

# MAKE AMENDS

Empowering people to make things right

## Restorative Justice

Information for those affected by crime, conflict, anti-social behaviour or the harmful actions of others



Tel: 01803 222033

Email: [makeamends@shekinah.co.uk](mailto:makeamends@shekinah.co.uk)



[makeamendsrj](#)



[@makeamendsrj](#)



Crime, conflict, anti-social behaviour or the harmful actions of others affect us all in different ways. For some people being affected by these sorts of events can produce feelings of isolation, disorientation, powerlessness or anxiety.

For others it might make them feel angry, frightened or sad. Whereas some people feel that they have not been harmed by the incident at all. All of these feelings are completely normal because we all deal with things in our own way.

Restorative Justice can help to reduce some of the negative effects that harmful events have on us and can help us to move forward.

## What is Restorative Justice?

Restorative Justice creates opportunities for people affected by crime, conflict, anti-social behaviour or the harmful actions of others to come together with the person responsible for causing the harm in order to get answers to their questions and to explain the effect the incident has had on them. It gives those who accept responsibility for the harm they have caused an insight into the real impact their actions have had on the person affected, their friends and family or the community. It also creates opportunities to find ways in which those who have caused the harm can make amends for what they have done. The process aims to help everyone move on.



## Key Points

- Your involvement is entirely voluntary and you do not have to take part if you do not want to.
- You are free to withdraw from the process at any point without feeling like you have to give a reason.
- You will be given as much information as you need in order to make an informed decision about taking part.
- If you are not ready now, that doesn't mean you can't access this service at a later date. There are no time limits for restorative meetings to take place.



'I think Restorative Justice is a good thing as offenders don't often get the chance to understand how what they have done really affects their victims, so it makes it easier to continue to do it again and again. But when you look into the eyes of someone you have hurt it makes it a lot harder to do it again.'

RJ Participant.

## How does Restorative Justice work?

'It was important for me to know that the person who burgled my house was sorry for what they had done and wanted to apologise'

RJ Participant.

Restorative Justice is a voluntary process for everyone involved. If you choose to take part you will be supported throughout the process by a trained independent practitioner. The first step is for a practitioner to meet with you to talk about what happened and the effect that the event has had on you. Your practitioner will talk through the options available. If you decide that you would like to meet the person who has caused the harm, your practitioner will explore the possibility of this happening. If a meeting can't go ahead you might like to consider alternatives such as indirect communication in the form of a letter, recorded message or asking questions through the practitioner for example.

If you and the person who caused the harm agree to meet, your practitioner will work with you to identify a suitable and neutral venue for the meeting. This will be done at the right time for you. Your practitioner will guide the meeting to make sure that everyone will be given the opportunity to have their say in a safe way. You can also bring a friend, family member or supporter along too. Lastly you will be part of the planning for this meeting and will know in advance who else will be there.

## What are the benefits for me?

People who have been harmed may have very different reasons why they would like to take part in a restorative meeting or have some form of contact with the person who caused the harm. Some people want to understand why the event happened to them or to explain to the person who caused the harm the effect that it has had on their lives. Others want to have a say in how the person who has caused the harm should make amends.

Most people come away from a restorative meeting satisfied with the process and feel able to put the event behind them and move forward.





### My Practitioner is called?

.....

### Their contact details are:

.....  
.....  
.....  
.....  
.....

### What is Make Amends?

Make Amends is a service that delivers Restorative Justice across Devon and Cornwall. Our practitioners have undergone specialist training in Restorative Justice and work to the standards set by the Restorative Service Quality Mark (RSQM). They are individuals who are passionate about repairing harm and strongly believe in the principles of Restorative Practice. Their aim is to support you and all of the other parties to find a resolution and to make the experience as positive as possible.

If you feel that you would benefit from Restorative Justice please contact us by telephone on **01803 222033** or via email at **makeamends@shekinah.co.uk**

### Working in partnership with...



**Devon & Cornwall Police**



**PCC**  
Office of the Police and  
Crime Commissioner  
Devon and Cornwall

