

## What is it?

Our service facilitates safe and effective communication between people in conflict to encourage mutually agreed, positive outcomes for all involved. We work with criminal cases and disputes (such as between neighbours) to allow those involved in conflict to move forward.

Restorative Justice allows victims of crime to explain the consequences to the offender and ask questions.

The person accountable for the harm caused is encouraged to take responsibility for their behaviour and make amends.

We also work with disputes in order to help find a way for everyone to live peacefully.

The process is voluntary and goes at the pace of those involved.



It helped to take the burden off just by having someone to talk to, listen and not judge us.

We are very grateful and your service was a great help to us.

*(neighbour dispute)*



## Contact Us

If you would like to talk to us about the service, or are interested in taking part you can find out more here:

### Visit:

[www.restorativeessex.co.uk](http://www.restorativeessex.co.uk)

### Email:

[restorativejustice@essex.pnn.police.uk](mailto:restorativejustice@essex.pnn.police.uk)

### Call:

01245 291 621



**Essex Restorative  
& Mediation  
Service**



...listen  
...support  
...repair

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**Information Leaflet**

## How can I access the Service?

You may be asked if you would like to be referred by an agency that you are already dealing with such as the Police, Victim Support or a Housing Association.

You can also get in touch directly if you would like us to come and talk to you about the process.

There is no obligation for you to progress to a restorative outcome, and facilitators will work with you to ensure the most appropriate and safe way to address your case.

“It felt like I'd been carrying a boulder and I'd carried it for so long that I'd forgotten how heavy it was until my meeting with the offender was over and I felt so much lighter. **(victim of robbery)**”

“I would say to other people “give it a go – you have nothing to lose”.  
**(neighbour dispute)**”

## Is it available to me?

It is a free service available to those involved in crime or conflict in Essex.

Everyone involved must consent to take part, and some responsibility must be taken for the harm caused.

If a case has gone to court, we will wait until sentencing has happened until we begin the process.

Please contact us if you feel that you might like to take part in a restorative process.

## How does the process work?

After you are referred, someone will contact you to discuss the process and ensure that a restorative outcome is suitable (this will be explained to you).

We will only progress if and when everybody is ready.

Our facilitators will meet with everyone involved in the conflict and a decision of how to proceed will be made.

The facilitator will arrange for the communication to happen, ensuring that everyone is as comfortable with the process as possible.

“What I took wasn't just possessions. It was security and happiness – all I left was fear, paranoia and devastation.  
**(ex-burglar)**”

## What are the benefits?

- 94% victims are satisfied following a restorative process
- Re-offending is reduced
- Post-traumatic stress following a crime is reduced
- Mediation can help to avoid evictions and help neighbours to live in peace.

