



# Restorative Mentoring

Reflections on  
Practice

Volume 2

By Remedi: Restorative Services

# **Restorative Mentoring**

A Collection of Case Studies and Reflections

*By* **REMEDI: Restorative Services**

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"I just wanted to thank you both - from N's feedback about the contact he has with you it is evident that you're both doing a great job with him, and this in spite of Covid restrictions"

**LOCATION:                   Barnsley**

Service user was charged alone with burglary of a non-dwelling in Scarborough

Supported with Appointment at Citizens Advice to complete budgeting and debt management plan. Offered to source bereavement counselling to help deal with the loss of a close friend. Further support offered regarding the clients ongoing issues with MH and Bipolar disorder.

The service user was first referred to the service because he was struggling with the loss of a close friend. The initial assessment identified further issues with debt that his OM wasn't aware of. The service user was very isolated and only went out to walk his dog. I arranged to meet the service user at his local park where we walked and talked about his issues. I arranged and supported him with his appointment at citizens advice. They helped him consolidate his debt.

I offered to support him with bereavement counselling, but he declined stating he was in a better place now due to our conversations around his loss.

Work is still on going with the service user, but he has come a long way since our first meeting. He has recently taken up mountain biking and is getting out more taking part in social activities. The service user has had a lot of barriers to overcome including his bipolar disorder, with support from us and other agencies he is starting to flourish and has plans of getting back to work as a plumber at some point in the not too distant future.

**PRACTIONER: Leroy Malcolm**

**LOCATION: Doncaster**

**Offence Type:** Taking, permitting to be taken or making, distributing or publishing indecent photographs or pseudo-photographs of children.

**Work Undertaken:**

**Motivation to reduce alcohol intake – Currently engaging with alcohol services.**

Healthier Lifestyle – Reduce amount of bad food/drink consumed and increase exercise.

Tackling Boredom – Find non-alcohol related things to do.

Service user has been working hard through lockdown to reduce his alcohol intake. With support from alcohol services and my continual contact to encourage him, he has made great progress. On a good day he has managed to cut his intake down by half the amount of units he were consuming.

We have weekly reflexion sessions around his alcohol reduction in order to praise him and motivate him to continue his good work.

We discuss how he can make better choices, e.g. drinking more water, reducing the amount of takeaways he were having, trying to get into a better routine with meals and sleep etc. He was surprised how much better he was sleeping as a result of making these small changes to his day.

We suggested making to-do lists as he still lives with his parents, this way they could help out more around the house and reduce the amount of time he spent drinking.

We explored other interests the individual has such as reading, walking, exercising, taking photos of nature, gardening etc. Currently, he is doing a 15-30 minute pleasurable task each day as well as working through his to-do list. He is attempting to cut out drinking before midday which is a massive step for him. This is a work in progress but with my continued support he is making great improvements in this area.

**PRACTIONER: Abbie Hatfield**

**LOCATION:**                    **Sheffield**

**Offence Type:** Possession of obscene publications & protected sexual material.

At first this individual was depressed and had no motivation or self-confidence.

Since we started working together they applied for UC, addressed their debts and started exercising.

Due to our work together they are looking forward to the future and we are looking into a social hobby or volunteering.

During our first few meetings, this service user was very low and unmotivated as he did not know how to achieve many of the things he needed and wanted to do. We spent several sessions discussing his needs and working through examples for him to follow for himself. Since then, there has been a remarkable change in this man's confidence. He has led his own progress in so many ways and has a newfound motivation to achieve his goals for himself.

During our sessions, I have supported him with making decisions when he has felt stuck and have continued to motivate him with constant reflexion sessions celebrating his progress and achievements so far. He has begun to develop his self-confidence and now believes that he can achieve things if he is shown what to do. We have bounced ideas around and worked together to get him to where he is today.

He has been an amazing mentee who has taken on board everything we have discussed and really focused during our sessions.

It has been great to see the lifestyle changes having such an immediate effect on him and I am looking forward to seeing how and where this person moves forward to.

**PRACTIONER:** Emily West

**LOCATION:                    Derbyshire**

Support was given to a victim of ASB, which had been on-going for a number of months.

Support, both emotional and practical was given to the victim of on-going ASB issues from his neighbour, which led to the case being heard at court. Contact was also made to other agencies in order to ensure the correct support was in place for the victim.

The victim was having issues with his neighbour in regards to on-going ASB, which left the victim becoming fearful and scared to go out. On-going support was provided for him, which was held in a café in the community as this was a positive reason for him to get up and leave the flat. I was also in regular contact with other agencies that were supporting the victim, such as his CPN in order to ensure the correct support was in place and ensure they were aware of the issues the victim was facing.

The case was heard at court, of which I also attended and supported the victim with which resulted in actions being put in place to manage the issues and support was continued until the victim felt like he was able to cope better and which led to him to be able to go out more and not being as anxious.

**PRACTIONER/S: Gina Reader**

**LOCATION:                   Doncaster**

Wounding or inflicting grievous bodily harm.

This mentee has been technically homeless, and therefore, “sofa-surfing” for over a year. They were eventually housed. During this time we completed work around their anxiety. We are now applying for furniture grants.

This mentee had a tremendous amount of patience throughout the time they were homeless. They trusted the process, no matter how hard things got, they knew eventually that they would get better.

They bid on properties each week as instructed, and tried to not get too discouraged when they kept missing out on properties.

We completed activities around anxiety and being in groups. These were kept at low level as the mentee cannot read or write. We had discussions around how they could ease their anxieties. We started with them going with their partner to do their food shopping, as this way they weren't alone.

I completed check-ins throughout lockdown to see how they were doing. Sofa-surfing became more difficult and they ended up staying in one place throughout this.

They were eventually housed and were so happy. We helped to set up their rent payments and reminded them to join their benefits claim to their partners.

We are waiting for a furniture grant to be processed, the mentee and partner are sleeping on the floor whilst this goes through. They are being patient throughout this and that should be applauded as I know it has been difficult for them.

**PRACTIONER/S: Abbie Hatfield**



"Thanks for today. I know you're trying your best to help get things sorted for me. We'll get there eventually"

**LOCATION:           Doncaster**

Robbery

Support move from approved premises to supported accommodation.

One of the needs of this mentee was support to move from the approved premises they were in to the supported accommodation they are currently staying in. However, covid-19 lockdown stopped me from being able to physically do this, as I had arranged to transport them when needed. The move was set up during the harsh lockdown so the mentee needed to make their way to their new accommodation alone.

We spoke over the phone about this and made sure that they had packed up the necessary belongings they needed to take with them. The AP agreed to store the rest of their belongings.

The mentee successfully made their way to the new accommodation with no issues. Although they found it difficult due to health issues, they took their time and understood why it needed to happen this way. They were grateful to the AP for storing their stuff until they could get back to collect the rest, as many will not allow this.

**PRACTIONER/S: Abbie Hatfield**

## **LOCATION: Rotherham**

Unlawfully and maliciously wounded with intent to cause grievous bodily harm

service user was involved in an incident which resulted in his ex partner getting stabbed

- Identify social activities he could engage with
- Provide support via social phone calls
- Set up a meeting with adult social care regarding extra support
- Contact dial a ride to arrange a taxi to and from local shops
- Arrange with care providers to meet to do food shopping with client

The service user is a double leg amputee and struggles to get out of his bungalow, he was referred due to social isolation. after his initial assessment it was clear that not only was he social isolated, he needed additional care support at home. the service user had private care provision 3 days a week but this wasn't enough. I made a request to his probation officer for a meeting with adult social care. The meeting took place at the service users home address, due to COVID I was unable to attend in person, instead I called his probation officer and had input via phone. Adult social care completed an assessment and agreed he needed more support, they implemented a support package which consisted of morning and weekend care.

After discussions around his isolation his carers agreed if he could get into town they would accompany him food shopping. I arranged for dial a ride to collect him from his home address to take him to and from town. Work with the service user is ongoing, he thanks me every time we speak for the support he has received, I've explained that its my job to identify a need and offer a way of supporting people through it.

Prior to meeting this service user I met with his probation officer, he advised me that he was old and stuck in his ways, he said some of his views may be of a racist nature. As I'm mixed racist he thought it best if we had a 3 way induction meeting and take it from there. during that first meeting I stepped in and took the lead we talked about life I listened to his stories and you could tell there was a mutual respect between us. After the meeting I gave him my contact number and advised him to contact me if he needed to chat, he has done at least twice a week ever since.

**PRACTITIONER/S: Leroy Malcolm**

**LOCATION: Rotherham**

Cruelty to or neglect of children- service user was involved in an incident in which resulted in a child having boiling water poured over them

Brief Outline of the work undertaken:

- PIP application - service user suffers with learning difficulties and anxiety. she was overwhelmed with the application form. I supported her with navigating the website and completing the form.
- PIP appeal assessment - service user appealed her decision and needed support which involved a 3 way conference call with the appeal board, myself and the service user.

Due to the service users learning difficulties she struggles understanding letters and completing forms. we applied for PIP but she was declined due to insufficient points. I advised her to appeal the decision but she was reluctant to do this as she suffered with anxiety and said she couldn't deal with another knock back. after a couple of sessions talking about her fears around appealing, she asked if I could support her contesting the decision. I supported her with completing the form and adding

further information to back up her claim.

she eventually received a letter setting her appeal had been received and a date was set were she would be asked to speak via phone conference to an appeals board consisting of a Judge, Doctor and a Mental Health Nurse. The service user anxiety levels were extremely aggravated by the thought of this. I advised her to contact the appeal board prior to the date and ask if her mentor couldn't be involved in the process as she needed the support. they agreed and dialled me into the conference call. I explained to the Judge that I was there as extra support and to explain anything she may not understand. the judge thanked me for taking the time to support this venerable lady during a very stressful call. After all the evidence was read out the judge came to the decision that PIP had scored her incorrectly, he stated there was enough evidence provided which clear showed she needed the extra support. the judge awarded the service user enhanced daily living allowance, enhanced mobility and enhanced care for 5 years which was back dated to December 2019.

**PRACTIONER/S: Leroy Malcolm**

**LOCATION:                    Sheffield**

The offence was drug related.

Benefits: I supported the individual to access the benefits that he is entitled to

Accommodation: the individual was sofa surfing when we began working together

This work should be celebrated due to the multiagency work from myself, Nacro and the hard work X himself has put in to achieve his goals.

With support from me, X did the ground work to source his own housing, made his probation officer aware of the change of address for licence purposes and conducted his own move.

I supported X with applying for housing benefits and setting up his household finances.

X is a very capable individual so I was able to talk him through the systems and he was able to follow. I submitted a referral for him on to be supported by Nacro providing a full brief on his situation in order to get X some formal ID to receive his benefits.

Through our hard work and communication, X has now moved house, has his benefits coming in, has applied for PIP and is in a much more comfortable position.

This was multi agency work at its best, however X himself was at the centre of this and was great at pushing the progress forward for himself.

X now has a home and is much more comfortable than when we met so can focus on his recovery.

**Practitioner: Emily West**

**LOCATION:            Sheffield**

Robbery

X is quite an isolated individual.

We have addressed X's social isolation, mental health and finances.

This is a great piece of work as X had hopes, but no tools and could not change his life even though he had the motivation.

X and I have worked together for several months and I have coached him around several issues. He has completed his PIP application form which has now been submitted as well as working on budgeting so X has more control over his money, so in turn his life.

We have also been looking at social outlets within his local area and have found a cycling group that suits X's health needs and creates a community around him.

Through our work together X is more confident, independent and looking after his mental health in a way that suits him and his lifestyle

**PRACTIONER: Emily West**



Mentor "Would you be ok to use WhatsApp for our appointments?"

Mentee: "Yeah that would be really good! I'd like to show you how much better the flat looks and we can do some more worksheets that way as well!"

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

