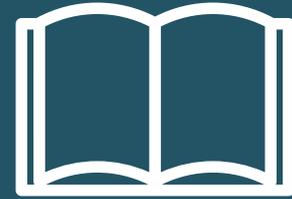


# IMPACT REPORT

2021



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# WHY AN IMPACT REPORT?



Make Amends is Shekinah's restorative justice service. Commissioned in 2015 by the Police and Crime Commissioner for Devon and Cornwall, Make Amends is an accredited service provider (RSQM) and accredited training provider (TPQM) that delivers communication between those affected by crime and those people responsible across Devon and Cornwall.

This Impact Report provides an overview of the work, achievements, aspirations and outcomes from delivering the service from October 2017 to April 2021.

The aim of this Impact Report is to...

1. Be **accountable** to our partners and stake holders about what has taken place during the last three years of service delivery.
2. Demonstrate our **learning** by taking stock of how we have evolved the service and to profile our work and recent cases.
3. Create a tool to raise the profile and **awareness** of Make Amends, restorative justice and to engage others in developing their understanding of our approaches and practises.
4. Say thank you and **celebrate** our team, volunteers and partners who have supported Make Amends since 2017.
5. **Inspire** action after reading our report to become involved, volunteer or help spread the word about our service and restorative justice.

*service manager  
reflections*

## SOO BRIZELL



### SOO BRIZELL - SERVICE MANAGER, MAKE AMENDS

Welcome to the latest Impact report for Make Amends.

I am proud to lead such a dynamic and resilient team, whose passion for restorative justice ensures Make Amends continues to deliver a fully operational and successful service during the Covid-19 pandemic that plunged the country into lockdown. A team that has also created opportunities that enhance our service, meeting the needs of people who have also been adversely affected by the impact of Covid-19 on the criminal justice system.

There have been plenty of changes during these last 12 months, my first year in the role as Service Manager. We have faced these changes head on, knowing the importance of maintaining and future-proofing Make Amends as a restorative justice service whilst meeting the needs of all those individuals who have been harmed by crime...



“ We have faced changes head on, knowing the importance of maintaining and future proofing Make Amends as a restorative justice service. ”



*service manager  
reflections continued....*

## SOO BRIZELL



...Practice has been challenging during lockdown. Not only have we experienced an undulating pattern of referrals due to closed courts and the impact this has on sentencing times, but also, we have to understand the impact of Covid-19 on people's priorities. This includes the ability to engage with restorative justice because it relies on two people, the person affected by the crime and the person responsible for committing it being in the right place at the right time to participate. It is a voluntary process for both people which also adds an additional layer of complexity. Furthermore, the people we work with often have high levels of complex needs as well as many unmet support needs which we must navigate and accommodate.

The team have risen to the challenge and developed different strategies of engagement including a greater level of patience and understanding when facilitating a restorative outcome. A great example of this is with one of our most recent projects providing a mindfulness colouring-in workbook within prisons. This project alone brought together the creativity of the Make Amends team, the design skills of the private sector, corporate sponsorship and the navigational support of the local prisons.

Futureproofing Make Amends has enabled us to develop key partnerships across Devon, Cornwall and the Isles of Scilly, building stronger connections, positioning ourselves in key conversations, contributing to local strategies, all of which helps people harmed by violence to recover and heal as time allows.

**“Restorative justice was an overwhelmingly positive process and I think the work done by the team is vital.”**

I am particularly proud of how the Make Amends team has responded and adapted to new ways of working, ensuring that that first and foremost the needs of a person harmed crime are met. We remain hopeful that changes in sentencing and the Victims Code of Practice will enable Make Amends to continue delivering restorative justice with a passion and commitment to help people overcome the harm caused by crime and I trust that the content of this report demonstrates this.

*stakeholder reflections*

## JOHN HAMBLIN



### JOHN HAMBLIN - CEO SHEKINAH

Like many people, over the years I have become increasingly frustrated with what I often describe as the revolving door system that sits within the world of criminal justice. For over 18 years at Shekinah, we have seen first-hand so many people spending years entering and exiting the criminal justice system and sadly in many cases, a pattern that continues for several years. Having held many conversations with people within the system, what always struck me was the lack of appreciation of the harm that their offences may have caused.

When we first discussed partnering with Make Amends it felt that apart from being the right thing to do, it clearly fitted with our own strategic direction of trying to do something different to help break the cycle of offending. During the last 4 years, I have witnessed first-hand the skill and commitment of the Make Amends team deliver often complex interventions, which in some cases have had positive life-changing consequences.

I always remember having a moving conversation with someone who used Make Amends who told me that in the 20 years he had been offending, no one had ever talked to him about the harm that his offending had caused.



Surely this cannot be right and if we really want to support victims and help those that cause harm to think and behave differently, we have to be offering more. Whilst not a panacea, restorative justice for me is one of a number of interventions that we should be offering to more people. If we really want to reduce offending and all of the associated harm, trying less punitive approaches has to be something to consider. If not, we will sadly see the revolving door continue which benefits no one.

**“ If we really want to reduce offending and all of the associated harm, trying less punitive approaches has to be something to consider. ”**

*stakeholder reflections*

## ALISON HERNANDEZ

ALISON HERNANDEZ -  
POLICE & CRIME COMMISSIONER  
FOR DEVON, CORNWALL AND  
THE ISLES OF SCILLY

Restorative justice is an essential tool in helping to give a voice to those affected by crime, empowering them and helping them to move on with their lives.

I am very proud to have to the award-winning Make Amends, funded by my office through a grant from the Ministry of Justice for the last three years. Make Amends gives a stronger voice to victims and an opportunity to overcome what's happened because of an offender's behaviour. I am heartened to see the progress that has been made in this time to help so many people.

The service gives those who commit crimes the option of understanding the consequences of their actions on others, facing up to these and helping to address the reasons for their offending. It is reassuring that the government take restorative justice seriously too by supplying us with the majority of the funding required to deliver it.



**“ Restorative justice is not an easy solution because it involves opening lines of communication between two people who might not necessarily see eye-to-eye. ”**



*stakeholder reflections  
continued....*

## ALISON HERNANDEZ

...It is a known fact that once someone has faced the victim of their crime and get the opportunity to appreciate the impact and damage they have done, it makes it harder to repeat this behaviour. It is no wonder, then, that this process has been shown through numerous studies to reduce reoffending.

Restorative justice is not an easy solution because it involves opening lines of communication between two people who might not necessarily see eye-to-eye.

Facilitating that dialogue, whether it be for an exchange of emails or a series of face-to-face meetings, is no simple task, but the results for all involved make this incredibly worthwhile.

Since Make Amends and my office have made this service available it has helped all of us, not only those participating in restorative justice processes, by building safer, more resilient and connected communities and promoting a greater understanding of crime and its impacts. I have now begun volunteer training to personally help people better understand its value.

Restorative justice is not a soft option, it takes commitment on both sides, but I would urge both victims of crime and perpetrators to consider it as way to reduce harm and be part of a solution that will maintain Devon, Cornwall and the Isles of Scilly as some of the safest places to live and work in the country.

“  
**Restorative  
justice  
is not a soft  
option. It takes  
commitment  
on both  
sides.**”



2017 - 2021 in brief

# OUR KEY OUTCOMES

The following details our key outcomes from delivering restorative justice from October 2017 - April 2021.

- 541 total number of referrals from October 2017 - April 2021
- 47% were sensitive and complex cases
- 45% of referrals were initiated by the harmed
- 21% of referrals initiated by the harmer
- 19% of referrals initiated by professionals
- 1184 total CPD hours completed by the Make Amends team

## POSITIVE OUTCOMES

- 164 restorative conversations held
- 44 restorative justice delivered by shuttle mediation
- 40 interventions delivered by restorative letter
- 25 face to face conferences held
- 14 compensation delivered from harmer to those harmed

## NATIONAL STATISTICS

Restorative justice can reduce reoffending by 14 - 21%



For every £1 spent on a face to face meeting, £8 is saved through reductions in reoffending



Government research shows that 85% of victims who take part in restorative justice found the experience useful and were satisfied with the outcome

## COMMON OFFENCE TYPES

- 48% Offences involving violence including domestic violence
- 23% Offences involving criminal damage, public order offences & arson
- 20% Offences involving burglary & shop lifting
- 7% Offences involving dishonesty
- 6% Offences of a sexual nature
- 4% Offences involving harassment, hate crime, stalking, threats to kill & dangerous dogs
- 2% Murder or manslaughter offences
- 2% Driving offences including death by dangerous driving
- 1% Offences involving drugs

NB. It is worth noting that some restorative interventions are not able to proceed for reasons of safety or lack of consent

*service outcomes*

# CASE STUDY

## POLICE OFFICER ASSAULT (2020)



### THE INCIDENT

The person involved in this case was a police officer who attended an incident and was assaulted resulting in injuries needing hospital treatment. The police officer wanted to explore restorative justice as they felt it was important to put across the impact of the incident for the police officer involved and their colleague who was present at the time of the assault. The Police Officer wanted to explain how an officer can feel being called to a serious incident, also, the seriousness of assaulting a police officer since they have the right to carry out their job safely. They wanted the harmer to consider these points and their actions to ensure it doesn't happen again and hoped for an apology.



### RESTORATIVE INTERVENTIONS PROVIDED

It was decided that Shuttle Mediation would be the best option for the Restorative Justice process. The practitioner had a number of restorative conversations with the harmer which resulted in an apology for their actions. Restorative Justice was an opportunity for the Police Officer to get a resolution for the incident.



### LEARNING FROM THE CASE

This case work has reinforced the importance of building a relationship with both parties. This can be a massive step in building trust when the parties involved might find it hard to open up fully about their needs.

This case also highlighted the need to take into account the capabilities of each party so that they can feel fully invested in the approach that is used. A case like this where the person involved had requested a letter, might not have progressed if their expectations hadn't been managed so that shuttle mediation could be used instead.

*service outcomes*

## CASE STUDY POLICE OFFICER ASSAULT (2020)

“ Restorative justice was a good alternative way to educate the harmer on the consequences of their actions. The main outcome I wanted was for the harmer to be spoken to and understand the effect assault on police officers has on the person.”

TESTIMONIAL FROM THE  
POLICE OFFICER  
INVOLVED

“The Restorative Justice work completed in this case must be complemented. The practitioner worked with the harmer and through shuttle mediation has delivered an apology to the police officer involved.”

TESTIMONIAL FROM  
THE REFERRING  
AGENCY

*service outcomes*

# CASE STUDY

## ROBBERY AT KNIFE POINT (2020)



### THE INCIDENT

The person involved was working a night shift in her place of work which was a convenience store. She was approached at the till by someone wearing a mask and with a knife. He asked her for the money which was in the till. The money was given to him and the police apprehended him six weeks later.



### RESTORATIVE INTERVENTIONS PROVIDED

The person harmed from the incident was very open about all the things she was worried about in relation to this case. It was clear that the trauma of the offence had stayed with her and had been hugely re-triggered by the participants release from prison. She had a fear that she could be attacked by him at any time. During the restorative conversations, she identified that she needed an apology and to feel safe when she went into the town where the harmer lived. She decided she wanted a face-to-face conference at which point restorative steps were then completed with the harmer. He was very nervous and found it hard to express how he was feeling. His need was to do anything that would make the harmed feel better. Once both parties were fully prepared, the conference was held. The conference flowed effortlessly and very early on in the process the harmer was able to apologise. The harmed was able to express all the things that she wanted to and stated that “I am not scared of you anymore”. She said it felt like this fear had just been lifted. The two agreed that it would be fine if they passed each other in the street. They ended the meeting by shaking hands. During post-conference check in’s, the harmed asked that the harmer was told that she forgave him. After hearing this, the harmer stated, “that means a hell of a lot”. They both felt like they had moved on and felt much better about the incident.



### LEARNING FROM THE CASE

It once again reminded the Make Amends practitioners that with enough preparation, even the most nervous participants can find a face-to-face conference beneficial. The practitioners had to trust that they had prepared both participants thoroughly and this proved to be the case. It was a good example of working effectively in trauma-informed practice.

*service outcomes*

## CASE STUDY ROBBERY AT KNIFE POINT (2020)

**“ It’s  
brought closure.  
It is good to know that the  
other party feels better. I  
wanted her to feel better  
and she does. It was a very  
positive  
experience.”**

TESTIMONIALS FROM  
THE PARTICIPANTS

**“ The person  
who harmed me was initially a  
monster/demon that I had created in  
my head, but after the meeting, I found  
that I wasn’t scared anymore. We were  
both able to share with each other in  
depth. I feel free again. I was also  
able to tell him that I had forgiven him,  
which was amazing. Restorative  
justice was everything  
I needed. I can’t explain the  
emotion I felt, I felt free  
and so incredibly  
grateful.”**

# OUR TEAM



"I believe that restorative justice can truly heal the harm caused by crime. Managing Make Amends brings together my professional experience & my personal values whilst creating many opportunities to work in partnership with key local organisations to really make a difference in the lives of people harmed by crime"

**Soo Brizell**  
Service Manager



"I really believe in the power of Restorative Justice. How it can leave people feeling empowered and like their needs have been met. It allows people to take responsibility and to be able to move forward in a positive way"

**Aisa Withey**  
Service Co-ordinator



"Supporting the Make Amends team enables me to utilise my organisational and admin skills within a service which makes a difference to people's lives - it brings them freedom and provides the opportunity for them to move forward"

**Clare Stirling**  
Team Administrator



"I have seen the real impact restorative justice can have on peoples lives and believe everyone has a right to have their voice heard and to feel supported and safe in doing so"

**Jenna O'Connor**  
Senior Practitioner

# OUR TEAM



"I feel privileged to be part of the Restorative Justice approach and to witness the incredible results from people coming together so positively in Devon and Cornwall to make amends, despite what they have been through"

**Gemma Leeming**  
Senior Practitioner



"I'm passionate about justice, equality and mental health. I believe in the power of self-awareness, authenticity and love as deep interconnection between humans and other species on the planet"

**Eleonora Russo**  
Senior Practitioner



"I love working in the Restorative Justice field because it gives people a unique opportunity to face their fear, be proactive and make things right. Seeing people being able to move on is truly a joy."

**Charlotta Gare**  
Senior Practitioner

# VOLUNTEERS



## OUR VOLUNTEERS



We are fortunate at Make Amends to have a supportive team of trained volunteers who work alongside our practitioners to deliver restorative justice. Once introduced to Make Amends, volunteers complete an application form and attend an interview. After the interview and completing relevant paperwork, they progress to attend our 3-Day Facilitator Training course and are provided with additional specialist training.

Volunteers complete a certain number of facilitation hours each year and co-facilitate cases with our practitioners. Supervision and support are provided throughout the time our volunteers stay with us.

They are a vital part of the Make Amends team and we are delighted to have active and enthusiastic volunteers.



## KEY VOLUNTEER STATISTICS



Over **30** volunteers trained.

**75%**

of cases co-facilitated with volunteers.



Volunteers progressed through into paid roles with our commitment to supporting growth and development within our service.



*volunteer reflections*

## NICKY'S STORY

### HELLO! I'M NICKY AND I AM A VOLUNTEER FOR MAKE AMENDS.

Many folk I have discussed restorative justice with have responded saying, "I couldn't do that, scary. You don't know whom you'll have to face!"

Just to alleviate any fears, all volunteers are given sound, quality training. You always work in pairs, and safety is paramount so you are totally safeguarded. If it appears that a case coming may trigger you for any reason, you just have to say and another facilitator is found. With regards to the time involved, as a volunteer, you do as little or as much as you want.

The Make Amends team is amazing. They are very supportive, helpful and there is a lot of fun to be had as well. Being part of Shekinah, you can dip in and out of any extra activities - it's like one big family.

I work with an experienced senior facilitator who shares the cases fully and we are able to openly and honestly discuss the case. We do not judge, or lead people to make decisions - it is their situation. We facilitate their journey to come to a conclusion that those involved are happy with, in order to move forward and feel more at peace. Anyone that takes part in this process, does so voluntarily. If they wish not to continue, that is fine.

Again, to avoid any confusion, facilitation is proceeded with gradually.



You don't have everyone in a room at once. It's like rewiring a house. You don't rewire it all in one go but take it a room at a time. Likewise, restorative justice discussions are had with each person involved and then an agreement is made with them of how to proceed from there.

### WHAT DO I GET OUT OF IT?

For me, it is important to try and 'give back'. Also, the personal development that you can partake in has been great and supports my work as a counsellor. The teamwork has been lovely and fun. My highlights have been when helping to facilitate a situation, seeing some cracking 'light bulb' moments and people changing their thinking. They look at things differently and as a result, feel so much better and are able to put some quite complex scenarios to bed. It's rewarding work. Give it a go.

*volunteer reflections*

## ANGELA'S STORY

MY JOURNEY BEGAN WITH RESTORATIVE JUSTICE WHEN I WAS CONTACTED FOLLOWING A PERSONAL INCIDENT.

I agreed to participate in the restorative justice process at the request of one of the men who committed the crime. I discovered it allowed me to have my questions answered, and thus move forward in my life. This led me to research more deeply and discover the benefits for all involved.

I decided to become a volunteer and give back to the service that had benefited me. During the training, I had the pleasure of meeting some special people; people who shared the desire to help others and to play a positive role to connect both those harmed by crime and their harmers.

Along my journey as a volunteer, I discovered the harmers were usually the ones to instigate the process in order to make amends for their actions. The harmed parties were able to get answers and put their specific incidents behind them, and this has been rewarding for all concerned - giving faith back in human nature.

Since being a volunteer, I have been able to access a wide range of additional courses and attend events.



This has been beneficial to widen my knowledge of the available services to network with. I have attended workshops on human trafficking, drug and alcohol problems, and the complexities of mental health issues, to name a few.

### WHAT DO I GET OUT OF IT?

Being a Make Amends volunteer brings great satisfaction and has helped me grow as an individual, but more importantly, it has allowed me the opportunity to give back something to the community.

I am a firm believer in repairing emotional damage wherever possible and restorative justice does just that!



# OUR PARTNERS & PROJECTS

We're privileged that over the past three years we have developed and strengthened a number of key strategic local partnerships. These partnerships have created touch points into different communities and helped to raise awareness of restorative justice.



At the end of 2020 we designed an education programme working closely with Katie McBride

from the Criminology department of the University of Plymouth. This has included training students in restorative justice practises and approaches resulting in increased skills and knowledge. Students have become Restorative Justice Champions and gained experience of the realities of the criminal justice system. Discussions are currently taking place to repeat the programme during the next academic year.

Improving the referral process from the Pathfinder scheme



was a focus as 2021 approached. The team from Pathfinder wanted to find a way to easily educate people, specifically those on deferred charge, about restorative justice. A video has since been recorded which those on the Pathfinder scheme can watch. The aim is to increase referrals to Make Amends and to make it easier for staff to introduce restorative justice.



2020 saw us commence work on a Home Office funded initiative called Safer North Stonehouse. Make Amends has been working with the Stonehouse community and training residents from the area to become Restorative Justice Champions as part of a wider programme of crime prevention.



# PARTNERSHIP WORKING... ...HOPES FOR THE FUTURE



As we work our way through 2021 and consider our strategic plans for 2022, we hope in relation to our partner connections to:

- Improve outcomes for women by including restorative justice in a local strategy with LCJB.
- Develop inclusion of restorative justice in the serious violence reduction strategies across Devon, Cornwall and the Isles of Scilly.
- Increase the team to include specific serious and violent crime practitioners which will lay part of the foundation for developing our centre of excellence in the next 3-5 years.



## MARK MYER RESTORATIVE JUSTICE COORDINATION MANAGER

"I have worked closely alongside Make Amends for the last 3 years in my role as the Police Restorative Justice Coordination Manager. I have always found that as an organisation and individually they have been thoroughly professional, knowledgeable in their field and willing to look for creative and innovative ways to develop practice and deliver restorative justice in highly effective manner. Restorative justice provides the police with an essential tool to

address the impact of crime and to meet the needs of both victims and offenders in seeking to reduce and repair the harm that results from offending. The willingness of Make Amends to make RJ available to all victims of crime and at any stage in the criminal justice process means that we can work together to make our communities safer places to live and enable all those affected by crime to move on and to experience a greater sense of safety, control and justice."

## WHAT OUR PARTNERS SAY...

“ We’ve partnered with Make Amends within our Together for Childhood project to help prevent peer to peer problematic sexual behaviour. Make Amends are working with us in secondary schools, talking to teaching staff and students about how they can use restorative approaches. They are also training staff and students to become champions of restorative approaches. It’s a really fantastic partnership with lots of great things to come. ”



**CORINNE PICTON**  
**Children’s Services Practitioner**  
**Together for Childhood**  
**(NSPCC)**

“ After an introduction to Make Amends in 2020, I quickly realised the importance of their role and that of restorative justice. As criminal solicitors we should take a holistic approach and if restorative justice is suitable for our clients, they should be able to be a part of this. At Woolcombe Yonge Solicitors we are becoming more active and making our clients aware of the restorative justice service that Make Amends offers. I have many clients who want to apologise for their actions. Working in collaboration with Make Amends can provide this opportunity for communication and bring closure for all. ”

**WoolcombeYonge**  
 Solicitors

**REBECCA WOOD**  
**Associate Solicitor and Head of**  
**the Criminal Litigation**  
**Department, Woolcombe Yonge**  
**Solicitors**

## WHAT OUR PARTNERS SAY...

“ Although we work with low level offences, this doesn't mirror the impact of an incident on the victim. Restorative Justice running alongside the criminal justice system provides some kind of recompense around the harm which has been caused. We work closely with the skilled practitioners at Make Amends to enable our offenders to access a range of restorative justice interventions. It's not about lip service, but truly facing up to the responsibility of their actions. We look forward to future work with the Make Amends team. ”



**SARAH CARLSEN-BROWNE**  
Pathfinder Scheme



**KATIE MCBRIDE**  
Criminology Department  
University of Plymouth

“ The criminology and criminal justice team work hard to ensure our students leave us having had access to opportunities that not only expand their academic skillset but also experiences which expand their practical skills set as they move into the justice sector workplace and on through their careers. Part of this work involves giving our students the opportunity to participate in training that will equip them with essential skills for their future roles including restorative approaches and practice. Working in partnership with Make Amends to deliver this has been a pleasure and the team's enthusiasm for their work and the care with which they have supported our students has been appreciated by staff and students alike. The unique opportunity that Make Amends provide for our students incorporates access to participants to understand the experience of restorative practice as well as equipping students with essential knowledge and skills to carry forward into their future careers. ”

## WHAT OUR PARTNERS SAY...

“

Make Amends have participated actively in our partnership approach to reducing reoffending, making connections with the wide range of stakeholders seeking to impact positively in Cornwall, which we have very much welcomed as restorative approaches are a key strand to our local strategic approach.”



**KIM HAGER MSc MBE**  
**Reducing Reoffending Lead**  
**Safer Cornwall**  
**Cornwall Council**

“

2020 has been an exceptional year for Make Amends. Not only did they win the Howard League for Penal Reform Community Award in the Restorative Justice category, but they have also weathered the Covid-19 storm brilliantly. Continuing to support people to communicate after crime to find a positive way forward despite the challenges, the team at Make Amends have adapted and innovated, moving 'online'. This is no mean feat in a restorative context, because need for dialogue and human connection is at the very core of restorative work.”

Well done everyone.



**DAVINA CULL**  
**Criminal Justice, Partnerships**  
**and Commissioning Manager**  
**Office for the Police and Crime**  
**Commissioners for Devon, Cornwall**  
**and the Isles of Scilly**

# OUR TRAINING PROVISION



Over the last three and half years, Make Amends have trained a variety of different people from the community and professional agencies. We have trained over 30 volunteers and many other probation and prison staff with our 3-day Restorative Justice Facilitator training course.

People who have become volunteers for our service, have also undertaken an additional two days of foundation training to cover Safeguarding, Equality and Diversity, Coercive Behaviour and Trauma. This is also alongside admin and data management training for our systems. Our volunteers are committed to us and in return, we offer them CPD opportunities and group or 1:1 supervision sessions.

We also offer a range of other training sessions to people including Working Restoratively with Young People and Restorative Justice Champions training.

In direct response to the Covid-19 pandemic, it has been necessary to adapt as much of our training as we could to be delivered online. This has given us the opportunity to create a combined online Basic Restorative Justice Awareness and Restorative Justice Champions training course which we have been delivering over the last nine months.

## KEY TRAINING OUTCOMES

**52** people completed the Restorative Justice Facilitator 3-day course

**128** people completed the Basic Awareness Restorative Justice and/or the Restorative Justice Champions course including the new combined course.

**46** people trained in how to work restoratively with young people



Over 30 volunteers trained and progressed through into paid roles with our commitment to supporting growth and development within our service.



Make Amends team have worked on an exciting number of projects that have included training with the Home Office and the NSPCC

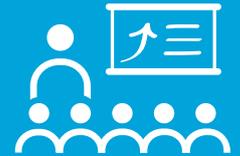


Delivered external supervision for all staff and volunteers



Practitioner Accreditation scheme completed with the Restorative Justice Council





# TRAINING OUR STAFF

As a service, we understand the importance of enriching our practitioners with other opportunities provided by external training providers too. Over the last 3 and a half years we have provided training for our staff to cover a vast range of topics including:

- Complex and Sensitive case training
- Domestic Abuse training with Remedi
- IMPACT/dangerous behaviours training with Doctor Iain Bourne
- Mental Health First aid training with MIND

We also ensure that our staff and volunteers are able to access any other CPD that may enhance and develop their skillsets.

Such opportunities have been for one of our Senior Practitioners to undertake her training to become a qualified IDVA, a Train the Trainer course for our Service Coordinator to enhance training delivery skills and our Team Administrator training as an RJ Volunteer Practitioner.



## HOPES FOR THE FUTURE

The future looks bright for Make Amends with many more training opportunities booked into the diary already and discussions in the pipeline to enable our service to grow.

This is alongside the new Restorative Justice Council accreditation scheme that will enable our volunteers and paid practitioners to work towards recognised accredited status within this field.

“ Make Amends are a valued partner for Victim Support in Devon and Cornwall. They have provided training to our staff and are always happy to advise us if we, or a client, have any queries about the Restorative Justice process. We work with each other on social media to ensure we maximise awareness of the services across the region. We have always found the staff open, approachable and friendly, which makes working together so much easier. ”



MARK THOMPSON  
Contract Accounts Manager  
Victim Support



# RAISING OUR PROFILE

Over the past year we have been working hard to raise awareness of the Make Amends service and restorative justice. A number of key activities have been and continue to be delivered. Our hope is to continue to build on the foundation we've laid and for our communication channels to become the go-to place for informative content and interesting discussions about restorative justice.



## AWARD-WINNING

October 2020 saw Make Amends win the Howard League Award for Penal Reform. This national award was a major success for the team and will now see us take part in an 'In Discussion' online event with the Howard League team in 2021 to celebrate the award.



## NATIONAL PRESENCE

Restorative Justice Week in November continues to be a highlight of our year. 2020 saw us run a digital campaign on social media which included video content from our partners and commissioners.



## PUBLIC RELATIONS

In 2021 students from the University of Plymouth are working with Make Amends to develop a public relations campaign to help 'myth bust' restorative justice and raise awareness of what restorative justice is within the general public.



## WORLDWIDE WEB

Our web page which is part of the Shekinah website has seen a number of recent updates. Visitors can now access leaflets, our training menu, watch videos, read case studies and understand more about becoming a volunteer.



## KEEPING YOU INFORMED

We have developed a GDPR compliant mailing list with our first e-newsletter being sent by email to our database early in 2021. Regular mailings will be sent going forward containing useful insights, training information, news, events and case studies.



## DIGITAL EVENTS

Covid-19 has seen us deliver more online events which has included running a Make Amends Eventbrite account to make the booking process for those attending events and training easier and more accessible.

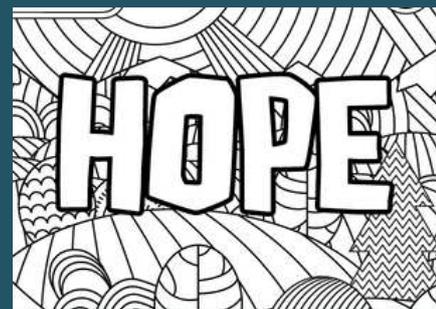
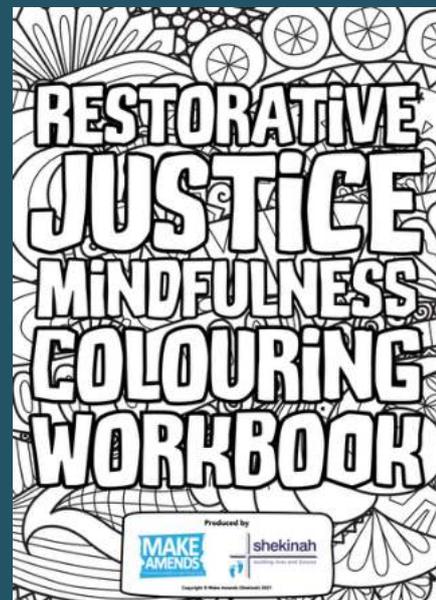
# OUR MINDFULNESS RESTORATIVE JUSTICE PROJECT

At the end of 2020, our team worked together to develop a mindfulness restorative justice colouring workbook. It's been designed to lead those who have committed harm or conflict to consider what has taken place and at the same time, introduces them to restorative justice principles, all through colouring pages and worksheets. The next steps would be for those who have completed the workbook to engage with Make Amends for further work.

## HOW WILL IT BE USED?

- We hope in future that prisons in the South West will look to provide the workbooks to offenders as an 'in-cell' activity.
- Female offenders leaving HMP Eastwood Park will be given a pack to complete along with colouring pencils.
- A version has been produced which can be used by anyone in the community and for any of our Make Amends participants.

The workbook has been an exciting project to develop and we're grateful to have received support from a local designer, Troy Woodhouse, to produce the workbook, Woollcombe Yonge Solicitors for providing the finances to cover some of the design costs and another local business who has supported the printing and purchasing of the colouring pencils. We're now looking forward to the packs being used and introducing more people to restorative justice.





# THE FUTURE

## WHAT DO WE WANT TO ACHIEVE?

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The initiatives and activities which we've worked hard as a team to undertake in recent months have fuelled the desire to develop Make Amends as a service. To achieve this, we have a number of goals in sight including:

- Working harder to ensure a higher percentage of victims are offered restorative justice following a crime.
- Continue to develop transformational partnerships to drive forward the impact of restorative justice.
- Develop Make Amends to become a Centre of Excellence within the next 3-5 years. This will include working with schools to help embed restorative practice in an education environment. Also exploring greater use of restorative justice with serious and violent crime and within family settings.
- Develop each practitioner through CPD and other opportunities to become lead practitioners in specific areas of expertise.
- Develop collaborative working and expand experience by co-locating other professionals with the Make Amends team.
- Continue to grow and evolve restorative justice practice and approaches with young people and those involved with domestic abuse.
- Expand our volunteer scheme to provide training to support employee volunteering with Make Amends.

We've had an exciting three years of delivering restorative justice and despite the recent disruption of the Covid-19 pandemic, we have adapted and delivered a service that has made a difference and enabled people to move on. We're expectant for the future and look forward to working together as a team alongside our partners and most importantly, keeping those engaged in restorative justice at the centre of all that we do.



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