



Financováno  
Evropskou unií

česká asociace

streetwork.cz

# DIVĚRA

JAKO PODMÍNKA  
SOCIÁLNÍ PRÁCE

15.—16. 5. 2025

**Na ulici se pracuje!**



Financováno  
Evropskou unií

česká asociace

streetwork.cz

# STREET MEDIATION in Finland

Jessica Hakala & Virpi Roponen

Children of the station NGO (Aseman Lapset)

**Na ulici se pracuje!**



Financováno  
Evropskou unií

česká asociace

streetwork.cz



**CHILDREN OF  
THE STATION**

# About Us

## Jessica Hakala

- Has been working in Aseman Lapset for 6 years and have 15 years of experience in the youth sector.
- Training youth and socialwork professionals in restorative conflict resolution and youth mediation.
- Together with the mediation office and other authorities, develop mediation processes for youth disputes and criminal cases.
- Personally mediating complex and multifaceted conflicts involving young people.

## Virpi Roponen

- Has been working at Aseman lapset for over 13 years. Now working as outreach youth worker last 3 years.
- Training youth and social professionals to outreach work method and other professionals to face juveniles in different enviroments.
- Before outreach work she has been developing street mediation in Finland **in the beginning**.
- Started career working with young people over 20 years ago in a child



# Children of the station

- Politically and religiously uncommitted
- Established in 1990.
- National organization
- Non-Profit

The Essential idea:

- "To create a personal and living interaction between the adults and the young."
- The primary target group; Children and Young people under 18.
- Also families & networks.
- 53 hired employees (2025)





# Shortly,

- Mediation in criminal and civil cases in Finland
  - Cooperation with mediation services in Helsinki & Espoo area.
- Aseman Lapset ry (Children of the station) / Street Mediation
  - Full-time employees: 3 person
  - cooperation with police, mediation offices, other networks
- Juveniles in Mediation processes
  - under 18 years old





# Mediation in finnish criminal process

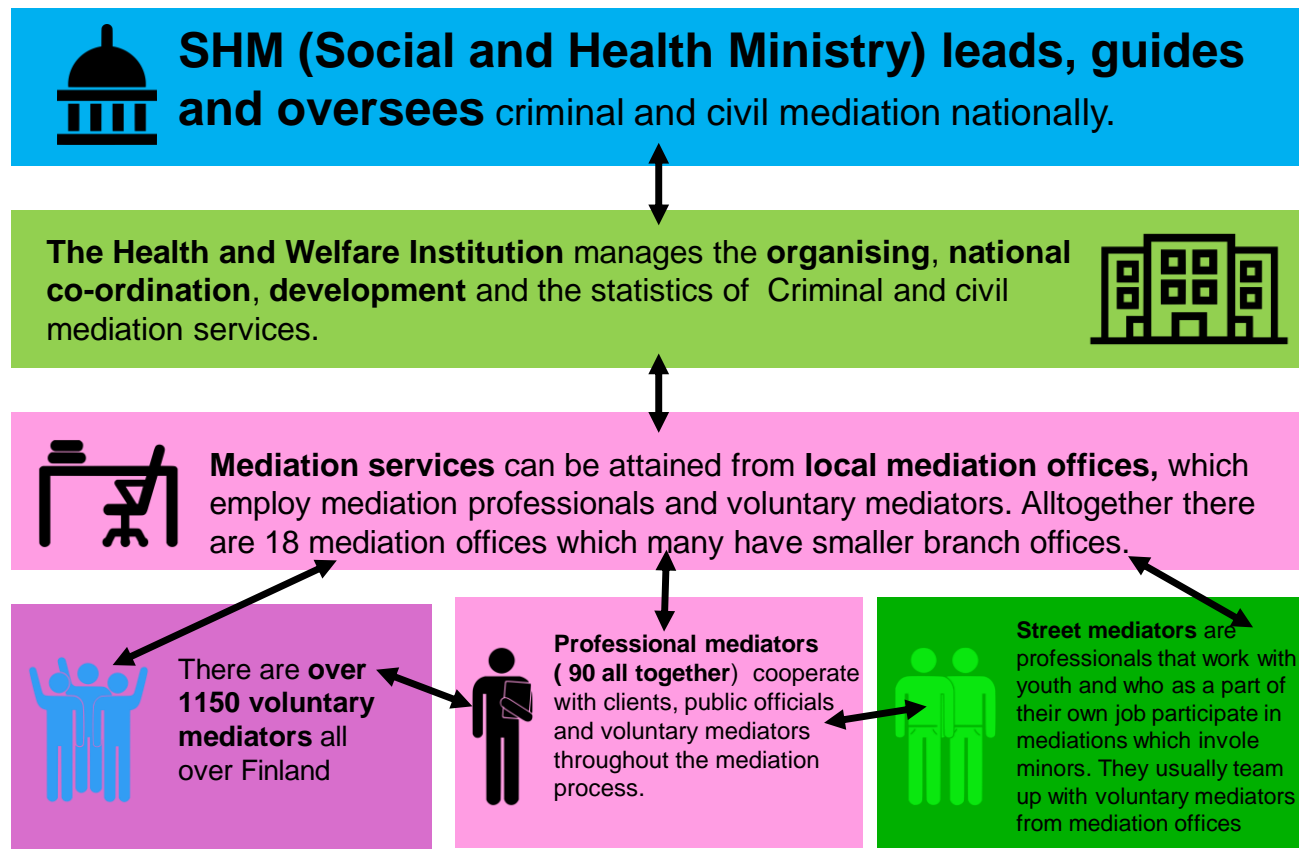
- Mediation is an opportunity for settling and resolving cases the parties
- Cases involving different kinds of offences can be referred to mediation:
  - assaults
  - malicious damage and property offences
  - domestic violence cases
  - Other offences and disputes can also be initiated by the parties involved

**In Finland mediation is free-of-charge, impartial and confidential and based on restorative justice.**





## Finnish legislative mediation





# Juveniles in mediation process

- A person under the age of 15 is not criminally responsible
- However, a person under 15 years of age is liable for compensation.
- Possibility to compensate caused damage as work compensation
- **Parent's/guardian's are always involved in mediation process**





# Street mediation history check

- The Background - Røde Kors Gatemegling in Norway
  - Peer mediation for 13-25 years olds
  - skills to mediate in youth environments
- Street mediation has been carried out in Finland since 2013
  - Educational professionals mediating youths conflicts and crimes
- The first cases referred to street mediation concerned disorderly and criminal behaviour by young people in **shopping centres**
- Since then, street mediation has been extended to cover a wide range of other crimes and disputes where at least one of the parties is under 18.
- Educational professionals
  - Age and level of development
  - Work compensation - supervision follow-up meetings
- Further work if needed



# Typical cases

- Assaults and fights in public place between young people.
  - Domestic violence, for example has also been covered.
- Damaged property, thefts, minor robberies, vandalism, resistances of an officer et cetera.
- Prolonged bullying at school
- Disputes: Somehow only a handful minor disputes are referred to mediation





# What is street mediation?

- Rapid reaction
  - ✓ educational professionals act as mediators with trained Volunteers.
  - ✓ educational professionals act as mediators in daily work working with youths
  - ✓ educational professionals act as mediators solving conflicts with multiprofessional cooperation
- Working with moral emotions, both parties are active subjects
- Goal: The action is not compensated with money
  - City of Helsinki's Directive





Financováno  
Evropskou unií

česká asociace

streetwork.cz

# Who are street mediators?

Trained street mediators include:

- ✓ youth workers
- ✓ specialised youth workers
- ✓ outreach or mobile youth workers
- ✓ teachers and curators
- ✓ family workers
- ✓ crisis workers
- ✓ substance misuse workers
- ✓ social workers
- ✓ psychologists.



**CHILDREN OF  
THE STATION**



# Why street mediation?

- Young people showing symptoms of criminal or disruptive behaviour benefit from fast interventions with a low threshold
- A Young Person becomes a subject in his/her own cause
  - Facing and dealing with the conflict and the claimant
- **Taking the responsibility – a learning process – goal to make a positive change**





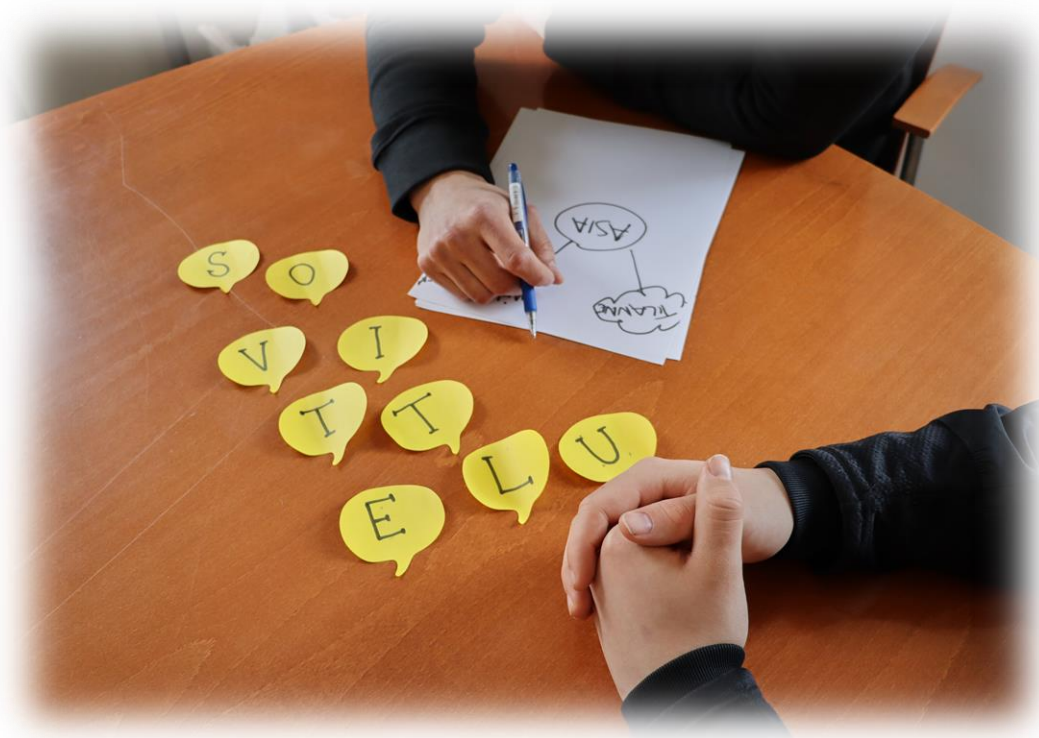
Financováno  
Evropskou unií

česká asociace

streetwork.cz

# Why street mediation?

- Getting in touch with the hidden criminality
- The concern is made visible -> social welfare / child protection
- Process economy
- Multiprofessional co-operation.



**CHILDREN OF  
THE STATION**



# Street mediation is..

- **1) Tool for work**

- Philosophy / point of view- restorative justice
- The purpose is to intervene constructively and with a low threshold in conflicts where young people are in some role/roles
- Part of the professionals basic everyday work

- **2) Service**

- Law Based
- Based on voluntaryness
- Professionally supervised volunteer work



Financováno  
Evropskou unií

česká asociace

streetwork.cz

# Restorative justice

Corrective action - a process where the conflict parties together figure out how the consequences of the conflict will be handled and what effects the conflict will have in terms of the future.

(Tony Marshall)



# Restorative philosophy

"Conflict is seen in relationships between people and therefore it has to be dealt with between people".

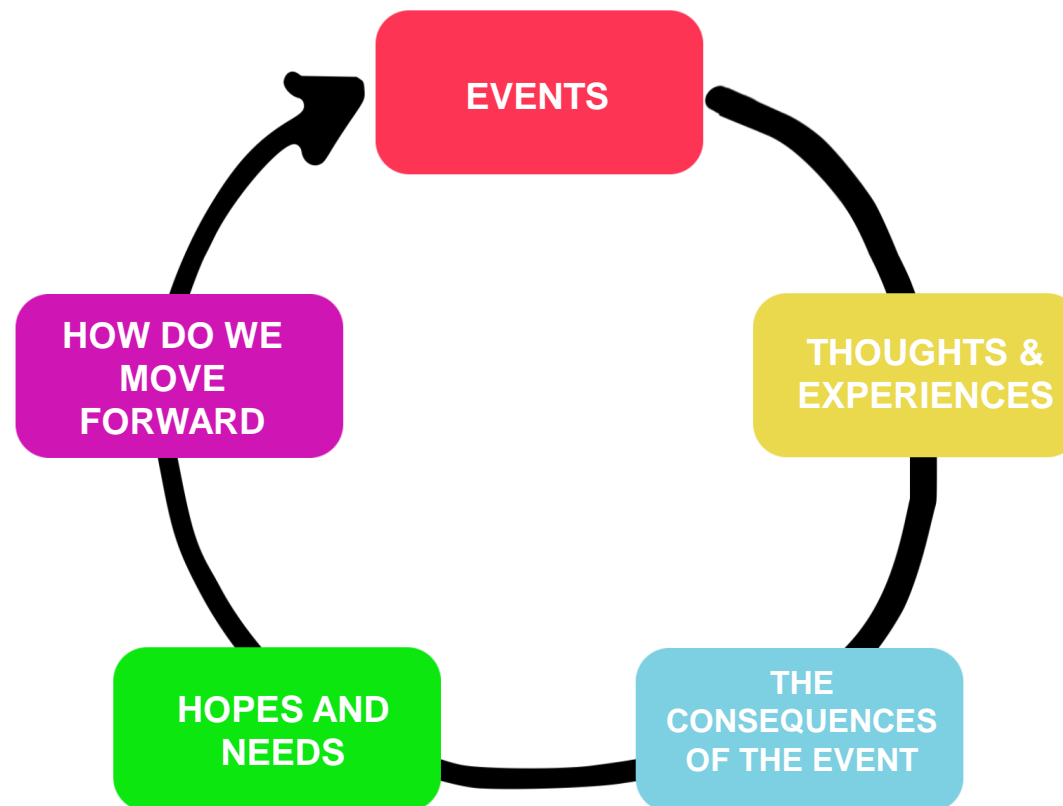
The conflict belongs to the parties, not to the adults investigating the matter!

*Adopting the philosophy of restorative justice as part of one's own activities is a prerequisite for mediation.*





# Mediation process





Financováno  
Evropskou unií

česká asociace

**streetwork.cz**

# Database of 2024

Results from the 2024 mediations of Children of the station

What has been achieved through street mediation and what kind of change?





# In 2024 children of the station's street mediators

- 54 different street mediation proccess
  - 136 young people in total
  - 141 guardian/parent
- 110 different pre-meetings with youths & guardians/parents
- 33 follow up meeting
  - agreement evaluation
  - other getting into services



# During the process, changes were observed in 71 out of 84 suspects.

## Benefits related to attitudes and learning (94%):

- 64 juveniles understand the consequences of their actions and take responsibility.
- 18 juveniles felt heard and involved in the handling of their case.

## Emotional benefits (50%):

- 16 juveniles experienced relief from addressing the issue.
- 10 juveniles felt a reduction in shame.
- 3 juveniles felt a reduction in embarrassment.
- 35 juveniles apologized or expressed remorse for the incident.

## Psychosocial symptoms alleviated (25%):

- 9 juveniles experienced a reduction in fear of retaliation.
- 16 juveniles experienced a release of tension.

## Benefits related to interactions (18%):

- 11 juveniles improved their interactions with the other party.
- 2 juveniles improved their family interactions.



# During the process, changes were observed in 36 out of 38 victims.

## Benefits related to attitudes and learning (75%):

- 21 victims felt strongly acknowledged and heard in their case.
- 10 victims experienced increased understanding.
- 5 victims felt a significant reduction in the need for revenge.

## Emotional benefits (64%):

- 10 victims experienced relief from addressing the issue.
- 12 victims expressed forgiveness towards the offender.
- 6 victims felt a reduction in tension and irritation.

## Psychosocial symptoms alleviated (39%):

- 10 victims experienced a reduction in fear.
- 7 victims experienced a reduction in anxiety.
- 3 victims showed improved school attendance after mediation.
- 4 victims felt more confident to move freely and engage in activities.
- 5 victims restored friendships with the offender.



Financováno  
Evropskou unií

česká asociace

streetwork.cz

# Other activities

- The conflict workshops for juveniles (13-15 years old)
  - 343 participants
- 4 Partner schools (Restorative schools)
- 12 different street mediation training set's
  - 347 total participants





## Before 2024 trained street mediators. (36 answers)

- 29 street mediators have employed restorative practices in their work with youth to address minor everyday disputes.
- 7 have mediated youth conflicts procedurally using street mediation methods in their work.
- 8 act as street mediators at the region's statutory mediation office.
- 26 actively utilize restorative methods learned during training in their work.
- 19 have employed street mediation in challenging conflicts between youth.
- ~~5 have not engaged in any of these activities.~~



# In 2024 trained street mediators (44 answers)

- All participants have gained tools from training to resolve conflicts involving youth.
- All participants have acquired new methods for addressing and managing conflicts among youth.
- All participants have enhanced their skills in conflict resolution.
- 43 individuals have employed restorative practices in their work.
- 31 individuals have utilized mediation in their work.
- 29 individuals (69.0%) have employed restorative street mediation methods to address minor everyday disputes.
- 7 individuals (16.7%) have mediated youth conflicts in their daily work as street mediators.
- 2 individuals (4.8%) have acted as street mediators in the mediation office for civil and criminal cases.





# In 2024 trained street mediators (44 answers)

- All participants have gained tools from training to resolve conflicts involving youth.
- All participants have acquired new methods for addressing and managing conflicts among youth.
- All participants have enhanced their skills in conflict resolution.
- 43 individuals have employed restorative practices in their work.
- 31 individuals have utilized mediation in their work.
- 29 individuals (69.0%) have employed restorative street mediation methods to address minor everyday disputes.
- 7 individuals (16.7%) have mediated youth conflicts in their daily work as street mediators.
- 2 individuals (4.8%) have acted as street mediators in the mediation office for civil and criminal cases.





# Summary

- Street mediation is work method for youth- and educational professionals
- Possible to use in everyday work
  - law based mediation process
  - multiprofessional cooperation
- **Based on restorative**





Financováno  
Evropskou unií

**KATU**  
**SOVITTELU**

česká asociace

**streetwork.cz**

Thank you!

**Jessica Hakala,**

tel. +358 50 439 4433

mediator, trainer

Street mediation

**Virpi Roponen,**

tel. +358 40 847 5739

Community developer,  
mediator

Detached youthwork /  
Walkers-bus

firstname.lastname@asemanlapset.fi  
[www.asemanlapset.fi/fi/toimintamuotomme](http://www.asemanlapset.fi/fi/toimintamuotomme)

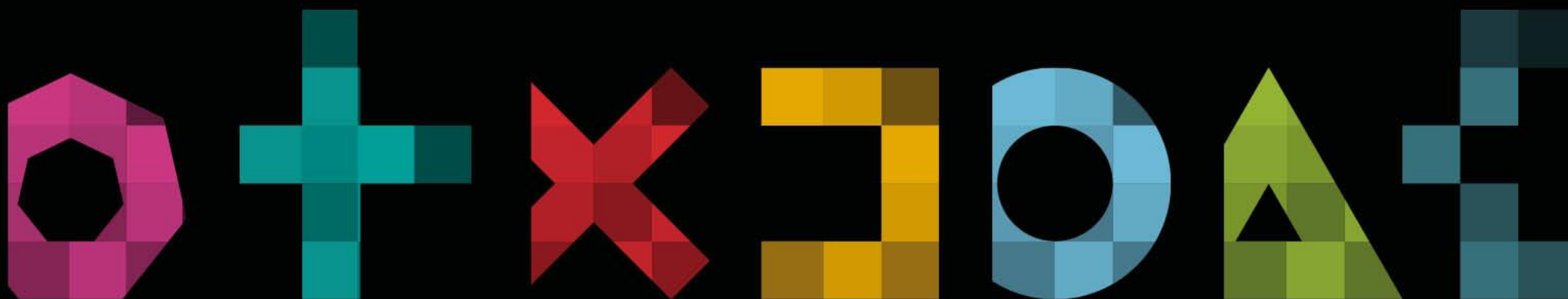




Financováno  
Evropskou unií

česká asociace

streetwork.cz



Konference je financována z projektu Čas pro ČAS, reg. č. CZ.03.02.02/00/22\_039/0001363, který je financován Evropskou unií, a z programu Erasmus+ projektu Street Workers and Institutions, reg.č. 2023-1-CZ01-KA210-YOU-000157853, který je spolufinancován Evropskou unií.