



REMEDI

Restorative Stories

A Collection of Case Studies and
Reflections VOLUME 2

By Remedi: Restorative Services

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By **REMEDI: Restorative Services**

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The purpose of this publication is to gather together reflections drawn from our team of Restorative Practitioners across the UK. Reproduction of any of the contents by documented permission only

Remedi

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**“I am so determined to change.
I know that's down to the RJ. It's
the only thing I've done that
has made a difference to me”**

Gerald

OFFICE: Cumbria
OVERVIEW: Anti Social Behaviour

Remedi received a referral from Youth Diversion to carry out some ASB awareness work with a young male who had been committing large amounts of ASB within his local area and the town centre. Our overall goal was to support him to understand the impact ASB has upon himself, his family and the wider community.

During the sessions with the young person we raised awareness of what is ASB, who can be victims of ASB, what the impact can be and strategies to reduce the amount of times the young person is getting into trouble. We looked at positive and negative relationships and how these have impacted on his decision making skills in the past and hopefully the future.

Our first session with the young male was really informal; it was about getting to know him and finding out what his interests were. I took this approach due to the offender's lack of engagement with all other services and taking a dislike to people trying to help him. Both the offender and I shared a passion for football, so we used playing FIFA (Xbox game) or playing football in the local park as way of engaging the young person and helping him understand the harm ASB can cause. Throughout the sessions the offender worked really well. I would create games to make the football competitive and once that game finished we would then do a bit of work on the topic.

Throughout the whole sessions I was getting him to give me answers to what he thinks ASB is, giving him examples and for each example he gave, making him think about the victims in that specific example.

Our end session included a recap of all the sessions to make sure something from the sessions was embedded into his thoughts. I felt it was clear he had adopted at least some of the learning. His Guardian also acknowledged how well she thought he had engaged with the service and how she felt it had a positive outcome from it.

Practitioner: Ashley Clarkson

OFFICE: Manchester Youth
OVERVIEW: Shop Theft

YP stole a Lucozade and mini eggs from a shop.

When I started working with the YP he agreed to write a letter of apology and hand deliver the letter to the shop and agreed that he would complete his first session of reparation at the shop. We arrived at the shop and he passed the letter to the victim which he read and then thanked him for his apology. The manager of the store who is the victim in the case then took the YP around the shop and told him of the previous and current problems of shoplifting and the impact this had on the store. He then gave the YP a list of jobs to do around the store which I supported him in doing so. At the end of reparation session the victim and offender shook hands and the victim offered the YP a slush from the machine.

Victim was really happy with the letter which he had asked the YP if he could share with the neighbourhood police officer who arrested him at the time. He was pleased with the work the YP had undertaken on his session. The YP reflected on his behavior and said that he would not steal again, he hadn't ever really thought of the impact upon the store.

Practitioner: Stephanie Tighe

OFFICE: Stockport Youth
OVERVIEW: Criminal Damage and Arson

£5000 worth of damage caused due the y.p and a few others setting fire to the astro turf at a local leisure centre.

Visited victim, took VIS and they had agreed to direct. Arranged Victim Awareness with case manager. I carried out necessary risk assessments with management at the leisure centre and visited the y.p. and their carer to do a risk assessment with them also.

The young person had clear remorse and was willing to write a letter and go with me to hand it to the leisure centre manager. The manager was able to express the frustration on behalf of the community who were outraged. The centre is in a deprived area and relies on funding from the charity Life Leisure to be able to have such a new, well-built leisure facility. People from the close-knit community saw the leisure centre as 'theirs' and had endured persistent ASB in the area.

The young person had not been back to the leisure centre since and had completely avoided the area due to the response from the community and feeling ashamed. The young person apologised in person and explained how the situation happened. The manager could see her regret and praised her for being able to meet with her and take responsibility. Following this the young person had said she felt less stressed and is glad she met with her and she now feels she can go to that area. The manager commented she feels like the young person seemed to be engaging well with us and it was a positive experience for her.

Practitioner: Vanessa Mukembo

OFFICE: Cheshire
OVERVIEW: Dangerous Driving

A dangerous driving case, involving 3 cars-the offender car, and two other cars. The victim referenced in this case study was driving with her 2 children on board at the time. No alcohol/drugs involved, but the offender was driving dangerously and entered a corner too fast. Minor injuries/emotional distress caused.

Preparation work done with both offender and victim. Victim received verbal message from offender with his explanation and apology for what happened. Victim responded, also via verbal message, to give details of the impact on herself and her children and to give feedback to the offender.

The victim was able to communicate her thoughts and feelings, saying;

“Everybody makes mistakes, I only hope he never does this again. If saving someone else’s life was the result of our crash then I am happy. I know it could have been a different story if I was in a smaller car so I am thankful. There has been an impact on me and especially the children-they still remember where the accident happened and comment when we drive past it, and they are very cautious about putting their seatbelts on and know how important that is.

I forgive him and don’t hold grudges, he has done his punishment. I am sure he relives this every day and I remember him being upset at the time. Knowing he takes responsibility for what happened makes me feel better.”

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

“Doing RJ has helped me to talk about what happened-speaking to someone impartial has helped me gain some closure. I can’t speak for other people’s experiences, but working with you has been so helpful. It has helped to be able to relay my apology and I appreciate everything.”

Practitioner: Kate Elliot

OFFICE: Cheshire
OVERVIEW: Threatening Behaviour

Threatening a person with a weapon in a public place - Offender was in a pub with his friends. An argument broke out with some people he was with. The landlord made them leave and they continuing arguing outside when a weapon was produced. Arrested and sentenced to 18mths.

Discussed with the landlord how he felt when he realised the offender had a weapon. He wanted to understand why anybody would go out armed with a weapon. The offender was willing to explain the events of that evening.

The offender explained he had not gone out with a weapon that evening. When he realised there maybe some problems with his associates he arranged for somebody else to bring the weapon to him. He understood the effect it may have had on people who witnessed the offence.

The landlord spent some time explaining how offences like these appear to be becoming more frequent and the detrimental 'knock on' effect. It affects the businesses profits, staff retention and there maybe long term damage if a pub gains a bad reputation. The landlord felt better for talking about his feelings and stated he felt better knowing the offender didn't randomly carry a weapon as it was targeted. He felt RJ was a positive option and useful for educating offenders as to the negative effects on his business.

Practitioner: Julie Woolvine



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**“I have heard people say
RJ isn’t wanted by people
who suffered my offence.
Well it was for me”**

Rebecca, victim of rape

OFFICE: West Midlands
OVERVIEW: Shop Theft

7 x Shoplifting offences

Brief Outline of the work undertaken:

- Offender hand wrote a letter to each store
- We took the offender to each store to meet with the Managers and provide them with the letters for them and their staff.

After taking part in an initial assessment with the offender, he then wrote a letter to each of the stores. The letter explains that he had a drug habit that he was funding however he has now been drug free for over a year, working full time and paying for his own apartment. The letter contains apologies to the staff of the stores and explains it was never a personal attack on them but is aware now that it does affect them personally. The store manager accepted the letter from the offender and allowed him to explain a little bit about why he was there and to apologise in person.

All store managers gave really good feedback and thought it was a worthwhile experience as most shoplifters don't have any repercussions for their actions.

Feedback from offender: "It's a good thing. I feel like this is a very good thing. it's given me closure in my head to know that I have apologised. I feel good about myself, I'm going home today knowing I've done a good thing, I've made a little difference in someone else's life. I feel like I have earned a good nights sleep which hasn't happened for a long long time."

PRACTIONER: Beth Mercer

OFFICE: Derby Youth
OVERVIEW: VE DAY Reparation

For the 75th anniversary for VE Day, young people were asked to make a poster or bunting at home during their session. 100% of the young people who took part, did not know what VE day was, at the beginning of the initial reparation phone call. Remedi Practitioner Shannen took her time to provide the young people with a brief history summary of what led to VE day and why it's so important. The young people learnt new knowledge and were able to apply this to their work. The posters/bunting was then passed on via image on email to local care homes – of which, some of the residents fought in WW2.

The young people really engaged in this task, especially as the posters/bunting were being electronically gifted to care homes. One young person identified 'It would be nice to give them to the care homes because I bet some of them were alive during WW2 weren't they?' – so there was an understanding of the importance of the day, but especially the importance of it to the older generation.

During lock-down whilst schools are shut, it also gave young people the chance to learn something new and ask further questions on a new topic – many of which, did.

Practioners: Shannen Merwick and Evan Garnett

OFFICE: Rotherham
OVERVIEW: Common assault on Parent

Young Person has completed direct reparation by painting the fence in the family home.

The feedback from the Victim taking part:

'I am really pleased with her, this is not an easy task for her but she has done it to repair the harm caused, she seems to really grasp the concept of direct reparation and it is a tool we will use within our house moving forward.'

And from the offender this....

I am proud of myself.

The issues building within the household were escalating but by completing direct reparation it has given the family a tool to use themselves, rather than involving the police and risking criminalising the young person.

Practitioner: Charlotte Baker-Davis

OFFICE: Manchester
OVERVIEW: Assault with Knife

The victim was in a relationship with the offender's mother at the time of the offence. The offender was not always happy for the both of them and this had been a trigger which was always exacerbated when the offender would have a drink. On the day of the offence, the offender and victim had been drinking together and the offender asked to lend some money from the victim; the victim did not have the money and the both of them got into a physical altercation which resulted in the offender stabbing the victim in the back with a knife.

Both victim and offender were ready to put things behind them when the referral had come through, so our preparation work was around what both of them wanted to communicate and how they wanted their relationship to look for the future with the offender's mother being a presence in both of their lives.

This case has been ongoing for a year and has been a case that we have persistently worked on despite facing many barriers. Initially both victim and offender were motivated for a direct meeting whilst the offender was in custody at HMP Lancaster Farms. All the necessary preparation work had been conducted ready for the meeting to go ahead. However, we experienced issues with the victim being able to get into the prison since he had no photo identification and also with their engagement with us. Through tirelessly liaising with professionals working with the offender, it was decided that the process would have to be drawn to a close. However, the victim re-engaged and informed us that they wanted to continue this process once the offender has been released from prison.

We finally managed to facilitate some video call prep sessions when the offender was in the community and then a video call conference via WhatsApp. During the prep sessions, the offender stated that he wanted to know what the impact had been on the victim and that he wanted to build a relationship with him moving forward. The victim stated that he wanted the same and just

wanted the offender to know this and be comfortable with him being in a relationship with his mother.

We experienced many technical difficulties with regards to signal and network, however, this proved to be humorous which allowed for both parties to feel more comfortable in the call. After the conference, the offender said; 'I'm more than happy with how it went and I would recommend this service to anyone. You helped me more than any of the staff in the jail and when you said you'd come to see me, you turned up every time'. He also said that the technical issues actually helped lessen his anxiety because of the laughter in the meeting. The victim also said that he was thankful for our help and felt that the conference went very well. He also said that he is looking forward to building bridges with the offender.

Practitioners: Aafira Gani and Gary Herbert

OFFICE: Sheffield
OVERVIEW: Reparation (During Lockdown)

A young person was involved with 3 robberies and was given 6 hours of reparation on her Youth Conditional Caution.

Over the 2 sessions she made 70 children's activity packs, including a spinning rainbow activity and bunting

The young person lived with 7 children all younger than her, she found it hard to find a quiet space to do her reparation, so she asked if she could do it with her siblings. I asked if they could make activity packs for Family Voice who support families with young children who don't have many games or things to do. She loved the idea of helping others and made lots more activity packs than I was expecting, she made over 70 in 2 sessions, with help from her siblings! She asked what else she could do, so I suggested making 'thinking of you' cards, she made 4 lovely unique cards.

She said "It's good to know that I'm helping other children, and it's something to do with my brothers and sisters"

She said that letter box reparation was "Quite easy and fun, I think the activities we've done were quite enjoyable, I enjoyed them"

Practitioner : Laura McQuillan

OFFICE: Manchester
OVERVIEW: Theft and Criminal Damage

Offender enters a locked Charity shop and uses a concrete block to smash the front glass door. Once inside, he removes the cash till and leaves the property. The overall cost of damage was £500. The victim that participated in RJ worked in the charity's head office.

Offender completed a victim awareness session over the phone and after the victim joined the call to read out her victim impact statement. It was important for the victim to explain the care their charity delivers and how the money could have been spent on vital care for patients.

The victim valued being able to speak to the offender directly and knowing that the offender listened to how the charity cares for people. The victim quoted "this experience has been an eye-opener and knowing his (the offender) feedback has made the experience worthwhile and I hope they have a better future".

I thought the victim spoke well to relate to the offender as she was able to show that anyone, including the offender and his family, may need to use their charity at some point in the future.

After the call, the offender was much more informed about the charity and understands how the offence has impacted the victims. He stated, "this has spurred me onto not drinking alcohol again".

What I like most about this case is that the victim felt empowered and was eager to share her positive experience with colleagues. Likewise, the offenders experience has given him the motivation to stay away from alcohol which is his biggest barrier in the community.

Practitioner: Natasha Livingstone



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**“I wish I’d had chance
to do this in my teens. I
might not have ended
up here. It changes your
thinking”**

Robert serving 4yrs

OFFICE: Manchester
OVERVIEW: Shop Theft

Offender, CF, and a co-offender are known to the store, having previously shoplifted from the store on multiple occasions. They enter the store, put make-up items to the value of £100 in a bag and attempt to leave without paying.

The practitioner completed a Victim Awareness workshop with CF and facilitated a Direct in the last VA session via telephone conference. Within the conference, the victim, J, read an impact statement to CF. CF was then able to respond and ask J a question on shop-bans.

CF engaged throughout the sessions and was reflective on his own actions and took full responsibility throughout. Within the second session, I asked CF what stops him from shoplifting and CF listed: Covid-19, his own health, and the impact on his family. I respectfully challenged CF as there was no mention of the potential impact on customers or staff in the store. Upon hearing the victim impact statement read by J on the phone, CF apologised. CF had been particularly struck by what staff experience in shoplifting incidences. I asked CF the same question and he referenced the statement and said, "it will definitely sit in my mind and make me think otherwise".

In his evaluation, CF reflected "I'm going to remember the people who I've affected when I do these things and try not to think of myself. That's all you do; you think of yourself and everything else goes out the window".

CF and J are scheduled to have another conference via videocall as they both want to have more of a discussion. In preparation for the videocall, J mentioned she saw CF the following day after the telephone conference and noted how much healthier he looked.

Practitioner: Hannah Thompson

OFFICE: Manchester
OVERVIEW: Knife Crime

The offender was out drinking when a verbal altercation started between her and the victim. They continued to argue, and a fight broke out. The offender punched the victim in the face and the offender's friend pulled out a pocket-knife and stabbed the victim in the back of the neck.

I completed an assessment with the victim, and she provided me with a VIS to pass to the offender. I then completed a Victim Awareness workshop with the offender where I focused on her use of victim blaming language, responsibility and impact/harm. I delivered the VIS as part of the workshop

When I completed the initial assessment with the offender, she was reluctant to take responsibility and used neutralisations to justify her actions. The offender also struggled to think about how the victim might have been impacted. During our workshop, I delivered the VIS to the offender and after hearing it she said 'I now realise the impact of my actions. I never thought about how this might have affected the victim's work or her children; I'd only ever thought about how I lost my job because of it'. The offender engaged well with me throughout our sessions and acknowledged that she'd been using victim-blaming language and neutralisations when talking about the offence. Her levels of responsibility increased significantly during the workshop - she went from a 2/10 at the beginning to an 8/10 at the end.

The victim wanted to engage in RJ so she could 'tell the offender that it's not just me that's been affected, it's my family and friends as well'. The victim was pleased to play a role in the workshop and was happy that the offender had listened and reflected on the VIS. The victim said she 'hopes that this will encourage her not to reoffend'.

Practitioner: Grace Phillips

OFFICE: Manchester
OVERVIEW: Robbery

The offender committed a Robbery offence against 2 people late at night on a train where he approached both victims, threatened them by stating he had a knife and asked them for their mobile phones. Both victims handed over their phones and the offender exited the train at the next stop.

A video call Direct meeting took place between one of the victims and the offender during the COVID-19 lockdown. Preparation was all completed over phone calls and video calls prior to the meeting.

The offender wanted to meet the victim in order to apologise and explain his situation. However, circumstances changed due to the lockdown. One of the victims agreed to meet via a video call. The victim felt this was a more appropriate method due to there being little long-term impact for him after the offence. However, he still had questions around whether the offender had a knife and wanted to know how the offender was doing now.

The video call was completed with no technical issues. The offender explained his situation, apologised, and the victim forgave him for his actions. This meant a lot to the offender who said he got “goosebumps” when he was forgiven. He explained that it had put a smile on his face again. The victim also discovered that the offender was not carrying a knife and was only using it as a threat which confirmed his suspicions. During the call, the conversation became friendly where both began chatting, laughing and the victim asked more about how the offender was doing now. The victim was pleased to hear his life was in a more positive place. It was a fantastic meeting where both gained everything they wanted from the process.

Practitioner: Thomas Mansell

OFFICE: Humberside
OVERVIEW: Robbery

An offender who had substance misuse issues held up his local Co-op at knifepoint for cash. When he failed to secure cash at the Co-op he went across the road and threatened staff at Boots with his knife in an attempt to get cash. There were 7 staff members affected.

I worked with each victim individually and identified how they had been affected. I worked with the offender in prison and assisted him in understanding the harm he had caused. I then helped the offender compose a letter to his victims which I later delivered to each victim.

As a result of the RJ process the offender appeared genuinely remorseful and stated was determined to turn his life around. The majority of the victims asked me to pass on their thanks and best wishes to the offender after reading his letter.

6 out of the 7 victims completed indirect RJ

One of the victims appeared to be still suffering from the effects of the offence and after some discussion agreed to be referred to victim support for help.

Feedback from 3 of the victims are:

Victim 1 - It was a positive experience being able to talk about it, and also seeing that we were kept informed throughout the whole process.

In this case also it was very comforting to know that the person who did the crime had regret and wanted to change his life to avoid making the same mistakes.

Victim 2- Gary is approachable and understanding.

Victim3 - I think it has helped me knowing that he is getting some help. It has helped me understand his situation, it's helped overall, us knowing where he's at and him where we're at.

Practitioner: Gary Herbert

OFFICE: Humberside
OVERVIEW: Assault PC

This case was referred by L's offender manager after L had been verbally abusive and spat at two Police Officers. L really wanted to engage with RJ and the Officers were willing to receive a letter of apology from L.

Louise had been very clear in what she would like to say all the way through the process and wrote the letter with minimal assistance from the RJP, including her reasons for the offence, whilst taking full responsibility for her actions and demonstrating a lot of remorse and apologising.

Louise had been very motivated to engage with RJ from initial contact with her, she stated she had wanted to apologise for her behaviour from the day after the incident and was really ashamed how she had behaved towards the Officers. Louise was willing to engage with RJ in any form, however on initial communication with one of the Officers it became clear a letter would be the best way forward as the Officer was a bit sceptical about RJ and was unsure how genuine Louise was.

After receiving the letter the Officer gave very positive feedback, quoting "Thank you for facilitating Louise's apology, my colleagues and I don't often (if ever) get apologies from offenders so this is a refreshing change."

I feel this is a good piece of work to be celebrated as Louise was a very motivated participant in this process; equally being able to engage in this process really helped Louise process some of her feelings about the offence. In addition it was very positive to hear the feedback from the victims and see the change in the response from the initial contact to the appreciation after receiving the letter

Practitioner: Yasmin Gray

OFFICE: Derbyshire
OVERVIEW: Car Theft

The offence is: Being carried in a motor vehicle which was taken without the owner's consent. There are three offenders involved in this case.

The work completed in this case was a direct between victim and offender. There were three separate direct meetings so that the victim could ask the same questions to all three offenders with a parent/parents present.

This piece of work was worked with the YOT VLO and the intervention was between a victim and offender that the victim knew as they were a friend of her grandson and she knew his mum. The offender had stayed at the victim's grandson's on the evening of the offence.

The offender was very open and honest in the meeting and apologised for what he had done. He expressed in his feedback that he got "more of an understanding of the possible outcomes of the offence." At the time he did not consider that they may be hurt or may have hurt someone whilst out.

The victim was able to get a clear understanding as to the offender's input in the offence by the offender answering all of her questions truthfully.

Both parties stated after the meeting that they felt it had gone well and was happy with the outcome.

Practitioners: Laura Esty and Suzanne Artuch

OFFICE: Derbyshire
OVERVIEW: Burglary

Multiple offenders were targeting victims of Asian origin to burgle and steal jewellery. They believed Asian gold to be of higher quality and value than average gold. They targeted victims in different counties.

One offender wanted to apologise to his victims. He lives in Wales so the Cheshire Team co-worked the case with a Welsh RJ lead. We identified 12 Cheshire victims and eventually communicated with 7 of them.

The responses varied from person to person. One described the effects of the burglary. She is now extra vigilant and has modified how the household is run. On a positive note, she stated she - 'Feels more positive now knowing a little more about the offender and that he's acknowledged the harm he's caused'. Another victim described the impact on herself and how it badly affected her daughter at the time. Never the less, she commented – 'I accept his apology and I'm really happy that he has reflected and accepted responsibility. It's a very good thing he has apologized and I'm happy for him to move on. I'm pleased for him and wish him all the best'.

Practitioner: Julie Woolvine



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**“With your help I have
been able to gain a sense
of closure to something
that will always be the
darkest time of my life”**

Kate, Victim of sexual assault

OFFICE: Derbyshire
OVERVIEW: Assault

Assault, 1 Victim and 2 Young Offenders.

Due to the case being allocated during COVID-19, all work was completed via the telephone. The Victim had wanted indirect shuttle contact with the 2 offenders and wanted reassurance that the matter had been brought to an end and there would be no repercussions.

Feedback from the Victim - RJ has provided me with the assurance I needed to feel safe again.

Feedback from the Offenders – “RJ has helped me to now understand not to do it again.”

“RJ has helped me understand how the victim feels and what will happen if I get in trouble again.”

I felt that this was a really good piece of work completed, particularly as when I spoke to both offenders' parents as they were unsure that they would engage with me, particularly over the telephone however, both Offenders were very open, forthcoming and honest with me. The Victims main outcome was to have some form of reassurance from both Offenders that the matter had been brought to an end and by taking part in RJ this outcome was achieved successfully.

Practitioner: Suzanne Artuch.

OFFICE: Derbyshire
OVERVIEW: Criminal Damage

Criminal damage of a summer house – There was one victim and one offender involved in this case.

The work completed in this case was indirect via shuttle and letter. The victim had questions for the offender around what happened and whether or not his grandson was involved in the incident and how it all came about. The victims wanted a letter of explanation.

This piece of work enabled the victim to get answers to a lot of questions they had in regards to their grandson and his part to play in the offence. He was happy he was able to get the answers to his questions and understand how the criminal damage came about.

Due to this incident the victim had stop seeing and speaking to his grandson and going through this processed strengthen his view on keeping him out of his life for the time being.

After the victim had heard the offenders letter around what happened he understood where the offender was coming from and he accepted his apology and told him he held no grudge.

The offender found this process helpful for him to actually think about his actions twice before doing something as he was not aware of the potential impact it could have caused and he should not give in to peer pressure.

Practitioner: Laura Etsy

OFFICE: Derbyshire
OVERVIEW: Fraud

The case came from the CRC and is a Fraud case. The offender worked for a housing company supporting vulnerable people and was given a works credit card, which he used this for personal items and spent thousands on it before they realised what was happening.

I met with the offender who felt that he had not affected the company but his colleagues as he was the manager. We spoke about how this had affected them, the offender met with a representative who shared statements from staff and explained how the company had to change procedures.

After the meeting the offender took time away to think about the direct and told me that he has realised the impact of what he has done, it was then that he took responsibility for his actions. The offender has been recorded for Remedi regarding his experience and he feels that without RJ he would not be in work now or have his child in his life. He explained that his Mum has even commented that she feels she has got the old person back. He feels that this is all down to the meeting.

To begin with he went into RJ as a tick box exercise but feels he got so much more out of it for himself that he did not think he would get. He was really appreciative of the support I gave him and the way I offered him the RJ. He has now said that he would like to help REMEDI in any way he can by speaking about his experience with RJ and how much it helped him.

Practitioner: Natasha May

OFFICE: Manchester
OVERVIEW: Shop Theft

The offender had a history of being a prolific shoplifter. He entered the store and got into a verbal altercation with the managers in an attempt to steal some items from the shelf. When confronted by the managers, he was verbally abusive towards one of them.

The offender had already been engaging in victim awareness work and was happy to reach out to any/all of his victims. The victim had experienced so many shop thefts that he wanted to get involved with the workshops in an attempt to try and raise awareness of the impact that shop theft particularly had on him.

Upon conducting the initial assessment with the victim, it was evident that shop thefts have had a huge impact on him emotionally. The offender was already engaging well and we covered some of this impact as prep work during our victim awareness workshops, however, my worry was that he would not be ready for the detail that the victim would go into when I had looked over his statement. The statement went into depth about the worst case of shop theft that he had experienced where another offender had pointed a used needle in his face and how the impact is something that he has to take home into his personal life too.

Initially, when the offender had heard the statement, he became defensive knowing that he had not gone in with a needle in the way that was described in the statement. We conducted some debrief work around how different shop thefts can vary in seriousness and the reasons for why people may find themselves in those positions, but also how often the victim has had to experience shop thefts that this may have been the first time he was able to communicate how people have made him feel. The offender began to understand and even sympathised with the victim for having to deal with shop thefts of this nature and expressed an interest to reach out to him again to offer an explanation and apology; the victim was happy for him to do so. During the second call, the offender explained how he was experiencing lot of difficulties in life at the time of the offence both financially, and psychologically. He explained that the offence was

drug induced and that he has no intention of turning back to that life now. Once he apologised, the victim thanked him and said that he accepts his apology. Upon conducting the evaluation, both victim and offender stated that they felt better for being able to do the direct; the victim's statement is now being used as a template in future sessions and the offender said that a weight has been lifted for him.

Practitioner: Aafira Gani

OFFICE: Manchester
OVERVIEW: Shop Theft

The offender was out shopping with her friend. They entered the shop, filled their trolley and left the store without paying for the goods. The offender was caught by security, reported to the police and subsequently convicted of shoplifting. The offender received a community sentence.

I completed an assessment with the victim, he provided me with a VIS to pass onto the offender. I then completed a Victim Awareness workshop with the offender where I focused on: 'Thoughts, Feelings and Choices'; 'Responsibility and Neutralisations' and 'Impact and Harm'. The VIS was delivered during our session.

During the assessment with the offender, I observed her using two neutralisations to justify her actions: 1) 'Denial of Responsibility' – she blamed her offending behaviour on her consumption of alcohol; 2) 'Minimisation of Harm' – she excused her offence with the phrase "I only stole food". Our session addressed this type of language and how it can prevent people from accepting and taking responsibility. Notably, the offenders pre-responsibility score was 8/10 and after completing the session, this increased to 10/10.

The VIS was delivered to the offender when speaking about 'Impact and Harm'. The VIS explained how shoplifting reduces the profit made by stores and how this can result in staff members being made redundant. It also explained how staff can become "distressed" after dealing with a confrontational shoplifter. After hearing the VIS, the offender said she "felt sorry for the staff" because "she wouldn't want to upset anyone". The offender then agreed to take part in direct RJ once lockdown restrictions are lifted so she can apologise in person.

Practitioner: Grace Phillips

OFFICE: Manchester
OVERVIEW: Assault PC

In 2019, the offender (CB) was drunk and disorderly, and subsequently removed from an event. Due to high levels of intoxication, CB was treated by the on-call ambulance crew. The victim (DC), a police officer, attempted to calm CB down. CB proceeded to spit at DC, resulting in an arrest.

The practitioner completed a Victim Awareness workbook with CB as well as facilitated 3 Indirect Shuttle messages and 1 Direct conference via a 3-way telephone call.

CB was empathic throughout the Victim Awareness workshop. He felt disgusted with what he'd done and wanted to apologise to the officer. CB also wanted to explain that his anxiety medication had mixed with the alcohol on the night, affecting CB's behaviour, and subsequently leading to memory loss of what happened.

For DC, he wanted to share the impact spitting has. This incident was the fourth time DC had been spat on. DC reflected in his assessment 'It's personal. Spitting at someone is vile. It conveys a lot more than just a bit of spit'.

The 3-way call remained balanced throughout. CB appreciated DC asking whether there was anything he could have done differently as an officer during the incident and CB was able to share his struggle with mental health.

CB was glad for DC 'to hear that I was sorry and that it was genuine'. Within his evaluation, CB expressed he was glad he got to 'hear from his (DC's) side and how he felt'.

DC commented 'I believe in RJ. It has a direct impact on offending rates'.

DC also reflected 'I got closure for myself. You never understand whether they are remorseful. RJ is an interesting process and worthwhile'.

Practitioners: Hannah Thompson



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**“I just wanted to explain
what being burgled meant
to me and my family”**

Chris, victim of burglary

OFFICE: Manchester
OVERVIEW: Shop Theft

The offence was a Shoplifting case involving a repeat shoplifter and a large supermarket chain. The Manager of the store agreed to involvement in Restorative Justice.

Due to COVID-19 restrictions, this conference took place via a telephone conference. All preparation was completed over the phone and a Victim Awareness course was completed with the offender prior to the conference. The offender felt he would gain more understanding hearing from the victim.

Prior to the conference, the offender felt like he didn't really understand what impact he was having on stores he was shoplifting from. The victim gave multiple examples of experiences staff members had including a person being chased with a weapon which left them traumatised. Although the offender stated he had never used violence, this gave him a greater understanding of what staff members go through daily. It also helped him understand the amount of time that is wasted on shoplifters every week. The Manager explained how shoplifting isn't considered an emergency, meaning they can't even directly call the Police and often spend hours waiting on the phone for support.

Upon hearing this, the offender apologised to the Manager and assured them he wouldn't be returning. The victim thanked him and said she hoped he would continue a positive path. Both found the experience to be very positive. The offender said he felt the work we were doing was 'revolutionary' and the victim said she never thought she would have the opportunity to express her feelings directly to the offender.

Practitioner: Thomas Mansell

OFFICE: Manchester
OVERVIEW: Theft

Offender who is a treasurer at a school stole thousands of pounds from the school accounts. The head teacher of the school engaged in RJ with the offender to represent the school community.

At first, we planned for the victim and offender to meet directly however lockdown resulted in them exchanging multiple voice recordings and letters.

The use of voice recordings was useful for the offender as he was able to hear the tone and emotions of the victim.

Restorative Justice gave the victim the opportunity to discuss the impact on the school as a community, for example how it impacted pupils, parents and colleagues. I think this is the greatest outcome of this case as the offender was able to recognise the wider harm caused other than the financial loss to the school.

The offenders letter clarified the issues they were facing that lead to the offence and the victim appreciated their honesty in this. The victim quoted "I am pleased we have a sense of completion".

Another great outcome to be celebrated is that the offender said, "the conversations with the practitioner has made me realise that other people's negative actions were as a result of my actions and the offence, this has been a big step in helping me move on". This is significant because, at first, the offender was focused on and angry at the poor behaviour of others and how they were towards him following the offence. Engaging in RJ has provided the offender with closure.

Practitioner: Natasha Livingstone

OFFICE: Cumbria
OVERVIEW: Assault

This case was referred to Remedi via the out of court route for a community resolution disposal. The victim and offender in this case were 2 youths who have previously been friends, the offender assaulted the victim. The victim wanted an apology.

The practitioner met with the victim and offender who both expressed that they wanted to take part in RJ to put the past behind them. After prep, the pracs facilitated a direct meeting between both parties, the meeting was successful and ended in the victim and offender hugging each other.

Myself and my colleague met with both parties, it was inspiring to see they both wanted to move on and forget about the past regardless of what had happened.

The victim explained that she wanted an apology and was willing to put this behind her and the offender knew she has done wrong and just wanted to make things right again.

When we facilitated the direct meeting, it was interesting to see how much emotion was involved between the parties and their parents, it was clear that they had been friends for a long time and really wanted this incident to be in the past.

The parties discussed the incident and the victim stated how it made her feel, explaining that she was scared it may happen again and due to her disability could have been a lot worse. The offender was happy to listen to this and apologised for her actions.

The victim stated RJ had helped resolved issues and move on from the incident and enabled them to be friends again.

It was clear to see that everyone was relieved they had got the chance to sit down in a controlled environment, talk about issues and move forward.

Practitioner: Chloe Rodgers

OFFICE: West Midlands
OVERVIEW: Public Order

Public order offence, 1 victim and 1 offender

Offender had caused distress outside of victims work place whilst there were staff and service users inside. Victim wasn't there at the time, but due to her public figure, suffered with this behaviour regularly. Offender had been to court but the victim wanted to try and engage with the process in order to help him and his progression.

Assessed both victim and offender, offender required a lot of support due to his mental health issues and problems outside of the offence. Spent a lot of time prepping both for the meeting and explained step by step how it would be set out.

The victim, although confident herself due to her current role, was obviously nervous when it came to the meeting, but we worked with her in terms of what she wanted to get from the process and her motivations for engaging. Offender struggled with his mental health and other issues outside of the offence, and required a great deal of support leading up to the meeting. We went through with him step by step how the meeting would be held, and supported him to write a letter he wanted to read out at the beginning to help to ease tensions and break the ice. The meeting itself went incredibly well, and both victim and offender engaged in easy conversation with minimal support, and at the end came to the conclusion that it is OK to have your own views, and you can still maintain them whilst respecting those of others even when they differ from yours.

PRACTITIONER: Amanda Townsend

OFFICE: West Midlands
OVERVIEW: Abuse

- Historical child abuse case referred from police
- Case between mother (offender) and son (victim)
- Direct took place at WMP headquarters

Brief Outline of the work undertaken:

- 3x prep sessions with the victim and 2x prep sessions with the offender
- We couldn't meet either at their home address so utilised the centre city probation offices, Lloyd house and hired out a charity room to meet the victim after college

We initially met with the victim at a community partnership, he was taking his A levels at the time so we had to wait a few weeks before he wanted to engage with the RJ process. In the initial assessment victim disclosed numerous risks that we safeguarded him for, that he felt he was in danger of his mother. The relationship between the two was very strained and had lots of ongoing, repeat incidents. We worked with victim and offender on ways that they could compromise to be around each other and ultimately came up with an outcome agreement that both parties signed and said they would put up on the fridge.

Feedback from O: 'I'm looking at it positively and think i will benefit from the experience'

Feedback from V: 'It has been really helpful because it has allowed the situation to get better'

PRACTIONER/S: Beth Mercer

OFFICE: West Midlands
OVERVIEW: Assault

The offence was assault with criminal damage. Offender suffers with Asperger's and had got into a verbal altercation with mother and father over leaving home to meet an underage female, he had caused household damage in the argument, and occurrences like this had been ongoing for the family.

2 months of preparation undertaken, with risks to carefully manage alongside the OM and the victims. A direct meeting was facilitated in a police station.

Due to the parents not being able to leave the offender home-alone, preparation meetings had to be carefully managed in the family home. In the beginning, it became apparent the victims had concerns for their safety, hiding knives from the offender. We safeguarded the family to the police and social services, who had not acted. After reaching the head of their local social services department our emails were heard, and the family were left with a social worker.

It started difficult to speak with the offender, but after preparation work and communication with his support worker, he openly discussed the reasons for his anger. He wanted more trust from his parents.

After indirect's in preparation we felt comfortable to facilitate a direct meeting. All discussed the offence for the first time without argument. The developed an outcome agreement, including how to avoid or handle future situations like the offence.

At first it seemed impossible to reach a direct, but the feedback was great. The offender now understood his parents view. The mother felt relieved she was finally given support. The father stated, 'I can finally have a relationship with my son'. They all left more hopeful for the future.

Practitioners: Nicole Mclean and Daniel Cunningham

OFFICE: West Midlands
OVERVIEW: Assault

Police referral - Community – Assault without injury. The victim had been arguing with his step son, as the argument got more heated the step-son grabbed a pair of kitchen scissors. The victim managed to get them off him before the offender shoved him.

Both parties were keen on the process and had already discussed the impact of the offence to some extent as they lived together. Both parties only needed one preparation session each before a direct was booked in.

Despite the case requiring very little preparation work we still managed to get some great feedback from the family. Due to living together the victim and offender had already discussed some of the impact, but the victim explained that he wanted to do this as a part of a more official process to ensure that the offender understood the severity of handling a weapon. The direct also included the offender's mother so that she could explain how she was impacted and how it affects her knowing that her family does not get along.

After the direct the victim feedback:

"Remedi's existence is not known enough, you can help so many more families. Absolutely helped us as a family. Conducting the process as you have has given us confidence. I want to say a big thank you".

Practitioners: Sam Atkinson and Stacey Hutchins / Beth Mercer



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“I have shut off how much pain I caused because I was ashamed by it. I took part in this because I needed to confront it if I’m ever going to try and put my life back together”

Harry, Assault

OFFICE: West Midlands
OVERVIEW: Arson/Criminal damage

Arson/criminal damage, 3 victim (shops) and 1 offender

Offender had drawn graffiti outside 3 shops on their wall, this was captured on CCTV and the O was detained.

Offender was under 18 and needed support with writing a letter to apologise to the store managers, the O personally dropped the letters of to the managers whilst being assisted by myself and another practitioner.

The offender was young and this was his first offence, he was very honest from the beginning as he felt he committed the offence due to peer pressure and wanting to impress his friends. I feel the offender was very brave to give all 3 shops his letter of apology to their face, especially as he was extremely nervous. This case was able to be completed due to the support the offender had throughout the process, whether it was support with writing the letter to then taking him to deliver the letter. The feedback from the O states "The offender states he felt supported by Remedi in the RJ process, he would recommend it to others and has helped him in other ways by making him more confident as he was taken out his comfort zone by facing his victims." Hopefully this process will deter him from committing any future offences as he realised he does not want to get in trouble again and understands the consequences of his mistakes. Overall, this case was unique and challenging due to the offenders age and support he required.

Practitioner: S.Bhandal

OFFICE: West Midlands
OVERVIEW: Theft

The crime was a theft of a motor vehicle offence, specifically an adapted vehicle for the victim who has a mobility disability. The people involved were two RJ practitioners, one offender and two victims. This direct intervention took place at HMP Hewell.

After multiple visits to both the victims and offender, there was a mutual agreement that they would all meet at HMP Hewell to discuss the offence and the impact it has had on the victims. The intervention was a success with both victims and offender feeling positive after the meeting.

Initially, the victims were very hesitant to take part in RJ. The victims had concerns about the offender's motives, whether he had been watching them before the theft and if he was a drug user. The victims were reassured that RJ would not go ahead unless they felt comfortable to do so. There was much preparation done around these concerns and all potential worries were put to bed. The victims were happy to take part in the direct intervention and although they were nervous, they were able to articulate the impact the offence had on their lives and the offender showed genuine remorse and apologised sincerely for his actions. The victims fed back to practitioners after the meeting that it had a huge positive impact on them and they were happy they had taken part. They felt a sense of relief and peace knowing that the offender was not a monster, but just a normal person who had lost his way. The offender felt that a weight had been lifted off his chest and even offered to help the victims out at their local church on his release from custody.

Practitioners:: Natasha Buckham and Mike Bailey (RJ Practitioner based at HMP Hewell).

OFFICE: West Midlands
OVERVIEW: Criminal Damage

- Criminal damage of National Express bus
- Direct - one victim and one offender carried out on Skype

The meeting lasted 30 minutes on Skype. The offender took full responsibility for his actions and took on board everything the victim said, reflecting on each point the victim made. The offender was shocked by the cost of the damage he and his friends had caused. The offender apologised several times for his actions and the victim forgave him.

I was able to let the conversation between victim and offender flow without prompting. The prep sessions with the offender were very much role play based so he was able to understand how the conversation would flow. In the prep sessions, we discussed the role his friends play on influencing him as we were aware this was something the victim would raise. The offender reflected on this and whilst acknowledging they were his friends; they were all contributing the bad reputation his school has that he did not wish to add to.

Feedback from offender:

“Skype was less stressful than face to face and RJ is a better option than court and having a criminal record. It's helped me understand the stress on the bus driver and that I'm adding to the bad reputation my school has - I don't want to be a part of that.”

Practitioner: Vicky Jackson

OFFICE: Derby (Youth)
OVERVIEW: Theft (Racially Aggravated)

Restorative Indirect letter of explanation and victim awareness delivered to a young person committing the offence of racially aggravated theft, we looked at the resources provided from Step up Beat Hate, covering the basics of how victims can be impacted and affected by hate crimes.

We looked at how racism can harm the victims and explored the types of harm caused. We spoke openly why she felt the need to use a race of the person to attack them, covered the reasons for the theft and impact, then completed a letter to provide an explanation to the victim.

The young person instantly felt ashamed and remorseful for using racist comments to verbally abuse the shop owner. It seemed genuine that the YP understood the impact of racism and how the victim felt. She recognised the anger and frustration the shop-owner felt that not only was she blatantly stealing from them but used racial abuse towards them. She identified that she was under the influence of alcohol and realised that she subconsciously used their race to attack them.

Her feedback was: 'I am truly sorry for not only stealing from you but then attacking you using racial abuse to justify my actions, I am ashamed to admit that I felt I was entitled to behave that way towards you, because you rightfully tried to get me to pay for the beer. I understand that saying those terms can have a deeper rooted effect on you. I respect all people, what I did and said was unacceptable'.

The young person took time to fully understand and develop empathy on how racism impacted the victim by relating it to the recent events of black lives matter.

Practitioner: Sukhi Mann

OFFICE: Derby (Youth)
OVERVIEW: Community Reparation Work

All-girl reparation group Restorative Action Project, taken place at Derby Cathedral. The project 'Pamper Hampers', aimed for hampers to be made full of items that would nurture a teenage girl's physical and mental health. The yps contacted companies and shops for donations such as LUSH, carefully selected the beneficiaries (of which they chose YMCA Youth Hostel, a Derby City children's home and Social Care team @ DCC), packaged up the hampers and added a letter (see attached at end of Case Study) and personally delivered them to the organisations with Remedi practitioner Shannen.

The project saw 12 hampers delivered across the beneficiaries, with each hamper including: hairbrushes, hair bobbles, LUSH bath bombs and shower products, lip balm, a bamboo tooth brush and chocolate. The yps on the project stated that these are items that are classed as 'luxuries' but shouldn't be. The yps recognised the importance of teenage girls nurturing their wellbeing, as teenage years can prove to be a difficult time, and how their time dedicated to this project positively impacted other teenage girls.

'Females empowering females can be really special, and as a female running the project too – there were examples of rich discussions throughout the project, on topics such a mental health, hygiene, body image etc. The project gave the girls space to just be girls – whilst working on a project for other girls their age'. – Remedi Practitioner Shannen

'I thought I'd be left alone to get on with reparation, but the staff genuinely cared and were nice, and I've learnt a lot on this project, such as period poverty – and that I can have a positive impact on other girls like me.' Yp on the project

Short video of the project accessible via the link below:
<https://youtu.be/3V8jjgsu3xU>

Practitioners: Sukhi Mann and Shannen Merwick

OFFICE: Derby (Youth)
OVERVIEW: Community Reparation Work

Weapon offences and criminal damage in the Derby area . At the start of the first couple of sessions we had a 30 min discussion just to get everything of their chest as it seemed he always came to sessions following an argument with parent or just in an aggressive mood. Once wed had a chat and a laugh they were in a great place mentally to engage in conversation and get on with their reparation.

During the month of reparation with this young person it was clear that they would benefit from doing a lot of practical work which required a lot of energy. This young person to his credit made it clear doing practical work was suited for him and could really help him going forward. We decided to give this young person the task of cutting and ripping down some old trees that were no longer needed and some digging jobs. During this time the young person worked extremely hard whilst engaging in some great conversations of his ambition going forward and what he'd like to do in later life. Young person feedback " Evan was great to work with and made reparation actually fun! He also opened my eyes to things I might enjoy going forward that I never thought about". The young person on his last session then told me he had secured a job as an estate agent which was absolutely amazing to hear. From coming to reparation angry and no sense of direction to securing a job is an excellent achievement!

It was clear that this young person just needed plenty of opportunities to express how they were feeling to someone to then help them move forward.

Practitioner: Evan Garnett

OFFICE: Nottinghamshire (Youth)
OVERVIEW: Community Reparation Work

Remote Reparation VE 75th celebrations.

Young People from across the county took part in learning about VE day and made bunting and posters to display in their homes and to be sent digitally to care homes.

As it was the 75th celebration of VE day on the 8th we thought it would be a good idea for young people across the county to learn about this and celebrate it and make pieces of work to send to care homes for them to print off and display.

I was overwhelmed with the work that the young people did - they all put a lot of effort into the work and really found it interesting learning about VE day and why it was such a huge thing to celebrate.

One young person said he had no awareness of VE day at all in in such a short space of time he had learnt so much more.

Work was put into a PowerPoint and sent to the YJS who also loved seeing the work that their yp had taken part in.

Practitioner: Gemma Jennings

OFFICE: Nottinghamshire (Youth)
OVERVIEW: Community Reparation Work

Young person, along with 7 others present, assaulted a boy who was eleven years old at the time; there were two main protagonists, the young person and another girl, the other six were mainly onlookers who were stopped from joining in, by the arrival of the victim's mum.

The case manager and I have liaised really well together on this case, VA work has been delivered, a LOE compiled and following a call asking if they wanted to receive it, I emailed it to the victim and his mum. They were both very thankful how we had carried out the work and had kept them updated.

Both the mum of the victim and the mum of the young person were full of praise for (a) how things had been handled and (b) for each other, the victim's mum saying that she should be proud of her daughter for standing up to the consequences of her actions and for the support she received from her, the young person's mum was disbelieving that the victim and his mum could forgive her daughter, even wishing her all the best for her future, this is even though they have never met.

We put conditions in place that would enable the victim to go to school and not be worried about the young person, these are; that if she sees him or his brother in school she will not approach either of them in any way and conversely, if they start to approach her or call her names she will not take matters into her own hands but will report it to her head of year.

I feel that one major upshot of this work has been that when I last updated mum on 21/05/2020 she informed me that her son had now been out of the house and had gone to school on his own for the last four days, she said this was a real tonic for her as he hadn't been out on his own for almost a year.

She went on to say that she feels this was in the main due to the reassurances he had received from the young person.

Practitioner: Stuart Wright

OFFICE:

Sheffield

OVERVIEW:

Young Persons Restorative IDVA

The client I was supporting was subjected to a violent attack by her boyfriend and even called me straight after the attack while she was waiting on the police. The perpetrator got set bail conditions to not contact the client, however this left the client feeling very vulnerable, scared and “the lowest she had felt in her life”. I supported the client through getting her housing priority sorted and I have done a referral into SPA mental health team and provided the client with a personal panic alarm. I have done lots of restorative intervention with this client and she’s been highly responsive to this.

Over the months that I have supported this client I have seen her grow in confidence and independence. Even though I have never been able to physically meet the client face to face I feel we have developed a safe space for her to talk openly and freely. The client felt shame and “stupid” for going back to the perpetrator so many times but we have broken down this fear of judgement, and, the client stated that she feels I really understand why she went back so many times. 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. The client has been actively engaging in ways to reduce her anxiety (listening to anti-anxiety music each morning) and has been doing meditation at night (I sent her YouTube links). The client has worked on rebuilding the relationship with her mum which is something I have encouraged her to do, as this was impacted massively by the abusive relationship. This client is only young and has been a pleasure to work with over the past few months. I have seen her go from her lowest to saying she’s excited for her future and that “she will never let anyone treat her like that again”.

Feedback from the service user “Just that , I think you offer really good support Laura and I really would recommend to others”

Practitioner: Laura Mary Ridal



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**“It just feels like I got my
life back. I’ve been scared
to go out ever since it
happened and that’s gone”**

Clare, victim of assault

Thank you to all of our colleagues and service users

