

# Restorative Justice Victim Satisfaction Survey

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## Research report

Research and Evaluation, Ministry of Justice

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[New Zealand Government](#)

# Acknowledgements

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The Ministry of Justice would like to thank:

- Those who shared their experiences and views of restorative justice with us. We are extremely grateful for your willingness to participate. Without your support this research would not have been possible.
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# Executive summary

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

## What is restorative justice?

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

## Who was surveyed?

For this research, victims or their representatives from 24 restorative justice providers around New Zealand were interviewed via telephone. Of the 329 respondents, most (n=289; 88%) attended the conference that was held.

## The methodology we used

Gravitas Research and Strategy Ltd was commissioned to telephone interview victims for whom a restorative justice process had been held between 1 January 2015 and 31 December 2015.

The interviews were conducted between 6 May 2016 and 13 June 2016, and were on average 28 minutes long. It should be noted that the survey findings represent the experiences and views of the respondents and cannot be extrapolated to represent those of all victims involved with restorative justice.

## Key measures: Most victims were satisfied and would recommend restorative justice

A large majority (84%) of victims were satisfied with the restorative justice conference they attended. More than three-quarters (80%) said they were satisfied with their overall experience of restorative justice, before, during and after the conference, and 81% said they would be likely to recommend restorative justice to others in a similar situation. Almost two-thirds (64%) reported that the restorative justice meeting made them feel better.

## Victims felt well prepared for the conference

The majority of victims who attended the conference felt well prepared and well informed. Most said they were given enough information about what would happen at the conference (93%) and either had all their questions answered or did not have any questions (87%). Most attendees were asked for their preference of where (57%) and when (89%) the conference would occur, and who would be present (95%).

## Victims wanted the offender to know the impact of the offence on them

When rating reasons for attending the conference, victims placed the highest importance on wanting the offender to know what the impact of the offence had been on them (84%). Victims also felt it was important to express their feelings directly to the offender (84%) and hoped that it would bring closure (80%).

## Most victims thought the conference was well managed

The majority of victims thought the conference was well managed and for 95% it was as had been described in advance. Most victims (91%) felt safe at the conference, and a further 4% felt neither safe nor unsafe. In most cases (95%) the victim said the offender had the opportunity to explain how the offence came about; 56% of victims said they received a full explanation. The majority (75%) of attendees said they were satisfied with the plan of actions developed for the offender to complete, and most (85%) victims felt involved in how the meeting was run.

## Follow-up after the conference was important to victims

The majority (61%) of conference attendees said they were contacted by the facilitator after the conference and most (88%) thought the contact was useful. People who received follow up contact from the facilitator were significantly more likely to report satisfaction with their conference and to recommend restorative justice to others.

## Benefits of restorative justice

A majority (75%) of respondents were able to name at least one way that restorative justice had benefited them. A quarter (25%) felt benefit in having their say and telling the offender how the offence affected them. Other benefits included: 'I got to hear offender's point of view and understand what happened' (21%) and 'I feel that I can move on / I got closure' (17%).

## Satisfaction was increased when victims' voices were heard

Overall satisfaction with restorative justice appeared to be mostly associated with what happened at the conference. The factors found to best predict overall satisfaction were wanting to express feelings and speak directly to the offender; being listened to carefully;

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having concerns and questions treated seriously; and feeling the offender was sincere in their participation. Gender (women were more satisfied overall than men) and age (victims aged 20 years or under were more satisfied overall than any other age group) were also predictive of overall satisfaction.

### **Victims who did not attend the conference were also satisfied with their contact with the provider**

Most (20 of the 29) victims who chose not to attend the conference that was held were satisfied with the contact they had about potentially attending it, and another 20 said they would recommend restorative justice to others in a similar situation.

# Background

## Restorative justice in New Zealand

At the time of this research, there were 27 restorative justice providers<sup>1</sup> delivering services for the Ministry of Justice around New Zealand. This report presents findings from a survey of a sample of victims who had gone through the restorative justice process.

Restorative justice is a community-based approach to responding to crime that aims to hold offenders to account for their offending and, to the extent possible, repair the harm caused to the victims and community. It aims to give victims a voice in the criminal justice system and may enable them to receive answers, apologies and reparation. Participation in restorative justice is voluntary, and only takes place with the consent of both the victim and offender at each point in the process.

In New Zealand, restorative justice usually occurs in eligible cases prior to sentencing, after a guilty plea is entered. Ministry-funded restorative justice typically begins with a court referral to a restorative justice provider. A restorative justice facilitator will then contact the victim and offender to assess whether restorative justice is appropriate in the circumstances. The facilitator considers a number of factors when considering appropriateness, including whether: all participants will be and feel safe during the restorative justice process, the offender shows genuine remorse for the offence committed, and the offender shows a desire to put things right or repair the harm caused. If the facilitator decides it should proceed, then a conference can be convened between the facilitator, victim and offender, and any other people approved by the facilitator (such as interpreters or support people).

The restorative justice conference itself usually includes a discussion of what happened, its impact, and what can be done to put things right and prevent further offending. Facilitators manage the interaction between the victim and/or community representatives and the offender, and the development of any agreement or plan between them. After the conference, the facilitator reports back to the judge about how it went and any agreements made. The judge can then take this into account in sentencing the offender.

## Research objectives

The research objective is to understand victims' experience of, and level of satisfaction with, the restorative justice process. In keeping with government priorities, particular comparisons will be made between:

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<sup>1</sup> See Appendix 1, page 61.

- Family violence (FV) cases and non-FV cases
- Experiences of Māori and non-Māori victims

The research findings will be used to:

- Identify any improvements that can be made to the restorative justice service
- Identify any broader impacts or benefits that victims have experienced as a result of participating in restorative justice
- Review the quality and effectiveness of the restorative justice service that victims receive

The ministry undertook similar research into victim satisfaction with restorative justice in 2011. This research showed that a large majority (82%) of victims were satisfied with the restorative justice conference they attended. More than three-quarters (77%) said they were satisfied with their overall experience of restorative justice, before, during and after the conference and 80% said they would be likely to recommend restorative justice to others in a similar situation.

A Sentencing Act amendment came into force in 2014. Before this, people would generally request a referral to restorative justice if they wanted to engage in the service. The amendment introduced a new requirement where all district court cases meeting certain criteria be adjourned prior to sentencing while the appropriateness of restorative justice can be assessed. As a result of these changes, victims in 2015 may have had a different experience compared to those who were surveyed in 2011. This may affect comparability between the 2011 and 2016 surveys.

## Methodology

A more detailed methodology is set out in Appendix 2 on page 42.

## Sample

A telephone survey was undertaken with 329 victims from 24 of the 27 ministry-funded restorative justice providers. Of these, 289 had attended a restorative justice conference, 29 had attended a pre-conference meeting but declined to attend the conference, and 11 had attended the pre-conference meeting and agreed to attend the conference but found that it did not go ahead for other reasons.

Most of the analysis in this report is limited to the 289 who went through the entire restorative justice process. Analysis for the group of 29 who chose not to attend is laid out on page 37. A very small number of people did not answer particular questions and have been excluded from that particular analysis.

Detailed demographic breakdown is set out in Appendix 3 on page 52.

## Survey

Victims were eligible for participation if they went through a restorative justice process between 1 January 2015 and 31 December 2015. Victims were invited to take part in the telephone survey and these were conducted between 6 May 2016 and 13 June 2016.

Those that chose to take part were asked questions about their initial contact with the provider, their experience of the restorative justice meeting and any follow-up after the meeting. Victims were not asked about any offence(s) committed against them.

## Limitations

The findings in this report represent the experiences and views of the respondents alone and should not be used to generalise the experiences of all victims involved with restorative justice.

Several comparisons or trends reported are not statistically significant at  $p < 0.05$ . Where differences *are* statistically significant these have been explicitly noted in the text as such.

The section 'What those not attending the conference thought' (page 39) reports on the experiences of 29 victims who attended a pre-conference meeting but did not attend a restorative justice conference. The very small sample size and disparate responses of this group limits analysis of it. To avoid any misrepresentation of data, the raw numbers of pre-conference attendees (rather than percentages) have been used in this section.

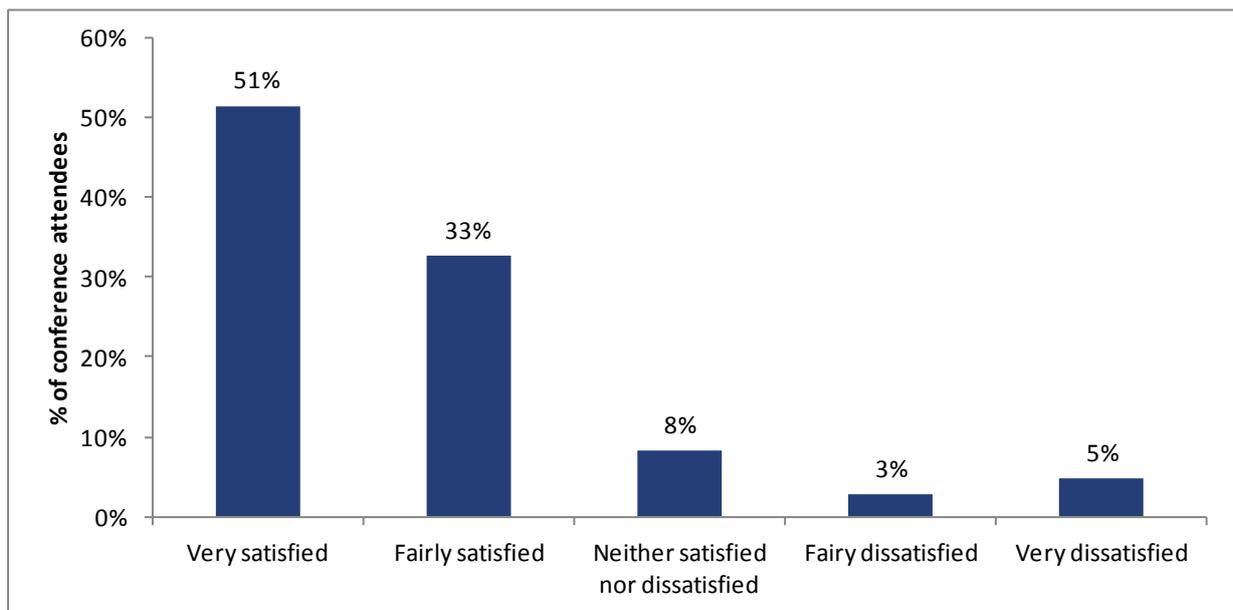
# Key measures

This section reports on the four key measures of restorative justice: satisfaction with the conference, the positive impact of restorative justice, victims' overall experience, and whether victims would recommend restorative justice to others.

## Victims were satisfied with their restorative justice conference

A large majority (84%) of victims were satisfied with the restorative justice conference they had attended (Figure 1). This compares to 82% from 2011.

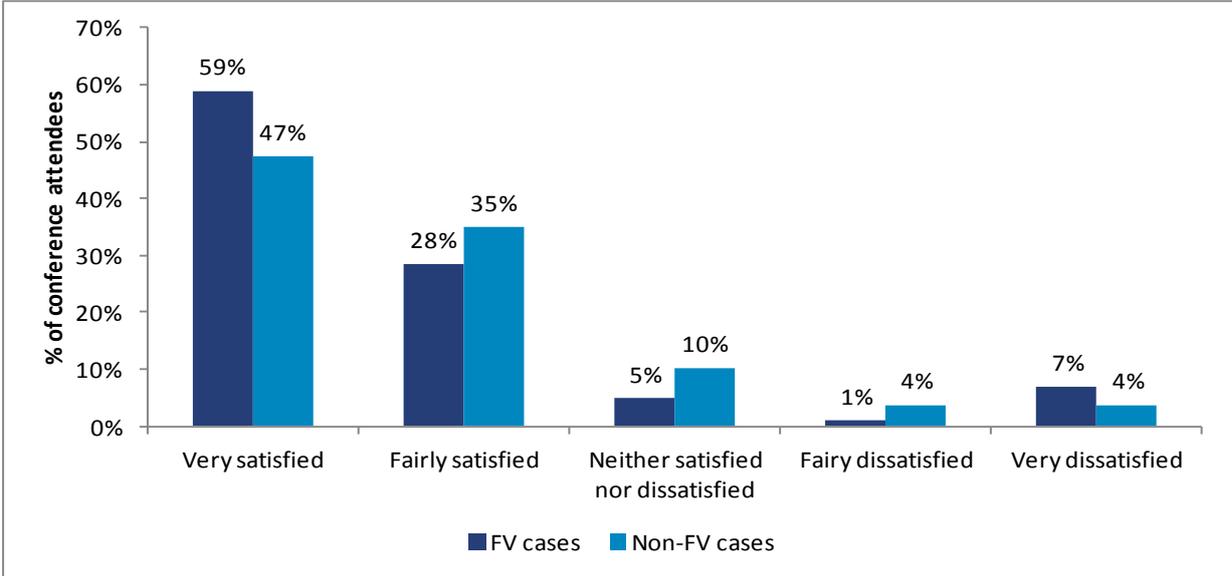
**Figure 1: Victim satisfaction with the restorative justice conference they attended**



Percentages do not always add to 100% due to rounding. Base number = 288. One respondent did not answer this question.

Victims in family violence (FV) cases were slightly more likely (87%) than those in non-FV cases (82%) to say they were satisfied with the restorative justice conference (Figure 2).

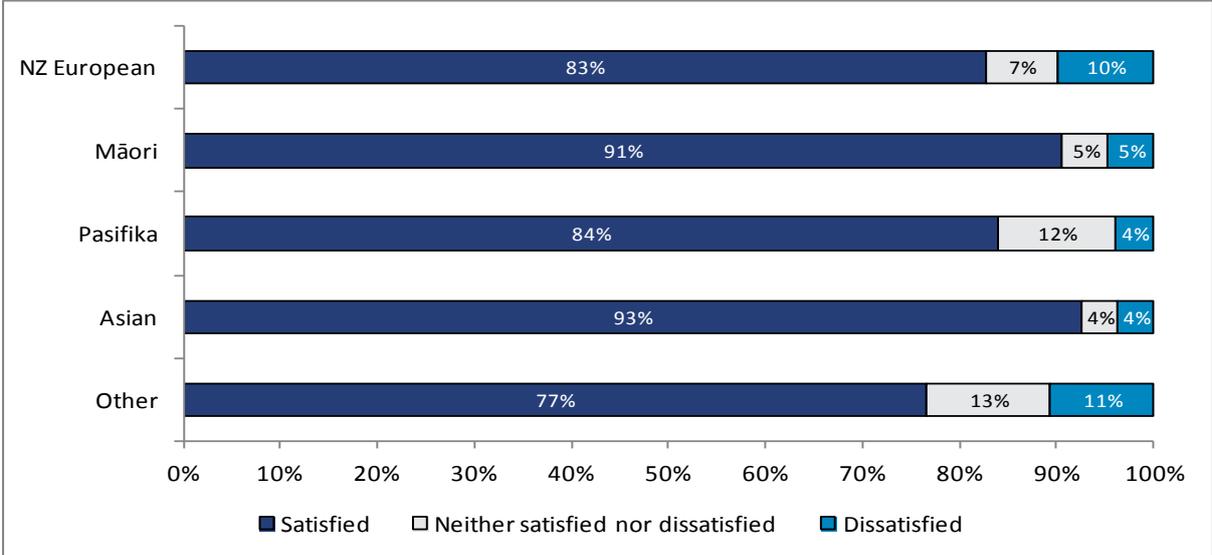
**Figure 2: Victim satisfaction with restorative justice conference, FV v. non-FV cases**



Percentages do not always add to 100% due to rounding. Base number = 288 (FV cases = 102; non-FV cases = 186). One respondent did not answer this question.

Asian and Māori victims were most likely to be satisfied (93% and 91% respectively) with their conference when compared with other ethnicities (Figure 3). Pasifika and NZ European victims also reported high levels of satisfaction with their conference (84% and 83% respectively). Of those in the 'other' category, a slightly lower 77% reported satisfaction with the restorative justice conference.

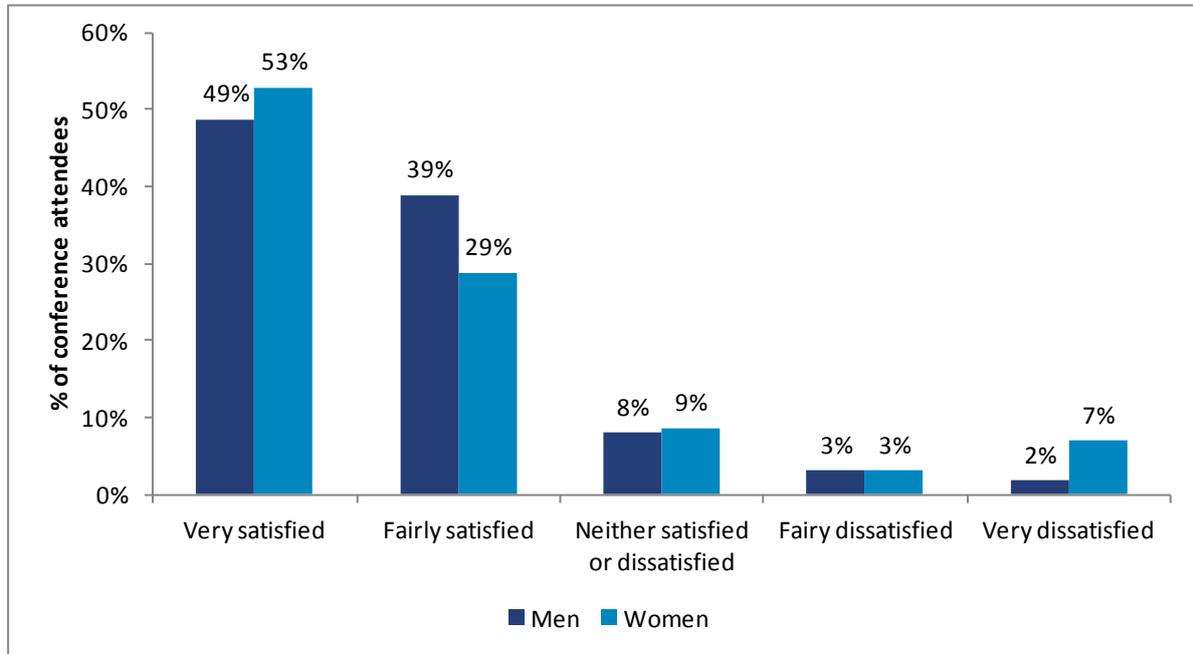
**Figure 3: Victim satisfaction with restorative justice conference by ethnicity**



Percentages do not always add to 100% due to rounding. Base number = 288 (NZ European = 191; Māori = 64; Pasifika = 25; Asian = 27; Other = 47). One respondent did not answer this question. Participants were able to select multiple ethnicities.

Figure 4 shows satisfaction levels broken down by gender. Men were more likely (88%) than women (82%) to be satisfied with their restorative justice conference.

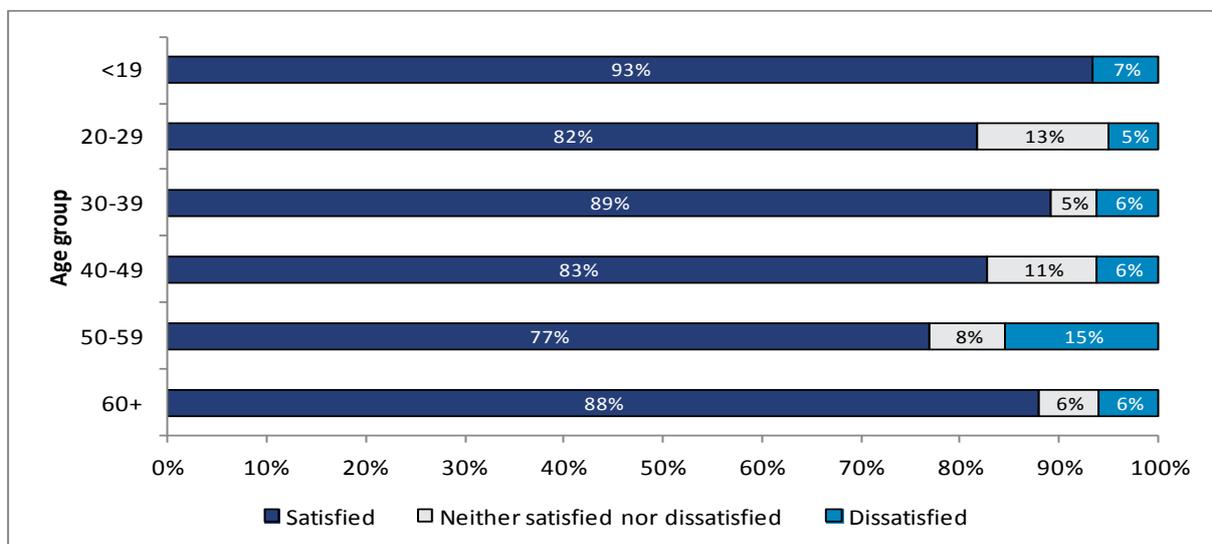
**Figure 4: Victim satisfaction with restorative justice conference by gender**



Percentages do not always add to 100% due to rounding. Base number = 287 (men = 113; women = 174). One respondent did not answer this question.

There were inconsistent patterns when broken down by age group (Figure 5), with the highest satisfaction levels among those aged 19 or under (93%), 30-39 years (89%) and over 60 years (88%). Comparatively lower levels were reported among those aged 40-49 (83%), 20-29 (82%) and 50-59 (77%).

**Figure 5: Victim satisfaction with restorative justice conference by age group**



Percentages do not always add to 100% due to rounding. Base number = 288 (<19 = 15; 20-29 = 60; 30-39 = 64; 40-49 = 64; 50-59 = 52; 60+ = 33). One respondent did not answer this question.

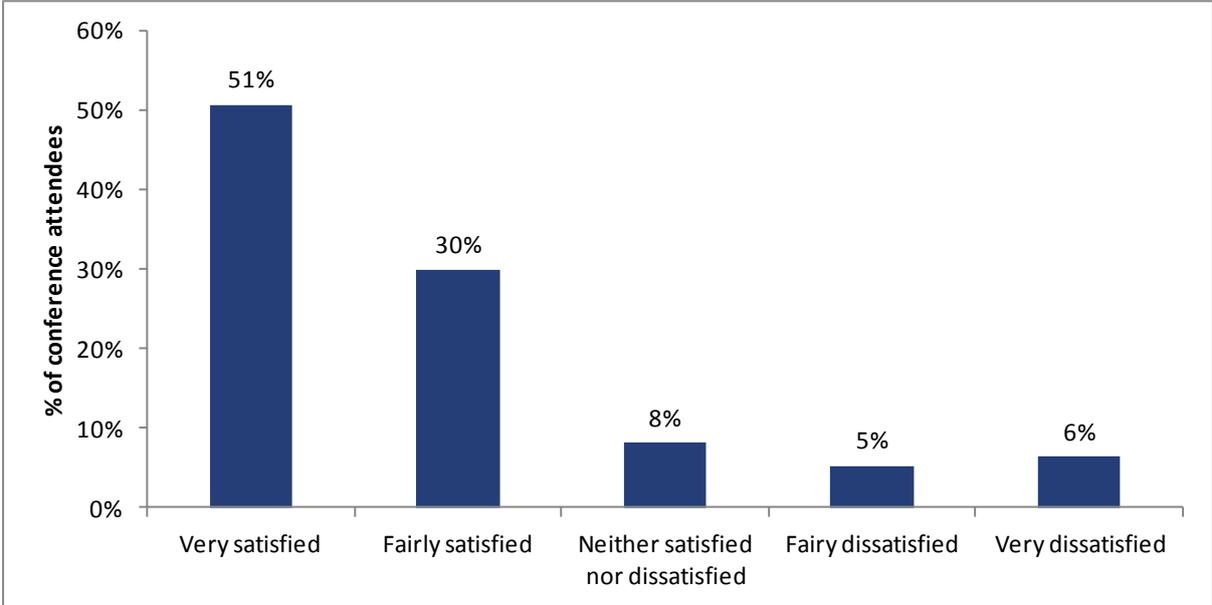
## Correlation of interest

Facilitator contact after the conference was significantly correlated with satisfaction with the restorative justice conference. In other words, people who received follow up contact from the facilitator were more likely to report satisfaction with their conference.

## Victims were satisfied with their overall experience of the restorative justice process

Victims were asked how they felt about the overall restorative justice process; before, during and after the meeting. For this question, 80% of victims reported feeling satisfied (Figure 6). This compares to 77% from 2011.

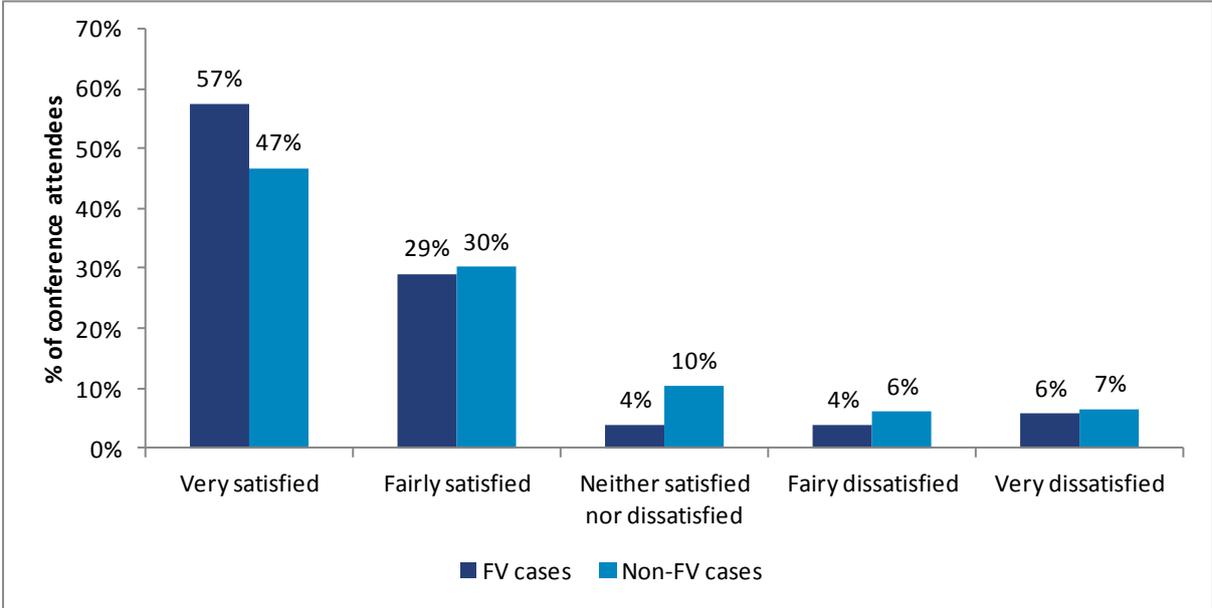
**Figure 6: Victim satisfaction with overall restorative justice process**



Base number = 285. Four respondents did not answer this question. Note: due to rounding the proportion of satisfied respondents appears not to add to 80% (the figure reported).

Victims in family violence cases were more likely (86%) to express overall satisfaction, compared to 77% of victims in non-family violence cases (Figure 7).

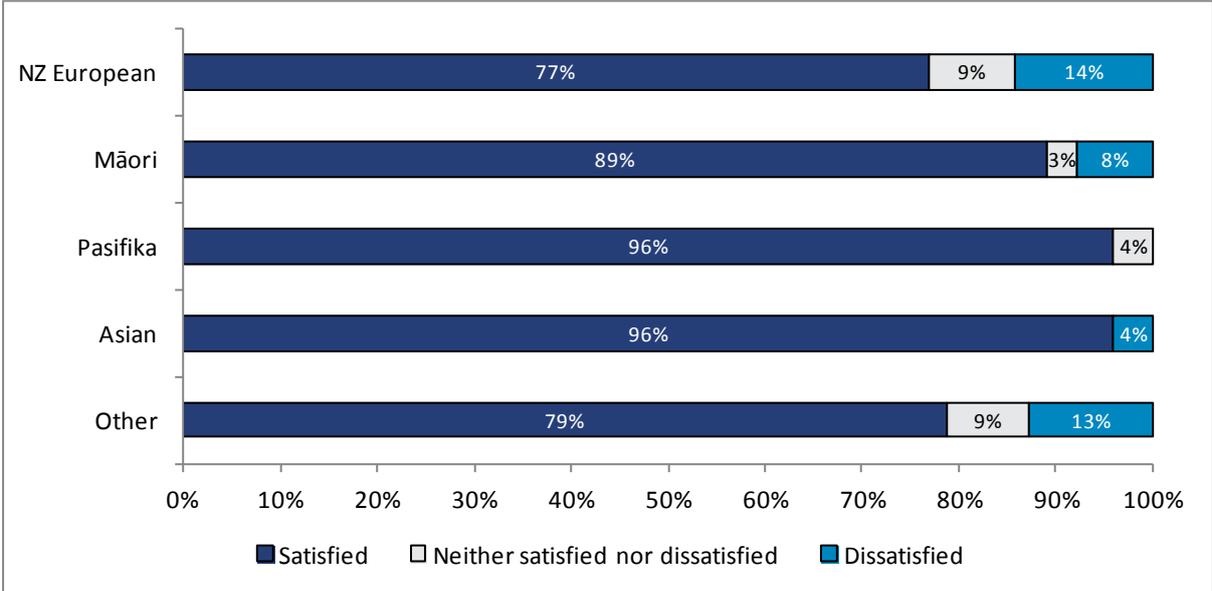
**Figure 7: Victim satisfaction with overall restorative justice process, FV v. non-FV cases**



Percentages do not always add to 100% due to rounding. Base number = 285 (FV cases = 103; non-FV cases = 182). Four respondents did not answer this question.

The ethnic groups most likely to report overall satisfaction were Pasifika (96%), Asian (96%) and Māori (89%) (Figure 8). Comparatively lower levels of overall satisfaction were reported by 'other' (79%) and by NZ Europeans (77%).

**Figure 8: Victim satisfaction with overall restorative justice process by ethnicity**

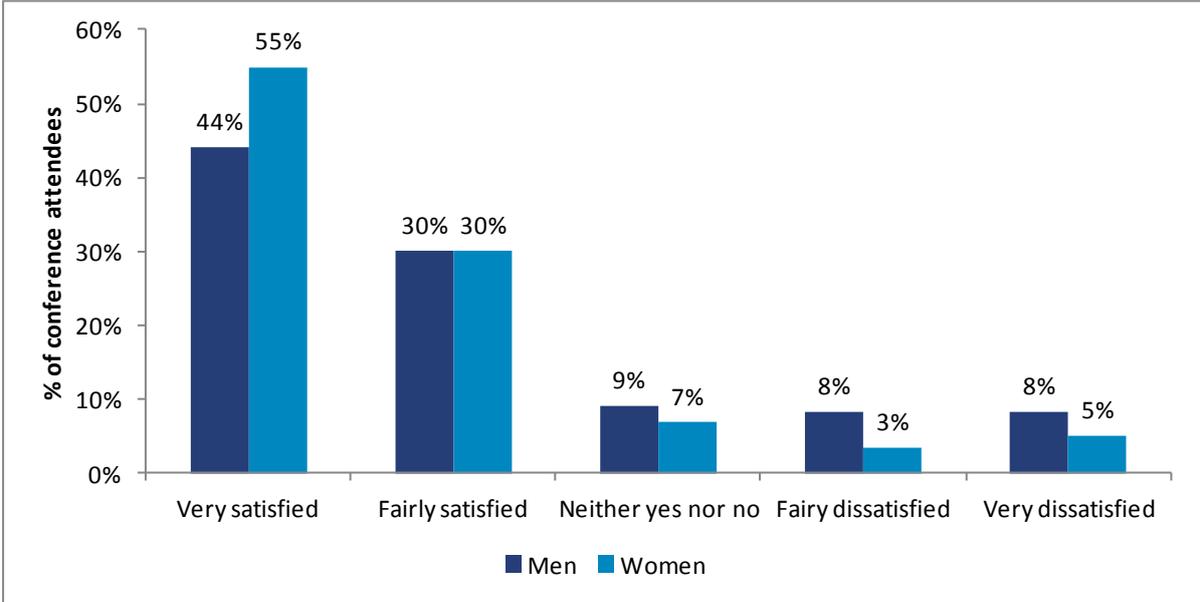


Percentages do not always add to 100% due to rounding. Base number = 285 (NZ European = 190; Māori = 64; Pasifika = 25; Asian = 25; other = 47). Four respondents did not answer this question. Participants were able to select multiple ethnicities.

There was a statistically significant difference between NZ European and Māori respondents in terms of overall satisfaction, with Māori victims expressing higher satisfaction.

When broken down by gender, 74% of men and 85% of women were satisfied with their overall experience of the restorative justice process — a difference which is statistically significant (Figure 9).

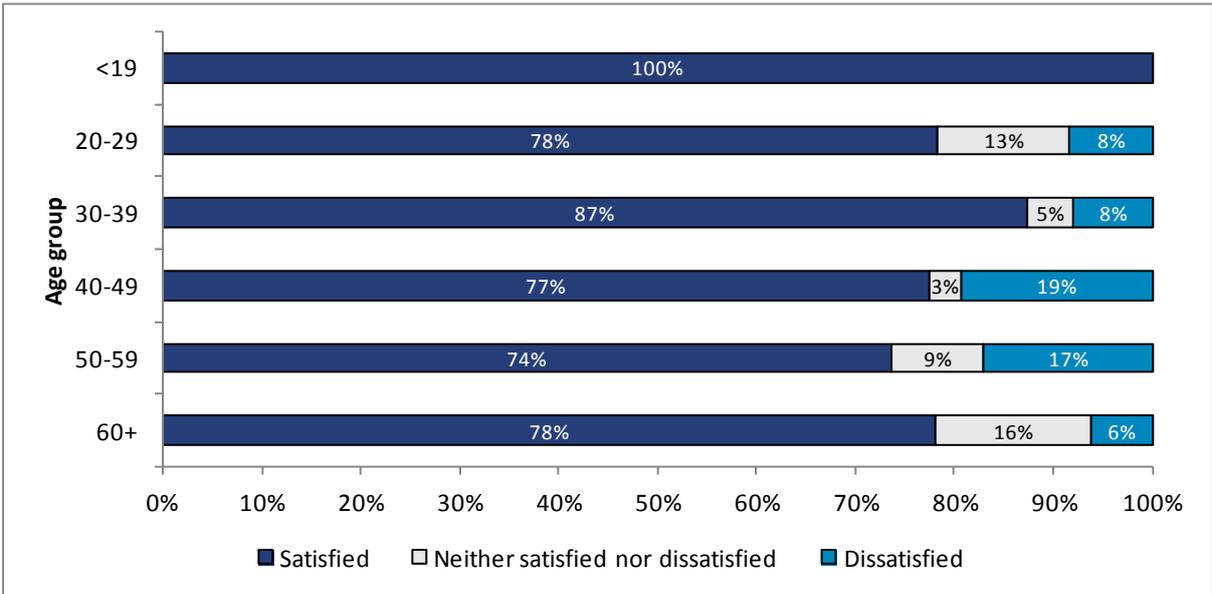
**Figure 9: Victim satisfaction with overall restorative justice process by gender**



Percentages do not always add to 100% due to rounding. Base number = 284 (men = 109; women = 175). Four respondents did not answer this question.

By age group, the highest satisfaction levels were among people aged 19 years or under, with 100% reporting satisfaction with the overall restorative justice process (Figure 10). Those aged 30-39 were also highly satisfied (87%) with the overall process. Comparatively lower levels were reported in other age groups; 78% of 20-29 year olds, 78% of 60+ year olds, 77% of 40-49 year olds, and 75% of 50-59 year olds reported satisfaction with the overall restorative justice process.

**Figure 10: Victim satisfaction with overall restorative justice process by age group**



Percentages do not always add to 100% due to rounding. Base number = 285 (<19 = 15; 20-29 = 60; 30-39 = 63; 40-49 = 62; 50-59 = 53; 60+ = 32). Four respondents did not answer this question.

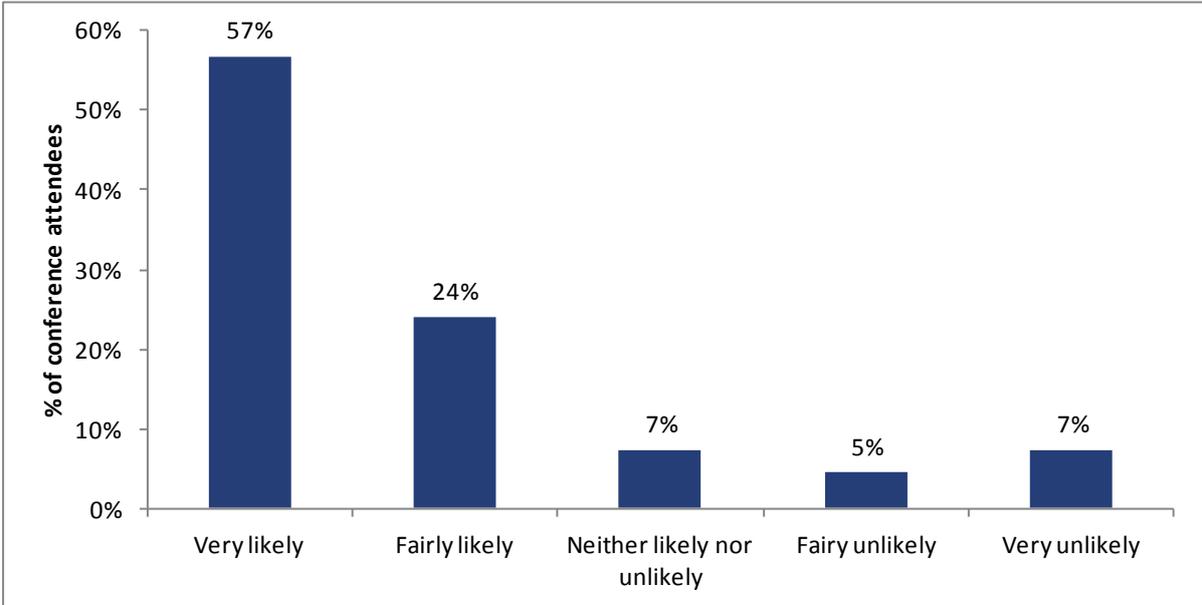
### Correlation of interest

There was a strong positive linear correlation between overall satisfaction with restorative justice and victims’ likelihood of recommending it to others. In other words, those who were most satisfied with their overall experience were, understandably, more likely to say they would recommend it to others in a similar situation.

# Victims would recommend restorative justice to others

A majority (81%) of victims said they would be likely to recommend restorative justice to others (Figure 11). This is almost unchanged from 80% in 2011.

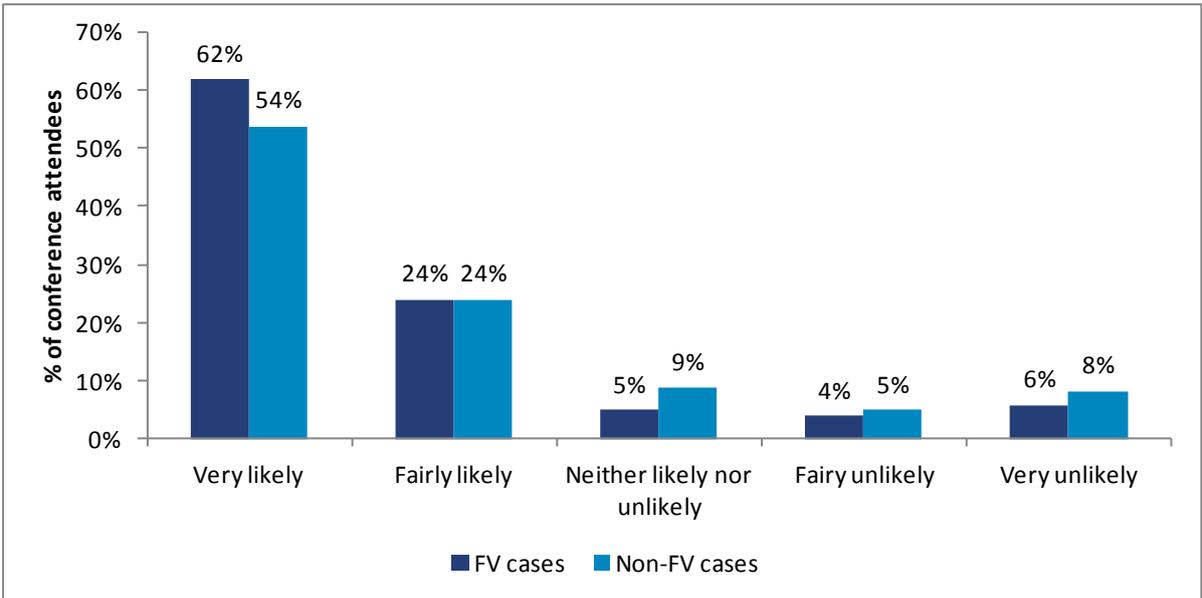
**Figure 11: Likelihood of victims recommending restorative justice to others**



Percentages do not always add to 100% due to rounding. Base number = 284. Five respondents did not answer this question.

Victims in family violence cases were more likely (85%) than those in non-FV cases (78%) to say they would recommend restorative justice to others in a similar situation (Figure 12).

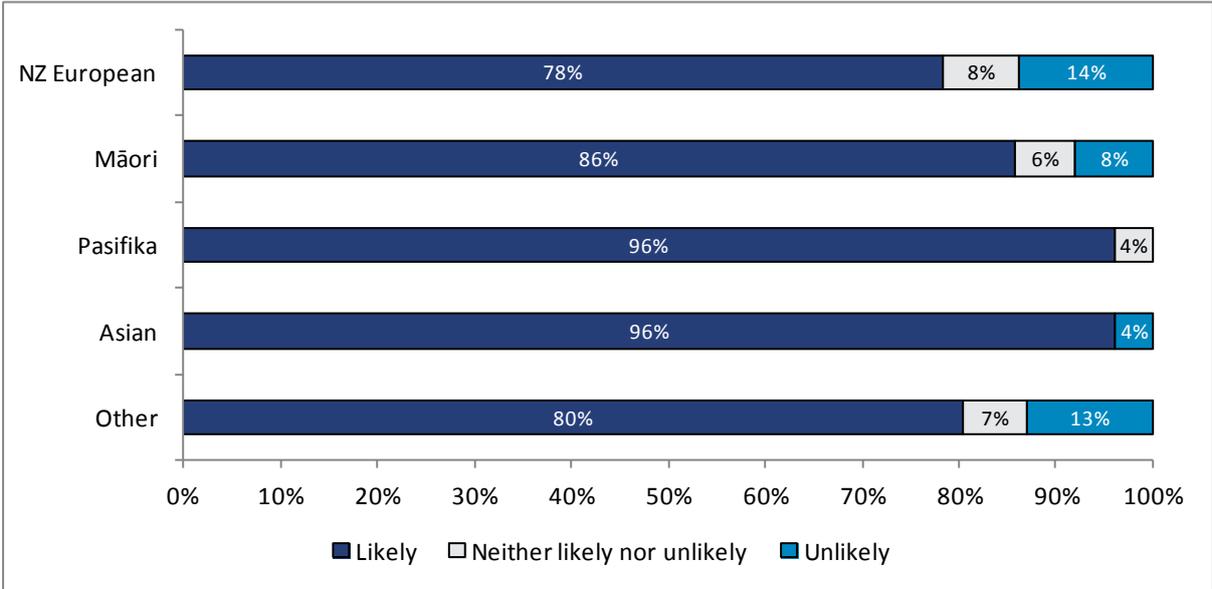
**Figure 12: Likelihood of victims recommending restorative justice to others, FV v. non-FV cases**



Percentages do not always add to 100% due to rounding. Base number = 284 (FV cases = 102; non-FV cases = 182). Five respondents did not answer this question.

Asian and Pasifika victims were also more likely (both 96%) to recommend restorative justice. This compares to 78% for NZ Europeans and 86% for Māori (Figure 13). Those in the 'other' category were comparatively less likely (80%) to recommend restorative justice to others.

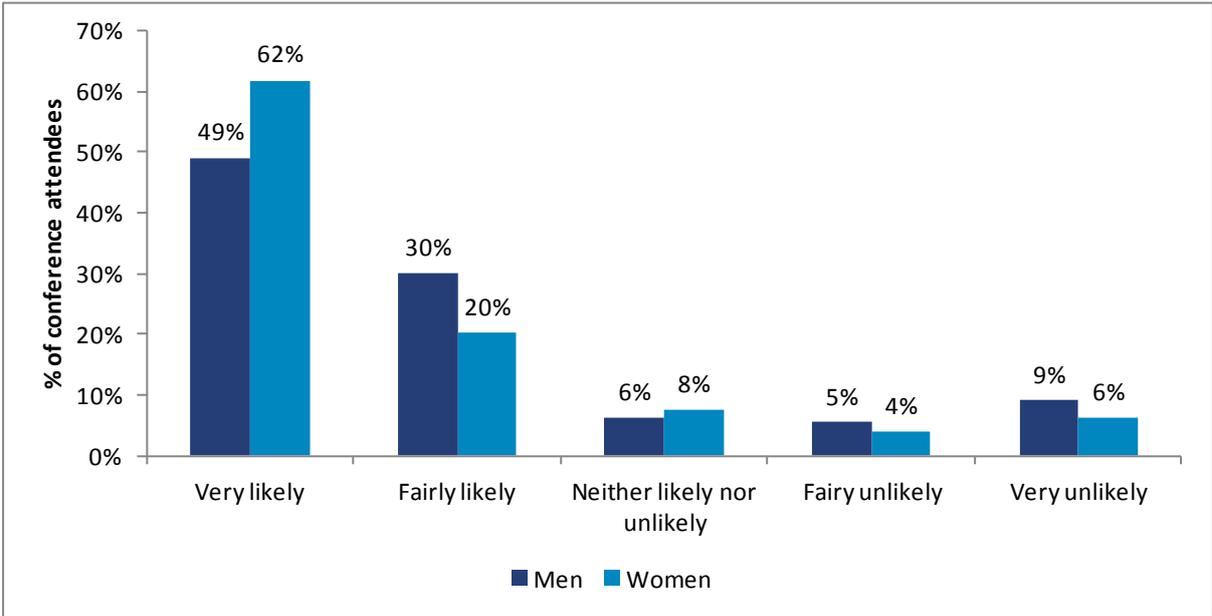
**Figure 13: Likelihood of victims recommending restorative justice to others by ethnicity**



Percentages do not always add to 100% due to rounding. Base number = 284 (NZ European = 189; Māori = 63; Pasifika = 25; Asian = 26; other = 46). Five respondents did not answer this question. Participants were able to select multiple ethnicities.

When broken down by gender, females were more likely (82%) than males (79%) to recommend restorative justice to others (Figure 14).

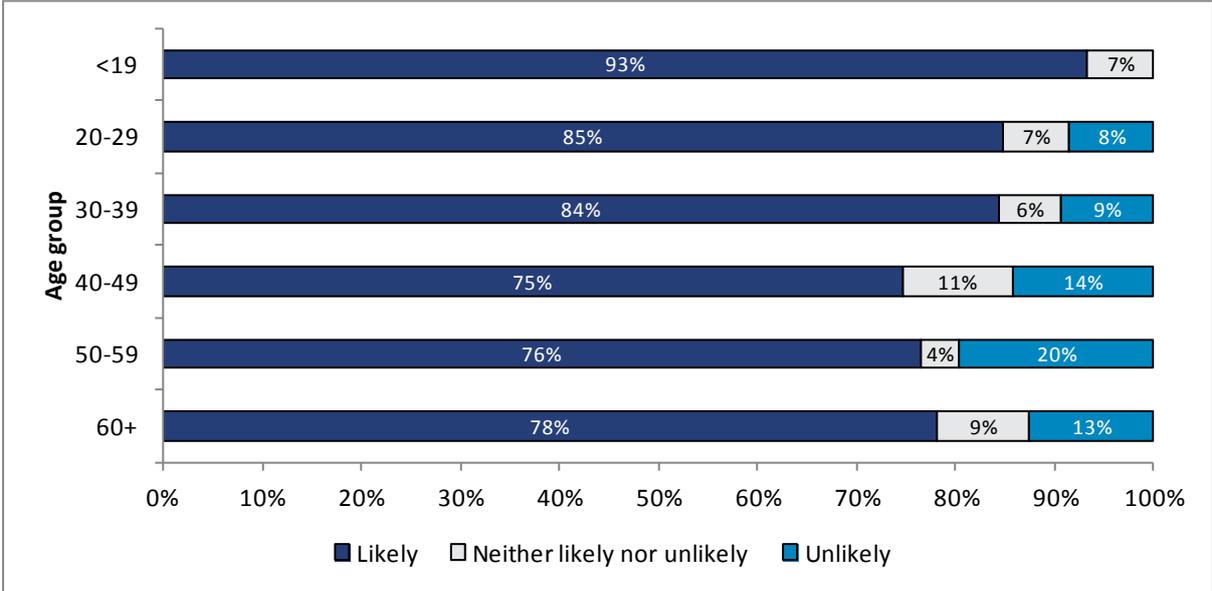
**Figure 14: Likelihood of victims recommending restorative justice to others by gender**



Percentages do not always add to 100% due to rounding. Base number = 283 (men = 110; women = 173). Five respondents did not answer this question.

Young people aged 19 years or under were most likely (93%) to recommend restorative justice to others in a similar situation (Figure 15). People aged 20-29 were very likely (85%) to recommend restorative justice to others, despite having the second lowest satisfaction with their restorative justice conference (refer Figure 5). Victims aged 30-39 were also very likely (84%) to recommend restorative justice, compared to 78% of 60+ year olds, 76% of 50-59 year olds, and 75% of 40-49 year olds.

**Figure 15: Likelihood of victims recommending restorative justice to others by age group**



Percentages do not always add to 100% due to rounding. Base number = 284 (<19 = 15; 20-29 = 59; 30-39 = 64; 40-49 = 63; 50-59 = 51; 60+ = 32). Five respondents did not answer this question.

### Correlations of interest

As expected, there was a strong positive linear correlation between overall satisfaction with restorative justice and likelihood of recommending it to others.

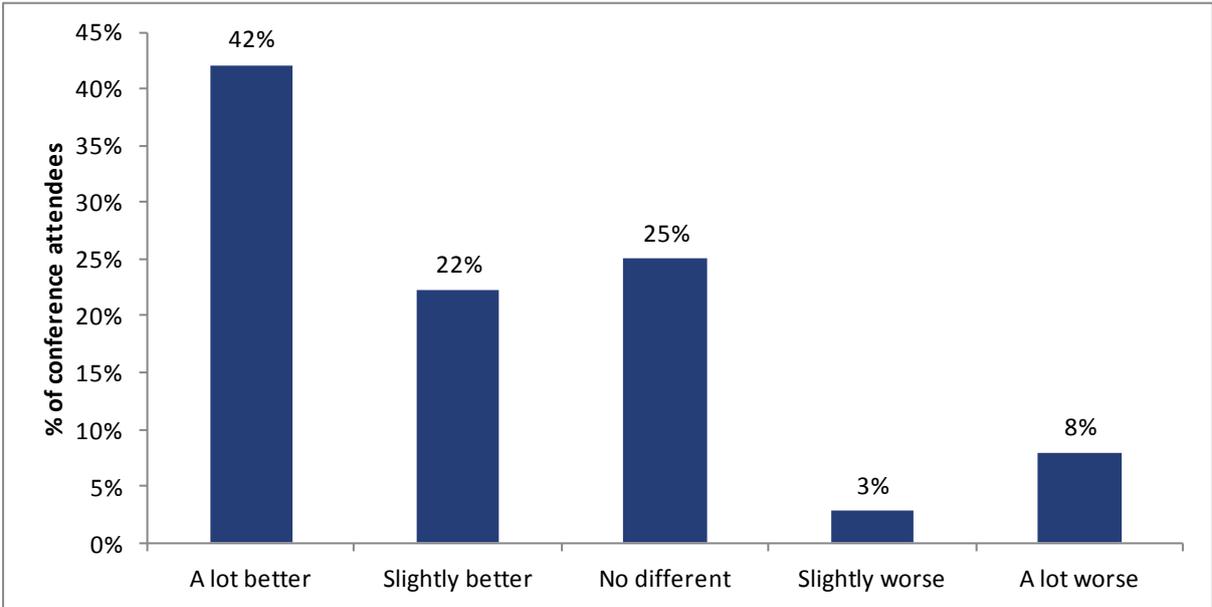
Other factors that increased victims’ likelihood of recommending restorative justice to others included:

- Satisfaction with what the offender agreed to do (moderate positive linear correlation)
- Feeling like they had enough information about what was going to happen at the conference (statistically significant relationship)
- Receiving follow-up contact from the facilitator after the conference (statistically significant relationship)
- Expressing that restorative justice made them feel better (strong positive linear correlation)

# Victims felt that taking part in restorative justice had a positive impact

Taking part in the restorative justice conference usually had a positive impact, with 64% reporting they felt better afterwards (Figure 16). This was down from 2011, when 74% of victims reported a positive impact, a decrease that is statistically significant.

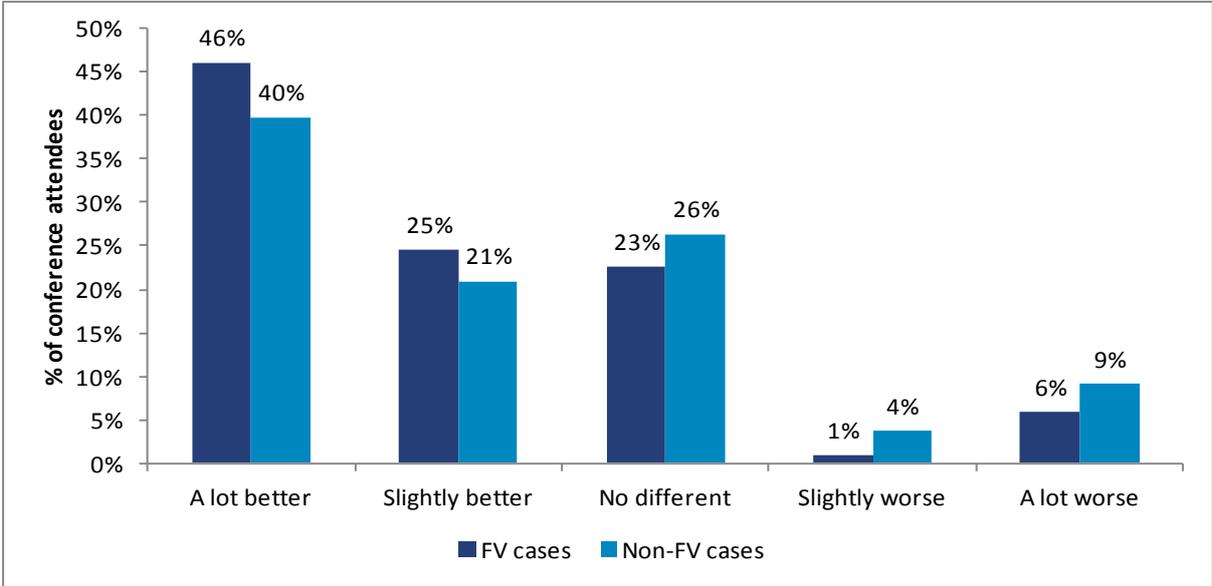
Figure 16: How victims felt as a result of taking part in their restorative justice conference



Percentages do not always add to 100% due to rounding. Base number = 288. One respondent did not answer this question.

Victims in family violence cases were more likely (71%) to report feeling better after their conference, compared to 61% for non-family violence cases (Figure 17).

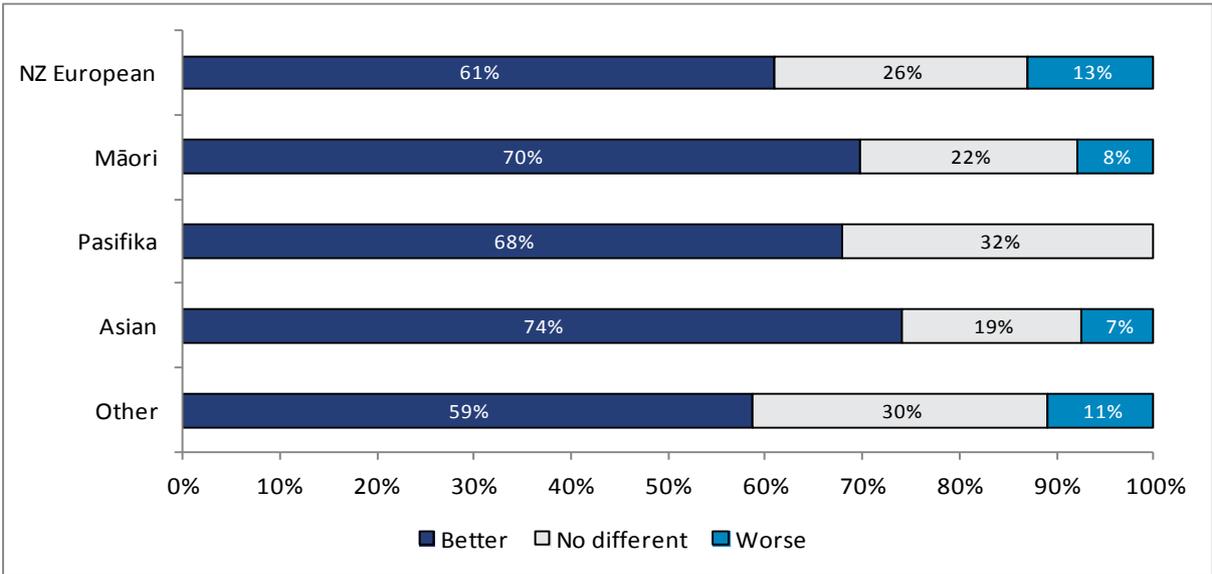
**Figure 17: How victims felt as a result of taking part in their restorative justice conference, FV v. non-FV cases**



Percentages do not always add to 100% due to rounding. Base number = 288 (FV cases = 102; non-FV cases = 186). One respondent did not answer this question.

In addition, 74% of Asian and 70% of Māori reported that the restorative justice conference had a positive impact (Figure 18). This compared to 68% of Pasifika, 61% of NZ European and 59% of 'other' ethnicities.

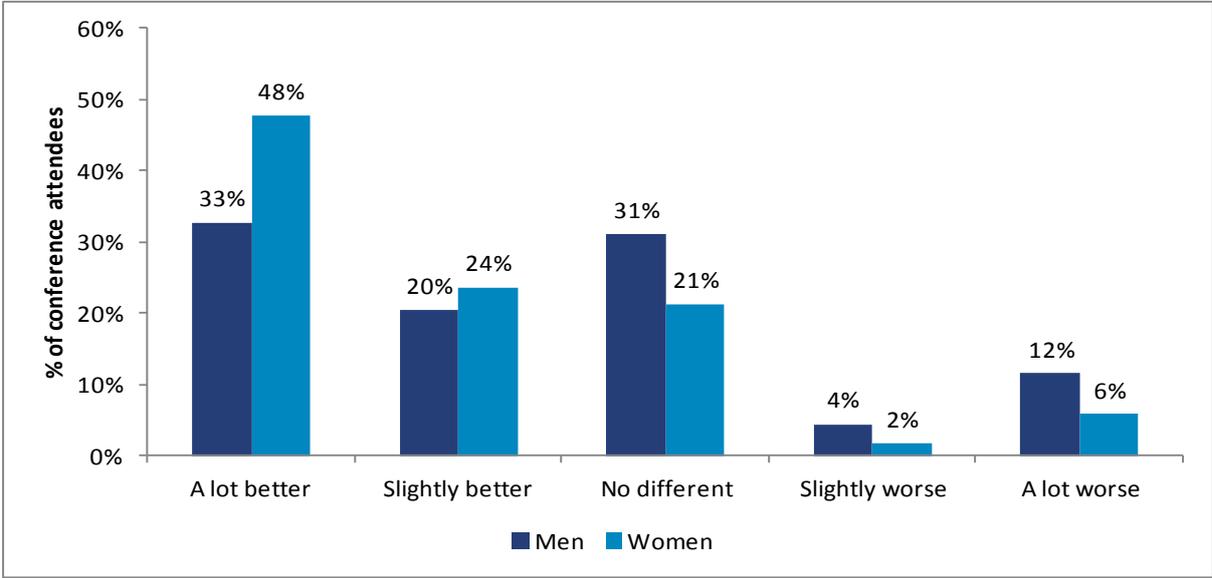
**Figure 18: How victims felt as a result of taking part in their restorative justice conference by ethnicity**



Percentages do not always add to 100% due to rounding. Base number = 288 (NZ European = 192; Māori = 63; Pasifika = 25; Asian = 27; other = 46). One respondent did not answer this question. Participants were able to select multiple ethnicities.

There was a statistically significant difference between genders, with only 53% of men reporting a positive impact compared to 71% of women (Figure 19).

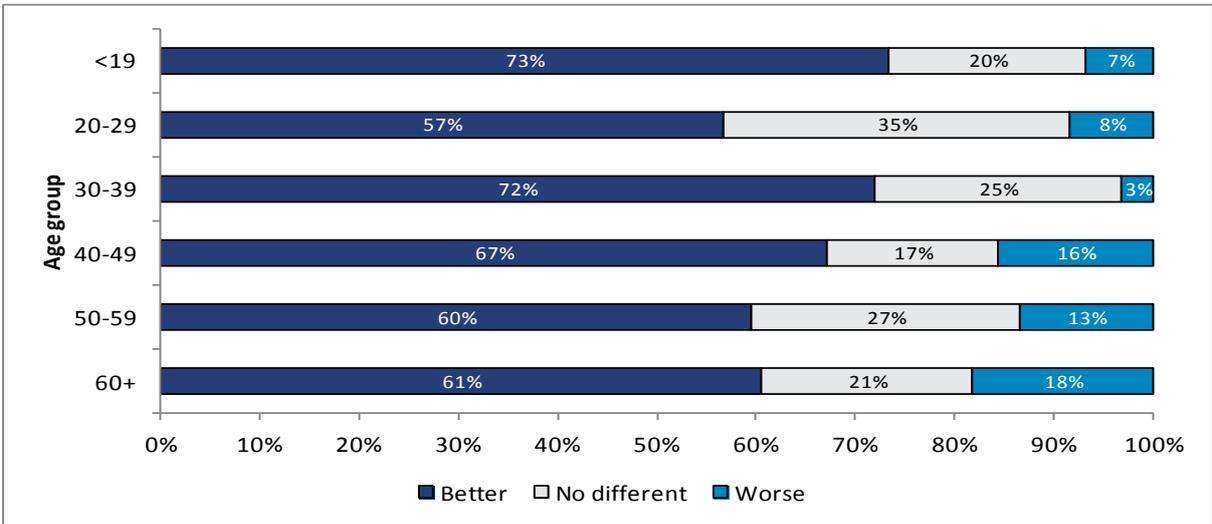
**Figure 19: How victims felt as a result of taking part in their restorative justice conference by gender**



Percentages do not always add to 100% due to rounding. Base number = 287 (men = 113; women = 174). One respondent did not answer this question.

Again, there were inconsistent patterns when broken down by age group (Figure 20), with positive impact experienced by 73% those aged 19 years or under and 72% of those aged 30-39. Positive impact was also reported by 67% of those aged 40-49, 61% of 60+ year olds, and 60% of 50-59 year olds. Victims aged 20-29 years reported the lowest levels of positive impact (57%).

**Figure 20: How victims felt as a result of taking part in their restorative justice conference by age group**



Percentages do not always add to 100% due to rounding. Base number = 288 (<19 = 15; 20-29 = 60; 30-39 = 64; 40-49 = 64; 50-59 = 52; 60+ = 33). One respondent did not answer this question.

## Correlation of interest

There was a strong positive linear relationship between victims who reported that restorative justice made them feel better and those who said they would recommend restorative justice to others in a similar situation.

## Predictors of satisfaction

Multiple linear regression modelling<sup>2</sup> was used to find independent variables that could best predict the four key measures analysed in this report.

Some of the findings in this section seem counterintuitive and have been marked with an asterisk. In particular, this relates to two factors: being treated with respect and having the chance to explain how the offence affected them. Ministry analysts are unable to speculate why there seems to be reduced satisfaction levels for seemingly positive or beneficial aspects of the restorative justice process.

## Satisfaction with the restorative justice conference

The factors found to best predict satisfaction with the restorative justice conference were:

- Gender (men were more likely than women to report satisfaction with the conference)<sup>3</sup>
- Having concerns and questions treated seriously (victims whose concerns and questions were treated seriously were more likely to be satisfied with the conference)
- Feeling the offender was sincere in their participation (victims who felt the offender was sincere were more likely to be satisfied with the conference)
- Expressing satisfaction with what the offender agreed to do (victims who were satisfied with what the offender agreed to do were more likely to be satisfied with the conference).

One factor was predictive of reduced levels of satisfaction with the restorative justice conference:

- Feeling pressured during the meeting (victims who felt pressured during the meeting were less likely to be satisfied with the conference).

## Recommending restorative justice to others

The factors found to predict the likelihood of recommending restorative justice to others were:

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<sup>2</sup> The process is outlined in Appendix 2 on page 44.

<sup>3</sup> Although women were more likely to report satisfaction with the overall restorative justice process.

- Age (victims aged 20 years or under were more likely to recommend restorative justice than any other age group)
- Wanting to express feelings and speak directly to the offender (the more importance placed on this, the more likely they were to recommend restorative justice)
- Being listened to carefully (the more victims felt they were listened to, the more likely they were to recommend restorative justice)
- Having concerns and questions treated seriously (the more victims' concerns and questions were treated seriously, the more likely they were to recommend restorative justice)
- Feeling the offender was sincere in their participation (the more victims felt the offender was sincere, the more likely they were to recommend restorative justice)
- Expressing satisfaction with what the offender agreed to do (the more satisfied victims were with what the offender agreed to do, the more likely they were to recommend restorative justice).

One factor was predictive of reduced likelihood of recommending restorative justice:

- Being treated with respect\* (the more victims were treated with respect, the less likely they were to recommend restorative justice)

## Overall satisfaction with the restorative justice process

The factors found to best predict overall satisfaction were:

- Gender (women were more satisfied overall than men)
- Age (victims aged 20 years or under were more satisfied overall than any other age group)
- Wanting to express feelings and speak directly to the offender (the more importance placed on this, the more satisfied they were overall)
- Being listened to carefully (the more victims felt they were listened to, the more satisfied they were overall)
- Having concerns and questions treated seriously (the more victims' concerns and questions were treated seriously, the more satisfied they were overall)
- Feeling the offender was sincere in their participation (the more victims felt the offender was sincere, the more satisfied they were overall)
- Expressing satisfaction with what the offender agreed to do (the more satisfied with what the offender agreed to do, the more satisfied they were overall).

Two factors were predictive of reduced rates of overall satisfaction:

- Being treated with respect\* (the more victims were treated with respect, the less satisfied they were overall)
- Having the chance to explain how the offence affected them\* (the more victims felt they had a chance to explain the effect of the offence, the less satisfied they were overall).

## Positive impact from taking part in restorative justice

The factors found to best predict positive impact from taking part in restorative justice were:

- Gender (women were more likely than men to report feeling better as a result of taking part in the restorative justice conference)
- Hoping that the conference would bring closure (victims who strongly believed the restorative justice conference would bring closure were more likely to report feeling better as a result of taking part)
- Feeling the offender was sincere in their participation (victims who felt the offender was sincere were more likely to report feeling better as a result of taking part in the restorative justice conference)
- Expressing satisfaction with what the offender agreed to do (victims who were satisfied with what the offender agreed to do were more likely to report feeling better as a result of taking part in the restorative justice conference).

# What the conference attendees thought

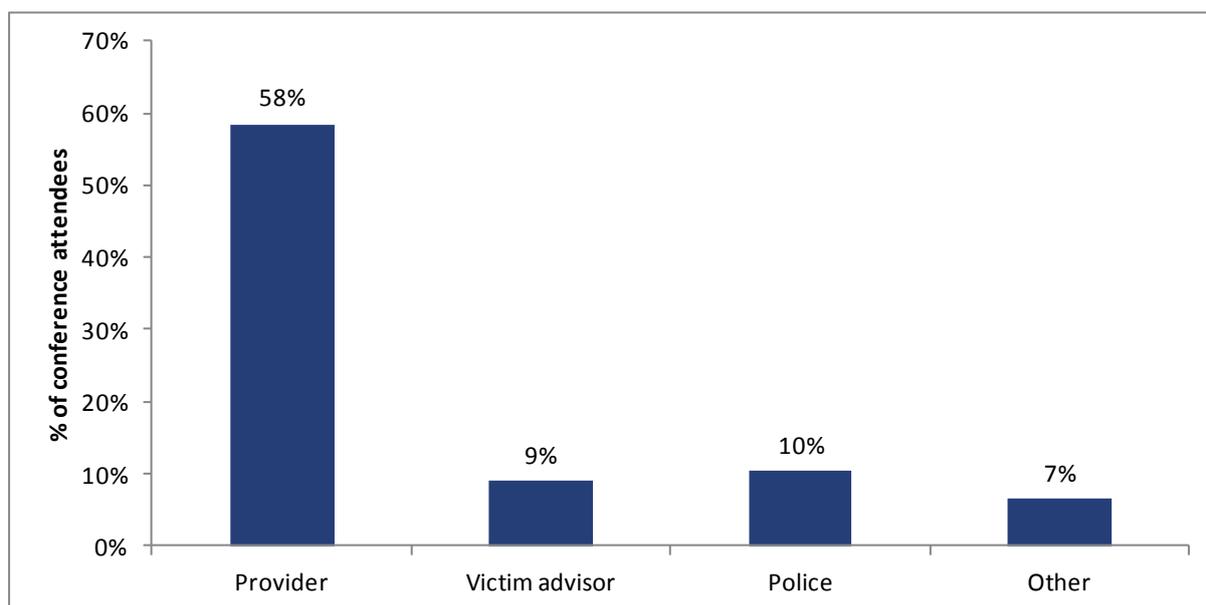
This section of the report is about the experiences of the 289 survey respondents who attended the restorative justice conference that was held.

The majority of attendees were satisfied with the restorative justice process, rated the facilitators highly and would recommend restorative justice to others in a similar situation. However a small group of attendees were dissatisfied.

## Information provision

Victims found out about restorative justice from a variety of sources, but most (58%) said it was their provider who first explained it to them (Figure 21).

**Figure 21: Who first explained restorative justice to the respondent**



Note: an additional 16% of people said they were unable to remember or did not want to answer this question. The 'other' category was made up of family member (n=3), already aware of the process (n=3), social worker (n=3), facilitator (n=2), friend (n=1), lawyer, (n=1), magistrate (n=1), boss (n=1), offender (n=1), probation (n=1), Victim Support (n=1) and Work Safe (n=1). Percentages do not always add to 100% due to rounding. Base number = 289.

Victims were also asked who else they had contact with about attending the restorative justice meeting. There were a variety of additional sources, with 80% of victims speaking with the restorative justice facilitator, 35% with a victim advisor who worked at the court, and 31% with the Police.

All people who attended the conference had a face-to-face meeting with their provider where they could ask questions. Most (84%) reported that the meeting fully answered their questions and a further 10% said that it answered some of their questions. The remainder did not have any questions (3%), could not remember or did not want to answer (2%) or said their questions were not answered (1%).

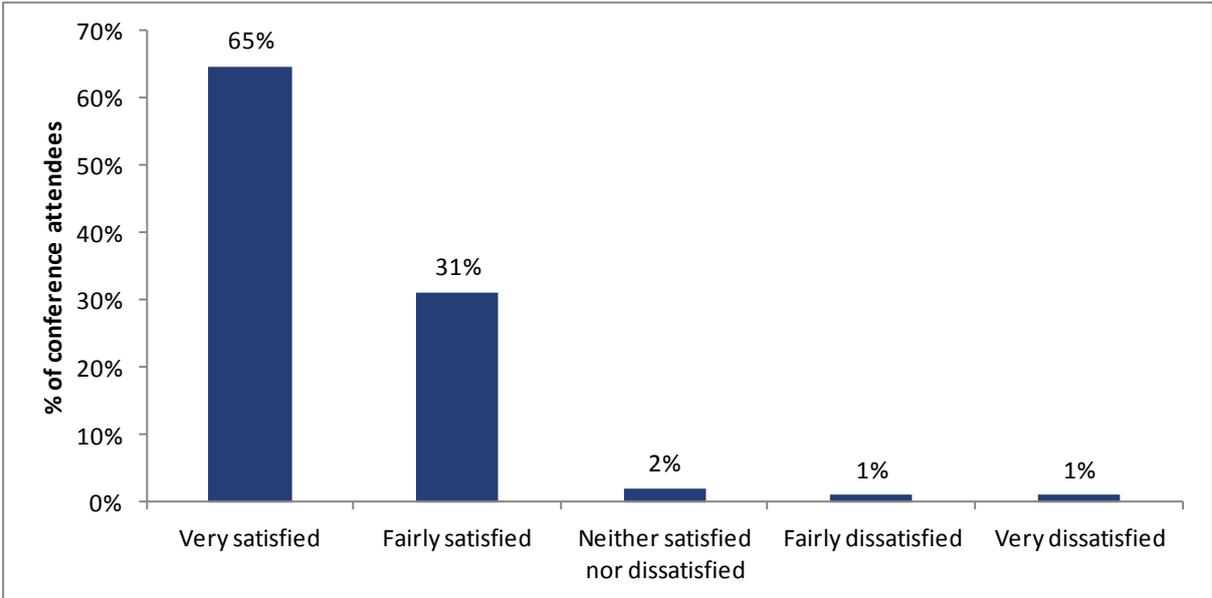
The large majority (93%) of victims felt well informed about what would happen at the conference with the offender, and 95% were told who was going to be present at the conference. Those who felt they had enough information about what would happen were significantly more likely to recommend restorative justice to others.

Almost all (97%) of victims were clearly told they had a choice around whether they took part in the conference with the offender.

Those who were clearly told they had a choice about attending were significantly less likely to report feeling nervous before the conference. Those who were clearly told they had a choice about attending were significantly more likely to report feeling safe at the conference. However, both of these findings should be treated with caution due to very small groups involved in analysis.

Overall, most (96%) victims were satisfied with the provision of information prior to attending the restorative justice conference (Figure 22), and 98% felt they were given enough time to think about their decision to attend the conference.

**Figure 22: Victim satisfaction with what they were told about restorative justice**

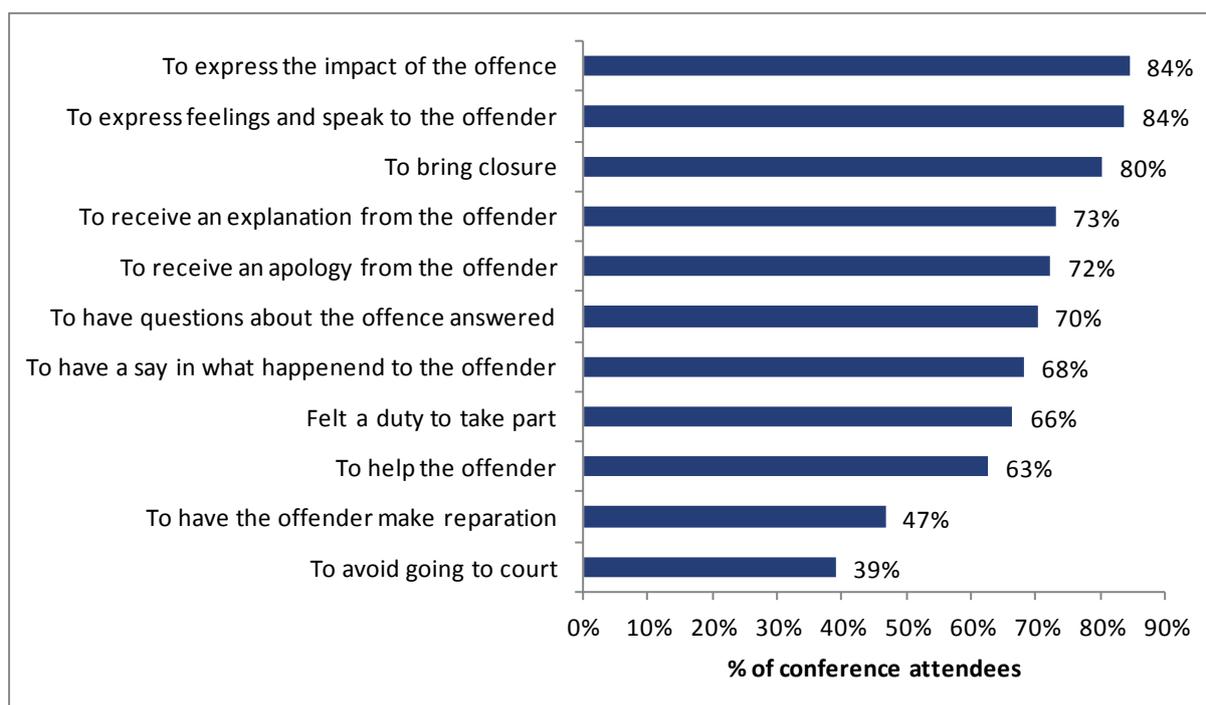


Note: participants who did not know or did not want to answer have been excluded from calculations (n=3). Percentages do not always add to 100% because of rounding. Base number = 286.

## Reasons for taking part

To try and determine why conference attendees chose to take part in the restorative justice conference, they were asked to rate the importance of 11 statements (Figure 23). The highest importance was placed on wanting to express the impact of the offence (84%) and wanting to express feelings and speak to the offender (84%).

**Figure 23: Reasons for attending the conference that were rated as important**



Base number = 289.

Differences between FV and non-FV cases were also examined. Victims in FV cases were significantly more likely (81%) to emphasise the importance of receiving an explanation from the offender when compared to non-FV cases (69%). FV victims were also significantly more likely to value bringing closure (89% versus 75%).

There was no statistically significant difference between Māori and non-Māori respondents in how they answered this question.

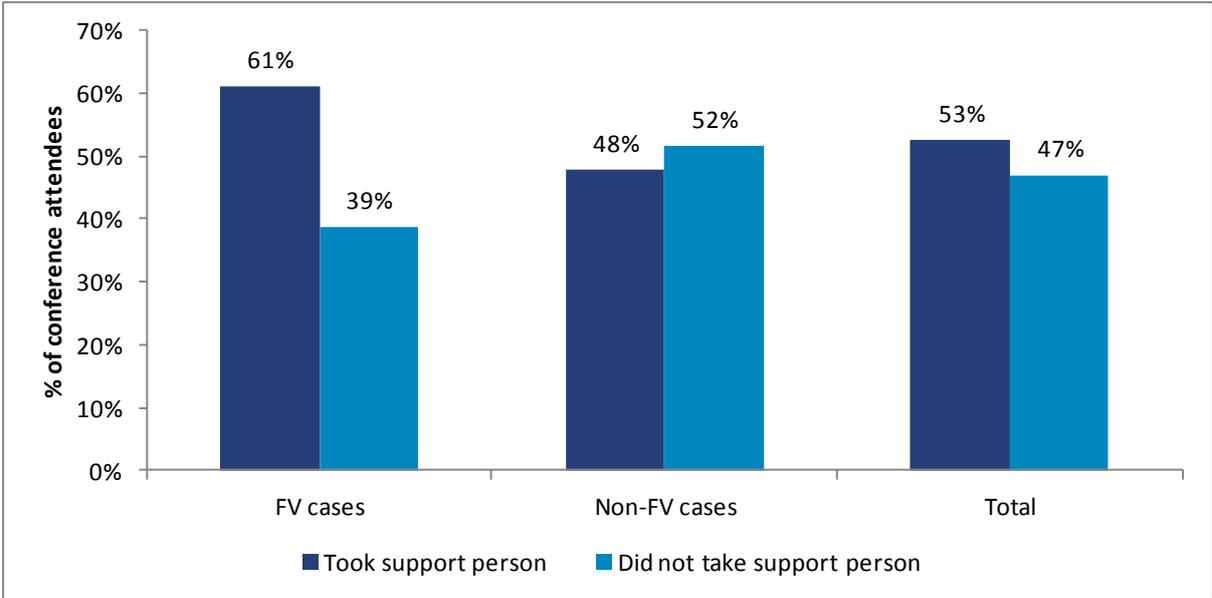
## Preparing for the conference

A majority (82%) of victims had a face-to-face meeting with their facilitator to prepare for their restorative justice conference with the offender. At this meeting, more than half (57%) were asked where they would like the conference to be held and most (89%) were asked when would suit them.

# Taking a support person

A large majority (91%) of victims were encouraged to take a support person to their restorative justice conference. However, slightly more than half (53%) actually took a support person with them. The relationship between family violence referrals and bringing a support person was found to be significant when compared to other referral types (Figure 24).

Figure 24: Whether respondents took a support person to the conference



Percentages do not always add to 100% because of rounding. Base number = 289 (FV cases = 103; non-FV cases = 186).

There were no statistically significant differences between Māori and non-Māori respondents in whether they took a support person.

## People who took a support person

Of those who did take a support person to the conference, 76% said it made the process easier and 18% said it had no effect. Only 4% said that it made it harder to attend the restorative justice conference. However, 8% of victims in FV cases said that taking a support person made it harder for them to attend the conference — a difference that is statistically significant. This means that while FV victims were more likely to take a support person, they were also more likely to say that having a support person made it harder to attend the conference.

There were no significant differences between Māori and non-Māori respondents in whether they took a support person.

When asked to explain why having a support person made the restorative justice conference easier, victims gave a variety of responses. The most common were 'they knew what I had been through / it affected us both' (24%), 'they could support me emotionally' (22%) and 'I was more comfortable/secure having them there' (20%).

Only six people said having a support person made things harder. Their reasons were varied but included: ‘there were things I didn’t want them to hear’ (n=2), ‘it was harder to open up’ (n=1) and ‘I didn’t want them involved’ (n=1). Twenty-seven people said that having a support person had no effect. The most common explanation was ‘I am a strong person and didn’t need emotional support’ (n=8). Notably, those who took a support person to the conference were significantly more likely to report feeling nervous before the meeting.

### People who didn’t take a support person

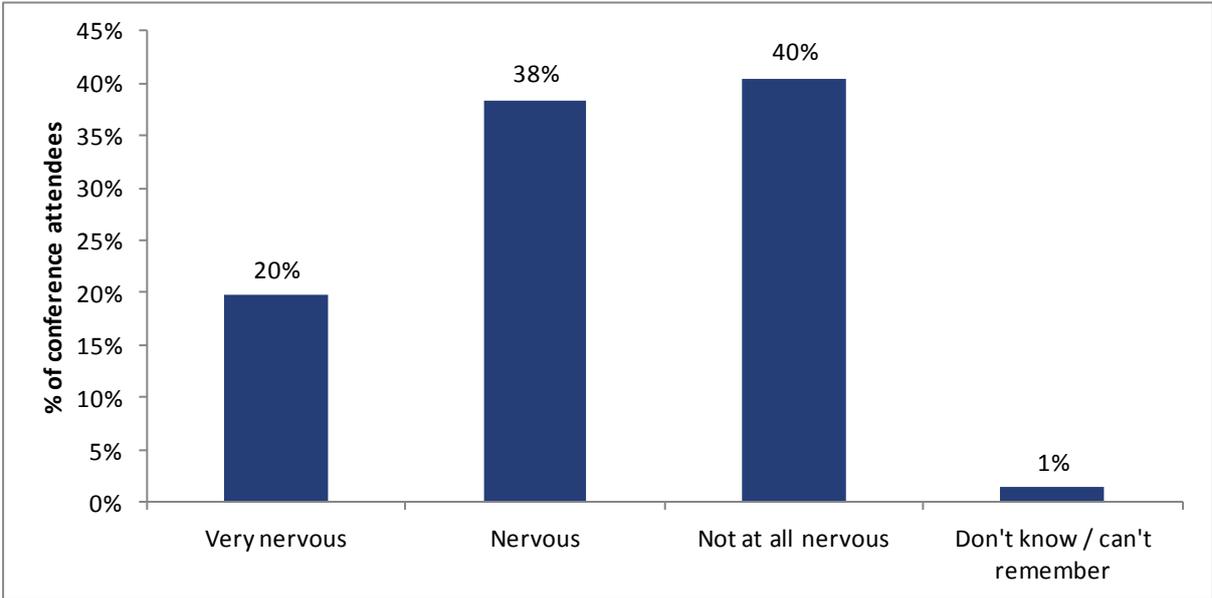
Those who did not take a support person to the conference mostly said they did not want or need a support person (65%), that it was their private business (10%), and they were comfortable and confident without one (8%). Of note, one person reported that their facilitator had said a support person would not be necessary.

Most (68%) respondents who did not take a support person thought it would have had no effect if they had taken one; 16% thought it would have made the conference harder and 10% said it would have made it easier. When asked to explain this response, participants said: ‘I didn’t feel like I needed a support person / could resolve it without one’ (20%), ‘I am confident / a strong person’ (17%), and ‘I prefer to do things by myself / it’s a personal matter’ (14%).

## At the conference

Over half (58%) of participants reported some degree of nervousness prior to their conference with the offender (Figure 25). However, a reasonable proportion (40%) said they did not feel at all nervous.

**Figure 25: How victims felt before their restorative justice conference with the offender**



Percentages do not always add to 100% because of rounding. Base number = 289.

Those who were clearly told they had a choice about attending were more likely to report feeling nervous before the conference. However, this finding should be treated with caution due to very small groups involved in analysis.

Taking a support person to the conference was positively correlated with feeling nervous (a statistically significantly relationship).

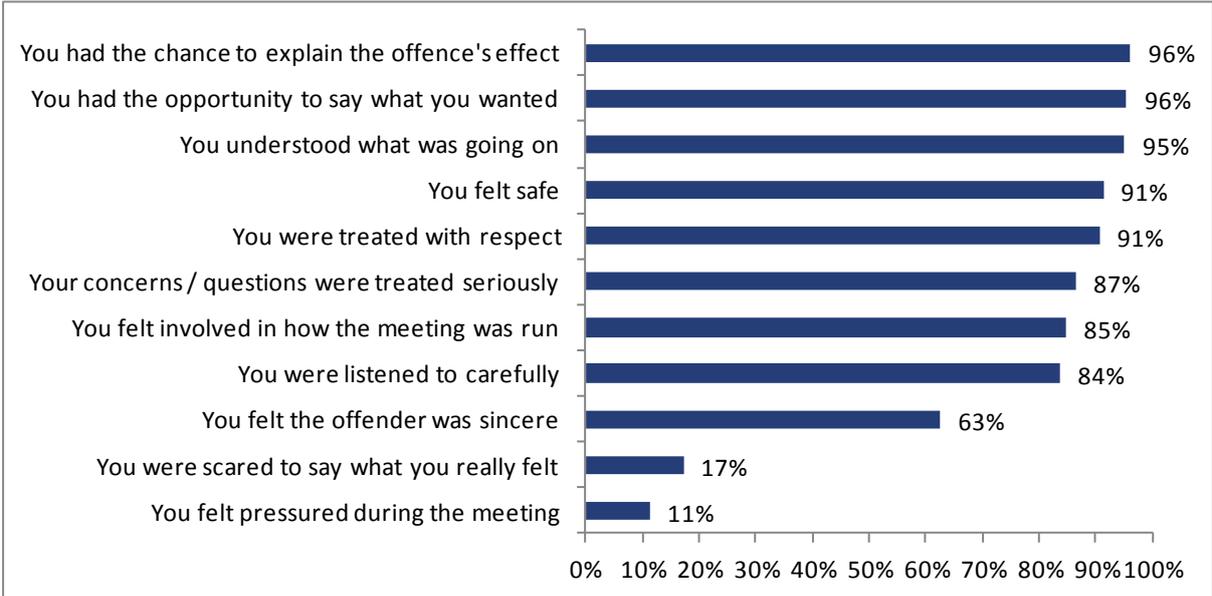
Most (61%) people had two facilitators running their restorative justice conference, with 26% having only one facilitator and 10% having more than two facilitators. Respondents were able to remember and identify a variety of people who attended the conference in addition to the victim, offender and facilitator/s. These included, but were not limited to:

- Supporters for the victim (49%)
- Supporters for the offender (45%)
- Another victim (6%)
- Police (4%)
- Community representatives or panel members (3%)

### Statements about the conference

Attendees were asked whether they agreed or disagreed with 11 statements about how the conference was run. Attendees were happy with most aspects of the conference, with 96% feeling they had the chance to explain the offence’s effect and 96% having the opportunity to say what they wanted (Figure 26).

**Figure 26: Statements about the conference that attendees agreed with**



Base number = 289.

A large majority (95%) of attendees said that the conference ended up being the same as it was described to them in the pre-conference meeting.

Those who were clearly told they had a choice about attending were significantly more likely to report feeling safe at the conference. However, this finding should be treated with caution due to very small groups involved in analysis.

A proportion (17%) of attendees said they felt scared to say what they really felt at the conference. It is worth noting that 61% of these respondents said they had a support person with them at the conference (compared to 53% for all conference attendees), and this group was more likely to have felt nervous about attending the meeting (67% versus 58% for all attendees).

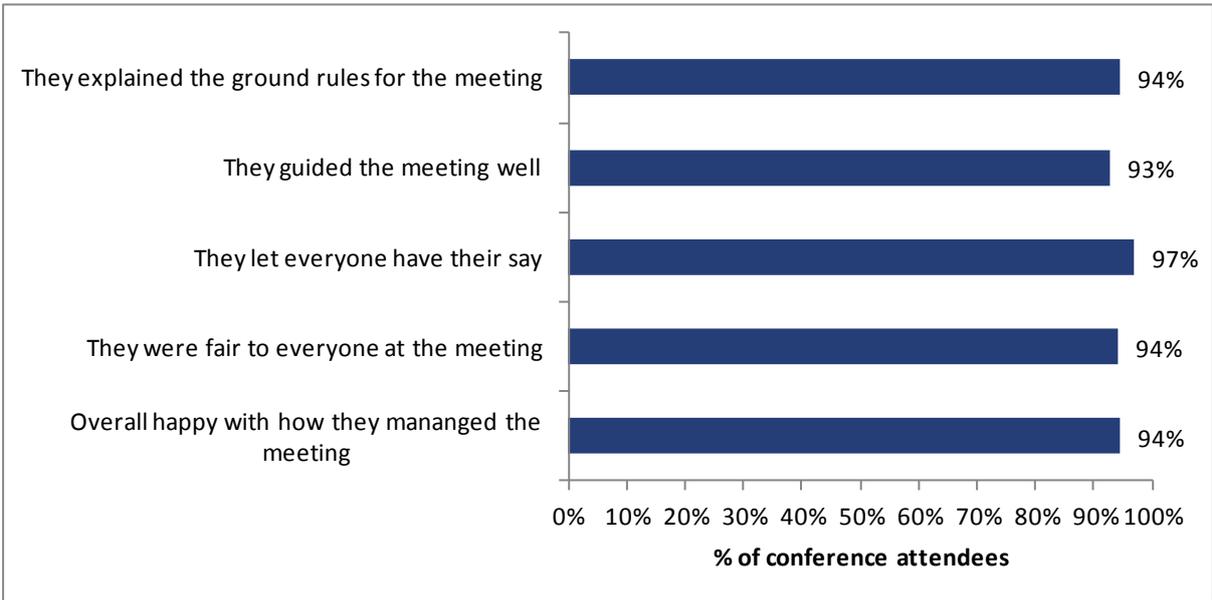
There were no significant differences between FV and non-FV cases in how they responded to the statements in Figure 26. Similarly, Māori and non-Māori groups showed no significant differences.

In nearly all (95%) cases victims said that offenders were given a chance to explain how the offence came about. Of this group, 56% of victims said they received a full explanation and a further 34% received a partial explanation. Of note, 4% received an explanation but did not trust it or think the explanation was true. More than half (57%) of victims were happy with the explanation they received from the offender.

### Statements about the facilitator

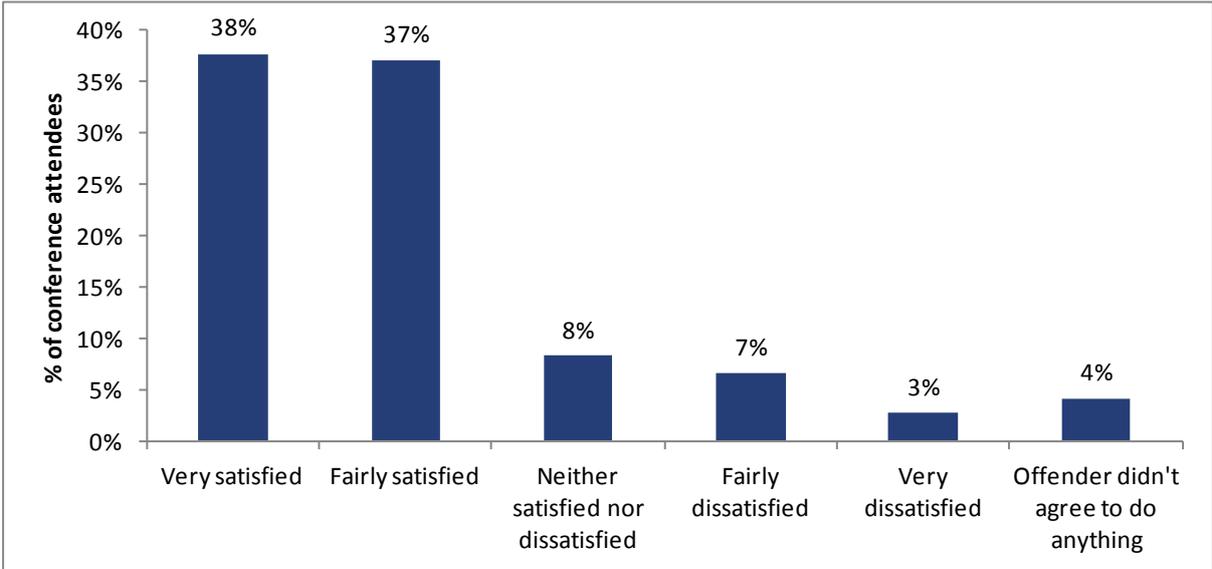
Respondents were asked to rate the conference facilitator against five statements (Figure 27). The overwhelming majority of respondents agreed with all positive statements. However, family violence victims were significantly less likely to agree with the statement ‘they let everyone have their say’ (93% versus 99% for non-FV cases).

**Figure 27: Percentage of victims who agreed with statements about the facilitator**



At some restorative justice conferences there is a discussion of suggested actions or things for the offender to do. Three quarters (75%) of victims said they were satisfied with the plan of actions for the offender to complete (Figure 28). Victims in FV cases were significantly more likely to report feeling ‘neither satisfied or dissatisfied’ when compared to non-FV cases. There were no significant differences between Māori and non-Māori victims.

**Figure 28: Victim satisfaction with the list of suggestions for offender to complete**



Note: A further 3% of participants (n=10) did not know, couldn't remember, or did not want to answer this question. Percentages do not always add to 100% because of rounding. Base number = 289.

There was a moderate positive linear relationship between being satisfied with what the offender agreed to do, and likelihood of recommending restorative justice to others.

## After the conference

Most (61%) victims said they were contacted by the facilitator after the meeting to follow up. Of those who were contacted, almost half (47%) found this contact very useful and a further 41% found it somewhat useful. Only 10% said they did not find it useful. Of those who were not contacted after the meeting, 33% said they would have liked some follow-up contact.

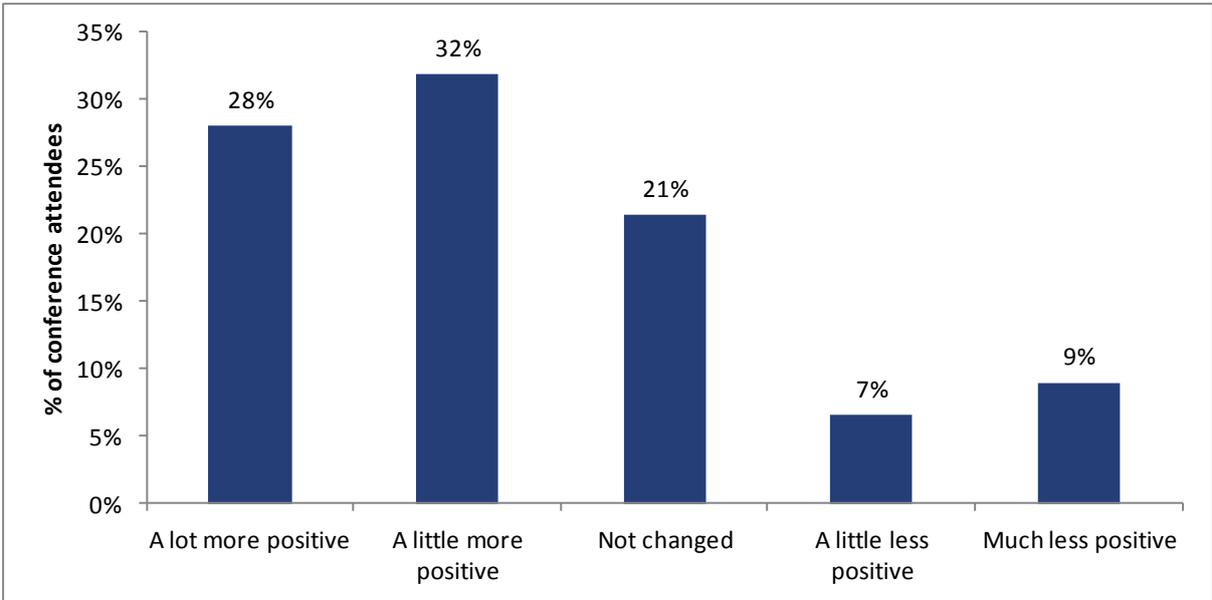
Statistical analysis revealed that people who received follow up contact from the facilitator were significantly more likely to report satisfaction with their conference and to recommend restorative justice to others.

Most (70%) victims were sent a copy of the conference report.

Over half (60%) of victims said they had not received any updates on what the offender had or hadn't done since the conference. A third (33%) said they had received updates, and a further 3% said they only received updates after following it up with the facilitator themselves.

Victims were also asked how the restorative justice process had influenced their view of the criminal justice system as a whole. Most (60%) said their view had become more positive (Figure 29).

**Figure 29: Victims’ views of the criminal justice system as a whole after taking part in restorative justice**



Note: A further 3% of participants (n=9) did not know, couldn't remember, or did not want to answer this question. Percentages do not always add to 100% because of rounding. Base number = 289.

Most (81%) victims thought that the restorative justice conference was a good way to deal with the offence committed against them with only 5% feeling that it was a bad way to deal with the offence. There were no significant differences for FV cases or Māori participants.

Respondents were also asked how taking part in the restorative justice conference had benefited them, if at all. A majority (75%) of respondents were able to name at least one way that restorative justice had benefited them. Responses included:

- I got to have my say / the offender heard how the offence affected me (25%)
- I got to hear offender’s point of view and understand what happened (21%)
- I feel that I can move on / I got closure (17%)
- Healed emotionally (7%)
- I’ve learned about the restorative justice process (6%)

Victims in FV cases were significantly more likely to say that restorative justice had helped them have a better relationship with family or friends (n=10) when compared with non-FV cases (n=6). They were also more likely to say that restorative justice helped them know help and support is available (n=11 versus n=4). Māori victims (n=8) were also more likely than non-Māori (n=11) to say they felt healed emotionally after the restorative justice conference.

## Dissatisfaction with restorative justice

### Overall experience

Thirty-three attendees (12%) were dissatisfied with their overall experience of restorative justice. As could be expected, a majority (n=21; 64%) of the dissatisfied attendees said they would be unlikely to recommend restorative justice to others in a similar situation.

### Likelihood of recommending restorative justice to others

Overall, 34 conference attendees (12%) said they would be unlikely to recommend restorative justice to others in a similar situation. This group was compared with all other conference attendees and the key results are summarised in Table 1.

**Table 1: Factors associated with attendees being less likely to recommend restorative justice to others compared to all conference attendees**

Factors	Unlikely to recommend	All others*
<b>Clear that you had a choice in attending</b>	<b>85%</b>	<b>98%</b>
<b>Enough information about what would happen</b>	<b>82%</b>	<b>94%</b>
<b>Satisfied with what you were told would happen</b>	<b>79%</b>	<b>97%</b>
<b>Satisfied with what the offender agreed to do</b>	<b>38%</b>	<b>80%</b>
<b>Satisfied with the meeting itself</b>	<b>41%</b>	<b>89%</b>
Given enough time to think about attending	97%	98%
Told who would be present at the meeting	94%	95%
Contacted by facilitator after the meeting	53%	62%

Bold indicates a difference that is statistically significant. \*All others includes those who answered neutrally and positively.

Satisfaction with the contents of the plan developed for the offender appeared to be strongly associated with the likelihood of recommending restorative justice. Those unlikely to recommend restorative justice were less than half as likely as other conference attendees to be satisfied with what the offender agreed to do.

Overall this group of discontented attendees appears to have been less well informed throughout the restorative justice process and were significantly less likely to have been satisfied with the conference and provided enough information about what would happen.

## Overall feedback

### Good things about the restorative justice process

Victims were asked to think about the process of restorative justice, the people involved, and any positive impacts or longer term benefits it may have had on their day to day life. The ten most common answers are summarised in Table 2.

**Table 2: What were good things about victims’ experience of restorative justice**

Statement	% of respondents
Good facilitators (including: very polite, easy to talk to, made me feel comfortable, caring, supportive, respectful, professional)	30%
I was able to have my say	19%
Clear process / information clearly explained / organised	15%
Provided me with closure / I could move on	12%
I was able to talk openly about the offence	10%
The offender gave me an explanation and answered my questions, I could relate to the offender and got a better understanding of their side of the story	10%
Safe / controlled environment	7%
The fact they have restorative justice	7%
The ability to meet face-to-face with the offender	6%
Receiving feedback / communication before and after the conference	6%

Base number = 289.

## Areas for improvement

Victims were also given the opportunity to identify things that were not so good about restorative justice, or areas that could be improved. The ten most common replies are summarised in Table 3.

**Table 3: What victims thought could be improved about restorative justice**

Statement	% of respondents
None – nothing was poor or needed to be improved	47%
Need feedback / updates on what happened to the offender after the conference	9%
The offender didn't do what was agreed at the conference	4%
They should follow up offenders to pay reparation money / do what they agreed to do	3%
It took too long between offence and the first meeting with the facilitator	2%
Facilitator didn't listen to me / would cut me or the offender off when talking / the facilitator talked too much	2%
They need to explain the process better / information provided is not comprehensive enough / hard to follow	2%
Meeting needed to be better planned / more structured	2%
The facilitator couldn't get their point across / needed more training	2%
The conference was rushed	2%

Base number = 289.

# What those not attending the conference thought

This section of the report is about the 29 respondents who attended a pre-conference meeting with the provider but chose not to attend the restorative justice conference that was held. They are referred to as pre-conference attendees.<sup>4</sup>

The small size and disparate responses of this group limits analysis of it. To avoid any misrepresentation of data, the raw numbers of pre-conference attendees (rather than percentages) have been used in this section.

## Preparations for the conference

Nearly half (n=12) of those who did not attend the conference received their first description of restorative justice from the restorative justice provider. Other sources of information included a victim advisor who worked at the court (n=7), the Police (n=4) and a family member (n=2).

At the pre-conference meeting, 28 of 29 said they received information about the restorative justice process. Of these, 12 received only verbal information and another 12 received both verbal and written information.

Most (n=24) said that their questions about restorative justice were fully answered at this meeting and most (n=23) felt they had enough information about what would happen during the conference with the offender. Nearly everyone (n=24) was told who would be present and were informed they could bring a support person or whānau to the conference. Overall, the majority (n=23) felt they were given enough time to think about their decision to attend the conference with the offender.

Most people (n=20) said they were satisfied with what they were told about restorative justice. Of those who were dissatisfied (n=6), three said the meeting wasn't how they had

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<sup>4</sup> There were a further 11 respondents who attended the pre-conference meeting and agreed to attend the conference but found that it did not go ahead for other reasons. Due to the complexity of their situation, these respondents were not assigned to the appropriate pre-conference questionnaire and thus answered the same questionnaire as the 289 respondents who *did* attend the conference. For this reason they could not be analysed along with the other 29 pre-conference attendees.

been led to believe, and two said that the facilitator was angry, rude or made inappropriate remarks.

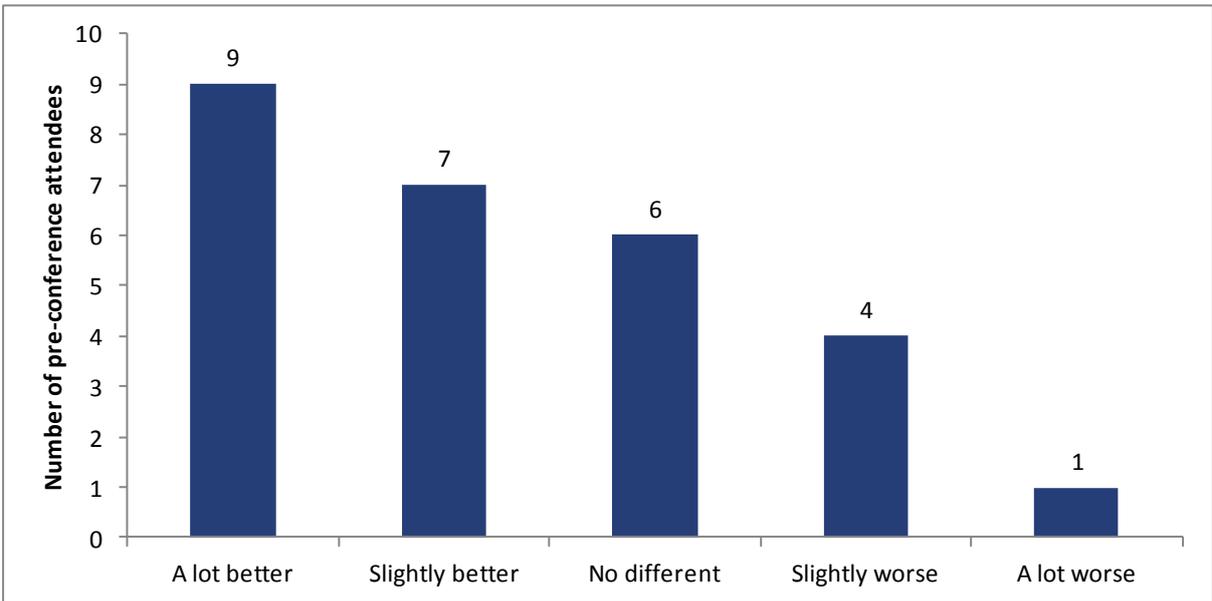
Two thirds (n=19) said it was recommended they attend the conference with the offender, and 25 agreed it was made clear they had a choice to participate.

### Reasons for not taking part

Only 10 respondents explained why they decided not to proceed with the restorative justice conference. The most common reasons for this were ‘I did not want to meet the offender’ (n=4), ‘I was scared / anxious to meet the offender’ (n=3), ‘I was too busy with work’ (n=2), ‘the crime was too trivial’ (n=2), ‘the meeting was mainly for the offender and not aimed at the victim’ (n=2) and ‘the matter had already been resolved’ (n=2).

Most (n=16) said nothing could have changed or needed to happen that would have enabled them to attend the meeting. Most (n=16) reported feeling better after their meeting with the provider (Figure 30) and 13 said their view of the criminal justice system as a whole had improved.

**Figure 30: How victims felt after meeting with their restorative justice provider**



Note: Two people could not remember or did not want to answer this question. Base number = 29.

Overall, most (n=18) people were satisfied with the contact they had about attending a restorative justice conference and the majority (n=20) were likely to recommend restorative justice to others in a similar situation.

# Appendices

## Appendix 1: Restorative justice providers

The providers of restorative justice services from 1 January to 31 December 2015 are set out in Table 4.

**Table 4: Restorative justice providers**

Provider
Ashburton Safer Community Council
Auckland Restorative Justice Trust
Hawke's Bay Restorative Justice Te Puna Wai Ora Inc
He Korowai Trust
Hoani Waititi Marae Trust
Komiti Marae Orakei Trust
Mana Social Services Trust
Manawatu Community Justice Trust
Marlborough District Council
National Urban Maori Authority
Nelson Restorative Justice Trust
Nga Kete Matauranga Pounamu Charitable Trust
Ngāti Hine Health Trust
Presbyterian Support Central
Project Restore
Project Turnaround (Timaru District Council)

Restorative Justice Otago (Anglican Family Care Inc)

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Restorative Justice Services Ōtautahi Christchurch

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Taranaki Restorative Justice Trust

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Tauranga Moana Restorative Justice Trust

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Te Runanganui o Ngāti Porou Trustee Ltd

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Waitakere Restorative Justice Community Group Trust

---

Waitaki Safer Community Trust

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Wellbeing North Canterbury Trust

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Wellington and Hutt Valley Community Law

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West Coast Restorative Justice

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Whanganui Restorative Justice Trust

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## Appendix 2: Methodology

The Ministry of Justice commissioned Gravitas Research and Strategy Ltd to collaborate on the development of a survey of victims involved in the restorative justice process and then to conduct the survey.

### Research design

Following scoping discussions between the ministry and Gravitas, a questionnaire was developed. This questionnaire included rating questions to benchmark current levels of performance on relevant service attributes but also provided opportunities (through open-ended questions) for respondents to express in their own words, what they saw as the benefits and drawbacks of the restorative justice experience and to offer suggestions to improve the service and processes.

### Cognitive testing

The questionnaire was tested with victims who had experienced restorative justice to establish respondent comprehension, judgement and response – specifically how participants understood a question and how they arrived at their answer. In addition, the impact of the survey on respondents, in terms of it asking for review of potentially difficult and emotional experiences was considered.

The cognitive testing interviews were conducted by experienced members of the Gravitas interviewing team and included a mix of both face to face and telephone interviews. This helped to engage with participants fully and understand possible implications of the method.

Gravitas undertook 10 cognitive interviews. This included 4 participants who had only experienced the restorative justice pre-conference plus 6 who had proceeded to the restorative justice conference. For both groups, an incentive was provided to thank people for their time.

### Pilot testing

Once the changes/enhancements to the cognitive testing version of the questionnaire were made and signed off, a live pilot was conducted with a selection of 13 clients (3 pre-conference only, 10 conference). The aim of this pilot was to further check comprehension and respondent comfort, check interview length, accuracy of programming, and to further develop code-frames to be used for open-ended questions.

At the end of the survey they were also asked to provide feedback on the survey via a series of additional questions. These questions aimed to understand any elements of the questionnaire that were not satisfactory to respondents, any questions that were not clear and anything they felt they were unable to say.

Following the pilot, all final changes were submitted to the ministry's research and evaluation team for approval, and no live interviewing took place until the final version of the questionnaire was signed off.

## Data collection

In total, 400 interviews with victims were sought. This comprised a target sample of 300 interviews with clients who had experienced a full restorative justice conference (conference sample) and 100 interviews with clients who experienced a pre-conference meeting but did not proceed to full conference (pre-conference sample).

Prior to being contacted by telephone, all potential respondents in the survey sample were sent a pre-notification letter informing them that the survey was taking place and providing them the opportunity to opt-out of the survey. Those who opted out of the survey (n=92) were removed from the live survey sample.

The full available sample for the telephone survey (excluding duplicate records and the sample used for the cognitive testing) was 1,838 clients, comprising 299 pre-conference and 1,539 conference. The sample records covered the victims participating in restorative justice from January to December 2015. During this time an estimated total of 2,800 victims participated in full conferences.

## Interviews

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

The survey was conducted via telephone between 6 May 2016 and 13 June 2016. A total of 329 victims were interviewed from 24 of the 27 ministry-funded restorative justice providers. Of these, 289 had attended a restorative justice conference, 29 had attended a pre-conference meeting but declined to attend the conference, and 11 had attended the pre-conference meeting and agreed to attend the conference but found that it did not go ahead for other reasons.

The average interview length across n=329 interviews was 28 minutes.

The response rate was calculated by dividing the number of completed interviews by the total number of eligible pieces of sample attempted – including those sent an invitation letter who opted out of the survey in advance. The response rate for the full sample was 41.1%, with the response rate for the pre-conference interviews being 33.0% and 42.5% for the conference sample interviews.

## Analysis and reporting

All variables in the final data set were coded by the contractor. No weighting was applied to the data set. All open-ended responses, as well as those entered into 'other' categories, were 'back coded' to allow statistical analysis. This involved fitting responses into existing categories, and where necessary, creating new categories so that all results had a numeric code. Coding was undertaken by an experienced member of Gravitas' coding team and code-frames developed collaboratively with the ministry's research team.

The final dataset was comprehensively checked and peer reviewed internally, to ensure its integrity. All identifiers were removed to protect respondent's anonymity.

Ministry researchers analysed the survey data and wrote this report. Statistical analysis was undertaken for each survey question and differences were tested at the  $p < 0.05$  level. Where significant, the report has expressly noted this. However, non-significant differences have also been reported in some places.

Correlation analysis was undertaken between selected variables and is summarised in Appendix 4 on page 54.

The following scale has been used for Pearson's correlation coefficient ( $r$ ):

$r < 0.2$	very weak linear correlation
$0.2 < r < 0.4$	weak linear correlation
$0.4 < r < 0.6$	moderate linear correlation
$0.6 < r < 0.8$	strong linear correlation
$r > 0.8$	very strong linear correlation

## Multiple linear regression analysis

A multiple linear regression model was used to find independent variables that could best predict the four key measures<sup>5</sup> analysed in this report, namely:

1. Satisfaction with the restorative justice conference
2. Recommending restorative justice to others
3. Overall satisfaction with the restorative justice process
4. Positive impact from taking part in restorative justice

Accordingly, four multiple regression models have been developed to identify the best predictors for the above measures (dependent variables).

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<sup>5</sup> Refer to page 9.

To allow inclusion in the models, all variables were re-coded so that responses such as ‘don’t know/can’t remember’ and ‘don’t want to answer this question’ were combined into a neutral category between the scores for positive and negative values (ie for 5-point response categories these responses were included in the middle category).

The overall number of predicting variables available from survey data exceeded 500 (significantly more than the number of observations) so ministry analysts applied a phased procedure for variable selection — combining a data-driven approach with expert knowledge.

Firstly, ministry subject matter experts were asked to prioritise groups of potentially predictive variables that hold significant interest for survey users.

The following groups were selected:

1. Gender
2. Ethnicity
3. Age
4. Income source
5. FV cases versus non-FV cases
6. Actual participation of support people
7. Follow-up contact after the restorative justice conference
8. Reasons for taking part in the restorative justice conference
9. Statements about the conference
10. Satisfaction with what the offender agreed to do
11. The number of facilitators at the restorative justice conference

Secondly, all variables (from the first step) that significantly correlated with the four dependent variables were selected for inclusion in the models. Non-binary variables were considered to meet the eligibility criteria if their correlation coefficient (Pearson’s *r* value) with dependent variables exceeded 0.2. Binary variables have been selected if their association with dependent variables (measured by a chi-square test) was significant at the 0.05 confidence level.

Considering the reasonably small sample size ( $n=288$ )<sup>6</sup>, ministry analysts limited the number of predicting variables in regression models to 16; where more than 16 variables met the above criteria, those with the smallest Pearson’s *r* value were excluded.

Finally, four multiple regression models, each with its own set of 16 selected predictive variables, were run in Excel.

The modelling outcomes are presented in Table 5 to Table 8.

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<sup>6</sup> One respondent did not answer the questions about satisfaction.

**Table 5: Satisfaction with the restorative justice conference – regression modelling**

Regression statistics	
Multiple R	0.7149
R square	0.5111
Adjusted R square	0.4822
Standard error	0.7437
Observations	288

ANOVA	df	SS	MS	F	Significance F
Regression	16	160.9193	10.0575	17.7036	1.53E-33
Residual	271	153.9557	0.5681		
Total	287	314.8750			

Best predictors	Regression coefficients	P-value
Gender	0.2046	0.0450
Your concerns and questions were treated seriously	-0.2773	0.0004
You felt the offender was sincere in their participation	-0.1541	0.0004
You felt pressured during the meeting	0.0829	0.0467
Satisfaction with what the offender agreed to do	0.2261	5.8277E-05

**Table 6: Recommending restorative justice to others – regression modelling**

<b>Regression statistics</b>	
Multiple R	0.6796
R square	0.4618
Adjusted R square	0.4301
Standard error	0.9140
Observations	288

<b>ANOVA</b>	<b>df</b>	<b>SS</b>	<b>MS</b>	<b>F</b>	<b>Significance F</b>
Regression	16	194.2736	12.1421	14.5354	3.5565E-28
Residual	271	226.3792	0.8353		
Total	287	420.6528			

<b>Best predictors</b>	<b>Regression coefficients</b>	<b>P-value</b>
Age <20	-0.5162	0.0380
You wanted to express your feelings and speak directly to the offender	-0.1789	0.0005
You were listened to carefully	-0.2169	0.0222
Your concerns and questions were treated seriously	-0.1952	0.0361
You were treated with respect	0.2478	0.0265
You felt the offender was sincere in their participation	-0.1912	0.0003
Satisfaction with what the offender agreed to do	0.1808	0.0073

**Table 7: Overall satisfaction with the restorative justice process – regression modelling**

Regression statistics	
Multiple R	0.6980
R square	0.4872
Adjusted R square	0.4570
Standard error	0.8582
Observations	288

ANOVA	df	SS	MS	F	Significance F
Regression	16	189.6399	11.8525	16.0940	6.9435E-31
Residual	271	199.5788	0.7365		
Total	287	389.2187			

Best predictors	Regression coefficients	P-value
Gender	-0.2502	0.0360
Age <20	-0.6028	0.0102
You wanted to express your feelings and speak directly to the offender	-0.1244	0.0100
You had the chance to explain how the offence affected you	0.2389	0.0309
You were listened to carefully	-0.2472	0.0058
Your concerns and questions were treated seriously	-0.2898	0.0010
You were treated with respect	0.2107	0.0439
You felt the offender was sincere in their participation	-0.1260	0.0101
Satisfaction with what the offender agreed to do	0.1899	0.0028

**Table 8: Positive impact from taking part in restorative justice – regression modelling**

Regression statistics	
Multiple R	0.6315
R square	0.3988
Adjusted R square	0.3633
Standard error	0.9733
Observations	288

ANOVA	df	SS	MS	F	Significance F
Regression	16	170.2752	10.6422	11.2346	4.0512E-22
Residual	271	256.7109	0.9473		
Total	287	426.9861			

Best predictors	Regression coefficients	P-value
Gender	-0.3241	0.0166
You hoped that the conference would bring closure	-0.1178	0.0468
You felt the offender was sincere in their participation	-0.2204	8.8337E-05
Satisfaction with what offenders agreed to do	0.2367	0.0010

## Cultural considerations

This research was undertaken with an emphasis on the needs and entitlements of the target participants for the survey, including cultural awareness and culturally appropriate responses. This was considered:

- In the testing and piloting stages
- In the selection of interviewers with suitable levels of experience and sensitivity
- By ministry subject matter experts and restorative justice facilitator
- In the briefing and training processes
- By listening-in to all interviewing staff to ensure interviewers were taking suitable approaches.

## Ethical considerations

Gravitas Research and Strategy Ltd has experience conducting surveys with victims of crime, and is required, under contract and the Privacy Act, to protect the confidentiality of all information related to the survey and participants.

The researchers at the Ministry of Justice and Gravitas Research and Strategy Ltd are bound by the ethical requirements of a range of research organisations to which they belong, including the Association of Social Science Researchers, the Australasian Evaluation Society and the Research Association of New Zealand.

Before approaching participants, the ministry asked each restorative justice provider to let them know if they felt it would be unsafe to contact particular victims about the survey for any reason. These victims were not contacted about the research.

Participation in the survey was entirely voluntary, and victims were given the opportunity to decline to participate, or not answer particular questions. Victims were clearly told this study would focus only on the restorative justice process they participated in, and not on the offence or their feelings about the offence. Respondents who showed any signs of unresolved feelings were offered contact details for the Victims of Crime Contact Line, Victims Support and Citizen's Advice Bureau.

Interviewers were comprehensively briefed that they must not disclose who they were calling on behalf of, nor any specifics in relation to the nature of the survey to anyone, other than the person whose name appears in the sample. Once interviewers had firmly established they were speaking with the person named in the sample, they:

- explained the nature and purpose of the research;
- asked if it is a good time for the interview, and arranged a call-back if necessary;
- offered the name and toll-free contact number of a Gravitas supervisor and a contact at the ministry if the respondent wished to check the legitimacy of the research; and
- informed the respondent that a supervisor may listen in to check the quality of the interview.

## Limitations

The findings in this report represent the experiences and views of the respondents alone and should not be used to generalise the experiences of all victims involved with restorative justice.

The survey obtained a 41.1% response rate and we are unable to describe the characteristics of the non-responders. As such, care should be taken about generalising these results. This study describes a sample of victims with current contact details who agreed to participate. Additional analyses at an individual provider level were not possible due to the sample sizes obtained.

The willingness of victims to share their experience with the interviewers was integral to the success of this project. However, the extended interval between the restorative justice

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conference and interviewing (up to 17 months) resulted in relatively high levels of ineligible contacts and disconnected numbers.

Finally, this research did not consider or control for the type or severity of the offence experienced by each respondent.

## Appendix 3: Sample description

The demographic characteristics of all survey respondents are set out in Table 9.

**Table 9: Description and demographics of respondents**

Characteristic	Number	Percent
Total	329	100%
<b>Gender</b>		
Male	122	37%
Female	206	63%
Refused	1	0%
<b>Ethnicity (participants could identify with multiple ethnicities)</b>		
New Zealand European	216	66%
Māori	75	23%
Pasifika	28	9%
Asian	29	9%
Other	63	19%
<b>Age group</b>		
<19	18	5%
20-29	71	22%
30-39	71	22%
40-49	72	22%
50-59	61	19%
60+	35	11%
Refused	1	0%

### Victim status

Victim	318	97%
Representative of victim (family member)	7	2%
Representative of victim (other than family member)	4	1%

### Income

I receive wages / salary paid by an employer	181	55%
I am self-employed or a business owner	42	13%
I am on superannuation or other pension	18	5%
I receive a student allowance	7	2%
I receive government income support (eg benefit)	64	19%
I have no source of income	8	2%
Refused	3	1%
Partners income / shared income	4	1%
Parents income	2	1%

## Appendix 4: Correlation between selected variables

To explore the potential relationships between selected variables, indicative correlation analyses were performed. These have been reported in the body of the report where moderate ( $r > 0.4$ ), strong ( $0.6 < r < 0.8$ ) or very strong ( $r > 0.8$ ) correlation was found (Table 10).

**Table 10: Correlation between selected variables**

Variable 1	Variable 2	Measure	Result	Significant at $p < 0.05$
Overall satisfaction with restorative justice	Recommend restorative justice to others	Pearson's r	Strong positive linear correlation	Yes
Recommend restorative justice to others	Satisfaction with what the offender agreed to do	Pearson's r	Moderate positive linear correlation	Yes
Recommend restorative justice to others	Enough information about what would happen	Chi-square	Statistically significant relationship	Yes
Recommend restorative justice to others	Facilitator contact after the conference	Chi-square	Statistically significant relationship	Yes
Recommend restorative justice to others	Positive impact of restorative justice	Pearson's r	Strong positive linear correlation	Yes
It was made clear you had a choice to take part	Felt safe at the conference	Chi-square	Statistically significant relationship*	Yes*

It was made clear you had a choice to take part	You were scared to say what you felt at the conference	Chi-square	No statistically significant relationship	No
It was made clear you had a choice to take part	Nervous before the conference	Chi-square	Statistically significant relationship	Yes*
Number of facilitators running the conference	Satisfaction with the conference	Pearson's r	Very weak linear relationship	No
Took a support person to the conference	Nervous before the conference	Chi-square	Statistically significant relationship	Yes
Took a support person to the conference	Felt safe at the conference	Chi-square	No statistically significant relationship	No
Took a support person to the conference	Scared to say what you felt at the conference	Chi-square	No statistically significant relationship	No
Nervous before the conference	Felt safe at the conference	Pearson's r	Very weak linear relationship	Yes
Nervous before the conference	Scared to say what you felt at the conference	Pearson's r	Very weak linear relationship	No
Facilitator contact after the conference	Satisfaction with the conference	Chi-square	Statistically significant relationship	Yes
Facilitator contact after the conference	Positive impact of restorative justice	Chi-square	No statistically significant relationship	No
Facilitator contact after the conference	Overall satisfaction with restorative justice	Chi-square	No statistically significant relationship	No

Facilitator contact after the conference	Recommend restorative justice to others	Chi-square	Statistically significant relationship	Yes
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\*Note: treat finding with caution due to very small groups involved in analysis.

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