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# Welcome



RJS Chairperson  
Maria Flynn

A warm welcome to the Restorative Justice Services 2020 Annual Report. Together with our personnel and partners we have encountered and overcome many challenges along the way since we were first established in 1999. The Covid - 19 pandemic presented a set of challenges to Restorative Justices Services never before encountered or imagined. It is a credit to our board, staff team, volunteers and stakeholders that we faced into those challenges to ensure that for the entirety of the pandemic our service remained active and available to our service users and the courts. We wish to place on the record our deep appreciation for their efforts and endeavours during a time of unprecedented national and global crisis.

Our management and casework team worked remotely from their respective homes for the period of March – June 2020. During that time we undertook a service wide consultation and with the additional input from our funder and partners and in line with Gov / HSE guidance we developed and published a plan (Appendix 1) which facilitated a resumption of 'in person' and 'remote working' from our offices at Marshalsea Court in July 2020.

Ensuring the safety, health and wellbeing of service users, RJS personnel and representatives of partner and stakeholders agencies was at all times paramount. It required our own team members to take on additional roles and never imagined responsibilities. Taking the temperature of colleagues and all visitors to our offices, social distancing and wearing masks at all times became part of what

was called the 'new normal'. Programme delivery and engaging with service users and stakeholders via Zoom also became part of the 'new normal'. Almost overnight, Zoom became an integral part of our service delivery and its arrival required new skill sets, revised ground rules for participation, trust and at times a large helping of patience.

Categorised as essential services, the Courts and the Probation Service continued their work throughout the pandemic which facilitated a consistent flow of referrals throughout 2020. Our thanks to the Probation Court personnel and those members of the Court Service who ensured the safe and efficient delivery of those referrals and that of our reports back to court. I also want to particularly acknowledge the team members at the respective Community Based Organisation and Restorative Justice and Victim Services units at Probation Service, Haymarket. The steady flow of moral and practical support and encouragement to our manager, staff team members and service over the course of 2020 was greatly welcomed, valued and appreciated.

Finally, you will have noted a reference to a particular year date at the very beginning of these remarks. 2020 marked the 21<sup>st</sup> year of our receipt of funding and effectively our presence as a restorative justice service provider. We had hoped to mark it with some form of an occasion, for obvious reasons this did not happen. While space prohibits a definitive and comprehensive review we include in this report a brief glimpse and selection of some of the more significant events and happenings during the early years of RJS.

**Maria Flynn**

*Chairperson  
Restorative Justice Services*



# Working restoratively during the time of Covid



Patrick J McGowan

A reflection by Patrick J McGowan

While relaxing in the North West earlier this year, I received an email from Peter Keeley, Director of Restorative Justice Services, asking me to write a reflective piece for the RJS 2020 Annual Report. Some procrastination occurred and while I reflected a good bit about what I might write, little real work was done apart from jotting down an odd note to be developed at some later stage. I eventually got out the laptop – I had procrastinated long enough.

Any reflection on a time period from early 2020 has to be dominated by Covid 19. For myself, due to recommendations for my age group, “cocooning” governed activities. Lots of walking and cycling and largely self-imposed isolation. The months seemed to roll into each other and we wondered when this new restrictive way of living might end. To recall any incidents of note is difficult due to the blurring sameness of the days, weeks and months into each other.

However, as time moved on and, in my absence, back in the RJS offices at Marshalsea Court, opposite the Four Courts, much planning and adapting to the “new normal” was taking place. The conference room in which our RJS panels were held was extended to facilitate six people to comfortably sit around in a circle and still be “socially distanced” as required by health guidelines. The existing round table was removed leaving no barriers between participants. The only barriers remaining were the obligatory face masks. The Case Workers trained in the skills of taking temperatures and in the setting up of Zoom conferences. Hand sanitation became the norm. It was a wonderful effort by all concerned and a reflection of the dedication of the Restorative Justice Case Workers, Administration team and the Director, Peter Keeley.

Much of the heavy lifting in the work we do falls to the Case Workers who work closely with the clients, brief the RJS Panel members and co-ordinate all the follow up work for any follow up meetings as well as reporting back to the courts. Sometimes I am asked by friends “what is Restorative Justice?” I try to explain in my own words that is an opportunity given to a person before the court who has entered a plea of guilty. I usually assume that the Judge has seen something in that person suggesting they will benefit from working with restorative justice that will allow them to try and repair the harm caused and lead them away from the paths of crime. I also believe the Judge is providing an opportunity for the injured party to have their voice heard, if they so wish. The process is voluntary for the person and also confidential. RJS has been ongoing in Ireland at least in a small way since the mid-1990s.

Some excellent work has also been done in some schools where students are trained to work restoratively with issues of bullying and other problems between students. It is still a growing phenomenon in Ireland overall.

Speaking of teams and RJ Panels and reflecting on what we do as Restorative Justice practitioners, I realise that collaboration among the various participants in the area has to be at a very high level. If one makes a sociogram of the various people and organisations involved, it shows the complexities in establishing a restorative justice process. Central to the entire process must be the victim and offender, the referring Judge of the District or Circuit Court; the RJ Case Worker and admin staff, usually a representative from Probation Service; a representative from the Garda Síochána as well as a volunteer from within the community. All involved have trained in the area of Restorative Justice and by now after some years working together, excellent relationships have been built up through multi group training and the sharing of viewpoints and best practice.

For me during the last year the highlight was getting back to do the work initially in a safe socially distanced way and later fulfilling the role by means of Zoom. It must be said that the ideal is the real-life group in the actual room circle where all nuances and emotions and direct eye contact are discernible. However, conferences by zoom worked well and contracts with the clients were successfully agreed. Contracts normally involve reparation of some kind such as face to face

meetings with victims, letters of apology, the writing of a reflective piece about the incident, donations to some charity of choice, participation in road safety programmes, drugs awareness training, anger management, or voluntary work in the community. It is all about reparation and helping the offender to understand who has been harmed by their actions and the ripple effect in terms of victims. This enables them to look at their behaviour and to examine what could have been done differently.

The agreed actions will be reflective of the particular offending involved. After the actions have been completed, the client often comes back before a second panel to verify their completion. The case is then sent back to the court where the referring Judge ultimately has a final decision to make as to punishment. In a Panel setting the decisions made by the offenders are their own and they are given the respect and support to take responsibility for their situation and make the choices open to them.

Personally, to be involved in such work as a retiree of many years is extremely rewarding. It gives one a sense of purpose at this stage in life. A day on which I am chairing an RJS Panel is one to which I look forward. It involves an initial 10-minute walk to the Luas, a 25-minute Luas journey and a brisk walk of a further 25 minutes to the office and the reverse on the way home. I am always guaranteed a few hours of dynamic human interaction with mostly younger people in the middle of their careers. This includes the client or offender who is, as already stated, central to the entire process. It is good for the mind and the ever-ageing body.

As highlighted in Douglas Abrams’ book “The Book of Joy”, research by Cardiologist Randy Cohen, in a large meta-analysis conducted at the Mount Sinai St Luke’s Medical Centre found that a high sense of purpose correlates with a 23% reduction in death from all causes. My involvement in this work gives me a sense of purpose and of giving something back to society by way of thanks for many blessings. I realise looking if circumstances had been different, I could have been one of those standing in offender’s shoes. The song from the 1940s “If I Can Help Somebody” comes to mind.

Also, from teenage years in Secondary School I recall working through an essay with our English teacher on retirement. The writer spoke of looking forward with enthusiasm to being able to “walk about rather than to and from” My experience so far of retirement walking about on the Dublin and Wicklow mountains with friends has been very positive indeed. However, the walking to and from the city centre via Stephen’s Green, Dublin Castle and Christchurch to Marshalsea Court gives me a different type of buzz. The dress becomes a little less casual and the back straightens a little more as I don my working attire, albeit temporarily and sling my document holding bag over my shoulder. Anthony De Mello was correct in his book “Awareness” in saying that many of the things that we do, even the voluntary or charitable ones, have an element of ego in them. I would not disagree with him, as I am definitely getting back more than I am giving in my involvement with the Restorative Justice Services. I consider it a privilege to be involved. I hopeful and indeed confident that my fellow volunteer Chairpersons are gaining a similar level of satisfaction from this work.

To conclude, as I started with a reference to the Covid struggles, which we have been living with since early 2020, Covid has also had a bearing on behaviour, particularly among young people. This has become evident to me in some of the recent referrals. There is little doubt but that the additional burden placed on Gardaí to enforce health regulations has brought people into conflict with Gardaí in a negative way that was not as prevalent pre-covid. We have recently seen the heightened level of random violence from gangs of young people in the city centre. It requires sensitive handling of people in daily situations which can turn out to be tetchy. The role played by Garda officers on the RJ Panel enables them to give their perspective and allows the offender to see the human side of the police officer behind the uniform. This has to be a positive development for the future.

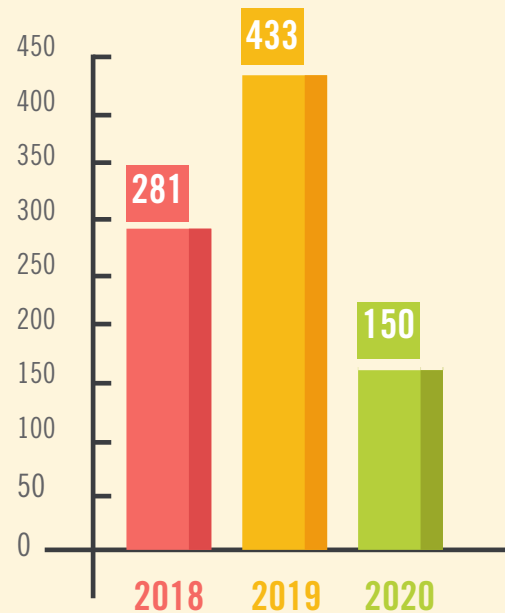
PJ McGowan

RJS Volunteer Community Chairperson

# Offender Reparation Programme Statistics for 2020

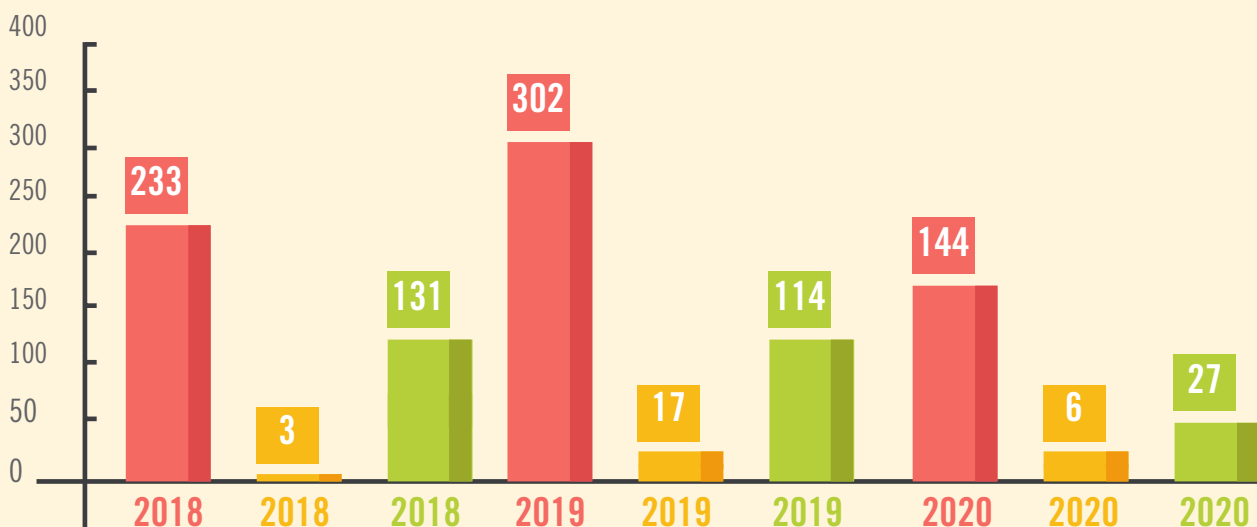
## Total Case Referrals Comparative 2018 - 2020

<b>2018 Case Referrals</b> .....	367
<b>2019 Case Referrals</b> .....	433
<b>2020 Case Referrals</b> .....	150

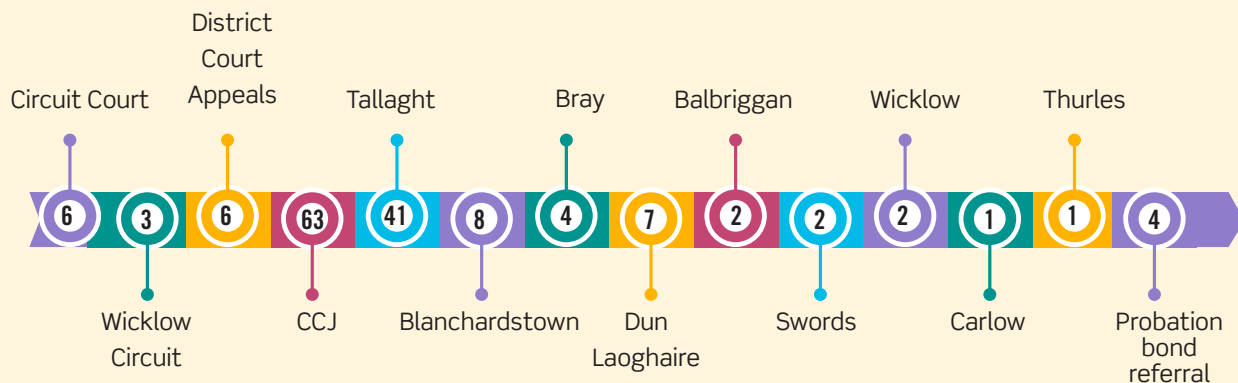


## Breakdown of the 2018 - 2020 Referrals

<b>2018 District Court Referrals</b> .....	233
<b>2018 Circuit Court Referrals</b> .....	3
<b>2018 Restorative Road Safety Programme</b> .....	131
<b>2019 District Court Referrals</b> .....	302
<b>2019 Circuit Court Referrals</b> .....	17
<b>2019 Restorative Road Safety Programme</b> .....	114
<b>2020 District Court Referrals</b> .....	144
<b>2020 Circuit Court Referrals</b> .....	6
<b>2020 Restorative Road Safety Programme</b> .....	27



## Source of 2020 Court Referrals



## Offences before the Court



**Note:** CCJ is abbreviation for Courts of Criminal Justice

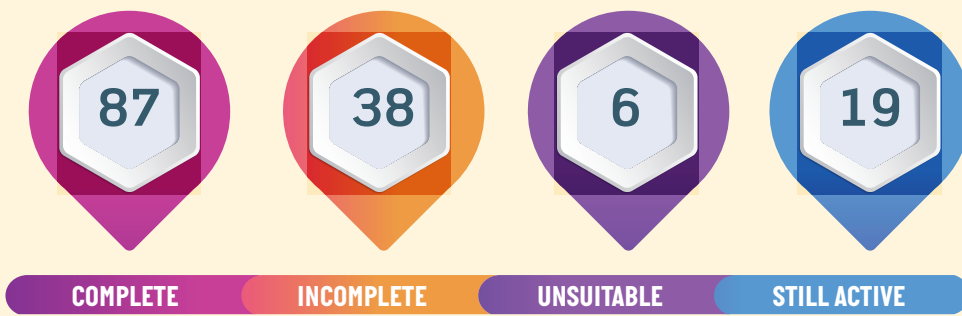
**Note 2:** Many referrals come with multiple offences and charges

## Sanction – Court Outcomes

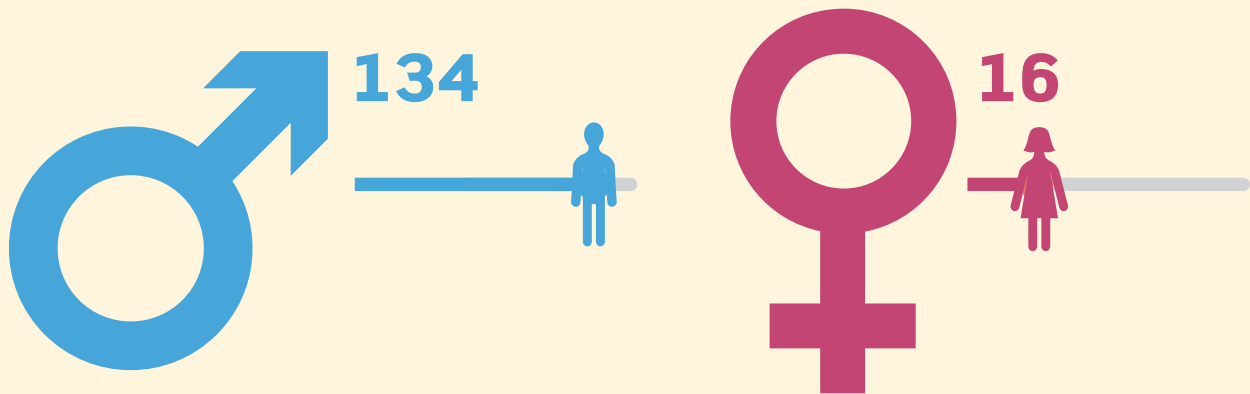


**Note:** 20 - outcome unavailable at this time

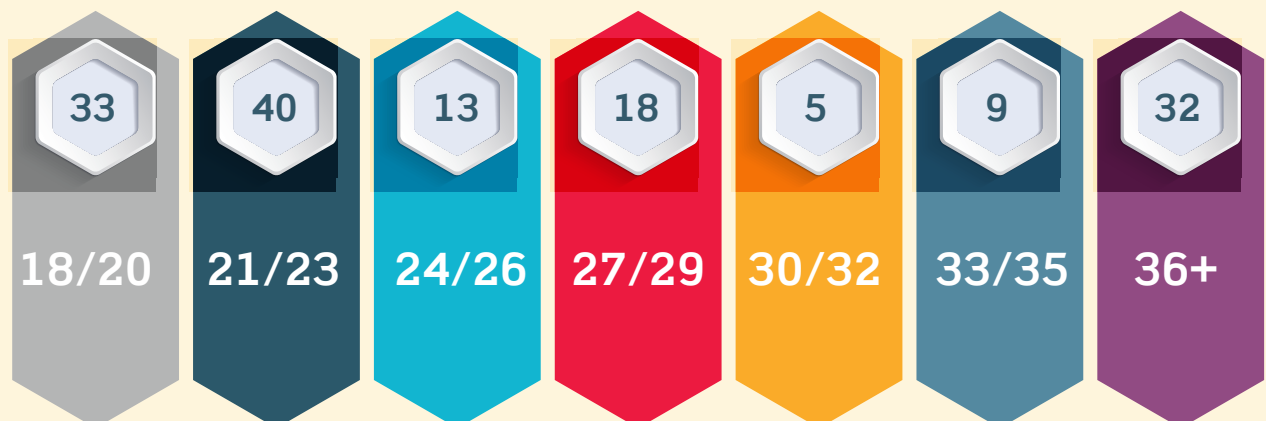
## Completions



## Gender



## Age Demographic



**Note:** Still Active refers to cases referred in 2020 that remain active at time of publication.

# Charitable Donations and Compensation

Compensation	€1,700
Court Poor Box	€1,100
Irish Cancer Society	€1095
Peter McVerry Trust	€1,050
Pieta House	€950
Our Lady's Hospital	€825
National Rehab Hospital	€452
St Francis Hospice	€350
Temple St Hospital	€350
LauraLynn	€300
Garda Benevolent Fund	€300
Coolmine	€250
Headway	€250
St Vincent de Paul	€220
Finglas Addiction Support	€200
Helen Keller Foundation	€200
Merchants Quay Project	€150
Ruhama	€150
Wicklow SPCA	€150
Jigsaw	€100
Blackrock Hospice	€100
Dress for Success	€100
Faroige	€100
Marie Keating Foundation	€100
Spina Bifida	€100
Mo Chara Animal Rescue	€75
Act for Meningitis	€50
Bradog Youth Services	€50
Cappuchin Day Mission	€50
Little Blue Angels	€50
St James Hospital	€25
<b>TOTAL</b>	<b>€10,942</b>

**Note:** A charitable donation is a common element within an Offender Reparation Contract

**Case Studies** - The different styles, language, presentation and level of detail provided for in the respective studies has been determined by a range of factors including the issue of anonymity, deidentification and the opportunity to facilitate their wider publication and circulation.

## Case Study 1 – Daniel

**‘Before, I didn’t know there were people like you guys’**

### The Case

Daniel was arrested on the green near his house for simple possession. On the following search of his house, gardai found another small bag of cannabis, enough to charge him with sale and supply. Daniel was a young man, with no previous convictions. In their brief to the case worker, both gardai involved said that he was not only completely compliant and forthcoming, but that they were actually sorry to have stopped him and to see him potentially get a conviction.

### Determining Suitability

While Daniel presented as motivated and largely met the requirements for ‘taking responsibility’, there were a few minor points of interest in determining suitability.

The first being, that in his first meeting with the case worker before meeting the Reparation Panel, Daniel stated that the bag of cannabis found at home could have belonged to his younger brother. Daniel said that the only reason his younger brother was using cannabis was because of him, so he took the fall. The Reparation Panel felt that after hearing Daniel’s story for themselves, they determined that he was taking full responsibility for the charges as well taking responsibility for being a poor example to his younger brother.

The second challenge, as in many cases, was that Daniel admitted he was still using cannabis. However, he accepted that what he had previously considered casual use, was actually addiction. He smoked multiple joints every day, and became angry without it, but was on the path to reducing his use. The Reparation Panel members emphasized that further arrests would undermine the ‘good behaviour’ clause in his contract, and that he may not be provided with the option of restorative justice for any future offending. As Daniel presented as very honest, and had stated he was committed to attend a treatment programme, it was agreed that he should be provided with an opportunity to repair the harm.

### The Process

In the agreed contract of actions, Daniel agreed to attend a treatment programme, to make a charitable

donation of a similar amount that he spent on the drugs, to pursue training or employment, to write a letter of apology to his mother and younger siblings and take them out for an activity of their choice, and to write a reflective piece on what he learned through the process.

### The Impact

In the end, Daniel really connected with the Panel members, the Chair in particular, who he said reminded him of his grandfather, who had passed away. Daniel worked with the RJS case worker for many meetings across quite a long period. They had a good relationship; and Daniel later shared with her that he started using drugs because his single mother was addicted to drugs, and his own struggles with mental health.

Daniel engaged with a drug treatment focussed youth project, where he received keyworking and counselling. While his drug use was up and down, he provided proof of being drug free for the last four months of his time with RJS, not because he was asked to, but because he wanted to show the panel members and case worker how far he had come. Daniel also engaged with a youth employment service, who helped him complete various training courses thereby increasing his employment opportunities.

Daniel wrote an excellent reflective piece and apology letters to his family, identifying his influence on the family, and forgiving his mother for her own struggles with drugs. He showed pictures of taking his younger siblings out for ice cream and said he’d make more effort to spend positive quality time with them in future.

When closing the process, Daniel said he really enjoyed working with the panel members and the case worker, commenting ‘I think its really good, because before this, I didn’t know anyone like you guys. I didn’t know there were people like you.’

On returning to court Daniel received the benefit of the Probation Act.

## Case Study 2 - Teresa and Mark

### Background to the case

Teresa, worked from home. For company, Teresa had a small dog and liked to have the radio on in the background as she worked.

Mark, her immediate neighbour, worked night shifts and was often at home during the day, usually trying to get some sleep.

They both lived in rented accommodation within a large house that was broken into apartments.

On one occasion when Mark was trying to sleep he was disturbed by the noise of the radio which appeared to be situated immediately on the other side of the wall of his bedroom. He got very annoyed but kept trying to sleep. Eventually to his relief the radio stopped and he heard the neighbour leave the apartment. Just as he was settling down to sleep the neighbours dog started barking and barked incessantly for the whole afternoon.

### What happened next

Teresa returned home in the early evening and was met by a very angry Mark. There was an argument and Mark shouted a lot. He stated that he felt dismissed by Teresa, went back into this apartment, took a hammer from his tool box, returned to Teresa's apartment and smashed a number of glass panels in the front door.

Teresa immediately called An Garda Síochána, who arrested and charged Mark with threatening behaviour and criminal damage. Mark subsequently appeared in the District Court, where he pleaded guilty. Before passing sentence the Judge adjourned the matter and referred the case to RJS.

### The restorative justice process

When the case referral was received, the case worker first contacted the arresting Garda member to request contact details for the injured party and a letter was forwarded advising of the referral of the matter to RJS and the options for her participation. Teresa contacted RJS and stated she required time to consider her participation.

Mark was also contacted by the RJS Caseworker and at their subsequent meeting it was agreed that he would meet with a Reparation Panel. The 3 person Panel is chaired by a representative of the community and usually includes a Garda Member and a Probation Officer. At the meeting with Mark, an agreement of reparative actions was drawn up, to include:

- Engaging in a Victim / Offender mediation process with Teresa (in the event she agreed)
- A letter of apology
- An anger awareness programme
- A charitable donation
- Payment of compensation to the injured parties for damage done to their property

When contacted Teresa stated she was pleased with the agreed actions and she would take some further time to consider if she would meet Mark.

### Working separately with Teresa and Mark

From the outset, Mark stated willing to engage with Teresa and undertake any tasks to repair the harm caused. He fully engaged in all meetings required of him throughout his participation and demonstrated a willingness to make amends for his actions.

Initially Teresa had been a little sceptical and was not very willing to engage. She was still very angry and felt Mark 'had been dealt an easy hand'. However, upon meeting with the Caseworker and talking through the potential benefits of engagement, she agreed to participate and she subsequently agreed to meet with Mark, but only to receive the verbal and written apology and the amount of agreed compensation. She did not wish to enter into any other dialogue.

This limited agenda for the meeting was agreed with Mark.

### Meeting to repair the harm

As agreed the injured party arrived first. It was clarified again that she did not wish to speak to Mark, she wanted to listen and hear the apology. It had also been agreed that at this juncture the compensation would be handed over to Teresa by the RJS Caseworker which had previously been provided to RJS by Mark.

When Mark arrived he was met by a co mediator who sat with him in an adjacent room until the face to face meeting commenced. When both parties declared they were ready, Mark entered the room with the co mediator. After brief introductions, the context, ground rules and agenda of the meeting were outlined to both parties.

As agreed, Mark spoke first. He gave a verbal apology and a commitment not to behave like that again. He stated he would never approach Teresa unless invited. He also presented his letter of apology.

Teresa stated to the meeting that she accepted the apology but did not wish to say anything further.

The mediator then summarised what had occurred at the meeting and asked if either party wanted to add anything else before the meeting was closed. At this point Mark reiterated his apology. The meeting was then closed. As agreed he left the room first with the co mediator.

At this point Teresa stated that she was pleased to have participated and to have received an apology and the compensation.

Mark subsequently completed all the other actions on his agreed contract. At the final meeting with the RJS Caseworker he stated that he was grateful for having been provided an opportunity to extend his apologies and to repair the harm that he had caused.

On his return to court Mark received a peace bond for 12 months.



# 21 Year Retrospective

## Introduction

2020 marked the 21st birthday of Restorative Justice Services which was originally established under the name *Victim / Offender Mediation Service*. I have delved into our archive for the purpose of sharing a chronological but somewhat brief, random, and lighthearted in places, reflection on some of our past and more recent activity and events. I also wanted to take the opportunity to acknowledge some of the people who significantly contributed to the establishment and development of RJS or maybe just gave us a helping hand along the way. Space does not allow for a more definitive review and to be clear what is being offered up is accompanied by the health warning that this is very much a personal undertaking. Such an exercise can be somewhat risky, one's own recollections may not tally exactly with those who were also present, therefore I am relying on photographic evidence to corroborate at least some of the narrative!

**Peter Keeley, Manager, Restorative Justice Services**

## 1999 - Funding Approved

On Saturday 24th of April 1999, The Irish Times reported, that in remarks to a conference '... the Minister for Justice, Mr O'Donoghue, said he had approved funding of £275,000 for a three-year pilot project on restorative justice ..... operated by Tallaght Community Mediation'.

It was in fact a *Working Group* of Tallaght Community Mediation who had submitted a costed proposal to the Department of Justice for the establishment of a locally based restorative justice service to take case referrals from Tallaght District Court.

*Pictured here with the Minister are some of the original members of the RJ Working Group who were present to hear the announcement. L-R, Ann Meade, John O' Donoghue TD, Minister for Justice, Maria Flynn and Peter Keeley.*



## Official Launch

*Pictured at the official launch of the Victim / Offender Mediation Service at Citywest in 2000, L-R, John O' Donoghue T.D., Minister for Justice, Anna Rynn – Probation Service, Liz Cleary – Community Volunteer, Supt. Joseph Gannon – An Garda Síochána.*

**Anna Rynn** was also one of the original members of the RJ Working Group and the first Probation Service representative on the Board of Directors. Anna was hugely supportive of the proposal to establish a restorative justice service and she proactively, diplomatically, and most skillfully led the small team who undertook the task of writing up the original application for funding.

**Liz Cleary** was the first in a very long line of community representatives and volunteers who have contributed so significantly and selflessly to the development of this organisation. Completely committed to her role, Liz was a person of great integrity who possessed a forensic eye for detail and accuracy, multi – talented and a proofreader extraordinaire!

**Supt. Joseph Gannon** has been a constant presence since the organisation was formally established. Throughout his tenure he has played a front and centre leadership role in supporting, encouraging, and facilitating Garda Members to assist and contribute to the work of RJS. Joe was key to An Garda Síochána becoming a significant contributor and partner in our service provision.



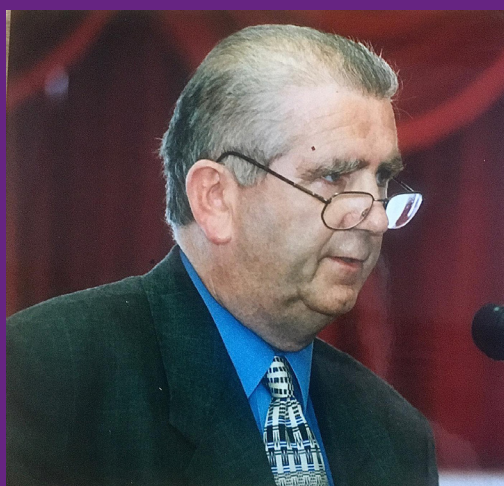
## Martin Tansey

*Martin Tansey, speaking at the launch of the Victim / Offender Service in 2000.*

The late **Martin Tansey**, first Director of the Probation Service, played a pivotal role in securing the funds for the establishment of RJS, thereby facilitating the introduction of Restorative Justice to the Irish criminal justice system.

RJS enjoyed an excellent working relationship with Martin, and we have very fond memories of our dealings with him. He demonstrated a genuine interest in our work and was in regular contact with me throughout his tenure. It must be acknowledged that in the early days our unbridled 'new kids on the block' enthusiasm and impatience to make things happen quicker than they were happening, sometimes challenged his very considered and strategic style. Over time, we learned to be more patient and slightly less annoying while Martin reluctantly adopted the role of a sometimes exasperated, but always very supportive and patient, parent!

This role was memorably and gloriously demonstrated in one of the final pieces of correspondence we received before he retired. He wrote to formally advise of his impending retirement, wished us luck and success for the future before finally expressing his satisfaction at the progress and ongoing development of the organisation, observing that ... 'the belligerent child was slowly transforming into a well – rounded and mature adult.'



## 'The Forum'

RJS has enjoyed a long-standing warm relationship with the European Forum for Restorative Justice. From the outset 'the Forum' has always felt like family and its biennial conference more a gathering of friends and colleagues, eager and happy to learn and share. We are very honoured to have been part of the official launch meeting which was held in Leuven, Belgium in December 2000.

*Pictured are the delegates who attended the official launch meeting of the Forum back in 2000. Back row, 3rd in from the right, is Maria Flynn - RJS. (Pic courtesy of Ivo Aertsen)*





# 21 Year Retrospective

## Spreading the Word

Archived minutes of our board meetings confirm that in October of 1999 we hosted a restorative justice seminar in the Abberly Court Hotel in Tallaght at which over 80 delegates attended. There are no photographs in the archive and scant information on the agenda and speakers, other than Keith Hastie from SACRO (Scotland) was the Main Speaker. My recollection is that it was very much targeted at the local statutory, voluntary and community sector as at that time our remit was to specifically work with the Tallaght District Court. Thankfully, photographers were present at subsequent events!

**President Mary McAleese** very graciously agreed to formally open the proceedings of a National Conference on Restorative Justice which we hosted at the Distillery Buildings on Saturday 9th of June 2001.



**President Mary McAleese** pictured here with a number of workshop presenters and delegates. **Back Row L-R**, Conal Boyce, Donal Hurley, Sgt. James McGuirk, Jim Lockhart, Gemma Anslow, Keith Hastie, Anna Rynn, **Front Row L- R**, Maria Flynn, President Mary McAleese, Iseult O' Malley.



Pictured on left ... **The Honourable Mr. Justice Michael Moriarty** who was a most excellent Conference Chair. He noted in his Introduction to the published proceedings ... *That so many people throughout Ireland and beyond were prepared to give up much of a fine June weekend to attend, was further proof that increased recourse in appropriate cases to (restorative justice) schemes already underway in Ireland has much to offer our criminal justice system, and further reflects the exceptional professionalism and missionary zeal of those who organised the conference.'*

Pictured on right ... **Prof. Dr. Ivo Aertsen**, then Director of the Criminological Institute at KU Leuven and Chair of the European Forum for Restorative Justice (EFRJ), was the Main Guest Speaker at the 2001 National Conference. Ivo was a key architect in the establishment of the EFRJ and while the European restorative justice movement was still in its infancy at this time, Ivo was already internationally acknowledged as one of the most distinguished, learned, and influential experts on the topic. As noted by Siri Kiminy in her laudation on the occasion of Ivo being awarded the inaugural European Restorative Justice Award, he is also 'a most likeable fellow.'



On Saturday 18th of November 2006, Restorative Justice Services hosted a 2nd National Conference on Restorative Justice, again at the Distillery Buildings.

Pictured at the podium, formally opening the conference, Mr. Michael McDowell T.D., Minister for Justice. **Seated L-R**, Judge David Smyth QC, Prof. Paul McCold - International Institute for Restorative Practices, Michael Donnellan - Probation Service, Judge James Paul McDonnell - Judge of the District Court (Conference Chair), Maria Flynn and Peter Keeley - RJS.

# 21 Year Retrospective

Some of the Plenary Speakers at the 2006 National Conference. **L-R**, Prof. Dr. Arthur Hartman – University of Bremen, Dr. Martin Wright – Restorative Justice Consortium, Dr. Margarita Zernova – University of Hull.



In 2007, RJS hosted a Lecture on Restorative Justice at UCD to mark the launch of our 2006 Annual Report. **L-R**, Maria Flynn – RJS Chair, Judge James Paul McDonnell – Judge of the District Court, Peter Keeley – RJS Manager, Dr. Heather Strang – Main Guest Speaker. If memory serves me correctly our expressions were reflecting a mix of delight and great relief that the 'tech guy' finally managed to get the Power Point working!

Local print media once reported that in addressing a young man who had come before the court on a number of previous occasions, **Judge James Paul McDonnell** remarked that he was 'in danger of making history.' If the history of Restorative Justice in Ireland is ever written, Judge McDonnell will surely merit particular mention. His support and encouragement, particularly in the very early stages of the development of RJS, was crucial to our efforts to establish and consolidate a formal presence within the criminal justice system.

Throughout his tenure on the bench at Tallaght District Court, Judge McDonnell demonstrated his support by way of pertinent contributions towards the development of the Offender Reparation Programme, frequent attendance at our public events, many of which he was pleased to chair, as well making himself available to meet with us as required. Perhaps his most significant contributions to our progression were the consistently high rate of cases he referred to our service.

Fast forward to the present day and we can report on an established pattern of referrals from many District and Circuit courts across Dublin, Kildare, Meath, Wicklow and occasionally further afield. RJS gratefully acknowledges the contribution of the Judiciary to the ongoing development of our service.

## Victim support services and networks

While I was very pleased to accept the invitation to address the 2011 annual conference of the Federation of Victim Assistance in Tralee, I clearly remember my presentation sparked a very lively debate, with various elements of my contribution being robustly tested by a number of speakers from the floor. Reflecting on what was a challenging experience but excellent opportunity to promote restorative justice to key stakeholders and potential participants, I am reminded that it is an imperative for restorative justice practitioners and service providers to remain proactively and constructively engaged with the victim support and services sector.

Representatives from this sector have been an established presence in the RJS management structure since it was first established. Individuals such as the aforementioned Ann Meade – former National Secretary of Victim Support, Noelle Fitzsimons – Victim Support at Court, and (currently) Eileen Brady – Crime Victims Helpline, have provided RJS with the benefit of their key insights, perspective, and hands on experience of working with victims of crime which has served to appropriately inform our victim sensitive restorative justice practice and policy.

*Pictured here with Mr. James Deenihan T.D., Minister for the Arts, Heritage and the Gaelteacht are some the conference organisers and guest speakers.*



## Partnership and Collaboration

RJS and the Probation Service have enjoyed a very solid, constructive, and productive working partnership since 1999. The enactment of some of the key recommendations contained in the 2009 Report from the National Commission on Restorative Justice undoubtedly marked the commencement of a more structured collaboration and one which has enjoyed a renewed impetus with the establishment of their Restorative Justice and Victim Services Unit.

The event pictured here, kindly hosted by ACJRD in November 2012, was significant in that, for the first time, the Probation Service and the Probation funded restorative justice services participated in a joint presentation which confirmed a more strategic and coordinated approach to our respective and collective initiatives to develop and expand restorative justice service provision. **Pictured L-R**, Seán Kinahan – Le Chéile, Maura Butler – ACJRD, Una Doyle – Probation Service, Emily Sheary – Restorative Justice in the Community and Peter Keeley – Restorative Justice Services



Bringing together the RJS staff team, volunteers, board members and key partners to progress the development and implementation of the RJS Strategic Plan 2020 – 2022 provided the perfect opportunity for all internal and external stakeholders to collaborate.

*Pictured here are some of the attendances at one of the first consultative meetings convened to discuss the development of the RJS Strategic Plan, L-R, Marie Finan - RJS Caseworker, Angelene Ashworth – Volunteer Chair, Kieran O' Dwyer – Volunteer Chair, Mary Shine Thompson – RJS Director, Darren Broomfield - RJS Director / Probation Service Representative, PJ McGowan – Volunteer Chair.*



We are always pleased to respond positively when called upon by the team at the European Forum HQ to contribute to a particular piece of work. The requests can range from simple proof reading or reviewing draft practice and policy documentation to partnering in funded research projects or contributing to restorative justice events hosted by fellow members of the Forum. Our first involvement in such a venture was in 2005 as a member of a COST-Action A21 funded working group which was convened to examine the existing data recording systems on VOM and RJ cases across Europe.

*This picture was taken in December 2019 at a Restorative Justice Conference in Poznan, Poland, hosted by the Faculty of Law at Uniwersytet SWPS. L-R, Peder Knutsen – Mediator / Adviser of Norwegian Mediation and Reconciliation Service, Daniela Arieti – Centre of Restorative Justice, Trietn, Italy and Peter Keeley – RJS.*

### Home Sweet Homes

Unfortunately, there are no pictures of the 20ft by 10ft prefab which was our first home in 1999 and which was situated in the back garden of the Tallaght Welfare Society in the very heart of Tallaght Village. Some months later we moved to Barron House on the Old Bawn Road, before moving onto Whitestown Enterprise Centre in late 2002. We moved back to Village Green in Tallaght Village in 2007 before the final (?) move to Dublin city centre in 2018.

It would be most remiss of me not to mention that for a period of time in the mid - 2010's, and with the kind permission of Probation Senior Management, we effectively monopolized the mezzanine, a number of hot desks and meeting rooms on the 1st floor of Probation HQ at Haymarket for 2-3 days every week. Our sincere thanks to all in Haymarket for their assistance and perseverance and a special mention for Breege, Mary and Linda and all at Main Reception, who looked after our team members and clients so well during our time there.

*Pictured here is the exterior of our current home in Marshalsea Court, Dublin 8, which looks out over the Liffey and has a decent view of the Four Courts, a long way from a 20 x 10 prefab in somebody's back garden!*



### The RJS Team 2021

This picture was taken at an RJS Team (re)building and (re)bonding event at Dublin Zoo in late May 2021. It was the first time the RJS Team had been together 'in person' since the 2nd week of March 2020. There had been a slight easing of restrictions announced earlier in the month, mainly with regard to outdoor activities, which presented us with this opportunity to regroup, if only for a few hours. I'm not sure why Dublin Zoo was suggested but it was very quickly and unanimously agreed. Under the circumstances and context of lockdown I suspect that if cleaning out a section of the Grand Canal by hand was suggested, that might have also been unanimously agreed. But Dublin Zoo it was, and it was so good to see everyone and to be together as a group again.

It's a nice informal shot of the group and we all look happy to be back in each other's company. RJS has always placed an emphasis on fostering and supporting a culture and ethos of 'team'. The result of which was clearly demonstrated and evidenced on many occasions over the period of the last 18 months, particularly in the manner of how the team responded to the unprecedented challenges of the pandemic, particularly in facilitating continuity of service whilst ensuring the safety and wellbeing of each other, our service users, stakeholders, and partners. On behalf of the RJS Board of Directors and I, I wish to place on record our deep appreciation to the RJS Team for their commitment and service over that period.

*Pictured clockwise L-R, Sarah Frazer, Callie Zinsmeyer, Katya Harrison, Hannah McGarry, Peter Keeley, Edel Bracken, Karen Daly.*

## Case Study 3 - Paul

### The case

Paul, a young man in his late twenties had been charged with Resisting Garda, Public Order and Possession of Cocaine. The matter was referred to Restorative Justice Services by the Court with an appropriate adjournment provided.

### The restorative justice process

Upon first meeting with the RJS Caseworker, Paul disclosed that he had previous convictions for similar Public Order offences and admitted to using cocaine on a recreational basis.

He stated that while he was now drug free, he did not believe that his previous drug use impacted on his performance in work. Overall, he demonstrated a low level of awareness of the impact that drugs have on the wider community or how his behaviour on the night of his arrest might have affected the Gardai. During this first meeting he also admitted to being distrusting of members of the Gardai and also acknowledged that his relationship with his mother and sister had been affected by the offence, his sister was present at his arrest.

Paul agreed to participate in the Reparation Programme and agreed to attend a Reparation Panel meeting. Those who might usually participate in a Reparation Panel meeting include, a representative of the community (Meeting Chair), a Probation Officer, a member of An Garda Síochána, the Case Worker and the person before the court. The attendance of a family member or trusted person known to Paul was also discussed but he declined this option. At the meetings all parties present discuss and agree a number of reparative and restorative actions that might be undertaken to try to repair the harm. The actions are written up on what is called a “*contract*” or “*agreement*”.

During the meeting, Paul stated that he took responsibility for the offence however, he re-iterated his position on the low impact of drugs in the wider community as well as his lack of trust for Gardai. He did however, present as being genuinely remorseful for the impact that his offence had had on his family and was very eager to repair that particular harm.

Paul agreed to undertake the following actions

- Participate in a drugs education programme
- To undertake his own research on the impact of

drugs on the community and provide a written piece on his findings

- Meet with a Community Policing Garda to discuss his concerns and lack of trust and to gain insight into a Garda perspective
- Write a letter of apology to his brother and Mother (his brother had been present at the time of his arrest)

The Caseworker arranged for Paul to meet with a Community Policing Garda Sergeant and secured a place for him on a drugs awareness programme.

### The Learning

On completion of all his agreed actions Paul met with the members of the Reparation Panel for a second time. At this meeting Paul shared following reflections.

- He had gained helpful insights from the meeting with the Community Policing Garda and stated that this was the first time he felt that he had been listened to by a member of the Gardai and that his attitude towards Gardai had changed since participating in the one on one meeting.
- The letters of apology he had written to his family members had helped to address the harm which he had caused them and repair their relationships.
- His participation on the drugs awareness programme as well as his own research had provided him with new information and understanding of the broader implications of drug use.
- Finally he stated that he was grateful to the court and RJS for providing him with the opportunity to engage in the Reparation Programme.

In response, the Reparation Panel members commented that he had completed all his actions to a very high standard and they wished him luck for the future.

### Court Outcome

On returning to court, Paul received a strike out. Paul subsequently contacted the RJS Caseworker and informed her that the Judge had commented very positively on his engagement in the programme and particularly emphasised the effort which was put into his letters of apology.

## Case Study 4 – Michael

### Background to the case

Michael, a talented young artist in his early twenties struggled with a number of health challenges. As a form of release Michael liked to smoke cannabis and also enjoyed painting graffiti as a form of expressing himself.

### What happened, who was harmed

Michael was apprehended by the Gardai in the act of spraying graffiti on a commercial property, when arrested he was also found to have an amount of cannabis. Michael was charged with Criminal Damage and Possession. He appeared in the District Court where he pleaded guilty to all charges,

The case was then adjourned for the purpose of him engaging in the Reparation Programme to allow him repair the harm caused. When the referral was received, the case worker first contacted the arresting Garda member to get receive the contact details of the commercial property. A representative of the property was contacted but they declined the opportunity to participate. Michael was given an appointment to meet with an RJS Case Worker. At the meeting Michael agreed to participate in the Reparation Programme and a meeting was agreed to meet with a Reparation Panel.

At this meeting the offence was discussed and restorative questions were used to encourage reflection and gain insight into the understanding and consequences of his offending behaviour. The meeting identified the potential consequences of the effects of criminal damage on a property and the costs this might have on the owner as well as the drain on Garda resources.

An agreement of reparative actions was drawn up at the end of the meeting; to include:

- Voluntary work in an adult education project
- Attendance at a Substance Misuse & Awareness meeting
- Undertake some artwork to reflect the experience of his engagement with the criminal justice system

### Repairing the harm

Michael attended a substance misuse awareness programme where learned of the consequences of substance abuse, such as alcohol and drugs, have on communities and families.

He completed 20 of voluntary work teaching art to an adult education project.

Finally, as part of his reflective piece and to demonstrate his learning Michael drew an art piece illustrating his learning from the programme. The art piece depicts his offence of graffiti, the time taken up by the Gardaí dealing with this when other crimes, such as assault and/or robbery could have been prevented. It also depicts the serious and negative effects of drugs and how the money finances gangland lifestyle and can contribute to further crimes.

### Court Outcome

When he return to court Michael received the benefit of the Probation Act which left him without a criminal conviction. Michael subsequently contacted the RJS Caseworker and stated that he was thankful for the opportunity to participate in the Reparation Programme and before that engagement he had never considered that any of his actions could have impacted on someone else's life.

# Organisational Structure & People

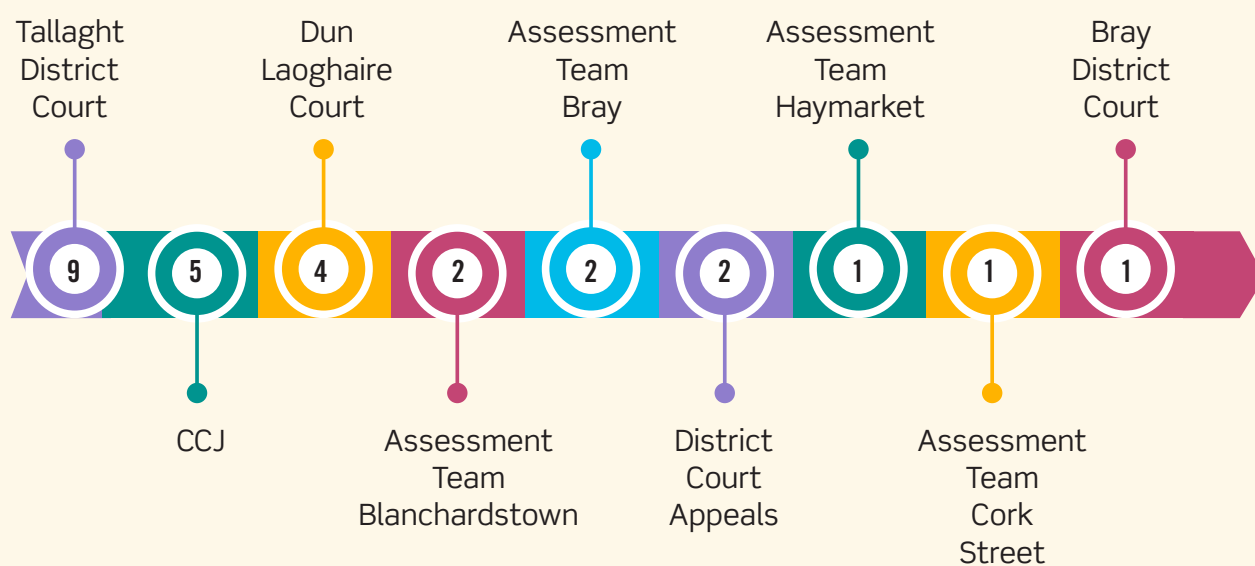


# Restorative Road Safety Pilot Programme Statistics for 2020

## Cases Referred in 2020

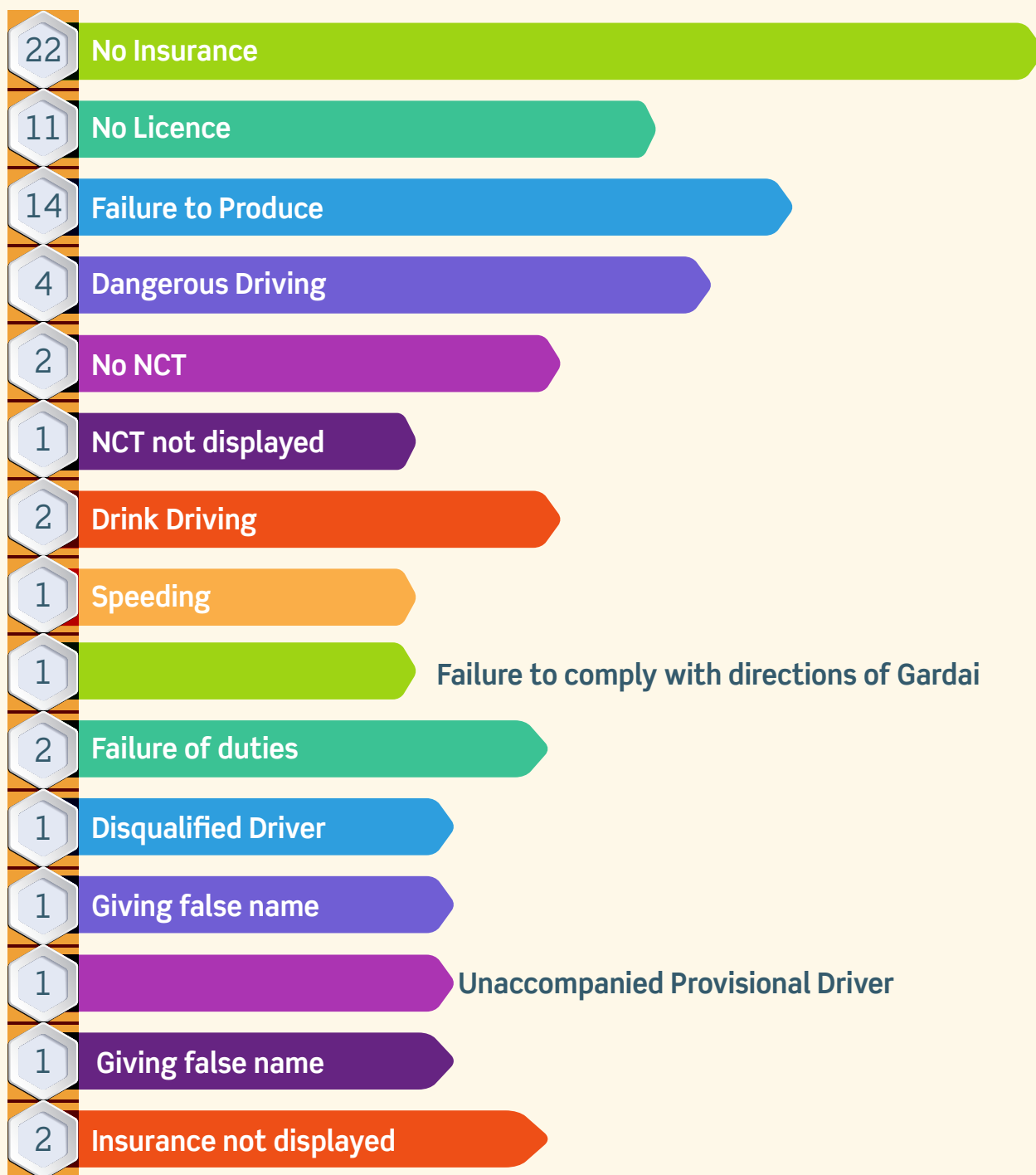
27 cases

## Source of Referral





## Offences before the Court



## Sanction - Court Outcomes



## Charitable Donations

CMRF	€250
Pieta House	€240
Dogs Trust	€200
Mater Foundation	€100
Our Lady's Hospital Crumlin	€100
Headway	€100
Irish Cancer Society	€50
St Vincent de Paul	€70
Merchants Quay Ireland	€60
Peter McVerry Trust	€50
<b>Total</b>	<b>€1,080</b>

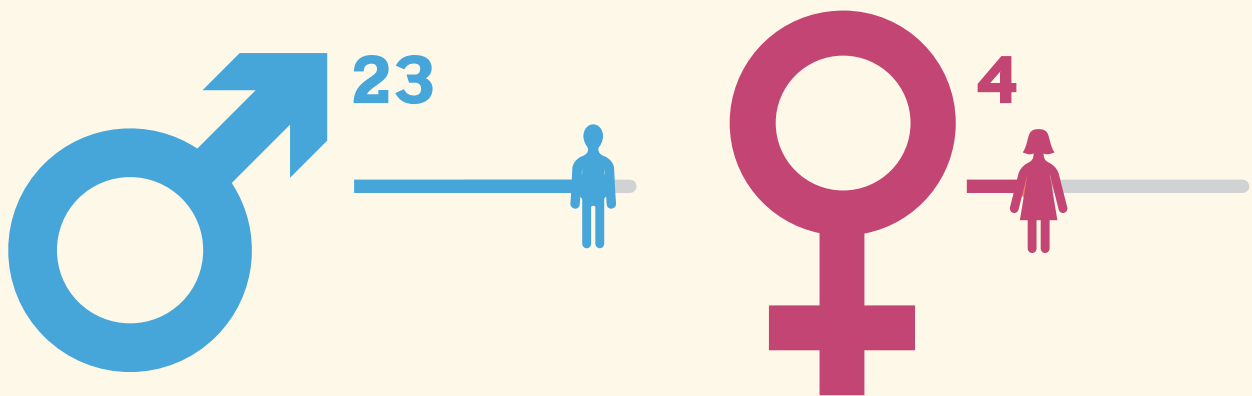
**Note 1:** 2 - outcome unavailable at this time

**Note 2:** A charitable donation is a common element with the Restorative Road Safety Programme.

## Completions



## Gender



## Age Demographic



**Note:** Still Active refers to cases referred in 2020 that remain active at time of publication.

# Appendix 1

## Restorative Justice Services

### Protocols, Guidelines and Safeguards for the reopening of the RJS Offices and resumption of client services at Marshalsea Court July 2020

#### Contents Page

1. Introduction & Context
2. Moving to resume provision of services at Marshalsea Court
3. Delivery of restorative justice programmes within the context of Covid - 19
4. Team Members Returning to Marshalsea Court
  - (a) Support and Well Being
  - (b) Govt / NPHET requirements
  - (c) Return Format
5. Main Protocols, Guidelines and Safeguards
  - (a) Landlord / Property Company - management of risk in public spaces
  - (b) Social Distancing, Face Coverings and Hand Hygiene
  - (c) Physical Configuration of RJS Offices
  - (d) Signage and Floor Markings
6. Client Protocol
7. Panel and Group Meetings
8. Team, Chairs and Directors Meetings
9. Off Site Meetings
10. Office Equipment and Supplies Protocol
  - (a) General
  - (b) Personal
11. Cleaning Protocols
  - (a) Daily Opening
  - (b) Daily Closing
  - (c) During the working day
  - (d) Contract Cleaner Requirements
12. Canteen Protocol
13. Rolling Review

#### 1. Introduction and Context

On Friday the 13<sup>th</sup> of March 2020, Restorative Justice Services in consultation with its team members and RJS Directors, put in place health and safety measures in response to concerns to the Covid 19 pandemic. These measures included:-

- Suspension of all RJS activities at its offices in Marshalsea Court including, 1-1 client meetings, panel meetings, group meetings, staff meetings, internal meetings, external meetings.
- Arrangements to facilitate RJS Team to work remotely with clients, stakeholders, partners and contributors. This arrangement facilitated the RJS team working from home, insofar as possible, with laptop, desktop, mobile phone, case files as required, headed notepaper, envelopes and stamps.
- The RJS office number was redirected to an RJS mobile phone
- The home page of the RJS Website was updated to advise of the new working arrangements
- Contact was made with all clients to advise them of the new arrangements
- RJS Manager coordinating the arrangements and maintained regular contact with the RJS team members, RJS Chairperson Maria Flynn and the Probation representative, Darren Broomfield.

#### 2. Moving to resume provision of services at Marshalsea Court

In response to the Government issued guidance contained in the Roadmap for Reopening Society and Businesses and the Return to Work Safety Protocol, RJS established a Working Group to take responsibility for drawing up a plan, a possible road map as it were, to facilitate the reopening of the RJS Offices at Marshalsea Court and the resumption of client services at that location.

It was agreed that the RJS team would have an opportunity to contribute to the development of the plan before it was signed off as policy by the RJS Directors.

It is anticipated and acknowledged that the relevant Government directives and advices on Covid 19 will be subject to change, which will impact on elements

of this plan. The rolling review provided for in this plan will facilitate expeditious adjustments of the necessary measures required to stay in line with government advice and guidelines.

It is noted that RJS operates from a location that involves shared spaces, such as a main reception area, stairwells, elevators, floor landings and toilet facilities. RJS has consulted regularly with the landlord / property management company to ensure maximum impact of our respective management of risk plans within regard to Covid – 19.

#### *Time Frame for Reopening*

The proposed time frame associated with the implementation of the plan and which has been provided in consultation with the RJS Team, is as follows:

- Commencement for return of RJS Team  
– Week Commencing Monday 6<sup>th</sup> of July
- Resumption of 1 – 1 Client Meetings  
– Week Commencing Monday 13<sup>th</sup> of July
- Resumption of Panel Meetings  
– Week Commencing Monday 20<sup>th</sup> of July

### **3. Delivery of restorative justice programmes within the context of Covid – 19**

It is envisaged that the plan to resume RJS services from Marshalsea Court will commence in early July, on agreement of this document. Pending the availability of our panel members and stakeholders, it is proposed that panels and presentations will resume on a reduced capacity basis to allow for the safety measures listed in Section 7.

RJS will review its ability and capacity to deliver restorative programmes within the context of the Covid 19 restrictions and health guidelines. In that regard RJS will explore and seek to identify creative and innovative ways to progress all aspects of programme delivery. It will consult with, and utilise all available resources across its statutory, voluntary and community stakeholders, partners and service users.

Reporting to the RJS Directors, Working Group A will have responsibility for progressing, road testing and reviewing innovations relating to all aspects of programme and service delivery. It is imperative that any amendments to the existing programme formats and models remain true to the restorative ethos and philosophy, Exchanges and encounters with service users must continue to be restorative, meaningful

and effective.

### **4. Team Members Returning to Marshalsea Court**

#### *a. Support and Wellbeing*

It is important to acknowledge and recognise that individual experiences during this pandemic lockdown have all been different, life-changing for many and significant for all of us. It is crucial that we establish a sense of emotional and physical safety in this 'new normal' for all RJS personnel. RJS will provide opportunities for the team to individually and collectively address this in an ongoing basis – with the line manager, in team meetings, and in a COVID issues logbook.

#### *b. Govt / NPHET requirements*

- I. RJS has issued a letter / questionnaire to be completed by RJS personnel, employees and volunteers, in advance of their returning to work at RJS offices. See Appendix 1.
- II. RJS has written to team members to advise of the opportunity available to them to meet separately with RJS manager to raise any concerns with regard to this plan and / or their own concerns regarding their personal vulnerability / risk.
- III. Karen Daly has been appointed the health & safety staff representative with regard to all matters pertaining to Covid – 19 matters. Karen will also maintain the Covid -19 issue log book.
- IV. Edel Bracken will have responsibility for maintaining a tracing log, recording the contact details of all individuals who physically attend RJS offices.
- V. RJS have engaged its contract cleaning provider to undertake a deep cleaning of the RJS Offices on Saturday 4<sup>th</sup> of July in advance of resumption of operations.
- VI. Training will be provided to all RJS personnel with regard to all the actions contained in this report, including hygiene and cleaning regimes, observance of social distancing.
- VII. RJS Managers office has been identified as the designated isolation area for any person who develops symptoms of Covid – 19.
- VIII. Notices regarding hand hygiene and coughing regimes, social distancing and symptoms of Covid – 19 will be posted immediately outside and throughout the RJS offices.
- IX. In conjunction with RJS Team Members a 'working from home' policy is being developed.

### c. Return to Office Format

- i. Until otherwise agreed, members of the RJS Team will return to work in a staggered, alternating rota basis attending the offices on designated days over the working week, e.g., 'Red team' will work in the office on Monday & Wednesday, 'Blue team' on Tuesday & Thursday. The agreed model will not facilitate the opportunity for members of the team to interchange.
- ii. Fridays will be utilised by whomever needs an extra day in the office for meetings, unallocated within the agreed alternating two cycle.
- iii. No more than 3 RJS team members will be present in the office at any given time. And no more than two caseworkers will be present within that number.
- iv. Team members will observe all protocols including temperature taking on arrival at RJS Offices.
- v. Team members will work remotely from home on the days they are not present in the office.
- vi. Appropriate shadow cover ('on call') will be in place in the event of illness or unplanned absence of a scheduled team member to prevent lone working.

## 5. Protocols, Guidelines and Safeguards

### a. Landlord Protocols for management of public spaces

To familiarise and take cognisance of any property management proposals for management of risk and how they intend to ensure observance of hygiene and social distance protocols in the public areas such as foyers, stairwell, lifts and toilet facilities.

### b. Physical Distancing, Face Coverings and Hygiene

Members of the RJS Team, personnel, stakeholders, partners and service users will be encouraged to comply with the current Government / HSE guidelines and advice with regard to physical distancing, face coverings and hygiene. All necessary equipment will be available to all personnel and visitors.

Hand sanitisers have been placed at strategic points outside and inside the RJS offices. The locations are - immediately outside the main RJS Office entrance, within canteen and at two locations in the common area. The hands sanitisers are mobile units which can be moved round as deemed necessary.

### c. Physical Reconfiguration of RJS Offices

RJS Offices have been reconfigured to ensure and facilitate compliance with physical distancing, mainly; 1 – 1 meeting rooms, main conference room, caseworker room, canteen, waiting room. Furniture, fixtures and fittings deemed superfluous to our current needs and situation have been removed into

storage. A floor plan of the offices outlining these changes will be posted in each room.

### d. Appropriate floor markings and signage

Installation of floor marking has been provided outside and throughout offices to serve as a guide to physical distancing. Signage has been placed on main entry door into the office, in the meeting rooms and at strategic locations within the RJS offices to inform and remind personnel, clients and visitors of the headline protocols e.g., maintaining social distance, hand hygiene and coughing regime, arriving/ leaving.

## 6. 1-1 Client Meetings Protocol

- I. Client meetings will continue in the 1-1 meeting rooms and will adhere to social distancing as per configuration in floor plan. When available, the conference room may be used to allow for more space/ventilation.
- II. In advance of meetings, clients will receive a letter outlining the necessary Covid 19 protocols relevant to their appointment. See Appendix 2. The protocols will include clear information on what they can expect to happen when they arrive at the office, including guidance regarding face covering, temperature taking, hand hygiene and social distancing. Clients will be advised not to attend their appointment if they are symptomatic. In that event and as per government guidelines to the Courts and employers, the client will need to provide confirmation from their GP/ HSE that they have been advised to self-isolate etc.
- III. Appointment times will be coordinated to ensure there is no/minimal crossover in waiting room. Clients will be advised to arrive on time (not early) to minimize those in the waiting room.
- IV. Appointment times will be staggered to allow for the cleaning/ventilation of office space between clients. Therefore, there should be at least 15 minutes between Case Worker appointments.

## 7. Reparation Panel Meetings and Group Meetings

- I. Such meetings will take place in the main conference room
- II. No more than 5 people will be physically present and the room will be reconfigured as per the agreed floor plan layout.
- III. A screen will be utilised to facilitate those appearing by Zoom

- IV. Individual panel meetings will last no longer than 45 minutes.
- V. There will be a maximum of 2 individual panel meetings on any panel sitting.
- VI. A minimum of 15 minutes will be allowed between each individual meeting for cleaning and ventilation.

#### **8. RJS Team, Chairs and Director Meetings**

Such meetings should continue to be held by Zoom. Certain personnel maybe in situ in the RJS offices, thereby the protocols applying to the use of the main conference room apply.

#### **9. Off Site Meetings**

Off-site meetings should be kept to a minimum and agreed to by the RJS Manager. When meeting offsite, health and safety measures will be confirmed in advance.

#### **10. Office Equipment and Supplies Protocol**

##### *a. General*

Distribution of general office supplies will be managed by designated administrative personnel. Rather than individual team members visiting the stock room or supply cabinet, each team member will be initially provided with personal allocation. Team members should advise relevant personnel in advance when they require further supplies.

##### *b. Personal*

Personal equipment i.e., mobile phones, laptops, pens, staplers, should not be shared at any time. Team members will be responsible for their own regular cleaning of their personal equipment.

#### **11. Cleaning Protocols**

It is acknowledged and agreed by the RJS Team that for the period of the Covid 19 crisis certain cleaning regimes will need to be implemented which will require the assistance of the RJS team, i.e., day to day cleaning tasks with regard to their personal work equipment and areas of the office particularly relevant to their role as caseworker. Ensuring rooms are appropriately configured to maintain appropriate physical distancing. A step by step checklist pertaining to hygiene and configuration protocols will be in operation which will be completed, signed and dated by the relevant member of staff. Note: this checklist to be discussed and agreed by the RJS Team week commencing 6 / 7 / 2020.

##### *a. Daily Opening*

The first member of staff entering the offices will use the reconfiguration floorplans to ensure compliance before commencement of the working day. They will ensure floor markings and furniture are still appropriately spaced and hand sanitizer is topped up.

##### *b. Daily Closing*

Before leaving and closing team members will wipe down their personal areas and wipe down shared surfaces such as door handles, door codes.

##### *c. During the working day*

On completion of a 1-1 meeting or group meeting, the team member who utilised the space will wipe down all relevant surfaces and allow room to ventilate in between meeting use. There should be approximately 15 minutes between meetings to allow for this.

##### *d. Contract Cleaning*

Contract cleaning service provider will comply with best practice with regard to current advice and guidelines concerning Covid – 19.

RJS have engaged its contract cleaning provider to undertake a deep cleaning of the RJS Offices on Saturday 4<sup>th</sup> of July in advance of resumption of operations.

#### **12. Canteen Protocol**

- I. a maximum of 4 people will utilise the canteen at any one time and those present will observe the appropriate physical distancing. 4 spaces will be clearly marked where each person can sit.
- II. a time limit of 30 minutes per person will be implemented – (for discussion)
- III. where possible, staff and visitors bring pre-prepared food as to minimise cooking time/ touching of shared utensils.

#### **13. Rolling Review**

Reporting to the RJS Directors and in consultation with the RJS Manager, the appointed Working Group have responsibility for the implementation of this plan. Regular reviews of the plan will be undertaken or as deemed necessary.



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