

Early Intervention & Prevention

Restorative Solutions



About us

Wigan Council's Restorative Solutions Team helps young people to address risky behaviour and empowers them to make positive changes in their lives.

We support people of all ages to work together to overcome issues and improve the local area, so that everyone can feel safe and confident in their own community.

We offer several different services and projects:

- Young people's drug and alcohol team
- Hidden harm service
- Restorative justice service
- Mediation team
- X Zones projects
- Operation Stay Safe

You can find out more about each of these areas in this booklet.

All of the staff working for Restorative Solutions are appropriately trained and qualified to meet National Standards in the specific roles. The Team has developed specialist knowledge and experience over a number of years.

The team has also won several national and international awards including 6 prestigious Green Apple Awards for conservation.

Confidence in the borough | Putting people first | Efficient and business like | Always keen to do better | One team, one council



Our values, aims & outcomes

We use a holistic approach, addressing not only issues that an individual might have, but also working with families and local communities in order to achieve successful outcomes.

Our values:

We value the many positive benefits of working in partnership and link closely to many other services, whenever appropriate. We work closely with Wigan Council's Early Intervention and Prevention team, in particular the Youth Voice and Engagement team and the Gateway Locality teams, Greater Manchester Police and Greater Manchester Fire and Rescue Service, Wigan Leisure and Culture Trust, the health sector and many voluntary and community organisations.

We are non-judgemental. We do not apply blame but instead focus on empowering people to take responsibility for their actions and seek restorative outcomes. We aim to achieve the best results for everyone involved.

We work in a person-centred way. We are not directive, but support and encourage the people we work with to make positive choices.

We encourage young people to participate fully and to help shape service delivery.

We aim to:

- Support people to make positive choices in their lives.
- Create a more peaceful borough, where people can live and work together in harmony.
- Encourage everyone, both young people and adults, to take pride in the area they live in and to respect, repair and improve their environment.
- Support everyone we work with to be able to fulfil their own potential.
- Help those we work with to understand the importance of addressing problematic issues and to empower them to feel confident enough to make voluntary changes.
- Promote a culture of early intervention and prevention at all stages.
- Empower young people to make amends and repair any damage caused to victims or communities.
- Educate and support young people around risky behaviour.

Outcomes:

- To reduce first time entrants into the criminal justice system.
- To reduce persistent absence and improve access to education, employment and training.
- To improve public confidence in the criminal justice system.

The teams within the team

Restorative Solutions brings together a number of services and projects, each with their own specific remit. We work together in a co-ordinated way to achieve the best outcomes for all.

Young people's drug and alcohol team

The young people's drug and alcohol team helps young people aged 19 and under to address risky behaviour linked to substance misuse.

We also work with all young people to improve awareness of the risks of using drugs and alcohol and to encourage them to stay safe.

We offer:

- Assessments of need.
- 1-2-1 sessions and talking therapies.
- Health assessments and screening.
- Advice and guidance on risk management.
- Links to medical professionals when necessary.
- Access to the detox at home service, where appropriate, and under medical supervision.
- Links to other agencies when needed so that co-ordinated care plans can be developed.
- Training sessions for professionals who work with young people to help raise awareness of issues linked to drugs and alcohol and to support staff to deliver interventions.
- Workshops for young people at local events and project sessions.

Hidden harm service

Our hidden harm service is closely linked to the young people's drug and alcohol team as we also deal with issues linked to substance misuse. We support young people who are affected by their parents' drug or alcohol use.

The hidden harm service also supports parents into appropriate treatment to address their own substance misuse.

We work to deter or delay involvement in substance misuse and break cycles of dependency.

We work closely with other services to sustain change and ensure harm is not hidden.

We ultimately aim to make sure that the young person is safe but we also support the whole family to help them address the issues and move forward.

Restorative justice

Restorative processes help to bring those affected by crime and those who have been responsible for crime, together.

Victims get the chance to explain to the person responsible for the offence what the impact of their crime has been and to get answers to any unanswered questions, such as 'why did you do it?'. They can explain their views on the situation to the offender and can see that the offender is genuinely remorseful.

Young people can meet or speak to the person their crime has affected and whom they may have never properly considered before. This means they can gain a real understanding of the impact their actions have had on the victim, take responsibility for what they have done and help to make amends.

The process is often very effective.

Victims often report an increased ability to come to terms with the offence. Young people often gain insight and seek to address their behaviour.



Restorative justice is not imposed on victims, it is always completely their choice to proceed with the approach. Victims can also choose what they would like to happen, for example they may wish to communicate by letter, or may prefer to meet the young person.

Whatever option they choose, the process is always carefully assessed and supported by professionals from the team, who work with both the victim and the young person until they feel confident and ready to communicate with each other.

In Wigan Borough we offer a number of services including:

- One to one support for both victims and young people to ensure both feel confident and comfortable proceeding with restorative justice.
- Assessment of each individual case to identify how appropriate the restorative justice approach may be.
- Access to other supportive services.
- Work with local communities, when the offence has been against a community rather than an individual.
- Careful guidance of the process to ensure a successful outcome.
- Victim awareness training, for people who have been involved in anti-social behaviour.
- Anger management courses.
- Supporting young people to write letters of apology.
- Self esteem and confidence building.
- Fire awareness course in partnership with Greater Manchester Fire and Rescue Service.
- Workshops run in partnership with Greater Manchester Police and British Transport Police.

- Health assessments.
- Positive activities
- Personal safety training

Mediation service

The youth and community mediation service is an innovative partnership project. We aim to reduce tensions between young people and the communities they live in.

The youth and community mediation service:

- Takes a neutral approach and recognises problems from both sides.
- Works towards reducing conflict within communities.
- Finds ways forward to address problems.
- Strives to find mutually agreeable solutions.

What we offer:

- We can provide support, advice and confidentiality.
- We can listen and respond to your concerns.
- We can visit you in your own home or discuss any concerns over the phone.
- We are available evenings and weekend.

The reasons for issues between young people and adults can be wide ranging:

- Sometimes young people are being noisy or are involved in minor acts of vandalism.
- Sometimes one or both parties have been verbally abusive to each other.

The teams within the team (cont.)

- Often, both parties have become entrenched in conflict that started out as a minor disagreement and has escalated into ongoing antagonism and provocation.
- Sometimes complainants are afraid to approach a group of young people themselves.

We can help if:

- The issue is in a residential area.
- Where the conflict is with a group of young people aged 8-19 years old.
- Where there is a clear, identifiable complaint or complainants who agree to try mediation.

Community Reparation:

We facilitate direct and indirect reparation to local communities. This may include footpath work, conservation, painting gardening or community clean-ups.

Operation Stay Safe

Operation Stay Safe is a project we run in partnership with local police officers. The project is strategically deployed to target areas that have recently had high levels of anti-social behaviour related to alcohol.

Police and staff from restorative solutions work together with partners to make sure they have a presence in the area and when appropriate will confiscate alcohol from those found to be drinking illegally. In addition to safeguarding children and young people, we will also supply information and advice on health and well being and link people into any support services that may be helpful for them.

X Zones

X Zones projects are run in partnership with youth workers from the Council's Voice and Engagement Team and in partnership with Greater Manchester Police, Wigan Leisure and Culture Trust's Sports Development Team and Greater Manchester Fire and Rescue Service.

The project offers free activities on Friday nights during certain periods in the year, usually during the school holidays.

The X Zones began as an intervention in areas which had high levels of anti-social behaviour but proved so popular with young people that they are now run in most areas across Wigan borough and are open to all young people.

X Zones feature activities such as:

- Multi-sports
- Climbing wall
- BBQ
- Art projects
- Dance
- Music
- Drama
- Media bus
- Assault course
- Problem solving
- Bike repairs
- Cooking
- Quizzes
- Skate sessions

But perhaps the most important part about X Zones is that young people can engage with youth workers and other professional adults, and receive any support needed to help them with their welfare and personal development.

PLASTIC
WALLET TO BE
STUCK IN HERE



Contact us

Please contact us if you are interested in finding out more about any of our projects.

We work with a very flexible approach and so are always open to new ideas. If you have ideas about any projects you would like us to run in your area (such as an environmental job that could be quite easily fixed) or if you have practical skills you would like to pass on to young people or a positive idea to help improve anti-social behaviour in your area, please get in touch.

To find out more, call 01942 487 975
or email restorativesolutions@wigan.gcsx.gov.uk

