

How can I support the service?

- **Become a volunteer**

As a service, Make Amends relies on volunteer practitioners to deliver restorative approaches across Devon and Cornwall. Our practitioners undertake restorative work in their spare time.

- **Become a Restorative Justice Champion**

If you are passionate about Restorative Justice and want to generate restorative opportunities then this is a role for you. Being a champion will equip you with more knowledge about Restorative Justice and will help you to think creatively about where it can be used.

- **Make Referrals**

Listening to people's needs is a good way of identifying if they would benefit from Restorative Justice. They may say things such as: "Why me?" or "I wish I could say sorry". If you hear these comments it might be suitable to make a referral.



How do I make a referral?

To make a referral to Make Amends:

- You must have the consent of the individual involved to share their contact details with the service.
- The person who caused harm must also be willing to take responsibility for the harm caused.

You can request a simple two page referral form by emailing makeamends@shekinah.co.uk

Alternatively you can call the referral line on **01803 222033**

Working in partnership with...



Devon & Cornwall Police



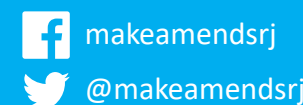
Restorative Justice

Information about Make Amends



Tel: 01803 222033

Email: makeamends@shekinah.co.uk



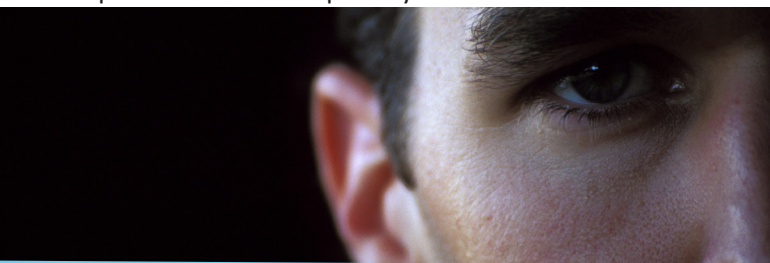
What is Make Amends?

Make Amends is a service that delivers a choice of restorative opportunities that seek to heal the harm caused by crime, conflict, anti-social behavior and the harmful actions of others across Devon and Cornwall. All of our practitioners have undergone specialist training in Restorative Justice and work to the standards set by the Restorative Service Quality Mark (RSQM). They are individuals who are passionate about repairing harm and strongly believe in the principles of restorative practice. Their aim is to support participants to find resolution and to make the experience as positive as possible.

Our Vision: Working towards a Restorative Devon and Cornwall.

What is Restorative Justice?

Restorative Justice creates opportunities for people affected by crime, conflict, anti-social behaviour or the harmful actions of others to meet with the person responsible for causing the harm in order to get answers to their questions and to explain the effect the incident has had on them. It gives those who accept responsibility for the harm they have caused, an insight into the real impact their actions have had upon the person affected, their friends and family or the community. It also creates opportunities to find ways in which those who have caused the harm can make amends for what they've done. The process aims to help everyone move on.



How does Restorative Justice work?



Restorative Justice is a voluntary process for everyone involved. Those who choose to take part will be supported throughout the process by a trained independent practitioner.

The first step is for our practitioners to meet with both parties to listen to what happened and to find out what needs to be done to make things right. Our practitioners will talk through the options available with both parties. If they decide that they would like to meet face to face, our practitioners will explore the possibility of this happening. If a meeting can't go ahead both parties will have the opportunity to consider alternatives such as indirect communication in the form of a letter, a recorded message or through shuttle mediation for example.

If both parties would like to meet, our practitioners will work with those involved to identify a suitable and neutral venue for the meeting. This will be done at the right time for both parties. Our practitioners will guide the meeting to make sure that everyone will be given the opportunity to have their say in a safe way. Those who have been harmed, as well as those who have caused harm, will be able to bring a friend, family member or supporter along.

What are the benefits for those who take part?

Being involved in Restorative Justice doesn't always mean that those who have caused the harm won't be dealt with by existing criminal justice processes or statutory enforcement, such as going to court, being convicted and receiving a sentence. Restorative Justice gives those who have been harmed a voice in a process which doesn't always happen in formal proceedings. It allows them to ask questions and explain the impact that the event has had on them. It also redresses the power imbalance by asking the person who has been harmed what needs to happen to make things right.

'It was important for me to know that the person who burgled my house was sorry for what they had done and wanted to apologise.' RJ Participant.

Many people who have caused harm agree to be a part of a restorative meeting because they have a desire to repair the harm that they have caused. Hearing about the effect that their actions have had on others might be hard for them to hear, but it helps them to fully understand the harm that has been caused and can help prevent it happening again.

'I think Restorative Justice is a good thing as offenders don't often get the chance to understand how what they have done really affects their victims, so it makes it easier to continue to do it again and again. But when you look into the eyes of someone you have hurt it makes it a lot harder to do it again.' RJ Participant.