

REMEDY

Restorative Stories

A Collection of Case Studies and
Reflections VOLUME 3

By Remedy: Restorative Services

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A Collection of Case Studies and Reflections

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 used to think I wasn’t
hurting anyone, I don’t
think that anymore”**

Rachael, shoplifting

OFFICE: West Midlands
OVERVIEW: Assault

Assault with Injury, Victim was Mum and offender was Son.

Preparation with Mum to understand how she feels and what she wants the relationship to look like, same with Son. Bought them together to discuss both points of views and complete an outcome agreement.

Victim had never felt like son had properly listened or understood the impact his behaviour has on her and the family. Victim listened to what the son had thought may make the situation between them better, and had chance to explain to him how it makes her feel. Outcome agreement was made, victim feedback was she felt better for being able to say it to him and felt like he listened and that she had gotten through to him. Offender feedback was he could understand his mom's point of view and although he thought things were ok he was glad his mom got to clear the air and he felt he had done a good thing.

PRACTIONER/S: Amanda Townsend

OFFICE: West Midlands
OVERVIEW: Public Order

The offence was Malicious wounding. Offender has entered Victim's property caused criminal damage and kicked the door into Victim's nose

The direct meeting included 1 victim and 1 offender.

- 4 months of preparation undertaken, with risks carefully managed alongside the OS.
- A direct meeting was facilitated in custody with the OS present.

Victim wanted a direct to help the Offender and tell him he did not see him as malicious, as during the offence the Victim could hear and see Offender was in a state of panic from drug use. A challenge arose during the first meeting with the Offender who was very defensive, and angry at the justice system for being imprisoned. The Offender stated he had been spiked with drugs. After preparation, the Offender recognised that RJ was about helping everyone, and separated his anger at the criminal justice system, focusing on RJ. In the direct, the Offender apologised to the Victim who was very accepting. The Victim was able to understand the Offender, which the Offender was very grateful for. At the end of the meeting they shook each other's hands. the Victim was happy with the meeting, stating he can see the offender is a good person. The Offender said it was a positive move for him to be able to progress in life upon release. The OS said it was the first meeting he had seen and could see the benefits for all people. This case stood out, as I was able to see the transformation from a very angry to a very thankful individual with the offender.

PRACTIONER/S: Nicole Mclean and Natasha Buckham

OFFICE: West Midlands
OVERVIEW: Assault with Injury

Assault with Injury – Youth Community Resolution – Direct between two college students and their tutor. Meeting took place at the college.

The two students took a lot of preparation and during this time Remedi had to liaise regularly with their tutor. Through the preparation process it was realised that the tutor had also been impacted by the offence and wanted to take part in the direct.

There was quite a lot of preparation done in order to get to the direct. During this time, we had to communicate regularly with the students' tutor. We realised that she had also been impacted by the offence and offered for her to take part in the direct. She explained that she thought something was off between the two boys prior to the offence and had tried to address it. She felt the offender lied to her so that he could carry out the assault without her possibly intervening. The assault derived from a misunderstanding in her classroom where the offender misheard the victim and thought he made a racist comment. The tutor wished to say that if this was the case, she would have addressed it and not let that sort of behaviour take place in the classroom.

After the meeting she said that Restorative Justice should be offered in colleges in order to help resolve issues like this and empower the victims.

PRACTIONER/S: Sam Atkinson

OFFICE: West Midlands
OVERVIEW: Burglary

Burglary 1 Offender 2 Victims

SB met with the O who was keen to meet with his victims and wanted to apologise, the V's who were a couple also wanted to meet with the O to ask questions, they met at the prison for a direct meeting.

The victims wanted to ask the offender some questions but the main purpose of the meeting was for them to tell him he can still turn his life around and that it's only up to him to change. During the meeting the offender was very nervous but the victims put him at ease and one victim explained how he also took a wrong path in life but now has built himself back up to have an amazing career, this took the offender by surprise and the meeting shows how much the victim and offender had in common.

It was a great meeting to facilitate as the victims made the offender at ease which resulted in a very successful and simple but effective direct meeting. This direct meeting shows even with busy schedules for the victims, the work can still be done by facilitating preparation meetings that suited them for example via group skype meetings and that you don't always have to over prepare, if it is ready for the direct then you should not over think it.

PRACTIONER/S: S.Bhandal

OFFICE: West Midlands
OVERVIEW: Assault

The case was a community resolution order. The victim was the mother and the offender was her 16 year old son. The offender has assaulted the victim during an argument and the police were then called. The assessments and the direct intervention took place in their home.

Practitioners visited the victim first and then the offender. We spoke to them separately about how they had been feeling and what they would like to gain from the intervention. The original direct didn't go to plan due to the offender's behaviour. This was rescheduled and completed successfully.

The first meeting for the intervention covered how the victim has been made to feel but the offender in their home. Unfortunately, the offender's attitude negatively changed once they started talking, and we had no choice but to postpone the meeting. We met again and checked in with both parties separately, who felt it was the right time to try again. The offender was respectful towards the victim this time round and heard her out. We discussed realistic methods and techniques to use when tension builds up in the house, and also ways to prevent this from happening at all. We drew up an outcomes agreement together which both victim and offender were happy with. They said they would keep it on the fridge to refer back to. The feedback from this direct intervention was very positive. The victim stated that she feels her relationship with her son has changed for the better and she no longer dreads coming home to him. They were both very thankful for our support and grateful restorative justice was an option.

PRACTIONER/S: Natasha Buckham and Daniel Cunningham

OFFICE: West Midlands
OVERVIEW: Shop Theft

SHOP LIFTING CASE- 1 OFFENDER/ 4 STORES
OFFENDER/ OM/ PRACTITIONER

- Met with Offender alongside OM
- OM suggested RJ would be the right path for Offender/ improve his ways
- Offender was thankful for opportunity/ initial assessment completed/ next steps discussed
- COVID-19- HOLD on case/ Offender made aware
- Contacted offender/ spoke with support worker/ Offender still keen to complete Directs

The case has been delayed due to covid-19. I met with the Offender with his OM at CRC Bham, they were both interested in the offender engaging with RJ as they believed this would be a chance for him to show remorse and reform his ways. In due time I have contacted offender where I have had a chance to speak with his support worker. Support worker has encouraged offender to keep it up, and has stated he will be there when I visit offender.

PRACTIONER/S: Zara Ahmed

OFFICE: West Midlands
OVERVIEW: Racial Hate Crime

- Racial hate crime offence against police officer and member of the public who was intoxicated and kicked out of a nightclub
- 3x prep sessions with the victim and 3x prep sessions with the offender all done over the phone and 1 victim prep session done via Zoom
- We couldn't meet either face to face before the direct due to lockdown restrictions

The referral for this case came to us directly from the police. The officer was keen on the idea of RJ and wanted to let the offender know the impact of the offence. He also had questions that he wanted to ask the offender surrounding his conditional caution and the courses he had been on.

Victim feedback -

I liked how formal the process was, we got straight into it and got to the core of the offence. no messing around. It was good to see that the offender was apologetic and remorseful. I actually enjoyed the process, as much as someone could enjoy a process like this. You called me at the right times to update me and I was happy with the process. there were no issues.

Offender feedback-

The victim was impacted more than I thought and I was already highly motivated to never reoffend again but this just made it more clear to me. I have learnt more about myself and what limits I have with alcohol now through RJ and my courses. RJ has been a good experience, It's been good working with Beth and Remedi they were very understanding and couldn't have done more.

PRACTIONER/S: Beth Mercer



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“I wanted to ask questions yes but more than that I just wanted to have my say about what had happened”

Lee, victim of theft

OFFICE: West Midlands
OVERVIEW: Theft of a Bicycle

- **Theft of a bicycle**
- **3 victims (mum, dad and 11 year old son) and offender**
- Direct with 3 victims, offender and DC Haynes

The prep sessions with the youngest victim were focused around how he perceived the offender; he'd drawn lots of pictures of the offender and how he imagined him to look - he'd drawn images of monsters. The direct meeting went ahead, the family accepting the offender's apology. The youngest victim throughout prep had said he didn't want to shake the offender's hand as he'd touched drugs with them. Mum and myself talked with the victim about this and we understood his reasoning - this was then incorporated in the prep with the offender. However, on the day, the youngest victim reached out to the offender to shake his hand and give him forgiveness. This understandably made the offender very emotional.

The feedback from Mum and son was excellent, they were both very happy the meeting had been completed and to understand the offender. Dad's feedback was minimal as he wanted an update in 6 months to see if the process works. In May 2020, I updated the family to tell them the offender was running a business, in the community and was continuing to stay out of the criminal justice system.

PRACTIONER/S: Vicky Jackson and DC John Haynes

OFFICE: Cumbria
OVERVIEW: Criminal Damage

This is a case of criminal damage where a son smashed up a door in the house after an argument with his mother. Mother being the victim wanted to take part to let the son know how his actions have made her feel.

Met with both parties and explained that I would have a chat with mother (Victim) then have a chat with son (Offender) individually then bring them together to discuss the impact of the incident on each party.

Although victim and offender discussed the incident after, the victim was very keen to go through the process with us to reinforce the thoughts and feeling she had from the incident. Victim believed that with our support in the process her thoughts and feelings would “be listened to more” and “hit home”. Victim explained that the incident started due to her saying no to son which he didn’t like; she wanted to let him know that sometimes she has to say no as sometimes things are not possible. He was asking for money and explained that now he is even less likely to get money as she will have to save for a new door. She explained that she doesn’t like saying no to him but has to and his actions after she felt really upset and worried that it would be a regular occurrence when she has to say no. she said that she was sad that he would act like this. Offender again apologies for his actions and said that he understands how his mother feels and will not act like that again. He said he understands his actions are wrong and doesn’t want to upset his family again.

Practitioner: Ash Clarkson

OFFICE: Cumbria
OVERVIEW: Assault

This case was referred over to us by a Police Officer asking for us to help facilitate RJ between a brother who has assaulted his sister and damaged his Mum's house. The officer thought it was important for the offender to understand how his behaviour was impacting his family.

The Practitioner met with the victim and offender separately. The victim told the practitioner the impact this incident had on her, she said she would like our support to tell the offender face to face how the incident had effected her. With the support of the parents, the family sat down with the practitioner and a direct meeting was facilitated.

With the support of the practitioner and the family, the victim was able to describe how the offenders behaviour had affected her which the offender listened to and accepted was wrong. The practitioner and the family explained the consequences of this kind of behaviour and what could happen if it carried on i.e. criminal record, future jobs etc.

The victim was happy she got to voice how she felt in a safe, controlled environment. The parent said that it was good for the victim to be able to get her point across to the offender and said "It will hopefully help make him think more about his actions"

Practitioner; Chloe Rodgers

OFFICE: Manchester (Youth)
OVERVIEW: Robbery x 3

I completed 3 VA session with this YP, who decided he did not want to meet with the victims but was happy to write letters to all 3 of them to explain that he was sorry for what he had done

The young person was given a RO for 3 offences of robbery. He was known to be fairly compliant and had a good relationship with his case manager. When I first met the YP and we spoke about his offences he found it quite difficult to talk about initially often looking embarrassed but as the session went on he started to speak more openly about his offences. He told me straight away that he did not want to meet with the victims but all 3 victims had chosen to be involved indirectly. He agreed to write letters to all 3 victims and completed these on his own without any prompts from me he often spoke to me during writing the letters explaining that he would feel a certain way should that have been him and so you could see that he was putting himself in the victims shoes throughout writing these letters. I sent all the letters once they were finished and we finalised our session by reflecting on the positive responses from the victims and how his life had changed for the better. The YP explained to me at the very beginning he had robbed these people for money as he was trying to support his mum and siblings whilst his dad was working away, he got a job working in a warehouse and started to contribute to the household from his own earnings, he felt very proud about this.

Practitioner: Stephanie Tighe

OFFICE: Bolton (Youth)
OVERVIEW: Criminal Damage

Offence: Criminal Damage

Young person committed offence, mum was victim

Ongoing family mediation resulting in direct restorative meeting

I began working with mum to understand her attitudes towards the criminal damage incident, and her attitude towards her relationship with her son.

I then completed a separate session with the young person to understand his attitudes. It was clear that there was deeper conflict than simply the incident, and this was a complex case.

I liaised with the youth offending officer to develop a plan of session work with both mum and young person separately, which would ultimately lead to a direct restorative meeting.

The final meeting was held 2 weeks ago, in which I explored the use of 'I' language, the relationship window, and supported mum and young person to discuss what they wanted from their relationship, along with mechanisms to help them get there.

After completing the direct meeting, the youth offending officer expressed that I had achieved what he had been trying to achieve for 3 months, in one session.

I will go on to complete a follow up session covering the same resources, to see where progress has been made, and what tools we can utilise to continue moving forward.

Practitioner: Emily Ryder

OFFICE: Derbyshire
OVERVIEW: Harassment

An out of Court disposal was received from the YOT, including one victim and one offender. The victim reported he had been harassed and bullied by the offender over a 4 year period

As the case was received during COVID-19, I was unable to visit the parties; therefore I spoke with them via telephone. The victim was happy to engage with RJ and wanted the offender to know how he felt and to agree a way to move forward. 4 indirects took place.

Victim Feedback – Taking part in RJ is good, it's good to have feedback from the offender. I feel more informed and confident to move forward.

Offender Feedback – **RJ Has helped me to mature and to realize what I have done and the impact it had upon the victim.**

Upon completing the evaluation the victim felt his current feelings of safety and feelings of health and wellbeing had increased and his ability to cope with everyday aspects had increased. In respect of the offence against him, the criminal justice process and the person responsible the victim felt that this had increased from a 1 to a 9.

This was a really productive piece of work. Although it was done over the telephone, it was clear that the impact upon the victim made a huge difference. When initially speaking with the victim it was clear he had serious concerns about the offender and in particular their relationship moving forward. After the indirects, the victim was enabled to feel empowered and back in control of matters. He felt assurance the issues with the offender had been resolved and both parties agreed that it was good to be able to talk about what happened.

Practitioner: Suzanne Artuch

OFFICE: Derbyshire
OVERVIEW: Harassment

The offence was an assault to which the offender spat on the victim whilst at school. The work completed was indirect shuttles and a letter. The victim informed me as to how the offence had impacted her and asked for this to be passed to the offender, in response she asked for a letter of explanation for what she did which was followed by a shuttle.

The victim and offender were friends before this offence and it had impacted the victim greatly. The victim was scared about going to school and for any further incidents to occur. It impacted her self-confidence and how she saw herself also.

Receiving the offender's letter assured her that nothing further was going to happen and the offender was open to them being civil and even becoming friends again. The offender agreed to not approaching the victim and had left it up to the victim to approach her so that she does not feel intimidated by her.

The offender was remorseful and apologetic for what she had done and fully understood why the victim felt the way she did.

Practitioner: Laura Esty



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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: Derbyshire
OVERVIEW: Dangerous Driving

Dangerous driving involving one victim and one offender, the offence happened early one morning after the offender had been drinking the night before and got into his car to drive to work and was still over the legal limit and a serious crash occurred.

This case was referred from the South Yorkshire team as a result of a victim awareness session. I made contact with the victim who wanted to take part and explained he had more injuries than the offender may have realised, therefore preparation was done with the offender before the direct.

The direct meeting was facilitated via zoom, I had spoken with the victim and offender via phone and then zoom meetings were arranged in the weeks before the direct to gather prepare.

Although the direct was a first Via Zoom for myself and Aglaia, it went well and both parties managed to say what they wanted to say and came away feeling like they could now move forward from the offence. The offender said that until the meeting, although he knew what he had done he had stored it away however, doing this made him feel that he had finally processed what had happened.

Practitioners: Natasha May & Aglaia Barraclough

OFFICE: South Yorkshire
OVERVIEW: Burglary

A burglary occurred at a dwelling in Hillsborough. Items that were stolen were of little or no value but of great sentimental value. The 7 year old daughter was significantly affected and was part of the process. Due to child care issues although the victim wanted to take part in a direct meeting she was unable to and so an indirect letter exchange was undertaken.

The victim wrote a very powerful and emotional letter about what had taken place and the effect on her family and in particular the daughter. She held no punches and the emotion in the letter was palpable.

The letter was taken to the offender in prison and he was supported throughout while reading the contents obviously moved, by the information. A few weeks later he responded with a well-structured letter covering points raised and answering questions put to him. This letter was delivered back to the victim who later the same week responded with a letter that was equally powerful in that she was now supportive of the offender and wanted to see him move on with his life encouraging him to forget about what he had done and to improve himself.

Although this was an "only" an indirect, the effect on the victim and the offender was possibly far more impactful than a direct meeting could have been as they had something tangible to read, re read and reflect on from each other. The 7 year old daughter's letter to the offender said:

My name is Heidi. Last summer you burgled my house when I was asleep. I got really upset and scared and I couldn't sleep for 4 weeks. I still have nightmares. I made mummy and Dean put alarms on every window and door. I hope you change a lot. From Heidi

Practitioner: Mark Winrow

OFFICE: Bolton (Youth)
OVERVIEW: Theft and Criminal Damage

A young person has committed theft and criminal damage with the victim being his mum. A direct restorative meeting took place via a three-way phone call.

After completing work to determine the victims' views towards the situation, a phone call was made where young person and mum were in the same room and the phone was on loudspeaker. Both parties were given uninterrupted time to explain the event from their perspective.

Both mum and young person said that since being involved in the out of court process and being supported through restorative justice, their relationship has been better than ever. The young person is listening to his mum more, and they are getting on as friends for the first time. A short succinct intervention was all that was needed to resolve the harm that has been caused.

PRACTIONER/S: Emily Ryder

OFFICE: Manchester (Youth)
OVERVIEW: Assault

One victim, one offender. Victim is a paramedic who was assaulted by a young person. Direct video call via google meet with victim and offender

This was an O OCD and very complex case in terms of the YP's life being very chaotic. The YP has been charged with assault on an emergency worker. After making my initial call to the victim he stated he would be happy to meet with the YP as he really wanted to explain the impact on the ambulance service to the YP. The YP also was very keen to apologise to the victim. After a lot of planning to do my first direct meeting over video call everything was set up and risk assessed. The meeting went very well, the victim accepted the apology from the YP and also explained the impact upon himself and the ambulance service. Upon completing the evaluations with both parties which were both positive the victim stated the following

“Overall the whole process has been overwhelmingly positive. I believe everything she said was genuine, and sincere. At first I was sceptical about the fact that she really wanted to apologise, but hearing what she had to say, it was written by her, it came from the heart. There's a common frustration amongst paramedics in that assaults happen all the time and nothing ever seems to come from it. Last year someone tried stabbing me, and they faced a £100 fine, which they couldn't pay. Restorative justice takes no wealth, no money, it's just an honest conversation which means so much more than £100 ever could. Colleagues had advised me against being involved in this, but now I would definitely encourage any of them to get involved in RJ if given the chance. It definitely feels like closure for me, especially for someone so young to face up and apologise.”

Like in any case you walk away having listened to each person and feel truly empowered but having received such an impactful evaluation after the process was just another reminder of why what we do is so important to those individuals that have been effected.

Practitioner: Steph Tighe

OFFICE: South Yorkshire
OVERVIEW: Assault PC

Assault on a Police Officer - Offender states that he was in crisis and suffering with his mental health when he was sprayed with CS gas, as he couldn't see he became defensive and pushed the finger of the police officer back, which was purely accidental.

Offender engaged extremely well with his restorative awareness session after being referred through Barnsley CRC by his Responsible Officer, Kristina. From the first conversation I had with the offender I knew he was remorseful with regards to his actions. Sean explained that he was in crisis and suffering with his mental health at the time of his arrest and reacted in a way that was out of character for him, which resulted in a police officer being assaulted.

“I ended up being sprayed with CS gas which resulted in me lashing out even more. I am truly sorry for my actions. I know the police were only trying to do their job. I am turning my life around and have gained support from both probation and professionals for my mental health.”

Sean stated “I want to thank both Remedi and the police for allowing me to have this opportunity. It has been extremely beneficial.”

Victim Feedback/Comments:

PC Kenyon stated; “I feel so much better now and I do believe that he is genuinely remorseful.” PC Kenyon echoed all what the offender had said. She was very positive and encouraging of the process and felt that she had got much more from the experience than she imagined she would.

Both parties thanked Remedi for their involvement and agreed the process had allowed them to move on and was definitely a worthwhile experience.

Practitioner: Louise Fretwell

OFFICE: Manchester (Youth)
OVERVIEW: Multiple Offences

This young person has been charged with multiple offences including; affray, attempted robbery, robbery, section 18 and possession of a knife in Manchester where he ultimately was sent to custody and has since been released onto ISS.

This young person has engaged in a short over the phone victim awareness session.

This young person is difficult to engage, due to the current situation and having to keep sessions to over the phone this is even more challenging. We have kept our sessions as short as possible which proves to work in his case. On one occasion we opted to do a short victim awareness session discussing “what a victim is” and “different words you might associate with the work victim”. At the beginning he complained saying he had done this before, however we seemed to find a word that triggered his interest which was “trauma” he then asked if a witness or even the offender could suffer trauma from the offence. We discussed this at length going into reasons why a witness could suffer trauma after witnessing an event and also how an offender could have been and could still be a victim of crime. We then looked into different feelings that a victim may feel after crime, I gave the young person different scenarios for him to fill in how they may have felt afterwards.

This session went better than anticipated due to initial response and that victim awareness has been attempted with him in the past but was not successful.

Practitioner: Abi Heelham

OFFICE: Stockport (Youth)
OVERVIEW: Assault

The young person is the victim's son. There had been previous occasions of damage in the home and angry outbursts from her son. This time he had began smashing things in the home and forced the front door open which trapped her finger in it taking off the fingernail and shattering the bone.

I took a VIS from mum and arranged to do a home visit to work with her son. I did a covid risk assessment before the visit and sharing the VIS with him. He was remorseful and was open to whatever the mum wanted. She joined us and we had a discussion.

It was clear mum had minimised the incident however when I spoke to her she was honest about the impact and in particular the damage and pain caused by the injury and her struggles with mental health. In our initial victim phone call she had commented how much she had struggled with him and was at one point desperate for support. Sharing this with the young person it was clear he was remorseful and was ready to take responsibility. I asked mum to join the conversation and I shared what I had shared with him and his reaction. He was able to acknowledge the harm in front of her and asked what she wanted him to do. Mum, although she had said they had moved on, was clearly appreciative of the intervention. She asked him to do some chores around the house. I rang to check I with her later and she confirmed he had done this and thanked me for working with them and for being kind. She felt satisfied with RJ and that her wellbeing had improved. She said she now knows if anything else happened that it is recorded and that it will be dealt with. Although the outcome wasn't even a caution and engagement is voluntary with minimal YOS involvement, a successful piece of RJ was still able to take place.

Practitioner: Vanessa Mukembo



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**“RJ gave me my
confidence back.
Thank you”**

Georgina, victim of street robbery

Thank you to all of our colleagues and service users

