

IMPACT REPORT

2023



**MAKE
AMENDS**

Empowering people to make things right

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WHY AN IMPACT REPORT?

A black and white photograph of a stack of smooth, dark stones balanced on top of each other, symbolizing balance and stability.

Make Amends is Shekinah's restorative justice (RJ) 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 April 2021 to September 2023.

The aim of this Impact Report is to...

1. Be **accountable** to our partners and stake holders about what has taken place during the period 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 and restorative justice and to engage others in developing their understanding of our approaches and practices.
4. Say thank you and **celebrate** our team, volunteers and partners who have supported Make Amends.
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

LUCY EVANS

Make Amends Service Manager



Welcome to the 2023 Make Amends Impact Report. Much has changed since our 2021 report - a change of service manager, new team members and a contract tender to name a few. I hope that this Impact Report will be able to showcase some of the achievements, learning and development that has occurred over the last few years and I would like to recognise the hard work, enthusiasm and passion for restorative justice that is held by the whole team. Their approach to those that they work with, both participants and partners, is admirable, and as a team we are constantly striving to ensure that restorative justice is understood correctly and those affected by harm are offered the opportunity to take part at the right time for them.

Following Soo Brizell's departure to Victim Support in 2021 I joined the team, and we faced the single biggest event over the last couple of years - the contract tender. The team all pulled together, and as a collective we worked on the contract narrative with 3 of us then attending a final interview at the start of 2022. We were notified of the successful outcome within weeks, but far from being the end of the hard work, that was where it started.



Restorative justice awareness is improving but it is still a challenging area. Many of those harmed by crime or conflict still don't receive adequate information about it, even though all victims of crime are entitled to receive this information according to the Victims Code of Practice. We still find that many professionals, both in the criminal justice sector and other external partners, express high levels of misunderstanding and misinformation about RJ - something that as a team we are constantly working hard to change.

This means that our work therefore not only concentrates on practice, but also on awareness raising, campaigning and proactive communication.

service manager reflections

LUCY EVANS

Make Amends Service Manager



With all this in mind we have continued to work hard in our core areas. Links with the Youth Justice Service are good and the National Probation Service are keen to find new ways of cementing relationships and establishing smooth referral pathways. Police awareness of RJ is a developing area and there have been some reassuring meetings with senior leaders. We have also been working hard to ensure prison referrals are managed as seamlessly as possible.

In other areas, we were awarded extra funding from Safer Streets 4 in Plymouth to use restorative interventions to aid in cases of Anti-Social Behaviour. This has resulted in a programme of training across local businesses and community members and allowed us to develop the 'Restorative Circle' approach to be able to offer restorative practices to a wider audience.

We spent a year in talks with Cornwall NHS trust looking at the use of RJ in secure mental health settings and following several awareness and explanation sessions with ward staff we are now working with some of our first referrals.

We have been working with local schools in order to raise awareness of the benefits of working restoratively with children to reduce conflict and improve attendance and exclusion.

We have been piloting the use of restorative work in cases of retail crime with Why Me?, the national RJ organisation in London. We are using Torbay as a base for this project and are hoping to show the benefits of using restorative interventions to reduce local retail crime and improve feelings of safety for local shop workers.

We were nominated and shortlisted in the Criminal Justice Alliance Awards 2022, for Outstanding Local or Regional Organisation award - celebrating outstanding individuals and organisations working to make the criminal justice system fairer and more effective. Following our win in 2020 of the Howard League award in the Restorative Approaches category, we were privileged to be nominated again in 2022 for the serious violence prevention programme.

I wanted to finish this introduction with some of my hopes for the service moving forwards. For me it is about continuing to offer the best RJ service that we can across the peninsula - maintaining and building on the relationships that we have, promoting and educating around the use of restorative justice wherever possible and continuing to develop as a team to best meet the needs of our participants.

the view from Shekinah

JOHN HAMBLIN

Shekinah CEO



I think it is fair to say that the last few years we have seen an increase in Make Amends' activities and reach.

Whilst I am a total convert in relation to restorative justice, to see the impact it has made in other areas has been both humbling and inspiring.

This has led Shekinah to not only continue providing the service, but also to "practice what we preach" and commence the process of becoming a restorative organisation. Whilst this may sound like just another title, it has, and will, take a lot of work to achieve this. We cannot as an organisation promote restorative justice, whilst having policies and practices that potentially conflict with this.

We are clear that the way we deal with staff, volunteers, partner agencies and people using services should be restorative and embedded throughout the organisation.

“

... I am a total convert ... ”



In relation to our core contract, whilst we have seen an increase in complex cases, the work undertaken by the staff has been both highly professional and has made a real difference to those involved.

I have had the privilege of reading several letters of thanks to the team and can tell you that they were both an emotional read and a real testament to the team.

I look forward to seeing where Lucy and the team can take Make Amends. What I know is that they will continue to make a huge impact on people's lives.

2021 - 2023 in numbers

OUR KEY OUTCOMES

The following details our key outcomes from delivering restorative justice from April 2021 to September 2023.

442 Total number of actionable referrals

69% were 'sensitive and complex' cases

62% of referrals initiated by the harmed

17% of referrals initiated by the harmer

21% of referrals initiated by professionals

168 restorative conversations held with one, both or all service users in a case

49 restorative justice cases concluded by shuttle mediation

13 interventions completed by restorative letter

27 face to face restorative conferences held

21 participants engaging in community circles since starting this option in 2023

3 harmers delivering compensation to harmed parties

NATIONAL STATISTICS

Restorative justice can reduce reoffending by nearly 30%

For every £1 spent on a successful RJ outcome, up to £14 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

- Offences involving violence including domestic violence
- Offences involving criminal damage, public order offences or arson
- Offences involving burglary or shop lifting
- Child-on-child bullying, harassment or abuse
- Sexual or sexual violence offences
- Harassment, hate crime or threats

COMPARISON WITH PREVIOUS REPORTING

Average monthly referrals up from a little over 12.5 to nearly 15.

Huge (close to 50%) increase in the proportion of Complex & Sensitive cases.

The team have logged almost exactly the same number of restorative conversations, shuttle mediations AND face to face conferences in these 442 cases (in 30 months) as in the previous 541 (in 43 months) - showing a significant increase in success rate of bringing interventions to completion!

NB. Some restorative interventions are not able to proceed for reasons of safety or lack of consent

*stakeholder reflections***JIM SIMON**

Chief Executive Officer



Make Amends have worked closely with the Restorative Justice Council (RJC) since 2017 when they were first awarded the Restorative Service and Training Provider Quality Marks. Throughout this time, they have been active members of the RJC community and have always supported the work of the Council in our efforts to raise public awareness of restorative justice and raise standards of practice across the restorative sector.

This is evident in their continued commitment to being registered with RJC as both a Registered Service Provider and Registered Training Provider. Not only have they made this commitment as an organisation, eight of their practitioners are also registered with the RJC which demonstrates the commitment to ensuring that the individuals they work with have access to the highest possible quality restorative justice even at a time when politically, the restorative landscape is challenging.

As the national voice for the restorative justice sector, a significant part of our work is to raise important issues affecting our members at local and national levels. To do this, we rely on the support of members to share their experiences, concerns and potential solutions. Make Amends Service Manager, Lucy Evans, proactively supports this work which not only benefits her team and service, but the wider restorative sector. In my experience of working with Make Amends, this forward-thinking approach to the work they do has never faltered. They recognise that together we are stronger, and that ultimately working in partnerships means that they can support more victims of crime to access restorative justice.



stakeholder reflections

JOHN MILLER

Head of Strategic Delivery Partnership

SOO BRIZELL

Senior Partnerships Manager



Why do we think restorative justice is an important service to commission?

- We are committed to supporting the delivery of what works for victims. RJ has a strong evidence base and has been shown to increase victim satisfaction, decrease fear for victims, and have a positive impact on participants' overall wellbeing.
- RJ can be used across all crime types providing there is no risk of further harm. It can therefore be a helpful and safe additional resource in helping somebody who has been harmed by crime in helping that person cope and recover.
- A victim's voice is not always clearly evidenced within service design and the review process. RJ helps to mitigate this by empowering victims, giving them a voice and ensuring they have agency in their own support plan and lives.
- RJ is unique in that it provides the opportunity for the harmer to learn how devastating the impact of crime can be on a person who has been harmed. In doing so, evidence suggests a reduction in re-offending which can have a positive impact for harmers, victims and the wider community.
- The commissioning of RJ enables a non-Criminal Justice System offer of support to all those impacted by crime. Commissioning an independent accredited RJ service assures quality, independence and value for money.



The Make Amends team demonstrate not only the impact of restorative justice but also the impact of working collaboratively with other agencies to best meet the needs of all parties involved in the process.

To have an award winning service in Devon and Cornwall that works in partnership with the Strategic Delivery Partnership and organisations that support victims of crime is genuinely an opportunity for us all to look differently at how we support victims of crime.

stakeholder reflections

BECKY INSKIP

OPCC Programme Director:
Serious Violence Prevention



Few VRU's or those working in the violence prevention space have connected the role of restorative justice to the outcome of violence reduction and prevention.

A model jointly developed with Make Amends has applied the learnings from our strategic needs assessment: that too often our services aren't person-centric and ignore the huge role of the family and the home in supporting and sustaining individual change. The model is uniquely focused on working with families who want things to change and where harm is acknowledged and responsibility accepted.

Family Conferencing allows Make Amends' inspirational practitioners to work with a family for as long as they need them. Whilst they represent a healing process for the harmer and the harmed, they are also a critical navigator for families and we see continued increases in their referrals on to other support agencies.

Make Amends' willingness to navigate the barriers that face families and young people is all the more necessary as the impact of waiting lists for CAMHS and other support persists.

Uniquely, Make Amends often pick up cases where the violence is hugely complex, such as the rise of child on parental violence, and continue to advocate for their clients to get access to universal services as part of their exit planning.

As a partner, Make Amends support the force to promote the RJ process and the unique roles of the RJ practitioners. They constantly challenge us to embed restorative ethos in our culture and improve the collective understanding of RJ and the difference it can make. They have worked to co-locate themselves within partner agencies, police stations, youth justice, social services and now also schools. They are devoted to their offer and to ensuring all those who meet the criteria can access it.

I feel exceptionally lucky to have a partner that is entrepreneurial and passionate to move beyond the crime and to the factors that we know make an individual flourish. Their excellent satisfaction rates from both harmed and harmers are amongst many outstanding achievements the team has made and continue to uphold. They inspire me and my team and our collective partnership to do better and they contribute to making Devon and Cornwall safer and more compassionate.

stakeholder reflections

SARAH CARLSEN-BROWNE

Diversion Manager



**Devon &
Cornwall
Police**

Access to restorative justice is a central pillar of diversion. Victims often seek answers that only the offender can provide, and it is important that offenders are held accountable for and recognise the impact of the harm they have caused.

This is why we ensure that a proactive offer of restorative justice is made to all victims with whom we liaise, and that informed conversations take place with the practitioners at Make Amends to explain what RJ is, and what it might involve.

We have worked with Make Amends over several years and value the powerful role that RJ plays in repairing some of the harm caused and holding offenders to account for their behaviour.

There are some great examples of how this has worked in practice, demonstrated by case studies from our RJ Keyworkers and Pathfinder supervisors:

1. ASSAULT ON AN EMERGENCY WORKER

Harmer was struggling with their mental health, in crisis and intoxicated at the time of the incident. An altercation occurred between the harmer and two harmed parties, both of whom were police officers. The harmer was remorseful and wanted to express this to the officers involved so a referral for RJ work was made.

Following preparatory sessions to support the harmer in writing a letter of apology for the female officer, this was well received and accepted. The male officer stated his needs were for a one-to-one meeting which the harmer agreed to and for which both parties were made fully ready.

"I sat in on the restorative conference. It was a great opportunity for both parties to hear each other and understand, and helpful for the harmer to move forward from their offending behaviour."

2. ASSAULT ON A YOUNG PERSON

In this case there was a great deal of conflict within the home and co-parenting was highlighted as a difficulty for the parents of their two children.

This was impacting negatively on everyone's mental wellbeing and culminated in an incident which left the children feeling that they did not wish to see their father. The family were referred to Make Amends for RJ to help rebuild the relationships, especially between the father and the child directly involved.

"The teams working the case, including social services, formed a very effective partnership to help the harmer adjust his approach to parenting and gain a better understanding of his children's perspective."

service outcomes

EXPANDED CASE STUDY: ASSAULT ON AN EMERGENCY WORKER



THE INCIDENT

The harmer was suffering from mental health issues and was residing in specialised accommodation. There was also the complication of addictions with alcohol and drugs.

The initial incident involved the harmer breaching his contract as he was unable to stabilise his mental health at the time. The harmed party, a Police Officer, attended and was assaulted.

Later, the officer was called to another incident involving the same person and had to be mindful of holding back in case he aggravated the incident due to their previous contact.



RESTORATIVE INTERVENTIONS

We had a very successful conference with the harmer and the police officer he had assaulted.

The harmer came into the conference with a really responsible attitude, wanting to learn and grow from the experiences - but mostly he just wanted to say how the officer had not deserved it and how awful his behaviour was. The officer seemed to really appreciate the harmer's remorse and also seemed to believe the commitment to not behave like that to the police again.

The two talked about the harmer's substance misuse and the plans to address this.

It was left that they would be able to greet each other and say hello if they came into contact again.



LEARNING FROM THE CASE

The important seed of self worth was sown for the harmer by the restorative justice process and he is now able to think about the consequences of his potential actions to the police even if he is under the influence.

We understand that the officer plans to advance their career in the service and will use the knowledge and experience of RJ for the good of officers and offenders.

service outcomes

EXPANDED CASE STUDY: SERIOUS INJURY BY DANGEROUS DRIVING



THE INCIDENT

In this case, the harmer and harmed were very close friends. A car, driven by the harmer, had lost control and mounted the road bank causing serious injury to the harmed, who was in the rear passenger seat. The harmer was driving under a learner's insurance and was under the influence of alcohol when the crash occurred. The harmed has been left with lifelong and lifechanging injuries and the harmer was sentenced to imprisonment.

Both harmed and harmer wanted to rebuild their friendship, but felt it was necessary to have a conversation about what happened before they could move forward and chose to do this through restorative support from Make Amends.



LEARNING FROM THE CASE

Both individuals have expressed their positive experiences of RJ. Following initial conversations, it was clear that the harmed was keen to turn what happened to him into a positive and help prevent this happening to anyone in the future by raising awareness. We also offered them the opportunity to engage with some talks with young people in schools about their experience of RJ – both were “buzzing” about this opportunity.



RESTORATIVE INTERVENTIONS

We spent many sessions exploring the needs, feelings and thoughts of both the harmed and harmer. We also spent sessions completing shuttle mediation so that the harmed was emotionally prepared to hear the narrative and answers from the harmer. Both wanted to be as close as they were before the incident, and to have regular communication.

We completed a virtual conference, with one practitioner alongside the harmed in hospital during the conference, and another in the prison with the harmer. They were both beaming with smiles when they saw each other and started speaking.

Post-conference, we have supported both individuals with setting up phone calls through the prison to ensure they can have regular communication and rebuild their friendship.

service outcomes

CASE STUDY: SERIOUS INJURY BY DANGEROUS DRIVING

“ I had four or five meetings leading up to the conference, I felt fully prepared. The questions I had discussed with the practitioners [that I wanted answering] gave the conversation structure and I was ready. Everything was in place. ”

FEEDBACK FROM THE
HARMED

“ This case was incredibly rewarding, and I felt honoured to be able to facilitate this process for both of the participants; the outcomes have been immensely powerful. ”

THOUGHTS FROM THE
MAKE AMENDS PRACTITIONER

OUR TEAM



"I feel incredibly lucky to be working within the Make Amends team. They are a group of passionate, skilled individuals who help to bring about healing, accountability, and justice."

Lucy Evans
Service Manager



"I enjoy helping people find ways to resolve conflict and break down barriers, and am passionate about training others to use RJ skills and processes in other services and sectors."

Claire Baldock
Operational Support and
Training Lead



"I feel privileged to be part of Make Amends and to witness the incredible results from people coming together so positively in Devon and Cornwall, despite what they may have been through."

Gemma Leeming
Joint Service Co-ordinator



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

Jenna O'Connor
Joint Service Co-ordinator

OUR TEAM



"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



"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



"The effects of crime and anti social behaviour can be so damaging to all involved. I am privileged to be a part of the team at Make Amends, using restorative justice to improve the lives of those affected."

Jax Page
Senior Practitioner



"It's a privilege to be able to help anyone of any age through conflict by empowering them to express what THEY need, rather than assuming that others know what is best for them."

Katya Brightwell
RJ Practitioner

OUR TEAM



"I am passionate about helping children, young people and families who are experiencing conflict, which is causing harm to themselves, others and to the community."

Emma Leeman
RJ & Family Practitioner



"I take pride in working holistically with young people and families to proactively address conflict. It's a privilege to help individuals find positive ways forward and work towards positive outcomes."

Jessica Keast-Towns
RJ & Family Practitioner



"It's great to be able to support this team. I really believe in the restorative work of RJ practitioners and participants - building kinder relationships between individuals and within communities."

Ben Sellick-Tague
Business & Comms



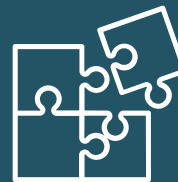
OUR PROJECTS

2023 has seen the beginning of a change in the branding of some workstreams with the aim of expanding recognition and use of Make Amends and restorative justice in a variety of sectors.



M. A. R. S.
Make Amends
Restorative Schools

Work committed to resolutions between students and sometimes between students and staff, focusing on improving understanding, behaviour, and the school experience.



MAKE
AMENDS
CYPFAM

Children, Young People & Families

For referrals coming often via social services, we can work under this tag to assist families with working through serious disagreements and relationship breakdowns, or difficulties with violence or abuse.



RESTORATIVE
HEALTHCARE
Mental Health
and Wellbeing

Focusing on restorative work in healthcare settings, particularly with regard to harming interactions on mental health wards, we have begun to explore the value that lies in RJ in this sector.

R. A. R. C.

Restorative Approaches
in Retail Crime



While there have been challenges engaging with harmed people and businesses in this emerging arena for RJ, we are working hard to break down these barriers and offer important interventions.



OUR PARTNERS

We're privileged to 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.



Why Me?'s proposal to 'put the victims of retail crime first through restorative justice' got off the ground in 2022.

The project aims to provide victim-centred support for those affected by retail crime, to reduce reoffending and to make communities safer with the use of existing local restorative justice frameworks.

Make Amends were a key figure in the stakeholder engagement stage of the project and as Why me? began to facilitate training and awareness sessions for local police and retail we were able to embed the processes for providing restorative work in retail crime cases into our practice model.



The Safer Plymouth project aims to tackle a range of issues through cultural and behavioural change to make public spaces safer and to see reductions in violence against women and girls and anti-social behaviour.

Make Amends have taken an active role in delivering restorative work with people harmed by and responsible for anti-social behaviour under the 'Safer Streets 4' part of the project. We have been able to support participants in different kinds of cases all around the city to face, talk about and move on from these incidents with face-to-face restorative conferences and through community circles.

WHAT OUR PARTNERS SAY...



STEPHEN HAMBLETON
'SAFER STREETS 4' PROJECT MANAGER



It's been a privilege to work with the Make Amends team - Jax, Charlotta, Lucy and Claire - their passion and knowledge has led to an extremely successful project, surpassing our planned goals and delivering benefits across the city.

The money from Safer Streets 4 has allowed the team to significantly grow the awareness of restorative justice, not only by creating more referral points across multiple agencies, but by developing robust partner relationships that have led to new ways of working and vastly improved collaboration. A key example is the 'Community Circles' now led by the team - members of the communities have been given a chance to voice their issues, and through bringing the right people in to help, each have been immediately signposted to the right resource, straight away.

The approach has been applauded by both the people and the partner agencies, as it has significantly reduced wasted resources as the team direct the relevant issues to the right place first time. People have felt listened to as well as getting the help and support they need first time, every time.

The project actually managed to more than double the number of training and awareness sessions we hoped to deliver and is set to quadruple the number of volunteers it aimed to create. In addition to this, the number of referrals into the service trebled after only a few months of commencement and most importantly we have seen a reduction in Anti-Social Behavior reports in those areas and Plymouth as a whole. I have no doubt that the work done by the team has been an important factor in this.



WHAT OUR PARTNERS SAY...



MARK MYER RESTORATIVE JUSTICE COORDINATION MANAGER

“

I have worked closely alongside Make Amends for the last 5 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 a 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 are delighted to work together with Make Amends to offer restorative justice services to people on probation .

Over the last couple of years we have had some successful restorative justice conferences but there have also been other approaches using restorative justice principles. We recognise the part of restorative justice that provides healing by to victims and people that have caused harm.

We want to continue to explore ideas to increase the use of RJ including co-location and the routine offer of RJ to people on probation.

”



HM Prison & Probation Service

LOUISE ARSCOTT

Head of Devon and Torbay Probation

“

I wanted to give some positive feedback with regards to Make Amends, in particular the family work undertaken by Emma Leeman. Emma has taken on some complex cases, is quick to respond, is great at linking in with other professionals and the family members, and at keeping me updated with progress.

Emma has been getting some great results in helping parents rebuild relationships with their children and resolving conflict between siblings, taking into account each person’s perspective and finding a fair resolution for all concerned.

”



MANDY PEARCE

Pathfinder Keyworker



OUR INTERNAL AND EXTERNAL TRAINING PROVISION



Following the lifting of COVID-19 restrictions, we have been enthusiastic in delivering in-person training once again, though we have used learning from that difficult period to improve and continue to offer online training where appropriate or required. This gives us the ability to connect with and offer flexible training to a wider range of people and organisations than ever before.

Over the last two and half years, Make Amends have provided ‘Working Restoratively with Young People’ and ‘Restorative Justice Champion’ training for a variety of people, from individuals to community groups to professional agencies. This includes probation and prison workers, teachers and pastoral staff, and healthcare professionals.

Our 3-day ‘Restorative Justice Facilitator’ training course is delivered to each of our practitioners and volunteers alongside ‘Safeguarding, Equality and Diversity’ content; and we also encourage them to undertake additional training to cover Coercive Behaviour and Trauma.

All our staff and volunteers are offered a wide range of CPD opportunities and we will often support them in pursuing CPD in specific areas of interest that they find for themselves.

We are committed to a programme of regular and thorough supervision provided by our senior practitioners and external service providers which can take the form of group or 1:1 sessions.

KEY TRAINING OUTCOMES



Certified as a Training Provider by the Restorative Justice Council

81

people completed the Basic Awareness restorative justice course

30

people trained in how to work restoratively with young people

64

people completed the RJ Champion course

21

people completed the Restorative Justice Facilitator 3-day course

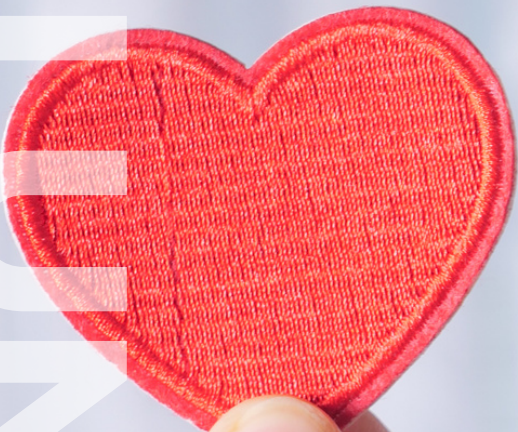
1118

total CPD hours completed by the Make Amends team



5 volunteers trained and progressed through into paid roles within Make Amends

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

20



volunteers trained.

Make Amends' volunteers can come from all kinds of backgrounds but share a real desire to help people.

This is an ever-changing landscape and one which we try hard to invest time and effort in.

38%



of cases co-facilitated with volunteers.

With the steady increase in complex cases we are seeing many more cases requiring the assignment of two practitioners where we might previously have been able to utilise volunteer support.

RAISING OUR PROFILE

We are continually working hard to raise awareness of the Make Amends service and restorative justice as a wider concept. 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.



ONLINE PRESENCE

We have aligned our social media presence with the whole of @ShekinahCharity across multiple platforms in order to increase our reach to different sectors and interests. This also intends to show the united vision for Shekinah going forward and the organisation's commitment to an ethos of restorative practice.



NATIONAL PRESENCE

It is a wonderful honour and a very exciting opportunity for us that several Make Amends practitioners will be presenting talks at the 2023 RJC Conference, on various subjects around the theme of 'Restorative Reflections: A blueprint for a restorative future'.



FORUMS AND MEETINGS

We have representatives who attend and participate in a wide range of local and regional groups including-

- Trauma Informed Networks: Torbay, Plymouth, Devon, Cornwall
- DASV network meetings
- South West Criminal Justice network
- NSPCC's Preventing Sexual Harm project
- Elected Counsellors seminar
- Local Criminal Justice Board (LCJB)
- Safer Communities: Plymouth, Cornwall
- Community Safety Torbay



KEEPING PEOPLE INFORMED

A quarterly Newsletter is available via our mailing list, containing useful insights, training information, news, events and case studies.



THE FUTURE

WHAT DO WE WANT TO ACHIEVE?

As we look to the future and consider our plans for beyond 2023 we hope to maintain and expand the service that we currently offer we are focussing on a number of key areas:

- **Develop:** inclusion of restorative justice in the serious violence reduction strategies across Devon, Cornwall and the Isles of Scilly, building on our positive outcomes in this sector.
- **Strengthen:** existing connections within police, probation, youth justice and prisons and find creative ways to ensure that RJ stays on the agenda for these colleagues across the peninsula.
- **Investigate:** the greater inclusion of road traffic incidents in referrals through the above services, as we believe this to be an area in which RJ can be really valuable.
- **Explore:** more opportunities in healthcare and education settings. As well as being used to heal harm that has already occurred, we would like to see RJ used as a preventative measure to help avert harm and conflict.
- **Embrace:** the excellent opportunity to conduct more community restorative circles. This way of delivering RJ allows us to reach and help an even wider victim base.
- **Establish:** restorative practices across the wider organisation with a view to Shekinah achieving restorative status with the RJC.

As a team we will continue to work hard in order to ensure that all victims of crime and conflict across Devon, Cornwall and the Isles of Scilly, have the opportunity to access restorative justice and we will ensure that we promote the use of RJ anywhere where harm has been caused.



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