

GUIDE TO RESTORATIVE METHODS OF RESPONDING TO INCIDENTS

Response to conflict - A safer prison is one where ...

- Early signs of conflict are recognised and acted upon sensitively
- Intervention is with a calm response, before any signs of physical threat arises
- Complaints and grievances are listened to
- The interests of all parties involved in a conflict are considered (win-win outcomes)
- An ethos of care and respect is clearly and consistently demonstrated
- Personal responsibility for incidents is based on an understanding of the causes, rather than allocating blame
- Wherever possible, there is a considered approach, rather than a reactive approach from the organisation
- Intervention results in sustained, reasoned changes in behaviour

Response to verbal abuse, insults and threats - A safer prison is one where ...

- The effect of verbal abuse, insults or threats is not underestimated Expectation of respect is made clear on reception/ induction and reinforced throughout the establishment
- This expectation is demonstrated in the way that staff relate to prisoners and to each other
- Verbal abuse, insults or threats are consistently challenged in a constructive way, acknowledging the need for communication

Response to physical violence - A safer prison is one where ...

- Staff are trained and feel confident to respond appropriately
- The level of intervention is appropriate to the incident
- Incidents are reported & recorded accurately
- Those involved in the incident, directly or indirectly, are also involved in thinking how the incident could have been avoided
- Unexplained injuries are followed up
- Knowledge gained from understanding an incident or incidents is used to plan prevention

Response to victims - A safer prison is one where ...

- Self-esteem of prisoners/trainees is promoted
- Seeking help is promoted as positive and powerful action
- Personal safety is paramount
- Confidentiality is assured and circumstances that change this are explained
- All reports are taken seriously and dealt with promptly & appropriately
- Prisoners are given regular opportunities to report concerns
- Prisoners are given feedback on how the issues have been dealt with
- Prisoners sense decency, justice and security
- Good staff prisoner -relationships underpin communication

Response to perpetrators - A safer prison is one where ...

- Personal responsibility for incidents is based on an understanding of the causes, rather than allocating blame
- Wherever possible, a considered approach, rather than a reactive approach from the organisation is taken
- An assailant is left in no doubt that the behaviour is unacceptable and will not be tolerated
- Where sustained, reasoned change in behaviour rather than retribution is sought