



REMEDI

Restorative Stories

A Collection of Case Studies and
Reflections **VOLUME 11**

By Remedi: Restorative Services

Restorative Stories

A Collection of Case Studies and Reflections

By **REMEDI: Restorative Services**

© Remedi

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

The Circle, Rockingham Lane, Sheffield, S1 4FW

www.remediuk.org



remedi

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

Linda

OFFICE: MANCHESTER

Burglary of dwelling and a business– offender was referred by their CRC case manager.

Offender and two victims were prepared for two separate direct interventions in February 2020 although the Covid-19 lockdown prevented us from being able to do this in-person. In the end, the offender engaged in indirect with the two victims, via letter and shuttle messages.

This was the first time that the offender had heard the impact from their victims. He said, “working with you has helped me realise that crime does hurt people”. This feedback shows that the restorative justice process is vital for offenders to acknowledge the effects of crime.

The offender also told me “it (RJ) has made me think before I do things and how my actions would affect people. Even daily things, I think before I act. It has made me think about other people’s emotions”. This is rewarding to hear as the offender’s thoughts have changed, not only about crime, but in his daily life.

Strong working relationships with service users is important to support them in engaging in the service. The following feedback from the offender shows this – “you have been amazing with me. You were professional and explained everything well. I felt like I was supported by you. You have been with me every step of the way. Thank you for all your help”. This type of feedback motivates me to support more people.

PRACTIONER/S: Natasha Livingstone

OFFICE:

MANCHESTER

The offender deliberately drove his car towards the victim who was walking on the pavement. The victim died as a result of their injuries.

The victim referred herself into the service through her VLO. After completing an assessment with both the victim and the offender, they requested to take part in direct RJ. Multiple shuttle messages have been passed between the parties and we are hoping to facilitate the direct meeting in March.

Throughout the case, we have worked closely with partner agencies. After each preparation session, I have emailed our partners to update them and to let them know how the case is progressing. We have worked collaboratively with the COM and VLO to identify and overcome risks associated with the case. For example, there was a no-contact order in place which typically would have prevented contact, however the COM agreed to work closely with us and amended the no-contact order for the purpose of RJ.

The VLO has been a fantastic support in this case and has been actively involved in the RJ process. She will be supporting the victim at the direct meeting. The VLO has provided feedback on this case, she said: "Contact with Remedi has been thorough and professional. They have kept me informed of events and at the victim's request, they have kept me in the loop. Remedi have kept everyone (VLO, victim, offender and COM) fully updated throughout".

From a practitioner's perspective, I have thoroughly enjoyed co-working this case with my colleague Natasha. This is our first S&C case together which we have progressed to a direct and I am very proud of our work.

PRACTITIONER/S: Grace Phillips and Natasha Livingstone

OFFICE:

MANCHESTER

This month I've been lucky enough to get to work with a ROC volunteer with my first harassment case. There are 3 victims involved in this offence each with a learning difficulty ranging from high-medium.

At this stage I have managed to build a relationship with the investigating Police Officer and gathered further information about the offence and how we can support the service users. I have also gained further independence as I've been given the chance to be a lead practitioner in this case.

I'm just at the beginning with this case, but already I'm starting to see the amount of work I will have to undergo to get the best outcomes. I'm looking forward to gaining new skills in communicating with partner agencies such as social workers/the police and learning new styles of approaching victims. This is my chance to fully explore and show that I can use my skills to the best of my ability. I believe this will be good for personal development as when reflecting, I can be hard on myself and doubt my work.

I'm nervous with how complex this case is with each victim having a carer and how this will affect RJ being conducted. However, knowing I can book in case supervision at any point and discussing approaches is a relief. I have already booked in a zoom call with one of the victims, I did this by offering a video call so she can feel less nervous by seeing myself and the volunteers face. This has helped me recognise that I can adapt my practice to suit individual's needs, I'm hoping by the end of this case I will have more confidence in myself.

PRACTITIONER/S: Megan Gough

OFFICE:**SHEFFIELD (YOUTH)**

Common assault; The victim was set up into meeting a girl, when he arrived at the place there was a group of 7 waiting for him. Young person grabbed the victim and got him to the floor demanding the bag he was carrying.

Session with the young person with verbal indirect to pass to the victim.

Victim parents were very distressed at the at the outcome the young people received. The bulk of the work in this case was reassuring the parents and the victim of the process the young people would be will be undertaking with the youth justice service. They viewed the out of court process a “slap on the wrist” and “getting away with what they have done”. I explained how the young people would be working with a case manger and would have interventions to complete. I put together a victim impact statement and explained I will be completing a session with the young people and the statement would form part of my session. The concerns the young person had was regarding his feeling of safety in the local community and at school. I explained I would incorporate their concerns into the sessions with the young people and feed back to them. After completing the sessions, I contacted the victim and reported on how the sessions went and updated them in general of how the young people had engaged in their order. Although the victim’s parents were still sceptical of the outcome, they did accept the young persons reassurance that they didn’t have any issue with the victim and had said they regretted their part in the incident. This allowed the victim to feel safer whilst out in the community.

Parents comments were; “you are the only person that has bothered to call and see if my son is OK and needs any support”.

PRACTIONER/S: Martyn Ellis

OFFICE: HUMBERSIDE

Argument between two people in restaurant. This has escalated to a scuffle where suspect has grabbed the victim to the ground. Two people involved in this case, one victim and one offender.

Indirect exchanges of communication between both parties as one party did not wish to engage in face to face communication. Offender accepted responsibly and agreements made between both parties in regards to moving forward from this incident.

This was a really good referral sent to us, both parties had been made aware of the referral and were prepared for my call.

Both parties accepted responsibility for their actions and wanted to put this incident behind them and move on with their lives.

Indirect exchanges worked really well in this case as both parties were willing to communicate with each other but didn't feel comfortable doing this directly.

Both parties thanked Remedi for the assistance.

PRACTIONER/S: Lindsey

OFFICE:**HUMBERSIDE**

This case was referred to us from CRC, the offender committed a nasty aggravated burglary where he hit the victim in the head with a claw hammer after being confronted and chased by the victim after being disturbed burgling the victim's home in an effort to escape justice.

I worked with the victim discussing the impact the incident had on him. I spoke to the offender in prison on several occasions and determined that he was genuinely sorry for what he had done and helped him compose an apology letter to the victim and answering his questions.

The victim was very affected by the attack on him, prior to RJ the victim talked about feeling anxious all the time and felt that it was going to happen again, that he was in a state of constant readiness in case it did. His wife and children were out of the country at the time of the offence, he kept the incident from his family as he did not want them to worry. As a result he felt he could not discuss the incident with anyone. RJ enabled him to do this.

Feedback from the victim –“It was nice of him to apologise in his letter and accept that what he did was wrong. I accept his apology. Doing restorative justice has given me some relief as he has taken responsibility for what he did. His letter made me feel safer and because of this if I met him on the street my reaction to him would be very different now, I would not be worried about talking to him. I am so glad there is something else available to victims than just the criminal justice system. I would definitely recommend restorative justice to others.”

PRACTIONER/S: Gary Herbert

OFFICE:**HUMBERSIDE**

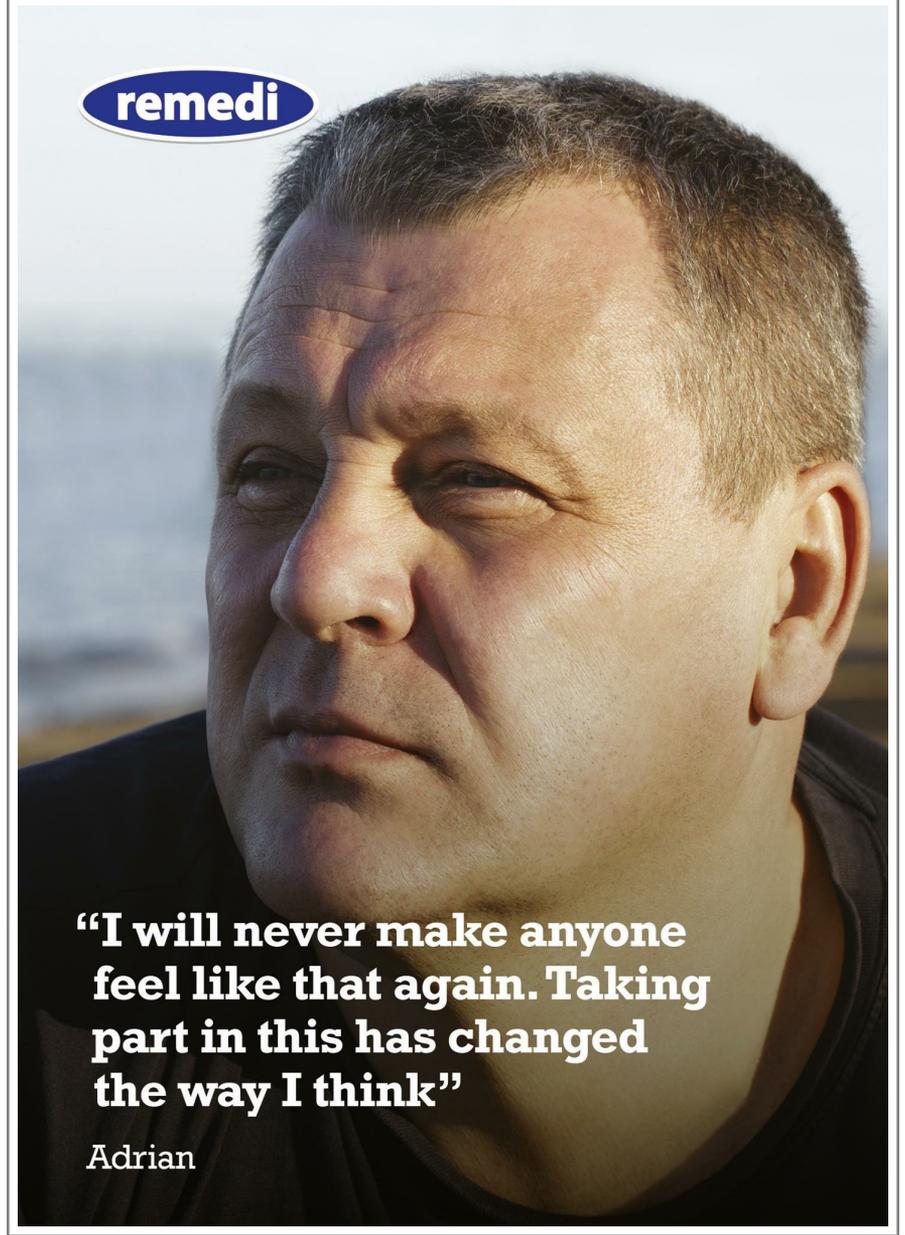
The perpetrator of this offence was referred to us for a Victim Awareness session after being charged with harassment of a close friend he had taken to slating and making lies about on social media. He initially was unsure if this was something that would be of benefit to him.

The offender initially had some excuses and explanations for his behaviour and actions, but as we worked through the exercises in the session his opinion changed a lot and he became more conscious of the impact of his behaviour on the victim.

The offender engaged really well with the session, despite initially giving a lot of excuses for his behaviour, it became clear as we worked through the exercise he had not really thought how much of an impact his offence may of had on his victim and that even though other people had been involved in this situation, ultimately the only person responsible for his behaviour was himself. At the end of the session the offender stated how he had really realised just how much of an impact his behaviour could have on others, he accepted full responsibility for his behaviour and this led him also to want to try and engage with the victim through Restorative Justice in the hope he would be able to also extend what he had learnt to the victim and offer them the opportunity to ask any questions of him and demonstrate how sorry he was for what he had put them through.

This case was an example of how completing a Victim Awareness session can highlight to offenders how individual's may be impacted by their actions and that how really positive engagement in these sessions can also lead to the opportunity for Restorative Justice.

PRACTIONER/S: Yasmin Gray



remedi

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

Adrian

OFFICE:

WEST MIDLANDS

Racially aggravated harassment within a neighbourhood.

Met with both victim and offender to complete prep sessions. Both parties wished to find a way to resolve it and move forward.

Direct meeting held between victim and offender, focusing on the issues they both had that lead to the offence, and agreed ways to resolve them in order to peacefully live in the property. The offender apologised for their part in the situation and agreed to be able to approach each other in a civil manner. Both parties felt the meeting went well and will help them going forward. The offender said the process was smooth and he is hopeful for the future. The victim said she hopes it will help going forward and she felt better for speaking with the offender in a controlled and safe environment.

PRACTIONER/S: Amanda Townsend

OFFICE: WEST MIDLANDS

Harrassment, Racially Aggravated, Hate Crime.

Prep was completed with both parties over the phone due to lockdown. Both felt frustrated at the situation and wanted to resolve their issues to move forward positively.

The direct was held through a 3 way call. A structure was incorporated to ensure all parties were able to speak and be heard. Both parties felt this was the best way for them to have the communication. An outcome agreement was discussed and both victim and offender agreed a way to move forward and deal with any further issues in a positive respectful manner. Feedback from the victim was he was glad we had been able to support them through the process and he was going to be more aware of how he reacts to things. Feedback from the victim: "I am proud of myself for completing the process. The way it was structured made me feel like I was listened to for the first time. The process has really helped, doing it over the phone has been really comfortable. My tenancy is due up on the 26th December, before this, I was saving up to move away from here because of everything, I feel more comfortable now and don't think I need to rush into anything and could look at staying here. I feel it is going to be better. Thank you for all your help and time.

PRACTIONER/S: Amanda Townsend

OFFICE:

WEST MIDLANDS

The offender had burgled the victims while they had been away on holiday to fund his drug habit

The RJ completed was a direct conference between victim and offender via a telephone conference – the conference lasted around 25 minutes and the offender was able to outline the point in his life that he was at to the victim who accepted the offender's apology.

Offender feedback: I got a bit emotional at the end but I'm glad I held it in! I feel so relieved, like a giant weight has been lifted off of my shoulders. I'm glad that the victim was as nice as he was. The offence has been playing on my mind for a long time now. I would recommend the process to others. Thank you Beth and thank you Remedi, it's a true gift that you've given me. I must take my hat off to you for the patience you've shown with me when I was going through a lot. I honestly wouldn't have done it if it was anyone else, you made me change my mind and give me the confidence to go through with it and I am SO glad I have done it. Thank you for the opportunity, it was such a good thing to do. Thank you for your help.

Victim also gave very positive feedback and was pleased with the process and outcome.

PRACTIONER/S: Beth Mercer

OFFICE:

WEST MIDLANDS

VIOLENCE AGAINST THE PERSON/ASSAULT WITH INJURY

- Admin to make initial contact.
- Seek information about the case.
- Once information was checked contacted Victim and Offender for assessment and preparation.
- Visits to both Victim and Offender (total 2 visits each).
- Indirect shuttle between Offender/Victim and Victim/Offender leading down to Direct.
- Direct meeting done, evaluation complete.

This was a case where the Victim and Offender were once friends and had their relationship affected due to some personal circumstances on both sides, leading to an argument that turned to violence.

Victim was not sure about Restorative Justice but when I explained the process and explained that she always had a chance to share her concerns if needed, she engaged and was really happy when the direct was done, she said "You kept me informed all the way through the process and that was good, my anxiety and my nervous feelings became less and less present as i was informed and supported by you. Thank you very much.". The offender from the beginning showed that she regreted her actions and saw this as an opportunity to apologise and despite of having some personal issues during the process, always showed that she wanted to take part, she said "It helped because is one less thing to worry about and you personally have been a great support by talking to me and giving me support in this difficult time of my life, thank you very much for that.".

PRACTIONER/S: Igor Vaz & Samantha Atkinson

OFFICE:**WEST MIDLANDS**

The offender had committed an assault against his mother in Birmingham. The case involved one offender and one victim in the RJ process.

The case came from the officer in charge. Three months of preparation was undertaken, liaising largely with the social services and the officer in charge to address safeguarding issues. A direct was facilitated in a police station with two practitioners and a further practitioner to take notes.

During preparation, multiple safeguarding issues arose, with the mother suffering physical and emotional abuse by her autistic son. There were concerns for the safety of the victim, and that the social services were not addressing the countless requests for support from the offender. Carefully structured preparation sessions were completed. Practitioners had to ensure these were in police stations to keep the conversations private, as the offender had the tendency to become distressed and record his mother.

After reports to the social services who felt there was little they could do, practitioners decided with strong line management supervision, to continue to the direct, as victim and offender wished to proceed. The direct was tightly structured and prepared for. Outcome agreements were successfully completed in a calm and controlled manor.

It was great to hear the feedback from the victim, 'you both have been very good. It was a very relaxed atmosphere. You are both very understanding and helpful in giving us ideas'. The offender said, 'he understands the impacts on his mother more, and it makes him want to make changes'. Social services also decided they will look towards a multi-agency meeting for the offender, after concerns raised by practitioners.

PRACTITIONER/S: Nicole Mclean and Samantha Atkinson

OFFICE:

WEST MIDLANDS

Violence against the person, harassment: neighbourhood case in which the the victim and offender relationship had deteriorated to the point where the offender was making aggressive threat towards the victim and in front of children on the street. There had been numerous incidents and crimes were being committed.

It took a month of prep work and a lot of phone calls to facilitate the direct meeting, which went really well.

The outcome from this direct was extremely positive. After months of living in a hostile environment and worrying about the impact on their children, the victim left feeling so much better and more confident. When the individuals arrived, it was clear they were both very nervous, but what was also clear was how much they both wanted this 'unnecessary' conflict to stop, and to be able to look forward to the summer and having their kids play together, instead of dreading it, which they both were.

The parties involved felt that the meeting went so well, and they got a really good understanding of where the other person was coming from, to the extent that they both asked if they could have more meetings with the other neighbours involved in the street, which we are now looking into doing in the New Year. When I rang them both to do their evaluations, one remarked they felt as though a weight had been lifted off of her shoulders, and they both said they already felt so much happier and more confident, and that they could finally relax and let their children play in peace.

PRACTIONER/S: Katie Smyth

OFFICE:

WEST MIDLANDS

Violence against the person, harassment: this was a neighbourhood case involving two individuals. The relationship had deteriorated over recent months due to the amount of noise coming from the upstairs neighbour, and the downstairs neighbour becoming physically violent towards them.

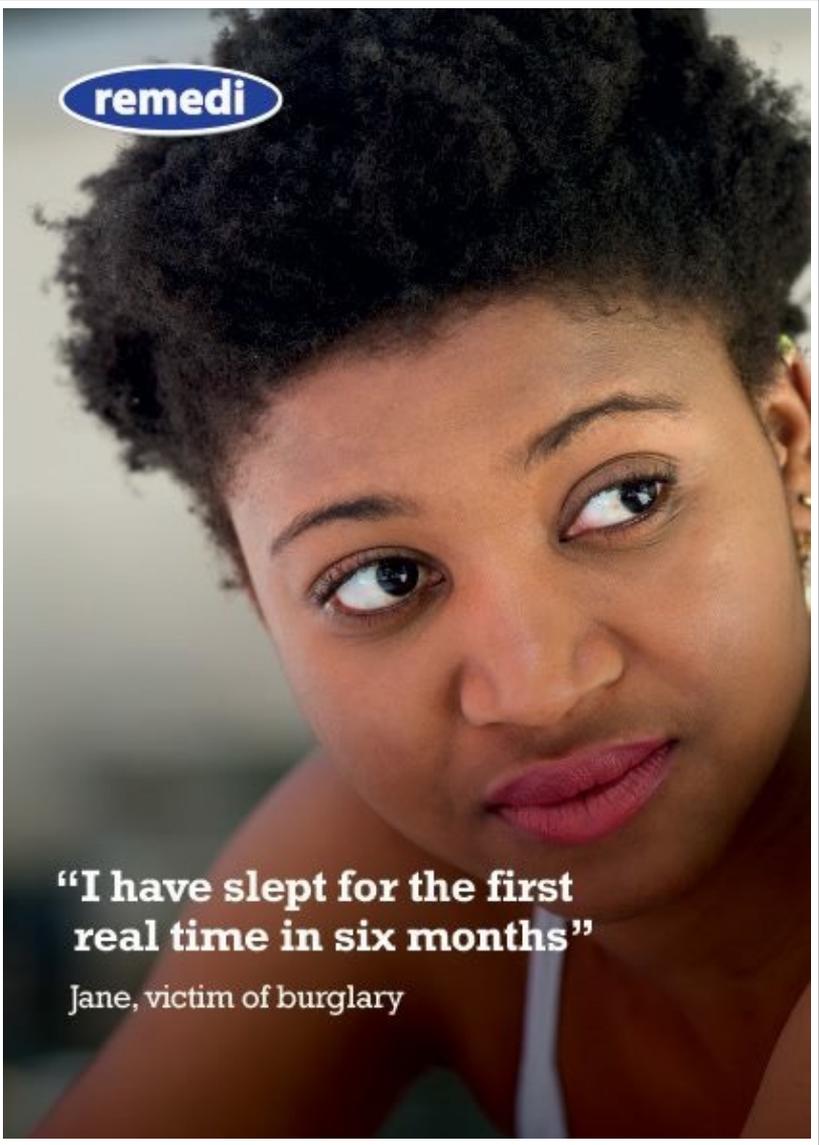
It took over a month of prep work and a lot of phone calls to facilitate the indirect, which was received well by both parties.

The situation was getting both parties down, whenever I spoke to them, they both said they just wanted it to be over, and they regret how things had gone, as they used to get on well. The victim was extremely happy when she got the chance to write a letter, as due to her neighbours' violent behaviour, she was apprehensive about having a meeting with him. The OIC was also extremely helpful, we frequently discussed the best way to proceed, and if any other reports had been made by either individual, they would let me know straight away.

In terms of the letter, the victim and I worked together to write a letter that portrayed both how the situation made her feel, and how she didn't want things to carry on this way, as it is not fair on her, or her young son. She apologised for, and explained why there is so much noise.

After the letter was sent when I called her, she said she felt so much better, now that they are all on the same page, and they understand what she is going through too.

PRACTIONER/S: Katie Smyth



remedi

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

Jane, victim of burglary

OFFICE:**WEST MIDLANDS**

This case involved one young offender, his sister supporting him, the offender's mother and the victim. The young offender had stolen from a local shop and was given a community resolution which included RJ.

Assessments were completed for the offender and his family over video call and with the victim over the telephone. All parties agreed they would like a direct meeting at the shop where the offence occurred, and the victim did not have access to online Zoom /Teams. This took place less than a week after the referral and following strict covid guidelines.

The direct meeting at the shop involved the offender, his sister, the victim and two practitioners. The offender spoke first and apologised for stealing from the victim, and said he is now trying to stay out of trouble. The victim told him it is forgotten now and encouraged him to focus on his studies and be careful with the company he keeps. The offender's sister then had the opportunity to tell the victim how her family has reacted to this, and about the discussions they have had with the offender regarding his behaviour. The offender told the victim that he now wants to focus on boxing and trains every night which was encouraged by the victim. The meeting ended positively with the offender saying that he won't do it again and it's good to talk. The victim stated that the moment he walked through the door he knew it was a good thing so he forgave him. All parties gave very positive feedback, the victim said 'RJ is much better for young people than getting a criminal record. I'm glad I did it and you are doing a great job helping families. You deserve a lot of thanks.'

PRACTITIONER/S: Kim Charles

OFFICE:

WEST MIDLANDS

This case involved one victim and one offender in relation to a neighbourhood dispute and recent offence of Racially aggravated assault without injury.

Assessments undertaken with both parties and preparation completed over the phone. The offender initially did not want to take part in RJ, and he was assessed as being particularly vulnerable. However, he asked for a message to be passed on to the victim which was completed.

The incident that took place was an argument over parking, which involved the offender making racist remarks towards the victim. Once assessments and preparation work were completed it was evident that the two parties have had issues in the past. However, both the offender and victim said that they wanted to resolve the problems, move on and live peacefully. For several reasons, the offender felt that a direct meeting would not be appropriate but asked for a message to be passed on to the victim. The outcome was that the victim was satisfied with the response and wanted to put the issue to rest. The victim gave feedback to say that 'it was helpful because you have spoken to us both and he may think twice before being racist again.'

PRACTIONER/S: Kim Charles

OFFICE:**WEST MIDLANDS**

The offence was an assault on care home staff from a young person.

The offender posed a lot of communication issues, after various times making contact over the phone, we felt it more beneficial to go out and see him. A lot of communication took place between practitioner and care home manager to give the best support to offender. We proceeded to indirect letter.

The offender was difficult to work with from the beginning as he was going through a lot in his personal life and had ADHD, he is also struggled with empathy. I spoke with the victim to see how he felt about everything and as he worked at the care home, he just wanted to be able to go to work in peace. After many attempts to speak with the offender over the phone and on video call, we felt it would be best to go out and see him. The visit with the offender started off quite negative with him not wanting to speak with us and telling us to leave. After a talk with the care home worker, the offender opened up to us and spoke about the offence. It was extremely hard to get the offender to want to speak with the victim, he agreed a letter would be better. A letter was produced and given to the victim which the victim was happy about. The victim also said that when he had been to work, the offender had approached him to say sorry which is something he would have never had done before. This was a result of our intervention and allowing the offender to think about the offence and the harm he has caused. This was a pleasing outcome for a difficult case.

PRACTITIONER/S: Naomi Goseley

OFFICE:

WEST MIDLANDS

The offence was an assault on care home staff from a child

The offender posed a lot of communication issues, after various times making contact over the phone, we felt it more beneficial to go out and see him. A lot of communication took place between practitioner and care home manager to give the best support to offender. We proceeded to indirect letter.

The offender was difficult to work with from the beginning as he was going through a lot in his personal life and had ADHD, he is also struggled with empathy. I spoke with the victim to see how he felt about everything and as he worked at the care home, he just wanted to be able to go to work in peace. After many attempts to speak with the offender over the phone and on video call, we felt it would be best to go out and see him. The visit with the offender started off quite negative with him not wanting to speak with us and telling us to leave. After a talk with the care home worker, the offender opened up to us and spoke about the offence. It was extremely hard to get the offender to want to speak with the victim, he agreed a letter would be better. A letter was produced and given to the victim which the victim was happy about. The victim also said that when he had been to work, the offender had approached him to say sorry which is something he would have never had done before. This could have been a result of our intervention and allowing the offender to think about the offence and the harm he has caused. This was a pleasing outcome for a difficult case.

PRACTITIONER/S: Naomi Goseley/Victoria Jackson

OFFICE:**WEST MIDLANDS**

The offender had committed a Burglary in Birmingham. This offence was admitted at crown court as part of the offender's admittances for the C3 programme. The case involved one offender and one victim in the RJ process.

The case came from a C3 programme officer who was supporting the offender. Just over one month of preparation was undertaken with the officer, and a direct was facilitated in a police station with two practitioners and the officer present.

During preparation, the victim expressed a variety of impacts and some irritation. Her and her children had been going through a difficult time, the burglary added many more difficulties. The offender completed numerous preparation sessions, expressing high levels of nerves and guilt, requiring support from the practitioners. We had to prepare the victim for the offender's level of nerves. The direct meeting was very positive. The offender shed many tears and expressed his remorse. The victim expressed all the impacts of the offence. In comparison to preparation sessions, her irritation had dipped, and she expressed feeling the offender was honest with his remorse. The meeting ended with both wishing each other well. The victim stated in feedback, 'I am really pleased with how today went. I think I can move on and sleep well for the first time since the offence'. The offender spoke of feeling proud of himself and most happy the victim feels safer. What stood out the most to the practitioners, was the unexpected compassion towards the offender the victim chose to show. She stated she feels she can 'forgive and forget', after seeing him.

PRACTITIONER/S: Nicole Mclean and Kim Charles

OFFICE:

WEST MIDLANDS

Assault without injury – Community Case - Direct meeting between offender and police officer he assaulted. Direct completed as a video call due to Covid restrictions..

CRC Referral - All preparation was done over video calls due to Covid. Direct was held on Zoom

The offender had assaulted police and paramedics and wished to apologise. One of the police officers accepted the offer and wished to do a direct over video call. The offender explained that the offence was very out of character for him. He explained how he had only recently been diagnosed with bipolar and the medication he was on at the time was not helping him so he turned to drinking. He explained that he has friends in the police and usually has a lot of respect for them and other emergency workers. The officer accepted his apology and was glad to hear all the work the offender was doing to prevent reoffending; including a new job. He explained that he does not take instances like this personally but was glad that the offender was willing to face him and explain. As the meeting went on it turned out that the two were from very similar backgrounds and had a lot in common.

Feedback:

Victim - "It has been interesting and I think you are doing a great job".

Offender - "It has given me a better understanding of what he (victim) faces on the job. Thank you for organizing this."

PRACTIONER/S: Samantha Atkinson

OFFICE: WEST MIDLANDS

Burglary – Residential – Community case – Indirect letter from offender to victim. Victim was a university student whose accommodation had been burgled.

Referral from West Midlands Police C3 Project - Several shuttles between Victim and Offender before Offender wrote a letter of apology.

The offender had an extensive criminal record but was now working with his police offender manager to try and address his behaviour. This victim was the first to respond to us, and after hearing the shuttle message from the offender, he gave us a list of questions to ask him. In preparation for writing the response, the offender struggled at first due to never doing any form of victim awareness; but he wrote a very long and emphatic letter. This process gave the offender the confidence to offer his other victims direct meetings.

Feedback:

Victim - "I would like to thank you for your work."

Offender - "Helped me put myself in their shoes."

PRACTIONER/S: Samantha Atkinson

OFFICE: WEST MIDLANDS

Violence against the person, incident that occurred at school involving 4 boys.

A phone conversation was had with 2 of the boys and their parents. But for this case a phone conversation was between the Mum of the Victim and the Dad of one offender.

The direct meeting happened via a 3 way call. This direct was done differently due to COVID but nevertheless the conversation was still impactful. The father of the offender was able to apologise on his child's behalf and explain how embarrassed he was due to his sons actions. The victim's mother was extremely appreciative as her main goal of the process was for the parents of the boys to understand the impacts this offence had on the victim. The conversation was able to end on a positive note and they are both hopeful that they can all move forward. Victims feedback stated, "The process went really well, thank you so much for the work you've done I do really appreciate it."

PRACTIONER/S: Shannan Bhandal

OFFICE: WEST MIDLANDS

Fight occurred at school between 2 young boys, resulted in one of the boys hitting the other in front of the victim's mother and offender's stepdad after school.

Prep occurred over zoom and telephone for this case due to covid restrictions which resulted in a direct being completed over zoom.

The direct occurred over zoom involving the victim, victims Mum, offender and offenders Mum being present. The meeting went effortlessly and the offender apologised for his actions as he knows he shouldn't have hit the victim. The mothers were also able to talk and an outcome agreement was done to prevent anything like this occurring again. This work should be celebrated as all participants praised restorative justice and thought it was a great way to handle things rather than the police handing the situation with any form of prosecution. The offender's feedback stated, "Easier to talk to the practitioners rather than the police. The process went well and I am happy with the way it all went.". This shows even through the current circumstances restorative justice is helping individuals and it is a preferred way of dealing with situations.

PRACTIONER/S: Shannan Bhandal

OFFICE:

WEST MIDLANDS

This case was referred into Remedi via an Offender Manager at Birmingham CRC. The case progressed to a virtual direct via WhatsApp video chat. There was one victim, one offender and two practitioners involved in this case. This direct covered aggressive behaviour under the influence and criminal damage.

This case was offender initiated; therefore, the offender was assessed first. Once the offender had agreed to restorative justice, we made contact with the victim who was also interested. Both parties agreed to a virtual direct. After a couple of preparation sessions, the case progressed to a direct intervention.

After making first contact with the offender, it was very clear he had a lot of regrets about what had happened in the shop whilst he was under the influence. He stated it was very out of character and he had taken his drinking too far to cope with an anniversary of a friend's death. He was very keen to apologise to the shop assistant and explain why he has heavily intoxicated that night and had become aggressive. After speaking with the victim, it was clear this case would benefit most from a direct intervention. The victim stated he hadn't been impacted by the offender's behaviour, but was willing to hear what he had to say. The virtual direct went smoothly and both parties had the opportunity to express how they felt about the night. The feedback from them both was very positive, with the victim stating it's nice to know the offender is doing well, and the offender stating it is the most wholesome thing he has ever done.

PRACTIONER/S: Natasha Buckham

OFFICE:

WEST MIDLANDS

- Residential burglary
- One victim and one offender
- West Midlands

3 indirect processes passed between victim and offender in the shape of letters and shuttle messages.

Despite the offender being in custody and the case happening throughout lockdown, I was able to continue to progress it with the help of an offender manager in HMP Stoke Heath. When I passed the first shuttle message to the victim, she cried as she was so overwhelmed and touched that the offender would want to apologise for his actions. The victim then wrote a letter to the offender explaining the huge impact the crime had on her and her family and asked what the offender was doing to reduce his reoffending when he gets released. The offender responded to this, answering every question with honesty and was extremely grateful to the victim for taking the time to engage with him.

Feedback from victim: "Thanks for your involvement and support– it's been a good process to be part of."

Feedback from offender: "I'm glad that I engaged in the process and I'm remorseful for what happened, I felt quite humble in regards to the feedback from the victim as I feel so bad for what she went through". The offender believed it is a weight from his shoulders and especially as he got a good response from the victim.

PRACTIONER/S: Vicky Jackson

OFFICE:

WEST MIDLANDS

Criminal Damage

1 victim, 1 offender

Birmingham, West Midlands

Prep completed with offender over the phone, contact made with the victim worked for West Midlands Ambulance Service. Indirect RJ completed.

Two indirect shuttles completed. The offender suffered with a lot of mental health issues so taking part in restorative justice was a huge step for him. The victim works for West Midlands Ambulance service and agreed to listen to the offender's message. The victim was happy that the offender had reached out and the offender was trying to get his life back on track. The victim was also pleased he'd been able to receive an apology on behalf of West Midlands Ambulance Service. The offender was really pleased his message had been passed on and thought the response had been brilliant.

PRACTIONER/S: Victoria Jackson

OFFICE:

WEST MIDLANDS

Police Referral- 1 Offender, 1 Victim Assault

- Spoke with both Offender and Victim to complete initial assessment
- Both expressed their concerns as to why they have had fallouts
- Victim and offender both want to engage in RJ, so things don't escalate further and cause more issues
- Prep sessions with both completed
- RJ direct complete

I spoke with both the victim and offender and explained restorative justice. Both are very happy as they believe it is a chance for them to speak about their personal issues with each other which has led to the offence. Whilst doing prep sessions with both, I could see how much tension has built up over the past couple of months. I could see the offender was remorseful and just wanted to put things aside. In the direct meeting, both were relieved to finally speak with each other about the past issues instead of passing messages back and forward. The offender apologised and they agreed they will speak about issues in the future instead of letting them reach a point like it has done.

PRACTITIONER/S: Zara Ahmed



remedi

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

Cathy, victim of arson

Thank you to all of our colleagues and service users

