

"I was massively impressed with the safe guarding and the procedures of the service and I felt incredibly well looked after throughout. My practitioners have been wonderful and they are both very resilient given that CSA is a particularly challenging subject to hear and talk about."

Research by the Ministry of Justice shows that engagement in RJ creates a 14% reduction in the frequency of reoffending

Trustee Application Pack

In the year up to March 2022 the home office reported a 19% rise in racially motivated hate crime, 37% rise in religious hate crime, 41% rise in hate crime related to sexual orientation, 43% increase in disability hate crimes and a 56% rise in transgender identity hate crimes

resolve west

resolving conflict, repairing harm

formerly bristol mediation



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“The criminal justice process addressed the offence but it did not feel that the impact was validated, The offence paled into insignificance compared to the impact it had on me for many years”

Welcome

Thank you for your interest in becoming a trustee with Resolve West. This pack will give you further information and hope it may inspire you to get in contact to find out more and to make an application!

This is a great time to get involved with resolve west is an independent and registered charity, deliver service to support people to resolve conflict and repair harm across Bristol and the surrounding counties since we were established in 1987!

We are looking to increase the number and skills and expertise within our board to ensure our stability into the future and long term impact.

The Trustee Board is committed to ensuring the strategic direction of Resolve West and also ensuring that the services are delivered to a high standard.

We've put together this information pack which will tell you more about how you can apply to become a Board member and what being on the Board entails. In the pack you will find:

- About Resolve West and our purpose
- Our Strategic priorities
- Overview of services
- The Board of Trustees - what is involved and what does it do?
- Role description and responsibilities and specification
- Time commitment and description of the selection procedure
- Equality of opportunity and diversity
- How to make an application

Thank you and best wishes

Jules Cox, Director

Michael Alderman, Chair of Trustees

‘Prison took away my responsibility because I just sat in my cell, got three meals a day and did what I wanted. I didn't grow from it. But Restorative Justice is something I chose to do to change my life, to grow, and to face up to my responsibilities’.

About Resolve West

Resolve West provides free and independent support to people experiencing conflict in neighbourhoods and communities; provides restorative justice working with victims and perpetrators of crime and also supports people experiencing hate and discrimination.

In the past 12 months we have provided support to in excess of 1200 adults and young people. The support we provide enables people to have a voice, to feel heard, is focused on empowerment, giving people an opportunity to gain greater understanding of the impact of conflict and crime, for perpetrators to be given an opportunity to repair the harm that has been caused and for victims to be able to move forward in their lives from what they have experienced.

Our services, which we have been delivering for over 35 years, are professional, holistic, person centred enabling greater community cohesion, people to feel more confident and safer in their homes and improving peoples health and wellbeing.

As an agency and across our services we are mindful of the impacts of the past few years on communities, particularly deprived and vulnerable communities and increased need of support to those managing additional challenges, living with complexities including financial, poor physical and mental health, life changing illnesses, as well as those living with addiction issues, managing loneliness and isolation alongside reductions in support services impacting individuals and families, adults and also young people.

The core services that we run receives some funding from statutory organisations but we continue to work hard to raise funds to continue to be able to provide the vital services that we deliver. Resolve West is a strong and viable organisation. The organisation has good financial reserves, and we have secure funding for two of our services to 2025

“Through taking part in the RJ process I was keen to hear why the offender targeted my property. I wanted them to hear what impact it had on me and my family as well as see the error in their ways in the hope it would stop them reoffending in the future.”

Our Purpose

Our **vision** is: To ensure that communities are able to resolve conflict and repair harm.#

Our **mission** is: To provide effective services that enable communities to resolve conflict and repair harm.

We have **six core values** that underpin our work and these will guide our decision making as we develop our culture, policies and practices:

- Communication – We believe that accessible, clear and simple communication between people is necessary for communities to thrive.
- Empowerment – We believe that people can speak for themselves, think for themselves, and decide for themselves.
- Equality – We believe that discrimination is unfair and should be confronted in ourselves and in others.

"I want to say that Resolve West changed my life after nearly a year of not sleeping due to the noise. My neighbour could finally understand how I felt and we are on amicable terms now."

- Inclusion – We believe that everyone should have the opportunity to access our services without restrictions or limitations.
- Quality – We believe in bringing about the best in others and ourselves.
- Accountability & openness – We believe in working openly with our clients, each other and our partners in order to learn from one another.

Strategic Priorities

The Board has up to eight friendly and active trustees who contribute to strategic and financial oversight. They are currently focused on key priorities within our strategic plan:

GROWTH; We work to serve clients, communities and promote Restorative Justice & Conflict Mediation. This sets out how we plan to develop our existing services, promote conflict resolution & RJ and best serve our clients.

PEOPLE; We are a people centric organisation with a people focused mission. Our core strength is our volunteers and staff and we will support our people to bring their best for the benefit of clients and their communities. We are focussed on the promises that we make to our people & how we both invest in their development and wellbeing.

GOVERNANCE; We will become more agile in decision making while improving the control mechanisms to manage risk and spot opportunities. Trustees work to hold ourselves to account, build resilience through risk analysis and meet our contractual and regulatory obligations.

"The patience of the RJ facilitators helped me to work out what I needed and what I wanted to hear and helped me to understand how I'd feel if I didn't get the answers I wanted."

Services Overview

Neighbourhood Conflict Resolution Service: Neighbour/community conflict resolution services in Bristol, Bath & North East Somerset, South Gloucestershire and North Somerset, working alongside local authority housing teams and housing associations, police, anti-social behaviour teams, other voluntary and statutory agencies. This work is carried out through a range of conflict resolution skills including mediation, shuttle, and single party working (conflict coaching). This service is funded to 2023

Hate Crime and Discrimination Service: We work as part of Bristol Hate Crime and Discrimination Services in collaboration with SARI, Bristol MIND, Brandon Trust, Off the Record and Bristol Law Centre. Resolve West provides a range of restorative interventions including conflict resolution and RJ to victims of hate, we work with victims and alleged perpetrators of perceived hate, assist with delivery of workshops on low level incidents and also provide coaching to victims and perpetrators of hate crimes.

Restorative Justice: Restorative Approaches Avon & Somerset leads the delivery of RJ across Avon & Somerset working in partnership with the Police alongside other agencies within the criminal justice system including Probation, YOT, Prisons etc and works on low level cases through to post-sentence custodial and non-custodial cases. This service is funded to 2025

Volunteers: Whilst we have a small staff team (currently 11) we have in excess of 80 volunteers across our services who serve on our board and also deliver conflict resolution and Restorative Justice. Alongside our staff team, our volunteers who are one of our greatest assets who between them volunteer in excess of 7400 hours per year. We provide training, supervision and support to all of our volunteers as they develop their confidence and in their practice

The Board of Trustees– what is involved and what does it do?

The Board holds overall responsibility for strategy, employment, development and financial viability of the agency, with operational activities delegated to the Director and Service Manager and other paid staff of the organisation. (See Roles and Responsibilities of the Trustee Board).

A typical Board meeting will consider strategic direction, an update on the services and a report from the Service Manager and Director as well as updates on any additional significant factors that may impact our direction and services, financial updates and often a number of sub-groups that operate across the board. Any such documents related to this are sent out several days in advance of the meeting.

Role Description and Responsibilities of a Trustee

- Ensure that Resolve West complies with its governing document (Articles of Association), charity law, company law and any other relevant legislation or regulations.
- To contribute to the development and monitoring of Resolve West's Strategic Plan
- To ensure that Resolve West has a clear sense of direction and priority
- To ensure that Resolve West is financially robust and healthy
- To advise and participate in the development of policies
- To promote Resolve West to external and internal audiences
- To support the work of the Director and staff in achieving Resolve West's vision and aims

Person Specification / Qualities Required for a Trustee

Essential

- A commitment to the principles and objectives of the work undertaken by Resolve West.
- An interest and understanding of conflict resolution and/or Restorative Justice
- An ability to think creatively.

- Integrity, tact and diplomacy.
- An understanding and acceptance of the duties, legal responsibilities and liabilities of being a trustee
- A willingness to devote the time and effort necessary.
- A willingness to speak their mind, listen to others and to take decisions for the good of Resolve West
- An ability to work effectively as a member of a team.
- Good independent judgment.

Desirable:

- Specialist knowledge and understandings of one or more of the following: criminal justice system, finance, fundraising, marketing/PR, Data analysis, Equalities, IT/Systems, Research and evaluation, Voluntary and Public Sector, Increasing participation of different social and cultural communities. Volunteer management, strategic planning, development and implementation
- Involvement in, or knowledge of, the voluntary/advice sector.

“They worked to listen to both sides of the conflict and strove to find a resolution. I am indebted to your volunteers for listening to me and being supportive during a difficult time. I hope someday I can repay this kindness somehow.”

Time Commitment

- The Board meets bi-monthly in the evening (currently on zoom). The meetings last approximately two hours.
- Reading of all board materials as well as emails in-between meetings.
- Attendance at ad-hoc meetings will be required.
- Completion of trustee recruitment and induction when necessary.
- The overall commitment is approximately 6-8 hours a month.

Selection Process

Please complete the application and equalities form and return this to our Director, email address for which is at end of this document. We encourage anyone interested to also contact our Director in advance to learn more about us, and the services we provide and she can talk through the process and also answer any questions you may have.

Applicants will also be offered the opportunity to discuss any questions they may have informally with our chair of trustee, and to learn more about the role of the Board.

Following this the interested party will be invited along to the next board meeting as an observer and to introduce themselves and this will then be discussed by the board and followed up by our Chair of Trustees to discuss if they are successful and will be appointed.

On appointment, and as part of the induction process, it is helpful for the successful candidate to go into the office and meet some of the team, they will receive relevant paperwork, including the Memorandum and Articles of Association and recent board minutes.

Equality of Opportunity and Diversity

Resolve West fully supports the principle of equality and diversity. We aim to encourage, value and manage diversity and we recognise that talent and potential are distributed across the population.

Not only are there moral and social reasons for promoting equality of opportunity, it is in the best interest of this organisation to recruit and develop the best people for our trustee opportunities from as wide and diverse a pool of talent as possible

How to Make an Application

For further information or if you have any questions please contact our Director, Jules Cox, at jules@resolvewest.org or telephone her on 07534 337192

To make an application please complete the attached form or go to our website: resolvewest.org and return this alongside the equalities form to jules@resolvewest.org