

# MAKE AMENDS CASE STUDY

2022

<p><b>Nature of case</b></p>	<p>Harm caused in the home towards female parent and younger sibling.</p>
<p><b>Narrative around situation</b></p>	<p>Young person in Exeter was physically and emotionally abusive towards mother and younger sibling in the home, including theft of property.</p>
<p><b>Organisations involved</b></p>	<p>Referral source: Devon Family Resource.</p> <p>Social services, Autism Practitioner (specialist autism assessment team), local training provider in Exeter.</p> <p>After successful completion of RJ family conference family were referred to Young Carers, Art Therapist UK, Journey.</p>
<p><b>RJ interventions provided and outcomes</b></p>	<p>We worked with the family for a year and during that time they made significant positive changes. Ultimately a full family conference was completed.</p> <p>A tailored support package was put into place prior to case closure, the agreed outcomes were achieved, and the participants were very happy with the outcome.</p> <p>It was important to make sure they had good signposting so the family could continue their journey together in a positive way.</p>
<p><b>Feedback from harmed, harmer, relative, professionals, RJ Facilitator</b></p>	<p><b>Harmed:</b> "I thought it was really good [and the facilitators] were very friendly and open. They really prepared us for what to expect each step of the way. I can talk to Issy more easily than I could before. I think it helped because we finally got people in that sat down and listened to both of us instead of just one side. We have a few things in place, we write our worries in a diary, we walk away from arguments and go back when we've calmed down [improving] communication between us."</p>



	<p><b>RJ Facilitator:</b> "The positive change in this family's life has been amazing."</p>
<p><b>Other comments / observations</b></p>	<p>A lot of work was carried out by the RJ practitioners in this case due to waiting lists with the other services involved. This demonstrates not only the need for such varied services in the community but also highlights the importance of Make Amends practitioners in these processes.</p>

