

Community Restorative Justice Ireland  
**Annual Report**  
**2013**



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***“Through a process of empowerment to build a just restorative  
community that is tolerant, responsive and inclusive”***

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## Foreword by the Chair

2013 has proved to be a year of both consolidation and development for Community Restorative Justice Ireland. The Director, Deputy Director and all of our staff and volunteers have once again demonstrated that our organisation does not shirk responsibilities nor fail to lead when it comes to being presented with new challenges in the environment within which we work.

The Board of CRJI have devised our strategic themes for the next corporate planning period (2014-2017) and the Director has ensured that these will align with our annual operational plans while retaining and improving upon what we see as our normal day-to-day work. The Board also recognise that CRJI has consolidated its position as the key stakeholder in any context whereby repairing relationships is the central theme of the work of other inter-related bodies and projects.

In terms of developments CRJI continues to win awards for its work but this year the credit goes to our people in Newry and south Armagh. Further south CRJI has, via the Restorative Connections conference in November 2013, established firm working relationships with like-minded bodies and stakeholders with a view to developing targeted and all-island projects and relationships.



*All Island Restorative Connections Conference held in Dundalk on the 20th-21st November 2013: Mark McAllister Chairperson BOD CRJI, Deputy Chief Constable Judith Gillespie OBE and Harry Maguire Director CRJI.*

As Chair of CRJI my job focuses on governance, quality, and direction but these are components, which are not unique to me. Indeed these are aspects of everyone's job within CRJI and as we strive for re-accreditation for Investor in People we are reminded that it is the vocational drive and determination of everyone involved from Director to volunteer that makes CRJI the impressive organisation it is.

2014 has so far demonstrated that our new theme is one of quality in continuity and ambition in development and to that extent we have no shortage of talent as this theme is developed. On behalf of the Board of CRJI can I commend this annual report to you all and ask you to come along as our journey continues in 2014.

**Mark McAllister**  
**(Chair CRJI)**

## Director's Report 2013

It is with great pleasure that I write this report, 2013 in my view, has been a good year for CRJI. There were a number of positive developments that have seen the growth of our organisation both in real terms and throughout the restorative community.

The appointment of Jim McCarthy to the post of Deputy Director was not only timely but also important to the overall development of CRJI as we continue to be an innovative and a community responsive organisation.



*CRJI Deputy Director Jim McCarthy, NIA's Deborah Watters, CRJI Director Harry Maguire & Tom Winstone of NIA*

I want to also recognise the important work of our Newry & south Armagh project, which also stretches into Co Louth. This project won a Community Justice Award clearly recognising the work they have done in building working relations between community and the police. Indeed there are now nine police officers trained in Community Restorative Justice within the region.

We have successfully refreshed our Board of Directors and this has helped bring a clear focus to our work. We have just updated our corporate and operational plans for 2013/'14, much of which was compiled by the BOD. I look forward to implementing this plan with their support and the continued support of our staff and volunteer practitioners.

Key developments throughout the year have been numerous; we have begun the WAYS project in partnership with Northern Ireland Alternatives & Challenge for Youth. We have developed our work with the Travelling Community and would hope that this important work can and should be built upon.

Equally we have begun to develop the use of restorative practice within prisons and are working in partnership with the Prison Service and NIA to achieve this. While this work is at an early stage it is important to note that all journeys begin with the first step, which we have already taken with more to come.

## Director's Report 2013 cont.

We have continued to participate in wide range of forums, in communities, the Policing Board, the PCSPs and in a cross-community research project being conducted by the UJJ. We have also hosted a number of international delegations interested in restorative justice practice and in our work in peace building. We remain committed to the value and ethos of working in a constructive and collaborative manner with all our various communities but with a particular emphasis on the relationship with the PUL community.

Eighteen months ago I reported to our BOD on the possibility of a Restorative Practice Conference being organised on an all-island basis. Today I report that this was successfully completed in November '13 and I want to thank the many partners and colleagues who made this excellent event happen. This event has clearly enthused restorative practitioners from across the island, we will ensure that this positivity will be turned into project development and sharing of practice, indeed the beginnings of restorative communities.



*CRJI Board Member - Dr Kieron McEvoy addressing the Restorative Connections Conference. November 2013*

Of course, while it is always easy to report on the successes of CRJI much of my time is taken up with good old-fashioned management. We are living in economically challenging times and maintaining services is difficult. However, it is vital that we remain innovative. It is critical that we and our many partners from the NIHE, PBNI, PSNI, YJA, NIPS, BCC, the Belfast Trust and our community restorative partners NIA and CARE continue to collaborate in developing restorative responses where appropriate. In this we need to be consistent and true to our restorative values and community orientation.

In concluding I would like to thank all those we have worked with over this past year and look forward to our partnerships deepening. I would like to thank my own staff including volunteer practitioners, without whom none of this would be possible.

**Harry Maguire - Director**

## A Challenging but Rewarding Year



2013 was both challenging and rewarding for CRJI. Casework, within the organisation, has steadily climbed. The staff has been stretched to its limits but has consistently delivered and developed its projects within the community. CRJI's partnerships with PBNI & NIACRO continue to develop, with this comes a solid foundation for all involved to build an excellent structure for the future.

CRJI's relationships with Northern Ireland Alternatives (NIA) and the Communities Actively Restoring Empowerment (CARE) project – from the unionist/loyalist community remain strong and have secured working programmes in 2013 and beyond. CRJI with NIA, Challenge For Youth and Belfast Trust – have entered into a partnership to deliver a Wrap Around Youth Support service (WAYS) – putting restorative practices to the fore.

CRJI is also working with E Hoops providing young people with the opportunity to change their lives through sport – a big thank you to Garrett Maguire and Marc Mulholland for their tireless work within this project. CRJI's partnerships with Belfast City Council, The Institute for Conflict Research, PSNI and the Travelling community have continued to develop. We hope in 2014 to secure the resources needed to continue this. Our work within the Travelling community has grown in 2013 – we have built our relationships on trust, credibility and the increasing case figures demonstrate that. CRJI deliver a Travellers' surgery on the Glen Road site, which is well attended. If this momentum is lost it may take years to rebuild. This year has also seen two additional CRJI offices recommended for accreditation further testimony if need be, that we are not only maintaining the highest standards but indeed where possible, we're enhancing them. This was also reflected when our Newry/Armagh Office won the prestigious 2013 Justice in the Community awards, well done to all involved.

On my wish list would be the proper recognition that CRJI deserves, which is a protocol for the sharing of appropriate information between the Justice Family and all accredited CBRJ groups. This protocol needs to be embedded in policy. So much more positive work could be achieved if this was implemented. Together we could make such a difference, our prison population is the highest since 1998. Costs are spiralling and yet we have under-resourced effective community organisations which are capable of delivering adult restorative conferences, which would in my view, help reduce prison numbers. The power of community involvement should not be underestimated.

Re-integration programmes are proving effective to a point, although in my opinion are often too little too late. If we were engaging with victim/offender from first point of contact we could provide a much more holistic solution to these often complex issues. Time spent in prison could in some cases be put to better use, properly preparing the prisoner for his/her return to the community and also preparing the community for their return. Staff development and external training has remained high on our agenda, it is particularly pleasing to see the number of statutory organisations who have completed their Community Restorative Justice training, including a number of PSNI officers. This has also been the perfect opportunity to showcase to these officers and others the determination and commitment of our community to deliver a better quality of life for all those that live and work here. I would like to thank A&M Communications for their help, support and patience while delivering their programmes.

I would also like to thank the social services team at the Stewartstown Road Health Centre who embraced some very complex cases with a "how can we sort this out" attitude, an entirely refreshing approach. My thanks also go to CRJI staff and board members, well done to you all.

**Jim McCarthy - Deputy Director**

## Family Youth Prevention/Intervention Project



Over the last year CRJI's Family Youth Intervention project in partnership with the Belfast Trust has provided intensive support for 14 young people and their families. This support has taken the form of case conferences, risk strategy meetings, LAC and therapeutic reviews and one-to-one mentoring sessions. Attendance for one-to-one sessions was over 90 per cent and was particularly successful.

Our intervention project provides support based upon identified need. We work closely with community and statutory agencies, helping ensure that young people and their families receive full support, which can really make a difference. As well as access to one-to-one mentoring we helped through our community networks to open up opportunities for constructive activities in clubs, youth groups and classes. We also provide opportunities for the young people to contribute to

their communities through volunteering or by providing a range of safe and enjoyable places in which to spend time.

The project's services and support are aimed at young people facing a whole series of barriers to stable and meaningful development. We have worked to increase the young people's participation in education, training, skills and knowledge in restorative processes, repairing harm, drugs and suicide prevention awareness while trying to prevent them entering the criminal justice system.

I have supported young people affected by substance misuse, teenage pregnancy and family breakdown. I have encouraged them to engage in positive activities while promoting the benefits of improving their health and wellbeing and reduced admission into care.

Our Family Group Conferences is where young people and their families make key decisions as they plot the way forward. This engages families in a collaborative restorative experience. The restorative ethos involves working with families and young people rather than making decisions for them.

The FGC has played a key role in the restorative plans, providing families and young people with the tools to make their own decisions for the safety and wellbeing of the child/young person. The FGC also provides the young person with a voice enabling them to be a part of the process.

As this project has developed from the initial pilot with the Trust in 2010 the work has intensified. It ranges from family support to meeting the needs of young people and their families who are on the child protection register, in residential care or are looked after children. CRJI often becomes aware of problems in families before social services, the PSNI or YJA and when we are made aware then we immediately respond. With our local practitioners and community knowledge, backed by statutory support, we are in a great position to take effective action with families.

When something happens with a young person in the community, at a school or if a local worker is made aware of inappropriate behaviour, which gives them concern they contact me as well as relevant statutory bodies.

In these cases CRJI makes a connection with parents and lets them know we would like to help them work through the issues. Family engagement and collaboration with people often provides the best opportunity for people to make positive changes.

FGCs with community and statutory involvement is proving to be an invaluable early restorative intervention tool and a much more positive alternative for young people and their families than sanctions, exclusions or punishment.

I would like to take this opportunity to thank all my colleagues in CRJI, particularly those in local offices for all their help and support and to thank all those in the voluntary, community and statutory sectors who have partnered us over the last year. And lastly I would like to commend the efforts of all the young people and their families who have come into contact with the project for their sterling efforts under often the most difficult circumstances.

**Karen Clarke**  
**Family Youth Prevention/Intervention Project Worker**



## Mediation And Community Support Project (MACS)

Over the past year 120 families from the greater West Belfast area have benefited through the MACS (Mediation and Community Support) project. Within the past year the MACS project has exceeded its targets with the help of practitioners working in CRJI's local offices.

This collaboration between practitioners has helped embed the use of restorative practices in the lives of MACS clients. Our use of mediation has not only helped those of our clients who were victims get the recognition they deserve but it has also enabled others to take ownership of their actions.

Most of CRJI's MACS cases are self referrals. However, CRJI also get many referrals from statutory and community agencies, which often refer both clients and their families to MACS. When we complete our work with clients referred by outside agencies we provide the referees with a short report, which gives a detailed description of the outcome of each individual mediation case. The report states whether the mediation was successful or not and it will list any agreements made by those involved in that particular dispute/disputes.

When CRJI interventions lead to agreements between the parties involved in disputes there are immediate and lasting benefits to the agencies, which made the referral.

Housing officers/community safety wardens/ PSNI/CNPT are able to close reported ASB cases they had been unable to get a resolution to prior to CRJI intervention via the MACS project. It usually puts to an end to the cycle of call-outs typical of disputes between neighbours, which have been allowed to fester and worsen.



*The Power of Mediation – two clients shake on a resolution facilitated by CRJI MACS worker Marie Hamill and CRJI Andersonstown Co-ordinator Paula Kerr*

Statistically this method of restorative practice has proven to be highly successful and the majority of cases referred to CRJI for the MACS programme have extremely positive outcomes for all involved.

Many families and individuals who have taken part in our mediation process have described this form of restorative practice to be the way forward in terms of community justice.

The outcomes of the mediation process go way beyond solving the dispute; this process has been proven to have a significant impact on the wellbeing of those involved. Upon reaching an agreeable outcome not only are CRJI helping to alleviate the initial issue or concern but we are also allowing people to return to their communities knowing they can now live stress free lives. In many cases they leave our offices without the fear they initially had of physical or mental harm.

Our work in enabling parties to tackle or to resolve the issues between them often leads them to withdrawing housing transfers which they had sought as a result of the mental anguish endured during a dispute.

Community support is a critical element of our package for a high percentage of our MACS clients. Most of our clients lack the necessary resources and support when dealing with conflict and its outcomes. Many of them need expert or professional help and CRJI will always work with them to get the very best support possible using our range of contacts built up over 15 years work in the community.

CRJI supports clients for as long as they need us and we will continue to provide community support for clients even after the mediation process has been completed. This is particularly true when clients need the ongoing support of counselling services or drugs and substance misuse services.

We ensure that they can access these services as often problems like these can be underpinning a dispute or anti-community behaviour.

Some of our MACS clients are seeking support in reintegrating back into the community. Often the support provided for this vulnerable group has helped change lives. The holistic approach to reintegration taken by CRJI in co-operation with the PBNI, the police and housing providers has helped people make the transition back into the community by trying to meet their needs.

The outcomes of the reintegration process can be hugely significant for the client and the community. Acceptance back into communities has restored relationships and enabled communities to become stronger by accepting back neighbours who may once have been lost to anti-community behaviour or crime.

I would like to thank all my co-workers who supported me on those MACS cases over this last year.

And I would like to thank all those clients and the statutory, voluntary and community agencies who worked with me in restorative processes in enabling people to heal relationships which allowed people in conflict to live in peace and mutual respect.

***MACS Worker – Marie Hamill***

## Newry/Armagh Regional Report 2013

CRJI Newry Armagh continued to go from strength to strength in 2013.

Working relationships: we continue to build professional relationships with all agencies. These include: NI Housing Executive, Southern Health & Social Care Trust, PSNI, An Garda, PBNI, Youth Justice Agency, Housing Associations (HELM, SUHA, ULIDIA, CLANMIL), Louth County Council, Newry & Mourne District Council, Confederation of Community Groups, community associations, and The Southern Area Action for Travellers.

Justice in the Community Award: Having been nominated by Sgt Colin Massey from Newry NPT we were delighted to win a Justice in the Community Award in November in Parliament Buildings Stormont. Ewan Morgan and Elizabeth Kimmins were presented with their Justice Champions Award by Dept of Justice Minister David Ford.



*CRJI's Ewan Morgan and Liz Kimmins accepting a Justice in the Community Award from minister David Ford in the Great Hall, Parliament Buildings, Stormont 6th November 2013*

PSNI: The Newry/Armagh office continues to develop an excellent relationship with the PSNI. We have firmly established monthly 'Policing Within the Community' meetings with the local Neighbourhood Policing Teams from Newry and south Armagh. These meetings provide a forum for positive engagement on all aspects of partnership commitments concerning community safety.

PBNI: We have honoured our commitments to the Probation Board on reintegration of offenders back into the community in accordance with our service level agreement throughout 2013. CRJI maintains a good working relationship with the local office at all levels. In October, CRJI made a presentation to the Newry PBNI office attended by CRJI's Deputy Director Jim McCarthy.

Travelling community under threat: Families suffering from intimidation were able to find support in our office that they could not find anywhere else. CRJI Newry played a key role in ensuring that a successful resolution was reached in relation to an ongoing feud and attempted extortion of vulnerable families.

Youth Engagement: We also delivered an excellent youth diversionary project throughout the summer, funded by the Youth Justice Agency.

Cross Border: CRJI Newry/Armagh successfully completed a two-year project in December 2013 funded by County Louth Peace and Reconciliation Partnership. Following numerous meetings and workshops throughout County Louth, over 100 people were presented with what, was for them, a new concept involving discussion, agreement and training around a community restorative approach. Following these engagements 13 people from County Louth completed our OCN Level II training. The programme culminated in a CRJI presentation delivered by Harry Maguire and Ewan Morgan to the north Louth Joint Policing Committee in Dundalk Council offices on 9th September 2013.

Conclusion: I would like to thank our staff, volunteer practitioners and everyone who gave their support to our offices in 2013 and throughout 2014. We are looking forward to continuing our work in 2014.

**Ewan Morgan**  
**CRJI Co-ordinator Newry/Armagh**

## Safer Stronger Communities Project

The Safer Stronger Communities project began in September 2012. The project is funded by the Department of Social Development and is specifically based in the nine Neighbourhood Renewal areas of Newry city.

The main aim of this project is *“to develop safer, stronger communities through partnership working, service delivery and confidence building”*.

Over the past year we have been increasingly busy dealing with issues around anti-social behaviour and community safety. We have developed many working relationships with the community associations for these areas and the relevant statutory agencies, in particular the PSNI, NIHE, SHSCT and several housing associations.



Co-ordinator of the Safer, Stronger Communities Project, Liz Kimmins worked with a wide range of groups throughout 2013

## 'Fixing Things' Programme

We have developed a ground-breaking eight-week programme entitled 'Fixing Things'. This was delivered in St Patrick's PS, the Meadow, beginning in March 2013. The programme was with Primary 6 and 7 children, and explored the use of restorative approaches at home, at school and in the community. The programme also involved input from some of the statutory agencies including the PSNI, NIFRS and NIAMB.

We received a very positive response from the principal and staff at the school, with one teacher stating how the programme:

*“Delivered key messages re: crime and anti-social behaviour, drug and alcohol abuse and how we help our communities. The children gained the importance of bringing people together to discuss and repair damage caused by their words and their actions.”*

The pupils clearly demonstrated their capability in understanding the concept of restorative justice and applying it to situations which they face relevant to their young age, with one child describing how *“it was very interesting and teaches you about life”*.

## CRJI Training in Restorative Practices

Since the project began, we have completed two accredited training programmes in Restorative Practices and to date have trained a total of 57 caseworkers.

These participants have come from a wide range of experience.

Many young people, community people, and statutory agencies including the PSNI and Newry and Mourne District Council all completing the course and subsequently bringing their skills back into their own communities as well as getting involved in casework through the Newry offices.

**Elizabeth Kimmins - Co-ordinator SSC Project**



A group of restorative practitioners from Co. Louth on a study visit with CRJI

## Training and Media Report



This has been a busy year on the training front for CRJI. We have trained a number of groups in our accredited Introduction to Restorative Justice Training over the last 12 months. Two groups, each consisting of more than 20 people, have been trained under CRJI's Safer Stronger Communities Project in Newry. These groups have been made up of sixth formers from St Mary's College in the city, volunteers with Women's Aid, community and voluntary workers in residents' associations, members of the PSNI's community teams following the lead of Inspector Davy Hutchinson as well as volunteer practitioners for CRJI.

As well as widening the volunteer base of CRJI these training sessions have also helped create advocates for the restorative approach and ethos within the Criminal Justice system. Two groups of people in Belfast also completed the OCN Restorative Justice training, some of whom are now working as volunteers

in the Belfast offices.

In May 2013 CRJI carried out training in Conflict Management with wardens from Belfast City Council building on the links being developed with council across a range of areas, PCSPs, Tension Monitoring and of course the Travellers Project.

CRJI and our community partners Northern Ireland Alternatives have also developed a joint Active Citizenship training package geared at increasing participation in communities. We have already rolled out two of these programmes in the Botanic/Ormeau area and at the Suffolk Lenadoon interface.

This year also saw a first for CRJI's trainers when we trained a group of PSNI officers from community teams in Belfast in our Introduction to Restorative Justice. This was a lively engagement between CRJI and police officers many of whom are au fait with the work of CRJI on the ground but who were also exposed during the training to the restorative ethos underpinning those endeavours.

In keeping with the cross-border nature of CRJI we trained a group of volunteer practitioners from the North County Louth area in the Muirhevanmor Community Centre in Dundalk. CRJI hopes this group of trainees will form the nucleus for the further development of restorative practice in the County Louth area.

One area, which CRJI has been active in this year is the development of our Fixing Things: Choices and Consequences programme. This was first rolled out in Newry by the Safer Stronger Communities project this year in two local schools and in a youth club. The programme has now been sent to OCN for accreditation after being delivered in a youth club and in St Joseph's Primary School in Belfast. CRJI intends to accredit this programme at three levels, entry level for primary school children, Level One for Junior Schools and younger children at youth clubs and at Level 2 for older teenagers and sixth formers. This will acquaint children with restorative practice at a very early age and introduce them to the potential of vocational qualifications.

CRJI in Derry meanwhile have been developing a restorative peer mediation programme with a view to accrediting this to bring into the schools and youth club arenas.

As an organisation, which strives for continuous improvement CRJI has also looked to develop the knowledge base and experience inside the organisation.

Several of our practitioners and staff have now completed the City & Guilds (now Skills For Justice) Level 4 Diploma in Restorative Justice and several of our staff are now assessors for this award.

While my focus has remained on developing training on restorative justice suitable for a range of disciplines I continue to be responsible for the social media and media output of CRJI.

Over the past year we have been involved in a number of campaigns on behalf of families searching for justice, victims of crime and intimidation and in response once again to threats made against members of CRJI's own staff.

However, most of our social media output continues to promote the day-to-day work of CRJI on behalf of our clients and it is a fair reflection of the professionalism of our staff in dealing with a wide range of challenges and issues.

***Seán Mag Uidhir, Training Officer with responsibility for media***

## Photo Gallery



Falls CRJI Practitioners and young people attending a Gun & Knife Crime Event organised through the Falls office



All-Island Restorative Connections event held in Dundalk on the 20th-21st November 2013: Mark McAllister Chairperson BOD CRJI, Deputy Chief Constable Judith Gillespie OBE and Harry Maguire Director CRJI.



All-Island Restorative Connections event held in Dundalk on the 20th-21st November 2013

## Photo Gallery



*Pictured at CRJI Office with Harry Maguire CRJI Director and Jim McCarthy Deputy Director. A group from the Middle East which included journalists, politicians including mayors, and community representatives.*



*Jim McCarthy CRJI Belfast Co-ordinator, Fra McCann MLA, Stephen Magennis Chair PCSP, Lorraine Campbell NIHE and Michael George CNP at the Colin Housing Providers Forum*



*Deputy Lord Mayor Councillor Tierna Cunningham, Patrick McManus, Falls CRJI Practitioner Martha Farrell, Falls CRJI Coordinator Thomas Farrell, Councillor Matt Garrett and BBC Journalist Barra Best at the PCSP Youth Community Safety Awards at Belfast City Hall*

## Photo Gallery



Jane Young Colin CRJI, Jim McCarthy Deputy Director and Harry Maguire Director CRJI met with representatives of Sunderland Police in Central Office to discuss working relationships.



Former Mayor of Derry Cllr Kevin Campbell pictured with members of the COSY (Citizens of Senior Years) club at the launch of the Lock Crime Out initiative. The initiative is a partnership approach by CRJI, Derry PCSP and Shantallow Community Residents' Association in response to the recent upsurge in criminal activity in the Ballymagroarty and Hazelbank area of the city.



Department of Justice Meeting  
Harry Maguire Director CRJI,  
Janice Smiley DOJ, Jim McCarthy  
Deputy Director, Kate Pickering  
CRJI Administrator at Central  
Office

## Photo Gallery



The Board of Directors of Probation Board NI meets with Harry Maguire CRJI Director and Jim McCarthy Deputy Director of CRJI at our Central Office.



Q&A Session with members of the Neighbourhood Policing Team, Brice Dickson (Policing Board), CRJI staff, volunteers and young people from the Clonard/Dunmurry area of Belfast at Central Office



Abigail Brown from Haverford College USA pictured with Marie Hamill MACS Project Worker CRJI, Rosetta Maxwell Volunteer CRJI and PSNI officers

## Colin Office continues to blaze the trail



Throughout 2013 CRJI's Colin office has dealt with 344 cases, involving 1,153 people. These cases covered a wide range of issues from community concerns, disputes, support for vulnerable adults, a missing person case, youth-related incidents and we even had a member of the public handing in a viable explosive device. CRJI in Colin is committed to working collectively in partnership with all the relevant community, statutory and voluntary agencies in the area to ensure that the cases referred/presented to our office are dealt with in a holistic, inclusive and restorative manner.

CRJI has maintained excellent working partnerships within the Colin area and is represented on a number of local forums including the ASB Housing Providers Forum, the Domestic Violence Sub Group, the Suicide Prevention Task Group and the Community Safety Subgroup. CRJI will continue to promote restorative practices and raise awareness of the criminal justice system, reduce the risk of re-offending and incidents of anti-community behaviour. We will continue to utilise these forums to ensure that the needs of the community are heard and addressed.

One child protection case we played a key role in highlighted the strength and commitment of our partnerships with statutory agencies. After extensive meetings and court hearings involving the Belfast and South Eastern Trusts, the PSNI, Gardaí, the judicial system and CRJI it was agreed by the courts and all the agencies, that children on the child protection register in the North could attend a family event in the South accompanied by members of CRJI. This intervention was really important to the family concerned and would not have been facilitated without the partnerships of all involved. This is I believe testament to what can be achieved through collective working.

CRJI continues to support, participate in and promote local activities and events in Colin such as youth initiatives and raising awareness on community safety and crime prevention. We attended and supported events like the Celebration of Life Garden, Colin in Bloom, Willie Nick It, Light UP Lisburn as well as the Circle of Hope event, which raised awareness of Domestic Violence. The Colin CRJI office is now registered as a Safe Place with ONUS's Charter in the Workplace in Domestic Violence Bronze Award as a result of our efforts at raising awareness of domestic violence.

CRJI continued to work to raise awareness and promote engagement between young people in the Colin and statutory agencies. CRJI facilitated and attended a number of meetings between local youths and neighbourhood police teams as part of the Humans Faces/Youth Engagement Programme. Other young people were referred to the LIFE programme at Lisburn Fire station, to raise awareness of the work of emergency services in the area.

The Emergency SMS System service recently introduced for Deaf, hard of hearing and speech-impaired members of the community, resulted in a number of residents from the Colin area being registered.

The Colin CRJI office is to relocate to new premises next year, to a new building more fit for purpose. I believe this move will enhance further the quality of services we provide.

I would like to take this opportunity to thank all the agencies in Colin for their continued support and also a massive thanks to the staff and practitioners in the Colin office for their dedication throughout the year.

**Jane Young - CRJI Colin Project Coordinator**

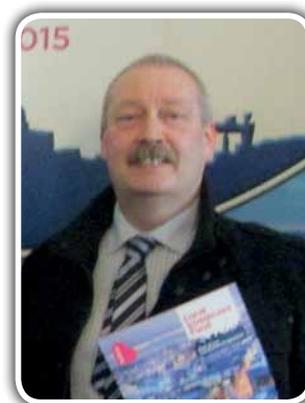
## Falls CRJI Report 2013

Throughout 2013 Falls CRJI continued to take a multi-agency approach to addressing community safety issues and striving towards successfully resolving disputes and disagreements within the wider community.

Falls CRJI has been successful in the 'MAD' (Making a Difference) Project. This project is aimed at relieving tension within the Greater Clonard/Springfield area. This is an opportunity to engage young people in a programme, which looks at their issues and concerns.

Our aim is to deliver the following programmes:

- Stop & Search (Rights/Reasons)
- Drug Education & Awareness
- Knife & Gun Crime
- Tour of Police Station



To date we have successfully put three groups of 15 young people through this and have been fully supported by the PSNI. From the onset the Neighbourhood Policing Team (Grosvenor Road) and the Armed Response Unit have been onboard. At each session they discuss issues and concerns in the community and the legal framework they work within, eg the impact of ASB on the community, the time spent on this and how this can deflect police from tackling serious crime. They also facilitate Question and Answer sessions enabling the young people to voice their issues and concerns while also challenging their attitudes and perceptions. This is done in an informal relaxed environment and meets the young people's educational and social needs.

The need for this programme came from what seemed to be a dramatic rise around two years ago in contentious issues between local residents, young people and the PSNI. This was a major concern to the community and some young people vented their frustration and anger by attacking police and their vehicles. Many of those participating in this programme are young people who are hard to reach and who had been involved in low level ASB or recreational rioting.

Falls CRJI has also organised and facilitated other events for young people:

- A community safety event in Clonard Hall around Fire Safety – in the home and bonfires.
- A World Police & Fire Games official met with local youths at Falls CRJI Office so they could have the opportunity to work during the games (a number of youth were successful in this).
- A nomination of a young person for the PCSP Youth Awards who received the Bronze Award presented to him at a function at Belfast City Hall.

Falls CRJI also continues to provide mediation services to the community and so far this year has had 131 cases accessing our services. Falls CRJI made contact with PSNI, Belfast City Council & the local training college in relation to youths gathering in the local area to take drugs on a daily basis. Falls CRJI and PSNI made the training college aware of the issue and they sent security personnel to monitor the area. The PSNI also advised their patrols of this issue and asked them to pay passing attention to the area. Through Falls CRJI, Belfast City Council agreed to do a cleanup of the area and removed drug paraphernalia that had been left behind by the youths.

During 2013 two Falls CRJI practitioners achieved the Level 4 Diploma in Restorative Practices. Falls CRJI also gained a number of new volunteers and currently there are two students on placements both of whom have shown an interest in volunteering for Falls CRJI after their placement. Both are psychology students and have also gained their OCN in Restorative Practices and child protection.

The renovation of our office has now started and it will be completed in 2014. The office will be refurbished with new furniture and office equipment. We believe that this will greatly improve the Falls CRJI Office for practitioners, staff and the community.

**Tommy Farrell – CRJI Falls Office Co-ordinator**

## Teenager's Experience with CRJI

My name is James Woods, I am an 18-year-old young man from the Clonard area. I have lived in the Clonard area all my life and it's not a bad wee place. My mates and I haven't really been in serious trouble but about two years ago we were getting a lot of hassle from the police. I didn't really have any opinions about the police but it was happening to everybody and it was starting to melt our heads. One night we were talking to our youth worker Geraldine Hyndman and we were telling her what the craic was. Geraldine told us a few other people were having problems too.

A few days later Geraldine told us she had spoken to Tommy and Martha Farrell in CRJI and that we could do a session in their office with the police to try and get this sorted. At the start we were shocked because we thought this was for adults only. We attended the sessions and it was mad, the police did listen to us but they also told us about their jobs. This session really helped and the police invited us to the station for a tour. We decided to name this group 'MAD' because it was madness that we were getting to do this but also because it stood for 'Making a Difference'.



*Members of the Falls/ Clonard Youth Group who took part in the Guns & Knives Awareness event with CRJI's Martha Farrell*

We have attended so many things since – police station visits, drugs and alcohol classes, knife crime and evaluation sessions. This also gave us a chance to get to know the staff and what CRJI is really about and the so many things that they can help us with. Some of my mates and I were given the chance to attend an interview for the World Police and Fire Games. I couldn't believe it when we were picked. It was amazing. Seriously it was brilliant. We mixed with the police and fire officers from all over the world. This was a once in a lifetime experience that I will probably never get the opportunity to do again and I am so proud that I've done it. Along the way I met some brilliant people, exchanged numbers, social networking sites and most of all laughs and memories. I am very grateful to all the people who have made this happen and I have gained so much experience and knowledge from this.

One of my mates and I have offered our talents to Tommy lol. We have done so much with CRJI and got so much out of it. In chatting with the staff of CRJI we were asking "how did you get into this, it's like something we would like to do". We sat down and talked with Tommy and Martha. We discussed things like commitment and what we as young people could bring to our community. When we looked back we decided as young people CRJI didn't really seem somewhere we could go, so we thought we could do a youth forum to help other young people in our community. No matter what or how bad things are, CRJI really listen and help you out.

We would also like to thanks Tommy and Martha and all the staff from CRJI for everything they do for us.

**James Woods**

## CRJI Greater Andersonstown Report



CRJI Greater Andersonstown has had a very successful year, working closely with our partners in the community, voluntary and statutory sectors. Together we have addressed issues affecting our community, including community safety, reporting crime and fear of crime, anti-community behaviour, unemployment, poor education, housing issues and poverty. We do so restoratively, holistically, impartially and in confidence.

We continue to work with our community to find a solution to issues affecting them via dialogue rather than punitive measures. We have worked with both victims and offenders using restorative practices to ensure all those involved have their voices heard.

Through our collaborative relationships we were able to work together to pool our knowledge and resources to help provide a better, safer community for the residents of the Upper Falls community. The statistics for this year show that this office has helped over 1,500 people with issues such as anti-community behaviour, drug & alcohol abuse, assault, hate crime, neighbour disputes, domestic violence, sexual violence, mental health, car crime, family disputes, threats and abuse, threats to kill, theft and crimes against our senior community.

We have supported our community through our working partnerships with the Housing Executive, housing providers, PSNI, Crime Prevention Team, Residents' Associations, local political representatives, Falls Community Council, Lenadoon Counselling Services, Social Services, WBPCSP, Belfast City Council, Northern Ireland Fire and Rescue, PBNI, Good Morning West Belfast, 50+ Forum, Citizen's Advice, Footprints and Women's Aid.

Our community support programme continues to thrive and through our mediation process we are able to help our community deal with issues that are affecting their lives, offering a solution through dialogue, putting agreements in place, empowering them. Being affected by anti-social behaviour or disputes can be a daunting experience but with the help of our trained practitioners we are able to offer the knowledge and expertise to help overcome these issues.

CRJI hosts the Upper Falls Community Safety Forum and we sit on the Andersonstown Neighbourhood Partnership where we continue to play a key role in the organisation and operation of community safety initiatives in the Upper Falls area. We have developed initiatives to support our senior community including a programme for sourcing and delivering outside lighting and other home safety equipment via the PSNI and Crime Prevention Team. We have also developed an information scheme whereby we have sourced and sign posted available resources for our senior community in an easily accessible format.

We sit too on the West Belfast Policing & Community Safety Partnership. Through this collaborative working partnership CRJI promotes and raises awareness of the criminal justice system. When necessary we act as a conduit between members of the community who need support/advice when dealing with criminal matters and the PSNI.

We continue to work with our youth and in partnership with ANP and Belfast City Council we are offering a music workshop at the Andersonstown School of Music to encourage peer engagement. We have also been working with a group of sixth year girls from St Louise's Comprehensive College who are interested in restorative practices. They joined us at the youth event at Belfast City Hall, which was hugely successful. This office is currently developing a training programme with this group so that they may obtain an accredited certificate in restorative practices.

We secured funds to finally refurbish the offices. This has made it a more comfortable environment for the community, our staff and volunteers. Many thanks to local councillor Matt Garrett and Belfast City Council for their support.

I would like to take this opportunity to thank all the volunteers and staff for their continued commitment and dedication to restorative practices and also for welcoming me as the new Co-ordinator at the Greater Andersonstown office in May of this year. So far we are proving to be a very successful team.

**Paula Kerr - Co-ordinator Greater Andersonstown**

## North Belfast Report

2013 was a productive year for CRJI in north Belfast; new challenges were met and valuable experience gained as we responded to the various issues the community brought to us. The main lesson I take from the last year is that people are this organisation's greatest strength and most valuable asset. At first glance it can be hard to comprehend how a small project with a staff of two, a few volunteers and limited funding can have such a significant impact. But 2013 has taught me that a few dedicated people can make a real difference to our community.



*CRJI Garrett Gorman,  
left of picture*

During this year we opened 241 cases, helping over 1,200 local people through our mediations, victim support, community safety initiatives, crime prevention work and endeavours to reduce sectarian tensions at the interfaces. Staff and volunteers supported our clients in their interactions with the whole range of statutory agencies. As a consequence we have been at police stations, solicitors' offices, social services case reviews, youth conferences, local schools and housing offices with the same agenda – to ensure those who come to us for help are afforded the respect they deserve and given the service to which they are entitled.

As has been the case since the office opened in 2009; we were never quite sure what issues would be coming through the door next. And in 2013 they ranged from relatively minor (but nonetheless important) cases involving a quarrel between neighbours, advice and support, youth engagement and assistance with a housing or policing query. At the other end of the spectrum we have attempted to stem the spread of hard drugs into our community, helped people targeted by criminal gangs and drug dealers and supported the adult and child victims of sexual abuse. Our team has stood with vulnerable families against those determined to drive them from their homes and placed ourselves in the middle of disputes that had the potential to violently erupt.

To achieve what we have has taken some very dedicated voluntary practitioners giving their time freely to CRJI in order to improve their community. It has involved other groups in north Belfast working in partnership with us to offer a more holistic service to the people of Ardoyne, Marrowbone and across north Belfast. And it has required staff willing to develop skills and complete training that enables them to offer the best possible service to the residents walking through our door in need of help. All of these people have my respect and gratitude for the job they have done for many years in the north Belfast office.

It is my hope that next year we will meet the demands of other areas in the north of the city, which are most eager for our service to expand. People who want the unique restorative focus we bring to community safety and dispute resolution. For they have seen what a small team of people can achieve with one office and have rightly concluded that every community in north Belfast would be improved by having a CRJI presence. I share their hope that in 2014 we will begin to meet that demand.

**Garrett Gorman, North Belfast Coordinator**

## South & East Belfast Office Annual Report



CRJI in the south & east of the city has had a very challenging yet very rewarding year. Our case figures have increased by 166% on 2012; this is a clear sign of the need for CRJI's services in the local communities in which we work.

Due to the difficulties presented by ongoing flag protests CRJI has also been involved in numerous interventions on the interfaces in the East of the city throughout the year, helping to address the fears and concerns of local residents. CRJI has been to the fore in providing leadership and bringing a sense of calm to what at times has been a very volatile situation. This was achieved by working in partnership with a range of other community organisations and political representatives and with the PSNI and Belfast City Council.

CRJI in south and east Belfast has continued to strengthen our relationship with the PSNI throughout 2013 and we have started receiving referrals of young people from youth diversion officers within that organisation.

CRJI has played a key role in the development of the Markets Community Safety Group to give informed responses to discontent in the area, specifically on policing and community safety issues. An action plan has been agreed and is to be launched this year.

We have recently just completed a mobile mural, which was designed and worked upon by local youths. We did this with the assistance of CRJI youth intervention & family support worker Karen Clarke, and two well-known community artists, Danny Devenny and Marty Lyons.

The mural was based on the themes of workshops the young people were involved in during the course of this restorative project and gives voice to how young people feel they are often portrayed in their community.

CRJI has also signed up to work in partnership with the Active Communities Network to deliver Belfast City Council's youth engagement project. This targets at-risk young people across four interfaces in Belfast, the Inner East being one of the designated areas.

To date we have helped provide training in Response Ability Pathways, which provides essential strength-based strategies for all who deal with young persons in family, in schools, in residential programmes or in the community. We have also helped deliver a Level 1 award in using sport to tackle youth crime as well as a train the trainer programme, helping to build capacity for delivering further training within local areas.

This is just a quick overview of some of the work that CRJI has been involved in during the current year. In conclusion I would like to thank everyone who has assisted the south and east project in making this year a successful one for CRJI.

***Hugh McComb, Coordinator of South and East Belfast CRJI***

## Derry Regional Report

The Derry operation continues to be supported by DSD and PBNI. CRJI was involved in a series of community safety initiatives during a year, which saw the city hosting the City of Culture.

Mark Doherty took the lead in organising a community festival in the Outer West area as an Alternative to Bonfires initiative. CRJ received £9,907 from the Big Lottery Fund for the project, which was run in partnership with a number of local organisations and coincided with Fleadh Cheoil na hÉireann. This proved to be a very successful component of a wider initiative to encourage young people away from organising bonfires.



*CRJI – taking part in a community safety initiative, raising awareness on Bogus Callers*

A similar initiative took place in the Outer North area of the city. CRJ, under Martin Connolly, took the lead in securing £9,280 from the PCSP in partnership with a number of other local community organisations to deliver a two-day festival in Moss Park where there had been serious riots previously.

The partner organisations fast tracked Event Stewarding courses for eight young people, who had been involved in the bonfires the previous year, and employed them on the night as stewards. This proved effective and thousands of people enjoyed the alcohol-free event without incident.

CRJ's Sean Collins played a leading role, in partnership with a number of community groups, around the 12th July, 12th August and Lundy's Day marches and was the community point of contact with the police for these events. This year was the most peaceful marching season in Derry.

We continue to reach and in most cases exceed our DSD targets. These are some of our achievements over the year: A lock-out scheme including purchasing and installation of cameras for victims of crime (funded by PSNI), OCN RJ Training, OCN Child Protection, OCN Mediation Training for local residents, support for victims of crime, community safety and crime prevention initiatives and support for people with addiction issues. We also trained four people from the PUL community interested in setting up a CRJ type project in their areas. We have offered them whatever assistance and advice they need in trying to set up the project.

Mark Doherty and Martin Connolly have produced a DVD in partnership with Oak Grove Integrated Primary around Peer Mediation, which has been rolled out to over 1,000 young people during the YES project. CRJ also engaged directly with over 1,800 people over the past year through our mediation and victim support services. We have also, in partnership, worked on initiatives that have benefited thousands of people. CRJ have excellent working relationships with all levels of the PSNI. We also have an excellent working relationship with NIHE and their wardens. Martin Connolly and I are active members of the PCSP.

CRJ continues to play a key role in Outer North, Outer West and Triax Community Safety Forums in the local neighbourhood areas. Sean Collins (CRJ) is Chair of the Triax Community Safety Team, Martin Connolly (CRJ) chairs Outer North Neighbourhood Safety Team and Mark Doherty (CRJ) chairs OW Neighbourhood Safety Team while I chair Outer West CSF. CRJ is also a member of the Waterside Community Safety Initiative and we advise on anti-community issues and take referrals from them. I remain Chair of the Social Investment Fund Steering Group and Derry has just recently been allocated £9.5 million and I am an integral part of CRJI's Senior Management Team.

**Noel McCartney - Derry Regional Manager**

## WAYS Project; Wrap Around Youth Support

WAYS is an exciting new youth project, which aims to provide support to young people who are struggling with a range of issues. These vary widely but include difficulties with mental or physical health, alcohol or drug misuse, offending or challenging behaviours, disengagement with education or not in employment or training.

CRJI works alongside Challenge for Youth and Northern Ireland Alternatives in supporting young people's emotional well-being and personal and social development. By doing so the young people involved gain new skills, build on their confidence and self-esteem and become more involved within their local community.



WAYS Andrea McAuley & Brendan Poland with Santa

This is achieved through a range of services including:

One-to-one intensive support; this is where a young person has a key worker with whom they build a professional trusting relationship and keep in regular contact. A needs-based assessment is carried out and the worker and young person together develop a personal plan. This outlines the young person's strengths and weaknesses and changes they wish to make. This takes into account any barriers to this and explores ways these can be overcome. The personal plan provides a focus for the one-to-one mentoring and is regularly reviewed and updated. This highlights the young person's progress motivating them to reach their goals and make positive changes.

Group work; is delivered mostly within the school setting and is tailored to the individual group, ie their needs, age and academic level and interests.

etc. A lot of this work is accredited and so the young people have the opportunity of achieving OCN level qualifications.

The group work may address a number of issues, such as bullying, crime, peer relations, community and identity work,

Additional programmes; such as Ehoops; this is a programme which encourages young people's participation in sport but which provides a particular focus in linking in with the local community, through involvement with local gyms and other services such as the PSNI. It combines sport with creative education and builds on the group's knowledge and skill base, encourages young people to reflect on their experiences and raises their self-awareness and helps to create a more positive outlook.

WAYS receives referrals from a number of services including local CRJI offices, the PSNI, local schools, etc as well as self-referrals.

**Testimonial from a Coláiste Feirste Student:** *Andrea gives me advice about my life in school; I can speak to Andrea if I have any problems at school. As well as that I can talk to her about any difficulties I have outside the school gates. As a result I feel very at ease with her. Andrea is a very nice person, she's very important in both my school and personal life.* **Young Participant of WAYS on One-to-One Support (December 2013)**

**Andrea McAuley, WAYS Senior Support Worker**

# Accounts

## CRJ Ireland Consolidated Receipts & Expenditure Account for year ended 31st March.,2013

<u>Receipts</u>	A/c 63	A/c 65	A/c 55	Totals
Training fees	8927.38	500		9427.38
Bank interest received	127.98	7.33	53.67	188.98
Salaries			15494.5	15494.57
			7	
DSD			194709.	194709.91
			91	
DEL	1950			1950.00
NIHE	110000			110000.00
NIHE & SSEB	38955.00			38955.00
AC 55	200			200.00
NIE	707.97			707.97
AP	75000			75000.00
BCC	15000			15000.00
PBNI	38750.00			38750.00
FCC	120.00			120.00
DOJ	50000.00			50000.00
NIACRO	9139.56			9139.56
RC			8547.77	8547.77
Insurance owed b/k	508.41			508.41
Teen scene	1591	2000		3591.00
General	50.07	873.12		923.19
Awards For All		8803		8803.00
<b>Totals</b>	<b>351027.3</b>	<b>12183.4</b>	<b>218805.</b>	<b>582016.74</b>
	7	5	92	
			Total payouts	<u>512512.2</u>
			Income less payouts	<u><b>69504.54</b></u>
			12/13	

### CRJ Ireland 12/13

<u>Expenditure</u>	A/c 63	A/c 65	A/c 55	Totals
Salaries	159935.6		184570.	344506.62
	7		95	
NI Water	1936.91		649.19	2586.10
Bank Fees	76.37	61.43	140.40	278.20
Telephones	3598.35		3432.65	7031.00
Computer/software	6793.06			6793.06
Office furniture	1300			1300.00
Stationary	8725.48	2766.05	3240.03	14731.56
Rent	17298.58		17186.6	34485.25
			7	
Grant	15000			15000.00
Funeral	1915.84			1915.84
Insurance	1502.48		993.11	2495.59
Post	840.00		560	1400.00
Heat & Light	5939.89	225	2448.82	8613.71
Interest Tax			5.01	5.01
Human Resources	4694.56			4694.56
IT	1059.8		210	1269.80
Auditor		25		25.00
Accounts	1500		2000.00	3500.00
Maintenance	1539.04			1539.04
Training	11673.97	698.5		12372.47
Petty Cash	961.42	886.48		1847.90
Equipment	566			566.00
Uspend	228.15			228.15
Vol Expenses	2881.01	2544.5		5425.51
Camera		119.99		119.99
Travellers project	1974.74			1974.74
Consultancy fees	30975.31			30975.31
Travel Expenses	362.10			362.10
Frday project	280.00			280.00
Teen scene		1591		1591.00
General expenses	4598.69			4598.69
<b>Totals</b>	<b>288157.4</b>	<b>8917.95</b>	<b>215436.</b>	<b>512512.20</b>
	2		83	

### CRJ Ireland Summary Bank accounts 12/13

Op bal 01.04.012	108796.4	5301.34	20975.4	
	0		7	
<b>Totals income</b>	<b>351027.3</b>	<b>12183.4</b>	<b>218805.</b>	<b>582016.74</b>
	7	5	92	
	459823.7	17484.7	239781.	
	7	9	39	
less Totals payout	-	-	-	-
	<u>288157.4</u>	<u>8917.95</u>	<u>215436.</u>	<u>512512.20</u>
	2		83	
Cl bal 31.03.13	<u>171666.3</u>	<u>8566.84</u>	<u>25657.4</u>	<u>69504.54</u>
	5		1	

Note : The £69504.54 is Restricted Funds being received in 12/13 year but for 13/14 projects.

This is to certify that the foregoing Income & Expenditure Account for year ended 31.03.13 has been prepared from the books, records and information received, are in agreement therewith and show a true and fair view of the Financial transaction of CRJ Ireland for the year ended 31.03.13. An audit was carried out.

## CRJI - Statistics

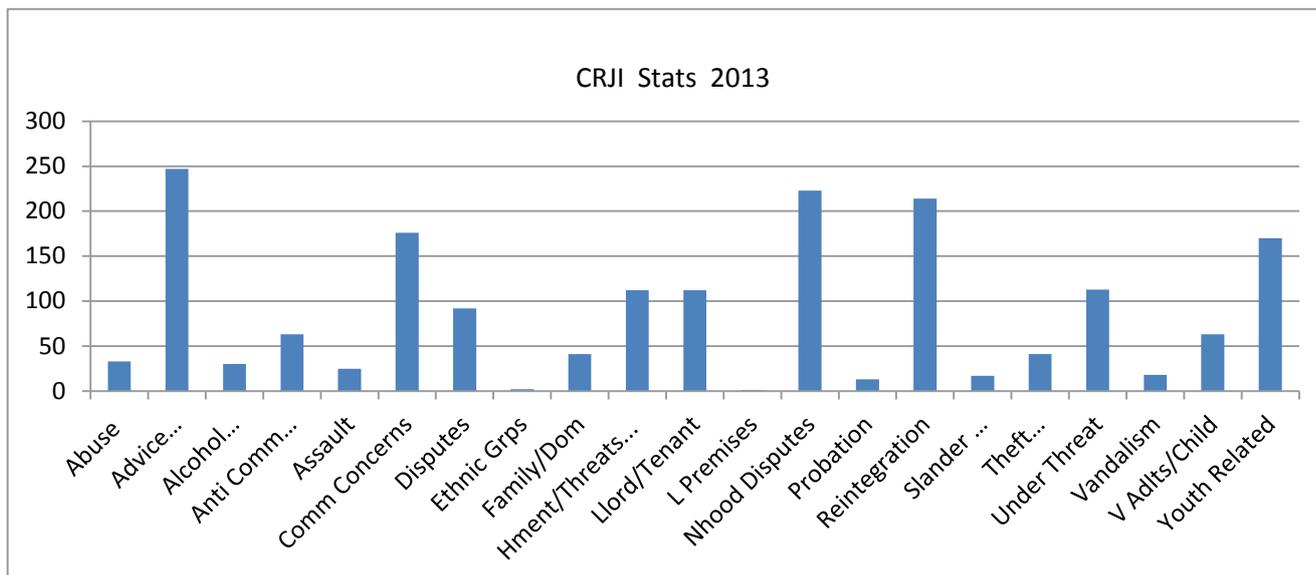
### January 2013 to December 2013

The following report will give statistical information on the case work carried out by Community Restorative Justice Ireland – this report is drawn up from the data provided from the following CRJI Offices: Central, Derry & Newry/South Armagh Regions, Falls, North Belfast, South & East Belfast, Colin and the Greater Andersonstown areas. This report is for the period January 2013 to December 2013 and the data is based on the closed cases.

Between January 2013 and December 2013 the CRJI Offices worked on a total of 1806 cases. In this period 1429 79(%) of the 1806 cases were closed. These cases range from 'Advice/Support/Suicide Intervention' to 'Neighbourhood Dispute' cases – both of which were the most common category of cases - totalling of approx. 26 % of the case load.

- Of the 1806 closed cases, 9793 people were directly involved as participants. The average number of participants in each case was 5.
- Outside agencies such as the PSNI, YJA, NIHE, PBNI, Prison Service, Social Services, Voluntary and Community Groups etc were involved in some capacity in working 1756 times on the 1806 Cases.
- A total of 9480 Volunteer Practitioner hours were spent in working the 1806 cases between January 2013 and December 2013.
- For the period of January 2013 to December 2013 - of the 1806 closed cases 1317 (73%) were resolved and 133 (7%) were unresolved. The reasons for unresolved:
  1. Agreement Not Reached (ANR) – Client(s) could not reach a mutual agreement
  2. Breaking of Agreement (BOA) – Client(s) unable to follow through on agreement
  3. Legal Route Already Taken (Legal) - Legal Route Already Taken
  4. Misconception of CRJI Role (MO CRJI) – Client unaware of CRJI process
  5. No Contact Details (NCD) -Client has no contact details to contact other party
  6. Non Participation (NP) - Client(s) preferred not to use restorative practices
  7. Outside Remit (OR) - Issues requiring specific support.
  8. Other – CRJI Office did not provide this breakdown for this report
- For the period of January 2013 to December 2013 - of the 1806 closed cases 709 (39%) mediations took place.
- 316 (17%) of the closed cases were referred out. These were referred to agencies such as other CRJI offices, PSNI, NIHE etc. Reasons for a case being referred out can be due to legal, geographical reasons or cases that deal with specific issues.

## CRJI Stats Case Category Graph on Closed Cases January 2013 to December 2013



Category	No: Cases	%
Abuse/Mental/Sexual/Verbal	33	2
Advice/Support/Suicide Intervention	247	14
Alcohol/Drug	30	4
Anti-Community Behaviour	63	3
Assault	25	1
Community Concerns	176	10
Disputes	92	5
Ethnic Groups	2	0.25
Family/Domestic	41	2
Harassment/Threats/Intimidation	112	6
Landlord/Tenant	112	6
Licensed Premises	1	0.25
Neighbourhood Disputes	223	12
Probation	13	0.25
Reintegration	214	11
Slander/Allegations	17	1
Theft/Burglary/Robbery	41	2
Under Threat	113	6
Vandalism/Criminal Damage	18	0.25
Vulnerable Adults/Children	63	4
Youth Related	170	10
<b>Total</b>	<b>1806</b>	<b>100</b>

# CRJI OFFICES

<p><b>CRJI Central Office</b> Unit 1A 27 Colinglen Road Belfast BT17 0LR Tel: 02890 308024 Email: crjicentral@yahoo.ie</p>	<p><b>CRJI North Belfast Office</b> Unit 8 Flax Centre Ardoyne Avenue Belfast BT14 7DA Tel: 02890 753047/753043 Email: crjnorth@yahoo.ie</p>
<p><b>CRJI Derry Regional Office</b> 1 Westend Park Bogside Derry BT48 0RF Tel: 02871 271131 Email: crjiderry@yahoo.ie</p>	<p><b>CRJI Gtr Andersonstown Office</b> 1st Floor Slemish Buildings 105 Andersonstown Road Belfast BT11 9BS Tel: 02890 301521 Email: crjiatown@yahoo.ie</p>
<p><b>CRJI Newry/Armagh Office</b> Ballybot House 28 Cornmarket Newry BT35 8BG Tel: 02830 266337 Email: crjinewry@yahoo.ie</p>	<p><b>Falls CRJI Office</b> 111/129 Springfield Road Belfast BT12 7AC Tel: 02890 314188 Email: crjifalls@yahoo.ie</p>
<p><b>CRJI South Belfast Office</b> 20A Beechfield Street Belfast BT5 4EQ Tel: 02890 456889 Email: crjisoutheast@yahoo.ie</p>	<p><b>Colin Office</b> 6 Jasmine End Twinbrook Dunmurry BT17 0BX Tel: 02890 625020 Email: crjicolin@yahoo.ie</p>

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**Community Restorative Justice Ireland**  
**Charity XR38383/Company Reg: NI42773**