

Community Restorative Justice Ireland

Annual Report

2019



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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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Chairpersons Report

As stakeholders, partners, and friends of CRJI read this annual report, we of course have entered new and unchartered times across the globe. Amidst that turmoil and uncertainty, one thing which remains as crucial and critical as ever, is community. Contributing to, and protection of, the social fabric of communities has always been at the core of CRJI's work. Set against the challenges which we will all face across the North in the coming weeks and months, CRJI remains resolute in its commitment to work for the communities in which it is located.

Indeed, this annual report is testament to the deep and embedded roots of CRJI not just in terms of physical location, but in regard to community life. Across a multitude of work streams, initiatives and programmes to commend in this report, CRJI continues to have a direct and positive impact on thousands of lives – and 2019 has been no exception. With nearly 2000 cases closed impacting over 8000 individuals, the scale of CRJI's work cannot be understated.



And as we celebrated our twenty-first birthday in 2019, it is important to thank all our key partners and funders who make our work possible. We continue to benefit from ongoing partnership with, and investment from, a wide range of statutory partners and agencies, along with other voluntary and community sector organisations.

While we have begun the process of enhancing our IT infrastructure over the past year in terms of monitoring work and caseloads, we want to acknowledge at a Board level, that it is impossible to capture

all the efforts of our staff and volunteers across our offices – whose often unseen efforts keep CRJI moving forward. With over 10,000 volunteer practitioner hours alone spent on cases during the past year, that dedication has resulted in 89% of all our cases being resolved. This is a fantastic achievement by any justice measure – and speaks to the vital role we play in reducing the burden on the statutory sector in terms of our 'upstream' role around community safety and quality of life issues. We would also argue that much of the work we deliver is successful precisely because of the restorative, community principles of CRJI. These include many vital services, such as working with Travelling community, refugees, the MACS, SHARP, LINCS, ARCS, Family Support Hub projects, Digging Deeper, Aspire, schools, helping victims and witnesses, domestic issues, mediations, tackling paramilitarism and threats. We are also pleased to be expanding operations in South and East Belfast, along with the Lurgan area.

In particular, we are delighted to receive affirmation of CRJI's crucial role through being awarded a tender in partnership with Northern Ireland Alternatives as part of the Communities in Transition project to expand restorative justice in non-justice settings. Further working with community/resident groups, sporting and cultural clubs, schools, PSNI, NIHE, PSNI, political representatives, this work stream will provide the foundations to develop and enhance our vital work into the future in key areas of society.

CRJI also wish to acknowledge that the policing and security landscape remains a work in progress. We continue to grow and develop our positive relations with the Police Service of Northern Ireland – with close to 500 recorded engagements with PSNI over the past year. We look forward to enhancing partnerships with PSNI under the new Chief Constable, Simon Byrne. It is also important to acknowledge and thank George Hamilton for his tireless support of CRJI during his time in charge of PSNI.

CRJI are proud to lead the way in terms of setting the standards around the delivery of community-based restorative justice – across both of governance and practice. As an organisation subject to continual scrutiny over the years, we are proud to attract praise from our statutory funders in terms of our 'robust' status around finance and record-keeping. We also welcome the fact support for the rule of law and PSNI, along with protection of human rights remain as the minimum standards for organisations wishing to engage in community-based restorative practices. There can be no space for groups who wish to dilute the principles of community-based restorative justice; or for those who operate on a politics of the past.

However, a stubborn minority of anti-peace process armed groups and gangs do continue to defy the rule of law and the peace process, while at the same time abusing and threatening the communities in which they exist. It is with great sadness that in 2019 we witnessed the murder of Lyra McKee in Derry – as a mirror of the warped logic driving their activities. CRJI continue to affirm the need for full societal support for PSNI. It is unfortunate that a significant portion of CRJI's casework still relates to threats by such organisations. While CRJI strive to intervene and mediate in these complex cases, the persistence of armed groups in 2020 speaks to the need for renewed efforts at removing these actors and their underlying thinking from communities – for good. CRJI remain as a critical factor in that process.

In a similar vein, this is yet another annual report in which we highlight our frustration regarding human rights abuses, threats, intimidation and manipulation by anti-peace process armed groups within our communities. Again, we call on all stakeholders with a role and responsibility to end such abuses to continue working together to make it stop.

Finally, I wish to reiterate the sincere gratitude from myself and all the Board of Directors to everyone who helps makes CRJI what it is. While there may be turbulent times ahead in view of global circumstances, we are greater than the sum of our parts. And together, we will continue to work for the betterment of our communities. I commend to you the Annual Report for 2019.

Dr John Topping - Chairperson



Directors Report

As ever for CRJI we have had a busy period since our last AGM. I would like to thank all involved in this, from our volunteer practitioner's, our staff and our B.O.D. I would also like to thank our many partners who we have developed close professional working relationships with. We also held our 21st birthday event, a successful celebration of what has been achieved to date, remember and renewing our mission. A big thanks to all who made this happen.

We are delivering on what we have committed to do. We have helped build the peace, we continually support community members to stay safe, to engage in restorative processes to seek solutions and to build the relationships that underpin all of that.



Chair of the Restorative Practices Forum NI (of which CRJI have been a long standing member), stepping down from her 14 year tenure

This year we have continued to build, either, through cross border work, with the Belfast Trust, with PBNI and with Belfast City Council and NIHE. We also continue to skill up our staff through quality training and support within their respective project work. We will attempt to deepen and broaden this in the years ahead.



Interactive discussion on RJ at QUB cover the origins and use of PJ in a local community context

We also engaged with a number of reviews within the criminal justice system, The Marrinan review of Hate Law and The Gillen review on how the N.I. courts deal with sexual assault cases. We wait with interest to see how both reviews and recommendations are implemented. We feel both could lead to positive advances on the role of restorative justice.

Meeting with statutory agencies & community members working in partnership to make West Belfast a Safer Community

The core of our work remains vital to communities' wellbeing. Our offices and staff are always busy assisting members of our community across a broad swath of issues and concerns.

The type of criminality impacting on our communities is changing, from social media attacks and bullying through to serious organised crime and drugs. The single most public sign of this is the ongoing and relentless issue of suicide.

This is ravaging people and families and it is critical that this goes up the health care agenda in the time ahead.

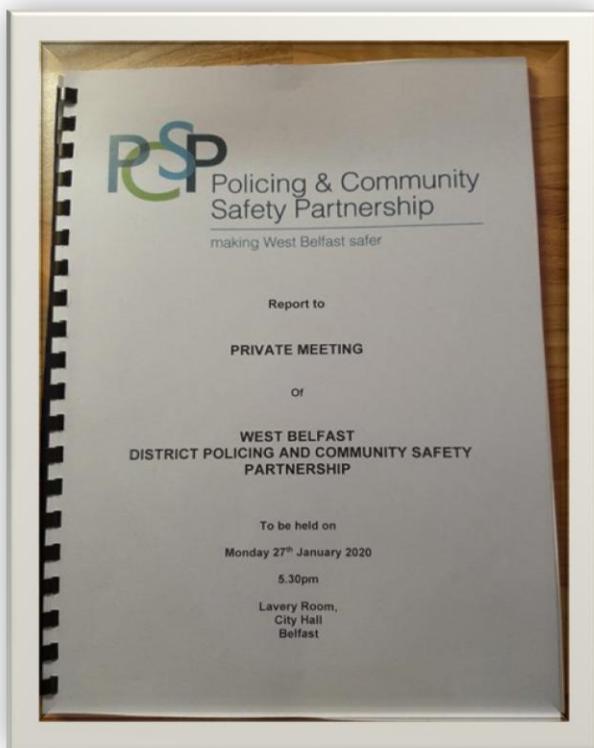
From our perspective we will do all we can to work the totality of all these issues. It remains our belief that empowered, skilled and organised communities are the way forward and the first line of defence. Government and statutory agencies in the endeavour of community safety in this regard should support the efforts of community. This is crucial.

We have also deepened our relation with Northern Ireland Alternatives and are co working with them and a daily basis with the Lincs project and now on the communities in transition work that is being carried out across the north. This is important work as we will be engaging whom for various reasons feel they have been left behind.

We must also work to develop alternatives to what is called punishment violence; this activity is inexcusable and must stop. CRJI have engaged with numerous initiatives to this end and will always be ready to work with those who also want to achieve this goal. On our behalf we have engaged with those who order and carryout these attacks and would implore them to move away from this form of violence. We stand here ready to assist you.

Lastly, I would like to thank, again, all those who contribute to our work and thus the health of our community, you never cease to amaze.

Harry Maguire
CRJI Director





Deputy Director's Report

2019 has seen CRJ Ireland continue with our current strategy of working alongside the Justice System whilst supporting those within our Community that need help Support, and guidance at the most difficult of times in their lives. We live and work within our Communities that is why we exist.

In 2017 and 2018 I wrote about our proposal for a Centre of Restorative Excellence and again this year 2019, I feel the need to remind those that are dithering that the concept of CORE came from Community based restorative justice groups. We do not intend to subscribe to a model in which the Community is seen as an add-on.

CORE needs to be based in the heart of our Communities, it needs to be staffed and managed by people from within these Communities otherwise it will become another pilot, based in a building that means little or nothing to those that it should serve. The possibilities that exist for CORE are limitless, for example some of the functions that it could carry out would be the facilitation of dialogue between Community Groups, Residents sporting and cultural organisations to give them a better understanding of not only Restorative Justice/Restorative Practices, but of all the component parts of the Justice system. Bringing Justice into the Communities must be one of the prizes for any Justice Minister; we again call on the decision makers to be bold, creative and imaginative.

This year could see the Launch of the Adult Restorative Justice Strategy. we give a cautious welcome to this our concerns would be around who delivers this and also the extent of the input that Community based Restorative Justice Groups would have, this will be more effective and efficient if it is delivered within the Community. We should also see some aspects of the Gillen report starting to be implemented and it is timely now to call on those groups whom this could have a huge impact on, to start dialogue now with CBRJGs.

We continue to deliver programmes with PBNI in the form of ECOs Enhanced Combination Orders, this has now been extended from the Newry & Armagh area to include Derry with the intention to eventually provide this service across the North. Discussions are on-going and we would hope that this excellent programme becomes available to all in the near future.

We are currently working in Partnership with the PSNI / PPS to deliver CRN's Community Resolution Notices. When these are applied they can be very effective in resolving issues within the Community and thus avoiding the need for Court cases and Criminal Records for those involved, again we are exploring the possibilities of this being rolled out across the North.

In Belfast we have secured monies from the ARCS project which has enabled us to include South & East Belfast in our programmes. We have engaged with that local Community and one of the outcomes has been that they would like to see a coordinated approach to drug misuse and with that in mind we intend to go about this as always, we believe in providing help and support to those seeking it.

We also intend to expose those dealers that prey on the Community, the PSNI must be made aware of those who are dealing and they must act against them without delay. We are working closely with a number of local groups as well as others who in the past have been proactive and successful on this issue.

In general terms of the Drug problem that face our Communities, we acknowledge that a lot of good work is ongoing, but as always more can be done. The Community needs to be encouraged to engage with the police and where they see dealing, to report it; the PSNI need to be more proactive in their pursuit of Dealers. The Courts, where appropriate, need to recognise the difference between those that use drugs to feed their addiction and those that deal to fund their life styles.

The Department of Health need to recognise that justice alone should not be left to deal with the spiralling drug issue. Treatment needs to be available to those who are trying to end addiction. Armed Gangs that masquerade as Republicans or Loyalists and who are extorting the dealers, need to be exposed and dealt with by the Courts.

The Department of Education must put “The Dangers of Drug misuse” on the curriculum at the earliest possible time; only by working in Partnership can we be effective in addressing one of the biggest blights on society.

The above may sound repetitive but one year on and I do not see changes from those that are responsible for tackling this pandemic, what I do see is Drugs becoming freely available with dedicated web sites willing to deliver illegal Drugs to your door within an hour. I see more and more Families in debt as they try to protect their loved ones from ruthless dealers, some of whom betray themselves as Republicans. I would again call on all Anti Peace Process Armed Groups to State publicly that they are not involved in the collection of drug monies. This would go a long way to alleviating the pressure on Families of those living with addiction.

CRJ Ireland continues to offer support to families facing the effects of drugs/substance misuse and have recently employed a Family Support Worker specifically for this purpose. The need for this is apparent, we are working with the reality that we cannot stop the flow of drugs into our Communities, what we can and intend to do is to provide the families with as much practical advice and skills to deal with the unseen consequences of “*living with addiction*” and the stresses it brings to the family unit.



Bernadette Hilton - Family Support Worker displays Naxalone- we believe this needs to be made readily available within the Community - this would be one of our aims for 2020

Last year I wrote that we had engaged with the CJINI on the experiences of witnesses within the Criminal Justice System and I have to say that I have not seen any change or movement on this issue; we are still of the opinion that an awareness campaign outlining how the Criminal Justice System works needs to be made widely available within Communities and CRJI can play a huge role in this.

Judge John Gillen in his “**Report into the law and serious sexual offences in Northern Ireland**” continuously speaks of **marginalized** communities, while I agree with much of his thoughts I would argue that there is none more marginalized from the Community than the Criminal Justice System. Below is some of the recommendations from his report and I have taken this opportunity to address some of the issues raised.

Chapter 13: The voice of marginalised communities

163.

“The Bar Council and the Law Society should cooperate to create a toolkit that would set out guidance on identifying vulnerability in these marginalized groups, with the assistance of groups in the voluntary sector specializing in these fields.”

168.

“The Department of Justice, the Executive, the Equality Commission, the Human Rights Commission, and the Northern Ireland Commissioner for Children and Young People should take steps to provide specialist sexual violence services, harnessing the assistance of local grass-roots organizations for marginalized communities to encourage engagement with the criminal justice system.”

Chapter 17: Measures complementing the criminal justice system

243.

“The Department of Justice should give serious consideration to providing State funding for a scheme of accredited practitioners to operate a system of restorative justice at any stage in the criminal justice process dealing with serious sexual offences where the offender has admitted their guilt, the victim has requested the scheme be invoked and the perpetrator has agreed to be involved. The scheme must be victim led.”

While I agree with some aspects of Judge Gillen’s report it must be remembered that there are two accredited Community Organisations with a list of accredited practitioners, who have operated the system of restorative justice for over 20 years, it would both be more efficient and practical if the lead for this was given to them. Some additional training would be required but Restorative Justice can be applied in all circumstances when it is delivered by seasoned practitioners who have practiced within a Community setting.

My concern would be that Restorative Justice could be harmed if there were to be such a register of practitioners who dealt solely with one particular offence. Restorative Justice cannot solely be learned from a book, practice, practice and more practice makes a good practitioner, this is much too important and sensitive an issue to get wrong.

Judge Gillen mentions marginalized Communities and the need for the Justice system to interact with them both CRJI & NIA have been calling for this for a number of years, in conclusion on this point Judge Gillen & the CBRJG are of the same view.

244.

"The Department of Justice should, in time, give consideration to making available to complainants, a self-referral voluntary justice mechanism involving a restorative practice element as an alternative to participation in the criminal justice system in order to resolve certain serious sexual offences, provided it is victim led."

Again both CRJI & NIA are best equipped to be the Community point of contact and I would suggest that a starting point would be for the DOJ to resource an awareness programme within the legal system to make Solicitors Barristers and others aware of the qualities that exist within the Community.

245.

"Section 5 of the Criminal Law Act (Northern Ireland) 1967 should be repealed at least in relation to all serious sexual offences save that in cases where an individual had knowledge of a relevant offence (which would include rape or other serious sexual offence) concerning a child or vulnerable adult (as currently defined in law) or where failure to report the offence is likely to put others at serious risk that individual would be obliged to report it to the police in the absence of a reasonable excuse."

In the absence of repeal of section 5 of the Criminal Law Act (Northern Ireland) 1967 in relation to serious sexual offences, the Attorney General for Northern Ireland should consider giving additional guidance to the same effect as recommendation 150 above for serious sexual offences."

It should be evident to everyone the benefits of what Judge Gillen outlines in his report I would hope that it is also evident to the DOJ and others that what he is calling for is in most part is already here.

Training has and remains key to the development of Restorative Justice, every day in our practise we learn something new, however the values and principals will not change and as I have said in previous paragraphs, we pride ourselves on maintaining the highest of standards our staff development is constantly assessed and when new courses become available they are normally oversubscribed.



We have an excellent working relationship with A&M Communications who continue to provide first class *relevant* training to our practitioners. We have some additional courses that will becoming available shortly and they will be of tremendous benefit to all learners.

In November we celebrated our 21st Anniversary with a great night in the Balmoral hotel, in truth it could have been our 30th as it was around 1990 that the first discussions took place it was great to have our friends and colleagues from across the Island at this event. Also in attendance were founder members and those, who over the years, have provided help guidance and support. Sometimes we look that far forward we forget to look back, so for the record to each and every one of you thank you, without you CRJI would not be in existence.



Founder Members of CRJ Ireland

There is a lot of great work being carried out by Staff Volunteers and Board members of Community Restorative Justice Ireland, each and every day they just get on with it. Sometimes we (Well I) become immune to the real life difficulties that our Staff have to contend with, it is only when I reflect and look over the vast amount of complex cases they deliver on, that I become overwhelmed by their commitment. Thank you to you all. There are exciting times ahead for Restorative Justice / Restorative Practise and this must be welcomed, but let us not dilute the good practices standards and work ethic that has become the trade mark of CRJI.

Jim McCarthy

Deputy Director

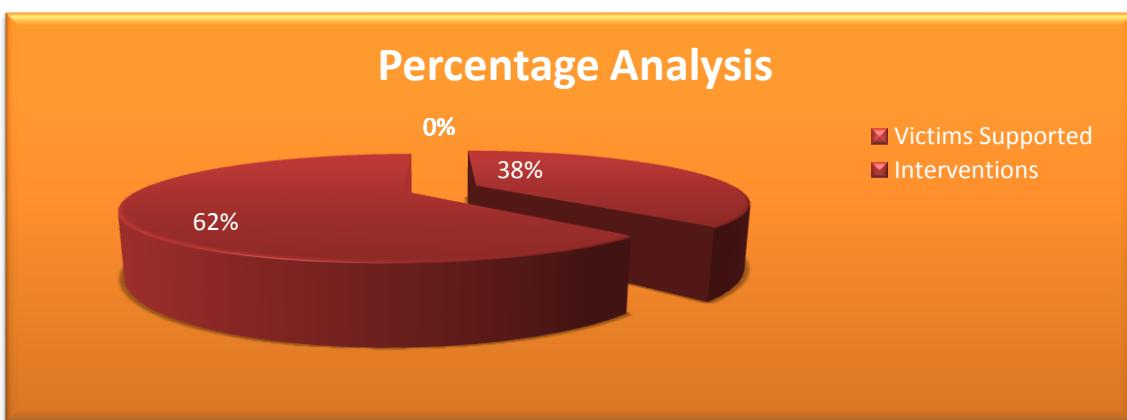
GALLERY



CRJI - Programmes & Performances

This report shows the performance outputs for the projects within CRJI. Figures are based on the period January 19 to December 19 to read in line with our Annual Report for 2019. Information is collected on a monthly basis: project statistics are submitted to CRJI Central Office by Project Managers and Project Co-ordinators from each CRJI Office. Supporting evidence is also collected which will give the date of meetings, stakeholders attended, development issues addressed etc. This is collected through stats for: PSNI Engagement, Internal Meetings, External Meetings, Support Given to Other Agencies, Working Partnerships, Victims Support.

Victims Support CRJI has supported 511 victims in the Period January to December 2019. In supporting the 511 victims we put in place 844 Interventions tailored to meet the need of the victim. The Interventions included - supporting the victims in their liaison with housing providers, social services, police, solicitors, courts etc and putting in place any support mechanisms such as counselling, child services, personal and home safety interventions.

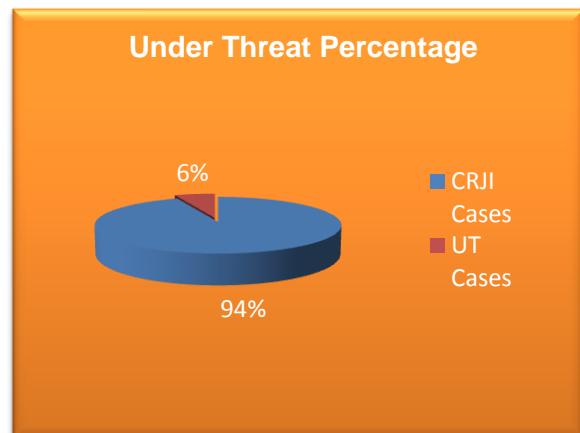


Under Threat Cases

Out of the 1989 cases CRJI closed in the period January 2019 to December 2019 - 313 people presented as Under Threat.

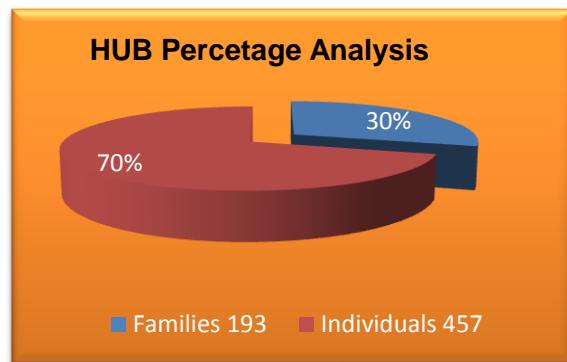
These were self referrals and referred in from other organisations.

CRJI provided support and put in place various interventions to support clients.



Belfast Trust - HUB

CRJI is the lead body for the Outer West Belfast Family Support Hub (OWBFSH). For the period January 19 to December 19 we worked on 650 referrals - of the 650 - 193 (30%) were Families and 457 (70%) Child/Parent clients requesting support services.

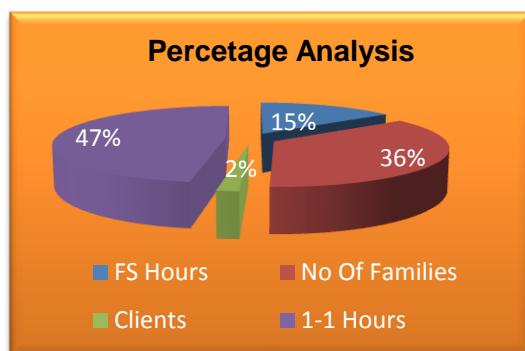


The HUB has a list of Core and Associate members and CRJI continues to build the Hub partnerships on an ongoing basis. Meetings are held monthly and we co-ordinate, process and signpost all referrals for service.

Belfast Trust - Family Support & Mentoring

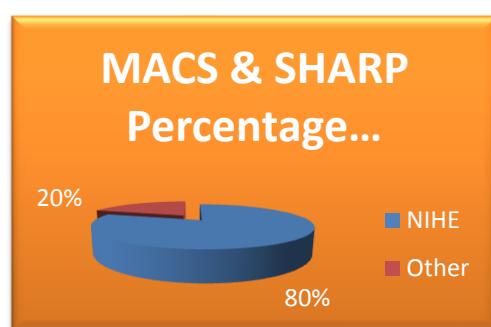
CRJI is funded by the Belfast Trust to provide Mentoring and Home Visiting to Tier 2 families. For the period January 19 to December 19 we provided 592 Home Visiting Family Support Hours to 28 families. 610 one-to-one mentoring hours to 23 young people .

Mentoring Programmes are delivered to 1 young person per session. Delivery days/times and duration of sessions are tailored to meet the client's needs. Home Visiting Programmes are delivered to families over a period of 8-12 week depending on family needs. Delivery days/times and duration of sessions are tailored to meet family needs however each session will last a minimum of 1 hour.



MACS & SHARP Project

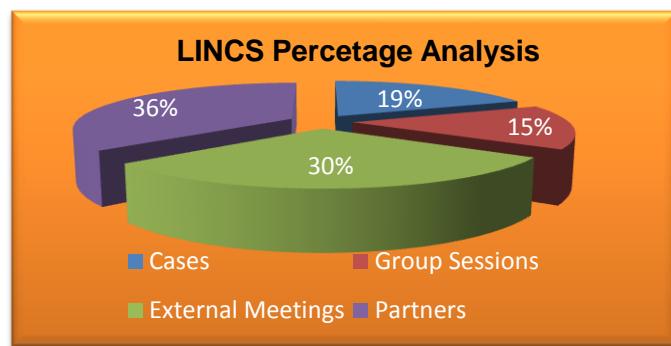
This project is funded and works in partnership with the NIHE and PSNI. The MACS Project helps to strengthen community capacity and provides support to help communities become more secure and therefore more willing and able to 'reach out.' MACS has proven extremely successful not only in addressing anti-social behaviour through various forms of mediation but also offering vulnerable residents an opportunity to feel supported and safer within their community through visitation, befriending, advocacy, advice and home security measures. Community safety is at the heart of the project and ultimately seeks to support all residents within the local area to feel safe and secure in their own homes.



Within the period January 19 to December 2019 this project worked on 162 Cases. 130 (80%) were NIHE Tenants and 32 (20%) Other Landlords/Private.

Local Initiative for Networks Connections & Support - (LINCS) Project

The LINCS Project was a new programme which has grown since its inception in 2019. In partnership with NIACRO and NIAs, activities are designed around inclusion, diversity, good relations between Catholics, Protestants, All Ages, All Genders, Ethnic Minority/Newcomer communities.



Group Sessions - 40 Focus of engagement within Training/Programmes/Group Work is to benefit all participants in mental health, relationships, increase awareness and knowledge on various issues, development of personal and practical skills. Also to deliver good relationship activities to increase connections, and improve relations between Protestants, Catholics and Ethnic Minorities/Newcomers.

External Meetings - 78 As LINCS is a new project - the aim is to promote the programme, explain the benefits of the programme, get groups engaged, motivated and to locate potential participants.

Partners - 94 Partners who have engaged with the LINCS Project include: Women's Groups, Schools & Colleges, UoU, Family Support HUBs, Community Groups, Ethnic Minority Groups, EMSONI, Transgender Organisations, Bryson Intercultural, Youth Clubs, Political Reps, Employment Groups etc

Stop Smoking Support Group

CRJI in partnership Cancer Focus NI hold Stop Smoking Support groups - using the CRJI Offices as a shared space to offer support to those who would like to stop smoking.

'There was absolutely no pressure to stop straight away or put a 12 week time limit on it. I started last October and finished my NRT in February. I know I will never smoke again. It was a very relaxed process and I could do this at my own pace, I got appointments with a dietitian to help with my eating plan and got a personal trainer to help with my fitness - these services are free of charge and I feel this support will help me change the habits of a lifetime.' Contact Details:

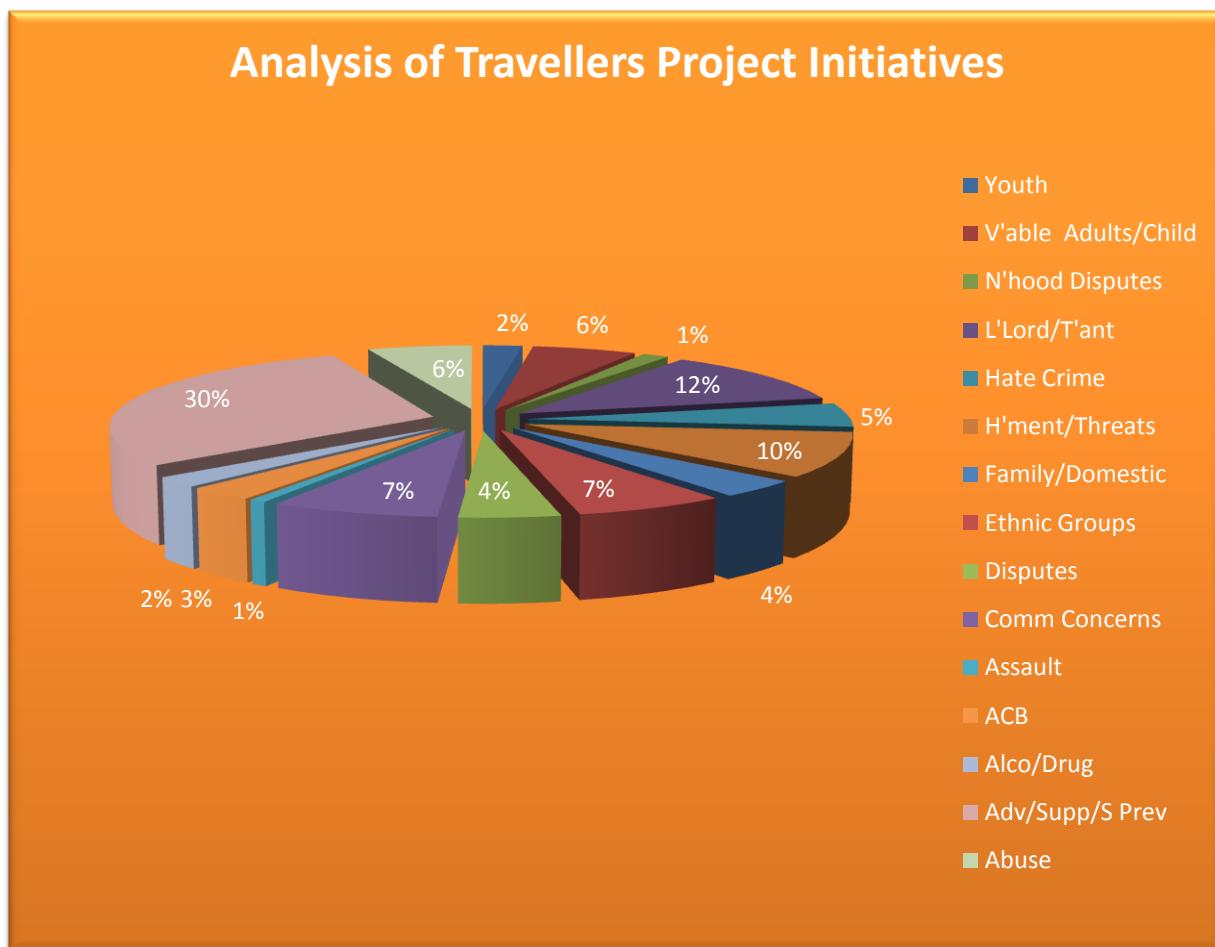


West Belfast: Contact: Kate Pickering, CRJI, 1st Floor Slemish Buildings, 105 Andersonstown Road, Belfast, BT11 9BS - Tel: 02890 301521 - the group runs on a Wednesday from 3.30pm to 5.30 - if you're passing you can just turn up and you are more than welcome to bring a friend.

South & East Belfast: Contact: Roisin McLaughlin, CRJI, 26A Beechfield Street, Belfast, BT5 4EQ, Tel: 02890456889 - The group runs on a Monday afternoon from 3.30pm-4.30pm.

Travellers Project

For the period January 19 to December 19 we worked on 135 cases. Of the 135 Cases: 29 were Resolved, 30 were Referred Out, 24 are ongoing and 2 were Unresolved This project is funded by the Belfast Health & Social Care Trust. This project provides mentoring, home visits, family support, under threat, working in partnership with other agencies to support issues relating to the travelling communities needs.



Category	Cases	%
Youth	3	2
Vulnerable Adults/Children	8	6
Neighbourhood Disputes	2	1
Landlord/Tenant	16	11
Hate Crime	7	5
H'ment/Threats	13	9
Family/Domestic	5	4
Ethnic Groups	9	6
Disputes	6	4
Comm Concerns	10	6
Assault	1	1
ACB	4	3
Alco/Drug	3	2
Adv/Supp/S Prevention	40	30
Abuse	8	10
Totals	135	100

Belfast City - Capacity Building -

CRJI is funded by the Belfast City Council to work on the 3 Workstreams below.



Workstreams

Workstream 1: Resident Associations - Through resident associations and community safety days - CRJI will reach 400 residents each year in 100 each area i.e. North, Colin, Falls, Andersonstown areas of Belfast

Workstream 2: Strategic Relationships - To continue to address as many issues as possible that is raised at Multi Agency meetings to improve communities. CRJI will attend Multi Agency Meetings in North, Colin, Falls, Andersonstown areas of Belfast – and assist in delivering key work plans in these areas.



Workstream 3: Community Development - To continue to Build Relationships with all communities. Support people to improve their social environment and to improve facilities within their areas. To address as many issues as possible that will improve local resident's environment, wellbeing & social environment.

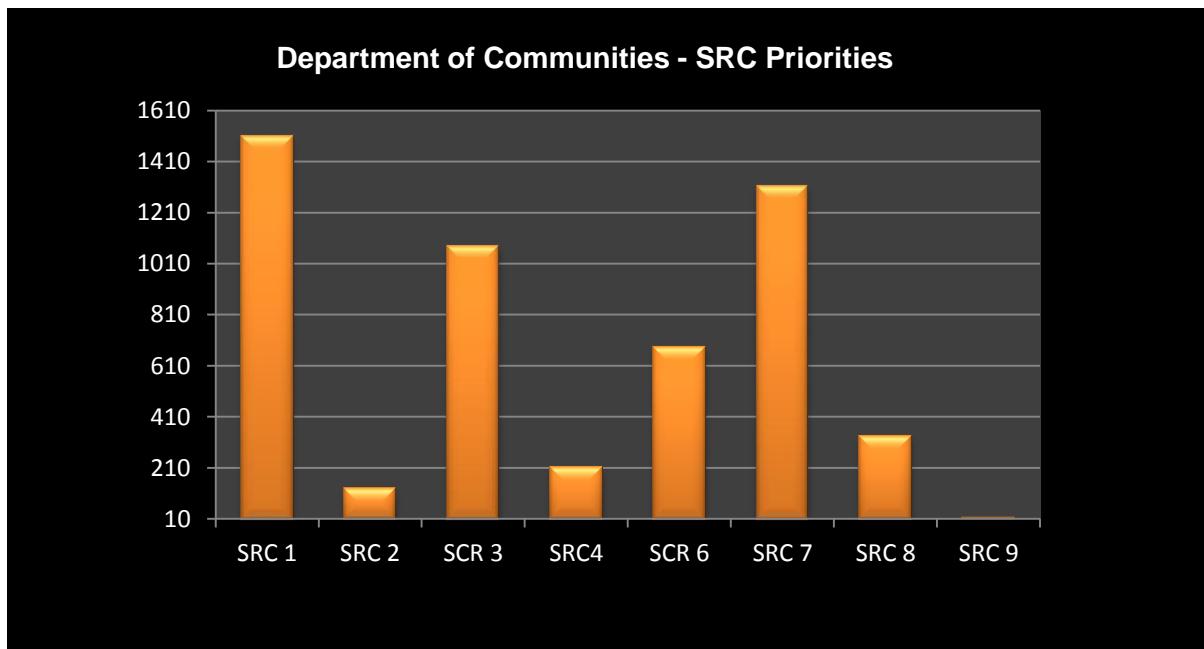
Outputs

1. Resident Associations – Minimum of 4 interventions one in each of North, South, East, West Belfast
2. Strategic Relationships – Minimum of 4 interventions one in each of North, South, East, West Belfast
3. Community Development – Minimum of 4 interventions one in each of North, South, East, West

CRJI met its outputs using the methods within the Workstreams. Our Client Base (Case Stats), External Meetings/Partnerships are apportioned to this project.

Department For Communities - Social Environment Programme - Crime

CRJI is the lead body with the Department for Communities for the Social Environment Programme -Crime and hold a 'Robust' rating with the department. Under the 14 Priorities in Crime/Disorder & Community Safety, CRJI works on 8 of these priorities . We are reporting on the period October 18 to September 19 (12 months) due to the format of collecting data. This will give an idea of the work completed in a 12 month period within this project. CRJI completed the following under output measures are SR(C) 1,2,3,4,6,7,8,9.



Priority	Output	Totals
SRC 1	Number of people receiving advice on crime	1508
SRC 2	Number of community safety initiatives implemented	128
SRC 3	Number of people participating/attending community safety initiatives	1076
SRC 4	Number of crime prevention initiatives implemented	213
SRC 6	No: of young people benefiting from youth inclusion/diversionary projects	681
SRC 7	Number of Victims Supported	1315
SRC 8	Number of Homes with increased security	332
SRC 9	Number of Neighbourhood Wardens Supported	15

CRJIs Neighbourhood Renewal Response Plans supports the Neighbourhood Partnership Plans in North, Colin Andersonstown and Falls areas. Our input supports all Output and Outcome Indicators' to provide:

- *Reduction in overall recorded crime rate*
- *Reduction in violent crime rate*
- *Reduction in burglary crime rate*
- *Reduction in theft crime rate*
- *Increased Community Pride*
- *Reduction in anti social behaviour*

Department Of Justice - Restorative Interventions & TP

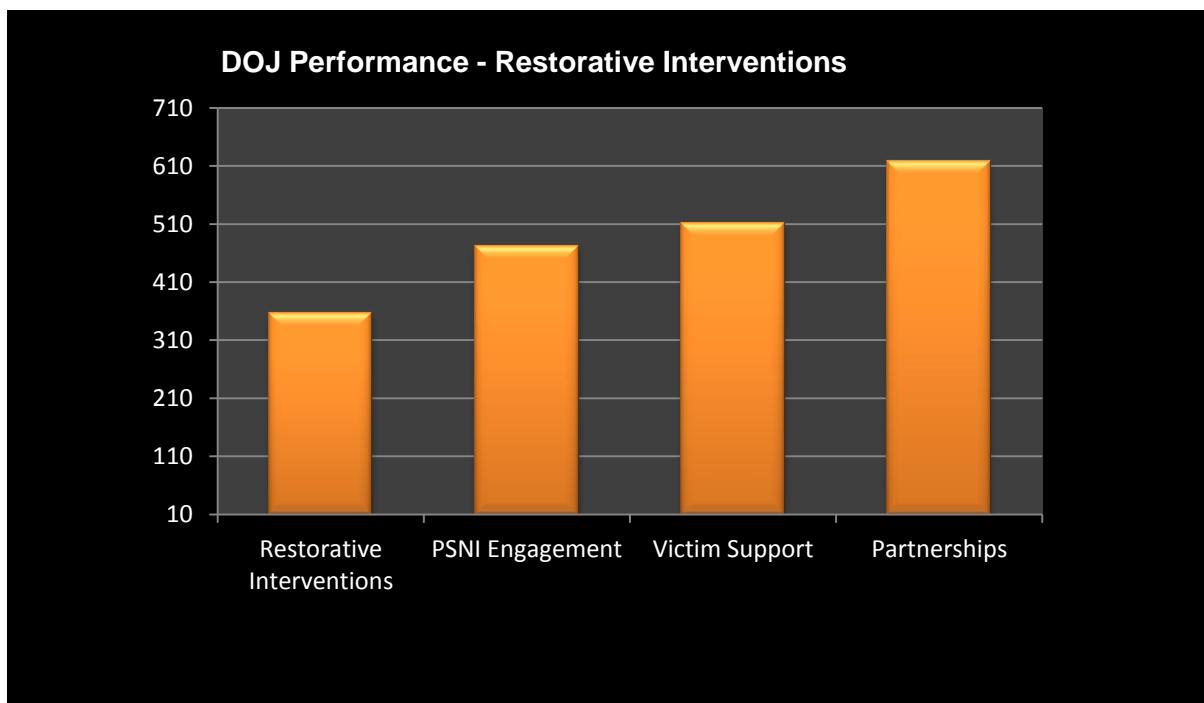
Restorative Interventions: The aim of the project in line with the DOJ/NIPS objectives is to provide a service to all communities to make our communities a safe place to live, to promote restorative practices, to work in partnership with all stakeholders in providing a service to all those in need. CRJIs provide Training - see training report, Building Partnerships, Victim Support, PSNI Relationships and Engagement and PSNI Restorative Interventions.

Restorative Interventions - 356 interventions were completed on behalf of the DOJ - this is cases referred into CRJI by Police or cases referred to PSNI by CRJI.

PSNI Engagements - 471 took place this involves building community confidence, meetings with PSNI on initiatives and incidences.

Victim Support - 511 CRJI supported 511 victims in the period January 2019 to December 2019. 897 interventions were put in place to support victims of crime.

Partnerships - 619 - CRJI worked in some capacity 619 partners to deliver the above engagements and interventions. Relationship building and working together to make our communities a safer place is a responsibility we work to encourage and develop.



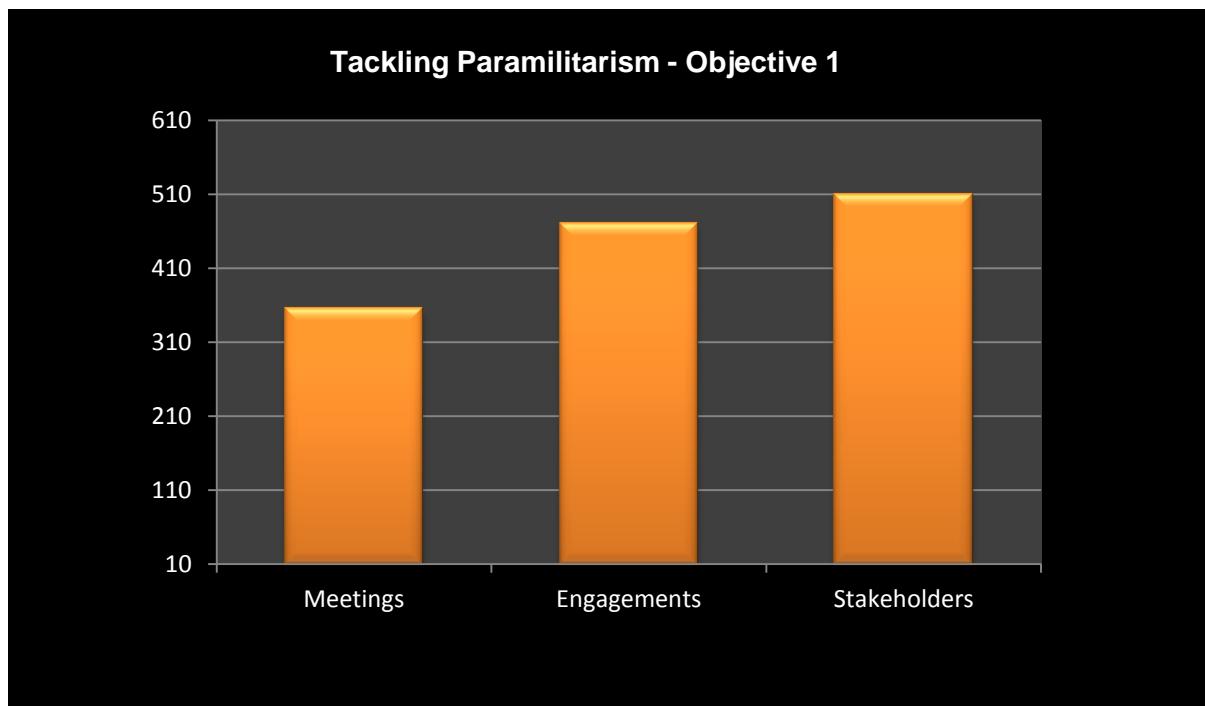
TP - Objective 1: Strategic Development - Working with Groups to develop strategic developments and operational delivery of work to support the relevant actions in the TP Programme around restorative practices and communities in transition. Strategic engagement with TP Programme Board, DoJ, TEO and other key stakeholders (measured by no of engagements etc);

CRJI works in partnership with key stakeholders and is committed in supporting ownership, resilience and confidence to create safe and restorative communities. Our input in supporting the delivery of the Action Plan in strategic engagements

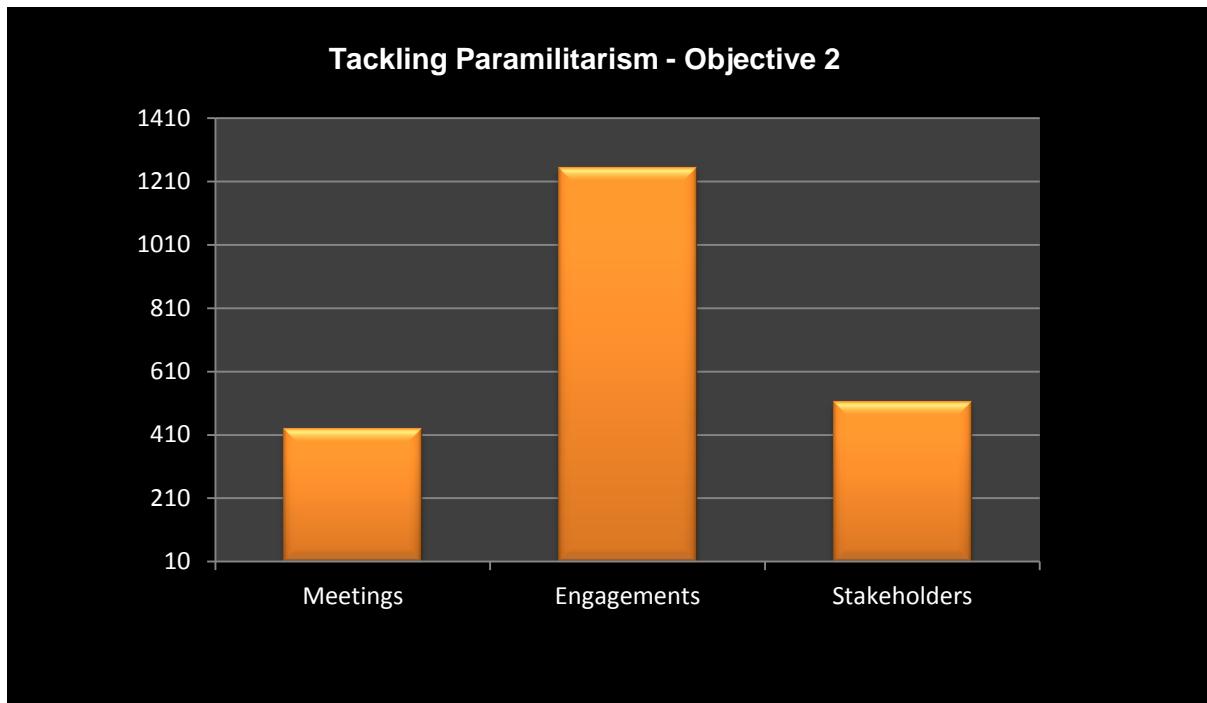
Meetings - **145** meetings took place to develop strategic developments

Strategic Engagements - **467** engagements took place for the operational delivery of the work to support the relevant actions in the TP Programme around restorative practices and communities in transition.

Stakeholders - **1236** stakeholders worked together in some capacity to meet these targets.



TP - Objective 2 - CRJIs 'Actual Input', The strategic development and operational delivery of work to support the relevant actions in the TP Programme around restorative practices and communities in transition. Membership of, and participation in, relevant TP working groups, as required (e.g. A9, B4 again measured by no of engagements);



Meetings - 426 CRJI arranged and attended meetings as part of our input in supporting the delivery of the Action Plan in membership, participation and TP working groups. Meetings with partners such as Community Groups and Community Reps, Cross Border Reps, Political Reps, Residents etc.

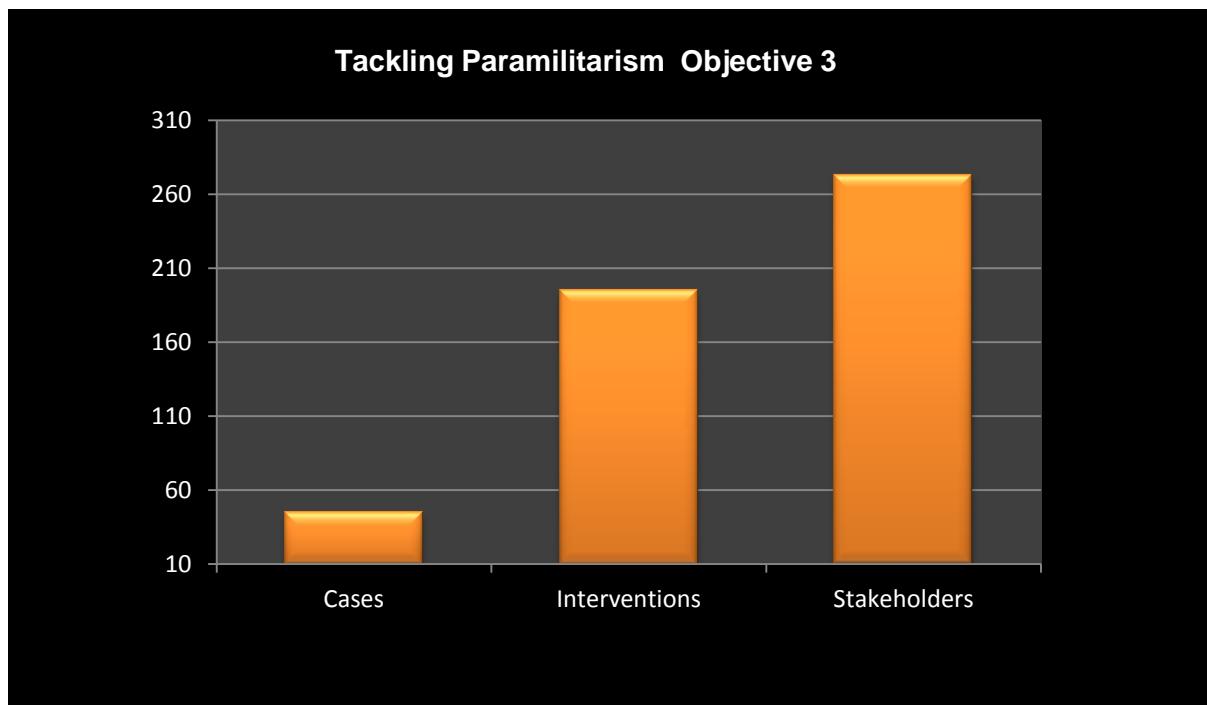
Strategic Engagements -722 engagement were completed in working with Ethnic Minorities, Stop Attack Programme, Case Work, Gun attacks, Evaluations to date, Threats, Media Strategy etc to complete action to reach objectives.

Stakeholders - 1253 CRJI worked in partnership with key stakeholders and is committed in supporting ownership, resilience and confidence to create safe and restorative communities. Inclusion is vital within the TP Programme.

TP - Objective 3 - ASPIRE - The strategic development and operational delivery of work to support the relevant actions in the TP Programme around restorative practices and communities in transition. Delivery of restorative practices to number of individuals referred through Aspire.

CRJIs input in supporting the delivery of the Action Plan re: ASPIRE - clients participation included meetings to identify the needs of the Young Person . The assessment will highlight areas of risk which will need addressed with a Tailored Plan. Along with mentoring, support in employment, training, housing, health and social services and family etc. Realistic goals are set within the restorative plan.

The following shows Meetings, Interventions and Stakeholders involved in the ASPIRE Programme for the period January 19 to December 2019. Our input in supporting the delivery of the Action Plan in this period:

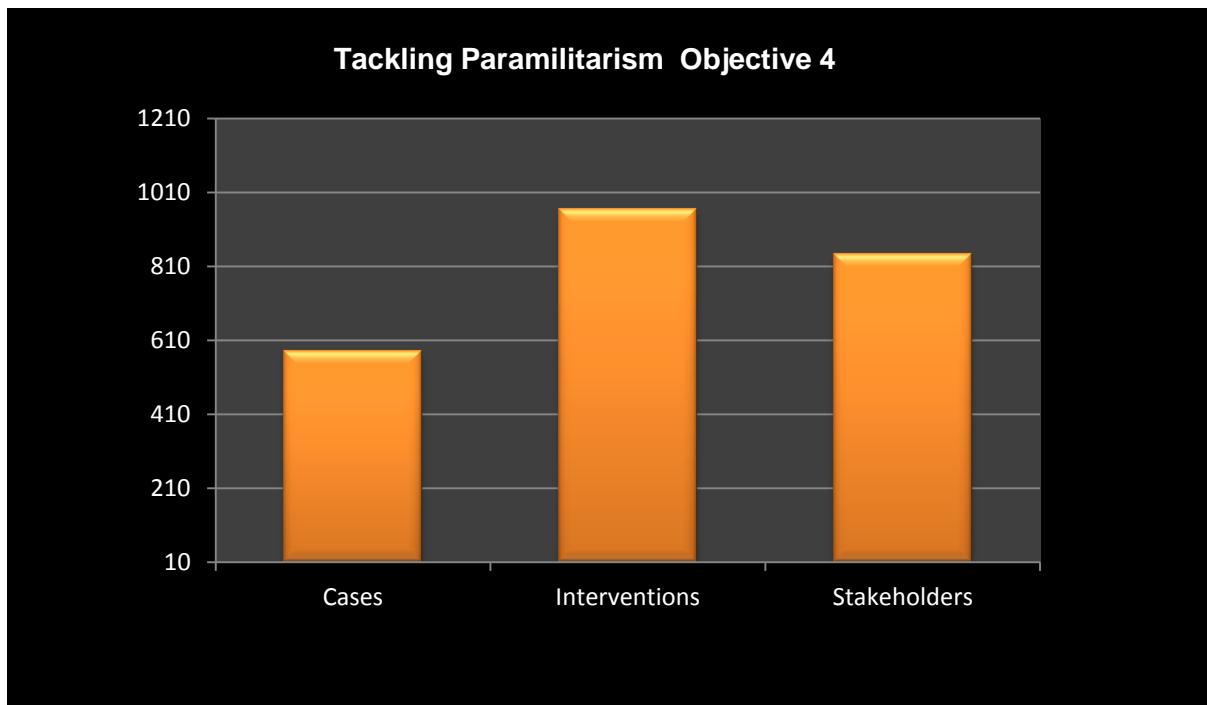


Clients - 45 - CRJI worked with 45 clients to support them in changing their lives through mentoring and engaging in restorative based practices and interventions.

Interventions - 195 - interventions were put in place with the 45 clients which were tailored to individual needs. These included support for drug and alcohol misuse, mental health issues, counselling, employability, training etc.

Stakeholders 273 - ASPIRE worked with 273 stakeholders in supporting the 45 clients: GPs & Hospitals, Housing Providers, NEET, NIACRO, Employers, PSNI, PBNI, Youth Clubs, Crisis Accommodation, PCSPS, Hostels etc.

TP - Objective 4 CRJI Referral Base. Delivery of restorative practices to individuals referred/self referral to CRJI. CRJI works in partnership with key stakeholders and is committed in supporting those referred by other organisations or self-referral. Preventing organised crime is not just about law enforcement, it is also an issue for health and education as the market for organised crime is normally based in communities that are subject to deprivation, poor health and poor education.



Client Referral Base - 508 Cases - CRJI worked with victims who have been exploited by gangs and used for criminal activity. CRJI has worked with clients to confirm threats, to resolve issues that resulted in a threat and issues that have included Hate Crime, Criminology, Drugs, Home & Personal Protection, Domestic Violence, Child Protection etc.

Interventions - 963 We provide support through our projects and programmes to prevent at-risk individuals becoming involved in paramilitary activity and measurably address the underlying issues that put some young people at a higher risk of becoming involved. We put in place interventions to address mental health issues, substance abuse, safety of people and property etc

Stakeholders - 842 In order to provide a variety of support and interventions CRJI have worked with partners such as Counsellors, Solicitors, PSNI, Housing Providers, Base 2, GPs to put in place plans to support and help clients.

Kate Pickering
Finance/Admin/SMT

Community Restorative Justice Ireland

Case Statistics

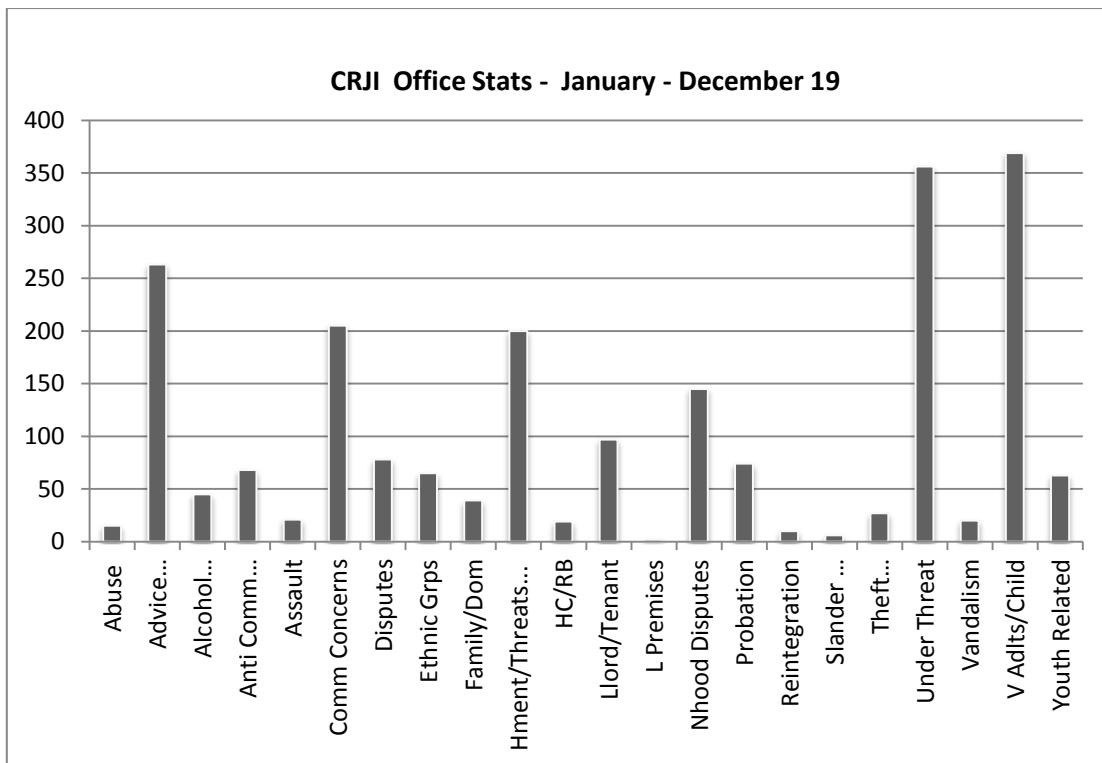
The following report will give statistical information on the Case Work carried out by Community Restorative Justice Ireland – this report is drawn up from the data provided from the following CRJI Offices: Central, Newry/South Armagh and Derry Regions, Falls, North Belfast, South & East Belfast, Colin and the Greater Andersonstown areas and the ASPIRE & HUB, UTs & LINCS Projects . This report is for the period January 2019 to December 2019 and the data is based on the Closed Cases.

Between January 2019 and December 2019 the CRJI Offices received a total of 2148 New Cases. 1989 (91%) cases were closed within the year. The top three categories were Vulnerable Adults/Children 354 (19%) this includes HUB & LINCS Projects, Under Threat 313 (16%) this includes referrals from other agencies and clients that have called into CRJI Offices, Advice/Support/Suicide Prevention 238 (12%) this also includes referrals from other agencies and clients that have called into CRJI Offices.

- **Of the 1989 closed cases, 8220 people were directly involved as participants.**
The average number of participants in each case was 4.
- **Outside Agencies - CRJI worked with partners such as the PSNI, YJA, NIHE, PBNI, Prison Service, Social Services, engaging 1785 (90%) times on the 1989 Closed Cases.**
- **A total of 10'631 Volunteer Practitioner hours were recorded in working the 1989 Cases between January 2019 and December 2019.**

For the period of January 2019 to December 2019 - of the 1989 closed cases 1774 (89%) were resolved and 215 (11%) were unresolved. The reasons for the 215 unresolved:

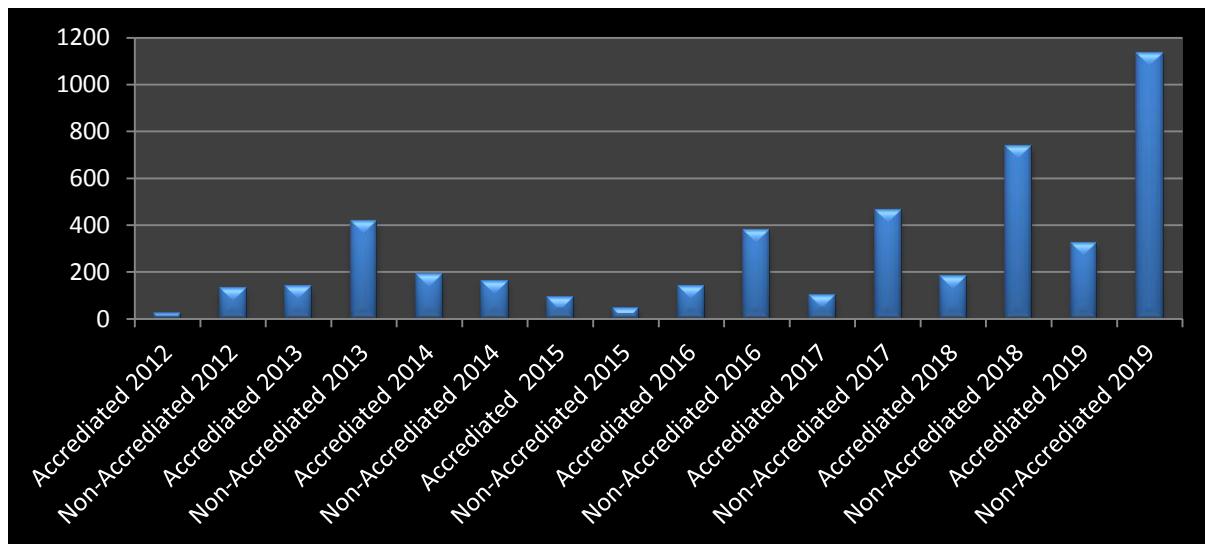
1. Agreement Not Reached (ANR) – Client(s) could not reach a mutual agreement – 1
 2. Breaking of Agreement (BOA) – Client(s) unable to follow through on agreement – 0
 3. Legal Route Already Taken (Legal) - Legal Route Already Taken – 4
 4. Misconception of CRJI Role (MO CRJI) – Client unaware of CRJI process – 0
 5. No Contact Details (NCD) -Client has no contact details to contact other party 0
 6. No Follow up - client did not get back to CRJI – 17
 7. Non Participation (NP) - Client(s) preferred not to use restorative practices – 42
 8. Outside Remit (OR) - Issues requiring specific support – 1
- Referred to Other Agencies - Reasons for a case being referred out can be due to legal, geographical reasons or cases that deal with specific issues 150



Case Category	No Of Closed Cases	%
Abuse/Mental/Sexual/Verbal	28	1
Advice/Support/Suicide Intervention	238	12
Alcohol/Drug	45	3
Anti-Community Behaviour	59	3
Assault	20	1
Community Concerns	195	10
Disputes	64	3
Ethnic Groups	51	3
Family/Domestic	39	2
Harassment/Threats/Intimidation	181	10
Hate Crime/Riotous Behaviour	7	1
Landlord/Tenant	73	4
Licensed Premises	1	0
Neighbourhood Dispute	133	6
Probation	70	3
Reintegration	5	0
Slander/Allegations	7	0
Theft/Burglary/Robbery	28	1
Under Threat (A2 Form)	313	16
Vandalism/Criminal Damage	21	1
Vulnerable Adults/Children	354	19
Youth Related	57	1
Totals	1989	100

Kate Pickering - Finance/Admin/SMT

Training & the Promotion of Restorative Education



Year	Non Accrediated	Accrediated	Total
Accrediated 2012		23	23
Non-Accrediated 2012	131		131
Accrediated 2013		139	139
Non-Accrediated 2013	420		420
Accrediated 2014		188	188
Non-Accrediated 2014	159		159
Accrediated 2015		90	90
Non-Accrediated 2015	46		46
Accrediated 2016		140	140
Non-Accrediated 2016	379		379
Accrediated 2017		101	101
Non-Accrediated 2017	464		464
Accrediated 2018		179	179
Non-Accrediated 2018	738		738
Accrediated 2019		325	325
Non-Accrediated 2019	1136		1136
Totals	3473	1185	4658

Since 2012 CRJI has provided/trained 1185 people in Accrediated Courses and 3473 people in non-accrediated training courses. Our success and the development in Accredited and Non-Accrediated courses is evident in, not only in the numbers we have trained, but the fact that our training has been benchmarked by the DOJ as on par as the UoU. We continue to develop this service and provide it to staff, volunteers practitioners, school children, police officers, community workers , statutory agency staff and all those with an interest in restorative practices.

From January 2019 to December 2019 CRJI trained or provided training to 325 people in accredited courses. The list above will give a breakdown of the courses provided.

Accredited Training

Course	People
Adult Safeguarding	1
Anti Racism	1
ASCERT	1
ASCERT-Communication	1
ASCERT-Effective Conversations	2
ASD - Training	2
Assessors Cert Early Intervention	1
Assist - Suicide Prevention	3
AWARE-Mental Health Tools	3
Awareness	3
BHSCT - Designation Officer Training	3
BHSCT - Behaviour & Sensory	1
BHSCT - Emotional Regulation	1
BHSCT-Signs of Safety	1
Child Protection Training	12
Child Sex Exploitation	1
Communication in ASD BHSCT	2
Criminal Justice Awareness	1
Crime Prevention	42
CRYSP Training	30
DASH - Domestic Abuse Stalking & Harassment Training	7
DRUGS Awareness	29
Female Genital Mutilation	2
Hidden Harm - Assert	5
Intro to RP	17
Level 1 Award in Assessing Competence in the Work Environment	1
Level 3 Diploma Community Development	1
L3 Communicate effectively	1
L3 Professional Certificate in Early Interventions	8
Level 3 Diploma Health and Social Care	1
Level 3 Diploma Victims, Survivors & Witnesses	14
L4 Professional Certificate in Early Intervention s	1
L4 Safeguarding Adults	1
Level 4 Diploma Victims, Survivors & Witnesses	4
Level 3 Introduction to Restorative Practices	12
Level 3 Equality & Diversity	1
Level 4 Diploma in Restorative Practice & Processes	20
Level 7 Leadership & Management - ILM	1
OCN Level II Training in Restorative Justice	83
Suicide Prevention	1
RISK Management	1
Tension Monitoring	1
WRAP ; Wellness, Recovery & Action Plan	1
Totals	325

From January 2019 to December 2019 CRJI provided training in-house training, and training with outside organisations, made various presentations and attended community events to showcase our work.

Non-Accrediated Training

Course	People
Skills Sharing	36
Recording Case Work	13
IN House IT Systems	16
Volunteer Training	6
In House Excel Training	1
RP in Communities	124
Drugs	97
Staff Induction	5
ASPIRE Showcase	2
Aspire Group Sessions	16
Info Management & Recording Training	19
PSNI Presentations	34
Presentations to HSC Leadership	4
Governance Training	1
Research Training	8
Policy & Procedures	12
Dangers of Fireworks	730
Domestic Abuse Information Event	2
Introduction To Mediation	6
Community Work's Programme.	4
Total	1136

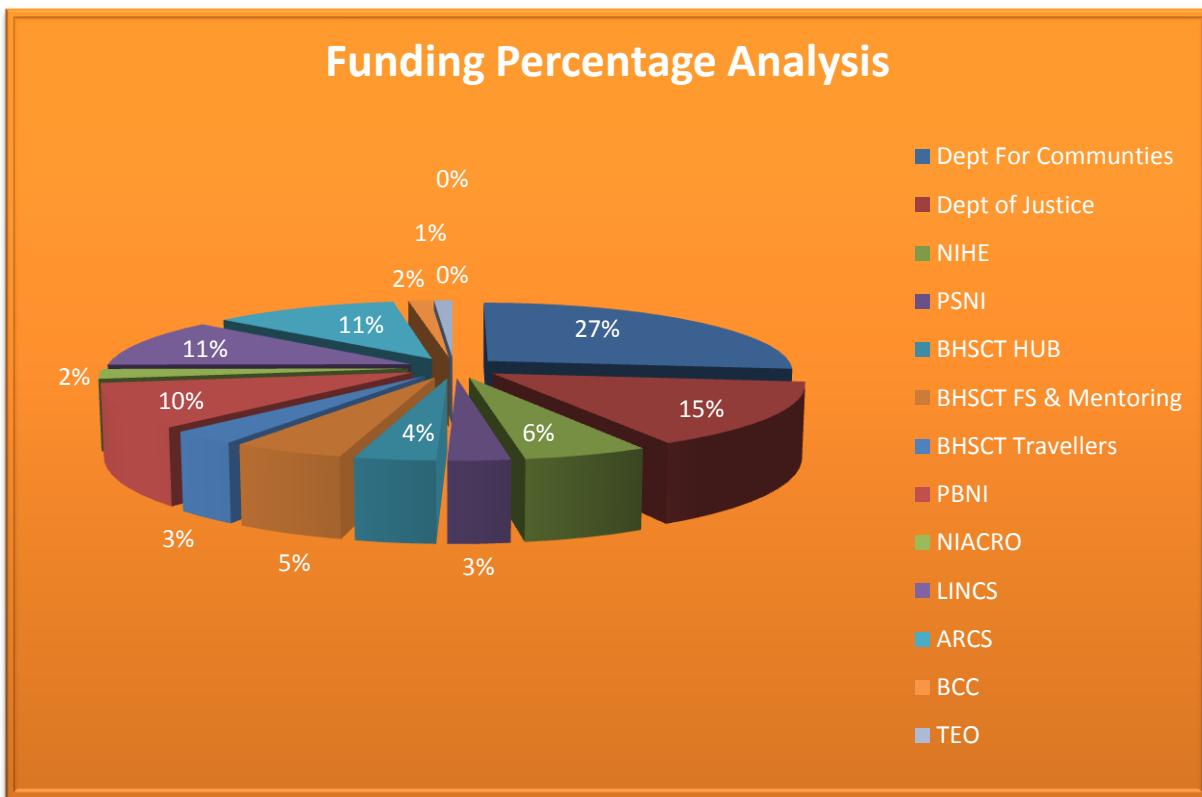
Training and the Promotion of Restorative Education has been a purpose of CRJI since its inception. CRJI has worked tirelessly to train members of communities and promote the use of restorative practices. We will continue to do this, working with our partners; Time Out Assessment Centre, NIAs and our funders - these partnerships make our success possible.

**Kate Pickering
Finance/Admin/SMT**

Funding Report

CRJI would like to thank all funding agencies who have supported us over the year. We would also like to thank those who provided their services free and to those who donated funds, time and resources to any of the CRJI Offices.

CRJI Central Office is responsible for administrating incoming grants. All funding received is to support the programmes below. These grants support Salaries, Running Costs, Programmes & Projects and Training within CRJI Offices: Central Office, Greater Andersonstown, Greater Falls, Colin Area, North Belfast, South & East Belfast. A portion of the incoming grants also supports project & programmes in the Newry Region, Derry Region and the Urban Villages Programme in the Colin Area.



Funding Agency & Programmes

Department For Communities	Social Environment Programme-Crime
Department Of Justice	Restorative Interventions & Training
NI Housing Executive	Mediation & Community Support
PSNI	Mediation & Community Support
Belfast Health & SCT	Family Support & Mentoring Programme
Belfast Health & SCT	Outer West Family Support Lead
Belfast Health & SCT	Travellers Project
Probation Board for Northern Ireland	ASPIRE
Probation Board for Northern Ireland	Enhanced Combination Order
NIACRO	Other Projects
LINCS	Inclusion Programme
Assets Recovery Comm Scheme	Engagement Programme
Belfast City Council	Capacity Fund
The Executive Office	Urban Villages Programme

CRJI has been practising for 21 years now, we have invested in our staff and community and build on our working relationships with funders. We pride ourselves on our transparency, accountability, accreditation and working practices.

Late 2019 was a busy time for CRJI in preparing for 2020/2021. Working to submit Tenders and Applications not only to sustain our present work but to extend our services to other areas. We hope to succeed with these tenders/applications to allow us to promote and develop restorative practices to a wider audience.

Another area for development within CRJI in 2019 was the process of qualifying for a Statutory Audit from a Financial Statement. We welcome this as another benchmark for CRJI in transparency and accountability. The CRJI Board of Directors are a hands on working Board - I have to thank the Treasurer for all his support over the years, his time, patience and hard work has assisted CRJI in their recording, reporting and adherence to funders guidelines.

Without the support from funders CRJI would not be able to carry out the vast amount of work within this report. Therefore, we have to share our success and give credit to all funders, communities and our working partners. Our appreciation also extends to all our hard working volunteer practitioners, staff and Board of Directors for their contribution in making 2019 such a success. All this support is vital to community development and the development of our services each year.

CRJI has completed a Statutory Audit for the period ending March 19. This Audit was completed by:

James B Kennedy & Co. Ltd.
Chartered Accountants and
Licensed Insolvency Practitioners
Unit A1 Boucher Business Studios
Glenmachan Place
Belfast BT12 6QH

A copy of this and other reports are available at our office: 02890 301521

Kate Pickering
Finance/Admin/SMT

Newry / Armagh Regional Report

Digging Deeper Project (2019)

Throughout 2019 the 'Digging Deeper' project continues to go from strength to strength. The project provides a forum for community groups and representatives to discuss relevant community issues; identify community needs and work together to help address them.

Supporting Communities

As a result the project was able to help support a South Armagh community regarding parents concerns around the increase use of illegal drugs.

'Digging Deeper' organised a public event (supported by NM&DDC & the PCSP). This took the form of a very intimate and emotional conversation from the speaker Theresa Burke, about her personal journey as a mother now dealing with a deceased son through drug addiction. This well attended event took place in the Jonesboro pastoral centre was also supported by Start 360.



Safer Driving Course

'Digging Deeper' organised and delivered a 6-week 'Safer Driving' programme in the Jonesboro Pastoral centre and the Newry Fire Station. The certificate and lessons presentation took place on Monday 25th March in the Pastoral Centre. Later in the year we delivered the same course in Newry.



Greater Newry Talk Back Event

A Brexit talkback event was held in Ballyholland (April) with the panel consisting of Jim Wells DUP MLA, Colin Harvey QUB Academic and Brian Feeney journalist and political

commentator.

The event was very well attended and was highly successful with discussions centring on the impact of Brexit on Newry as a border town. A woman originally from Lithuania spoke about how she felt wholly part of the wider Newry community, having worked hard and raised her 2 children locally. It was an interesting interjection and demonstrated the complexity of issues that surrounds Brexit.



Digging Deeper Co-ordinator
Ewan Morgan & CRJI Facilitator
Melissa McMahon with Council
Vice-Chair Oksana McMahon; &
Talk Back panel

Youth Engagement:

Throughout the summer we engaged with a number of Youth facilitators, who have been meeting with young people in their various areas, discussing what the main issues are and helping us develop ways to address these issues.



Safer Driving Course - Keady

13 young people from Keady signed up to our Safer Driving Course. All involved passed the Safer Driving course and were awarded with 8 free driving lessons each.



Training:

18 people completed the Institute of Leadership and Management Level 5 course, in December. The group was cross-community and cross border as well as containing a healthy mix of gender, age and geography across the area. The course was a tremendous success and those involved.



PBNI / CRJI Project:

2019 saw the continuation of the Enhanced Combination Order (ECO) project with PBNI. To date the Newry office has been involved in or completed 37 referrals from Probation offices in Newry and Armagh.

The ongoing success of our ECO pilot with PBNI was recognised in April 2019, when CRJ Newry / Armagh were nominated for a Legal Island Diversity Award. We were

delighted when it was announced we had won under the category “Best Initiative Impacting on Offenders or Ex-Offenders”. Director of CRJI, Harry Maguire received the award on our behalf.

Our bespoke approach based on restoration delivers a number of unique engagements with ECO referrals in a genuine attempt to reduce re-offending and enable re-integration with affected communities and repairing of relationships.



Legal Island @legalisland · 59s
Congratulations to Community Restorative Justice Ireland, Newry/Armagh - winner of the Best Initiative Impacting on Offenders or Ex Offenders in NI in association with @PeoplePlusNI! #DiversityAwards



Safer Stronger Communities Project

The Safer Stronger Communities Project, funded through the Department for Communities under the Neighbourhood Renewal partnership has held a number of successful events since April 2019. These include a variety of community safety workshops, a Community Reassurance Event and our bi-monthly Policing within the Community Meetings (PWTC).

Our PWTC meetings have gone from strength to strength with regular participation from community representatives and a variety of statutory agencies such as the NIHE, PCSP and PSNI. In July we facilitated a PWTC meeting focussing on drugs misuse in the greater Newry City area. We also held a recent successful PWTC meeting focussing on parking issues which had a guest speaker – the Parking Enforcement Contract and Operations Manager for On-Street-Parking from the Department of Infrastructure. We look forward to developing this relationship in the future. We have also held a number of positive youth inclusion/diversionary events with young people across Newry City that involved a trip down to the Zombie Run at the Jungle NI. During our last quarter we will host our OCN Level 2 in Restorative Skills in the community and we will be delivering our 6 week Fixing Things programme with two P7 classes St Patrick's PS.



Policing within the Community Meeting focussing on drugs misuse with guest speaker Niall Humphries (PSNI Organised Crime Unit) July 2019



40 young people attended the Zombie Run in the Jungle NI as part of a positive youth inclusion/diversionary event (October 2019)



Policing within the Community Meeting focussing on Traffic/parking issues in Newry City – January 2020

Ewan Morgan
Manager
CRJI Newry / Armagh

Derry Regional Report

Derry continues to receive funding from DfC for a Manager, three coordinators and a Finance/Administrator. We have delivered support for victims of crime, Community Relations' Projects, Community Safety and Crime Prevention initiatives, support for people with addiction issues and we continue to provide a Mediation service. We have also, in partnership, worked on initiatives that have benefited thousands of people. CRJ also have an excellent working relationship with all levels of the PSNI, NIHE, Housing Associations and community structures. We work very closely with all levels of the police in helping to keep our communities safe but while holding them to account at the local Community Safety Forums and at the PSCP where Martin Connolly and Noel McCartney are still members.



Sean Collins delivering Bogus Caller Presentation

This year the three area coordinators, in partnership, with a number of groups organized community festivals, as Alternatives to Bonfires. These events proved to be a very successful component of a wider initiative to deflect young people away from organizing bonfires in areas where the residents don't want them. This proved effective and thousands of people enjoyed the alcohol-free events without incident.



Martin Connolly attending Outer North Alternative to Bonfires' Event alongside Derry City and Strabane Mayor Michaela Boyle and SDLP Councillor Brian Tierney.

The biggest of these events would be the Féile and Sean Collins, CRJ's Triax Coordinator, is the current Chair. Féile has been a catalyst for regeneration and transformation for many years through the media of music, arts, culture and heritage. Féile's origins were about countering the negative reputation of the area and the activities within the area from things that were dangerous, environmentally negative, and socially and politically repressive into a community celebration that can be embraced by all, harmful to no one and inclusive. It was to also deal with the increasingly dangerous environment around bonfires, an environment that led to tragic consequences in the past. Féile continues to do this.

Sean Collins at Gasyard Wall Feile event "The Battle of the Bogside A Unionist Perspective".



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.



Resilience Plan. Sean Collins attended the location, engaged with residents and contacted the Housing Association, the Floods Agency and the PSNI on their behalf.

Derry City and Strabane District Council's Emergency Resilience Plan is a collaborative response, involving the statutory agencies and the community sector, to minimise the community impact that events such as security alerts, flooding, gas leaks etc have upon them. The aim of this plan is to assist responding agencies and communities to work together to set up, manage and close Emergency Support Centres following a declared emergency or major event. Depending on the circumstances of the emergency or major incident there may be a need to establish some or all of the following types of Emergency Support Centre (ESC). CRJ co-ordinators in the three Neighbourhood Renewal areas are the first point of contact between the DC&SDC and the community sector in events such as this.

CRJ coordinate the Teamworks' project in the OuterWest Neighbourhood Renewal area of Derry. The project aims to identify gaps in services in relation to community maintenance. The project receives referrals from Community and Statutory organisations. The project also carries out an area improvement initiative in the OWNRA once a month. This usually includes the cleaning of laneway or streets that statutory organisations do not have responsibility for maintaining. We also assist schools and community groups who may need help with maintenance or manual labour. These specific jobs are referred to and agreed at the Outer West Neighbourhood Safety Team which CRJ chair. Other services provided by Teamworks include complementary home safety visits and the provision of free Home Safety Equipment for victims of crime. Outer North and Triax areas avail of this service also.



Mark Doherty OuterWest CRJ and Mickey Moore Teamworks pictured with residents who attended the Spring Health event at Holy Family Primary School.

CRJ continue to play an instrumental 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. CRJ is also a member of the Waterside Community Safety Initiative and we advise on how to handle anti-community issues and we also take referrals from them.

The Social Investment Fund is nearing completion with one project to be finished this year. Noel McCartney chaired the local SIF Steering Group and over the period of the Project we received an allocation of £9.5 million from OFMDFM, now the Executive Office. Noel McCartney would like to acknowledge the contribution the late Martin Mc Guinness played in securing this funding.

We are now working with PBNI and other partners to roll out the Enhanced Combination Orders in Derry. This project is going well and we will reach our target. We have a Service Level Agreement with Housing Associations. We have met PSNI Probationers to give them a better understanding of some of the local issues that they will encounter whilst serving in Derry.

Martin Connolly has been involved in the Crisis Intervention Service Initiative Steering Group throughout the whole process and a Pilot Crisis Intervention Service has been funded and is currently operational. The initiative was put in place after a gap had been identified in the existing services for a 24-hour venue where people in the community who feel in crisis, but simply need somewhere to go to for de-escalation, talk to someone, a welcoming environment and know they are being listened to. There is also a follow up process and built in evaluation facilitated by Magee University.

The YES project (Youth Educated in Safety) is rolled out three times per year and engages with all Primary 6 children, approximately 1800, throughout the city. The format of the project involves children making their way around a number of workshops. Each workshop discusses various community safety issues with the children. The CRJ presentation involves a video which we developed with Primary 7 children from Oakgrove Integrated Primary School which demonstrates the benefits of the mediation process. This allows us to discuss various forms of conflict resolution with the children.



Mark Doherty delivering the CRJ Presentation at the Youth Educated in Safety (YES) event.

Following the killing of Lyra McKee, during disturbances in the Creggan area of Derry City, CRJ were an integral part in organising the community response which saw leaders from across the political spectrum, civic society, churches and residents come together in a rally which was held yards from the scene of her tragic death.



Sean Collins on the platform at Lyra McKee Vigil.

Noel McCartney and Sean Collins were involved in the discussions around The Executive's Office B4 Communities in Transition Project for the Creggan and Brandywell areas and helped, in partnership with others, put together a proposal. Noel McCartney assisted CRJI in their proposal for the different regions.

I would like to thank the staff for their work and especially their dedication to the project. I would like to thank, on behalf of the staff, our Management Committee for their support and guidance throughout the past year and a special thank you to all the volunteers for all their work throughout the year. Finally, I would like to thank our funders, the Department for Communities for funding the Project and their staff for their ongoing help and support over the years and PBNI.

Noel McCartney
Manager
Derry Regional Office

Mediation and Community Support & SHARP Project



This past year the MACS programme dealt with a high volume of cases, delivering the Housing Executive MACS Project across all CRJI offices. Our staff and volunteer practitioners have facilitated mediations and provided community support to a range of individuals, families and community members, offering professional guidance to stakeholders so that they are empowered to resolve their own issues using restorative methods where they work towards achieving the best outcomes for all involved.

Our communities are too often detrimentally impacted by the behaviours of others, and CRJI tries to repair these situations and relationships by addressing the root causes of conflict. Over the course of 2019, the community was particularly affected by anti-social behaviour, neighbourhood disputes, anti-community behaviour drug and alcohol misuse and problems associated with new builds within the areas where our offices are placed. These structures introduced new problems to the neighbourhoods, related to increased incidents of criminality, drug-related issues, and physical violence. As a result, a high percentage of MACS and SHARP cases this year pertained to community support, with CRJI providing advice and aid to clients.

To this end, the MACS worker and CRJI practitioners helped connect clients to local services, building relationships and partnerships with statutory organisations and community agencies. This collaboration has enabled CRJI to work holistically with clients who may need further additional support or professional help, and has been crucial when assistance is urgent. The MACS project continues to foster and build these relationships with outside organisations. In 2019, the MACS and SHARP projects regularly worked alongside the PSNI, the Housing Executive, and local housing associations. This year we facilitated many direct and indirect meetings between clients and PSNI/NPT or housing bodies in relation to some of those concerns.



Figure 1 MACS Worker meets with the Falls Coordinator, PSNI, and Belfast City Council

This year our offices have also dealt with a higher number of homeless related cases, where the MACS worker has liaised directly with the Housing Solutions Team to find accommodation for families and individuals who present as vulnerable or have other needs. Within this process, the sharing of information is crucial, and we are thankful for the close relationship we have with the Housing Executive at every level, from managers to staff members.



Figure 2 MACS Worker facilitates a successful mediation

Our programmes also regularly assist clients through mediation services, including both direct and indirect meetings between affected parties. These mediations allow those most impacted by conflict to resolve their own issues in a supportive and safe environment.

I believe the MACS and SHARP projects have greatly benefited the individuals receiving support, and the process has allowed many families and individuals to stay and live in a more peaceful and stable community. We continue to give our clients the best services, which are needed to support them during their challenging and difficult times. I am routinely impressed by the number of families and individuals whose lives have been improved through the commitment and dedication of CRJI and these projects.



The MACS and SHARP projects have helped housing providers immensely with their caseloads, especially as social housing is stretched to the outer limit at the present time, and CRJI services take some of that pressure off of them. We serve as a confidential, trusted and effective link between the community and those housing bodies, and we are happy to assist our neighbourhoods through the improvement of relationships and the coordination of services.

I would like to thank everyone who has worked with me within CRJI and in outside agencies as your support is crucial for me to continue to stay focused in delivering these much needed programmes to our communities.

**Marie Hamill
MACS Officer**

Aspire Project

CRJI have been delivering the Aspire project from its initial launch in September 2017, in conjunction with NIACRO, PBNI, Barnardos and NI Alternatives. The project is going from strength to strength ;in 2019 CRJI supported 45 vulnerable young men via the Aspire service. The project has secured further funding to ensure the programme continues and expands in 2020- so it is exciting news for the future (watch this space)!

What is the Aspire Project?

Aspire works with marginalised young men (aged 16-30), who are risk of becoming involved or further involved in criminality. It aims to prevent and reduce offending and enable young men to develop their full capacity and to resist negative influences.

There are two parts to the Aspire Service:

Aspire Mentoring

A programme for young men, under PBNI supervision, leaving prison or in the early stages of their community sentence

Aspire Community Engagement

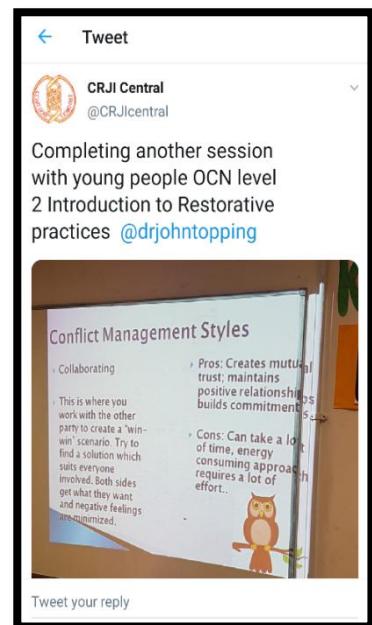
A programme of work involving a range of community based interventions, including restorative justice approaches for young men who are not in the criminal justice system (and thereby not subject to statutory supervision).

In 2019 CRJI's Aspire project worker supported approximately 40 individuals in a one to one capacity, engaging in a restorative plan to address a range of issues such as homelessness, poor mental health, anti-social behaviour, under-threat/ community issues, substance misuse and addiction, criminal or risk taking behaviours, etc.

In addition to this CRJI supported a group of five young men to complete an OCN Level 2 in Restorative Practices, Exploring Conflict Resolution, Choices and Consequences. As the name would suggest, this looked at a range of themes, including; conflict resolution and applying this to their own world, the history and development of restorative practices and its relevance in different environments, understanding the community and the positive and negative roles we can play in these, exploring resilience and keeping safe. CRJI deliver these training workshops in an innovative and interactive way, to encourage discussion, involvement and learning. Feedback from this training was positive and everyone got stuck into the role play scenarios,

J* aged 17 commented; "*I learnt a lot, I hadn't really heard of restorative justice or practices before...*"

S* aged 18 said, "*It made me really think about how I get on with my family, the bit about conflict styles- the role play- it really made me think how I could get on better with others, without getting into a full scale row.*"



Case Study

Example of CRJI ASPIRE

Community Engagement:

CRJI Aspire Project Worker:

"T* made positive changes; T* was accountable for his actions and completed reparation programme to fix some of the damage he had caused. He is moving forward, working full time and engaged in harm reduction work around his drug use... T* still has some way to go with this."

Meet: T*, aged 18 years

Reason for referral to Aspire: T* was misusing drugs, engaging in offending behaviour and had recently lost his job.

How did Aspire help: T* engaged in intensive short term support with CRJI, whereby-

- He met with Aspire mentor on a weekly basis and completed an assessment and personal planning setting his own goals and agreeing actions
- T* completed risk reduction work (re; substance misuse) and engaged in discussion around improving his decision-making and making informed choices
- Aspire staff supported T* to reflect on his offending behaviour (driving offence) and supported him in navigating the YJ system (as the offence took place before he had turned 18 years). CRJI worked with T* on a restorative programme to understand the full impact of his actions and on reparation and "making good"
- CRJI supported T* to engage in training and supported him with the attached cost
- T* engaged in employability support, CV development, job applications, interview preparation, etc. T* successfully obtained another full time role.
- T* was offered drug intervention/ counselling support which he refused at this point, T* recognised that drug misuse was a contributing factor to his situation however did not want to avail of any services at this point.

Outcome: T* completed the Aspire programme, as a result he became aware of the implications of a conviction, the CJ/ YJ process, his rights and so forth. T* stated he was more confident in making informed decisions, recognising potential consequences of actions and as a result felt he was less at risk of future criminal behaviours. T* began working full time and was willing to engage with services (YJA) to address offending behaviours. T* reduced his drug intake mid-week, however recreational drug use appears to still play a significant factor in T's* life, T* was signposted to additional drug support programmes but was unwilling to engage at this point.

[Tweet](#)

 CRJI Central
@CRJICentral

CRJI project worker supporting young person to attend job interview today... Great news, they got offered the job! Huge well done 🎉 @drjohn topping @kieranmcevoy2 @JimD_67 @jimgirvan79 @timmairs

17:30 · 13 Feb 19 · Twitter for iPhone

3 Retweets 8 Likes

[Comment](#) [Retweet](#) [Like](#) [Share](#)

An evaluation of the Aspire service was published in March 2019 and it makes for an interesting read, the entire publication is available via this link: <https://www.pbni.org.uk/wp-content/uploads/2019/11/Aspire-Evaluation-8th-May-2019-Final.pdf>

Agencies involved in the delivery of Aspire and with the support of NISRA gathered data to identify trends and patterns:



- The vast majority (85%) of service-users were unemployed. Approximately three quarters (73%) had health issues including alcohol or drug problems; 70% agreed that addiction issues and 30% that drug debt had resulted in their referral to Aspire.

- Aside from drug and/or alcohol usage, difficulties including having nothing else to do (65%); getting caught up with the wrong people (59%); not caring about life (52%); always getting into trouble (51%); family relationships (44%); having no-one to turn to (32%); and feeling under pressure/threatened (28%) resulted in an Aspire referral.
 - In line with identified difficulties the main focus of engagement/intervention was addiction (79%), training/employment (75%) and mental health/trauma (67%). Approximately six out of ten needed support with self-esteem, accommodation and relationship/family issues. Underthreat/community issues were the focus of engagement for 56% of service users. Around half needed support with peer/gang influences and 40%with social isolation. Debt/finances and parenting were the focus for 37% and 31% respectively. Sectarian attitudes and restorative work were the focus for approximately 13%.The evaluation in Chapter 5 and 6 provides an overview of the impact Aspire has had on service users and key stakeholders. It identifies benefits including those linking directly to the aims, set out in 'The Executive Action Plan' (i.e. namely employment, training, housing, health and social services).

Aspire helped to improve outcomes for service-users, the qualitative research evidenced that the project:

- Helped to increase service-users confidence
 - Provided them with practical support (such as obtain ID, access benefits, register with the GP, access housing support and other services such as foodbanks etc.)
 - Helped to address mental health and addiction issues, engage in support and attend appointments
 - Supported service users to “take a better path in life” and “keep out of trouble”
 - Engage in employment or training support



Keywords from entry and exit questionnaires completed by clients indicated that the programme had helped:

If you would like to avail of Aspire support, or would like some more information on the programme please contact Andrea McLoughlin via email at amca@crjireland.org or at 028 95212131 or pop into your local CRJI office for further details on the programme.

Andrea McLoughlin

CRJI Aspire Project Worker

Outer West Belfast Family Support Hub Report

The Belfast Family Support Network organised a Celebration event at Belfast City Hall on the 18th January 2019. Through the local Family Support Hub Network, more than 5,000 families in the Belfast Trust area have been connected to a range of family support services over the past two years.



The Belfast 'Family Support Hub' network represents a strong, community based, partnership approach to meeting local needs.

The Belfast Family Support Hubs, set up in 2014, have developed into an extensive network of services which provide support to local families across the city. This includes services such as home visiting, debt management, mentoring and behaviour management support.

One of the key elements of this approach is that it brings together community, statutory and voluntary organisations which offer support to families with children (0-18 years).

"More than 550 service providers are committed to this partnership approach in this unique delivery model" said Carol Diffin, Belfast HSC Trust's Executive Director of Social Work.

"I am not aware of any other model in Northern Ireland or on the island of Ireland that harnesses the good will, skill set and infrastructural network of community and voluntary bodies as those represented here today. Meeting local needs through a partnership of the Belfast Health and Social Care Trust and Family Support Hubs with community based knowledge and skills, has proven to be empowering, efficient and effective."

One of the Belfast Family Support Hub Co-ordinators stated that:

"Each Family Support Hub has a Co-ordinator that understands being a parent can be very rewarding but can also be very challenging. Family life is dynamic and it can sometimes be stressful and challenging for family members, managing the pressures of daily life."

"Often families find it is very difficult to know where to turn to for support. For individuals who decide to seek support through your local Hub, the family's needs will be the focus."

"Support options will be offered. You will be connected to local supports, appropriate to your family's needs. The Hub will always act professionally and respect confidentiality."

Congratulating the representatives from participating organisations at an event today in Belfast City Hall, Lord Mayor, Councillor Deirdre Hargey stated,

"Belfast City Council, Belfast Area Outcomes Group and our other community planning partners envision a Belfast where every child reaches their potential. Furthermore, a Belfast that families choose to work and live in."

"Meeting the goals set out in the Belfast Agenda will, with hard work and dedication, address the legacy of inequality, underachievement and poverty that blights so many neighbourhoods and families."

"It is my belief that effective, collaborative, 'early help' networks such as the Family Support Hubs, play a key role in helping this city reach these goals."

"This city has a long tradition of community network support, The Hubs are clearly a further example of how innovative and creative partnerships can offer hope and practical help to children, mothers, fathers and wider family circles."

"I particularly commend the work done to support families who have come to our city in recent years and need to experience a sense of welcome."

After the success of this event, The Mayor of Belfast invited the Belfast Hub network to a reception in March 2019 to the Mayor Parlour in City Hall. During this event the Mayor presented each hub Chairperson and Co-ordinator with an award in recognition of hard work and dedication in the community



Family Support and Mentoring Service

CRJI required funding from the Belfast Area Outcomes Group to deliver family support and one to one mentoring packages for the Belfast Family Support Hub Network. Over this past 4 years we have worked with 95 young people delivering 2269 one –to one mentoring hours. We have also worked with 91 families, delivering 2262 hours of home visiting.

Through the Belfast Hub Network, we have been presented with a number of family members who are struggling to cope, due to conflict within the family setting, defiant and challenging behaviours from young people and other issues contributing towards familial conflict. Intervention and support is vital in order to prevent the problem from escalating and avoiding potential problems such as negative role modelling to younger siblings, community conflict, family breakdown etc.

Case Study 1

Family referred by GP into the Outer West Belfast Family Support Hub. Hub referred into CRJI Youth Mentoring service. Mum was concerned with oldest son i.e. shoplifting, police involvement and superficial self-harm.

Youth mentor worked with young person to help him identify the issues/his needs; family breakdown (parental separation), dealing with Mum's new relationships, struggling to identify positives friendships and mental health (depression/anxiety). Young person was struggling to manage his emotions, getting aggressive and acting out as a result.

Youth mentor worked with the young person regarding the consequences/impacts of anti-social behaviour, discussed and implemented better ways of coping with stress/dealing with conflict other than self-harming and getting aggressive.

Youth mentor worked with young person to engage with other services such as counselling services and 'Strengthening Families' program that they engaged in as a family to work together to improve their relationships with each other. Young person was able to attend the youth club again at the end of his engagement as he was not attending due to negative friendships with young people attending the club.

Change was evidenced with how the young person rated his ability to manage and resolve difficult problems, and how confidence had increased in communicating how he was feeling. Young person stated "I received all the help and support I needed".

Case Study 2

Family referred by CRJI Youth Mentor after working with a young person, who unfortunately passed away. Youth Mentor advised mum of our family support packages, mum agreed she thought this would benefit her and her family through this traumatic event.

Mum engaged with our Family Support service, and on initial visit mum discussed how she had been trying to cope. Dad is not in contact with the family and mum feels overwhelmed but keeps going to keep routine for her other 4 children. Mum felt she wasn't ready for counselling just yet but had agreed on complementary therapies, home visiting, trips out and attending courses to try to work on her emotional wellbeing.

Mum enjoyed complementary therapies and felt they were helping her to relax and settle her. Mum had stated she had growing concerns of the challenging behaviour of one of her sons after he started secondary school, he was venting his anger into fighting other pupils and becoming aggressive to teachers in which he got suspended from school. We accessed the help of the MACS Project to help him talk about how he was feeling.

Mum stated that she was on a rollercoaster of emotions but felt with the support of the Hub she can stay focused and strong to keep going

Coming to the end of our support, mum was keen to "get back to work". After weeks of researching and discussion mum has since got a part-time job.

A message was sent to the Outer West Belfast Family Support Hub thanking them for their support for her and her family throughout one of the most challenging and traumatic times.

West Belfast Locality Planning Group

As Co-ordinator for the Outer west Belfast family support hub I sit as a member of the West Belfast LPG. Locality Planning Groups are partnerships between statutory, voluntary and community organisations that are working with and for children young people and families at a local geography; such as District Council areas

Locality Planning Groups are a Partnership of front line leaders and staff across all sectors from the local neighbourhood/locality. Their work focuses on Early intervention, building preventative places and Improving outcomes for children and young people.

Each Locality Planning Group reports to their respective outcomes group by sharing information, knowledge base and expertise about the local area and identifying opportunities to improve outcomes for children and young people by working better together.

Members of each Locality Planning Group understand the issues for children and young people in their locality by using the CYPSP data sets, organisational data and input from children young people, and their families and linking closely with local Family Support Hubs.

An ASD/ADHD workshop event was facilitated by Belfast Locality Planning Groups on November 6th 2019, at the Balmoral Hotel. Upwards of 130 people from a cross-section of organisations and disciplines attended the event. The high level of attendance reflects the fact that this is an accelerating issue in all LPG areas in Belfast, as identified by the FSHs and Locality Planning structures.

The theme of this workshop was to outline the diagnostic journey for service users and their families through both the Education sector and the Belfast HSCT system. The opportunity to have an input from both Health and Education was very positive in providing a comprehensive overview of the systems families have to navigate.



From an education perspective Lorna Fitzpatrick (EA lead in ASD) delivered a presentation that mapped the route through education for children and families, once the child has been identified as being “different”.

Kris McKeever(ASD Lead, Belfast HSCT) and Paul Gemmell (ADHD Lead, Belfast HSCT) both delivered presentations in respect of ASD and ADHD and the journey through the health system in Belfast for children and families. The final presentation delivered by Caroline Milligan outlined a model of good practice that is part of Glenbrook Sure starts programme which is based in North Belfast. This national award winning programme, “Little Learners Pilot Programme” was launched due to an increasing number of children presenting with Autism and social communication concerns. This programme illustrated the partnership working not only between organisations and professionals but also between families and the service providers.

Presentations are available to view on Belfast Locality Planning Groups' webpages.

This was an event that was designed to raise awareness and to encourage more discussion and partnership working between organisations, disciplines, service providers and service users in order to charter a way forward. Feedback collated to date from event evaluation forms is very positive and indicates that there is a willingness and enthusiasm across all sectors to continue to build on the conversations started at this event to plan and develop a range of supports for these children and their families.

For further information, please visit:

<http://www.cypsp.org/locality-planning-groups/west-belfast-locality-planning-group/>

To see our Family Support hub video please go to
<https://www.youtube.com/watch?v=QauYFXiYtpg>

To see the Lord mayor speak about event please go to
<https://www.youtube.com/watch?v=fZ1wVbmSlr4>

Finally, I would like to take this opportunity to thank everyone who has contributed to the Outer West Belfast Family Support Hub. Without your support and commitment none this would have been possible.

Leontia McKenna
OWBFSH Co-ordinator

CRJI Travellers Project



2019 has been a very busy year for the Community Restorative Justice Ireland Traveller Project. The Project has worked on 135 cases involving 420 people. Throughout the year we have dealt with a wide range of issues affecting individual families and communities. CRJI work in partnership using a holistic and Restorative approach.

Throughout the year we have dealt with a wide range of issues:

- Historical Conflict and disputes within the Traveller community
- Threats/initiation
- Hate crime
- Community concerns /Breakdown in relationships between Traveller/Settled communities
- Advocacy work
- Misuse of prescription drugs, street drugs alcohol drugs
- Domestic Abuse
- Poor Mental Health
- Self-esteem and confidence
- Responsibility / ownership of behaviours
- Misuse of substances
- Personal development
- Social Exclusion
- Family support
- Bereavements support

The key to addressing these issues was community working together and within capacity building , which fosters a sense of ownership and empowerment for the Irish Traveller. This lets community partners gain greater control over their own future development within the Traveller/Settled communities and with Voluntary, Community and Statutory bodies, this being the core of the work. CRJI have facilitated direct and indirect dialogue using Restorative Practises to help identify issues which can prevent further issues arising and can repair the harm that has been caused.

Through working and supporting this project, it enables people to communicate effectively and positively to find a positive way forward to improve the quality of life for all participants. Again this year, CRJI Travellers Project has built and sustained very strong working partnerships and the sharing of information allows all to work on the needs of those involved. The importance of our joint approach is crucial for the families/communities we work with.

CRJI and other agencies recognise the importance of the first initial contact with families and all use different skills to identify needs and develop a long term plan for their health and well-being. Identifying these issue with a quick response to put services and support mechanisms in place, has been crucial to deter issues from developing further and while the momentum is fresh. This allows a prime opportunity for the support team to offer a wide range of new

services. This year CRJI Traveller Project attended the Irish Traveller Health and Well-being Forum which comes together four times a year. CRJI Traveller Project attends a Traveller Practitioners' monthly meeting with other organisations funded by the Belfast Trust working together for best outcomes. The building of relationships within the Traveller community and with organisations, allows us to build up trust with the families, build bridges and link all services needed to resolve issues.

We aim to maintain relationships built throughout the Belfast Community Partnership and we will continuously build on support for organisations to assist them whilst working with the Traveller community to offer the services they provide. Through mediation we have identified areas which require further work including:

- A more Co-ordinated approach for the Traveller Support Team
- We have identified some uneasiness between organisations working with the Traveller community, although organisations are working well together this has been identified as an issue.
- We have identified in a number of cases where there is misinterpretation and a lack of understanding with direct and indirect discrimination, where people feel they are being discriminated against; it is actually that organisations are following policies and procedures.
- Lack of Cultural awareness training for organisations within BHSCT
- A gap for youth services due to cultural issues. These issues have all been brought forward to the appropriate agencies and will always be under review.
- Through team meetings and referrals, we have found using a Restorative approach to be the central role of the Traveller Support Team.

The aim of our project team is to bring all our resources and experience together to achieve positive changes in the lives of Travellers. From May 2017 several organisations who are funded by the Belfast Trust i.e. Maureen Sheehan Centre, Healthy Living Centre, Extern and Barnardos, have been working closely with each other for the best outcome for families. We have found that this Belfast model of working collectively, is the best method as the project is constantly expanding.

An example of those organisations which we have built relationships with over the year are, Early Years, Barnardos, BHSCT, Social Workers, Health Visitors, Belfast Family Support Hubs, Housing Executive, PSNI, Housing Associations and Belfast City Council. Each member of the support team is ensuring that each member of the Traveller community is at the forefront of their work. This work enables the team to identify resources within the community and also promotes our project and how we work. The relationship with the Traveller Community is growing but there is still further work to do. However, more and more Travellers are coming through the door or ringing the office seeking help or guidance.

We meet with the Racial Equality Unit at Castle Buildings myself Paul Noonan and PHA, highlighting areas of concern at local and regional levels on Health & Well-being, Employment, Education, Accommodation, Mental Health and the impact that it has had on the Traveller community whilst highlighting the need for more resources in the community.

Throughout this year CRJI Travellers' Project has been involved in engagement through events and meetings during the year through either '*Bringing the Traveller voice or bringing their needs to table*' in a multi-agency approach.



- Visit to Pave point
- Castle building
- Joint work CRJI LINCS Programme. (*Local Initiative for Networks Connections & Support*)
- Public Health Agency/HSCB
- Travellers Health and Wellbeing Forum Tension monitoring group

CRJI has set up a service that will support the avoidance resolution or transformation of conflict as it impacts on the Traveller community. Restorative Justice Approaches will be used to address ongoing conflict and the issues that contribute to that conflict.

Multi Agencies Approach - Glen Road Heights site:

- Multi Agencies Approach- Vulnerable Adult
- Court Support
- Traveller Practitioners' monthly meeting
- Community Engagement /Mill Race/Mill Rise/ Glen Road Heights/Hannahstown
- Family group conference
- CRJI Ireland Traveller project
- Traveller Accommodation Needs Assessment. (NIHE)
- CRJ Ireland Traveller Project Nominations to the Project Advisory Group (PAG)
- West Belfast Round Table Talks
- International Women day
- Inter-agency meeting BCC
- CRJI Traveller Clinic in our north Belfast office each Thursday
- North Belfast forum
- West Belfast festival
- International woman's day
- North Belfast forum
- Weekly North Belfast Traveller clinic
- Visit to Pavee Point Travellers' Centre Dublin



CRJI Traveller Project worker co working with the Heart Project, Bryson and NIHE to develop strategies re traveller needs. Community input essential

To summarise, CRJI have been continuing to work closely with all and continue to build relationships understanding and raise cultural awareness and work closely with the Traveller& Settled communities, and Agencies to achieve better outcomes for all communities. All concerns are listened and supported whilst adapting a Restorative Approach. This approach has resulted in a multitude of successes and we are confident that this will continue to grow.

Feed back

"Thank you very much for what you have done for me over the last 2 years. For you got me help for getting away from Buds and coke there has not been anyone my life that has stayed beside my side through thick and thin. With all the help you have given me I have a full time job and a girlfriend now, you learned me so much in the last few years that would do me a life time, I know if I need help I can turn back to CRJI as they're there to help Client."

User provider

"Anne Marie has at all times taken Client rights and need into consideration and attempted to advocate on his behalf. There are many different people involved in Client care and without this support Client would be much more vulnerable, at greater risk of harm and his physical and mental health would deteriorate further."

User provider

'Beyond this Anne Marie then supported Social Services to interact safely with different family members who are involved in Client life. Initial interactions were tense and contentious as they centred around Client finances. Anne Marie helped set appropriate boundaries with the family and help them to understand the role of Social Services in the case of Client.'

Jacqui Gilmore, Newington Housing Association

I have worked with Ann-Marie and the Traveller Project in both North and West Belfast. The service is unique and provides invaluable support to Traveller families. Ann-Marie has a great way of engaging and encouraging people to become involved and working with voluntary and statutory agencies advocating on behalf on the families.

Gallery



CRJI Traveller project, PHA Equality Office, Education Authority, BCC & Maureen Sheehan Centre & TEO, Racial Equality Unit, positive meeting addressing issues that impact on Traveller Community, further meeting planned.



Travellers Tension monitoring group working together between statutory & community organisations. Positive discussions #working together#



Dept. of Community today visited Traveller site in Belfast with CRJI Traveller Project. Listening to views of Traveller Community & taking part on the consultation on Draft design guides for Travellers Site.



CRJI Traveller support worker Annmarie McKee with PSNI Chief Inspector Gary Reid, partnership working key to problem solving



Monthly Traveller support groups meeting in Belfast

**Irish Travellers
Cooking their
Traditional Food
on
World Food Day**



**Visit to
Pavee Point
Travellers Centre
Dublin**

Visit With APEX Housing Association To Mill Race

**Annmarie McKee
Travellers Co-ordinator**





LINCS PROJECT (*Local Initiative for Networks Connections & Support*)



2019 was the first year of the LINCS project, a Belfast City wide project which CRJI deliver in West Belfast in partnership with Northern Ireland Alternatives, who deliver in North South and East Belfast.

LINCS is a grassroots project delivering meaningful and purposeful intercultural and good relations activities; the project aims to foster inclusion between Catholic, Protestant, Ethnic Minorities and Newcomer communities.

LINCS have worked hard in 2019 to embed and promote the project in West Belfast, building and encouraging positive partnerships and relationships and helping deliver and focusing on positive outcomes for all involved. Some of those partners with whom we have delivered include Blackie River, Colin Healthy Living and Allotments, Cara House, Colin Neighbourhood Partnership, West Belfast Foodbank, PSNI, Falls Community Council, Total Football Academy and NIFRS.

Throughout 2019 we have created a number of groups which we have worked with and delivered into and will continue to do so into year 2 of the project (2020).

Some of these groups are:

MUMS GROUP- A small group of mums facing social isolation and looking for meaningful engagement and befriending.

INTERGENERATIONAL GROUP- This group includes grandmothers and mums covering a wide age range. This group works well and as we have no funding for childcare some of the children come along also. The grandmothers in the group give advice and encouragement to the younger mums.

TRANS GROUP- This group of young people were keen to explore themselves and their identity. The project created the space to allow the group to look at issues through the medium of ART with some final pieces produced.

SYRIAN WOMENS GROUP- This is a group of Syrian women looking for a space to come and engage with other Syrian women, to explore their culture and create awareness to



others in community what their culture is, how they celebrate that culture and the differences with their neighbours.

SYRIAN MENS GROUP- This group of Syrian men want to engage in a meaningful way but also wanted to engage in sport also, we partnered with Total Football Academy to deliver and this group meet weekly at Sally Gardens to engage with Belfast Our Home Programme through the LINCS Project exploring what Belfast means to them and their families.



TRAVELLERS GROUP- This group of traveller women want to create a programme of events in which we explore and exhibit their culture through photography, they will eventually come together with our Syrian women's group.

All of the groups that we engage with all face challenges and barriers to engagement, one of which is childcare so we have moulded and developed the project to ensure that they can engage given their own personal challenges including social isolation, health and family issues.

Whilst delivering to our groups we have focused on ensuring that we meet our own targets. The project delivers to meet the needs of the group and the individual involved and includes confidence building, good neighbour, prejudice and discrimination, diversity and tolerance, cross community and cross cultural. We aim to increase awareness and knowledge in our community around Travellers and our Ethnic Minorities' Newcomer Neighbours, helping to develop skills, promote training and allow for expression of culture through programmes including Art, Music and Come Dine with Me.

Through the LINCS project we have also had referrals for one to one support for newcomers. We support the individual on a one to one basis helping to meet their needs and work to increase confidence and self-esteem and eventually integrating that individual into one of our existing groups.

The LINCS project has had a number of shared learning events that have brought together participants from across all of Belfast as well as intercultural events at City Hall Tour and Crumlin Road Jail Tour, both these events allowed our participants to come together in a shared space where they shared the history of Belfast .All of our groups continue to engage in Year 2 of the project and we will continue to engage across all of our groups and create space for the coming together of all those participants for shared learning to help build positive relationships.

Julieanne McNally
LINCS Co-ordinator

Greater Andersonstown CRJI Project



2019 proved to be another busy year for the Greater Andersonstown team. The staff worked on 190 cases, assisting over 1500 members of the local community. These cases were either self referrals or referrals from our partner agencies in the statutory, voluntary and community sectors, and they included a rainbow of issues.

Threats, neighbour disputes, ASB and drug related cases provided the bulk of our work load with a worrying and continual increase in mental health and drug related issues. Poverty is proving to be a very serious underlying issue affecting many families and individuals, and our cases indicate that hate crime is on the increase in our area.

There continues to be a rise in threat cases in our communities with many involving armed groups. CRJI continues to challenge those involved in this type of activity and we will continue to work with the community to show clearly that threats have no place in this society. This issue is discussed internationally and CRJI were invited by The International Committee of the Red Cross to participate in a workshop to offer a community perspective on challenges faced during armed violence and conflict.

We have supported many victims who were affected by disputes in 2019 offering mediation as a mechanism to navigate a path to resolution. These issues are often complex, conversely they can appear to be very simple, but at the heart of all of them there is harm and we offer a safe place and confidential environment to explore all the complexities and solutions.



Without a doubt, mental health, suicide and drug related issues are impacting on many families and individuals and the lack of resources available is making the situation worse. CRJI continues to advocate for a multi disciplinary, consistent, relevant and properly resourced response to mental health and drug addiction. We were able to meet Judge Fiona Bagnell during a workshop to discuss the Substance Misuse Court which we hope will be a successful alternative to dealing with crime connected to these issues.





Our case work indicated that there is a need to build relationships between our young people and our older residents. We participated in an excellent intergenerational event with PSNI; residents of a local residential home and children from a local school. All the participants were able to help make a tapestry to explain what Andersonstown means to them – there were many overlapping themes, despite the difference in ages.

All of the work that we do is based on a restorative approach; building relationships, showing and earning respect, always looking for the best resolution or outcome

for our clients. This is done with a variety of partners, sometimes challenging but always rewarding, our partners include; Falls Community Council, Political Representatives, Northern Ireland Housing Executive, Falls Woman's Centre, various housing providers, Probation Board of NI, Northern Ireland Fire and Rescue Service, Belfast City Council, PSNI, Lenadoon Counselling Services, Tar Anall, Northern Ireland Alternatives, The Belfast Trust, Safer Neighbourhood Project, The Education Authority, West Belfast PCSP, Lenadoon Woman's Group, the Society of St Vincent de Paul, Good Morning West Belfast, The Welcome Centre, Suffolk Community Forum and the various Government Departments.

The Andersonstown staff believe that good relationships between the community and our partners is vital and CRJI plays a very important role in helping members of our community to meet with and have (sometimes difficult) conversations with statutory agencies. For example, during our case work this year

we were able to help an elderly couple who were defrauded. Initially, for various reasons, they did not want to have contact with PSNI; however with the support of our practitioners we were able to arrange for PSNI officers from the Neighbourhood Policing Team to come to CRJI offices to meet with the couple to discuss their options. The officers took their statement in the privacy of CRJI's office and a good outcome was achieved, PSNI continued the process directly with the couple from then on.

We are very blessed in the Andersonstown office to have had wonderful volunteer Practitioners who are keen to learn about restorative justice.

This year Roisin McLaughlin moved to our South and East Belfast office – she is missed but is doing a wonderful job there.



Bethany Luzny continued to work with us running her own cases with empathy, precision and a good ear; she is very keen to use her new found skills when she returns to her native America in 2020. Niall Moran was with us for a short time but is returning to us next year – he is keen to take his skills to the Middle East when he finishes his education.

It is remarkable how so many students and volunteers wish to learn about restorative justice here in Belfast and we at CRJI are very proud to be part of their education. Our team now has two new members, Clare O'Hara and Olga Farhat, they are looking forward to starting their CRJI training and casework .

I am very happy and proud to say that I have completed my Masters Dissertation and achieved a Commendation. I am very grateful to my colleagues and the Board of Directors for their support during the last three years. I also wish to thank the unnamed client who set me on this course; his journey from a life of crime to a life free from crime was remarkable and he states that he could not have maintained desistance without the support of the Practitioners at CRJI Andersonstown.

I felt it was important to research Desistance, the research findings indicated that there is a place for Restorative Justice in the Desistance Process. I look forward to further research on behalf of CRJI under the guidance of our new Director, John Topping.



***Co working with
our partners in
Northern Ireland
Fire & Rescue
Service, Falls
Community
Council and
Northern Ireland
Alternatives***

Paula Kerr
Coordinator - Greater Andersonstown Office



CRJI Colin CRJI Office

This year has been another extremely busy and at times challenging year for CRJI Colin. Throughout 2019 our performance has been very successful in terms of service development and delivery, whilst maintaining a steady flow of referrals responding to a vast range of ever changing issues affecting the Colin Neighbourhood.

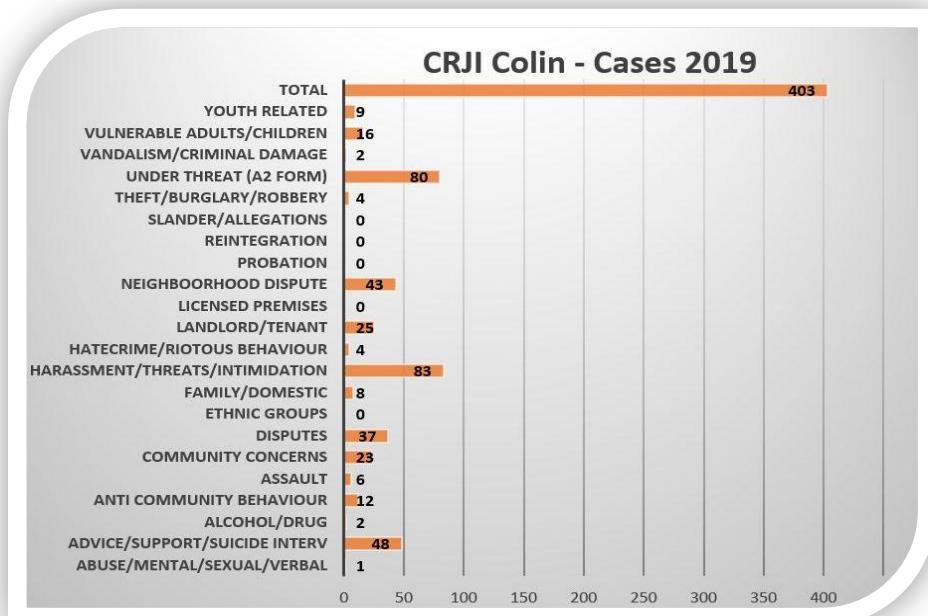
Mediation is a growing dynamic in the voluntary and community sector and we endeavour to use this as a mechanism to resolve some of the key issues currently facing the Colin Neighbourhood; a restorative approach to relationships, conflict and dispute resolution helps to avoid the escalation of harmful conflict and can help to reduce pressure on other services.

We recognise that a key strength of our Organisation has been the ability to build and sustain effective partnerships with Statutory Agencies and Community groups to advance opportunities and create good community relations.

Through partnership working we remain fully committed to:

- *Increasing the feeling of community safety within the Colin Neighbourhood*
- *Supporting vulnerable members of the community*
- *Targeting 'Hot Spot' areas especially at holiday times*
- *Reducing the impact of the misuse of alcohol and other substances*
- *Maximising the impact of building a resilient community*
- *A reduction in re-offending through engagement and training*
- *Building on inter community relationships*
- *Encouraging young people to feel part of and contribute to, their community*
- *Resolving issues/conflict through mediation and support*

The issues presenting this year ~ Anti-Social Behaviour, Interface Violence & Tensions, Drug & Alcohol Abuse, Conflict and Crime, are tackled through specific action plans and building on existing programmes to reach resolution.



Our partnership work with the Community Safety Group gives us the opportunity to:

- *Participate in the development of a strategic community safety plan.*
- *Raise Awareness on Suicide Prevention and Domestic Violence*
- *Provide a strong voice for all Residents and Ethnic Groups within the Colin Neighbourhood*
- *Play a pivotal role in making our communities a safe place to live*
- *Be Community Leaders in the field of Community Safety and Regeneration*

We continue to hold the ‘Lead’ role of the ‘Colin Safer Streets Initiative’—maintaining progress reports, evaluating performances, whilst highlighting project goals, accomplishments and challenges.

Anti-social hotspots in the Colin Neighbourhood continue to be monitored and referrals are made to ourselves and Diversionary Programmes by all partners. Engagement with Young People, Residents and those affected by anti-community behaviour are ongoing at weekends and holiday times focussing on early intervention to manage any situations that arise. Working in partnership allows residents to receive support and assistance outside of normal working hours. CRYSP Training is structured to impact on ‘hard to reach’ young people to enable them to realise the effect their behaviour has on individuals and the community. Criminal Justice Awareness Programme is delivered to Local Safer Neighbourhoods Teams to highlight the benefits of using restorative practices to meet the aims of the agreed Community Safety Action Plan.

Youth Outreach Programmes

- Soccer Coaching Programme
- Boxercise
- “Cribby” World Cup
- Girls Youth Alternative - Intensive Nails Programme
- Craft Workshops
- Outreach Programmes
- Feile Dance Night
- Suicide Prevention - Pop-Up Support



Referrals to CRJI Colin - Community Safety/Conflict

- *Mediation in the Community ~ Restorative Practices*



The Outreach programmes are designed to connect with young people from the Colin area of West Belfast, who have disengaged from youth provision or who are labelled as ‘hard to reach’.

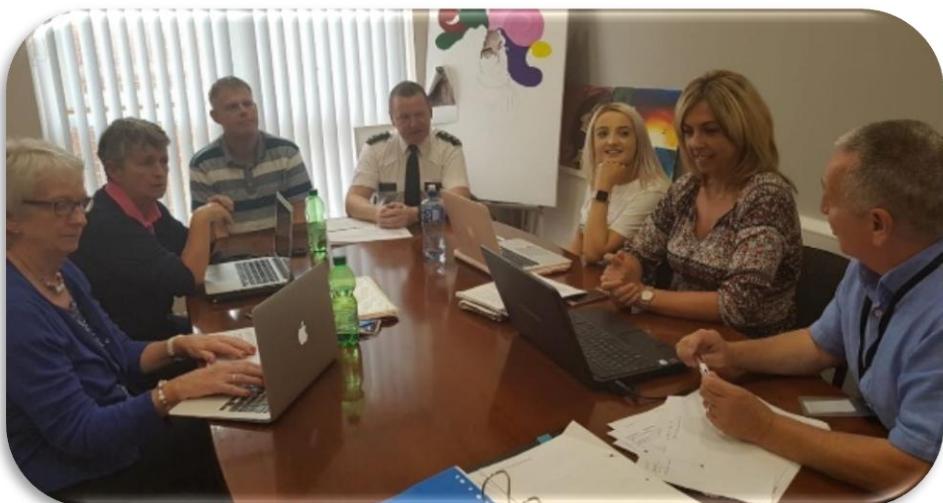
Family Support Group. Addiction ~ the Family



Due to the rise in Drug/Alcohol addiction in our community CRJI Colin facilitate a weekly Family Support Group to offer support to friends and family members who are affected by addiction and to avail of other services and resources.

Some people struggle to talk about their loved one's drug or alcohol problems with people they know, so the support group provides an opportunity to meet others who are in similar situations and understand what you are going through.

Volunteer Practitioner Training:



- **Criminal Justice Awareness/Processes** (*Resolving Community Issues with Restorative Approaches*)
- **Community Restorative Youth Programme (CRYSP)**
- Level 3 Award Understanding Restorative Practices
- Level 3 Award in Understanding the Principles of RJ
- Level 3 Diploma Working with Victims Survivors Witnesses
- Level 4 Diploma Victims Survivors Witnesses
- Level 4 Diploma Restorative Practices & Processes
- Level 3 Professional Certificate in Early Interventions Work
- Level 4 Professional Certificate in Early Interventions



Community Safety Initiatives

The “Bin the Drugs” Campaign is Community Safety/Crime Initiative; the community response to the bin and its location in our office still proves to be extremely successful.

CRJI Colin Safe Place Initiative

The Safe Place Initiative is another an ongoing Community Safety/Crime Initiative relating to those affected by domestic abuse. Safe Place Information cards are discreetly left in areas within our office and local businesses. This year 273cards have been distributed.

Responses to issues presented:

What if you know Someone who self-harms?	SELF HARM	Self harming should be taken seriously.
<ul style="list-style-type: none"> - Listen to them without being critical. This can be very hard if you are angry. - Try to understand their feelings and then move the conversation to other things. - Take the mystery out of self-harm by helping them find out about self-harm from the internet or at the library. - Help them to think about their self-harm in a helpful way, but as a problem to be sorted out. - Suggest that they should seek professional advice about the matter and support them. 	 <p>If you are worried about yourself or someone you know please contact</p> <p>Lifeline 0808 808 8000 Childline 0800 1111 Samaritans 08457 909090</p> <p>You can also speak to someone in complete confidence at CRJI COLIN 02890 625020</p>	<p>Myth: people who self harm are attempting suicide.</p> <p>Fact: Self harm is a coping strategy an attempt to deal with their emotional turmoil.</p> <p>Myth: people who self harm are attention seeking and manipulative.</p> <p>Fact: Self Harming is usually carried out in secret and marks are kept hidden. By the time it comes to the attention of others, the damage had been happening for a long time.</p> <p>Myth: Not many people self harm.</p> <p>Fact: Male self harm is rising.</p> <p>Myth: It is best to ignore self harm.</p> <p>Fact: If self harmers need help and attention, ignoring their behaviour could make matters worse, making it seem like they have no other options available.</p>
Don't		
<ul style="list-style-type: none"> - Expect them to stop immediately - Get angry, this may make them feel worse. - Talk calmly in a way that shows how much you care for them. - Make them promise not to do it again or make your involvement conditional on them stopping. 		



Saying No to the BULLIES!!



We are all different, that's what makes YOU special.
You are who you are and be proud.
If you are being bullied and think that it's your fault...it's not.
No-one deserves to be bullied...

ChildLine 0800 1111

Community Restorative Justice Ireland Colin Office Telephone 028 9062020

Don't ignore what is happening to you
Don't fight back, you could get into trouble or get hurt
Keep a record of what is happening to you
Text messages, Emails, BBM messages
Tell an adult or a friend you trust, what is happening
Try to avoid places where you could be alone with the bully
And always remember, the bully is at fault not YOU!!



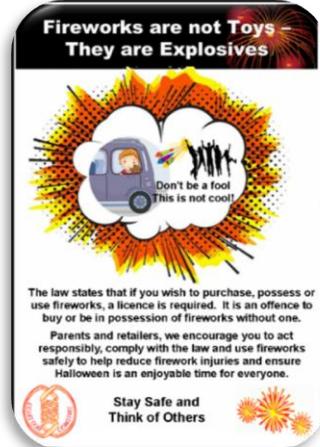
KIDS TALK

Kids Talk Children's Restorative Journey

What happened?
What were you thinking at the start?
What have you thought about since?
Who has been affected by what you have done?
What do you think you need to do to make things right?
What did you think when you realised what had happened?
What was up for when happened?

CRJI Colin Halloween Community Safety Awareness Campaigns

Posters/Flyers advertised on social media and in local businesses throughout the Colin Neighbourhood over the Halloween/Christmas period.



CRJI Colin Christmas Community Safety Awareness Campaigns



 CRJI Central @CRJICentral · Dec 12

Productive meeting between CRJI Staff & SIB..@drjohntopping



 CRJI Central @CRJICentral · Dec 3

CRJI Bernadette Hilton prepares to facilitate a discussion on the reduction of Harm from Drug misuse use for tonight's topic "The Portuguese Model" Drug misuse is as much a health issue as a Justice issue.@drjohntopping @kieranmcevoy2



 CRJI Central @CRJICentral · Nov 21

Colin Community rallying around a young family who needed help. What a caring community we have.@drjohntopping @CNPartnership



 CRJI Central @CRJICentral · Dec 12

Jane Young CRJI Colin Coordinator with Mary Magee & Ciaran Boylan from the Strategic investment Board working together to find employment for Local People. @drjohntopping @michaeloh67 @nihecommunity @PBNINews @niacro @NIHRC



 CRJI Central @CRJICentral · Nov 26

CRJI Staff with Ian Cameron from Extern just completed training and awareness on the administration of Naloxone. Education , Prevention. Treatment must play it's part.@drjohntopping @kieranmcevoy2 @timmairs



 CRJI Central @CRJICentral · Mar 21

Emotional event at One Pill can Kill discussion including PSNI NPT, CRJI and William Burns. Information and knowledge are key for young people @drjohntopping



Appreciation

I would like to take this opportunity to recognise the amazing work and commitment of our staff and Volunteer Practitioners, also the individuals and many partner organisations that support us. We have an exceptional staff team at CRJI Colin, who are well supported by an equally exceptional volunteer team who give their time freely, bringing a wide range of skills and experience to their roles. Our Volunteer Practitioners have given 2,079 hours this year, playing a hugely important role in making our community safer and stronger. The ability within our Organisation for people to work together has added considerable value to the services we deliver. I would also like to thank the people who use our services for their trust and support throughout the year.

In conclusion, I would like to say that our success and the positive benefits to the community is down to collaborative working, strong leadership, codes of good practice and our high standards of service which we will continue to deliver in the coming year.

Jane Young

Project Co-Ordinator

Falls Office Annual Report 2019

The Falls CRJI Office continued to work with a range of agencies and organisations this past year in its efforts to provide quality support to local community members. The Falls Office managed 124 new cases and resolved 103 cases in 2019. Cases dealt with a wide range of issues, including neighbourhood disputes, hate crime, threats, youth related issues, and other conflicts in the community.

As an organisation, CRJI strives to improve cooperation and enhance inter-agency communication in order to provide effective services that meet clients' needs. The Falls Office regularly facilitates meetings between statutory bodies and community members, partnering with the PSNI, Belfast City Council, NIHE, Social Services, Housing Associations, etc. to improve access to services and increase community safety. This past year, CRJI continued its goal to build relations between the community and the PSNI, highlighting community safety and the prevention of anti-social behaviour.



Figure 3 Falls CRJI Coordinator pictured with the Chief Constable and a local Sergeant

The Falls Office participated in a range of community safety initiatives, including the distribution of drug awareness and safety information pamphlets in partnership with the PSNI and BCC and facilitated a number of meetings between clients and PSNI connecting individuals to needed Police services.

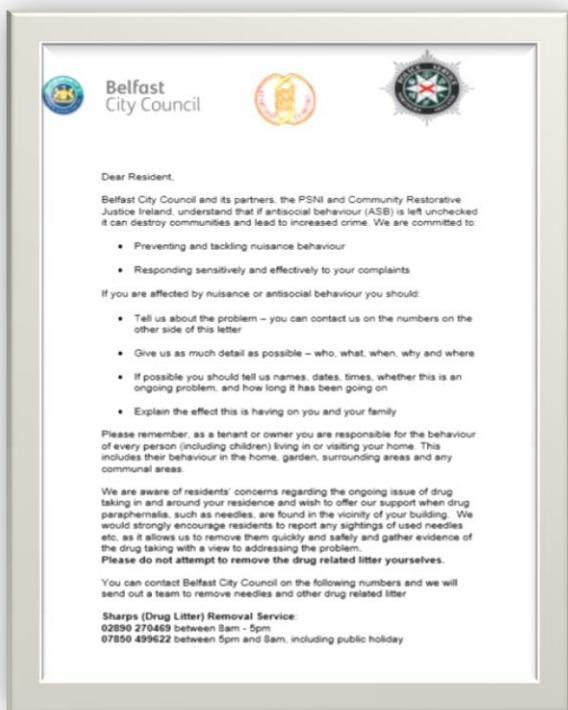


Figure 4 Falls CRJI Coordinator meets with members of the PSNI and Belfast City Council to discuss anti-social behaviour in the area

Andy Clayton, Anti-Social Behaviour Officer – Belfast City Council:

"CRJI Falls Road have proved to be an invaluable partner in my work as Anti-Social Behaviour Officer for West Belfast. They are passionate in their work to improve the safety and wellbeing of their community and their proactive nature make them a 'go to' organisation for me as a Council Officer tasked with tackling anti-social behaviour. The team at CRJI are friendly and welcoming and are always keen to work collaboratively where necessary and recognise the benefits that working with statutory agencies can provide. This has enabled Tommy and the team to build strong trusting relationships with Council and PSNI Officers who, in my experience, understand the important work that CRJI undertake in their community and are only too glad to work in partnership. I hope my work with CRJI continues and that I can be as useful to them as they have been for me and my work. The community is certainly lucky to have them in their corner."

The Falls Office also emphasised developing stronger relationships with the community. Over the course of 2019, the Falls Office regularly worked with outside agencies including both statutory bodies and local organisations, Lenadoon Counselling, the West Belfast Foodbank, drug and alcohol support groups, residents groups, and a variety of other community groups. In addition to these groups the Falls Office also collaborated with a number of local organisations, including the Clonard Mid Shankill Initiative, the St. Peter's Immaculata Youth Centre Steering Group, the Greater Falls Family Support Hub, and the Greater Falls Community Safety Forum. These partnerships help link clients to services and provide support within the Falls area. Falls CRJI looks forward to continuing these partnerships next year.



One of the key issues in 2019 concerned new housing arrangements, which caused an influx in disputes between neighbours and an increased amount of anti-community behaviour, which spread out into the wider community. Falls CRJI was called upon to help address and resolve underlying factors that contributed to this problem. Falls CRJI collaborated with Radius housing, PSNI, BCC and local residents to problem-solve effective and lasting solutions.

Figure 5 Example letter providing communities with information about local services.



Figure 6 Falls CRJI Coordinator and MACS worker facilitating meeting with the PSNI and Radius Housing.

David McKinley –Sergeant, Neighbourhood Policing Team:

"In the past year, officers from Court West NPT have developed a positive working relationship with Falls CRJI and other key partners in the Criminal Justice System, to help deliver a professional restorative justice service which strives to deliver positive outcomes for victims. We have worked together to address a wide range of complex community issues, with CRJI using their local perspective, knowledge and first-hand experience to help identify and deliver innovative ways of addressing these issues.

Falls CRJI staff are focussed on partnership working and problem solving, and as they are fully immersed in their community, have always displayed a passion and determination to address the major issues which affect people's daily lives. They have worked in partnership, regularly highlighting concerns and bringing relevant community information to the attention of Police, enabling us to work together to keep the community safe.

We look forward to continue working alongside Falls CRJI as we strive to reduce the harm caused by crime and anti-social behaviour with a focus on protecting the most vulnerable, and help to protect and support repeat victims."



In general Falls CRJI continually aspires to maintain high standards of practice and keep practitioners up to date with their training. During 2019, Falls CRJI Office practitioners attended a number of different official trainings. Two volunteer practitioners completed training with CRJI and Time Out Assessment Centre, earning in a Level 3 'Understanding Restorative Practice' certification and a Level 4 Diploma in 'Restorative Practice'. Falls CRJI Coordinator completed a Level 4 Diploma in 'Working with Victims, Survivors and Witnesses'.

These recipients were honoured at the 21st Anniversary celebration of Falls CRJI in December 2019.

Figure 7 Falls CRJI Practitioners meet with training instructors

Dan McGivern, Former VP Corpus Christi:

"As the former Vice Principal of Corpus Christi College Belfast, I would like to take this opportunity to thank your organisation CRJI Falls Road, for all the support, guidance and intervention you have provided for our pupils, and their families, over the years.

We are very much aware of the challenges faced by young people in our area. The character building programmes provided by yourselves and partner organisations such as NIFRS, have allowed our pupils to experience and develop positive life skills and aspirations to reach their potential in a society where need greatly outweighs provision. I wish your organisation every success for the future."



Figure 8 Falls CRJI staff and practitioners

I would like to commend the Falls staff and practitioners for their commitment and dedication to making the community a safer and more welcoming place. I look forward to 2020 with hope for the future.

**Thomas Farrell
Falls Office
Co-ordinator**

North Belfast CRJI Office

The North Belfast Office underwent a significant period of development and growth throughout 2019. We increased our caseload to 150 new cases opened and engaged with over 500 residents through our casework, work with victims, community safety and crime prevention initiatives. Mediations were carried out at the request of numerous housing providers, police and other community organisations. Our reputation as skilled mediators also meant residents would approach us directly so we could utilise our experience to help them end disputes they were seemingly trapped in and restore relationships long thought to be broken beyond repair. In stark contrast to those who offer nothing but violence and threats; we have stood firm in the centre of our community for a decade now and advocated for people to resolve their differences through a mutually beneficial process of dialogue.

The North Belfast team supported hundreds of victims of crime and ASB throughout the year. Being part of a wider organisation meant we could call on our colleagues from other projects and other parts of the city to bring their expertise over to North Belfast to help with specific issues. But when it came to helping victims of domestic violence, those impacted by abusive relationships or Acute Childhood Experiences (ACEs) the North Belfast staff organised a range of training for themselves to better support our clients. This has developed to the point where CRJI and two partner organisations are currently designing their own project to ensure victims of domestic violence or those caught in an abusive relationship are better supported at a local community level.

ACE Training



The increased diversity in North Belfast - due to the arrival of new residents from across the globe is something we are delighted to see. The fresh new faces bring with them unique issues and problems we have never encountered before. Statutory organisations may have the funding and the remit - but the fact is they are largely external agencies and do not operate from within the communities where we have an office or a presence. So once again it falls to groups such as CRJI take the lead in ensuring our new neighbours can integrate into their neighbourhoods. This year it was a particular pleasure to join with our colleagues from Alternatives in celebrating the rich cultural tapestry in this part of Belfast and to participate in their north Belfast LINCS project.



Coordinator with the Mayor at LINCS event

North Belfast staff have worked weekends and evenings to support some of our new residents. We have organised uniforms and clothes, walked the streets to show clients what their community looks like, organised building work and repairs and made the basic introductions that will help sustain these new families in their homes as they settle in. Where hate crime or racist abuse have been reported we are staunch in defence of our new families. Racism is a fact of life in every community in the North. No area is immune from it. But it can never be tolerated and the rich diversity that is developing within North Belfast must be protected. So CRJI has worked to dispel some of the myths that are peddled about asylum seekers and openly challenged crude attempts by local individuals to portray immigrants as dangerous or malign. We have offered our unique expertise and range of services to immigrant and refugee support organisations, police and NIHE to ensure those newly arrived in our areas are best supported and protected.





Uniforms gathered for the start of term

In July 2019 the North Belfast project was able to secure better premises from the NIHE on the main Oldpark Road. This has been fantastic for staff who have worked for the previous decade in premises that lacked windows, ventilation, heating or warm water. It is also much better for our clients as the increased space, more welcoming surroundings and central position of the office have made us much more accessible and permitted us to provide more activities and services. So for example when we seen that some of our long-term clients needed to bring their children with them for treatments, support or mediations we were able to offer them a child friendly environment where they could be at ease.



Mediation & Treatment Room Transformed into Room for Children When Required.

Our unique position as an accredited criminal justice community organisation meant CRJI was able to utilise our community, statutory and justice links to best serve the people of north Belfast throughout 2019. An example of this is the North Belfast Community Safety Consortium that we co-founded with two other community organisations - Cliftonville Community Regeneration Forum and Ligoniel Improvement Association. This formalises a collective approach to specific community safety/crime issues confronting North Belfast.

An example from last year was our Safer Homes North Belfast project devised and operated by PSNI, CRJI, CCRF and LIA. In response to a spate of burglaries and increased fear in the community we undertook to ensure that anyone who was impacted by burglary, theft or assault could access immediate support and crime prevention measures from within their own community and delivered by people they knew and trusted. Similarly when we as community workers and officers recognised a gap in the provision of support services to victims of domestic violence in our community we set about devising our own bespoke project tailored to the specific needs of our community. One of the key goals of 2020 will be to secure the required resources to make this project a reality.



CRJI & PSNI (NPT) at Safer Homes launch



CRJI taking delivery of locks & alarms

CRJI has been central to the evolving justice system here, not just in this part of Belfast but across the North as a whole. The experience and knowledge we have accrued has meant there has been a steady stream of academics and professionals eager to learn from CRJI. This year the North Belfast office has met with academics from universities in the United States, Norway and Maynooth University as well as those we met with at request of the Dublin government and Cooperation Ireland. We have also shared our insights with all our partner statutory agencies and were pleased to address the new (much expanded) Neighbourhood Policing Teams up at New Forge.

CRJI Co-ordinators addressing the NPTs at New Forge.

Looking ahead for 2020 there are clear reasons for optimism. The Communities in Transition projects designed to move our people away from paramilitarism will have no credibility in north Belfast without CRJI. We have been and continue to be the foremost organisation in terms of helping our community transition from the conflict to something better and stand ready to play our part in CiT in 2020. The North Belfast Consortium - combining community knowledge and expertise with the Neighbourhood facet of local policing is a very exciting development and I am particularly keen to see our proposed domestic violence project get up and running. CRJI continues to manage and chair the Upper North Belfast inter-agency meetings every fortnight and we already have our full schedule devised for 2020 with a new venue and some ideas to increase resident participation. And finally the new office space, so kindly provided by the North Belfast NIHE presents us with a range of possibilities that we never had before in terms of hosting projects and expanding our services.



Garrett Gorman
Co-Ordinator

South & East CRJI Office

2019, ends with CRJI South & East Belfast significantly increasing both our profile within the Inner Belfast communities and our capacity to deliver for local residents. The securing of ARCS (Assets Recovery Community Scheme) funding has allowed CRJI to play a full role in many of the key stakeholder forums (Inner South Neighbourhood Partnership, East Belfast Community Development Association, both Urban Village Forums and adding CRJI's restorative approach to the highly motivated teams in Short Strand, Market Development Association and Lower Ormeau action Group.

Drugs Strategy

With our added presence now well established, we have stepped up our strategic and practical targeting of the areas key safety priorities, namely, the growing issue of class A drug use and its destructive impact on social stability, family life and individual well being. CRJI S&E, have continued to work with our Policing & Justice partners to target the main sources of illegal drugs across Belfast (with some highly successful results in the last months), but also are stepping up our partnership work with coal face support organisations such as Extern, Edact and The South & East Belfast Drugs forum's. To this end we organised a highly Successful "Impact of Drugs on Community" seminar in late October, with over 50 attendees and a wide range of speakers, from service delivery organisations, long term community support activists from across Ireland and parents, dealing with the agony of family addiction and threats from dealers. CRJI plan a series of strategic actions and follow up visits in 2020 to help address many of the issues raised.



Tim Mairs, PSNI & CRJI board & Team at S&E Drug's seminar.



**James Scott
Bedact Drugs
Support
Officer
Marcella
McKay PSNI
NPT South
Belfast**



Christy Burke Dublin Independent Councillor & community anti- drugs activist.



Natasha Brennan LORAG, S&E Drugs Seminar.

South & East Tension Monitoring & Interface Engagement.

The Summer engagements, through our role on Tension monitoring committees and our (now regular) fortnightly meetings with PSNI NPT, South & East teams, helped defuse and reduce the impact of some (potentially serious) interface clashes, both in Lower South and Short Strand- Albertbridge/Newtownards Rd, with CRJI playing a key role in de- escalating these issues. In the first weekend of June, up to 200 youths from across South, East and North Belfast had gathered for a, social media, organised interface clash. CRJI, supported local youth and community activists in defusing the issue and organising some extended youth activities up to and beyond the 12th period. We also worked with The Market community, LORAG and South Belfast Alternatives to defuse some minor clashes over this period, at the Donegal Pass Gasworks interface, which had the potential for further escalation.

Feilé Na h'Abhann

As part of the South & East strategic plan for reducing community tensions over the summer period and in particular the nuisance of unwanted bonfires within nationalist areas, we worked alongside our local community partners to facilitate the first “Feilé Na h'Abhann” (Festival on the River), a massive success which saw over 10,000 participants on the main day of a week of events. CRJI coordinated with PSNI and local security on the day, with zero anti-social or criminal activity, an outstanding achievement from our partners for this first time Feilé event, which saw “Feilé Na h'Abhann” nominated for the prestigious “Aisling Awards”.



Feilé Na h'Abhann organising committee

Park “An Glas” Shared Space Project - Our South & East team has committed to developing and enhancing the limited green spaces within our Inner city areas. To this end, we are working with Short Strand Partnership, NIHE, Belfast City Council and Radius Housing to create shared growing spaces within Park “An Glas” and at a green shared space site at Lower Newtownards Road. Park “An Glas” is the main (and only) large green space within the Short Strand area. Located between the Albert Bridge and Mountpottinger Roads it acts as both a social gathering space and natural boundary between the Short strand community and Wider East Belfast. The nature of the space, can sometimes lend itself to negative gatherings, particularly at times of heightened community tensions, with Youths using the space for organised fights (up to 200 earlier this year) or to act as a focus for sporadic or social media organised interface clashes, particularly during the “Marching Season” period. This joint Short Strand Partnership/CRJI proposal focuses on some agreed, viable and environmentally sensitive solutions, which will have positive benefits for the Short strand and wider East Belfast areas. We have received extremely positive feedback from our potential funding partners and hope to see this move forward significantly in 2020.

Restorative & Mediation Work.

CRJI’s day to day restorative, community resolution and engagement work has continued at a pace with feedback from our client base and those engaged, through direct contact or through forum engagement extremely positive with over 80% of referrals having a successful or satisfactory outcome, with issues ranging from parking disputes through to serious threats to life and intimidation from drug gangs. From April of this year (ARCS increased Funding period) we have significantly increased our workload, that said the year’s figures as a whole are;

- 77 cases addressed.
- Worked with 63 outside agencies.
- Held 50+ meetings with statutory agencies.
- Held 76 meetings with community partners.
- Held 18 meetings with PSNI and other Justice agencies.
- Completed 3 training courses (Including 8, Level 3 diploma's).



Jim McCarthy with our S&E Restorative trainees.

Training & 2020 Forward planning

We have begun work on an action Plan to help address the long term issue of negative Student/resident conflict in the lower Ormeau/"Holyland's" area and hope to present a paper to all concerned parties in Spring 2020. Our targeted Restorative training began this autumn, with 8 community activists completing their Level 3 Restorative Practice Certificates in early December. The enhanced funding from Department Of Justice (through ARCS) has added a significant edge to our ability and delivery right across Inner South and East Belfast and we take this opportunity to thank our funders and most importantly our community partners, Short Strand Community Forum, Market Development Association and Lower Ormeau Residents Action Group. We look forward to building on these positive relationships and our local communities in the year ahead.

**Michael George CRJI Coordinator
South & East Belfast**



21 Years of Community Restorative Justice Ireland Balmoral Hotel 22 November 2019

CRJI celebrated its 21st Birthday in 2019. Hosting an event in the Balmoral Hotel that welcomed all those who had an input into the establishment of a project that promotes the values and practices of restorative practices.

On stage, were CRJI Board Members, the Director and Deputy Director who lead conversations and gave an overview of CRJI 21 years on from its foundation. Funding, serious issues, the hard work of volunteers, CRJIs development were all discussed. Members of staff old and new all listened and there were laughs, tears and an immense sense of pride that all present shared in making the organisation into the success it is today.

The setting was intimate, relaxed, informal and light-hearted with a string trio playing in the background as staff from all regions and offices caught up with each other and met new members of staff and volunteers. After the buffet presentations were made to founding members, long



service awards, and Certificates where presented to those who had just completed their training. Two long term internships from America also received their Certificates.

At the end of the presentations the Director thanked all for attending, for their hard work and time that they had given to CRJI. He went to explain the CRJI Board and Senior Management Team were working hard to bring new opportunities and developments to the organisation and invited all to embrace these



and to continue working to make our communities a safer environment for all.



Kate Pickering
Finance/Admin/SMT

