

# MAKE AMENDS & RESTORATIVE JUSTICE FAQ's

## QUESTIONS ABOUT MAKE AMENDS

### Q. Who are Make Amends?

A. Make Amends is an award-winning, Office of the Police & Crime Commissioner (OPCC) commissioned service for Devon and Cornwall. A project of [Shekinah](#), Make Amends delivers Restorative Justice across this area. The service provides support to people who have been affected by crime, conflict, anti-social behaviour or harm caused by the actions of others.

Make Amends is [accredited](#) by the [Restorative Justice Council](#) and operates with a paid staff team and a team of fully trained volunteers. Make Amends training is also accredited, as are the Practitioners.

### Q. Do you work with a participant for a set period of time?

A. No, our Practitioners will work on a case for as long as needed, whether it's a few weeks or if it takes several years.

### Q. The crime committed took place a long time ago, can I still access support?

A. Yes, you can. We complete RJ work for historical crimes.

### Q. Which geographical areas do you cover?

A. Make Amends covers Devon, Cornwall and the Isle of Scilly. If referrals are received outside of these areas, the team will look to pass the referral to a more local RJ service.

### Q. Make Amends is part of Shekinah, what does this mean?

A. Make Amends is a project of Shekinah delivering restorative justice. Make Amends is funded by the Office of the Police and Crime Commissioner for Devon, Cornwall and the Isle of Scilly, but the service is delivered by Shekinah.

### Q. Can I make a self-referral?

A. Yes, you can, and it's simple to undertake using our [website](#) referral form. You can also self-refer by calling the team on 01803 222033 or emailing [makeamends@shekinah.co.uk](mailto:makeamends@shekinah.co.uk). You don't need to be engaging with another service to access Make Amends.

### Q. I'm a Police Officer, how do I make a referral?

A. If you're a Police Officer working for Devon and Cornwall Police, please send the crime reference number to [RJCoordinator@devonandcornwall.pnn.police.uk](mailto:RJCoordinator@devonandcornwall.pnn.police.uk) and request RJ or you can complete the RJ log entry on Unifi.

### Q. I work for an organisation and would like to refer someone to RJ, how do I do this?

A. You can make a referral on behalf of someone else by completing our initial enquiry form on our [website](#). If you'd prefer, you can call the team on 01803 222033 or email [makeamends@shekinah.co.uk](mailto:makeamends@shekinah.co.uk). Once we have received the referral, one of our team will be in touch to gather further information and seek relevant consents.



### Q. Are your Practitioners qualified?

A. Yes, our Practitioners are accredited by the [Restorative Justice Council](#). Different levels of accreditation are available through the Restorative Justice Council. Some of our Practitioners are qualified to an Advanced Level, some Intermediate and others are registered or working towards their accreditation. Make Amends is also accredited as a service along with our training provision.

### Q. Does your service risk assess?

A. Yes. Risk assessments are completed for each of our cases. Additional risk assessments are applied for sensitive and complex cases and for any domestic abuse cases.

### Q. How does Make Amends assure best practice?

A. Aside from being accredited by the [Restorative Justice Council](#), all of our Practitioners receive both case and pastoral supervision. External supervision is also provided by other UK based organisations. Feedback is gathered from each participant at the end of the process and an outcome monitoring form is completed both at the start and end of a participant's time with Make Amends to track both positive and negative outcomes. Feedback is reviewed by the Service Manager and any adjustments made to the process and the service. Practitioners and volunteers are fully trained and continue to enhance their skills throughout the year by attending training on a regular basis. Our team attend the Restorative Justice Council conference each year and are in contact with other practitioners and professionals from across the sector.

### Q. Can I meet Practitioners in my home?

A. Practitioners can facilitate sessions with you in your home or another venue local to you, such as a coffee shop or somewhere you feel comfortable to have a conversation in. Our Practitioners usually work in two's; some sessions will be one to one with a lead Practitioner, and others will be with two Practitioners. Please note, our Practitioners are required to work based on a Lone Working Policy for safeguarding purposes.

If the restorative justice work resulted in a face-to-face conference between the harmed and the harmer, this wouldn't be facilitated in someone's home, but would be held in a neutral venue where confidentiality can be maintained.

### Q. Is the service confidential?

A. Yes, our service is confidential unless our Practitioners have a cause for concern about someone's safety. If a safeguarding issue is presented, concerns will be shared with relevant people or organisations. When a participant engages with Make Amends, a series of forms are completed which includes consent to share information and between any other organisations who might be involved in the case.

### Q. I have learning needs; can I still do RJ?

A. Yes, you can. Alongside meeting the specific incident-related needs of those who come through the restorative justice process, our service also meets inclusion and accessibility needs of participants. We have coloured overlays for learning needs such as dyslexia and dyspraxia and our staff are trained in mental health first aid, working with autism, gender, identity and sexual orientation, and conflict resolution. We work hard to ensure the service is inclusive and does not put barriers to participation in the way of our participants.



### Q. I am disabled, can I still do RJ?

A. Yes, you can. Alongside meeting the specific incident-related needs of those who come through the restorative justice process, our service also meets inclusion and accessibility needs of participants. For example, an interpreter can be provided, our resources are available in braille along with other aids for the visually impaired, BSL signing can be offered and we take into account assessing locations based on the needs of our participants. We work hard to ensure the service is inclusive and does not put barriers to participation in the way of our participants.

### Q. I have mental ill-health; can I still do RJ?

A. Yes, you can. Alongside meeting the specific incident-related needs of those who come through the restorative justice process, our service also meets inclusion and accessibility needs of participants. Our staff are trained in mental health first aid and take a multi-agency approach when working on cases where participants may have mental health concerns. Risk assessments are also completed.

### Q. How will I be supported through the process?

A. Our Practitioners, paid and voluntary, spend considerable time completing background work to each case. This includes making sure support is provided to our participants and they fully understand the process and feel prepared at every stage. A participant is welcome to have a supporter join them throughout the process; a supporter could be a family member, friend, colleague or someone from another organisation or charity.

### Q. Can a family member or friend be involved to help support me through the process?

A. Yes. A participant is welcome to have a supporter join them throughout the process; a supporter could be an appropriate family member, friend, colleague or someone from another organisation or charity.

### Q. Can I leave the process at any time?

A. Yes. Working with Make Amends is voluntary, and participants can withdraw their consent at any stage of the process by speaking to the Practitioner involved in their case.

### Q. Do I need to pay for RJ?

A. No, accessing Make Amends and restorative justice is free of charge. The only aspect of Make Amends' work which is chargeable is the delivery of their [training](#).

### Q. What's next after RJ?

A. Following completion of the RJ process, our Practitioners will complete a follow up to check in with you prior to closing your case. Signposting to other services can also be offered to support you in your recovery.

Prior to your case being closed, one of our team will be in touch to gather your feedback so we can look at ways of improving our service and for reporting purposes. We'll also discuss whether you'd like to be involved in sharing your RJ journey to encourage others to engage with Make Amends. This maybe in the form of a case study, testimonial or video testimonial. You're under no obligation to consent to supporting Make Amends in this way.



**Q. Can I become an RJ volunteer?**

**A.** Make Amends does have a volunteer's programme. Full details about what's involved can be found on our [website](#).

**Q. Can you provide RJ training for my organisation?**

**A.** Yes, we can. We offer training for individuals and organisations. More details can be found on our [website](#).

**Q. What happens if I need to make a complaint about Make Amends or a Practitioner?**

**A.** A copy of our Complaint's Procedure can be found on our [website](#).

