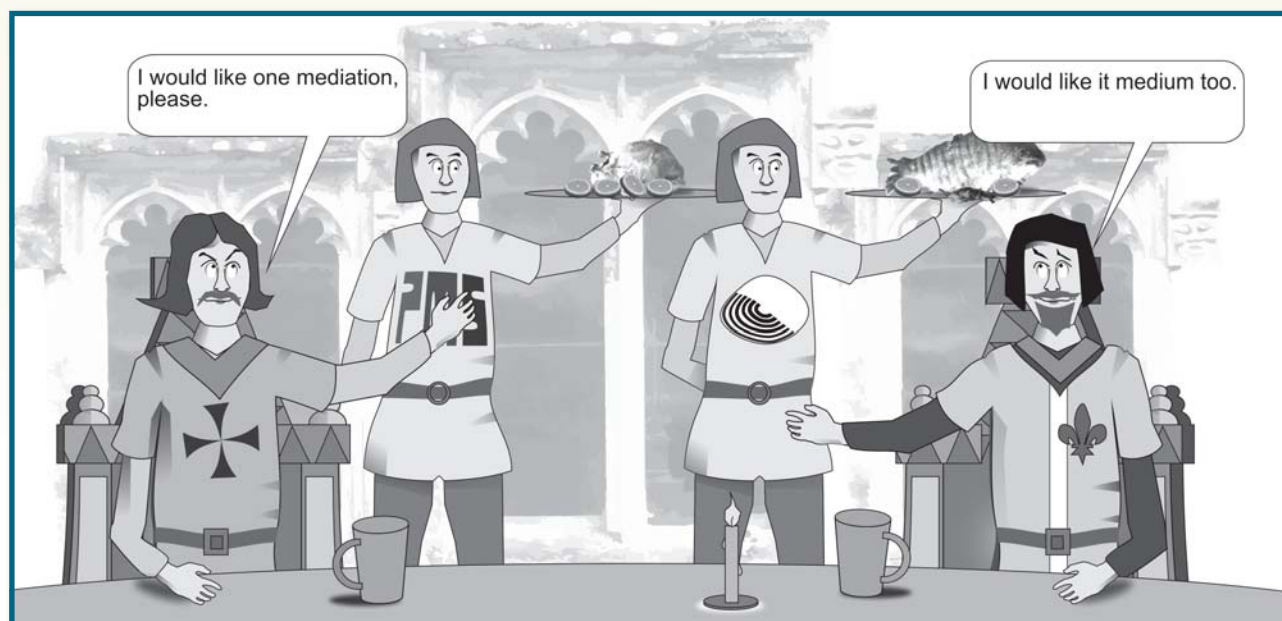
Restorative justice is not a new cutting-edge concept. Its roots can be found deep in the past. The search for non-violent ways of righting wrongs can be found in different ancient cultures. The aim of these methods was to keep the conflict from escalating further and the chain of violence from threatening entire communities. Since time immemorial, people have simply had to find non-violent ways to resolve conflicts within their communities in order to survive. A well-known means is the institute of “asylum”, which provided the persecuted party in the conflict with safe harbour for a certain period, or in the worst case at least delayed the revenge or let emotions cool off. A number of ancient cultures also had the much respected position of a sort of “negotiator” who gradually met with the parties to the dispute and tried to lead them to a non-violent resolution (Sokol, 2003).¹ Ideas of Restorative Justice were deeply inspired by the spiritual and cultural traditions of the original inhabitants of North America, Australia, New Zealand and South Africa.

Since the 1970s the Restorative Justice movement has gradually won sympathizers over from around the world and the ideas of Restorative Justice have started to have a significant impact on penal systems and policy in many countries across the continents. The concepts of Restorative Justice have been put to practice in the form of specific programmes. Hundreds of various Restorative Justice programmes and approaches operate in many countries around the world and are recommended by influential multinational organisations (including the United Nations, Council of Europe and European Union). Programmes initially focused on less serious cases, but gradually they started to also be successfully applied for more serious crimes and in the course of the entire criminal proceedings. Professor Howard Zehr, who teaches at Mennonite University in Harrisonburg, is one of the main “modern fathers” of the Restorative Justice movement. **Howard Zehr** is the author of the important book **Changing Lenses: A New Focus for Crime and Justice**. Another is Australian **John Braithwaite**, who teaches at Australian National University and whose 1989 book **Crime Shame and Reintegration** make a strong impact on the restorative justice movement. The “last” of the three is another American, **Mark Umbreit**, who established and leads the Center for Restorative Justice and Peacemaking at the University of Minnesota and is successfully introducing a mediation programme between victims and offenders in prisons in the United States. All three are highly respected figures in the field of restorative justice and have significantly contributed to the implementation and application of Restorative Justice in judicial practice around the world.

¹ Among the Nuer, this function was inherited along with an external symbol – leopard skin (Sokol, 2003)

4. 2. 5 Principles of Restorative Justice

Restorative Justice is associated with several crucial principles and values. These are a sort of compass that shows which direction one should take in a specific case. As every conflict and every act is specific, it is impossible to create a boilerplate restorative programme or technique that could be used in every case. Principles and values are what indicate which direction to take. Let's stop and look at the most important ones.



Respect Respect is a crucial value for restorative justice. Respect is shown not only towards the victim and other persons affected by the action that was committed, but also towards the offender.

Responsibility The criminal offender is responsible for the harm and injury caused, and the restorative process strengthens his/her motivation to restore broken relationships.

Dialogue Restorative justice programmes and techniques are based on various forms of dialogue between the parties to the conflict – between the victim, offender and other persons affected by the crime incident.

Participation Restorative justice strives to actively involve all parties to the crime, their families, friends and representatives. The resolution of the entire incident is in the hands of those whom it concerns, not decided by another formal authority.

Balance Restorative justice looks to rediscover balance in the community. It balances the interests of all the parties and seeks a solution that would be acceptable for everyone. The principle of balance, however, does not relativize the act the offender committed or the consequences the offender is responsible for.

Voluntariness In Restorative Justice, the participation of the parties to the event is always based on voluntariness. No party, including the offender, should be forced to participate.

Solidarity Restorative justice always strives to involve members of the community where the victim and offender live. It does not view the crime incident as a separate and isolated act that would solely be a private matter between the participants.

Individuality In Restorative Justice, the unique nature of each person is always balanced in relation to solidarity. Both principles must apply at the same time. The restorative process supports the differences and individuality of each of us in mutual solidarity (Zehr, 2001).

4. 2. 6 Restorative Justice programmes

Restorative justice programmes are based on several fundamental assumptions: a) The response to the criminal act should correct as much harm the victim suffered as possible; b) The offenders should be brought to understand that their behaviour is not acceptable and that they have specific consequences for the victim and for society; c) The offenders can and should accept responsibility for their actions; d) The victims should have the opportunity to express their needs and participate in deciding on the best way for the offender to pay damages; e) It is society's responsibility to contribute to this process. (Handbook on Restorative Justice Programs, UN, 2006)

The variety and diversity of restorative programmes is the result of the creativity of those who have developed and implemented them over the past decades. The programmes reflect the cultural differences of local communities, habits and the results of good practice. They are also different in how they are embodied in criminal justice, how they are organised and in their level of formality. All of the programmes are based on various arrangements of a restorative dialogue between the parties to the dispute (Umbreit, 2007). The programmes used most frequently in Europe and abroad are:

Victim-Offender Mediation, the most frequently used restorative justice programme. The aim is to mediate a direct meeting between the victim and the offender with a third impartial party, a mediator, participating.

Family Group Conferences. This programme was strongly inspired and influenced by the cultural and spiritual traditions of conflict resolution among the indigenous peoples of New Zealand, Australia and North America. The focus of the programme is broader than it is for mediation. It is based not only on a meeting between the victim and the offender, but also with their family members, friends and representatives of the local community. The programme has a strong community character.

4. 3. Conclusion, *Pavel Štern*

This short but faithful presentation of Restorative Justice theories and practice shows that it was truly a challenge for us to have the theories and practice of Restorative Justice cover our joint project focused on counselling and support for crime victims. Restorative Justice introduced new values to project activities that are beneficial for both those implementing the project and for the project's clients – crime victims, as you will be able to read further on in this manual.

5.

Training and supervision in the project Restorative Justice – Victim Support and Counselling, *Petr Štěpaník*

Training and supervision² in the project Restorative Justice – Support and Counselling for Crime Victims was planned for counsellors based on an analysis of their training needs. Previous experience in training victim counsellors before the Restorative Justice project was reflected in the analysis. This was the project Comprehensive and Specialised Counselling launched by the Probation and Mediation Service and the Association of Citizen Advice Centres in 2006. The basis of a training and supervision system were created here.

² "Supervision" is understood as a group meeting of counsellors and an external expert. In fact it is a case conference and the external expert provides the counsellors with feedback on the topics and problems voiced by the counsellors.

The analysis found that counsellors' greatest interest and fear is that their actions could damage or traumatise the victim. This attitude stemmed from the long history of support for victims in the Czech Republic when specialised care was in the hands of specialists, ideally physicians and psychologists. The terms "counselling" and "psychotherapy" were often used interchangeably. Based on these findings, an introductory training consisting of a legal and a counselling section was carefully planned. Counsellors' interest in expanding their legal knowledge in compensation for crime victims represented another frequent training need.

The introductory training for counsellors expanded their knowledge in the field of criminal law and provided an introduction to contact with victims. In the first training block, the participants were provided with an introduction to working with victims in the context of restorative justice. From the very outset, **the restorative context of the entire project**-- which is different from other modes of working with victims -- was emphasised to the participants. This approach was also the main added value of the entire project and is starting to take effect as a main trend in providing assistance and support to crime victims. As noted above, the



counsellors' greatest fear was potentially harming the victims. The restorative approach is sometimes criticised because contact between the victim and the offender could pose the risk of repeated victimisation and deepening the victim's trauma. Very special attention was directed at this topic. The participants were guided to understanding that in practice, the restorative approach does not automatically mean that the victim will meet the offender, but rather it allows the victim to respond in a healthy manner to questions that naturally emerge in their minds as they process their experience from the crime.

The introductory training continued with a block dedicated to the impacts of the crime on the victim, the cycle of feelings that victims go through and the individual phases and how these can be addressed. The specific topics of the training session also included work with victims of violent and sexually-motivated crimes. The counsellors focused on skills working with the impact of the crime on the victim so that their interventions would not cause the victim to re-experience past and often painful and traumatic events, but rather so that the counselling interventions would create a safe place where they can help victims connect with their positive personal resources and work in the present on resolving and processing the consequences of the action in which the victim suffered injury or harm.

The principal finding from the training was that in the restorative approach, **it is not necessary to have a degree in psychology or go through extensive psychotherapy training** in order to provide basic counselling to victims. Important skills are knowing how to express interest in the victim, active listening, empathy and the ability to think restoratively. A key aspect of the training was to change the perception of victims into people who never stopped being human beings due to the injury or harm caused to them, people whose needs can be perceived in a more humane and universal manner, not just narrowly and with a view that assumes they are powerless, incompetent and indecisive.

The participants in the training very much appreciated that they were able to practice

theory on practical examples that were presented to them as case studies with attached questions. The participants worked in small groups with support from the instructors who facilitated the learning process for individual participants. The following excerpt shows a brief example of practicing skills during the initial contact with the victim.

Zdeňka comes to see you at the advice centre. An elegant, good looking 55 year-old woman stands before you. She apologises and says she does not want to keep you long. Briefly and without showing any emotion, she tells you how she was attacked on her way home from the night shift three weeks earlier. An unknown man ripped her purse from her hands and knocked her to the ground. She has just one wish. She wants to know what happened to her purse. The police told her to assess the damage and added that they had not found her purse or the contents. The perpetrator was apprehended, but he says he does not remember what he did with Zdeňka's belongings.

Questions for the counsellor: 1. What specific steps will you take while consulting with Zdeňka? 2. In your opinion, what areas will you focus on? 3. If you and Zdeňka agree to meet for another consultation, what will your plan be? 4. What do you think will be the most difficult for you in working with Zdeňka? 5. In contrast, where do you see there are resources for helping you work with the client?

Further training in the Restorative Justice project focused on professional interviews with crime victims, working with victims of sexually-motivated crimes, working with loss and grief, the impact of the crime on the victim's life, stalking and its manifestations, and domestic violence contexts that counsellors may also encounter.

A specialised training for Victim Services Coordinators led by Angela Bailey from the London Probation Trust represented a special training activity in the project. The aim of the training was to enhance coordinators' knowledge on how to work with victims and especially how to work with other organisations involved. A multidisciplinary approach in working with victims was also presented with the aim of motivating those participating in the training to provide the best possible services to crime victims in the Czech Republic. Another part of this training session was held with the support of Angela Bailey right at the locations where the coordinators worked. The aim was to present our British colleagues' new activity, the **Victim Liaison Officer**, at selected locations. For the Czech Republic we have chosen the term **Victim Services Coordinator** and, unlike British practice, we have primarily focused on supporting and developing a network of local cooperation between services and institutions that benefit crime victims.

Supervision sessions were carried out under the leadership of experienced supervisors at two locations. Supervision was led in groups for counsellors from various advice centres. The primary focus of the supervision was case-based with counsellors presenting cases from their own practice. The general goals of the supervision meetings were to support the consultation processes, including support for counsellors in handling complicated casework.

The supervision sessions proved to be a crucial process in supporting cooperation between advice centres in a single area. The establishment of mutual cooperation was also reflected in the level of success in applying restorative procedures (such as mediation) in casework. It was shown that it was initially difficult for counsellors to integrate restorative principles into the professional interview. Over time, though, experiences were shared in which the victims responded very well to offers of mediation, a potential apology, and the creation of space to speak about their negative feelings towards the offender and take an active role in the penal process. Counsellors also referred to cases they handled on their own which changed their opinions, such as in working with the grieving families of accident victims. Initially in the project, counsellors expressed a lot of fear about working with the bereaved as this group of victims was viewed as too complicated and difficult to control emotionally. In practice, though, the counsellors found that grieving families of crime victims were very responsive to accepting their advice as they were very willing and thankful for any expression of support and

helpfulness. In the supervision sessions, the counsellors themselves were willing to reflect on their original stances as based notions about the bereaved, not experience. Meetings during the supervision sessions also became important venues for support and the provision of specialised information as part of the project.

At the conclusion of the chapter it can be summarised that both the training and the supervision were a very important project activity which helped maintain the professional direction of the project. In the training and supervision sessions we had the important experience that work with crime victims is often viewed as too specific, and as a rule the victims themselves are viewed as very fragile and vulnerable. Due to this attitude among counsellors, many victims remain on their own in the criminal proceedings and without adequate care. This attitude often directly copies the strategy of the victim's family and close friends who tend to withdraw, thinking that they do not want to upset the person by reminding them of the incident, etc.

The project clearly showed that victims have many positive personal resources and they wish to be informed and involved in resolving the crime. Even victims of serious violent crimes and the bereaved are groups that can be worked with very successfully in the consultation process and are very grateful for support and assistance. **For most victims it is very important to hear an apology and an explanation and receive compensation for the harm caused.** Only very few victims require very special psychotherapy or medication, treatments which, in the end, do not correspond to or meet the victim's needs described above when used alone.

The ideas of restorative justice implemented in the process for counselling crime victims are a very promising and hopeful approach to the future that are worth developing further.

Casework in the project – advice centre activities: *Alena Dzurňáková, Markéta Pešťáková, Alžběta Wallinová, Monika Koťátková*

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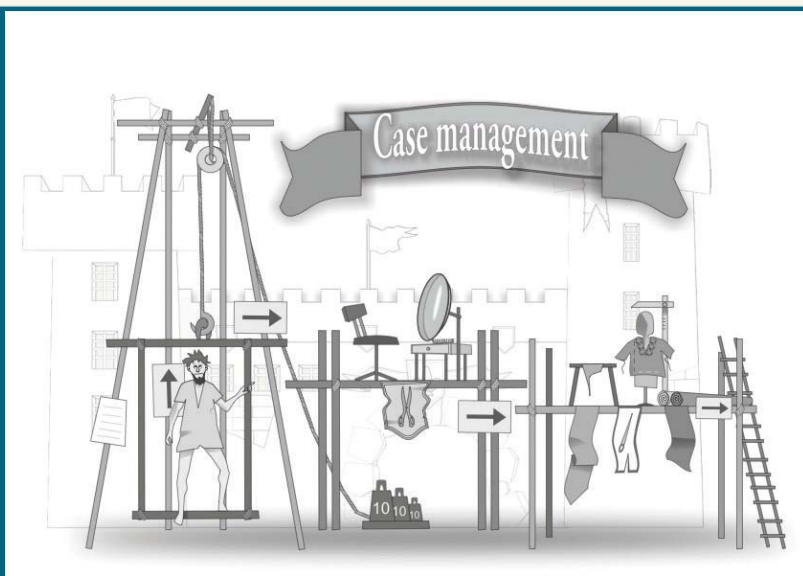
6. 1. Introduction to project advice centre activities

One of the most important goals of the project Restorative Justice – Support and Advice for Crime Victims was to interconnect cooperation between the public and non-governmental institutions involved in criminal justice more intensively with regard to support and assistance for crime victims. The central idea was to use existing positive experiences from good practice at home and abroad and to connect these in a comprehensive, effective, timely and available service for crime victims, their relatives and other involved persons who could have been affected by the consequences of the crime.

In addition to basic support in difficult situations and important legal information, if suitable trained counsellors on the Probation and Mediation Service staff can also arrange participation in restorative justice programmes that the service offers.

As can be read in case **study no. 3, „Victim Offender Mediation“** can truly help the client/ crime victim in their difficult situation. In addition to other areas, citizen advice centre staff also specialise in debt and financial counselling and social counselling, and have contacts to providers of follow-up social services in the area. These follow-up services can include follow-up psychological assistance or psychotherapy, and as one can see in case study no. 4, they

may also include professional counselling on addictive substance addictions. The use of the potential of two institutions in jointly implementing “support and advice for crime victims” is an important factor that also meets the definition of being a comprehensive service.



One of the counsellors' tasks in implementing the project was to inform professional circles and the public in the project cities about the opportunity of using the newly offered services. Awareness was secured by posting fliers about the project at municipal offices, city and national police stations, public prosecutors' offices, courts and doctors' surgeries, including accompanying explanations and comments on the purpose and intent of the project and the advice centres' activities. Furthermore, nationwide and regional media were informed and these willingly printed information about the new project in their periodicals.

As one can read in **case study no. 1 Pavel**, the crime victim got the contact for the advice centre involved in the project from a flier he read at his doctor's surgery.

Two large information campaigns were another major source of information about the project: 1. A billboard campaign titled **“We won't turn our backs on you”** held in January 2012, and 2. A flier campaign in which fliers were posted in transportation vehicles in all the project cities (*except Hradec Králové, where the fliers were placed directly at city public transportation stops*) from mid-January to mid-February 2012. These campaigns were accompanied by a press conference with Justice Minister Jiří Pospíšil, who strongly supported the project and the information campaign – including as a part of the Justice Ministry's priorities. The ministry has recently tabled a new law to support crime victims in the Czech Parliament. The press conference was broadcast live on Czech Television, news channel ČT 24, on **20 January 2012**. In the months following the press conference and the end of a billboard and flier campaign, the counsellors noted as much as a 100% increase in interest in their services from clients – crime victims.

After the press conference was broadcast, many clients sought information about the project on the Probation and Mediation Service and project websites, such as the crime victim in **case study no. 4, Helena**.

An important factor in work between the counsellors and the clients was the responsiveness and support of other institutions that come into contact with crime victims. Cooperation with the Czech Police and City Police Departments in the project cities was especially important for the success of the project. As police officers are usually the first contact crime victims seek out, it was important for the work conducted by the counsellors and advice centres for cooperation to be as good as possible and members of the police departments were informed in detailed about project activities.

Good practice in police and “advice centre” cooperation can be found in **case study no., Petra**. The investigating officer himself gave the crime victim contact to the advice centre at the Probation and Mediation Centre, as he correctly evaluated the situation and informed and

“sent” Petra to the advice centre. The police officer in **case study no. 3** responded similarly.

The introduction of the pilot service of **Victim Services Coordinator**, which was carried out in two selected cities, Hradec Králové a Havířov, was also very supportive in providing high-quality services. **Teams for Crime Victims** were created regularly met here. Based on analyses of relevant data gathered on crime and the impacts on victims, they react to their needs and risk factors that are found. Due to cooperation with the team, the Services Coordinator can quickly arrange the necessary service for the specific crime victim thanks to mutual cooperation and the willingness to work in the interest of the crime victims. More can be read about this service in **Chapter 7**.

6. 2. Case Studies – Experiences of Good Practice

Case study no. 1, counsellor: Monika Kořátková, Probation and Mediation Service centre, Mladá Boleslav.

In 2010 an unknown man broke into (60-year-old) Pavel's house. He was apprehended by police at the site and subsequently given a suspended sentence. In his actions, the offender damaged two windows, causing CZK 7,800 in damage. In the court decision, the offender was charged with the duty to pay this amount to Pavel during the probationary period of the “suspended sentence”.

Pavel learned of the advice centre for crime victims from an information flier he had read at his doctor's surgery. He contacted the advice centre with a request for assistance in seeking payment of the damage caused.

From the date the incident took place, Pavel was very upset with the offender because he had not shown any action or effort at all to make amends for what he had done. Moreover, every time he looks at the broken windows, Pavel feels grief because he repaired the house together with his wife who died a half year ago.

Pavel did not have any money available to repair the window and thus depended on what the offender would pay him in damages. But the offender ignored the duty charged by the court, even despite Pavel's dunning letter and the fact that the probationary period for the suspended sentence was due to end soon. Pavel feared that he would not survive to receive the damages and repair the windows; he was seriously ill. He would be happy if he could settle the entire problem as soon as possible.

There were four “contacts” with Pavel: he visited the advice centre three times and one time a counsellor accompanied Pavel to the court proceedings. Here the counsellor arranged for Pavel to look at the penal record, which Pavel has the right to do as the crime victim.

As part of the consultation at the advice centre, Pavel was provided with support and space to tell his story, express his feelings and related emotions. Based on an assessment of all the information and a subsequent mutual arrangement with Pavel, the counsellor concluded that for the time being it would not be necessary to “engage” any other services.

In the process they agreed upon, the counsellor accompanied Pavel to the court, where he was allowed to look at the penal record. Here he was able to discover important information about the offender and this would subsequently increase Pavel's chances of collecting damages, particularly information about the offender's employment and income. Subsequently a petition for garnishment of the offender's wages was written and Pavel himself submitted the petition at the District Court filing office. Thanks to the steps that were taken to benefit Pavel, his mental condition visibly improved. He himself explained it best when he said, **“I finally see the light at the end of the tunnel.”** The positive result from the petition appeared the next month, when Pavel received the first instalment toward damages from the offender.

During consultations at the advice centre, other opportunities were presented and offered to Pavel on how to get the damages he demanded other than by “just” repeatedly sending

dunning letters to the offender. Although the damages could have been paid much earlier, **Pavel was happy that in the end the damages were paid, albeit in instalments. As he said later, the house was now fixed up again just as he and his wife had intended.**

Case study no. 2, counsellor: Monika Kořátková, Probation and Mediation Service centre, Mladá Boleslav.

Petra (28 years old) allowed her friend to spend the night at her flat. She did not have reason not to trust her friend; they had known each other for nearly six years. What a shock it was for her the next day: after her friend had left, she learned that she had lost her purse, personal ID cards and several pieces of gold jewellery. To top it off, Petra had written her PIN code down near her debit card. Due to the offender's actions, she incurred losses of CZK 25,000.

Petra learned of the advice centre for crime victims from the investigating police officer, who recognised that Petra was very upset by the entire situation and it was difficult for her to orient herself in the "criminal proceedings" that were later launched against the offender.

The entire incident had a negative impact on Petra's relationship to her friends and family. She understood that she could not absolutely trust everyone, but her attitude had become extreme. She started to keep to herself, closed herself up in her flat and did not want to communicate with anyone. Due to her attitude, and basically due to the "trauma" she experienced from the negative incident, the crime, she suddenly faced the entire situation alone. She had no one she could talk to, no one to rely on, whom to speak with about resolving the entire matter, what she should do.

In the consultation at the advice centre, the counsellor provided Petra with support and space to tell her story, view the entire situation and express her feelings and related emotions. The counsellor praised Petra for her courage to visit the advice centre and her decision to actively resolve her situation. At the same time, the counsellor provided Petra with basic and important information about the course of the criminal proceedings and the opportunities that were open to Petra. Subsequently, based on the counsellor's recommendations and assistance, Petra formally joined the criminal proceedings that were underway with her claim for damages. The counsellor also offered to accompany her to a meeting at the local Czech Police department that was investigating the case, and this meeting occurred.

At the third consultation, the question of Petra's relationship with her surroundings was addressed. She was offered the opportunity to seek professional psychological help that she would be able to receive free of charge because this service was available at the project partner, the Citizen Advice Centre. Petra took up the offer and started working with a psychologist.

After three sessions with the psychologist and about three weeks after our last meeting, Petra came to the advice centre for another consultation. At first sight one could see that Petra had come a long way. She was far more balanced and could speak calmly and clearly about the entire matter. At the recommendation of the psychologist, Petra was offered mediation, i.e., a personal meeting between Petra the offender on neutral ground. The purpose of this type of meeting was to provide both parties with space to speak about the entire situation. Unfortunately, though, due to lack of interest on the offender's part, in the end this meeting did not take place.

In conclusion it must be said that while the offender rejected a meeting with Petra in person, she used the opportunity to write an agreement on payment of damages, which Petra of course also welcomed. Based on the agreement, the offender started to pay off the damages. This also had a positive consequence for Petra, as the prosecution was conditionally discontinued, Petra was spared another court hearing and she received payment of the damages. **As of today, Petra's damages have been fully paid. As part of her psychological support**

and assistance, Petra's relationship with her surroundings has improved dramatically, particularly with her family.

Case study no. 3, counsellor: Alžběta Wallinová, Probation and Mediation Service, Ostrava centre

In a traffic accident, the driver of a car riding on the main road, Vojtěch, suffered bodily injury in the form of a sprained neck and bruised left knee. A car riding down a side street with its headlamps off pulled out in front of him. The cars crashed and Vojtěch was injured.

The injured driver arrived at the Czech Probation and Mediation Service at the recommendation of the Czech Police. He especially needed information regarding the course of the criminal proceedings and options for receiving compensation for the damage. At the meeting that was scheduled in advance over the phone after the injured party called the centre, he was informed about the course of the criminal proceedings and his rights in the criminal proceedings as the injured party. Moreover he was informed about the function of advice centre for crime victims and about the Czech Probation and Mediation Service's competencies and capabilities.

Compensation of damage was a major topic in the discussion with Vojtěch. The counsellor provided Vojtěch with information about opportunities for receiving damages from the offender's compulsory third-party insurance, opportunities for receiving damages over and above the insurance claim and ways of resolving the criminal action out of court. Vojtěch continued to repeat that it was the first time he was the victim of a traffic accident and he had only recently received his driver's licence. He needed to be assured that everything he did, he did correctly and did not neglect anything.

In the course of the consultation with the counsellor, the topic of the offender, his behaviour and attitude regarding the crime were discussed. Vojtěch said the offender had already called him and asked to meet him at his home. Vojtěch was afraid of the meeting, did not know what to do or what to expect from such a meeting. The counsellor informed him of the option of using a mediation programme between the victim and the offender and answered all of Vojtěch's questions regarding this option. Based on all of the information and needed explanations, Vojtěch agreed to mediation.

Due to the conversation with the counsellor, Vojtěch gained assurance that he had acted correctly. He was offered the option of resolving the case out of court. The counsellor highly appreciated his activity and responsible approach. **The discussion visibly calmed Vojtěch.**

The counsellor subsequently contacted the Czech Police so it could send her materials regarding the case, especially contact information for the offender in the traffic accident. After a conversation over the telephone (*the nature and conditions for working with the Probation and Mediation Service were explained*), the offender, Jiří, agreed with resolving the matter out of court and personally meeting the counsellor. Based on the meeting with the counsellor, in which he was encouraged to take a responsible approach to the victim and compensate the damage that had arisen, he also agreed to mediation.

Before meeting all together, Vojtěch requested one more meeting with the counsellor so that he could prepare for the meeting with the offender as best as possible and ask for advice on how to handle the forms that the insurance company had sent in regards to payment of damages.

Mediation took place at the Czech Probation and Mediation Service. Only the injured party Vojtěch, the offender Jiří and the counsellor, who took up the role of mediator, were present. At the meeting, Jiří, the offender, personally apologised to Vojtěch, the injured party, for what he had done. Vojtěch accepted the apology. Subsequently, with the mediator's assistance,

both of the parties agreed to an out-of-court settlement over and above the insurance claim and signed an agreement on this right at the meeting. The counsellor later sent the agreement between the two parties to the state prosecutor. Based on the mediation and the agreement that was presented, the prosecutor conditionally discontinued the criminal case.

Due to the out-of-court procedure through mediation between the victim and the offender, Vojtěch not only received quick and above-average material satisfaction, he also received moral satisfaction.

Case study no. 4, counsellor: Alžběta Wallinová, Probation and Mediation Service centre Ostrava

Helena became the victim of stalking, blackmail and serious bodily harm that her ex-boyfriend had caused. When she refused to be in any sort of contact with him, he started to also harass her mother, whom she shared a home with, and her daughter, who already had her own family.

The client found contact information for the crime victim advice centre on the Internet, where she read the Czech Probation and Mediation Service website and later the Restorative Justice project website. This was at the time when she had already lodged a criminal complaint against the aggressor. He was in jail and the public prosecutor had submitted an indictment to the court.

After agreeing over the phone, the client arrived for the first consultation. The counsellor gradually went over practical information regarding the course of the criminal proceedings, opportunities for receiving damages and other areas, including intensive support and accompanying Helena during criminal proceedings with the offender.

Helena told her that her daughter had helped her a lot with lodging the criminal complaint, supported her and stood by her side when she took her decision. She was very afraid of the nearing trial and contact with the offender. As part of the counselling, Helena was primarily provided with practical information about her rights in the criminal proceedings and the counsellor helped her with reporting the claim for damages. Based on the support she received at the advice centre, Helena calmed down and her fears regarding the court case were not as strong. In cooperation with the advice centre, she asked the court for a separate hearing, and this was subsequently allowed for her.

The counsellor and Helena worked together on creating a “first aid” plan in the event that the offender would contact her again (the plan included important telephone numbers for other cooperating organisations). As part of support and preparations for the court hearing, the counsellor accompanied Helena to visit the courthouse beforehand and look at the courtroom where the hearing would be held. The advice centre’s support before the court hearing was very important for Helena so that she could cope with the entire situation, including her eyewitness testimony.

In the end the court found the offender guilty of the crime of stalking and he was given a “prison sentence”. The court issued a restraining order and she was awarded the damages she claimed.

Helena was very happy that she could share this difficult situation with the victim advice centre and rely on its support and assistance.

Victim Liaison Officers

– Marie Švadlenová, Lenka Honsárková

One of the three pillars of the Restorative Justice – Support and Counselling for Crime Victims project was to verify and introduce the “new service” of Victim Services Coordinator (we were inspired by one of the National Probation Service for England and Wales’ new activities, the Victim Liaison Officer). The coordinator’s task is to coordinate services, information and institutions at the local level which may also be able to help crime victims if needed (such as social workers at the municipal office, psychologists and psychotherapists working in the area, etc.)

The aim and intent of the coordinator’s work is to interconnect relevant public and non-governmental institutions that are willing to get involved to the benefit of crime victims, including Czech Police and justice officials; chart for them the topics, worries and needs which are the most frequent reason for victims contacting local advice centres or which can be found in respective crime statistics and reports, including risks; organise regular meetings as part of multidisciplinary cooperation in the form of a team for crime victims. Or put simply – create a supportive, cooperating network of available services for crime victims at the local level which respond to and function on the basis of identified needs that emerged as a result of the crime.

Two coordinators in the previously selected pilot locations of Hradec Králové and Havířov were selected in the first months of the project in a selection process and were trained by the partners in the United Kingdom (London Probation Trust).

We continue to encounter the difficult situation injured parties and victims are in. It is difficult for them to find their way in the complex process of criminal proceedings and communication with other institutions that are involved, and often they find themselves on the fringe of the legal system. Targeted assistance and support often is not focused on crime victims. One could say that till now they have often stood in the background of the criminal proceedings; they do not have enough information and their psychological and emotional state is disregarded. It is therefore necessary that they at least receive the same attention paid to the offenders at the local level.

7. 1. International cooperation, application of good practice experiences

In establishing the new Victim Services Coordinator service, the project implementers were inspired by the United Kingdom, where Victim Liaison Officers perform a similar role. The Victim Services Coordinator started functioning in the Czech Republic in mid-2011. In a selection process, two coordinators in two pilot cities (Hradec Králové, Havířov) were selected and trained by partners in the United Kingdom. Verifying and implementing the new Victim Services Coordinator service is one of the three key goals of the project. The incorporation of experiences from good practice abroad was enriching for the project and innovative for local practice.

7. 2. Verifying Victim Services Coordinator activities at the local level

Phase 1 – training

On 11 – 13 July 2011, a seminar for the newly selected service coordinators was held. Angela

Bailey from the partner organisation, London Probation Trust, participated in the seminar. Bailey has been a Victim Liaison Officer in the United Kingdom for many years. The aim of the several-day seminar was to present the new service in regards to experience applying the service in the United Kingdom, adopting some of the findings and applying the results in the Czech Republic.

Phase 2 – Presenting and promoting the new service

In the second phase, information seminars were held focused on presenting the role of the Victim Services Coordinator in the pilot locations (Hradec Králové, Havířov) together with presentations on the mission and work of British VLOs for an audience of professionals. In both regions, the seminar aimed to present the new service for crime victims while supporting getting potential representatives from relevant institutions and subjects involved in developing a cooperating network of services for crime victims in the area. City officials from both cities, representatives of NGOs, justice and Czech Police officials all took part in the seminars. A model for a multidisciplinary team for crime victims was also presented.

Phase 3 – Training and involvement of people in the justice sector

In the third phase, the coordinators presented their practical experience in pilot cities together with colleagues from the London Probation Trust at an international Czech-British seminar titled “Victim just once”, held in May 2012 at the Judicial Academy in Kroměříž. The seminar was focused on the topic of which “approaches” law enforcement and criminal justice authorities should choose towards crime victims, particularly with regard to avoiding secondary victimisation. In addition to the counsellors from the citizen advice centres and the Probation and Mediation Service in the project, the seminars were attended by judges, public prosecutors and police from the cities where the project was implemented.

7.3. Victim Services Coordinator

The differences in understanding the Victim Services Coordinator and the Victim Liaison Officer (VLO) rest in the following: Based on the law, the Victim Liaison Officer works directly with specific crime victims, especially in cases of serious crimes of a sexual or violent nature and where the offender was given a prison sentence exceeding 12 months, or was given another form of punishment specified under the mental health section in penal law. The VLO, which is a part of the National Probation Service for England and Wales, is obliged to contact victims of a specified range of crimes.

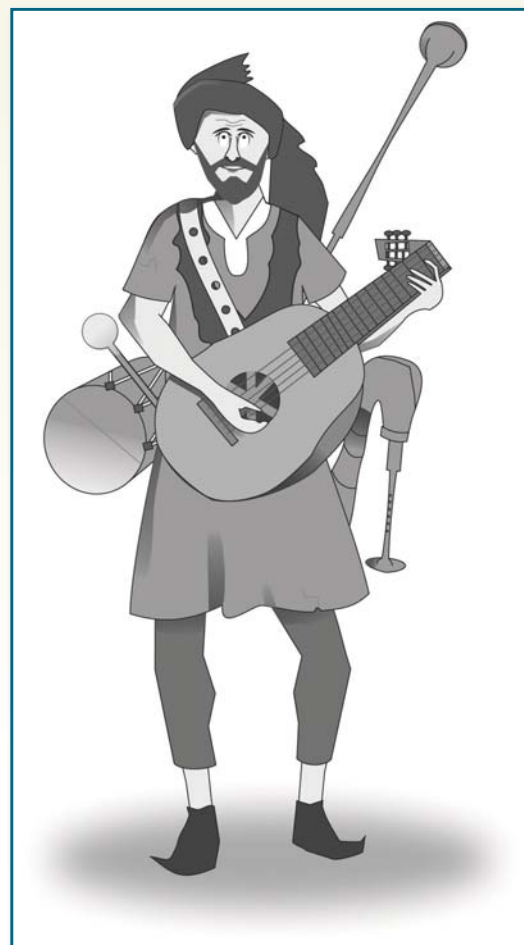
In contrast, in this project, the **Victim Services Coordinator** is an umbrella element whose work is based primarily in creating a functioning network of services in the region, providing information and coordinating services that other organisations and subjects offer to crime victims.

7.3.1 Experience from pilot practice

To open the new service, two moderate-sized cities were selected: Hradec Králové, eastern Bohemia and Havířov, northern Moravia. In terms of crime statistics, Eastern Bohemia is at the national average. In contrast, northern Moravia is a region strongly affected by crime. Both cities were also a part of the 10 project cities selected where advice centres operated. To implement the pilot objective, it was necessary to:

- a) Chart the current situation (knowledge of the subjects offering services for crime victims in the area, how they are connected to each other, options for development)
- b) Actively seek out and contact organisations involved in the issue (which offer or want to offer services for the target group)

- c) Inform potential partners about activities and opportunities to work with the Victim Services Coordinator
- d) Set up, organise and arrange regular meetings of the multidisciplinary team for crime victims
- e) Participate in other team meetings at the location, link up information and use this to find potential allies and supporters
- f) Support and arrange for greater and more available awareness about the services that are locally available among crime victims
- g) Support institutional representatives in the team to work with the principle that creating a network should connect the organisations and their services, thus supporting dovetailing and interconnections.
- h) Chart and analyse the current state of services provided at the location for the given target group
- i) Based on the activities and experience of the advice centres and work with the institutions involved in the team for crime victims, chart and analyse local crime victims' needs and topics, including high-risk phenomena and factors in the structure and character of the crime.
- j) Use and work with information from relevant institutions (Czech Police, Probation and Mediation Service, victim advice centres in the project, and national research if necessary, analyse these, make them available to team members, and based on this information, tailor the team's activities and the victim assistance and support that is arranged.



In the first weeks of operation, the two coordinators held internships at the Czech Probation and Mediation Service centres and at the citizen advice centre at the locations with the aim of becoming acquainted with the work and missions of both institutions.

7.3.2. Creating a network of services

Based on previous experience of good practice with the Teams for Resolving Youth Crime initiated by the Probation and Mediation Service inspired by the practice of Youth Offending Teams in the United Kingdom, effort was made to create a team for crime victims at the pilot locations. **The team should (could) have been composed of representatives from the Czech Probation and Mediation Service, the Czech Police, Crime Police and Investigation Service, City Police Department, judges, public prosecutors, crime prevention coordinators at the municipal and regional levels, representatives of assistant professions – psychologists, psychotherapists, physicians, social service providers, non-profit organisations, city officials and other interested parties.**

Hradec Králové

In the first months, cooperation was forged with the following subjects and specialists in Hradec Králové: *ADRA civic association, Advice Centre for People in Crisis, Hradec Králové Region*

Police Headquarters, crisis interveners, Refuge for Mothers with Children, Refuge for Men with Hostel, Intervention Centre, Family, Marriage and Interpersonal Counselling Centre, Municipality of Hradec Králové – crime prevention coordinator, social affairs department, Regional Authority – crime prevention coordinator, district public prosecutors and judges, City Police Department. Pilot activities got underway and despite initial problems and opposing arguments mainly in the context that there were already enough various teams doing something. Gradually the Team for Crime Victims started its activities in Hradec Králové. In the first year of the project, the team members met about once every three months or as needed. In the second year the team met regularly once per month. Though several organisations that work with crime victims operate in Hradec Králové, these organisations worked in isolation and moreover, a certain level of rivalry existed between them. From the beginning the team was provided with room for detailed presentations on each organisation's activities. It was found that each organisation could offer victims a different type of service (such as financial advice, psychotherapy for victims, free legal advice for victims of traffic accidents) and it was possible to work together. As a result, a model for exchanging and sending client (victim) „cases“ among the organisations was formed. This opened and developed space in the team for open communication and cooperation. Because the crime prevention coordinator participated in the team, this information is also sent to the city leaders in Hradec Králové, and as a result all organisations in Hradec Králové that work with crime victims receive financial support.

In cooperation with the team, additional project activities were held – workshops and seminars for relevant institutions in Hradec Králové. A workshop was held for officials and ordinary police officers in the *City Police Department, seminar for the University Hospital – the AT clinic at the psychiatric clinic, Authority for the Social and Legal Protection of Minors (OSPOD)*. At individual team meetings, it also became clear that there was a need for arranging follow-up services in cases where the victim is provided with basic counselling and assistance at the advice centres and a real client interest or need for follow-up services emerges from this (such as psychotherapy assistance). For this purpose, the Victim Services Coordinator created a “guidepost” – an overview and services with reference to their use and interconnection in relation to the advice centres' activities.

Because the city police participated in the team for victims, lectures at secondary schools and for senior citizens were prepared and held with the aim of offering materials and information about the rights of crime victims. The target group of these meetings were senior citizens and young adults. The analyses of crime victims in Hradec Králové showed, for example, that seniors are a group of people who are at serious risk of being victims of crime.

Czech Police statistics showed that in 2011 there were 155 crime victims in Hradec Králové who were senior citizens aged over 60. Most frequently this group was the victim of theft (89 cases), burglary (15 cases), wilful bodily injury (17 cases) and dangerous threats (7 cases).

Twenty senior citizens contacted the project advice centres in Hradec Králové. Most often these concerned property crimes. The senior citizens came with feelings of lost trust in their surroundings and fears of their safety. A comparison between Czech Police statistics on the number of senior-aged victims and the number of victims who visited the advice centre found that in the majority of the recorded cases, the victims of the crimes, the senior citizens, remain alone and fall through the service net.

For these reasons, the team for crime victims has been focused on this group. Together in the team they are looking for ways to inform seniors about services that are available, increase awareness about their rights and strengthen their feeling of safety. As a result, in Hradec Králové several activities and projects were created to increase awareness and strengthen confidence among seniors in the area of crimes that are committed against them. One example is the “Academy of Seniors”, which the City Police Department holds in cooperation with the Czech Police. They have plans to hold a series on the rights of crime victims which will be led by the

Victim Services Coordinator.

The analysis carried out for the city of Hradec Králové did not show any other group that “stuck out” as dramatically. The number of men and women who visit the advice centre is relatively balanced; the average age of victims at the centres is around 45.

Police statistics and analyses also show that one of the groups most at threat are children under 14 years of age, who are most frequently victims of sexual abuse (47 cases), child abuse and burglary. Individual counsellors do not regularly see this group at the advice centres, though, as this group is the concern of the office of social and legal protection. Nevertheless, meetings at schools are also held for this group. The meetings are focused on what to do if they become a victim of a crime and information about the advice centres is distributed. In addition to non-profit organisations, the City Police Department carried out this activity in cooperation with the Victim Services Coordinator.

This data shows how important it is to cooperate, evaluate the information, and derive the relevant measures and interventions on the basis of real information and assessed needs at the local level.

Havířov

Based on the same process as in Hradec Králové, a Team for Crime Victims was set up. In Havířov the team was composed of the following institutions: **Czech Probation and Mediation Service, Silesian Diaconia Citizen Advice Centre, Zip – low-threshold facility for youth and young adults, Family Assistance Service, KHAMORO – City of Havířov Social Services, Municipality of Havířov – social workers, Havířov Hospital and Clinic – social workers, psychiatric ward, Crime Police and Investigation Service, City Police Department, Czech Police, public prosecutor’s office, court, Havířov Department of Social and Legal Protection, Salvation Army, Crime Prevention Manager and City Social Services Manager.**

In the first months of the project, organisations were identified that might participate in the team’s work. A team for crime victims was subsequently formed from this group. As part of a basic needs analysis that was conducted on crime victims in Havířov, it was found that the city has the capacity for services that work or could work with this target group. However, it was found that information was not communicated between individual organisations and the level of cooperation was low, making it necessary to support the process of cooperation and sharing information and experiences that are essential and important for effectively supporting and assisting victims in Havířov.

With regards to the results of the needs analysis, the coordinator „set up“ a team of field workers and employees of collaborating organisations that go out in the field, into the target group’s natural environment. In the first year of the project (2011), the team members met about once every three months or as needed. In the next year the team started to meet regularly once per month.

The activities that emerged in the Team in Havířov were education and awareness events primarily intended for Team members as part of sharing and exchanging experiences of good practice. As part of the team’s activities, topics such as cooperation and sharing information, current practical findings from the advice centres and specific case experiences were addressed. Auxiliary training topics focused on the course of criminal proceedings, questions regarding damages, principles and rules for communicating with crime victims in regard to the specific situation and the victim’s story, and principles of applying restorative justice in crime victim counselling.

These activities significantly contributed to mutual solidarity and cooperation among the

Team members. This was also reflected in the further progress of the Team, which started to meet on a regular monthly basis in 2012.

7. 4. Examples of good practice – case study

Lída's story presents an example of good cooperation between individual subjects within the network of services and cooperation in the region.

Lída, aged 50, contacted the Victim Services Coordinator. She learned about the coordinator at a meeting about the Restorative Justice programme. For some time, Lída had been dealing with domestic abuse from her adult son with whom she lives in a common household. Several years earlier he had been charged with the crime of abusing a person living in a common home, but Lída, his mother, exercised her legal right and did not consent to criminal prosecution. Unfortunately, her son's high-risk behaviour occurred again after some time. He was again charged of the same crime and moreover, the institute of expulsion was used against him.

Through psychological and physical abuse, he attacked her using coarse and vulgar language and demanded material support over and above their financial means. **In the past Lída had used the services of the Intervention Centre in Hradec Králové.** She attended several sessions of one-on-one therapy at the non-profit organisation ADRA. Lída was assured by the coordinator a solution to her problem existed. With Lída's consent, the information that was provided was communicated to the project counselling centre. The counsellor contacted the offender and, as part of the pre-trial proceedings, the Probation and Mediation Service was allowed to enter the case. The offender was assigned to the Social Inclusion programme at ADRA, and he voluntarily completed the programme. Lída and her son started to regularly attend family therapy sessions recommended by the counsellor also after this was discussed in the team for the victim. The aim was to strengthen the option of living together, at least at a basic level. Lída, the victim, and her son, the offender, admitted that their relationship needed professionally supervised work.

The public prosecutor was also regularly informed about the process from the Probation and Mediation Service centre and the advice centre. Based on this the son, the offender, was ordered by the court to complete a social skills training programme with the aim of reducing the risk of his violent behaviour. Here the court considered the evaluation of the risks and the proposal of the Probation and Mediation Service.

At the advice centre, Lída received fast, targeted assistance, including support in her difficult situation and recommendations and offers to use therapy services at ADRA.

7. 4. 1. Feedback from cooperating institutions

*As part of its work, the City Police Department has encountered crime victims, whether when it responds to emergency calls or when it performs regular patrol duties, when people ask police officers for advice on what to do because they or their friends were the victims of a crime. **We therefore welcome the "Restorative Justice" project, which from our perspective represents real support and counselling for crime victims. Thanks to the coordinator, we now can make referrals for specific help. At the same time we can participate in case conferences and flexibly pass specific cases on to relevant institutions to be settled.***

I consider cooperation with the Coordinator in implementing the information campaign to be another benefit. The campaign is being held at selected secondary schools via broad lectures focused on expanding students' awareness of the law.

Ivan Dubec, Crime Prevention Department, Hradec Králové City Police Department

"The Advice Centre for People in Crisis has long focused on crime victims. Only after the

Coordinator position was created could it strengthen cooperation with individual non-profit organisations focused on that target group, the police and other subjects involved in the project. Clients and information about their cases are passed on better, more thoughtfully, quicker. The multidisciplinary team for crime victims did a good job setting their priorities and the needs of individual subjects targeted at crime victims. Now it's necessary to fulfil these needs."

Lenka Pumrová, Manager, Advice Centre for People in Crisis, Hradec Králové

Project results achieved in the context of set goals **– Pavel Štern, Martin Jelínek**

8.

The Restorative Justice – Support and Counselling for Crime Victims project had three main goals:

- 1. Expand the counselling model** based on cooperation with governmental and non-governmental institutions and restorative justice principles to 10 new locations (Prague, Jihlava, Písek, Uherské Hradiště, Ostrava, Hradec Králové, Mladá Boleslav, Valašské Meziříčí, Opava and Havířov).
- 2. As a pilot project, open the new service** of Victim Services Coordinator (inspired by the British model of Victim Liaison Officer) in two selected cities, Hradec Králové and Havířov.
- 3. Strengthen and contribute** to improving other professional groups' the qualified approach to victims.

Re 1)

Over the course of the two-year project, we have been able to prepare, train and maintain counsellors' appropriate level of professionalism (*37 people*) at local Probation and Mediation Service centres and among counsellors from citizen advice centres in all of the project cities. A system of two advice centres, (*always a PMS centre and citizen advice centre*) was created in all the project cities. By dividing up counselling hours and days between each other, these were available to all crime victims essentially throughout the week. Restorative justice principles and programmes were applied in counselling, primarily mediation between the victim and the offender. Through mutual cooperation on cases, the potential of both institutions was utilised to the benefit of the victim. Proof that this goal was accomplished can be seen not only in the resulting statistical data that readers can view in the following chapter, but also in the content of the case studies in this manual.

At the close of the international conference on the project, titled ***"Life back under control"*** and held on 8 November 2012 at the Czech Ministry of Foreign Affairs under the auspices of Justice Minister Pavel Blažek, the Institute for the Sociology of Law and Criminology's Christa Pelikan, a major figure in the European restorative justice movement, said the following (cited loosely): *"The restorative spirit – or rather the principle of the project – is already expressed in the very name of this conference, Life back under control. It aptly expresses the difference between the classic approach, including victim counselling, and the restorative concept of the approach to crime victims."* In addition to active participants in the project and professionals from the Czech Republic, the conference was attended by experts from nine countries around Europe (Slovakia, England, Northern Ireland, Austria, Spain, representatives of the Catalan government, Bosnia and Herzegovina, Croatia, Latvia and Malta).

Re 2)

The new service of **Victim Services Coordinator**, inspired by the British model of Victim Liaison Officer, opened as a pilot project in two cities – Hradec Králové and Havířov.

In both pilot cities, the Victim Services Coordinator worked to set up and launch a Team for Crime Victims. Based on experiences and practical knowledge gathered from the citizen advice centres as well as other information from the Czech Police, these data could be analysed and evaluated for the Teams' further work aimed at victims. This needs analysis allowed the Teams to plan their steps and measures to the benefit of victims. By participating and cooperating in the team, the organisations began to work together truly efficiently and non-governmental organisations were able to overcome their fears of mutual competition. As seen in the details of the work of the Hradec Králové team, the Team for Crime Victims became an important system and a supporter in developing genuinely community-based planning and establishing services for crime victims based on relevant gathered and analysed information. In the end, the city of Hradec Králové also got involved in supporting the Team.

The new service was successfully verified. The Teams for Crime Victims and service coordinators will continue to function in both cities due to a newly launched project funded by the European Social Fund entitled *Why me?*, a follow-up to the project *Restorative Justice – Support and Counselling for Crime Victims*. This will also ensure the sustainability of the project results.

Thanks to the activity of the citizen advice centres, victim coordinators and Teams for Crime Victims, crime victims became a topic of focus among professional circles and the greater public in both cities.

Re 3)

Improving the overall approach and increasing law enforcement and criminal justice authorities' sensitivity towards crime victims was a theme that ran through the entire project. Due to the set project goals and involvement of Police, public prosecution and court officials in individual project activities, in the course of the project there was a genuine improvement in cooperation, approaches and sensitivity regarding the topic of crime victims. As part of the Teams for Crime Victims and as part of the citizen advice centres' activities, police officers, public prosecutors and judges had direct contact with this practice for the duration of the project, including results and practical experiences.

In the **"Victim just once"** seminar held on 16 – 18 May 2012 at the Justice Academy in Kroměříž, a new training model was successfully tested. This model is based on the active participation of those attending the seminar, in this case police officers, public prosecutors, judges and probationary officers involved in the project and advisors from citizen advice centres. The seminar was exclusively open to delegates from the ten project locations.

This training model offered not only theory, but also the opportunity to share practical experiences with case studies from practice – including attendance by crime victims themselves who were invited to the seminar by one of the citizen advice centres. The presence of British experts from London Probation Trust added an international dimension to the seminar, offering attendees a glimpse into British work with crime victims, including the activities of the Police and the approaches of judges and prosecutors in the United Kingdom.

"The seminar helped me see victims as people again, people with feelings, fear, not just elements in criminal proceedings." *Reaction from a participant in the "Victim only once" seminar.*

In all the project cities, the project activities had a strong impact on the approach of police officers, public prosecutors and judges and there was a major shift forward. This supports one of the initial ideas behind the project – if these sectors are also actively and directly involved in

the “process” of supporting crime victims, their approaches will also change. Our experience in the project clearly confirms this!

Summary:

The Restorative Justice – Support and Counselling for Crime Victims project was completed successfully. The results of the project will continue to be maintained and developed at all of the project cities, though, because a new project titled “*Why me?*” follows up on the completed project (as explained above). This project is funded by the European Social Fund. All project cities from the Restorative Justice project have also been included in the project so that all of the activities and achieved results presented in this manual may continue, including upholding restorative justice principles and using restorative justice programmes in the process of assisting and supporting crime victims. The new project “*Why me?*” will expand the described experiences of good practice in 30 project cities, creating a total of 60 advice centres for crime victims. Among other things, this project also foresees much broader involvement of non-governmental organisations in the process of supporting and assisting crime victims.

Before the end of the year, the Czech Chamber of Deputies of Parliament approved a new law on crime victims that will represent a major systematic change in the field of strengthening the position of the crime victim in criminal proceedings, including strengthening support for needed and available victim services. Experience obtained in the Restorative Justice – Support and Counselling for Crime Victims project will continue to be developed and maintained in the new project, which will serve as one of the support pillars of the new law expected to go into effect in mid-2013.

Due to the support of similar projects funded from European funding mechanisms, the Probation and Mediation Service and its NGO partners have been able to successfully implement the vision that necessary and high-quality victim services based on the restorative approach principle be available for victims to the maximum possible extent.

Feedback from the participants of the Final conference

Hello,

thank you very much for inviting me to the conference. I enjoyed it very much and I congratulate not only to the great level of the conference but especially to the outstanding outcomes of the project that were presented and that were obvious also from the speeches of the participants. I soaked up inspiration and energy after a longer time, I really thank you for your invitation.

Lenka Ouředníčková, Rubikon center Prague

Dear friends from Prague conference. I thank you for your invitation and perfect work. I am sending a memory of not only work moments in beautiful Prague. I thank you for new friendship and I wish you good luck not only in 2012.

Jana Špániková, director of Bratislava civic advice center, Slovakia

Dear all,

let me use this opportunity to thank all for an inspiring conference and a great hospitality. It was a great pleasure to be there and learn from your experience.

Also, I would like to thank all other participants I had a chance to talk to during the conference. It was a great pleasure meeting you all.

Looking forward meeting you sometime soon again.

All the best,

Ahmed Pjano, Save the Children, Bosnia and Herzegovina

Good morning colleagues,

I want to thank everyone from Czech PMS who made the conference so interesting and informative last week. In particular it was really good and helpful to meet so many European colleagues who are working in this field.

Cheryl Lamont, Probation Service, Northern Ireland

Dear all,

I would like to join in congratulating the Czech probation authorities for such a wonderful seminar in an equally wonderful setting.

Natalino Attard, Probation Service, Malta

Dear colleagues,

I also want to join by saying that I also had a nice and interesting time in Prague. Compliments to all participants who made the conference so interesting and useful. It is my honor that I have met you all and I hope there will be a chance to cooperate in future. Warmest wishes from Croatia.

Jana Špero, Probation Service, Croatia

I would also like to thank again for your invitation to the conference that was performed on very high level, where you presented very positive information for good practice and also showed the way how to go further in this work to make it even more effective. One could also read between lines public and social interest to solve this field from the restorative justice point of view.

Vladimír Cehlár, Žilina regional court, Slovakia

I would also like to express my thanks to all colleagues who attended the conference. The conference itself was well organised and informative and it was a pleasure to meet colleagues across Europe and hear about the interesting work that is being undertaken in different organisations.

Mike Terry, London Probation Trust

First of all, congratulations, as the seminar run very well. It was a pleasure to meet you and all the rest of colleagues. Our stay in Prague was fantastic in all senses.

Marta Ferrer Puig, Regional government of Catalonia

Dear, colleagues!

I am happily back in Latvia and in my work!

Thank you very much once more for the possibility to attend the conference and to meet other colleagues!

Received information at the conference is very interesting and I hope to get more from the Best Practice Manual!

With best wishes,

Diana Ziedina, Latvia

Dear friends and colleagues,

it seems that I am the last one to express my thanks to all for preparing and hosting such an impressive event! And also to tell the colleagues from Europe's East and West that it was good to get to know you - new faces, to meet 'old' ones and to have the opportunity to talk to you.

I wish all of you the best for life and work!

Christa Pelikan, Institute for the Sociology of Law and Criminology, Vienna, Austria

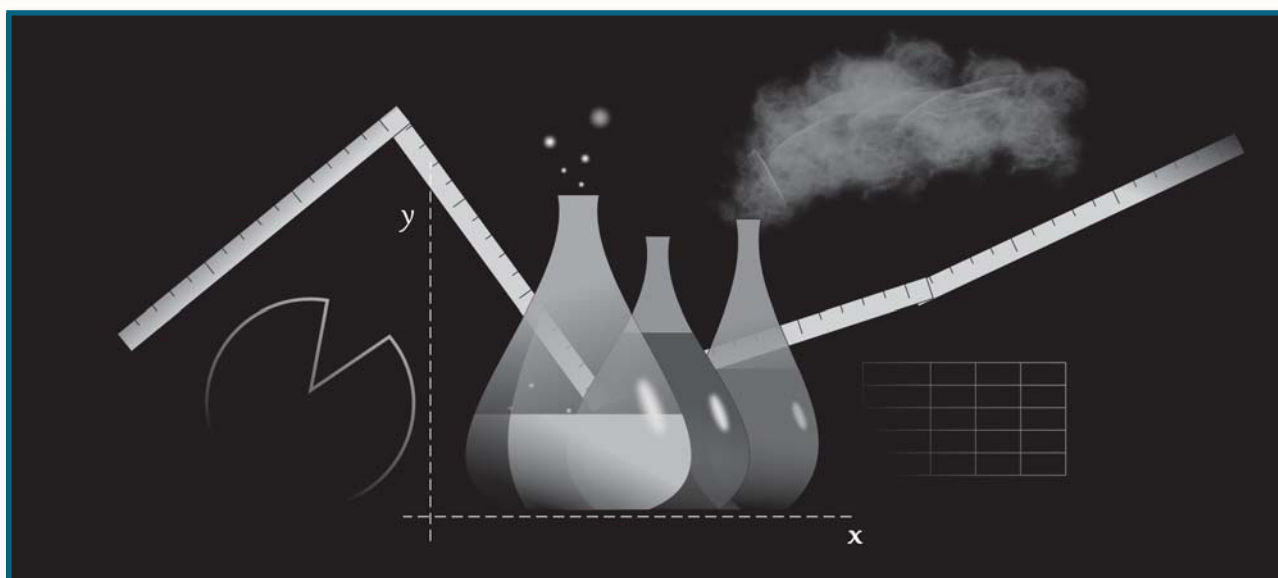
Statistic data of the project, costs and outcomes – Martin Jelínek, Kateřina Plháková

All data provided in this chapter is the summary for the entire project, i.e. from 1.1.2011 until 31.12.2012

Statistic data of the project - budget

| | |
|-----------------------------|-----------------------------------|
| Total income of the project | 335 491,17 EUR / 8 387 279,25 CZK |
| European Commission | 237 755,81 EUR / 5 943 895,25 CZK |
| Czech Republic | 97 735,36 EUR / 2 443 384 CZK |

Project budget was funded by the EC by 70% and by the state budget of the Czech Republic by 30%



9. 1. Statistic data of the project – number of contacts, number of clients

Number of contacts: 4,986

Contact means one-time interest of client – victim of crime, manifested in written form (e-mail, in hand), by telephone or personal visit

Number of unique clients: 2,382

Number of clients who contacted the counseling sites. When including the repeated contacts is the total number of clients 3,270.

Repeated contacts: 888

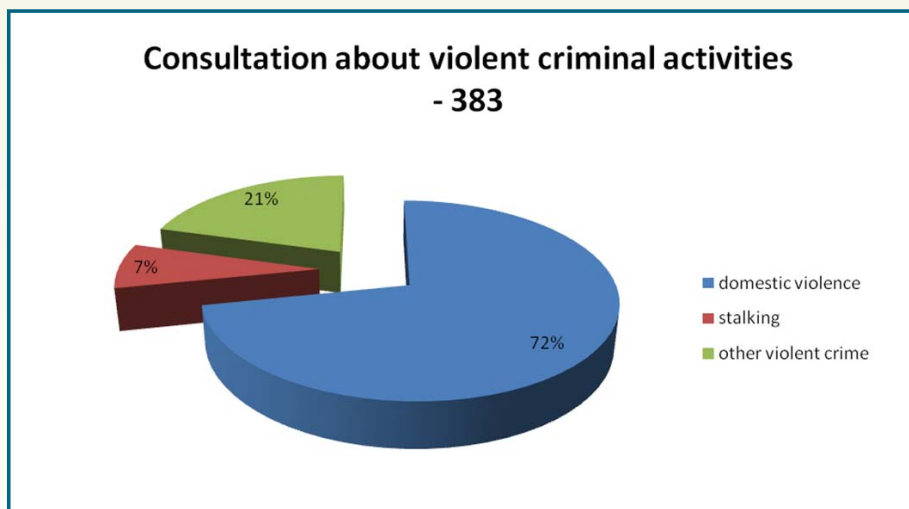
Repeated contact means bound and continuous cooperation with client in which the client is offered another service (e.g. visit of psychotherapist, psychologist) or accompaniment to trial, the client is offered to participate in mediation between victim and offender, the client is offered relevant service such as debt or social counseling.

9. 2. Statistic data of the project – localities *(PMS = Probation and Mediation center, OP = Civic advice center)*

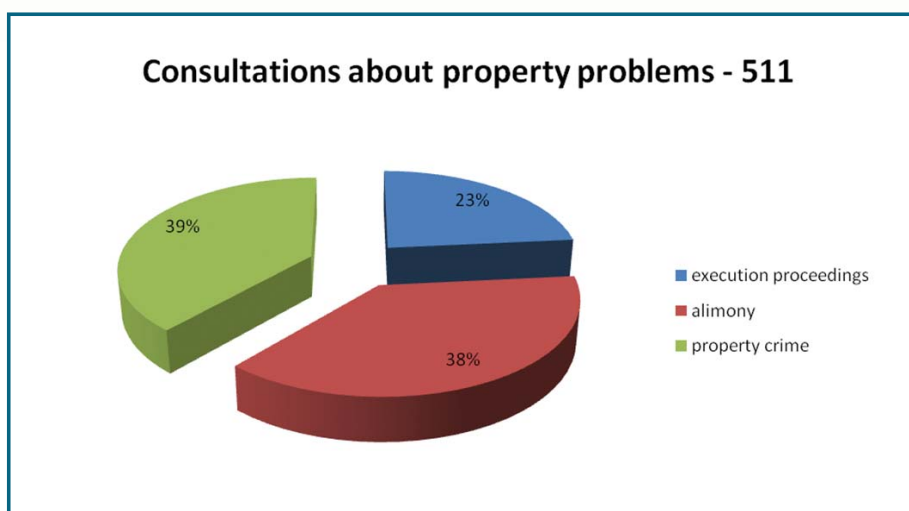
| locality | total nr. of contacts | total nr. of clients | new clients |
|--|-----------------------|----------------------|-------------|
| PMS Praha | 433 | 251 | 147 |
| OP Praha | 264 | 256 | 235 |
| PMS Mladá Boleslav | 265 | 153 | 68 |
| OP Nymburk, O.S. until 31.5.2012 | 56 | 38 | 32 |
| OP Čáslav from 1.6.2012 | 57 | 36 | 28 |
| PMS Hradec Králové | 450 | 360 | 238 |
| Občanské poradenské středisko, O.P.S. Hradec Králové | 339 | 195 | 164 |
| PMS Písek | 232 | 79 | 54 |
| OP Inkano Písek, O.S. | 188 | 176 | 123 |
| PMS Jihlava | 201 | 151 | 121 |
| OP Jihlava | 111 | 105 | 105 |
| PMS Ostrava | 151 | 93 | 60 |
| OP Ostrava | 70 | 50 | 45 |
| PMS Opava | 296 | 200 | 148 |
| OP Opava | 148 | 118 | 115 |
| PMS Karviná - Havířov | 382 | 239 | 177 |
| OP Havířov při Slezské Diakonii | 192 | 128 | 113 |
| PMS Vsetín | 589 | 225 | 116 |
| OP při občanském sdružení Pod Křídly Valašské Meziříčí | 337 | 239 | 179 |
| PMS Uherské Hradiště | 119 | 93 | 46 |
| OP Oblastní Charita Uherské Hradiště | 106 | 85 | 81 |

9. 3. Statistic data of the project – topics of consultations

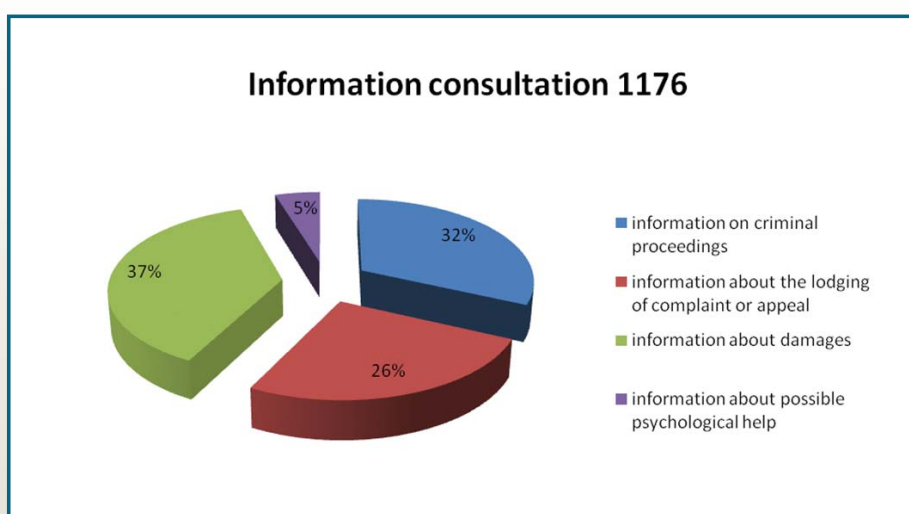
Consultations concerning violent crime



Consultations concerning property problems



Information consultation



9. 4. Costs of counseling

| Average costs | in CZK | in EUR |
|---|--------|--------|
| Costs per counselling centre per month | 4,604 | 184 |
| Costs per counselling location per month = 1 town, 2 counselling centers (PMS centre and Citizen's advice centre) | 9,208 | 368 |
| Supervision | 12,700 | 508 |
| Initial training of VLOs | 40,600 | 1 624 |
| Initial training of advisors involved in the project | 90,000 | 3 600 |

Costs of one counseling locality incl. salary of advisors

Costs of supervision incl. lecture fee and travel costs of participants

Costs of initial training for VLOs incl. lecture fee, travel costs and accommodation of participants

Costs of initial training for advisors involved in the project incl. lecture fee, travel costs and accommodation of participants

Epilogue

Rob Canton, Community and Criminal Justice; Health and Life Sciences, De Montfort University, England

Many of the longer established probation services of northern and western Europe have struggled to develop their work with victims. It has become increasingly important, both ethically and politically, that probation responds to victims' needs, but agencies that were originally established to work with offenders have often found it difficult to incorporate these new responsibilities into their practice or to give victim work the priority it deserves. By contrast, the Probation and Mediation Service of the Czech Republic has been mindful of the needs of victims from its beginning. If agencies in many other countries focus immediately on the offender, the Czech Service considers the offender, the victim and the community, recognising the rights and responsibilities of each. It has therefore put itself at the forefront of the development of restorative justice and victim-offender mediation in Europe.

This manual sets out the philosophy of restorative justice, work with victims and other ways of responding to crimes that focus on healing and making amends rather than on punishment. It explains the development of this work in the Czech Republic and the organisational arrangements that were put in place to practise in this way. It describes the *Restorative Justice – Support and Counselling for Crime Victims project*. As the manual reflects, this project was

informed and guided by research and scholarship, (including learning from the ideas and experiences of other countries), by a strong ethical commitment to the principles of Restorative Justice and by a wide consultation with other agencies in the Republic. The manual describes practice of the highest standard and includes a wealth of practical detail about organisation, implementation and staff-training, as well as a number of vivid and moving case studies.

The Probation and Mediation Service never loses sight of the social context of offending, recognising that offenders and victims are members of a community. This is an invaluable safeguard against the rising punitiveness in so many countries which leads to so much pain, financial cost, further offending and effectively ignores victims even as it claims to champion their interests. The Service has also called upon other agencies and the community to participate in a network to help victims to regain a sense of personal control over their own lives and to bring home to offenders the reality of what they have done, at the same time as giving them a chance to make amends.

The manual includes an account of a major conference held in November 2012 and attended by representatives from many countries. It is clear that the Probation and Mediation Service of the Czech Republic is increasingly recognised as a centre of excellence in restorative justice practice. The Service inspires other countries to enhance their own policies and practices in these respects and, through events like the Conference and publications like this excellent manual, supports this enhancement. Those of us who care about probation in Europe should feel grateful for their leadership in this area and for demonstrating that there are better ways of responding to crime and its consequences than a destructive preoccupation with punishment. As this manual shows, restorative practices, including mediation, respects the rights and needs of victims, helps to reduce reoffending and involves the community in meeting its responsibilities to make a fairer and safer society .

Authors (in alphabetical order)

Denisa Gilányi (*1982)

Denisa has been involved from the beginning as an advisor and supervisor of the Victim Services Coordinator in Hradec Králové. Holding a degree in social pedagogy from Hradec Králové University, she is a probation officer and head of the Probation and Mediation Service in Hradec Králové.

Lenka Honsárková (*1977)

From the outset, Lenka has been involved as an advisor at the Silesian Diaconia Citizen Advice Centre in Havířov. A graduate of the faculty of social studies at the University of Ostrava, she is the head of the Silesian Diaconia advice centre and has long focused on specialised advice and counselling (victims, domestic abuse, social and legal protection of minors and families)

Martin Jelínek (*1980)

Martin has been the Coordinator of the entire project since January 2012. He graduated from Charles University's Faculty of Arts with a degree in social policy and social work.

Monika Kořátková (*1986)

Monika has been involved from the beginning as an advisor in Mladá Boleslav. She graduated from the Secondary Vocational School of Social Care and Administration in Hořice and is now a probation assistant at the Probation and Mediation Service in Mladá Boleslav. Monika specialises in work in the field of mediating conflicts between victims and offenders and is the Mladá Boleslav district specialist on crowd violence.

Martin Kracík (*1970)

Martin graduated with degrees in civil sector studies from Charles University's Faculty of Humanities and social pedagogy from the Technical University of Liberec's Faculty of Education. He is the regional manager of the Probation and Mediation Service for the judicial region of Eastern Bohemia.

Jana Libíčková (*1949)

Jana is involved in the project as the expert project coordinator for the Probation and Mediation Service. The Deputy Director of the Probation and Mediation Service for specialised matters, she has a degree in psychology from Palacký University in Olomouc (Philosophical Faculty) and many years of theory-based and practical experience in the fields of victim advice and assistance.

Markéta Pešáková (*1980)

Markéta has been involved from the outset as an advisor for the Hradec Králové Citizen Advice Centre. She graduated from Hradec Králové University and Masaryk University with a degree in special education (special focus on educating individuals with behavioural and learning disorders and special education for adults and senior citizens).

Martin Pilný (*1971)

Martin illustrated the Good Practice Manual. A graduate of the Faculty of Education at the University of South Bohemia in České Budějovice, he is the regional manager of the Probation and Mediation Service for the judicial region of South Bohemia.

Kateřina Plháková (*1984)

Kateřina is involved in the project as the expert project coordinator for the Association of Citizen Advice Centres, a partner organisation, where she has been Deputy Director since 2010. She has a degree in social work and social pedagogy from the University of West Bohemia in Pilsen.

Pavel Štern (*1966)

Pavel is the project manager and has been the director of the Probation and Mediation Service since it was founded in 2001. He graduated from Charles University's Faculty of Arts with a degree in social work and was a probation officer for the Prague 2 district court from 1996 through 1999. Pavel has long advocated restorative justice programmes and principles.

Petr Štěpaník (*1975)

Petr has been involved from the beginning as the head of the training team in Frýdek-Místek. He has a degree in psychology from Palacký University in Olomouc and completed comprehensive psychotherapy training at Prague College of Psychosocial Studies. A probation officer with the Probation and Mediation Service since 2003, Petr's work significantly focuses

on the implementation of a victim-offender mediation programme and victim assistance.

Alžběta Wallinová (*1984)

Alžběta has been involved from the beginning as an advisor in Ostrava. She has a degree in social work with a specialisation in health care from Ostrava University. A probation officer at the Probation and Mediation Service in Ostrava since 2008, she specialises in preliminary criminal proceedings and mediation.

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