



REMEDI

Restorative Stories

A Collection of Case Studies and
Reflections VOLUME 1

By Remedi: Restorative Services

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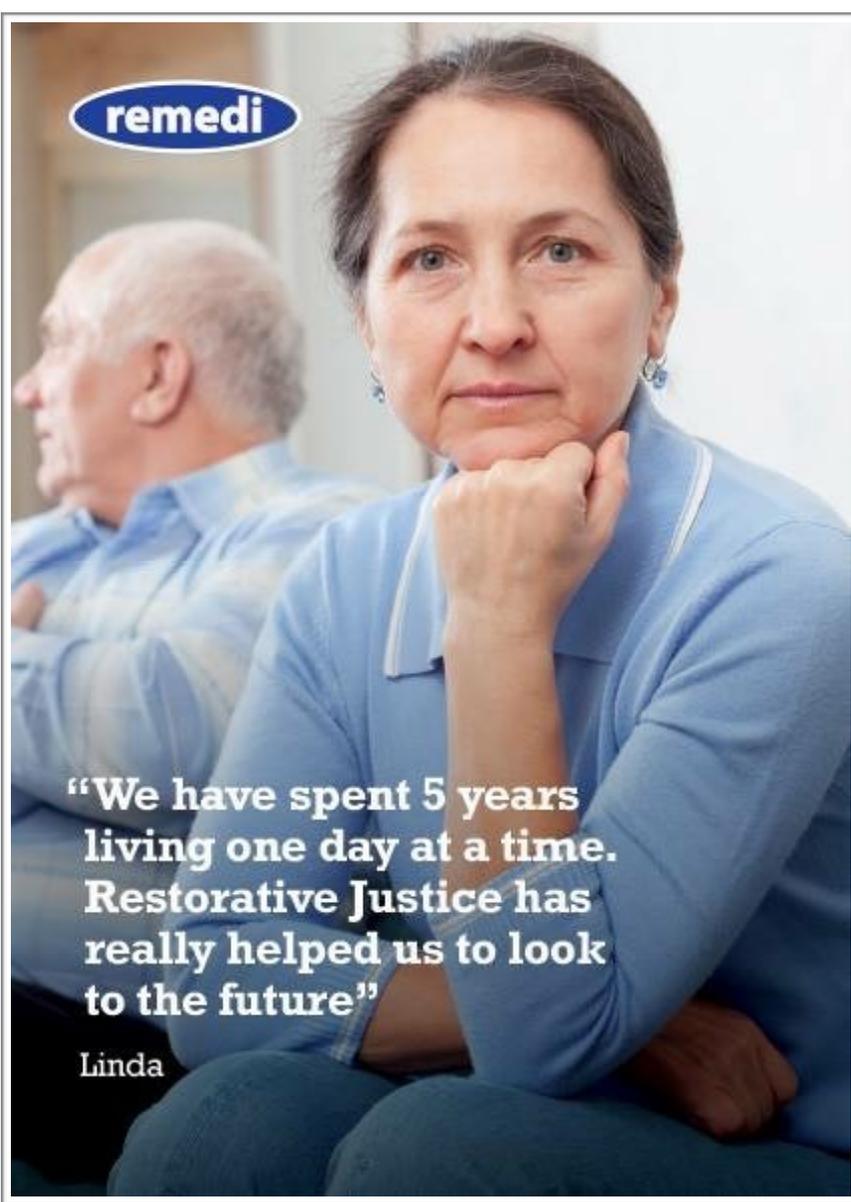
By **REMEDI: Restorative Services**

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Remedi

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**“We have spent 5 years
living one day at a time.
Restorative Justice has
really helped us to look
to the future”**

Linda

OFFICE: West Midlands
OVERVIEW: Burglary Case- 2 Victims, 1 Offender, HMP
Stoke Heath

Both victims had been significantly impacted by the offence, financially and emotionally. They had family members who live at the same address who had also suffered. They had many questions they wanted answers to, and to explain the impact it had had on them. Initially, the wife was more keen to meet the offender, and to be able to get her point across to him. The husband was a bit more timid, and felt that if it is going to help change his life so no one else gets hurt in the future, it was worth a go.

The offender was keen to be able to show his remorse, and that he had every intention to turn his life around. He also felt like it was the least he owed them – to meet face to face and apologise.

The meeting was a huge success for both parties, the husband and wife had role reversal – the wife was more timid and the husband, when faced by the offender, found his voice and had a lot to say. The meeting itself lasted 1 hour and 45 minutes, and the OS who was present stated it was the most intense meeting he had witnessed. What the husband said to the offender resonated with him and made him really understand the impact his actions had on them. Originally, neither victim said they wanted to shake hands, which I had to explain to the offender – not to offer it at the end. At the end of the meeting however, the husband got up, walked around the table and shook the offenders hand. This had a huge impact upon the offender.

The feedback from the victims was “I finally felt listened to throughout this ordeal. I feel like a weight has been lifted, and blanks have been filled, I feel really good for doing it.”

The feedback from the offender was “I feel relieved and glad I took part, I can't believe he shook my hand, I feel honoured.”

The victims on their final evaluation, asked if they could be kept up to date with the offenders progress. The offender has consented to this and feels humbled that they care and want to know he is doing well

PRACTIONER/S: Amanda Townsend

OFFICE: Greater Manchester
OVERVIEW: Armed Robbery

Multiple offenders entered the store where the victim was on shift at the time of the offence and threatening members of staff with weapons. Victim witnessed offenders coming into the store on CCTV and then watched them take off with the money in the safe where the victim was counting the money at the end of the shift. Victim was left highly traumatised and feared coming into work, whilst also presenting with high levels of social anxiety.

Some victim awareness work was conducted with the offender who initially did not think that what he had done was so bad. In the end, he engaged in back and forth letter contact with the victim where he was able to understand the detrimental effects that the offence had on the victim and his family whilst also finding himself relating to much of his experiences.

During the initial stages of the process, the offender lacked empathy towards his victims minimising much of the impact that it may have left on him. However, during the course of the indirect RJ process, we were able to see his views becoming more empathic towards the offenders circumstances and this was reflected in the final letter that was delivered to the victim.

The victim began this process as a very reserved and wary individual who was reluctant to allow us to meet at his home. However, as the journey to indirect RJ was progressing, we began our home visits and witnessed him becoming a much more confident individual just through the way that the letters were allowing him to feel more empowered. In his own words, the victim said:

'The process has been so rewarding. You've turned something that was negative into something quite positive. Before I knew what you were there for, I thought 'what do they want', but then when I found out what you were there for, I was completely interested. I'd never been in that situation before where I've had the ability to communicate with someone. No-one actually asked me how I was feeling till you did and it feels good to just be able to open up. If you got more people like me to open up, you could help so many people. I think it's a very useful service'.

PRACTIONER/S: Aafira Gani, Natasha Livingstone

OFFICE: West Midlands
OVERVIEW: Burglary

The offence was a burglary during the night while the victim and her daughter were asleep upstairs, there was one offender involved.

I initially contacted the victim on 18th September 2019 and the direct went ahead on 2nd December 2019. The victim had 3 preparation sessions and the offender had 2. Originally the victim was not sure if she wanted to direct with the offender but after two preparation sessions she decided that she wanted to.

Initially the victim was not sure whether she wanted to meet with the offender or not, I allowed her to come to the decision after meeting with her twice and discussing the reservations that she had while remaining cautious not to be biased and to only give her the facts of the process and situation. After our second meeting she decided that she wanted to take part in restorative justice to help the offender, she had stated in our preparation meeting that she had been deeply affected by the offence but that she hadn't realised until our initial assessment as she was trying to be strong for her daughter. During the direct the victim became emotional and began to cry and the offender comforted her, this was unexpected as during the preparation meetings the victim said she didn't think she would cry during.

Both victim and offender gave the following feedback:

Victim: 'I feel like the process has allowed me to explore my feelings around the incident and enabled me to rationalise crime and as such the impact it has had on me. I'm definitely a million percent glad I took part, I feel better about everything. I have not felt forgotten about and that I have been an active participant post incident which has made me feel so empowered. Very proactive. Thank you Beth.'

Offender: 'It's a tonne of weight that's been lifted off my shoulders, she's been impacted a lot and my heart knows that. I still carry a lot of that weight. She needed to see me and have a cry and now she can be strong for her and her daughter. I hope I've helped her to recover and I can't do any more than that.'

PRACTITIONER/S: Bethany Mercer



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**“I will never make anyone
feel like that again. Taking
part in this has changed
the way I think”**

Adrian

OFFICE: Manchester Youth Team
OVERVIEW: Assault (COMMUNITY REPARATION)

The young person was charged for assault by beating and possess an offensive weapon in a public place.

Food bank reparation – bringing different boxes of food into the centre from the van, sorting them out and packing a certain amount of each item into the bags for people to collect.

Whilst at reparation the young person listened well and took in what we needed to do and the reasons why we were doing this, he got fully stuck in bringing some of the heavier boxes in and getting the bags packed without any issues. He engaged well with myself during this and was able to take some enjoyment from what we were doing. At one point we had a couple of others on reparation who were being disruptive which had an impact on this young person, but after a discussion he didn't allow them to have a negative impact on him and carried on.

On the car journeys to and from reparation he engaged well with me and we had some great conversations which he was telling me about things he enjoyed doing and things he was interested in taking up.

Overall, this session was amazing, I personally enjoyed it and I feel that the young person did also which gave me a great sense of accomplishment.

Practitioner: Abi Heelham

OFFICE: Rotherham
OVERVIEW: Burglary

Burglary of Rotherham Dwelling in March 2017. Carried out by 2 Offenders. Motivated Offender Referral came via Rotherham CRC months before 1 offenders release from HMP. Victims included 2 adults, teenage child and dog. Mother of household engaged in RJ.

Victim expressed a lot of anger and upset and resistance to RJ if it benefitted offender in any way. Victim agreed to engage in Indirect Letter process and to receive Offender's response by letter. Victim sent final message delivered to Offender verbally by Remedi.

The victim feedback :

I did RJ because the Remedi practitioner asked me very nicely and explained the purpose very clearly. I had put the incident behind me - so interestingly you could say that this has brought it up again. It hasn't had a detrimental effect on me though. I had been asked previously about RJ, and declined. I had no interest in my perpetrator. I certainly did not want to be a tool in helping him get out of prison early. I did feel that Aglaia was understanding - often it is easy to feel that all the support goes to the offender.

Other thing to celebrate :

Worked closely with the Rotherham CRC RO and PC Kitchen who were both supporting the offender in changing his life around. PC Kitchen particularly was very supportive of the O and Remedi in practical ways. The case was a success that all parties can take credit for.

Practitioners: Aglaia Barraclough and Isobelle Wood

OFFICE: Cumbria
OVERVIEW: Murder

Cumbria Remedi received a referral from a VLO stating she has a family member (Sister) of a victim (Brother) that was murdered some time ago and the family member now believes it's the correct time to try and get some answers to questions she had especially with the offender potentially getting parole soon.

Held meetings with the victim to discuss the different options available to her and what each route would entail. The victim was very clear that she wanted INDIRECT RJ. The main reason for this was she didn't want the offender to know what she looked like as the murder to her brother happened 20 year ago. She wanted us to ask the offender her questions and relay the replies back to her.

The victim wanted to ask what had led up to the murder and also his actions after it? This then followed on to the question 'did her brother suffer?' These were the two most important questions - for the last 20 years the victim had wanted to know how it all happened and if her brother had suffered or died straight away. These could not be answered by the Pathologist report, so she felt only the offender could answer them. Pathologist had stated that his throat was damaged and likely to have killed him, but also had multiple stab wounds. Was he dead before the stab wounds, if so why did you continue?

After getting answers to these questions, she wanted us to ask how he felt about what happened and what his plans were upon release, if he planned on coming back or getting in touch with the family. The Parole hearing was coming up and the family was anxious that he would try and make contact or even come back to the area they live due to him having family in the area. The final question she wanted us to ask was - do you feel you have changed as a person?

Through numerous meetings with the victim we prepared her for answers she may receive. Some of these exploring the possibility the risk that victim would/may be harmed more by the offender's replies. In the end we were happy these risks were managed and progressed/meeting with the offender to try and get the answers.

We worked with the offender and during meetings he presented a willingness to assist the victim by answering any questions he could. He appeared honest and very remorseful during these conversations. We believe he answered all questions to the best of his ability. This was

further re-enforced as a breakdown in communication within prison meant he no prior knowledge of our visit so was unable to provide any pre-prepared responses and appeared natural and empathetic in responses made.

When relaying the answers to the victim we felt that she was pleasantly surprised at how open and honest he appeared to be and she was content with the answers received and enabled her to feel she could close that chapter of her life. The change in how the victim presented from the start to finish of the RJ was noticeable. In the first meeting she appeared very shy/timid and scared of what the offender may potentially say to her questions. At the end she appeared more relaxed, as if a weight had been lifted off her shoulders.

Positive feedback was also provided by the victim of her RJ experience, explaining how much better she is coping since taking part in RJ and asking the offender questions she had wanted answering for years.

Practitioners: Ashley Clarkson & Megan Wright

OFFICE: Cumbria
OVERVIEW: Criminal Damage

Remedi (Cumbria) received a referral from the Police in relation to a young person who had committed a criminal damage (Care home) and public order offence (Care home staff x2) against 2 young carers who were taking one of their looked after children to the community centre.

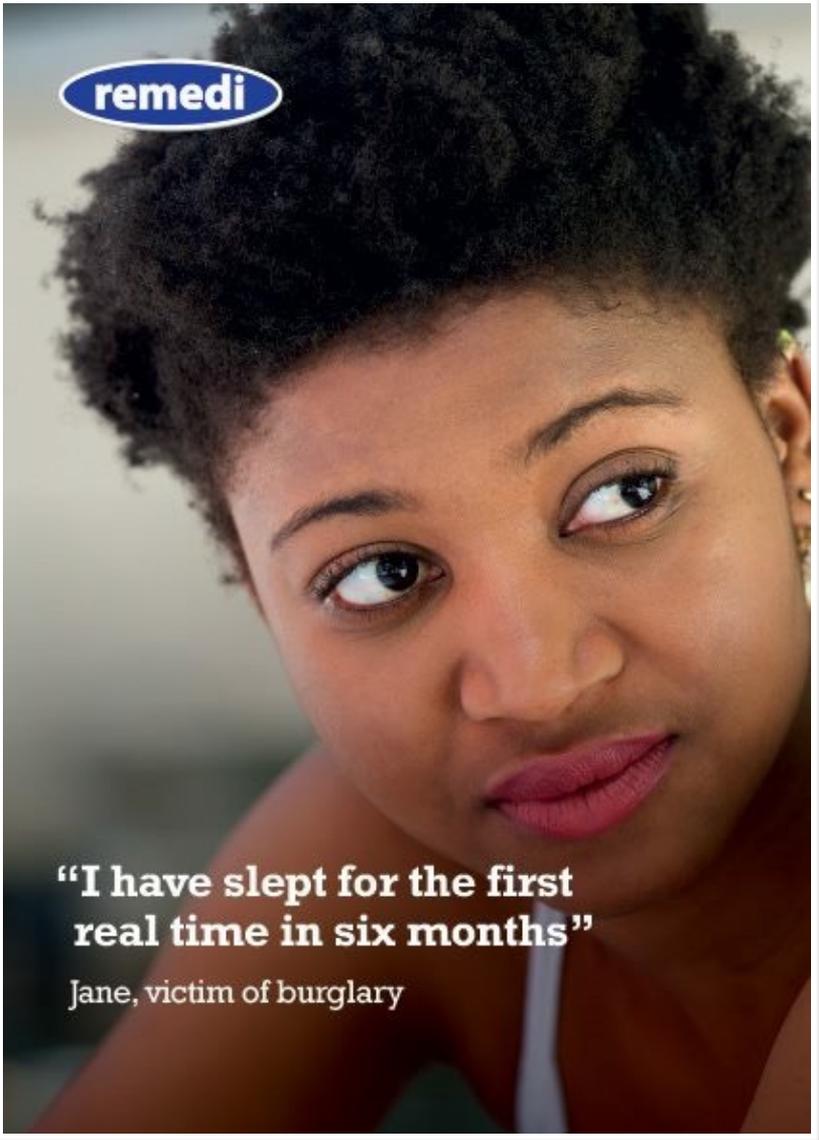
Since the offence one of the victims of the public order has moved to another job so work was done individually for each party. Although this was the first time both parties had any contact with the offender they were aware of him due to his previous bad reputation but were keen to progress with an indirect approach and both provided with me some information about how they felt about the offence and the impact it had on them.

Due to the Offenders reputation both parties were concerned about the offenders engagement and based on their description I was expecting a youth who didn't care about what he had done and was going to be 'cheeky' and dismissive. The boy described to me was not the boy I meet. The offender was engaging, polite and very remorseful and apologetic.

The offender acknowledge that he used to get in trouble a lot and was on first term names with the Police however over the last year he got himself a job as a window cleaner and has changed his group of friends. During this meeting mum spoke about a conversation she had with the Police. On this day the Police had passed the house and had asked if the offender has moved as they had not seen or heard about any issues involving him. The offender was proud of this and acknowledged that he made a mistake socialising with his old crowd and should not have done what he had done.

During my session with the offender we discussed the victims comments and how they might feel and the consequences to himself he engaged well with the process and although could guess some of the impact his behaviour might have had he admitted learning a lot. During the sessions the offender wrote a letter of apology. Once this was completed I arranged separate meeting with both victims and read them their apology letters. Both victims were really pleased with the letter and shocked about how he engaged. Due to the type of work they do they both made comments about how they did not expect him to engage and that a lot of kids they work with would not have wrote a letter. One victim commented that she thought the case was going to be dropped and that it was refreshing to see him take responsibility for his actions. The victim who worked in the care home was really impressed by his letter and asked me to thank him for his letter and also to tell him that if they made the decision about who cleaned the windows then she would definitely have given him the chance.

Practitioner: Megan Wright



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**“I have slept for the first
real time in six months”**

Jane, victim of burglary

OFFICE: Manchester Youth
OVERVIEW: Possession Offensive Weapon
COMMUNITY REPARATION

This was the young person's first offence, there were two groups of youths in the shopping centre when a fight broke out between the two groups, the young person pulled out a knife and was threatening the other group who immediately ran away.

This was his first offence- he received a 11month Referral Order with 11 sessions of Reparation, at first he was difficult to engage and thought it was unfair with the order he received, he missed many appointments at the start of his order, I then gave him the option of changing placements and would collect him from home as he was struggling to get there.

We attended Life Charity and his attendance improved greatly he even came up with the idea of putting a stall outside the charity shop to attract more customers into the shop, he did this for 3 of his sessions and set the stall up himself. Lisa the manager who runs the charity shop said that she was really impressed with the work that he had put in and was always a pleasure when he attended, nothing was ever too much trouble for him no matter what task we gave him.

During our sessions we had quite a few long chats about his offence, he realised the danger that he had put himself and others in at the time of his offence. It was a pleasure to work with this young man, all sessions completed and order has now ended

Practitioner: Amanda Abouelnasr

OFFICE: Manchester Youth
OVERVIEW: Robbery

Offence in this case was robbery, there were 4 people involved in the offence. One YP I have been working with decided he wanted to meet his victim to apologise. This was facilitated by myself, Emily Ryder, the offender and the victim at Harpurhey District Centre.

I worked with the YP over 6 weeks due a number of other offences. We discussed what a victim means to him and who he thought could be a victim, we also talked about various indirect victims that may have been impacted by his offence.

The young person has been on a YRO since October 2019. I worked with this young person over a 6 week period due to various other offences, taking it right back to finding out his view on what a victim was and who could be a victim, we also discussing indirect victims and how this could affect various people. He engaged in all of my sessions really well, informing me that he is now back in education and that he no longer associates with the group of people he was doing beforehand.

He agreed to meet with his victim face to face, in the meeting he was respectful, remorseful and well mannered. He apologised to the victim which he thanked him for. The victim gave him some background about his life and the struggles he has faced and explained to the young person he can be whatever he wants to be. They shook hands at the end of the meeting and both parties on separate occasions told me how they felt this meeting had really helped them with the young person feeling inspired.

Practitioners: Stephanie Tighe and Emily Ryder

OFFICE: Derbyshire
OVERVIEW: Assault

Assault – regarding RJ, three service users were involved; the victim, his wife and the offender. The intervention took place at Chesterfield CRC

The case took some time to make progress due to personal circumstances for the offender. An indirect shuttle from the victim was passed on to the offender which led to a direct with the victim's wife taking part.

This piece of work was between a victim and offender who previously had a close relationship as the victim and the offender's parents were friends and the victim's wife cared for the offenders mum. After the death of the offender's dad, he got into an unhealthy relationship and started drinking every day to deal with his death and it was whilst he was drunk this offence occurred.

Looking back over the offence with the offender he realised that he had not dealt with his dad's passing in the best way and realised that he needed support at the time and even whilst we were going through this process. He accepted full responsibility and realised the victim was trying to look out for him and his mum at the time.

The direct intervention completed between this victim and offender allowed both families who were close prior to the offence to spend Christmas together having been able to discuss what had happened in a safe environment

Practitioners: Laura Esty and Natasha May

OFFICE: Sheffield
OVERVIEW: Theft

Theft from an Employee. The Service User organised a Charity Event and didn't pay the money that was raised. There were 8 Victims. It happened in Sheffield.

This was a Service User from the CRC who wanted to pass on a message to his Victims. I phoned the victims and 6 of them accepted the message and sent a reply back to the Service user.

The feedback from a couple of the victims taking part:

"I am grateful he said sorry at least that's something. Nobody wanted this to happen but I'm thankful he apologised"

"I hold no grudge against him and its good enough for me that he apologised. I hope he gets on with life and puts it behind him as I know it was out of character".

And from one of the offenders this....

"I have wanted to apologise to my Victims for a while but didn't know how to then Liz phoned and gave me the opportunity to apologise"

Practitioner: Liz Smith

OFFICE: South Yorkshire
OVERVIEW: Laser Towards Police Helicopter

The offender had been found to be shining a laser towards a police helicopter. The pilot had to conduct a manoeuvre to move away from the danger.

During a CRC appointment, the offender mentioned they wanted to pass on some messages to the pilot and PCs involved. An indirect shuttle was conducted.

The pilot and PC's involved in the case were very open and excited to be involved in the process. They had all previously heard of RJ. The offender, at first was reserved, but after some time they opened up and engaged really well with me and the process. After the indirect was completed, the offender stated that "It has helped me open up and think and talk about my own thought as no one has ever really asked me before as I am an offender, I really do feel better, thank you."

Practitioner: Freya Hindley

OFFICE: Barnsley
OVERVIEW: Shop Theft

Offender engaged with Barnsley CRC appointment after he had been charged with shoplifting on several supermarket chains across Barnsley.

Message passed to victims from offender after he engaged with CRC appointment.

Offender was very remorseful and engaged well with the session, he was very keen for the below message to be passed on.
" I am sorry, I know that it isn't an excuse but the drugs took over, I know I caused staff alarm and distress"

" It was a matter of trying to survive in order to feed my drug habit, which I am trying my hardest to move on with my life". Please pass on my apologies to all my victims, for I am truly sorry".

Offender also wanted to look at previous offences – which was also completed and divided between several practitioners.

Practitioner: Louise Fretwell

OFFICE: West Midlands
OVERVIEW: Burglary

Offender broke into victim's house whilst they were sleeping, took money, keys and a bag. Victim was left very shaken up and didn't feel safe in her own home. Offender was incredibly remorseful and had done a lot of work to address his behaviour.

Offender wanted direct, victim didn't feel comfortable with direct but wanted questions answered, prepped with both and completed letter with offender. Victim felt closure and appreciated offender taking time to write to her and felt he had been honest.

The victim initially confirmed how nervous and unsafe the offence had made her feel in her own home. She had a lot of anxieties about meeting the offender face to face, but she did have questions that she felt she wanted answering. Offender showed a lot of remorse and understanding of the impact of his actions and wanted to make things better. Victim was appreciative of the offender taking the time to write to her and answer her questions, and offender stated the process had "spurred him on to continue progressing and doing well."

PRACTIONER/S: A.Townsend



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**“Every victim of every
crime should get the
chance to choose if RJ is
something you want”**

Cathy, victim of arson

OFFICE: West Midlands
OVERVIEW: GBH

GBH with intent – A group of young men had an argument with victim who was then led out of college and attacked with knives by 2 males who were part of the group.

Assessed offender who wanted to do RJ then contacted Victim Support who spoke to mother of victim who agreed to be contacted. Completed assessment with victim's mother then completed various pieces of indirect work. Also met with victims' other children who completed direct meeting with offender.

This case was a sensitive as there was more to it than first appeared, initially the offender felt bad for what had happened but was under the impression that the victim was himself affiliated with gangs and that is why he took things so far.

After meeting the offender we met the victim's mother, this was a very emotional meeting as she explained what had happened on the day, seeing her son covered in blood, the fact he had died during surgery and had to be revived, and that he has now been sectioned under the mental health act as he is that scared and has attempted to take his own life multiple times.

The victim's mother then went on to explain that her son had a learning disability which was shocking to us as there was no mention of this in probation, police records, Victim support or media, the offender also had no idea about this.

Offender was made aware that victim had a disability and we worked with him to gain an understanding of what the disability was and how it affects people, he initially did not understand why the victim followed them to location of assault, he believed the offender had a weapon and that he would attack them when they got to the location he now understood why the victim followed them and felt further remorse for his own actions.

I feel it is a piece of work that should be celebrated as the victim mother got questions to answers to questions she had wanted for years. Also looking at how far the offender came from his first meeting from accepting some responsibility to by the end accepting full responsibility and being willing to meet victims family and apologise in person and committing to trying to change his life.

Practitioners: Daniel Cunningham/Shannan Bhandal

OFFICE: Nottinghamshire (Youth)
OVERVIEW: Assault

Young person inappropriately touched a bus driver who was on duty when intoxicated.

Met with the YP who had written a letter and wanted this to be delivered to the victim. We sat down together and went through it to make sure it satisfied the victim's needs. A few amendments were made but the victim received the letter and wrote back thanking the YP and expressed his forgiveness.

Since the offence the victim was unable to work as the offence brought up previous trauma and really affected his mental health. He expressed the questions he felt he needed the answers to in order to receive some closure as the case had not gone to court. Once he heard that the YP had written a letter he was very willing to receive it. He wrote back a powerful response that was shared to the YP expressing his thanks and forgiveness.

Quote from victim;

"I was so nervous to answer the phone to you but I'm so glad I have. I feel better having spoken to you and I'm glad to have taken part in this process. Thank you so much"

Practitioner: Ellie Macleay

OFFICE: South Yorkshire
OVERVIEW: Criminal Damage

Criminal Damage to drain pipe of house caused by drunken male.

Offender presented at CRC as part of sentence and offered apology and explanation of the offence as being not used to drinking and had gone out with older group from work and ended up on his own very intoxicated.

Message passed to victim via phone call. He was happy with this and asked an acknowledgment and message passed back to the offender that he accepted his apology and gave him some words of advice; re this being a stupid act such as this could result in a conviction could seriously damage his future. For him it was only a bit of damage for the offender it could have far reaching consequences

(The victim was happy that he had a chance to express there were no hard feelings and wanted to support the offender without this process he never could have done this)

Practitioner: Mark Winrow

OFFICE: Cumbria
OVERVIEW: Neighbour Dispute

Remedi were asked to get involved in a neighbourhood issue after both parties had agreed and said they were willing to explore using mediation to try and resolve an ongoing neighbour dispute. The dispute central issue was around parking but also included issues around placements of objects on property i.e. bins. Both parties also had issues with how they spoke to each other and just wanted to be respected.

It was agreed by all that indirect mediation was the best way to move forward, agreement was reached with both parties to create initial guidelines that both would follow. By reflecting the problems and how each party felt, they were supported in creating a list of guidelines that were agreed by all concerned.

In this case, I was able to work individually with each party to create an agreement on future behaviours based on how they had previously felt. The guidelines reflected the aim of both parties to move on from the past and live more happily in the future. The guidelines also reflected other ongoing issues.

We also discussed suggested ways the people concerned would act/react in the future, so resolving these also i.e. we will not touch or move each other's bins, unless asked by the other party to assist on bin days to help us.

Both parties contributed to the guidelines and agreed wording to give them ownership. They also agreed to sign and share with each other. This helped the parties feel like that had a say and were being listened to and taken seriously by the other.

I was proud of this piece of work as 3 weeks after the case was closed the Hub also provided feedback stating they had not had any more incidents/calls for service from either of the parties concerned. Prior to the referral they were getting numerous regular calls to service.

Practitioner: Chloe Rodgers

OFFICE: Cumbria
OVERVIEW: Anti Social Behaviour

Remedi were asked to get involved by the Police via a Hub Referral regarding ASB. In this case, neighbours were making noise complaints about each other. It was suggested and agreed by all parties that mediation was necessary. One party was 2 adults and the other party was 1 adult with young children.

The Practitioner met with both parties to discuss what had been going on and how everyone wanted to move forward whilst working together to achieve the desired outcomes. The parties opened up about their thoughts and feelings around the issues, the Practitioner relayed indirect messages to the parties.

On this case, I relayed indirect messages from one party to the other and vice versa. This method was chosen by those involved as they all felt they were too angry and upset about the issues that sitting in the same room wouldn't be appropriate.

I was able to give each party the opposite parties point of view so that they could each understand each other better. Both parties were very receptive of what the other party had to say.

During my involvement in this case, parties said that they had already noticed a difference in the reduction of noise which they had never seen before.

I was very proud of the work I did on this case as the police were getting calls from one of the parties about the other frequently enough for it to become a hub referral.

After I was involved on this case, 2 months after the case had closed, I was talking to the officer who referred the case and she said that there have been no more calls to service from any of the parties involved.

Practitioner: Chloe Rodgers



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**“I didn’t know what I was
looking for to help me.
Restorative Justice was it”**

Victim of rape

OFFICE: Cumbria
OVERVIEW: Burglary

Burglary committed in North of Cumbria. One offender and two victims in the case. Offender in drunken state entered house and made his way upstairs, victim heard him at bottom of the bed.

This case originally started by being an indirect RJ with the offender starting the process and writing a letter of apology. After contacting the victim and finding out they were interested we took the letter to them.

At first the victims just wanted to receive the letter and see what he had to say for himself they didn't want anything specific written in the letter. After receiving the letter the victims had a great desire to meet with the offender to thank him, wish him well and encourage him to keep up the good behaviour going forward. The offender in the case wasn't keen on direct on our initial meeting as he was very nervous and lacked confidence. However, when going back to him after the letter was delivered and hearing the kind words that the victims asked me to pass back he was brave enough to accept a direct meeting. The Direct meeting was a very positive one, both parties got a lot from the process and the victims felt hugely satisfied that they could listen to an apology but also give the offender confidence and advice for the future. The offender said he felt so good for apologising and the daunting feeling he got beforehand will stick with him. The Offender manager who took part in it commented how powerful the meeting was.

Practitioner: Ashley Clarkson

OFFICE: Stockport
OVERVIEW: Robbery

The young person and his friends were victims of a group robbery in 2017 whilst they were walking home from another friend's house. They took mobile phones and also were walked to a Tesco to withdraw cash before they were let go. Perpetrators had knives and made threats throughout.

Following a home visit and permission from victim, I got in touch with our education services and referred him as he was NEET. I forwarded on counselling services for him to self-refer. I gave him information for CICA for compensation. I got the crime reference number and passed this on.

The young person developed depression and PTSD following the event. They could no longer go to college as the bus drove past where this happened and he became NEET. He still believed the young person was in the community due to seeing them more than once months after it happening and not being updated. His friends have also suffered significantly – one of them also dropped out of college and they all lost touch with each other. The young person was on anti-depressants, was self-harming and was not receiving any support. He successfully met with the education worker I referred him to, got on the course he wanted and began attending college. This was especially significant as the young person had stopped taking public transport as it went past that park.

Practitioner: Vanessa Mukembo

OFFICE: Nottinghamshire (Youth)
OVERVIEW: Arson

Arson committed on a council sports field very close to buildings by five or more young people. One of the young people came to the Notts YOT team.

Meeting with council clerks to get their views and agreement to meet young person in direct face to face meeting. Meeting took place with young person and council clerks and young person handed over a letter to the clerks who accepted this.

Young person was very nervous about doing a direct face to face meeting but with encouragement and preparation from case manager and myself, young person agreed to do this.

The council clerks found the restorative process helpful as they were able to get their views heard and wanted the young person to know the effect of their behaviour on the community and how much it costs to repair the damage. Young person was clearly nervous, through out the meeting and the council clerks treated her with respect and they had a discussion which went well.

Feedback from both young person and council clerks was the meeting went much better than expected and got their points across. Council Clerks felt the young person was genuinely sorry and hearing the impact of their behaviour clearly had an effect and hoped the young person kept out of trouble.

The young person said they were nervous, but it wasn't as bad as first thought and thanked me and her case manager for supporting her through the process.

Practitioner: Lurleen Richards

OFFICE: West Midlands
OVERVIEW: Harassment

Harassment: The victim was harassed by an ex-partner, who sent abusive messages. Offender had been notified by a solicitor he could be charged with harassment. With close work from the officer in charge, the victim requested the offender agreed to RJ as final communication and completed a relationship abuse course.

4 months of preparation undertaken, with risks to carefully managed with the officer in charge and the victim. A decision made to do an indirect process of a letter being passed from V to O.

This began as a direct process with both V and O agreeing to a meeting. The more preparation continued, practitioners identified risks in the offender's behaviour, and high emotions from both parties. After discussing all risks with the officer in charge and being clear with the victim on our assessments with the case, practitioners and the victim decided an indirect process is more appropriate, to ensure the final communication was made clear in the safest way.

The officer in charge put provisions in place for the victim, if additional contact was to occur. As well, the practitioners referred the victim to victim support who were able to objectively discuss other provisions in place for harassment, before the process was completed.

This was a very emotional process for the victim who expressed feeling understood for the first time in two years;

The victim feedback; "You guys have helped me so much, it has been life changing. It was not until I met yourselves that I really realised I am a victim and I do deserve the help"

As well as, "I cannot thank you enough, I can now move on with my life, and I hope he can to".

Practitioners: Nicole Mclean and Victoria Jackson

OFFICE: West Midlands

OVERVIEW: Burglary

Brief Overview of Case: Offence Type/Numbers of people involved/Location:

Burglary

Offender went on to meet a number of victims and completed numerous pieces of Indirect RJ work, but this was the first Direct Conference he participated in. Direct held in HMP Oakwood

The victim explained that she wanted a greater understanding as to why she became a victim of crime and also to gain answers to specific questions she had. In particular, the victim wanted to ask the offender about a sentimental item that was taken during the burglary. The meeting allowed the victim the opportunity to ask her questions, with the offender answering honestly and to the best of his knowledge. The meeting also allowed the offender to apologise to the victim, something that was important for him to do.

Victim Feedback: - She felt that she got a lot out of the RJ process even prior to meeting the offender, specifically just by talking about the offence and the effects of it to SH. The victim stated that it had been a really positive experience and that she is really glad that she did it. The victim stated that she felt as if the offender came across as very genuine, despite his nerves, and that all in all he is not a bad person.

Offender Feedback: - Specifically, the offender stated that RJ has allowed him to reflect on, and recognise, the progress he has made since entering custody. He was glad that he took part and felt good for having done it.

Practitioners: Stacey Hutchins and Samantha Atkinson

OFFICE: Manchester
OVERVIEW: Shop Theft

The Offender was a prolific Shoplifter who was well known in the area. He often targeted a specific Shopping Centre where he stole items from several shops regularly to feed his drug addictions.

We drove the Offender to 3 stores he targeted the most and asked a representative from each store to come outside and speak with him. The Offender apologised to each person and handed of a letter of apology to show to all members of staff.

The Offender felt doing this was a massive opportunity for him to begin to make amends and move forwards on a more positive path in life. He wanted to be able to look back on who he was then and prove to himself that he had changed. Each representative who agreed to the meeting knew the Offender well. In Evaluations following the meeting, they all talked about how amazing it was to see him looking much healthier and happier. They could clearly see he was on a much better path and appreciated his effort to come back and apologise to them. They assured me they would pass the message on to all staff.

The Offender felt extremely happy after completing the conferences. He wanted to heal the damage he had done as much as he could, and he felt Restorative Justice was the only route to achieve that. He also had the opportunity to show them he had changed. Finally, going back there also reminded him of the person he once was and how he knew he wanted to avoid becoming that person again.

Practitioner: Thomas Mansell

OFFICE: Cumbria
OVERVIEW: Anti Social Behaviour

Reports of ASB from local residents in Distington resulted in the police asking us to do some victim awareness work with some youths from the local youth group. The referral involved working with 2 groups of youths (30 youths in total) between the ages of 8 and 16.

During the session with the youths we discussed what ASB is, how it might affect other people and the impact it may have on them personally if they continue getting in trouble.

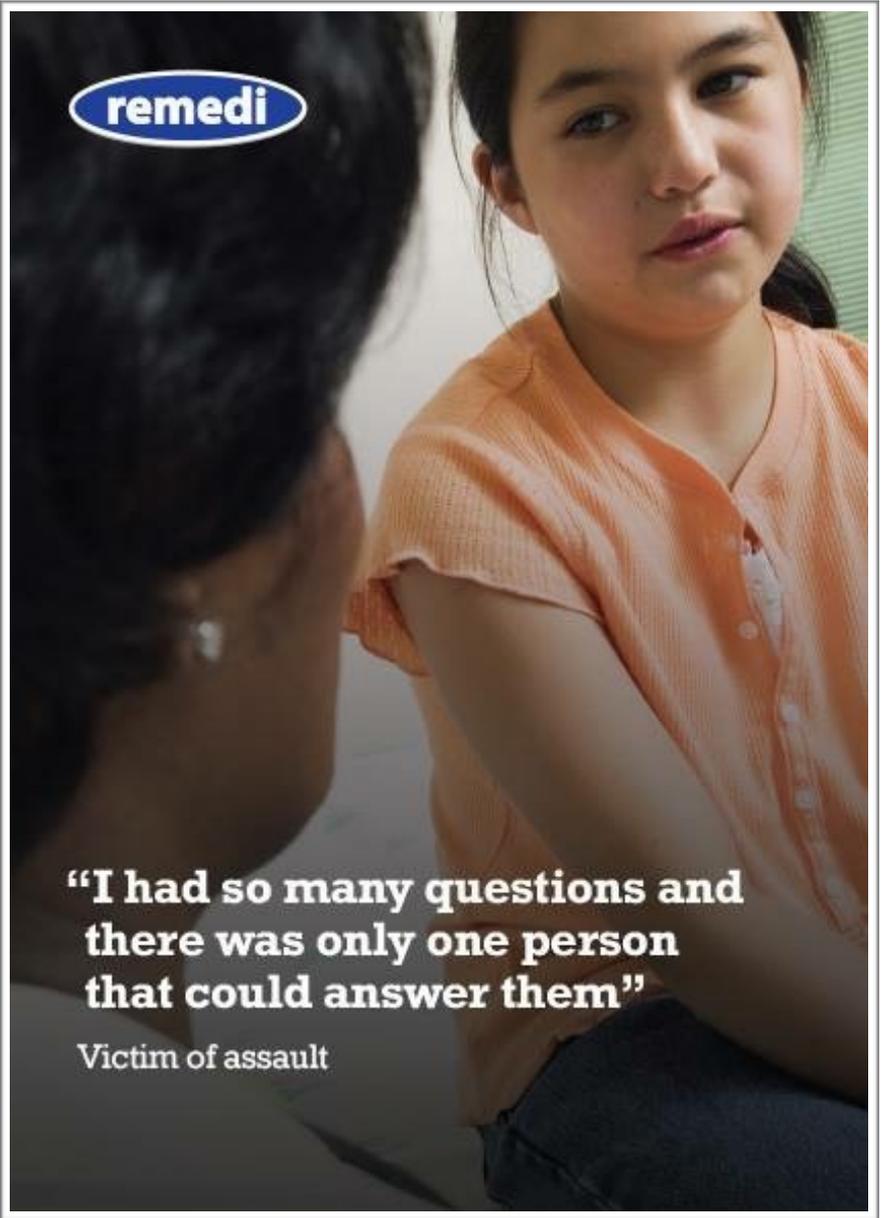
Sessions were split into age groups which allowed us to adapt the session to an age appropriate level for all involved.

For the older session we used paper to chart how a victim/offender of ASB might feel based a number of different scenarios. We then used this to discuss people's perceptions of ASB, the impact on the community and discussed the impact it can have on them if they continue to cause these issues within the community.

For the younger youths we had to be more creative. After drawing an outline of a young person and elderly person (they were able to decorate them) we used emoji's templates to discuss how each person might be feeling before, during and after various ASB examples the community had reported.

I enjoyed delivering the sessions, especially the younger session as the young people were so energetic whilst doing the drawings and discussing their feelings. Although most of the young people were not directly involved in the current ASB issues, I felt it was important to support them to build empathy and understanding of the harm ASB can do to prevent them becoming the next generation of young people causing such issues within the Community they live.

Practitioner: Megan Wright



remedi

**“I had so many questions and
there was only one person
that could answer them”**

Victim of assault

OFFICE: Manchester
OVERVIEW: Carried in Stolen Vehicle

Offence type: Being carried in a stolen vehicle
1 victim, 1 young person

A direct meeting between the victim of a vehicle theft and a young person who was carried in the stolen vehicle.

The young person involved was nearing the end of his referral order, and after completing victim awareness work with him, it was clear he had a strong conscience about what happened and wanted to make amends – despite not knowing the car was stolen. On the other hand, the victim was invested in the restorative process due to previously having watched his friend's young brother get involved in trouble and being unable to help him. The victim was keen to be involved if it would in any way support the young person move forward from his offending behaviour. The direct meeting was poignant, moving, and upon driving the young person home in the car, he was grinning from ear to ear. As we talked on the way home, the young person said the direct meeting meant he could finally now put it all behind him, and move forward to pursue his passion for cooking.

Practitioner: Emily Ryder

OFFICE: Derby Youth
OVERVIEW: Assault and Criminal Damage

Criminal damage and common assault: 18-year-old living with grandparents. Lack of communication and trust in their relationship leading to regular arguments regarding granddaughter's lifestyle choices. One incident escalated to criminal damage to property and common assault upon her grandmother.

We undertook some individual work with the young woman and the grandparents initially. This was followed by direct restorative family conferencing work and culminated in the young person being supported to make a meal for the family – at the family home, as a form of direct reparation.

The joint-work between our Restorative Justice Practitioner and Reparation Practitioner was well thought out and enabled both staff members to support each other to give the young woman and her victims a safe, trustworthy environment to communicate. During the direct reparation it was interesting to see the young woman and grandparents in a home environment and see them successfully implement techniques or de-escalation strategies that they'd identified in the Family Conference with Sukhi. The grandparents had initially commented that they just missed spending time with their granddaughter, so for them to share fun conversation over a meal the granddaughter cooked, followed by a movie – brought visible joy to the whole family.

The feedback from the family conference and direct reparation was positive from all involved: Young woman: "I wanted my grandparents to know I love them, and I am sorry. It helped me to show how sorry I am for my behaviour. I was able to get my point across clearly. Sukhi and Shannen were so supportive but also showed they saw it from both sides."

Grandparents: "We just wanted our granddaughter back, and now we feel like we have our granddaughter back things are so much better."

Practitioner: Sukhi Mann and Shannen Merwick

OFFICE: Derby Youth
OVERVIEW: Criminal Damage

Criminal Damage in Derby to an elderly couple. A young person had vandalised the plants of the victim's front garden, the victim's grandchild had helped them set up the plants and would regularly water them when visiting them.

Contact was made to the victims to obtain their views. They took the opportunity to be involved so that they could express how it made them feel, I explained to the YP of his victims wishes, he felt committed to repairing the harm caused through a letter of explanation.

To the young person, it seemed mindless and minor, he wanted to do something he felt was mischievous but also what he felt, would be funny. For the victims, they felt outraged and violated that someone could easily trespass on to their property and vandalise plants which was cultivated with their young grandchild as a shared and developing interest, therefore it held sentimental value for the victims.

It was very clear from my observations that the victims were disappointed by the act and wanted to know why someone would do this, to be offered the chance to ask the questions was an opportunity they accepted without hesitation, the victim were informed of the purpose and process.

The YP was initially hesitant, He initially found it difficult to take responsibility as he could not empathise with the victims. We discussed what his thoughts were on the process and how he felt he could repair the harm caused. Through Victim awareness session, the YP was able to reflect on his behaviours.

'I just wanted an acknowledgement of what they did was unacceptable (criminal damage), I was contacted and given verbal feedback from the VA session providing an explanation of why they did it. I still do not accept it was excusable, however, given the context, I understand the reason behind it, even though it was not meant directly at me'.

Practitioner: Sukhi Mann

OFFICE: Manchester
OVERVIEW: Sexual Offence

2 victims and 1 offender under the age of 14 and in the same friendship group. Young female victim received threatening and rude messages of a sexual nature on social media from the offender whom was using the identity of a male friend.

Both female and male victim prepared to meet offender individually. The male victim wanted to highlight the effects of stealing someone's identity on social media. The female victim wanted to show the impact of receiving such messages.

Female victim was able to find out the reason she was targeted for this offence which supported her in moving on. It was significant for this victim to be civil with the offender in school and for the offence to not impact her friendship group or education, therefore the direct RJ meeting helped this.

The male victim appreciated being part of the process in helping the offender to realise the impact of their actions and for all parties to take responsibility. They thought the process was easy and were comfortable speaking openly to the practitioner.

The RJ meeting enabled the offender to realise that the rude messages caused the victim and their family's great distress. The offender is now aware of the emotional and psychological impact caused to victims who receive such messages.

The greatest outcome is that the young people learnt that inappropriate messages can be sent by people with a fake identity and subsequently they are at risk of being harmed by an unknown older adult.

Practitioner: Natasha Livingstone

OFFICE: Manchester
OVERVIEW: Assault

The offender was high on drugs and had been heavily drinking alcohol. He pushes the victim to the floor and proceeds to hit her on the head using an unknown item which causes several lacerations to the victim's head. The offender is charged with Section 18 and plead guilty.

Prior to facilitating a direct meeting, I completed 3 preparation sessions with the victim and 4 sessions with the offender. The victim's wanted RJ to get answers to her questions and move forward. The offender agreed to RJ as he wanted to apologise for his actions and answer any questions.

The victim was nervous about going into prison and to meet with the offender. However, she felt that RJ was the final thing she needed to do before she could move on from the offence. The offender was apprehensive about meeting the victim however, he pushed through as he wanted was to apologise to her.

The meeting was hugely successful, the offender answered all of the victim's questions. He also apologised to the victim at various points throughout the meeting which was well received by the victim. The offender assured the victim in the meeting that he would not take drugs again.

The offender said in his feedback that RJ 'made him think about taking drugs and the consequences'.

In the feedback, the victim said that RJ 'put a face to the crime' and that 'when I didn't have a face for him, I thought he was a horrible person that did horrible things. Now I realise that he isn't a monster and that he's a human being that has made one mistake'. She also said that 'forgiveness is the way to heal' and that she would 'recommend this to anyone'.

Practitioner: Grace Phillips

OFFICE: West Midlands

OVERVIEW: Burglary

Brief Overview of Case: Offence Type/Numbers of people involved/Location:

- Burglary case via C3 Programme
- Three victims involved, two of which were disabled (only two did direct)
- One adult offender who came back twice
- Birmingham, West Midlands

The victims were able to ask all their questions and the offender, whilst clearly upset, answered them honestly and openly. This direct was held at Birmingham CRC which led to lots of interest from offender managers who had seen the victim and offender together in the building.

Victim 1 feedback: "I was shocked at what came into the room, it was a timid little bloke, not a big cocky thing. I'm glad I did it, I enjoyed it. Even if you don't want to do it [RJ], give the initial chat with the practitioner a chance. Until you've met the offender and spoken to them, you will never understand why they did it to you."

Victim 2 feedback: "It was nice to see how the offender treated my mum. He wasn't nasty, he didn't smirk. He was genuinely remorseful. He has reasons for doing what he did, not that it justifies it, but it was good to hear those and see what he plans for the future."

This piece of work was later picked up by BBC Midlands today and shared as part of the advertisement of the C3 programme, with the victims sharing their experience.

In December, DC John Haynes let me know that the victims and offender had met again over Christmas.

PRACTIONER: Vicky Jackson

OFFICE: Cheshire
OVERVIEW: Fraud

A fraud case, where the offender worked with the victim and also considered each other to be friends. A large sum of money was taken over a period of time from the company they both worked for, the offender was highly trusted and thought of by the victim.

Preparation work done with both offender and victim. Victim received letter from offender with his explanation and apology for what happened. Victim responded, also via letter, explaining the impact caused to himself and his family.

The victim was able to communicate his thoughts and feelings and benefitted from the process, saying;
“I am not at a stage where I can forgive and forget. And now I understand it’s X who has to carry that burden and shame of what he did.

I wish X well and I hope he sorts his demons. We all make mistakes”

The offender benefitted from hearing the impact from the victim himself, giving the following feedback;

“It wasn’t just impact on him but on his family too, and consequences of that.

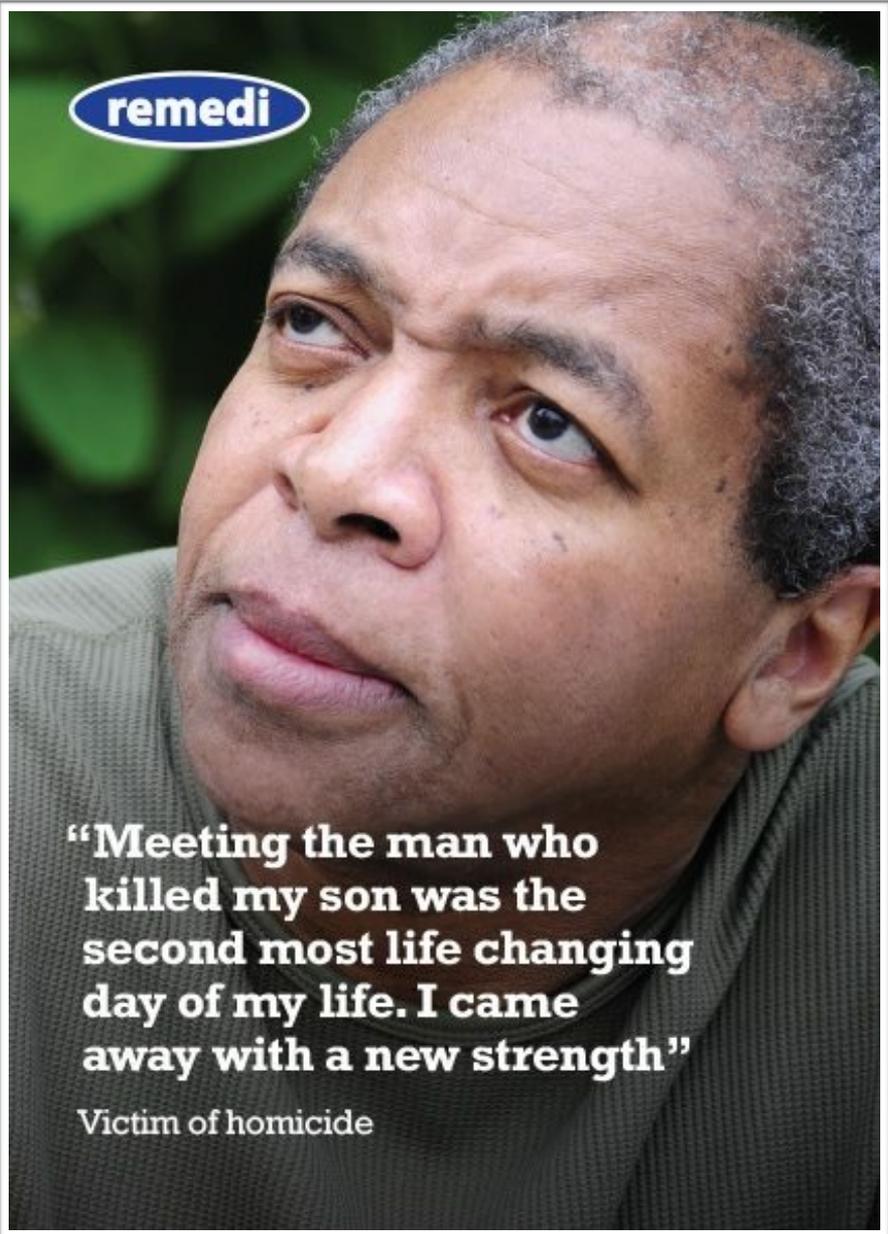
I felt I had the motivation not to reoffend but taking part in RJ has concreted that.

Taking part has helped me to gain thinking skills and also to gain another person’s point of view, which has helped a lot.

I would definitely recommend RJ. For what I was going through, it really helps to open up and understand the effects on others. It allows others to positively move on from what has happened.

I want to thank you for your time and effort-I could really tell that you cared and that a lot of thought went into the process, so ‘thank you’.

Practitioner: Kate Elliot



remedi

**“Meeting the man who
killed my son was the
second most life changing
day of my life. I came
away with a new strength”**

Victim of homicide

OFFICE: Manchester
OVERVIEW: Fraud

Offender, JW, approached the victim's front door and offered to sweep her path for £50. The victim handed the money over, but the offender took it and left without doing any work. Later that day, the victim's son watched the footage on CCTV and reported the incident.

The practitioner completed two indirect RJ pieces of work. The victim's son (IH) engaged in the RJ service on behalf of his mother due to health concerns for her.

JW was beginning a staggered recovery process when he engaged in the RJ service for his alcoholism.

JW's heavy drinking was the focal point of his meetings with the practitioner as JW was beginning a staggered recovery process (with a specialist agency) and had started to recognise his offending behaviour was fuelled by his alcoholism. For JW, he wanted to come to terms with what he had done in the past and wanted forgiveness from the victim's family.

Although IH's message did not outrightly forgive JW, it was enough for him that IH consented to hear his message and accepted what JW said.

Within his evaluation, JW reflected "I wanted to get it out in the open and not hide from it. I don't ever want to go back to that life". JW still has a long way to go in his recovery, however, he commented that engaging in RJ "has made me realise what I've done. You get what you did off your chest and it feels good".

Within his evaluation, IH was thankful JW "Acknowledged (he had) done wrong". For IH, he wanted to give JW "a chance to move on" and he hoped JW "turns (his) life around".

Practitioners: Hannah Thompson

OFFICE: Cheshire
OVERVIEW: Burglary and Theft

MULTIPLE BURGLARIES – Offender was struggling to support family. He and co-accused targeted phone shops and burgled them. Thousands of pounds of stock and damage. Received 2yr 8mth sentence.

Discussed with offender how he would like to offer apology/ explanation. Approached 3 businesses with our volunteer. Explained RJ and the offenders apology to managers of the businesses. Offered communication opportunities back to the offender for the managers. They accepted his apology.

The offender had time in prison to reflect on the harm he had done to his victims and start learning from his mistakes. The staff had never been asked about their feelings after the burglaries and wanted to share their thoughts, stating thefts were thankfully rare and they just ‘have to get on and deal with it’. They talked about the extra security costs, new staff had start times delayed, extra stresses on management and their fear of a robber using weapons

One manager commented –‘We didn’t know about RJ. It’s really nice to hear his apology it makes them more human. He did wrong but it’s sad to know he’ll be deported as a result of it.

The three managers stated they would recommend RJ to others.

Practitioners: Julie Woolvine and Chelsea Gator (volunteer)

OFFICE: West Midlands
OVERVIEW: Burglary

Burglary – Business and Community. A church was burgled and two of the staff members wished to speak to the offender directly. A direct was held at the prison where the offender was in custody.

The victims were referred via witness care. After completing an initial assessment with them I booked to see the offender in custody who agreed to engage. Both parties only required two preparation sessions before a direct at the prison was arranged.

Both parties were eager to meet. The victims knew that the offender would be returning to their community and wished to speak to him before this. During the direct the victims and offender had an in-depth conversation about what lead up to the offence and what could help the offender reintegrate into the community. By the end of the meeting the victims and offender parted on good terms with the casual agreement that the offender would be willing to meet with the two at the church and help out with maintaining the garden (a skill the offender said he was proud of).

In the evaluation the offender said that this was the first time he felt 'hopeful' when coming out of prison. The two victims said that they got everything they wanted from the meeting.

The two offender supervisors who sat in on the direct were really impressed with the work; they said that they were both taken back by how honest and open the offender was despite facing some challenging conversations. They asked the victims to stay a bit longer to discuss their positive experience with the prison governor.

Practitioner: Sam Atkinson

OFFICE: Derbyshire
OVERVIEW: Theft

Theft of a bike. One victim and one offender involved. Upon reviewing the CCTV from outside the victim's work, she discovered that she in fact knew the Offender and wished to meet with him and discuss the possibility of helping him get a job and get away from criminal activities.

Direct meeting between the Victim and the Offender in prison took place.

Feedback from the Victim – The restorative justice system gives victims like me the chance to meet or communicate with their offender to explain the real impact of the crime. It empowered me by giving me a voice. It helped me hold the offender to account for what they have done. I believe it allowed the offender to take responsibility and take that guilt off me.

They supported me through the process and explained what will happen. I was not nervous going into a prison because I was fully prepared in advance. I was warned about how people deal with emotions differently and not to jump to conclusions with body language or tone of voice. Our meeting went well, and I believe it made a real impact on both me and the offender. I now understand his situation and I am willing upon his release to continue to help in whatever way I can and support him.

Feedback from Offender – He felt that the victim had given him a boost of confidence and it was nice to have somebody who believed in him. He was happy that he took part in RJ and was buzzing when he heard what victim had to say. He found it hard to hear some of the things that she said but knew he had done the right thing by meeting with her. He had agreed to be a RJ Champion within the prison.

Practitioners: Suzanne Artuch and Natasha May.

OFFICE: West Midlands
OVERVIEW: Assault

Youth Community Resolution – Assault with Injury. The offender had grabbed his sister around the neck and sent her graphic threatening messages

Both victim and offender had three preparation meetings each before having a direct meeting and outcome agreements.

Before the direct meeting took place, the victim gave the practitioners a card thanking them for helping her family no matter what the outcome of the meeting was. After the direct the victim gave some good feedback stating that she got to ask all the questions she wanted, and that she hopes this will help her brother mature.

It took a lot a preparation to get the offender to understand that he was in the wrong in this instance. After discussing the impact of his threatening messages with his sister he explained that he didn't realise how at risk he made his sister feel. A few weeks after the direct the offender got back in touch to tell the practitioners that him and his sister were still getting on well thanks to the meeting.

Practitioners: Sam Atkinson and Stacey Hutchins

OFFICE: West Midlands
OVERVIEW: Burglary

Adult Custodial (Exhibit List) –Burglary - The offender broke into the victim's home and stole car keys, the car, and a safe containing money and jewellery.

Both victim and offender had three preparation meetings each before having a direct meeting at the prison

The victim said during the preparation meetings that he could remember what it was like to be a young man going down the wrong path and he wanted to help the offender. During the meeting the victim explained that when he was around the offender's age he wasn't making good choices and his life would have turned out very different if someone hadn't sat him down and had an honest conversation. The victim felt that he had a duty to offer the offender the same opportunity to have an honest talk. The offender was very surprised by this and said that before the meeting he was worried about bumping into the victim once he was out of prison because he was so ashamed of his actions (victim and offender lived near each other). The victim reassured him that if he is sorry then he would be more than happy to chat with the offender and be respectful. He even said that if the offender wanted further communication or advice regarding employment after prison, he would be happy to help.

In his final evaluation the victim said that restorative justice should be offered the moment an offender is charged.

Practitioner: Sam Atkinson

OFFICE: Sheffield
OVERVIEW: Shop Theft

Shop Theft. 1 victim involved. I was a CO OP in Sheffield where the Offender stole a bottle of Prosecco

The Service user wanted to apologise as she felt really bad so I phoned the victim and passed on the message and she even went into the store with a PC and paid for the bottle of Prosecco

The feedback from the victim taking part:

“I accept her apology and at least she came into the store and paid for what she had taken”.

And from the Offender:

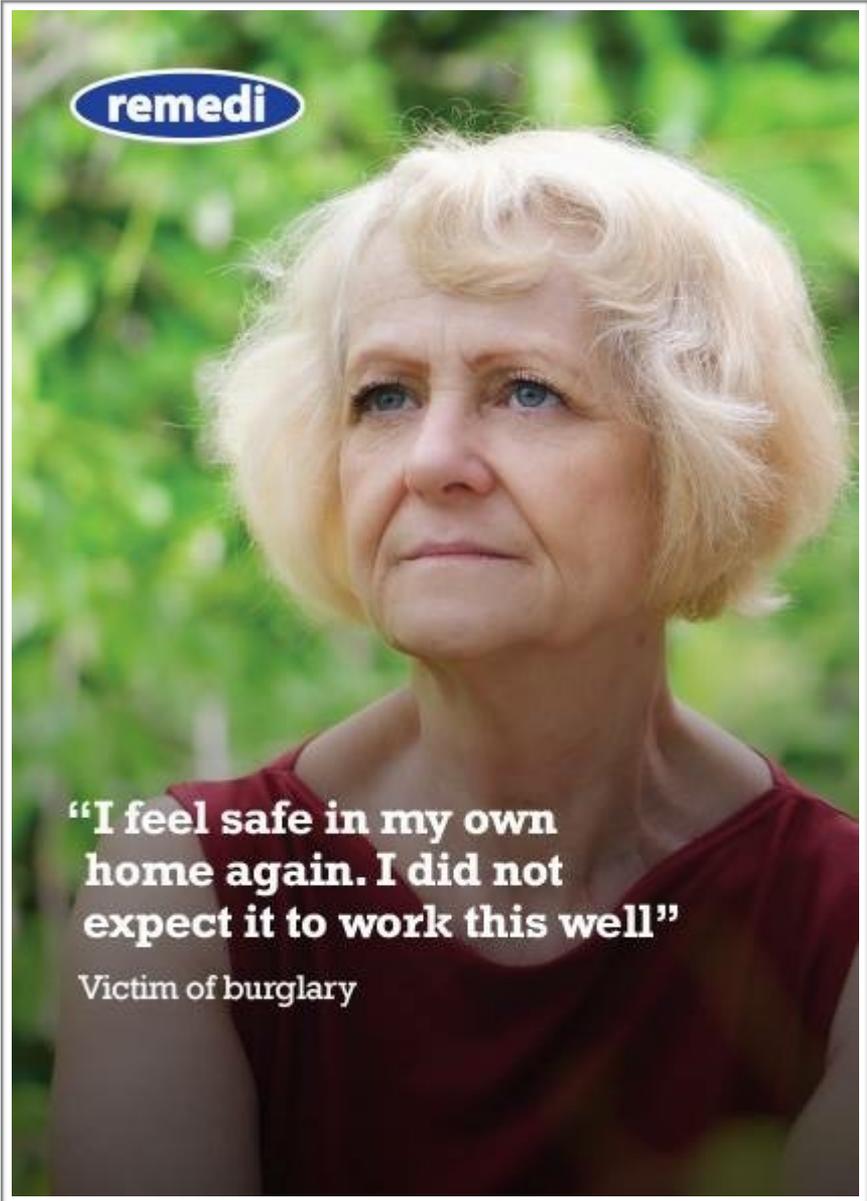
”I have wanted to apologise to my Victim as I felt really bad”.

The Victim was pleased to receive the message from the offender as we talked about Shop theft and how it affects the staff and the takings in the shop that Offenders don't realise.

It's nice to be able to pass on a message like that as shop owners don't usually receive as they get so many shoplifters.

The Offender was pleased to be given the chance to apologise as she said she felt bad about it and to actually go back into the shop and pay for the item she stole shows she is remorseful.

Practitioner: Liz Smith



remedi

“I feel safe in my own home again. I did not expect it to work this well”

Victim of burglary

OFFICE: South Yorkshire
OVERVIEW: Criminal Damage

CRC referral/ Motivated Offender- A drunken and disorderly guy knocked on the door of a couple believing it was someone he knew. As the couple tried to get him to leave a fight broke out and their car was damaged.

Indirect shuttle messages-

The messages given by the offender expressed genuine remorse, guilt and embarrassment for what had happened. "My actions escalated and I apologise for the damages to your car. I am so embarrassed. If the roles would have been reversed, I would have felt angry, confused and worried myself. I'm sorry I ever made you feel that way".

After speaking to both the victims involved, the lady expressed that she had previously been quite angered by the situation as she has had previously had to deal with her father who abused alcohol and she therefore had a strong opinion on people who would also drink too much. She wanted to pass back; "I don't hate you, I'm not angry anymore but I hope you have realised the impact alcohol can have when overused".

Both victims also wished the offender the best for his future and hoped he had changed his ways.

Messages from the victims were then passed back to the offender.

I found this to be a good piece of work as the offender was genuinely remorseful for what he did and was very keen to engage with his victims. Also, after speaking with the victims, they were also keen to engage back and expressed how surprised they were to hear from the offender.

Practitioner: Freya Hindley

OFFICE: South Yorkshire
OVERVIEW: Restorative Domestic Violence Advocacy

The client I was supporting was subjected to a violent attack by her boyfriend who was the father to her 3-week-old son. The perpetrator got set bail conditions to not contact the client, however this left the client a single first-time mum who was scared to leave her house in case he tried to attack her.

I supported the client through getting her housing priority sorted so that she can move to be closer to her mother, we have also looked at mother and baby groups in the area and I have agreed to go with her to the first one as she has massive anxieties over leaving the house.

Over the months that I have supported this client I have seen her grow in confidence and independence. The client when I first met her wouldn't leave the house, but through gentle encouragement we have got her to a place whereby she can go to the shops and take the baby out for walks to the park on the daily basis. The client is an inspiration to me and is taking being a single mum in her stride and she is doing a fantastic job. We have done some restorative work around looking at the abuse cycle and healthy relationships and also we have completed work which is focused around building up the clients self-esteem which has resulted in the client engaging in more self-care (eating healthy, getting her nails done and going on jogs with friends).

Feedback from the service user "Even when I talk to you over the phone about little things, it instantly makes me feel better. I feel like you really understand Laura.

Practitioner: Laura Mary Ridal

OFFICE: Bolton (Youth)
OVERVIEW: Shop Theft

A direct meeting between a young person and the manager of the department store which he stole perfume from

After speaking to the manager of the department store about their views towards a young person who had stolen a large sum of perfume from them, they were interested to hear what the young person had to say. The manager was open to restorative justice and welcomed the idea of receiving a letter. I completed a letter with the young person, who had shown tremendous growth throughout his referral order, and asked if he would like to hand deliver it.

Upon driving the young person to the store, he was nervous, but excited at the same time. When we arrived at the store, he delivered the letter and was asked a few questions from the manager. The young person engaged so well in discussion, that the manager offered him a job in the future should he wish to take her up on it. This felt like an overwhelming achievement for the young person, and demonstrated the ability for people to forgive and see the good in people.

Practitioner: Emily Ryder

OFFICE: West Midlands
OVERVIEW: Burglary

The offence was a burglary. Offender has stolen items of jewellery to the approximate value of £500. It is believed the offender has caused upwards of £5000 worth of damage to property. There was only one offender caught who participated in RJ, it was later revealed another offender was involved.

3 months of preparation undertaken, with risks to carefully manage alongside the OS and OM and the victim. A direct meeting was facilitated in custody with the OS present.

A challenge arose when the Victim explained that she saw two offenders in her home, but only one was caught. O consented for us to inform the V there was two of them. At the time they were both addicted to drugs. V was glad to know this and accepted that the O would not inform her who the other Offender was. The meeting was very open and honest and emotive and at the end of the direct the victim hugged the offender.

Offenders feedback: 'It has given me more incentive. I now understand that a house is more important and I see them as a person's life. That victims voice will be on my shoulder in the future.'

Victim's feedback: "The meet-up feels like I have thrown a goodwill pebble into water. I am happy it was mutually beneficial'. 'I no longer need to imagine what he looks like from a newspaper', she had once imagined a '6ft scary man'.

The OS shared the meeting was, "such a positive meeting for all". V and O thanked the practitioners for their experience and expressed wanting to support Remedi. This case was a very emotional, which stuck with me.

Practitioner: Nicole McLean

Thank you to all of our colleagues and service users

