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**REMEDY**

# **Restorative Stories**

A Collection of Case Studies and  
Reflections VOLUME 4

**By Remedy: Restorative Services**

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# **Restorative Stories**

A Collection of Case Studies and Reflections

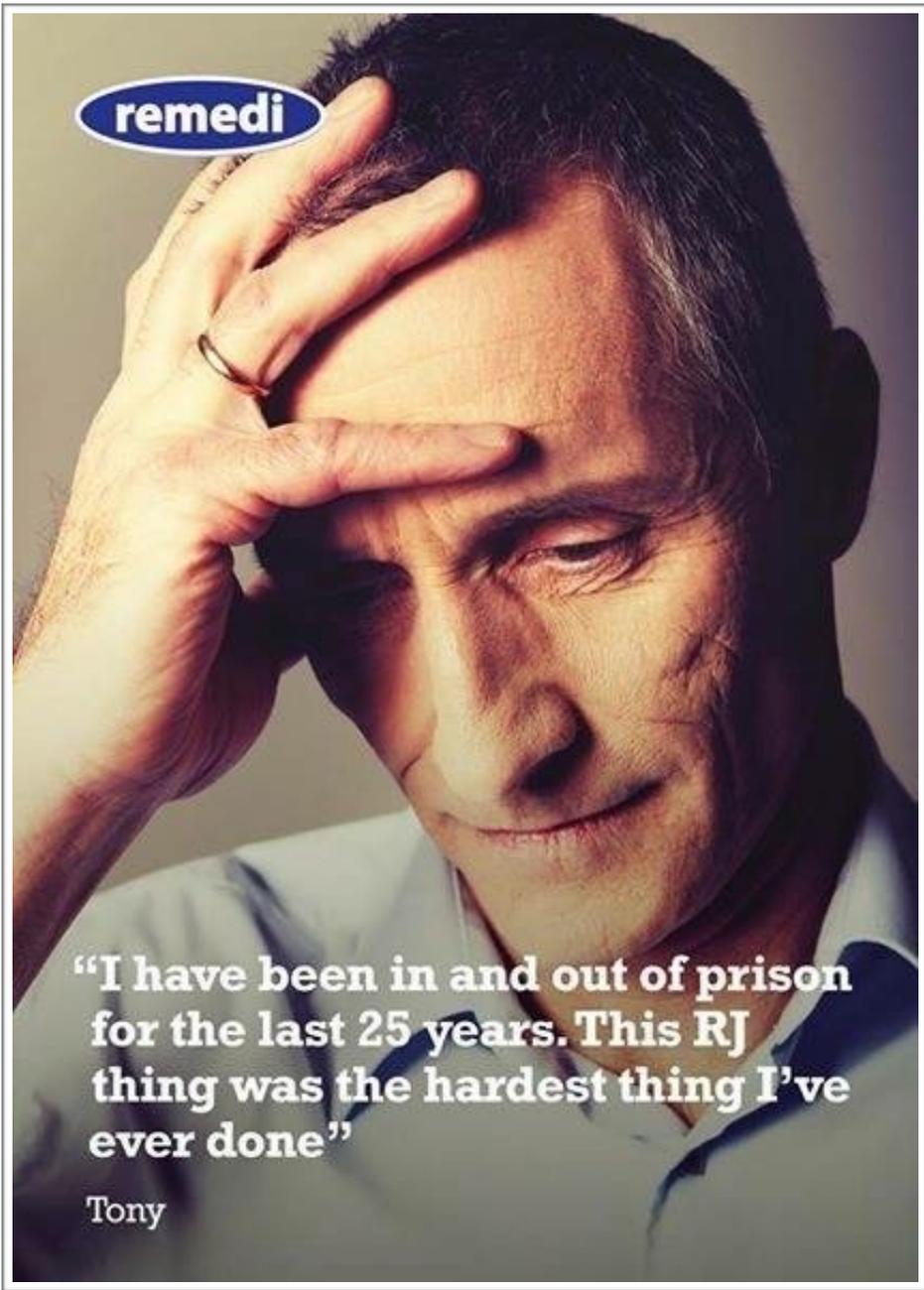
*By* **REMEDI: Restorative Services**

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Remedi

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**“I have been in and out of prison for the last 25 years. This RJ thing was the hardest thing I’ve ever done”**

Tony

## **LOCATION: South Yorkshire**

Motivated Offender referred to us by HMP Humber Remedi prac Natasha Lacey. Daytime street robbery using force and threats. 2 offenders sentenced, one male victim. Offence happened in Sheffield. Only one offender engaged with RJ. AB contacted victim who agreed to consider RJ.

Prior to lockdown AB assessed offender and victim who both agreed to an Indirect Process. Victim prepared letter describing the impact and asking some questions. The Offender responded with a handwritten letter which has been delivered electronically. Case ongoing.

The offender was very engaged in the process from the start, eager to explain himself, to reassure the victim, to apologise. The victim was less invested, feeling that he had got over it, but also willing to communicate with the offender. He works in the civil service developing systems that provide support to ex-offenders. He seemed detached to start with.

In going through the restorative questioning during the assessment meeting the victim began to realise there was more impact than he had first thought. He wrote a succinct, factual letter which was also genuine and hit home with the offender. The offender's letter (for which Natasha Lacey must take credit as lockdown had started) in contrast was handwritten, much longer and self-revealing.

The journey the victim has been on is what I am most 'satisfied' with. It has helped him process what happened in a deeper way, to get the information he wanted, and also to engage with the offender.

At the start of the process the victim didn't want to meet the offender. Also, the practicalities of getting time away from a very busy work life were complicated. Now he is reporting that he wants to take time off work and go to prison to meet him. It's not over yet!

**Practitioners: Aglaia Barraclough / Natasha Lacey**

## **LOCATION: South Yorkshire**

Dangerous Driving. It happened in Sheffield there were 2 Victims; mother and daughter.

I conducted a Victim Awareness Session at the CRC with the service user and he wanted to write a letter to his victim so we talked through the process and the guidelines of writing a letter. He then went away and wrote the letter. I then spoke to the victims asking if they wanted accept the letter.

I received the letter from the service user and it was really good. He explained how sorry he was and that he had been wanting to write a Letter for a long time, as he has been racked with guilt but didn't know how to go about it. He was really pleased that I was able to help. The victims were pleased to accept the letter as they really wanted him to know, that although it was terrible what happened, they didn't want him to think they hated him but they did want him to know how it had affected them. They wrote a letter back explaining all this to him and thanking him for answering their questions. They were pleased they had the chance to tell him how they felt. When I passed the letter to the offender he was emotional, as he couldn't believe they didn't hate and knew that he didn't go out that day to hurt anyone.

This intervention really helped both parties to move on and put it behind them, as the they all had the chance to say what they have been wanting to say for a long time.

**Practitioner: Liz Smith**

## **LOCATION: South Yorkshire**

*Motivated offender referral- Assault PC.*

*The offender had been arrested for assaulting a PC after he had got drunk, he coughed and spat into the PC's face and then laughed and said he had Covid-19.*

*I worked with the offender through the CRC and we discussed victim awareness. He had a good understanding of this and the session went well. We continued to discuss RJ and he mentioned he wanted to opportunity to apologise to the PC as he had a lot of remorse for what he had done.*

*After the CRC appointment I made contact with the PC and he was also really keen to engage with the process and the offender.*

*Direct intervention- over the Phone*

*During the direct conversation the offender expressed his apologies towards the PC, he wanted to pass forward how he had thought about his actions on that day and had mentioned that he was deeply embarrassed and concerned that he had acted in that way. He wanted to make sure that the PC knew he meant no harm towards him or his family as he knows that's the current virus (covid-19) can have very serious impacts on people's health. In response, the PC said that he has heard what the offender had to say, and that he had no hard feelings towards the offender. He mentioned he was really thankful for the offender's engagement with not only the RJ but the VA work also. The PC mentioned that knew the offence wasn't meant in a malicious way but it was because of the drink and then mentioned he would be happy to shake the hand of the offender if and when he can if he sees him in the town centre. The PC then passed on some advice to the offender regarding drink and alcohol, to which the offender agreed and thanked him for the advice.*

*I found this to be a good piece of work as the offender was genuinely remorseful for what he did and was very keen to engage with the PC. Also, the PC was keen to engage with the offender as he mentioned he had been trained in RJ and was looking forward to being able to be a part of the process directly himself.*

**Practitioner Freya Hindley**

## **LOCATION: Greater Manchester**

This offence involved two males who were responsible for stealing items from a vehicle parked outside the victims' property. The victim spotted the offenders from the window and the Police responded quickly allowing the males to be caught along with the goods they had in hand.

Due to COVID-19 restrictions, a direct conference call was organised between victim and offender instead of a face to face meeting. All preparation for this was also completed via telephone calls and a Victim Awareness pack was completed with the offender.

The victim was initially nervous about their involvement in this direct but said in the evaluation that she felt supported and guided through every step of the process. She was pleased she engaged so she could share her experience with others. She stated that it gave her closure about the offence because they had many questions around why the offence was committed and the full story of the offenders. She also had frustrations about the offence that she wanted to share like the psychological damage the offence had on her and her family. She also gave advice to the offender about staying out of trouble in the future.

The offender said speaking with the victim gave him a better understanding of the impact of what he did by seeing things from a different point of view. He initially felt like the offence wasn't serious but learned through speaking to the victim that there were things he hadn't considered. He apologised to the victim and assured her that he would never return to the area. He also said hoped that she could feel safe now and that nothing like this would happen to her again.

**PRACTIONER: Thomas Mansell**

## **LOCATION: Greater Manchester**

Offender makes numerous calls to 999 from a phone box and says degrading and harmful comments to the call takers. Offender was struggling at the time and felt that he had no one to turn to. 2 victims engaged in RJ.

Victims and offender exchanged shuttle messages. Offender apologised to the victims and explained how he is turning his life around. Victims responded by acknowledging his apology and appreciated him reaching out to them.

This case shows that if you give people the time of day and show that you are here to support them then they respond positively and engage well. The offender quoted "one of the biggest helps was being able to talk to Natasha so openly. I felt supported, understood and never felt judged".

I also think the greatest outcome of this case is that the offender was able to reflect on his behaviour and figure out what he would do better if he found himself in a similar situation. The offender said, "this process has helped me understand my behaviour and what to do next time if I find myself in a difficult situation".

The victims appreciated that the offender recognised the harm caused and that they were not forgotten about as victims.

**Practitioner: Natasha Livingstone**

## **LOCATION: Greater Manchester**

The victim was upstairs, asleep in bed when he heard movement and noise coming from downstairs. The offender then shone a bright light was then shone directly into the victim's face. The offender proceeds to raid the cabinet, steal bank cards and exit the property. The cards are then used at a local off license.

I completed the assessment with the offender, and he decided to engage in indirect RJ. We worked together to establish what he wanted to write in the letter to the victim. The victim was receptive to indirect RJ and wanted to pass a shuttle onto the offender saying that he was forgiven.

From the outset, the offender took full responsibility for his actions and he was clearly motivated to apologise to the victim. The offender had spent a lot of time in custody reflecting on the offence and was clear about what he wanted to convey in his letter.

To begin with, the victim was reluctant to engage in the RJ process however, once they read the letter from the offender they were pleased that he had reached out and apologised. The victim asked to pass a shuttle message back to the offender where he told the offender that he forgave him for what he had done.

The victim said that RJ had helped him to cope and recover from the offence and that he would recommend it to other people. The offender said in his feedback that "taking part in this has given me peace of mind and I feel better". He continued to say "working with Remedi isn't like working with usual services where they pass you from person to person. You get one person who stays with you throughout the process. So, thanks for that".

## **PRACTITIONER/S: Grace Phillips**

## **LOCATION: Greater Manchester**

In 2016, offender, DH entered a store, picked up items and tried to conceal them in a foil-lined bag. DH then attempted to leave the store without paying and was detained by the security staff.

The practitioner facilitated two Indirect Shuttle messages and one Direct via telephone conference.

The practitioner met DH in January 2020. Despite difficulty finding a manager willing to speak with him, dealing with lock-down restrictions and poor physical health, DH maintained his investment in RJ.

DH was adamant he wanted to meet with a manager directly but agreed to participating in a telephone conference. The practitioner was able to get a manager (LP) willing to speak with him and both found the conference to be a great success.

In her evaluation, LP said: 'It (RJ) just changes your whole mindset about things; it was so much better than I expected'. Upon reflection, LP said 'I just stereotyped, and I shouldn't have done. He came on today and has just completely changed my mindset'.

LP expressed, 'I feel really positive coming out of it. I thought I'd still feel angry and disappointed. I didn't have any negative thoughts going in, but I thought I'd have them coming out, but I haven't'.

In his evaluation, DH said he now had 'peace of mind'; he felt he could 'get on with life' and 'move on'.

Reflecting on the service, DH said: 'I think it's a good service. You do a good job and the service should continue'.

**Practitioner: Hannah Thompson**



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**“it’s like the bloke walking  
out of the room isn’t the  
same one who walked in”**

Adrian met the couple who’s  
house he burgled

## **LOCATION: Greater Manchester**

The offender I worked with for this case had a long history of shoplifting offences due to a previous drug addiction. The offender wanted to take part in RJ to understand the impacts shoplifting had on shops and their managers. Both offender and manager of Aldi undertook a direct meeting.

I did prep with both victim and offender. The offender took part in some victim awareness work with myself to understand the impact of shoplifting. I worked with both parties to see what they wanted to get from the direct meeting.

I was slightly apprehensive as this was my first direct, however it couldn't have gone better. I held the direct in Aldi carpark with my co practitioner Tash. Both service users knew what they wanted to say and the questions they wanted answered. The manager of Aldi was able to understand offenders background and the reasoning why he used to shoplift. The victim was surprised by the way the offender looked as he had pre-conceptions of what a shoplifter looked like and was impressed with offender's attitudes and the fact he was willing to change his ways.

Both service user's evaluations were really positive. The victim stated that I should use the offender as an example to others in ways of which RJ can be positive. The offender learnt the impacts shoplifting had on stores and said it had made him want to stop shoplifting all together. The direct meeting was so successful the offender has asked to do more direct meetings with myself and the other stores he had previously shoplifted from.

**PRACTITIONER/S: Megan Gough, Natasha Livingstone**

## **LOCATION: Humberside**

Matthew was referred to us by his Offender Manager to complete a Victim Awareness session after being convicted of a shop theft.

Matthew engaged really well with the Victim Awareness session and explained how the offences he committed were as a result of his peer group 'challenging' him to do these things.

Initially Matthew explained how the offences he committed were due to the peer group he was in and the pressure to carry out these offences came from his peers. Matthew feels confident that now he has opened up about what was happening to him and taken himself out of that peer group he will not offend again. As we worked through the session, Matthew focused less on how he felt he had been pressured into these offences and started realising his offences had an impact on others, not just on his life and identified a few different really good examples of the potential impact of his actions.

I feel this work should be celebrated as Matthew acknowledged that until we did this session, he had not considered the impact of his actions and his feedback from the session was "I've learnt from this session that shoplifting doesn't just affect me, but it affects the shops too and the members of staff. One of the things I will be taking away with me is to make sure I don't offend in the future".

**Practitioner: Yasmin Gray**

## **LOCATION: Humberside**

In August 2017 the victims bought a pub, the staff were transferred over to the new owners. After a short period, the victims noticed shortfalls in the till takings. They eventually identified a member of staff as being responsible for the theft of £25000

This entailed a lot of work to prepare the participants for a direct meeting. This involved numerous meetings, phone calls and emails and liaison with the officer in the case. There were several meetings with the offender to prepare him for the meeting. Subsequently a direct meeting took place

This was a difficult case due to the amount of money stolen. The victims were angry and upset and wanted their money back, managing emotions, expectations and actions was challenging. One of the victims used social media inappropriately which jeopardised the process. This was followed by threats made by a victim to the offender.

The practitioners abandoned the process due to threats made and because they felt they could not realistically achieve what the victims wanted.

The victims re-contacted Remedi, apologised and asked to continue. After further discussion and re-evaluation, the process was re-instated.

The result was a successful meeting.

The offender has subsequently paid his first instalment to the victims.

Feedback from one of the victims “Thank you for all you've done, you've been professional and explained everything. I wasn't coping very well at the beginning but I feel much better now. I am glad that he is paying us for what he took rather than going to court and getting nothing.”

Feedback from the offender “I'd just like to say thank you for all your help.”

Through hard work, honesty and transparency the practitioners managed to rescue the process and deliver a successful outcome.

**Practitioners: Gary Herbert / Jamie Russell**

## **LOCATION: Humberside**

Dangerous driving – (Drive with excess alcohol in body) Fail to stop when required. Victim Awareness Session referred by Offender Manager. Involving the offender and arresting officer.

Victim awareness session delivered by Lindsey. Initial assessment, workbook sent, session delivered included discussing the impact of driving offences on the offender, the victim and the wider victims.

The offender was really engaged from the start. He had read through the work pack prior to the session and had pre answered some of the questions ready for the session. This offender was very honest in the session and identified some things for the first time which made him quite emotional at times. The offender is very remorseful for his actions and I believe took a lot away from the session. Offender thanked me and told me that just speaking about the offence has really helped him come to terms with what he did and how he plans to move forward.

### **Feedback from Offender Manager:**

Hi Lindsey,  
Just wanted to let you know that Offender has been speaking really highly of you and the session you had together. He said talking about his offence has been really good for him, and he's feeling the best he's felt in 6 months. He said you were great and he really enjoyed talking to you, and it has really helped him!!  
Thanks so much, I always tell them how lovely you are, it's nice to hear positive feedback, and that you have made a real difference.

**Practitioner: Lindsey Atkin**

## **LOCATION: Humberside**

We received a referral from Humberside police for the offense of racially or religiously aggravated public fear, alarm on distress, involving two teenage males in Scunthorpe. Throughout the week a group of boys were racially abusing the victim which eventually escalated into a physical altercation.

Both practitioners visited the victim and offender at their houses. The victim had a few questions for the offender; it also came to light that the victim's sister also wanted to be involved in the process. The offender was visited and he said he would like to apologise in person.

A direct meeting was set up, both teenage victims spoke at the meeting spoke about how the crime had affected them and also asked questions of the offender. The offender apologised for his actions to both teenagers. The offender also apologised to the victim's mother who was also present at the meeting, for causing her the hassle of taking the children out of school.

This case went really well as did the direct meeting. I feel this was particularly important as the mother of the victims was very unsure of the process particularly doing direct however she had very positive feedback for the process.

The offender also said he learned not to get involved with other people's business and also gave positive feedback about the process as a whole.

I also feel that despite the fact both parties were teenagers and they spoke very well and the victims asked questions that they had prepared and the offender answered them all and very well.

**Practitioners: Gary Herbert and Jamie Russell**

## **LOCATION: South Yorkshire DOMESTIC VIOLENCE ADVOCACY**

The client came into service as HIGH risk as she had been subjected to a violent attack by her boyfriend. The client in question had a young daughter and although she was not present at the time of incident, she was placed on the child protection register.

I supported the client through getting her rehoused and through getting information on Claire's Law. By completing restorative work around healthy relationships by the time the client was done with engaging with me, we had provided social care with enough evidence to show that the client is now aware of what a healthy relationship looks like.

By being able to provide the client with the restorative aspect of this job role, social care was satisfied that the client had received enough education around healthy relationships and what red flags are to help prevent her getting into another abusive relationship in the future. The social care allocated worker stated that normally the child would get moved down on to the child in need register however due to the client's high engagement with me and the work we were covering she was satisfied. This then resulted them from going from child protection to closing the case.

"It has really helped me, at first I was like no that's not for me, but I can't say a bad thing about the support you have given me. I just want to say thankyou really Laura. I know where you are if I ever needed you again."  
– feedback from the client in question

"Laura has been really supportive and has helped me with all my emotional and housing issues. I would definitely recommend to others. I feel more confident and stronger as a person." – feedback from the client in question

The client in question came into service as HIGH risk and left service as STANDARD risk. The client has not only had the positive feedback from social services for her engagement ect but also she managed to get a new job and became so much more confident as a person.

**Practitioner: Laura Mary Ridal**

## **LOCATION: South Yorkshire DOMESTIC VIOLENCE ADVOCACY**

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 perp 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**

**LOCATION: South Yorkshire DOMESTIC VIOLENCE  
ADVOCACY**

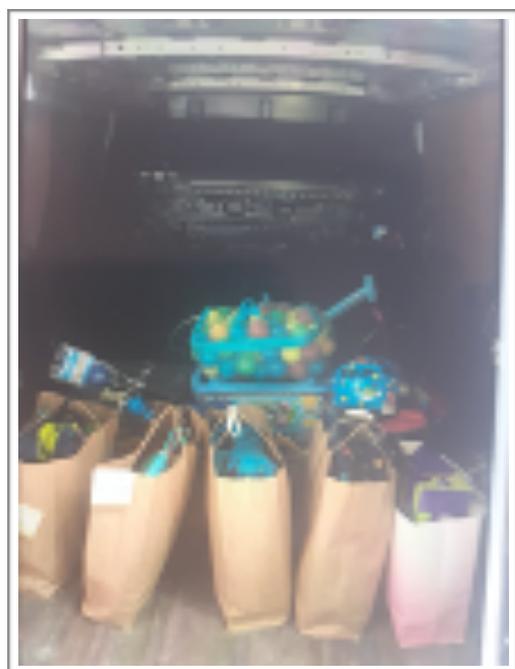
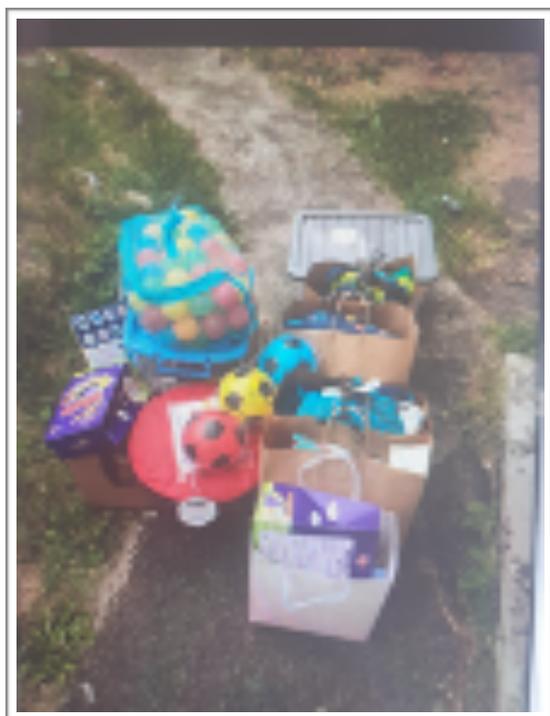
The client came into service as MEDIUM risk as she had been subjected to a violent attack by her ex-partner. The client in question had 2 young sons which were the perpetrators, they weren't present at the altercation though.

I supported the client through getting her property equipped with target hardening equipment and I liaised with the agencies involved with the client so that we could collectively work together to manage the risk. Me and the client did highly detailed safety planning around how to approach doing child contact safely with the perp, and this has been highly successful and there have been no further incidents.

By being able to provide the client with the restorative aspect of this job role, services such as the clients MAST worker has been very vocal and complimentary regarding the support I have given the client on healthy relationships and managing risk. It has been a pleasure supporting this client and her two young sons, and it was a joy to be able to provide them with a baby basics hamper and a moving in gift of cutlery from REMEDI. It brought a tear to my eye seeing her 4 year old run towards the bike that I had managed to get for him from baby basics, it was the first time he has been on one, and was wonderful to see. Service user quote "I just want to say Im really really grateful for all the support you have given me. And I think you have managed to restore some of the self confidence that I lost because of the relationship"

(See overleaf)

**Practitioner: Laura Mary Ridal**



**LOCATION: Sheffield (Youth)**

Taken vehicle without owners consent

The young person in this case had taken his mum's car off the drive and driven it off, he was pulled over by the police on a roundabout close to his home. He was brought home by the police who decided to refer the young person to the youth justice service for the out of court disposal process.

I contacted the young person's mum (victim). I listened to her version of events and put them in to a victim impact statement. I read the statement out at the youth outcome panel meeting. The young person's mum wanted for her son to learn from his experience and understand how his action had impacted other people. The panel decided for the young person to do some work with myself on the impact of his actions.

I spoke with the young person and his mum (victim) over the phone. we discussed the incident and his how his actions effected his mum and the rest of his family, he recognised his mum was the victim in this incident and how the incident could have been much worse explaining that "I could have injured someone as well as myself".

The victim (mum) joined for the part of the call on speaker, and the young person explained that he was sorry for what he had done and the he has stopped hanging out with some of the young people he believes were having a bad influence on his life style. Mum has accepted his apology and is pleased with his progress and the way he has behaved during his order.

The meeting over the phone in this case allowed both victim and young person to have their say without blame and find a constructive way forward. The victim saying, "I found the process helpful and now want to concentrate on the future".

**Practitioner: Martyn Ellis**

## **LOCATION: Greater Manchester**

The offender in this case had gone into a store with the intention to steal some alcohol from the shelves. The police were called and he was arrested not long after. The victim listed on the system was the store manager who initially said that she was engaging in the process to support the offender's rehabilitation. The offender in this case had a clear intention from the start to apologise and reach out to as many victims as he could and had engaged in victim awareness work that progressed onto RJ which was conducted via a 3 way phone call.

Victim awareness work was conducted with the offender to get him to start thinking about the ripples of harm and what the potential impact could have been to the victim(s) from the offence. The offender had always taken full responsibility for the offence and wanted to convey his side of the story to the victims.

During preparation sessions, I used the victims impact statement to preempt what the offender may hear on the call, but also tried to get the offender to begin to think about forming a response to this statement.

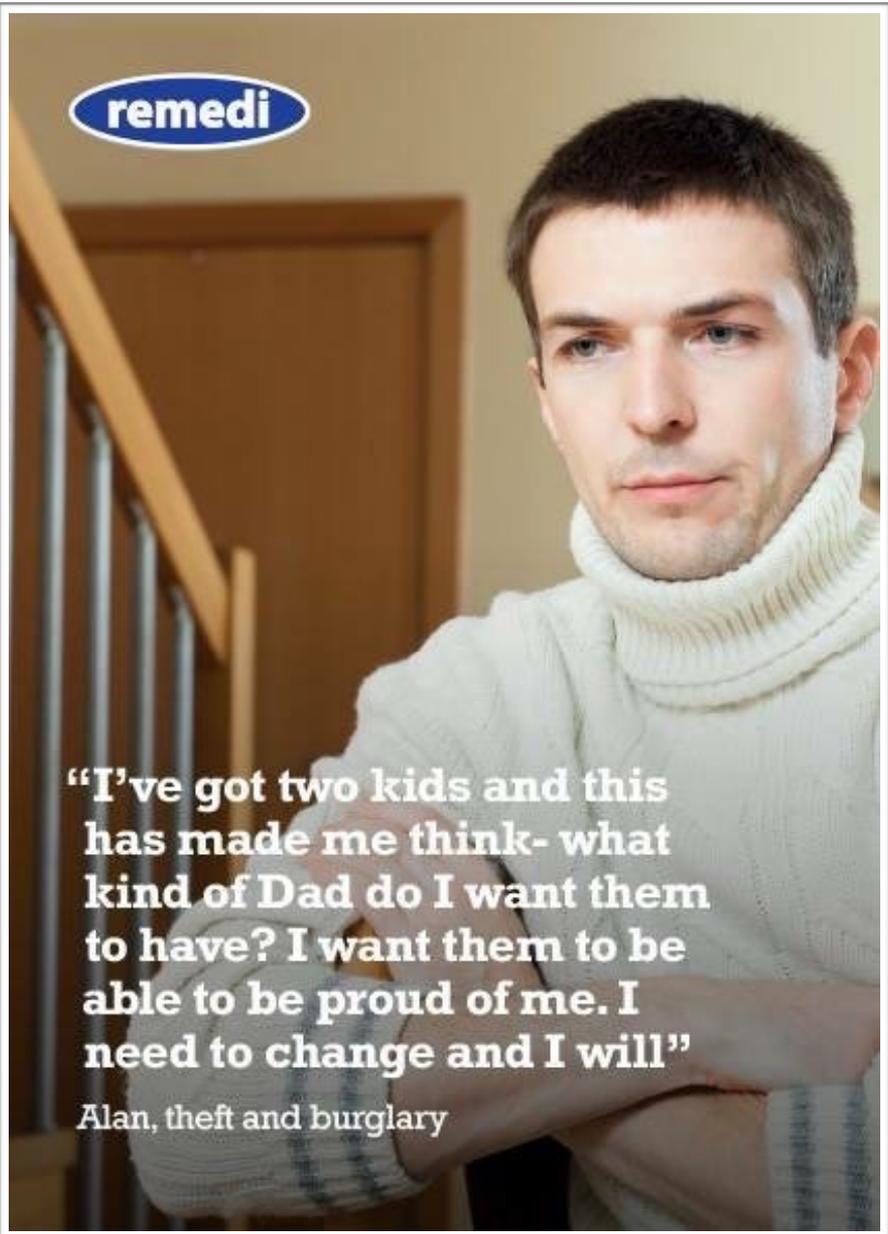
Preparation work was also with the victim around the procedures of the phone call and confidentiality, but also what she may hear from the offender if she was willing to hear his feedback to her statement.

The victim had a good understanding of the factors that lead people to commit shop thefts which formed for a positive rapport on the day of the call. Upon hearing the impact statement from the victim, the offender came away from the call wanting to put forward an apology in response to the statement but also tell the victim about what led him to commit the offence.

The victim responded to the offenders story with a lot of compassion and gave him some words of motivation to encourage him to continue on his journey of rehabilitation. Her feedback was - I think this service definitely helps because people do genuinely make mistakes so giving them the chance to apologise just helps both parties.

Although the victim engaged to hear the offender and his story, coming away from the process, she actually felt benefit from taking part too. As a practitioner, it was so positive to hear the two of them conversing in a way that felt like a mentor would to their mentee – something that provided myself with a sense of satisfaction which I was not expecting initially from the call.

**Practitioner:**



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**“I’ve got two kids and this has made me think- what kind of Dad do I want them to have? I want them to be able to be proud of me. I need to change and I will”**

Alan, theft and burglary

## **LOCATION: Sheffield**

This case had four young offenders and one victim, the victim was assaulted by one YP and stabbed by another YP. The YP in this case study punched the victim and also handled one of the knives.

Initially I acquired a VIS from the victim and his mum. I represented the victim's views at the RO Panel. During the YP's order I represented the victim's views during a victim awareness session with the YP which resulted in the YP wanting a direct meeting to apologise.

to move forward. There were many meetings with both the victim and YP as the victim was more scared to face this YP than he was before, and did back out at some point.

A meeting was set up just before the Corona virus/lockdown so it was agreed to postpone. However as the lockdown was continuing for a longer period I spoke to the victim and the case manager of the YP to see if we can possibly do this via a zoom link.

After much preparation both parties have agreed to do the direct this way with the following comment from the victim's mum:

"I think N.. would prefer to do it this way as he can hear his apology and tell him his thoughts without having to actually sit in a room with him"

My feedback so far:

I believe that remote meetings have their benefits as mentioned above, however setting up meetings in this way, I have found, can be quite lengthy as there is more safeguarding issues that need to be looked at, and also when trying to arrange times and days etc, especially not being in the office where we can speak directly to the case manager.

**Practitioner: Tracey Reynolds**

## **LOCATION: Sheffield**

Attempt robbery, victim been out for the evening returning via an underpass, noticed a male sat on the wall at the end of the underpass, the male then got up and walked towards him, as he got near him he drew out a large kitchen knife and moved towards the victim taking hold of his jacket on the area of his chest and holding the knife to his stomach area. The young person then asked for money from the victim

Taken victim impact statement, liaised with the case officer and provided updates for the victim throughout the period of the order.

The victim in this case experienced a traumatic event that has impacted on his life both psychologically and emotionally. The victim has learning difficulties that already impact on his life and this incident has contributed to making his life more complicated as new routines had to be established for him to cope with getting around the city for example work and university.

I contacted the victim initially and introduced myself and made an appointment time for me to go and visit. The victim was aware of the court outcome that the young person had received however his understanding was vague at best. I spent some time explaining what the order was and how it would be served in custody and the community and what it would look like for the young person being in custody. The victim was interested in this and I was able to find out more information for him of prison routines and how they spend their time whilst in custody. I explained that I would be able to visit when possible and go through the victim impact statement with the young person and ask any questions he had for the young person.

I have provided updates to the victim of how the young person is whilst in custody, the victim has been happy to receive these as he has felt more safe knowing there has been work done with the young person and his voice has been represented.

**Practitioner: Marty Ellis**

## **LOCATION: Rotherham**

Criminal damage within the home/assault against parent.  
Direct meeting took place between yp and his mum.

The feedback from the Victim taking part:

'It was good to be able to get everything off our chests, I feel better and I know he does. We both make mistakes and handle things badly but hopefully our communication will improve.'

And from the offender this....

'It was good to get the opportunity to say what I wanted without her interrupting me; we still need to work on things, but everything has been a lot better.'

The issues building within the household were escalating after completing a victim awareness session both the yp and his mum identified they are bad at communicating with each other and wanted the opportunity to talk in a safe environment. The meeting highlighted further issues they would like to address and will be arranged once a public building can be used as neither want to do it electronically

**Practitioner: Charlotte Baker-Davies**

## **LOCATION: Sheffield**

A hate crime committed on a bus

3 sessions of hate crime intervention work with the YP

Recently, I was given a case by the police regarding a young person who had been identified making hate speech on the back of a school bus. This was doing the rounds on Twitter, despite it happening two years ago.

Due to the recent Black Lives Matter movement, tensions had been really high, and the young person involved had started to receive threats online as well as letters being sent to the universities he had applied at to study medicine. This really affected the young person negatively. His father told Matty that he hadn't cracked a smile in a full month, and feels like he has let his family down.

I delivered three sessions of intervention work with the young person involved, who said that he regretted what he did. He said that he was caught in the moment, and that he had definitely matured as a person since the incident happened.

The young person told Matty that he is more likely to think of how his actions could affect not only the victim, but the wider community too. Moving forward, the offender will continue to attend university.

**Practitioner: Matty Cassell**

*Thank you to all of our colleagues and service users*

