

IMPACT REPORT

2025



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WHY AN IMPACT REPORT?



Make Amends is Shekinah's restorative justice (RJ) service. Commissioned continuously since 2015 by the Police and Crime Commissioner for Devon and Cornwall, Make Amends is accredited for its service and training provision by the Restorative Justice Council. The organisation delivers communication between those affected by crime and harm and those responsible for that harm, across Devon, Cornwall and the Isles of Scilly.

This Impact Report provides an overview of the work, achievements, aspirations and outcomes from delivering the service from April 2023 to September 2025.

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.

introduction

LUCY EVANS

Make Amends Service Manager

Welcome to the 2025 Make Amends Impact Report. I can hardly believe I've now been part of the Make Amends team for four years. The time has gone by so quickly, and it's amazing to look back and see just how much the team has been involved in during that time.

This Impact Report aims to showcase some of our key achievements, as well as the learning and development that has shaped our progress over the past few years. I want to take this opportunity to recognise the hard work, enthusiasm, and unwavering passion for restorative justice shown by every member of the team. Their respectful and compassionate approach to working with both participants and partners is truly admirable.

Together, we continue to strive for a shared goal: ensuring restorative justice is correctly understood and made accessible to those affected by harm, at a time that's right for them.



“... our work doesn't stop at direct practice ...”

introduction

LUCY EVANS

Make Amends Service Manager



Although awareness of restorative justice is improving, it's still a space that comes with challenges. Too often, those affected by crime or conflict aren't given clear, timely information about restorative justice, even though all victims of crime are entitled to know about it under the Victims' Code of Practice.

We also continue to come across misunderstandings and uncertainty about restorative justice among professionals—both within the criminal justice system and in other organisations we work alongside. Changing this is an ongoing part of what we do. That's why our work doesn't stop at direct practice—it also includes raising awareness, building relationships, and having meaningful conversations that help others understand the value of restorative approaches.

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

As I look ahead, my hopes for the service remain rooted in our core values. I want us to continue delivering the best restorative justice service we can across Devon, Cornwall and the Isles of Scilly, building on the strong relationships we've already developed and actively promoting and educating around the benefits and importance of restorative justice. Most of all, I hope we continue evolving as a team, so we can always meet the needs of those we support with integrity, care, and professionalism.

Thank you for taking the time to read this report.

the view from Shekinah

JOHN HAMBLIN

Shekinah CEO



Over the past year and more, Make Amends has continued to grow in both reach and impact, reaffirming the transformative power of restorative justice. As a service embedded within Shekinah, Make Amends not only delivers restorative interventions but also inspires a broader cultural shift, one that challenges us to become a truly restorative organisation.

This journey is not simply about adopting a label, it is about aligning our values, policies, and everyday practices with the principles of restoration, accountability, and healing. Whether working with staff, volunteers, partner agencies, or the individuals who use our services, we are committed to embedding restorative approaches throughout Shekinah.

“ **... their work has made a tangible difference ...** ”



The increasing complexity of cases has only highlighted the professionalism, compassion, and skill of the Make Amends team. Their work has made a tangible difference in the lives of those affected by harm, and the heartfelt letters of thanks we've received are a testament to the depth of that impact.

As we reflect on the progress made and look ahead, we remain inspired by the dedication of Lucy and the team. Their work continues to shape lives, strengthen communities, and model what it means to repair harm through empathy, dialogue, and understanding.

2023 - 2025 in numbers

OUR KEY OUTCOMES

The following details our key outcomes from delivering restorative justice from October 2023 to September 2025.

388 Total number of actionable referrals

63% were 'sensitive and complex' cases

77% of referrals initiated by the harmed

12% of referrals initiated by the harmer

11% of referrals initiated by professionals

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

- Anti-social behaviour
- Criminal damage or arson
- Physically violent offences
- Assault on an Emergency Worker
- Child-on-child bullying, harassment or abuse

COMPARISON WITH PREVIOUS REPORTING

Average monthly referrals remained consistent.

Proportion of Complex & Sensitive cases is roughly the same from the previous 2 year period.

The team have facilitated around 60% more restorative conversations and shuttle mediations in these 388 cases (24 months) as in the previous 445 (30 months) - highlighting our ability and keenness to engage with people and promote the effectiveness of the RJ process.

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

84 restorative justice cases concluded by shuttle mediation

10 interventions completed by restorative letter

15 face to face restorative conferences held

21 participants engaging in restorative circles

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

*stakeholder reflections***SARAH WEST**

Victim Care Manager,
Devon & Cornwall VCU



**Devon &
Cornwall
Police**

The Victim Care team ensure they provide information about RJ to all victims they have contact with, as it is essential that we assist in the delivery of this victim right.

We are also committed to raising awareness of RJ amongst our frontline colleagues - our Restorative Justice Coordinator works within our Victim Care Unit and is on hand to provide advice and guidance on RJ, as well as handling any referrals to Make Amends. We make it clear to our organisation that RJ is a voluntary, victim-led process that is focussed on the harm caused and requires offenders to accept responsibility for their actions. We explain that RJ can take place at any stage of the Criminal Justice process and in conjunction with any disposal.

We are committed to working closely with other commissioned support services to ensure they contribute by providing information to victims about RJ and we have worked effectively with Make Amends for the past 10 years.

As Victim Care Manager for Devon and Cornwall Police, I very much value having an accredited service commissioned to provide Restorative Justice to victims of crime throughout Devon and Cornwall.

Not all Force areas are as fortunate to have such a professional, skilled independent service providing high-quality restorative practice. Over the years I have seen first-hand how RJ has helped victims have a voice and start to come to terms with their experience. RJ can also be very impactful for those that cause harm, by helping them to take account of their actions, recognise the impact and reduce the likelihood of reoffending.

The partnership we have with Make Amends provides an excellent example of how we as a force are striving to provide community policing with competence, compassion and common sense.

service outcomes

EXPANDED CASE STUDY: ASSAULT ON AN EMERGENCY WORKER



THE INCIDENT

Emergency workers were called at the harmer's address following a call from a neighbour stating that the harmer had fallen and was hurt. Harmer was under the influence of alcohol. The emergency workers arrived at the scene and tried to support the harmer.

The harmer was resisting help and refusing to cooperate. The harmer attempted to throw herself down a flight of stairs and harmed tried to restrain her to stop her from causing herself further injuries. The harmer then kicked and punched the emergency worker and sexually harassed him. Harmer's child was at the scene and was supported by the officers.

The harmer woke up in a police station and was explained why she had been detained. She was very remorseful and agreed to RJ.



LEARNING FROM THE CASE

This case was a beautiful example of two people who were willing to show up for each other and use the process as a way to have their voice heard and learn from their experiences. Both individuals showed resilience and compassion and a willingness to understand the other perspective.

This case required in-depth preparation and knowledge of service users' triggers and coping strategies. It also required us to build rapport and trust with participants, which was very rewarding.



RESTORATIVE INTERVENTIONS

We worked with both participants and explored their feelings around the incident of assault and sexual harassment. As they had agreed to a face-to-face meeting, we discussed potential feelings of shame around the harm caused and we took time to discuss coping mechanisms and ways in which we can support them both.

We booked a second room which can be used if the participants need some space and time to themselves.

We provided shuttle communication and offered a face-to-face conference. Via the shuttle communication process, we were able to support the harmed to have all of his questions answered and gain a deeper insight into the harmer's circumstances and past experiences. The harmer was able to share her remorse through us and show full accountability.



service outcomes

EXPANDED CASE STUDY: MALICIOUS COMMUNICATIONS AND ONLINE BULLYING



THE INCIDENT

The two secondary school age girls had been best friends but a lack of communication brought the children to conflict, wherein a group chat of over 100 students was created spreading hate between the two, which quickly formed into a gang rival between many students.

Much of the harm was caused on social media platforms and formed two gangs within the year group.

The conflict was getting out of hand, the teachers were unable to deal with it on their own and it was quickly becoming a domino effect with other children getting involved.

The harmed had to take time off school and was fearful of coming in to school and the harmer was also fearful of other children who were threatening to hurt her.



LEARNING FROM THE CASE

The case went very well - we would do the same process again and now could with this experience.

Both children were happy with the process and said that they would not be friends without the support of Make Amends.

The teachers were grateful and were able to prevent the potential gang rivalry within the school. This naturally stopped when the harmed and harmer became friends again.



RESTORATIVE INTERVENTIONS

We worked closely with the school to prevent further conflict.

We started off with shuttle mediation, this worked very well as both girls were able to identify how the conflict began and were able to ask each other questions that they were unclear of. The children drew up ground rules on session 2, so both children were aware of the boundaries they set for each other, and we ended with a conference to bring them together.

The end outcome was that they were friends again, all of the conflict naturally stopped with the other students and calm was brought back to the year group.

The children didn't need any additional support, they had a dedicated teacher each and had rules drawn up between them if conflict occurred again.

service outcomes

FEEDBACK:

I thought that it was a very positive experience and reinforced why I have been advocating for restorative justice as a powerful tool as opposed to punitive sanction.

I felt very rewarded for investing the time in the process.

FEEDBACK FROM HARMED
Case: Criminal damage

The staff we met treated myself and my daughter with respect and kindness throughout, and a clear explanation around the process was given at the beginning of the work.

FEEDBACK FROM MOTHER OF HARMED
Case: Online bullying in school

service outcomes

FEEDBACK:

Make Amends visited me at my home and were very supportive.

My mental health was in a difficult place and they both allowed me to be heard and I felt understood and accepted.

I was fully supported to focus on what I needed to do for myself and my family and as best as was possible towards the other parties.

FEEDBACK FROM HARMER

Case: Drug dealing

The process was helpful, made me understand what the officer had gone through.

I got to write my letter and could say how I felt.

They got to know my point of view and how I felt, and we understood each others feelings.

I've been able to put it behind me.

FEEDBACK FROM HARMER

Case: Assault on emergency worker



HOWARD BRADSHAW
MANAGER



“ you guided all of us with a light touch, helped both sides [local residents and the support centre] to identify the issues between us and how they might be resolved. It was a very impressive piece of work on your part.

I am delighted that we have acted on all that we learned, to the extent that there has been only one communication from our neighbours since that time. I believe that the conduct of our operations has improved immeasurably and we have become once more, I hope, ‘good neighbours’.

”



OUR PARTNERS

We're privileged to have developed and strengthened a number of key strategic local and national partnerships. These partnerships have created touch points into different communities and helped to raise awareness of restorative justice.



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, 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.





Devon & Cornwall
POLICE

MARK MYER

RESTORATIVE JUSTICE
COORDINATION MANAGER

I have worked closely alongside Make Amends for the last 7 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.

The partnership work between the D&C Police OoCR and Make Amends is invaluable.

The strong relationship established between the Practitioners and Keyworkers has allowed RJ to be offered to both the offender and victim of any crime the OoCR team progress.

Make Amends then deliver meaningful outcomes for both parties, and help reduce reoffending through joint intervention and accountability.

Out of Court Resolutions



FAY CLEMENTS

Keyworker
Out of Court Resolutions Team

“ I work closely with Make Amends to support people that have been harmed through the restorative justice process.

Make Amends allows a safe environment and creates space for honest dialogue, empathy, and understanding and the staff empowers those harmed to have a voice.

I feel lucky that our service is able to refer the people we work with into RJ.

”



KEIRAN WILLIAMS

Youth Offending Team Worker
Children, Young People and Families



KIM DUNN

Year 10 Pastoral Lead

“

We made a referral relating to a student's relationship breakdown with her mother.

Charlotta and Claire worked with them both and this helped build the relationship and helped build the student's confidence that they came back to school in time to sit their GCSE exams.

Highly recommend Make Amends.

”



OUR PROJECTS

Make Amends operate in a number of different sectors across the South West, working with people from diverse backgrounds who are experiencing the effects of a diverse range of crime or harm types.



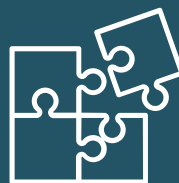
CRIMINAL JUSTICE and the impacts of crime

Our core work is to support people referred through the criminal justice system. By offering an additional service separate from their CJ process, we can help people to explore the impacts of crime with a focus on their voice, their emotional safety, and communication.



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

Resolutions between students and sometimes between students and staff, focusing on improving understanding, behaviour, and the school experience. We also offer training in restorative language and approaches for application in schools.



MAKE AMENDS CYPFAM

Children, Young People & Families

For referrals coming often via social services or schools, practitioners with sensitive & complex case training work to assist families with experiencing 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 INTERNAL AND EXTERNAL TRAINING PROVISION



Make Amends are passionate about spreading awareness of restorative practice, and are committed to offering training opportunities to other professionals as well as keeping our practitioners' knowledge broad and up to date.

Over the last two years, Make Amends have connected with and offered training to a wider range of people and organisations than ever before, 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 proud of our 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 2023-2025

137	people completed the Basic Awareness restorative justice course	89	people completed the RJ Champion course
19	people completed the Restorative Justice Facilitator 3-day course	53	people trained for Restorative Language in Schools
678	total CPD hours completed by the Make Amends team		



Certified as a Training Provider by the Restorative Justice Council



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

7



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.

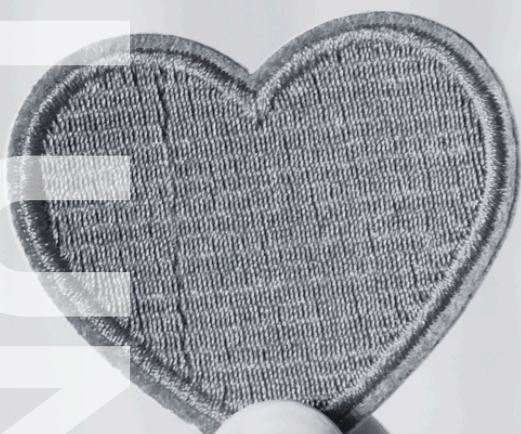
16%



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.

VOLUNTEERS





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 serves to show the united vision for Shekinah and the organisation's commitment to an ethos of restorative practice.



EVENTS

Every member of the team works hard to bring Make Amends networking events to life and we are always keen to be involved in sharing our work, news and experience at other services events. Service Manager Lucy Evans works tirelessly meeting with potential referring individuals and organisations, debunking myths and spreading quality information about restorative justice.



FORUMS AND PANELS

We have representatives who attend and participate in a wide range of local and regional groups, and stay connected with professional teams including-

- Trauma Informed Networks: Torbay, Plymouth, Devon, Cornwall
- DASV network meetings
- South West Criminal Justice network
- Local Criminal Justice Board (LCJB)
- Safer Communities: Plymouth, Cornwall
- Community Safety Torbay



THE FUTURE

WHAT DO WE WANT TO ACHIEVE?

As we look to the future and consider our plans for beyond 2025 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 organisations with which we work closely to help spread the value and understanding of RJ.

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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