



REMEDY

Restorative Stories

A Collection of Case Studies and
Reflections VOLUME 13

By Remedy: Restorative Services

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By **REMEDI: Restorative Services**

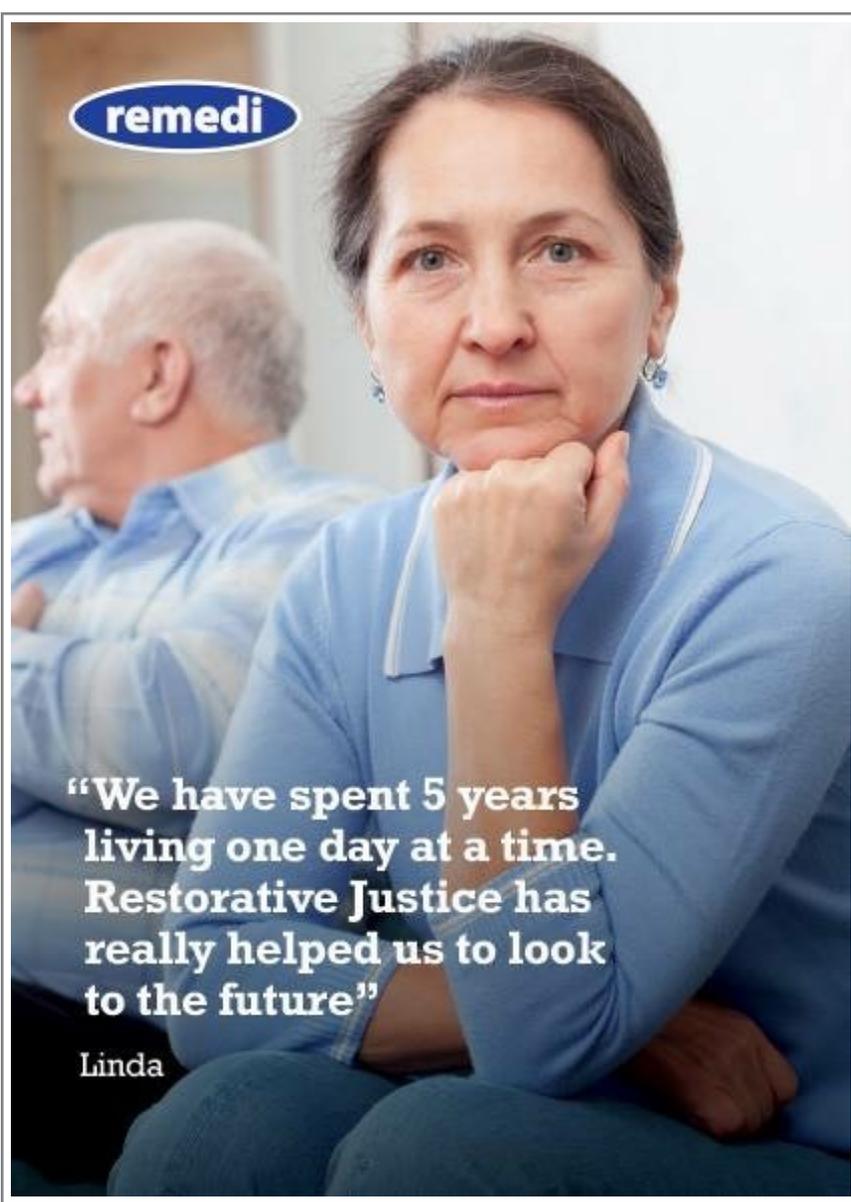
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The purpose of this publication is to gather together reflections drawn from our team of Restorative Practitioners across the UK. Reproduction of any of the contents by documented permission only

Remedi

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

Linda

OFFICE:**HUMBERSIDE**

The case was referred by the police as a public order incident over issues large piles of discarded grass cuttings that allegedly encouraged rats. This prompted a neighbour to report their neighbour to the council. This set off a tit for tat situation culminating in threats and verbal abuse.

Liaised with the officer in the case and established the issue from his perspective. Visited both sets of neighbours and established what was affecting them most and made suggestions as to how the situation could be resolved. I passed messages between each family to try and resolve the situation.

It was clear both sides saw themselves as victims and not offenders, and neither party was prepared to give ground despite the effects on everyone. Several issues became sticking points. I discussed with one family how they could alleviate the effects the dispute was having on them. However, they felt that they should not have to do this and that it was the responsibility of their neighbour.

We discussed both parties meeting to discuss the issues however it became apparent that due to the strong feelings between both families a meeting would not be appropriate.

At this point I explained to both parties there was nothing more I could do and that I was going to have to close the case.

About a week later I got an email from one party saying that on reflection they had implemented my suggestions, which was quickly followed by an email from the 2nd party praising the actions of the first.

Feedback

- 1.Hi Gary, hope you are well. Just thought I'd let you know everything seems to be sorted and has worked out for both of us.
Thank you Gary for your help.

- 1.I want to thank you for your efforts...

Practitioner/s:**Gary Herbert**

OFFICE:

Humberside

Male stopped by A PCSO whilst in possession of what is believed to be a Cannabis Joint. Male refuses details and is detained. Whilst dealing with Male, he coughs deliberately at officers referring to 'COVID'

Victim Awareness session completed based on assault PC, various conversations around Covid 19 and his actions. This led to the offender reflecting on the incident and has expressed his wishes to apologise via engaging in RJ.

This referral has been a perfect example of the good work that has come from delivering victim awareness sessions during the lockdown. The offender in this case initially felt quite frustrated about how the police handled the situation in regards to detaining him etc. However, he had always accepted responsibility for his actions.

Although the offender was fully engaged in the VA session, it was actually in the follow up call a week later that he said he would like to apologise to the victims. He had been reflecting on his actions and put himself forward to apologise for his actions.

PRACTIONER/S: Lindsey

OFFICE: **Derbyshire**

This was a youth case referred by the Youth Offending Team for Restorative Justice and was regarding an assault.

A direct conference over the phone was facilitated and the victim was able to comfortably explain how they felt and what happened from their perspective. The offender was able to listen and understand how the victim was feeling.

Other agencies became involved in this case to provide both victim and offender with the relevant support, which the victim found very beneficial.

Working with both parties it was clear they both wanted their relationship to improve and go back to how it used to be. The direct call between them allowed the victim to explain how the behaviour of the offender had impacted them and how they felt. The offender apologised for their behaviour which was something they had not done before.

After the direct conference, the offender also apologised to others. Upon reflection with the victim a couple of days after the conference, they explained that over the past couple of days things had been a lot better and how they used to be before the offence.

Feedback from the victim: "Thank you. I am not sure what you said but something went in".

PRACTIONER/S: **Laura Esty**

OFFICE: Nottinghamshire (Youth)

I was referred a student in Nottingham Academy at the back end of 2019 who was consistently being disruptive in class, would constantly be asked to leave lessons and end up in isolation.

During our sessions, we focused on resolving conflict with teachers in lessons appropriately and looked at the importance of education. We discussed his goals/aspirations and completed work on how to achieve them.

Due to COVID-19, the school has been in and out of lockdown over the past year. We carried on completing sessions on TEAMS so that I could still offer support. I have since returned to Nottingham Academy on site, and the feedback I have had from this student's performance has been incredible. He has been consistently attending lessons online from home and completing all work set by his teachers.

We discussed this in our first sessions back, and he explained that our sessions have made him realise what is important to him, and by concentrating more on his school work gives him a sense of pride and hope for his future career choices.

PRACTIONER/S: Ellie Crutchley-Macleay

OFFICE:**Derbyshire (Youth)**

Young person committed fraud/assault against his mother. He used her bank card to spent £200+ on items for himself and when she confronted him, he assaulted her.

Delivered victim awareness sessions focusing on the impact the young person had physically/emotionally/financially and psychologically on his mum. He said he has apologised, and they are building upon their relationship, but he would like to make amends. Both young person and mum agreed to a direct meeting over the phone, at the end of the victim awareness session. Mum shared the impact the offence had on her and they both discussed moving forward how yp can gain her trust back. Yp offered direct reparation in the house and mum accepted, he cleaned the house and cooked for her on Mother's Day.

The young person reflected upon our sessions and realised the impact their actions had, especially when he heard directly from his mum how the offence made her feel and the impact it had on their relationship.

Mum was really grateful for direct reparation and commented: 'He helped with tidying around and cooking, which was lovely. He also bought me a lovely card and present for mother's day, it was very thoughtful. Thank you for the work you have done with myself and ****'

PRACTITIONER/S: Shannen Sara Merwick

OFFICE: Nottinghamshire (Youth)

Young person was given an Out of Court Disposal for assaulting victim. Victim is vulnerable with several issues including Asperger's and Autism.

Victim wanted me to tell panel and young person to keep away from them.

I attended panel and shared victim's views and it was agreed case manager would tell young person that the victim wants them to keep away.

Victim was glad that his views had been shared at panel. I did provide mum of victim with some support numbers as victim was still scared of leaving home without someone to take them places and this was proving a struggle for the family.

Mum thanked me for sending signposting her to other agencies for ongoing extra support for her and the victim.

PRACTIONER/S: LR

OFFICE:**Sheffield (Restorative IDVA)**

It was a High-risk case whereby the client's ex-partner had been physically, mentally, and emotionally abusive. The client had made a statement to the police regarding one of the assaults where the perpetrator had committed ABH and criminal damage.

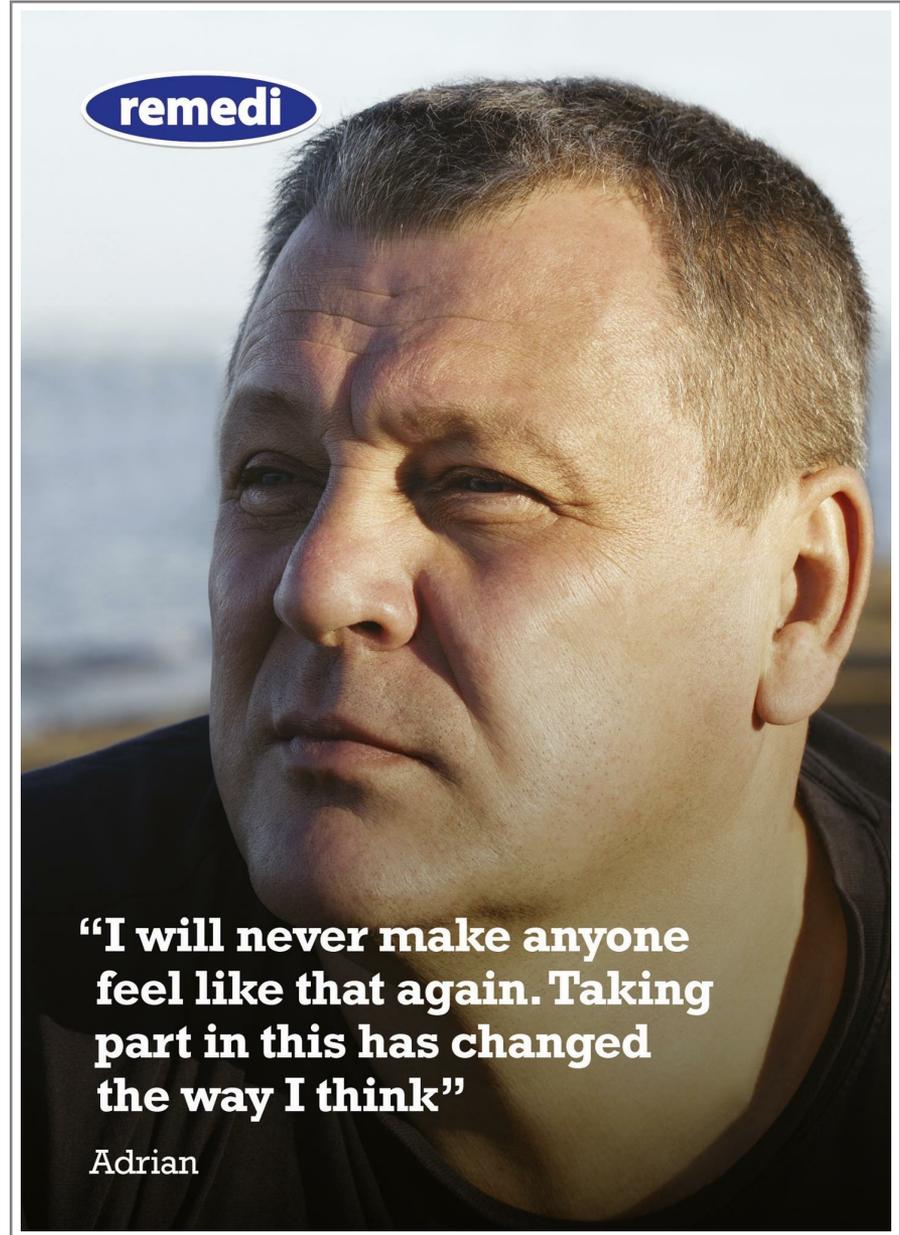
Due to the client being a care leaver, she did not have much trust in services and had always in the past retracted her statement's regarding the abuse. The client was allocated to me and within 2 weeks of supporting her, she was asked to give evidence against one of the perps. The client stated that she did not have any friends or family to go with her to court and so requested I be her support. I and the client completed lots of work to build up her courage to give evidence. I managed to get special measures in place so that the client would not have to see the perp in the courtroom when she gave evidence.

The client did go through with giving her evidence in court and managed to stay strong when she was getting cross-examined. I was amazed by the client's strength, resilience, and courage when she recalled what she was subjected to. I and the client were expecting a non-custodial sentence however, the perp was sentenced for 4 months and issued a restraining order for 2 years. I and the client were equally overwhelmed and relieved that the client had got justice for what happened to her. This 4-month period will enable the client and I time to address her support needs such as housing so that when the perp is released, he will not know her location.

Feedback from the service user " Thank you for being there, I don't think you get enough credit for the role that you do. We can now move forward, and I am just so happy. It's made me realise that I can do this, and things can get better."

"Thank you for everything Laura you really are like one of God's angels and you should be really proud of yourself too"

PRACTIONER/S: Laura Ridal



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

Adrian

OFFICE: Derbyshire

This case was referred via the Police regarding community conflict.

Both parties were contacted and after hearing how this had affected them, it was clear both parties wanted the same outcome and therefore it was agreed a direct conference via a phone call would be facilitated.

Working closely with the Officer that referred the case was really helpful as they were able to provide the information that was needed to progress. Both parties agreed to a direct meeting via telephone that was structured around an agreement in moving forwards, which focused on 3 main points.

After the joint call was over, I called both parties to see how they thought it went and both parties explained they were happy an agreement had been made.

Service User Feedback 'Thank you for all your help with this issue and for helping me be heard.'

PRACTIONER/S: Natasha May

OFFICE:

Derbyshire

Youth case referred by Youth Offending Team for RJ as the Offender had been reported to the police for making threats to burn down the family home.

A direct meeting took place via Teams, the victim was able to speak to the offender about how the incident affected them (which the Offender acknowledged and showed remorse for), they were also able to talk about other issues and how to improve their relationship by putting strategies in place.

The victim was happy to take part in RJ and felt that this would help them in opening up the communication at home about the incident but also about moving forward in their relationship. Upon speaking with the offender on the telephone, he confirmed that he was willing to take part in RJ. Preparation was carried out with both parties and a Direct meeting was planned on Teams.

I am pleased with this meeting, it was great to hear the parties' communication with each other and put strategies in place to avoid any further confrontation/issues between them.

PRACTIONER/S: Suzanne Artuch.

OFFICE:**Greater Manchester**

This month's case was a shoplifting offence, both offender and manager of store agreed to do direct RJ through a 3-way phone call.

I made sure to conduct thorough preparation with both parties as the offender wanted to thank the victim for his help at the time of the offence, but the victim couldn't recall the offence specifically due to the high number of thefts they have.

The offender wanted to do RJ to get the chance to explain to victim that he only shoplifted in order to get arrested for help. The offender thought it was important to tell the manager of the store that he had moved away from committing crime and has since changed.

I initially had some issues with contacting both parties but with perseverance and adopting a WITH approach, I was able to support both individuals to their direct three-way call.

The 3-way call couldn't have gone better, I learnt a lot from it (mainly how to deal with unplanned technical issues!) This case ended in the best way possible with offender coming off his license the week beforehand, finishing his RJ process and getting across what he wanted to. We discussed in his evaluation it was a good way to close off the old chapter in his life and he added he couldn't have done RJ without the support from myself.

PRACTIONER/S: Megan Gough

OFFICE:**Greater Manchester**

Offenders CRC Case Manager referred the offender for RJ who wanted to reach out to multiple victims that he had targeted through burglaries. The victim in this case had their sentimental jewellery, money and perfume stolen.

Victim and offender completed two preparation sessions before speaking on the phone.

The victim wanted to ask questions to understand why the offence happened.

The offender wanted to be honest and apologise to the victim to gain closure.

I think the greatest outcome of this case is that the victim was very much satisfied with the RJ process and is keen to advocate for the service. They said "the whole process was done well. The preparation was vital - it made it a lot easier. I thought this was a very good experience."

Although the offence was in 2013, the victim was grateful to have an opportunity to speak with the offender. They told me "being able to say my peace and have a voice was important".

The offender found the process to be helpful, they said "I was able to address my gambling issues. This has given me closure".

Most importantly, the offender would recommend RJ. They stated "I think most criminals should meet their victims as it helps them".

PRACTITIONER/S: Natasha Livingstone

OFFICE:**Greater Manchester**

This case involved a shoplifting offence from a supermarket. The offender was a prolific shoplifter, and the victim was the security guard working in the store.

I am currently working with the offender to write a letter to the victim, which she wants to read out over the phone. The offender wants to say that she is no longer shoplifting and that she has turned her life around since the offence.

This case is not yet complete, but the offender is highly reflective of her actions and the impacts they may have had. For example, she is aware of the inconvenience caused to the security guards and store colleagues who may have other tasks to do. She is also conscious of the financial implications for the store, such as the loss of revenue, possible reductions to or withdrawal of staff bonuses and perhaps price increases for other shoppers.

The offender is keen to communicate this to the victim and apologise for her offence. She wants to explain that she is now enjoying living an offending-free life. She hopes that by communicating with the victim, she will be able to move on with the new chapter of her life.

I also hope this will be a beneficial process for the victim. It will be an opportunity for them to ask questions and hear the offender's perspective.

PRACTITIONER/S: Sophie Nelson

OFFICE: Greater Manchester

The offender had been stressed during the week, so he decided to go out drinking by himself. He became intoxicated and decided to walk down the road to try car door handles. He opened one car, got into the driver's seat and attempted to steal the car.

This case was referred in by the Police as an OoCD for a 1-hour Victim Awareness session with Restorative Justice. The victim wanted to have his voice heard during the VA session, so I dialled the victim into the call and completed a direct conference between the victim and offender.

One of the most important outcomes from this case is that I was able to complete a needs assessment with the offender. This gave him an opportunity to reflect on his current circumstances and ask for support. He requested additional support in the following areas: mental health, accommodation, employment and alcohol use and I signposted him to the relevant services. For OoCD cases, signposting offenders is very important because it gives you an opportunity to help them access early interventions which in turn, will reduce the chances of them reoffending.

After completing the VA session and direct RJ, the offender said in his feedback, *"Thanks for all your help, it's really made me think about everything and I'm feeling good. I wanted to say sorry to him and the session made me realise not to do stupid stuff and to think about other people"*.

The victim was also pleased to have been involved in the offender's rehabilitation. After completing the phone-call conference he said, *"I took part in RJ because I wanted to hear sorry, it was a relief to hear that he hadn't done it before. I wish him good luck with everything"*.

PRACTIONER/S: Grace Phillips

OFFICE:

Nottinghamshire (Youth)

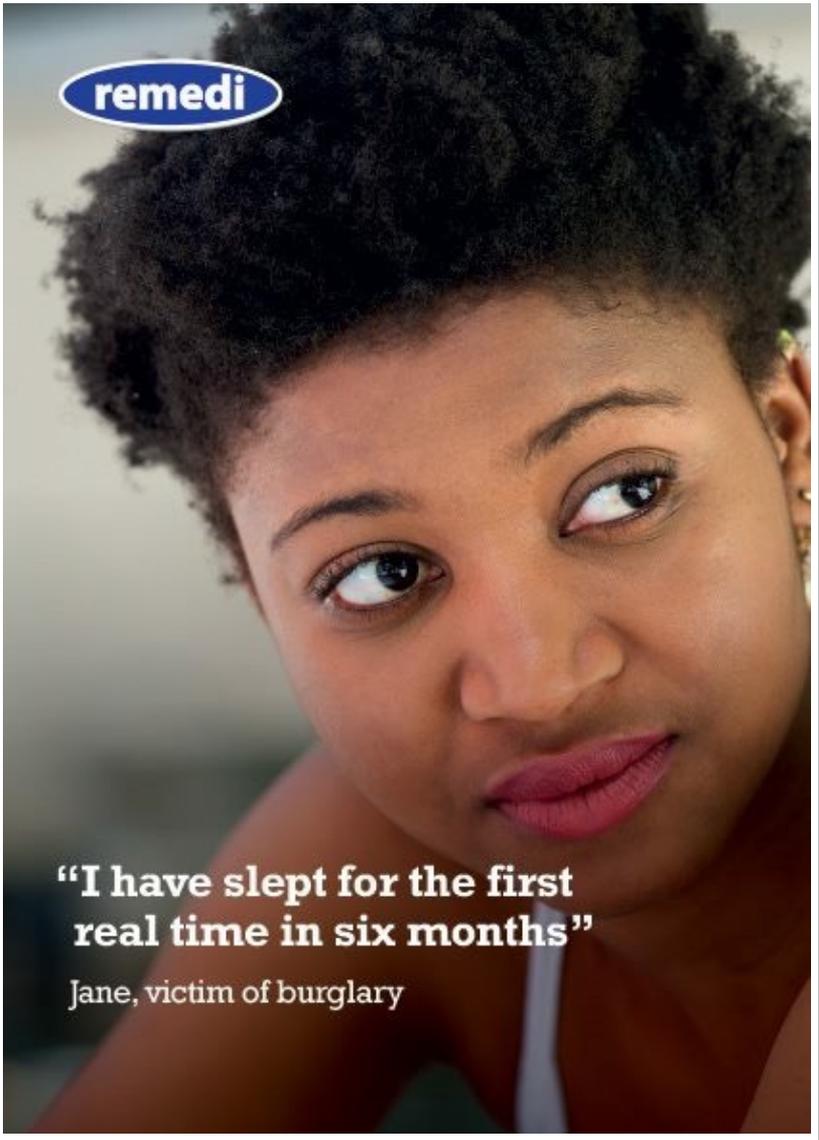
Assault by two young people on one victim before Christmas, the incident was filmed by peers. Victim was 11 at the time.

Victim was reluctant to engage in any communication with the young people involved in the offence, however, he and his Mum requested that I represent their views at the Out of Court disposal panel. Their views were taken into account and both boys were told to keep their distance from victim.

When I first contacted the victim and his Mum, they were really worried about victim returning to school and facing the perpetrators of this offence. With help from the RJP Mum managed to get the victim the correct support in school and the RJP made referrals to a counselling service in order for the victim to be able to deal with the impact the offence had on him. We have been in contact throughout this journey and any issues that have arisen since the offence, we have dealt with together in order to empower the victim and his family and help them to move on.

Mum said "I cannot fault the support you have given us since you first got in touch, thank you for everything"

PRACTIONER/S: Fran Dent



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

Jane, victim of burglary

OFFICE:**Sheffield (Restorative IDVA)**

I was allocated a High-risk case whereby the client had multiple perpetrators and had been subjected to a physical assault. The client was also struggling with her mental health due to trauma which she was going through.

As soon as I was allocated the case, I was able to sort out extra safety appliances being installed on the client's property and completed a DA housing referral to help aid in her being rehoused (all the perps were aware of her current address). We completed a robust safety plan, and I supported the client in actively reporting to SYP.

Additionally, I supported the client at court, and this resulted in one of the perps (who physically assaulted her) being sentenced for 4 months and a Restraining order being granted for 2 years.

Furthermore, have worked with the client around making her utilise the support around her and now she is in frequent contact with her GP and is accessing support for her mental health. To conclude, the client was offered a property last week which will be far away from the current property and is ideal for her to have a fresh start.

When I first started supporting the client, she felt very overwhelmed and had sporadic engagement with services. The client is now engaging and utilising the support around her and is very excited to move into this property and finally "be at peace".

Feedback from the service user –

I appreciate all the support which you have given me, and I don't think I could ask for better support. You are a really nice person Laura, and I will definitely tell my friends to get in touch with your service if they are going through similar things. I don't think I could have gone to court without your support so thank you.

PRACTIONER/S: Laura Ridal

OFFICE:**Rotherham (Youth)**

YP was issued with a referral order, victim awareness work was carried out and the victim impact statement shared.

The young person completed a victim awareness session and we went through the victim impact statements. The young person discussed how he felt about the offences at the time and now. There was a huge shift in the way he thought about the offence after completing the work with him noting that no-one should be assaulted when trying to do their job.

The victim was kept updated throughout and young persons responses shared. The victim said

‘Thanks for the update Charlotte. In 16 years, you are the only one that has ever chased these up, and provided us with outcomes. It is much appreciated.’

PRACTIONER/S: Charlotte

OFFICE:

Cheshire

Offender referred in on community resolution for the offence of theft of employee.

Needs assessment completed to ensure female was fully supported throughout process. Indirect RJ completed between offender and corporate investigator involved in case, in total two messages and a letter written by the offender was exchanged.

'It is useful receiving feedback from the offender to fully understand her circumstances which impacted on her decision making. As a business we value this feedback as we can use it to put safeguards in place to avoid further instances and more importantly to identify and support any colleagues who may be in need of intervention.'

'Very satisfied with my involvement with RJ. It was very helpful to just talk to someone. With my family I can feel very judged and take a step back in my progress as I know they are ashamed of me, so in that sense being able to talk to you has been very good.'

PRACTITIONER/S: Georgia Williams

OFFICE: Cheshire

The offender was driving under the influence of drugs and alcohol and caused a collision between his own car and two other vehicles. The offender received a custodial sentence and referred himself for RJ from prison.

The offender wanted to give the victims an opportunity to express the impact of the offence to them and wanted to apologise. It was important to him that they knew that he accepted responsibility. We contacted both victims and one chose to take part initially by sharing an initial message, the offender is now considering whether he wishes to respond directly or by letter.

The victim who chose to respond was surprised and appreciative that the offender had chosen to engage with RJ and described himself as saddened by what happened. As part of his message he passed on a wish that whatever the offender had been dealing with at the time he has been able to move forward with it.

The offender had expected the victim to express much more anger than he did and was moved to tears, wanting to thank the victim for his thoughts and repeatedly describing himself as 'humbled'. The victim had left the message without expecting a response but being open to one, and the offender would now like to respond back.

This case is ongoing but has already been hugely positive for everyone involved. The victim has valued being able to express his thoughts which have had a significant impact on the offender. We have also had excellent support from the prison and have been able to keep moving forward with the process even with the current restrictions.

PRACTITIONER/S: Jess Cooke

OFFICE:

Humberside

The individuals were sent through as a referral to complete the Cease sessions. They were sent through by their college tutor who thought the sessions would be really beneficial for the students. Due to the restrictions this was to be arranged to be delivered over Teams.

The Cease workbook was delivered remotely via Microsoft teams over two planned sessions with the students. The sessions were delivered with ease and the students engaged really well throughout the sessions.

The students really engaged well with the session delivered, initially we were unsure how it would go being delivered purely remotely but this did not seem to cause any concerns for the students or the practitioners. The individuals got more interactive as time went on and were very honest and open about their views and understanding. It really helped to co deliver it with another practitioner and be able to support one another with the delivery. The feedback from the students throughout was very positive and it seemed to be a great awareness building exercise for them. This was helped also by the tutor referring a well identified group of individuals that they thought would benefit from taking part in the Cease sessions. I think this is a great example of how service can be delivered to an equally high standard in a purely remote way.

PRACTITIONER/S: Yasmin Gray and Sarah Reeve

OFFICE: Barnsley (Youth)

I had previously worked with a young person from this family on a diversion case which was then referred to family mediation by myself, due to changes in role I then picked this case up as a family mediation case.

There was lots of check ins to this family, telephone calls and family circles. I worked with the parents and y/p together and individually bringing them together for a family circle. I signposted to other agencies for additional support.

I worked with this family for a long period of time due to the diversion and family mediation interventions. This enabled me to build a positive relationship with the family and have open and honest conversations with them. The family were able to recognise the trigger points that were leading to the conflict in the home and working to resolve them constructively. They came up with a fabulous idea, to have a book in the house where they would write all the positive things about each other and document family days/ nice memories in. The y/p who I worked with on the diversion intervention said that through the work I have done with her and the family I have inspired her to do a similar job to myself which was a great compliment. The family are great at asking for help and accessing support, I left them with a family plan and a support services plan with information of support agencies available once the intervention closed.

Practitioner: Lauren Jordan

OFFICE: Sheffield (Youth)

Section 4 POA 4/12/20, one young person and one victim, over the phone contact.

A VIS represented at OOCJ panel, two restorative justice sessions, one looking at the VIS with the young person who has given feedback to give the victim.

While doing the sessions with the young person he blamed the security guard for what has happened to him, I read out the VIS, I asked what he thought about it. He said 'I thought he was asshole, from what he has just said [in the statement] it makes me feel bad, at the time he was been asshole, he sounds like a different person..... Does he want me to get help? it doesn't play right in my head. it sounds like he is almost looking out for me.' He said 'he is there to do his job, following the rules. From what he has said he blown me back.' I could hear his struggle to accept that the security guard wanted him to get help.

I fed this back to the victim, he said 'hopefully it has nipped his behaviour in the bud and he has learnt from it. If we had gone down a different route it may have caused more problems for the young person in the future. Of course I still care.'

The victim wanted me to pass back to the YP 'it's great to hear that you have learnt from the experience, we had got a job to do for the centre, hopefully you can move on and wish you all the best for the future'. I have passed this back to the YP.

I'm really happy with this piece of work, the young person originally came from a very angry place towards the victim but in the sessions he seemed to really take time to think about the victim's point of view and that he somehow cared about him and his future.

PRACTITIONER/S: Sadie Hampstead



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**“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

