



**RESTORATIVE
SOLUTIONS**

reducing harm, resolving conflict

Restorative Solutions Newsletter

February 2026

Welcome to the first national newsletter from Restorative Solutions, a Community Interest Company (RSCIC).

The aim of this newsletter is to inform both those people who already know of our work and the concept of Restorative Justice (RJ), or to introduce us and the idea of restorative practice if you are not already familiar with it. We are a leading provider of restorative practice in a number of ways, specialising in RJ for victims of crime and offenders in seven police areas across England, including West Yorkshire, North Yorkshire, Merseyside, Lincolnshire, Kent and Medway, Hampshire and the Isle of Wight, and Dorset.

We also provide, in certain areas, Adolescent to Parent Violence and Conflict services; a mediation service for neighbour and other non-criminal disputes; CARA, the well known Cautioning and Relationship Abuse programme; and, in one area, the Appropriate Adult Service for vulnerable adults in police custody. The richness of our work has developed since the company was founded in 2007 from the quality of our staff, who have now grown to over 70 staff and 200 volunteers.

“I’m so glad I am working with Restorative Justice. I don’t know who would listen to me if it wasn’t for you.”

A person harmed by crime

“Restorative Justice is a way of working that humanises everyone involved – those who have caused harm, those who have been harmed and the wider community.”

An RJ practitioner

“We have seen a rise in the number of referrals for service users with vulnerabilities around mental health, anxiety and depression, and neuro-diversity. We explore longer term support and complete referrals or sign-posting to other agencies.”

From one RJ service



Of over
1000

victims referred for an RJ intervention, 56% led to an RJ process.

From one RJ service.



88.5%

of service users reported an overall improvement in their health and wellbeing and feelings of empowerment.

From one RJ service.

The core of our services, contracted by five Police and Crime Commissioners and two Combined Authorities, is Restorative Justice (RJ), a process which brings those harmed by crime, and those responsible for the harm, into communication. It enables everyone affected by a particular incident to play a part in repairing the harm, which is invaluable in finding a positive way forward. The communication may take many forms; for some, this may mean the victim of a crime meeting the offender face to face, in a structured manner and with supporters and a facilitator to manage the process. For others, this could be communicating via a sequence of shuttle meetings between facilitators and each party, by letter, recorded interviews or videos.

“RJ has been brilliant. It helped me address in the back of my mind how I’d react if I came into contact with him again. It improved my thinking.”

A theft victim

“I feel like a weight has been lifted. I feel less anxiety about the incident and can move forward.”

An offender

We aim to make communities stronger and safer by offering restorative practices that will: increase victim satisfaction; give victims a voice; reduce victims’ post-traumatic stress; and reduce offending rates. We aim to bring calm and understanding after traumatic events, in a way for which the formalities of the criminal justice system does not have resources.

After an offender declined to meet a victim:

“I can accept his decision, genuinely not feel unhappy about this and I can move on. This is something I never felt was possible at the start of the process.”

A victim

This can take place soon after a crime, or many years later as offenders and victims recall their actions and feelings, and wish to understand what happened and to move on. Given the high prison population at the moment and the constant cries

from some for more and more imprisonment, this may sound illogical. But imprisonment carries a cost in recidivism and is overstretched in trying to achieve rehabilitation. And it can do nothing directly for those most impacted by crime – the victims, who need support and explanations for the trauma that has entered their lives, uninvited.

“Both perpetrators welcomed RJ and the opportunity to express remorse, and to convey their sincere apologies. They acknowledged full responsibility for the assault, apportioned no blame to the victim and absolutely wished him no harm. The victim said he experienced immense relief on hearing this and had not appreciated how much anxiety he had been carrying.”

After an RJ process

Our aim is to give you information in this newsletter, and perhaps a pause for thought as to how we can help criminal justice and other forms of conflict be resolved and calmed in people’s minds. There is no category of crime in which restoration is impossible, handled properly by trained facilitators.

“The (burglary) offender had been sleeping rough since the age of 15 and had never understood the difference between a house and a home. He stated that he now understood the harm he was causing by breaking into someone’s safe space. He had never had the opportunity to hear the impact of these actions and he was deeply remorseful.”

After an RJ meeting with a victim

If you have read this and take time to think about restorative practice, we shall be pleased that you have done so; thank you. If you wish to know more, contact me on crispianstrachan@restorativesolutions.org.uk.

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