



REMEDI

Restorative Stories

A Collection of Case Studies and
Reflections VOLUME 22

By Remedi: Restorative Services

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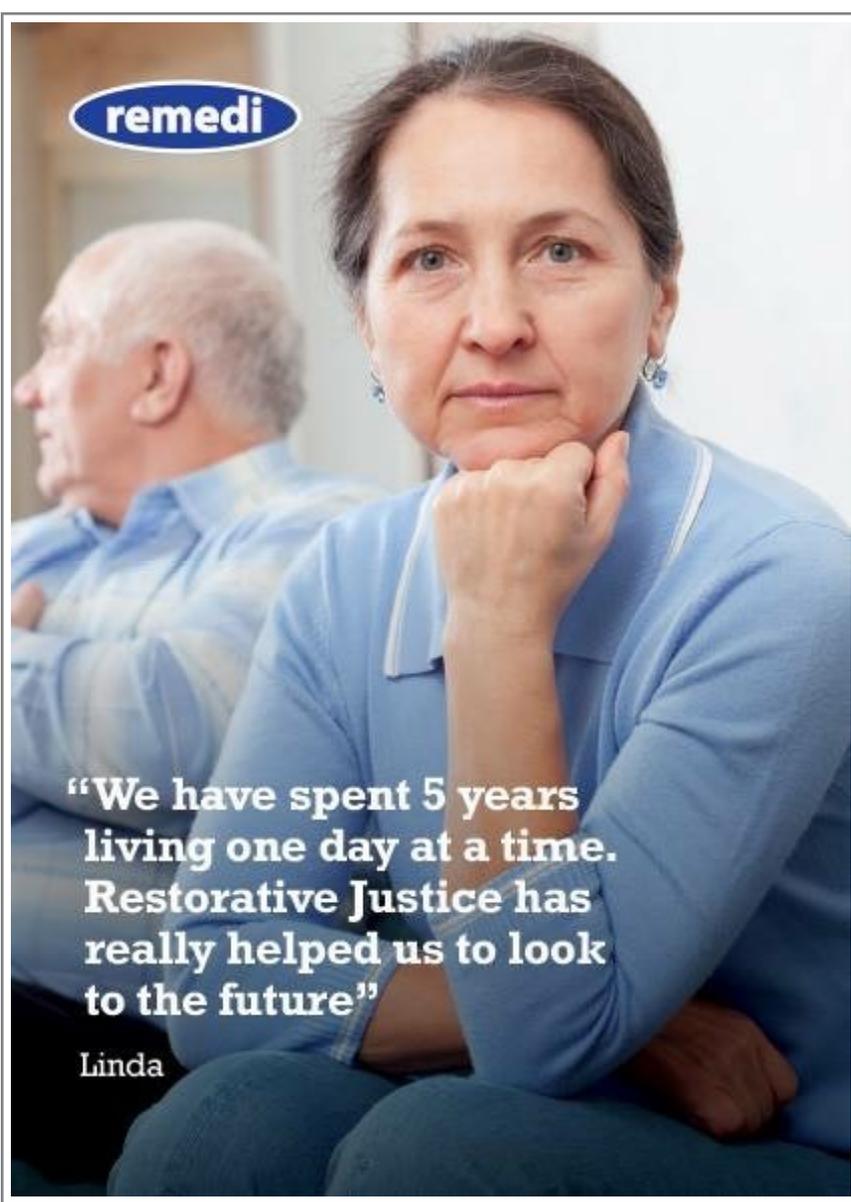
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The purpose of this publication is to gather together reflections drawn from our team of Restorative Practitioners across the UK. Reproduction of any of the contents by documented permission only

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: Manchester (Youth)

This young person was referred through to me for engaging in fights and becoming known to the police. She was mixing with the wrong groups in the community and being threatened by other youths which was leading to fights. There were also some previous issues of self-harm.

The young person has completed a lot of reflective work on self-esteem, risky individuals and anti-social behaviour. We did a lot around the consequences and spoke about what she wanted for the future and how she could get there.

Throughout my time working with this young person, I have seen such an amazing improvement in her attitudes to life and to the situations she used to become involved in. I had regular contact with her and her mum who both gave really positive feedback. Although the young person had two fights whilst working with me, this had significantly decreased, and she has started reflecting more independently without me having to prompt. She became involved in the gym, boxing and volunteering and was also looking for a little part time job to keep herself busy and away from the people she used to socialise with. She has moved schools and was planning for her future positively.

PRACTIONER/S: Charlie Davison

OFFICE: Manchester (Youth)

Young person was involved in an attempt robbery, he heard the victims impact statement and wanted to write a letter to apologise for his behaviour.

The young person engaged really well during a victim awareness session and was very empathetic towards generic scenarios and also his own victim when he heard the impact statement read by me.

He said he wanted to write a letter to the victim to explain how sorry he was for his behaviour which he then went on to do.

I shared the letter with the victim, and he was accepting of the apology and gave some good feedback for the young person. When I shared the feedback with the young person he was over the moon. In his evaluation he said "I just want to say thank you so much for you helping and supporting me to write the letter and pass it onto the victim, it really has made my day to know that he accepts my apology".

A fantastic session with lots of answers and input from the young person, an equally fantastic letter written by the young person and both parties were happy with the end outcome.

PRACTIONER/S: S Tighe

OFFICE: Manchester. (Youth)

Assault by a young person on two care staff

Several victim awareness sessions and a telephone direct with each victim separately

Amazing direct completed with both victims, the young person apologised for her behaviour and the incident and explained how disgusted she was in her behaviour. She said she was so sorry for her actions and she has been using her time with me to reflect on her actions and learn from them. She explained that she is now working really well with CAMHS and it is going much better and she also told them that she has got a place at college to do what she has always wanted to do which was health and social care.

The first victim had a really good chat with her and said how proud she was that she was doing better and had got into college, they had a really good catch up and the young person even thanked her for all the times she had helped her whilst at the home.

The second victim also accepted the apology and said how proud he was of her and wished her all the luck in the world, the young person thanked him for everything he had done for her at the home and she said "she wouldn't be the person she was today if it hadn't been for his help" which he said was lovely to hear and he honestly wishes her the best.

This work shines for me as it shows how important it is for closure for everybody involved and it gives the young person the opportunity to not only apologise but show how they have changed because of the incident. The evaluations received from all where fantastic.

PRACTIONER/S: Katie Osbaldiston

OFFICE:**Humberside**

The offence involved two young boys (one victim and one offender), the offence type was a section 4 public order and it occurred in Hull.

I went and spoke to both parties, it was clear that there had been a history of bullying of the victim by the offender at school but also outside of school. A direct meeting was held between the victim and offender.

This case was a success as the direct meeting went really well. The victim felt that he was able to have his voice heard and be able to explain the impact. The offender apologised to the victim and also answered the question of why he had done this, I thought that this was a particular success as the offender was quiet young and I had prepared the victims for an answer of I don't know but the offender actually tried his best to give an answer to the victim.

The mother of the victim was very happy with the outcome and the offender's mother was also happy with the meeting, she also apologised to the mother of the victim as well.

Feedback:

Victim: "Thank you for all your help, we felt we exhausted avenue."

Offender: "Learned not to be mean to people"

PRACTITIONER/S: Jamie Russell

OFFICE:**Humberside**

The perpetrator was referred to us, by his offender manager, to complete a Drug Awareness session with us after being convicted in the production of Cannabis. The individual was keen to complete this and learn more about the impact of offences such as his.

The perpetrator engaged really well with the session. The session was delivered remotely and the perpetrator had some really good input into the session and appeared to be really interested in increasing his awareness of the wider impact of the production and distribution of drugs.

The perpetrator was very positive about completing this session from the initial introduction made by myself. Despite his offence not having a direct victim, there was a lot of discussion about the wider impacts of producing and distributing drugs and how despite their not being a direct victim, he identified well how his actions led to affecting other people's lives, their families and wider society. He was open that he had also used these substances in the past and reflected on how they have affected his life and could identify how his role in producing them could in turn affect the lives of the people they were distributed to. He also commented how he had not been that aware of some of the long term side effects of these substances and commented on how this further knowledge has made him more motivated to not use, produce or distribute drugs again. I feel this is a good example of how even when a direct victim is not identified, looking at the wider impact can help individuals to identify that lives are still affected by their crimes.

PRACTITIONER: Yasmin Gray.

OFFICE:

Nottinghamshire (Youth)

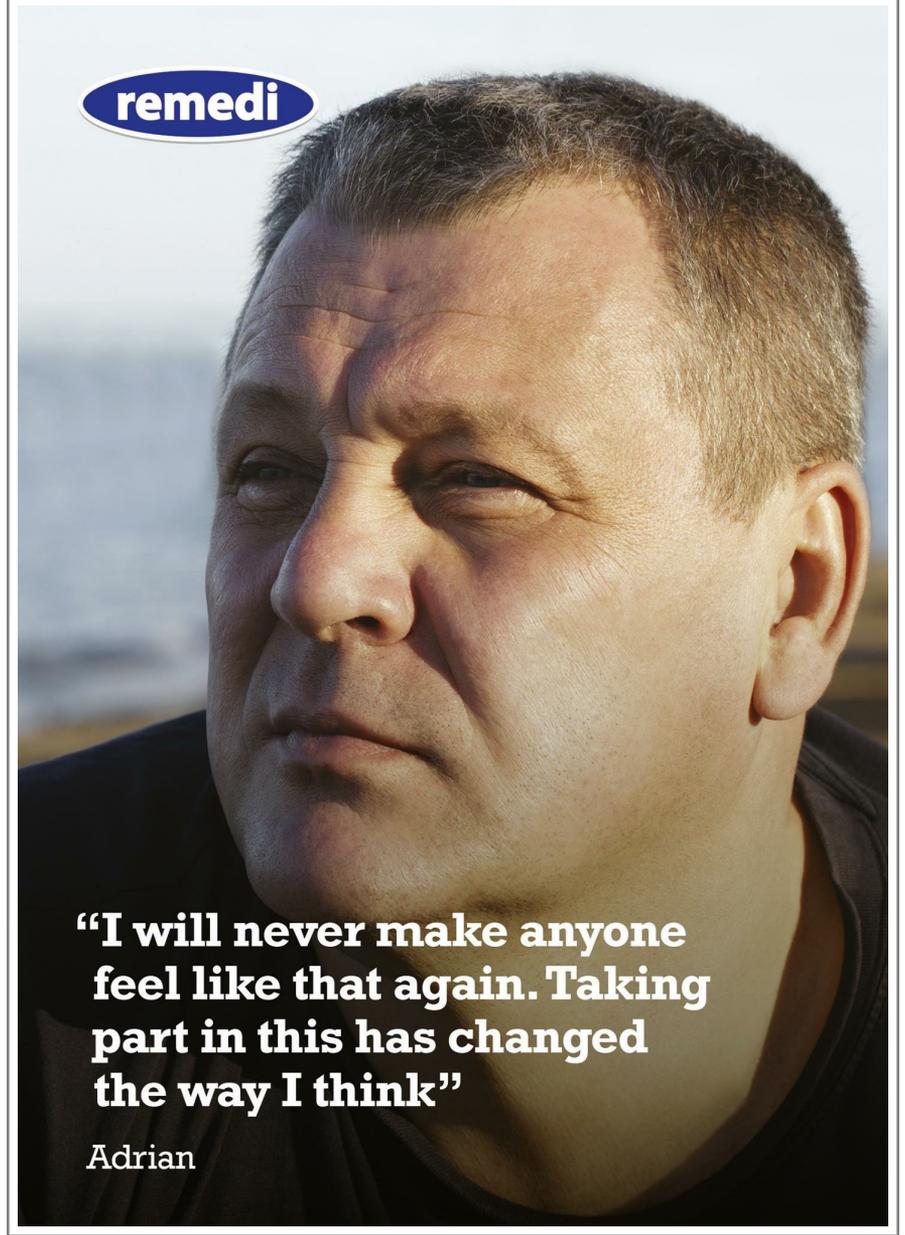
Young person damaged property belonging to a supermarket. They gave me their views to share with the Out of Court panel and said they would take a Letter of Explanation or apology from the young person.

After discussion with case manager who informed me that the young person suffered with anxiety and mental health issues, we agreed I could do two short sessions with the young person around RJ.

Young person engaged very well but has lots going on with his life including becoming a new dad. He did say he was sorry for damaging the cash point machine after I told him that it was out of order for a while.

I rang the victim and told them what the young person said, and they accepted his apology and thanked me for letting them know this.

PRACTIONER/S: LR



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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: Nottinghamshire (Youth)

The Youth Justice Service asked that we complete our knife crime intervention with the young people involved in the offence. Having agreed this we spoke to school to make the arrangements as they had been indirectly impacted by the offence as well as the other students who had seen the knife. They asked that a poster be completed to help educate young people on carrying a knife and both young people agreed to do this.

Both young people were very young and engaged really well with the intervention. They felt that having more knowledge around carrying a knife was needed by all young people so they were really keen to complete the posters for the school and have them displayed. They spoke openly about not knowing how serious it could have been if the knife was used and the law surrounding this, we also looked at how school and the community are impacted by knife crime. Both young people completed their posters highlighting what they felt was important for other young people to know and were really proud of the end result. The posters were given to their teacher who praised them for their work and agreed to display them in September.

Following the direct meeting the victims said:

“A great piece of work and we are happy to display the posters in school.”

“Thank you for working with my son and making him aware of the dangers of carrying a knife”

PRACTITIONER/S: Fran Dent

OFFICE: Nottinghamshire (Youth)

Victim was assaulted by young person in front of a large crowd the incident was filmed and the victim was left with minor injuries.

I contacted the victim of the offence and spoke to his Mum, Mum gave me insight into the incident that had not been recorded through police statements and both she and the victim were keen to participate in Restorative Justice. They wanted to opportunity to speak to the young person and to try and move forward. Victim's views were represented at panel and I arranged to see the young person to discuss the incident and victim impact through his case manager.

When I first spoke to the victim and his Mum they were very disheartened by the way the matter had been dealt with, therefore actually taking the time to speak to them and even the offer to visit and support them had a significant impact. They were pleased to have their voices heard through the process and although they did not get the opportunity to meet the young person we agreed that him keeping away from the victim was the best way for the family to move forward in this case.

Following the direct meeting the victims said:

“ The contrast between you and the police has been night and day, thank you for keeping us up to date and listening to me, its a shame it didnt work out but we're grateful for all your help.”

PRACTITIONER/S: Fran Dent

OFFICE: Nottinghamshire (Youth)

Home visits and joint discussions with case manager, young person and victim and their families with view to do a direct restorative meeting between young person and victim.

After risk assessments and approval from both young people and their family, the case manager and I finally agreed a date and venue for the direct meeting to take place.

Both young person and the victim had started talking before because of case manager and my involvement.

The victim said he was feeling a lot happier since I became involved and had started to talk to young person again. Young person agreed he was glad they were now friends and understood his actions were wrong and had upset victim and his family who had always been nice to him.

At the end of the meeting, case manager and I asked if they would say a few recorded words and they both spoke about how they had found the process and working with case manager and me which was very positive to hear.

Before we left the venue, the case manager and I managed to get the manager of the young people centre to agree once he had set up a new junior group, he would get the details of the two young people and invite them to the centre to do some activities – both young people said they looked forward to this.

PRACTIONER/S: LR

OFFICE:

Nottinghamshire (Youth)

YP received a 6-month DTO for threatening to kill the victim with a knife and chasing him whilst under the influence of drugs

I rang the victim and we spoke about the impact the offence had on him. He did not want to meet the YP directly, however he had a number of questions that he wanted to ask the YP about the offence and for the impact to be discussed with him. I arranged to meet the YP in custody and explore this with him.

When I met with the YP, it proved difficult for him to provide any clear answers to the victim's questions as he was heavily under the influence at the time. Both YP and victim are not known to each other, therefore the YP did want him to know that it was nothing personal against the victim and that he wasn't targeted for any reason. We discussed the impact it had had on the victim, and the YP did want to pass on an apology for what happened. When I spoke with the victim about this, although he was a little disappointed he did not receive clear answers, he was pleased that I had done the work with the YP and appreciated the apology. He thanked me for giving him the opportunity to take part in RJ and said "it's good to know that there are people like you who do the work you do, thank you for following this through for me I really appreciate it".

PRACTIONER/S: Ellie Crutchley-Macleay

OFFICE:**Humberside**

Dangerous driving victim awareness session of which the person on probation referred himself via his Offender Manager.

Victim awareness session delivered to the person on probation using a restorative approach looking at the wider impact of dangerous driving. The session looked at the thoughts and feelings of the person responsible as well as exploring the impact on the victim, community and arresting officers.

This was a session, which I really enjoyed delivering. The person on probation really engaged well and gave some superb examples of what he understands of impact, not only on immediate victims but also the wider community and his own family / friends.

The person on probation had taken a restorative approach a few days after the incident by voluntary taking himself to meet the arresting officer to discuss his actions and try to move forward. I believe the session complemented his understanding of victim awareness and he is positively moving forward with his life.

PRACTIONER/S: Lindsey

OFFICE:**South west Yorkshire**

The offender in this matter had engaged in drugs and alcohol over a weekend then on his way to work fell asleep at the wheel crashing into the back of a stationary school bus. The 16-year-old victim was thrown out of the bus causing life changing brain injuries.

The victim and mother self-referred to Restorative solutions and the offender at the same time referred to Remedi. Both organisations worked with respective parties preparing both parties to meet for a direct intervention

The mother of the victim and the offender met. The offender supported by Remedi and the victim's mother by Restorative solutions. Both parties engaged well, and the meeting lasted over 3 hours with each fully able to express opinions, thoughts and feelings. The offender although had pleaded guilty at court to some extent had been demonised by the court as regards previous convictions. The mother wanted to know if he was a 'bad person' or not and was able to talk to the offender who answered honestly. The mother left with a view that the offender was not a bad person after all and now wants him to meet her son. (To be co worked again with Remedi and Restorative solutions) At the conclusion of the meeting the mother asked if she could hug the offender, despite Covid restrictions both parties agreed, they then sat drinking coffee and she showed the offender photographs of family holidays prior to the collision with her son. Both parties want a further meeting including the victim to meet the offender.

This also shows that co-working across organisations and counties to be successful.

PRACTIONER/S: Mark Winrow (Dave Pasco R.S)

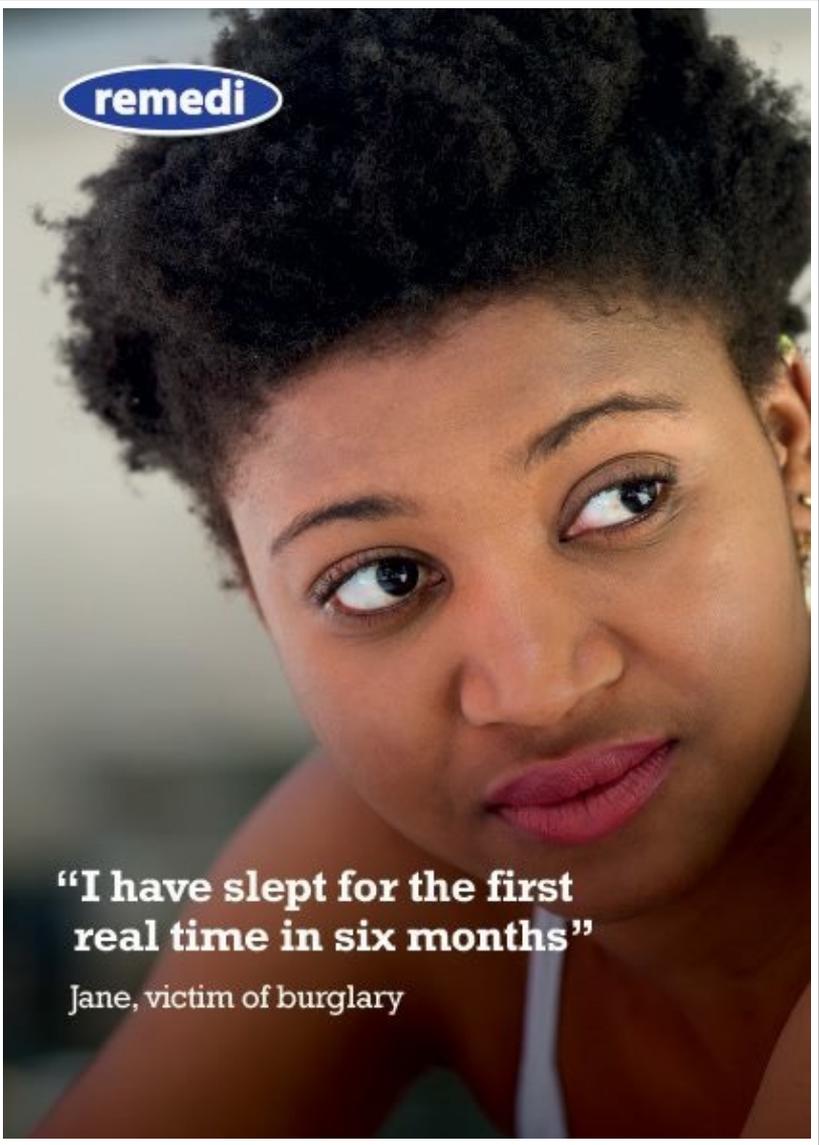
OFFICE: Bolton (Youth)

Attempted burglary. The young person along with his friends attempted to get into the victim's family home whilst he was sleeping. His parents and wife were also in the house at the time.

A letter of apology was written to the victim and his family, answering their questions such as why did you do it, are you sorry and will you do it again?

An important thing that the victim and his family said was that they want to feel safe in their home again, as since this incident happened, they have been feeling extremely anxious and worried that he will come back and do the same again. When I worked with the young person, it was clear to me that he understood the impacts that his actions had on the victim and his family. This should be celebrated as the young person was feeling sorry for what he had done, and wanted to make it very known to the victim that he will not be coming back to their house again and that he does not want them to feel unsafe in their home. When I met with the victim and his family, they really appreciated what the young person had written in the letter and said that all their questions have been answered, and that it has helped to give them peace of mind and can now move on from what happened.

PRACTIONER/S: Robbi Kersh



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

Jane, victim of burglary

OFFICE: South Yorkshire

SRJ referral received from police involving an accusation of harassment. Case involves two adult female neighbours. This incident was a result of escalation in tense exchanges following a 15 year conflict about the condition of trees on a property boundary and their impact on neighbouring properties.

Work undertaken with the victim to understand the issues and incident that resulted in the call to the police. Significant work with the offender, her mother and brother, also involved in the conflict, to identify their needs and concerns about the process. An indirect exchange completed and Direct planned.

The dispute has been going on for 15 years and involves a civil matter regarding a line of mature trees. The police were involved because of a heated exchange and insults aimed by one neighbour towards the other following on from years of aggravating behaviour that both parties have accused each other as instigating. The 'offender' side also included other family members mentioned above.

The matter of the trees and how they are dealt with will be a long running issue that will necessitate continual communication between the 2 parties and other neighbours who are impacted by the presence of the trees. REMEDI cannot be involved in a sustained long term manner to agree what happens to the trees as this is a civil/legal issue involving land ownership/ access rights / rights of tree maintenance in the law etc.

Identifying what REMEDI can help with and moving the focus onto that has been the thing to celebrate in this piece of work. Enabling the parties to focus on the impact of the 'harassment' accusation and reach an understanding of how to best communicate moving forward is the positive outcome that we hope to achieve.

PRACTITIONER/S: Aglaia Barraclough and Salli Goddard

OFFICE: South Yorkshire

Male presented at Barnsley A&E due to consuming many tablets. He was racist and violent towards nursing staff. Sentenced for Common Assault of an emergency worker, with a 12-week prison sentence.

Male volunteered for direct restorative justice process with female nurse following a Restorative Choices Program with REMEDI practitioner Greta within HMP Doncaster. Motivated offender referral sent to RJ Hub and case allocated to Salli, contact made with the female nurse who is wanting a direct restorative justice process.

This is a referral from Greta Loxley HMP Doncaster. The male completed the Restorative Choices Program with Greta and engaged well, doing some work around victim awareness. The male wanted to engage in restorative justice and stated, 'I would like to apologise and explain I didn't mean any harm'. He was very motivated to account for his behaviour and apologise. He has completed his custodial sentence and is now working with his Community Offender Manager. Case allocated to Salli whom contacted the female nurse who stated 'I feel a direct meet would be beneficial as this person presents at my place of work quite often. Taking part in the restorative justice process would put my mind at rest for the future. I would like to express how the incident made me feel and to hopefully bring closure'. I am currently working with both service users to prepare for the direct meet. Both service users are engaging in the process and are looking forward to meeting to discuss the offence and to enable them both to move forward.

PRACTITIONER/S: Salli Anne Goddard/Greta Loxley

OFFICE:

South Yorkshire

Unplanned armed robbery

S referred himself into the Restorative Choices Program and then went on to take part in Restorative Justice.

S struggled to complete the Restorative Choices Program. We tried to go through it over the phone but S struggled with speaking on the phone particularly in front of his cell mate.

Due to this we completed the Restorative Choices Program together on the wing. This was a totally different kettle of fish with S engaging thoughtfully verbally. He took the opportunity to really think about how the victim may have felt, the repercussions they may have faced and he thought comprehensively about the harm they may have faced.

As we completed the evaluation S told me the program made him think of the life that he had, his children and what they're missing out on and for that reason he plans to spend much more time with his family to minimise the chance of something like this happening again.

Following this S went through the Restorative Justice process and apologised to his victim and four witnesses and received messages back from each of them wishing him well.

PRACTIONER/S: Emily West & Liz Coulthard

OFFICE:

Rotherham (Youth)

A young person was referred to me via Early help for the Hate crime programme. After talking with mum it was apparent that the young person's sibling would also benefit from the education. It was decided we were going to sit down together as a family to do the session.

3 session hate crime awareness programme

When I arrived at the family's address the YP was very reluctant to come down and talk to me. He was hostile towards his mum and it took 15 mins for mum to convince him to come down stairs. Once he came down stairs the YP his sister and his mother all sat down with me in living room.

We started off the session by introducing ourselves and doing an icebreaker activity. We then started the session. Every member of the family was really interested in what we were talking about and contributed equally to the session, the YP was very enthusiastic once he relaxed and we had some really interesting debates and conversations

Mum was thrilled with the conversations that we had and said she really enjoyed it and looked forward to the next session

PRACTITIONER/S: Izzy Wood

OFFICE:**Sheffield (Youth)**

This case was an incident that happened in school between two young people. The young person and victim had had an altercation in class and the young person has lost his temper, picked up a chair and threw at the victim causing injuries to the victim's face.

Direct meeting between young person and the victim and sessions with the young person and the victim.

An observation that I made during this piece of work was that the mother of the victim had understandably reservations regarding any direct process due to the nature of her daughter's injuries. The victim sustained head injuries during the attack and has episodes of dizziness since the incident. The victim's mum explained she was upset by the incident and feared for her daughter's safety. The work was for me to highlight the benefits from taking part in the direct process and how this would help to reduce her anxiety around her daughter's safety. The issues that the victim's mum had with the process were not shared by the victim herself. She was open to meeting with the victim explaining they been friends before it had happened. The victim's mum eventually agreed for her daughter to meet with the young person. Due to COVID restrictions I decided to hold the meeting online. The victim said she forgave the young person, and the young person was grateful to hear the victim forgive them and said, "thank you for saying that it means a lot". The victim's mum explained her daughter was happier after the meeting and they both feel that "justice has been served". The victim's mum also explained that she feels better that her daughter is happier and can now move on.

PRACTITIONER/S: Martyn Ellis.

OFFICE: Manchester (Youth)

This YP was referred through to Remedi due to him engaging in some low level ASB. He had been seen keying a vehicle with friends on his way home from school.

I visited the young person in school and together we went through things such as anger management, what to do in challenging situation, consequences and reflection of criminal damage and also some victim work.

At first the young person was very quiet and seemed shy however over the first couple of weeks he really opened up and started openly reflecting on experiences and starting various discussions with me about the work we were completing. He has engaged really well and although his mum has stated he can be trouble at home, he is actually making positive changes in the community and at school. He has become a prefect and student councillor at school and also takes part in litter picking which he has said makes him feel good about himself and proud.

PRACTIONER/S: Charlie Davison

OFFICE: Manchester (Youth)

ISS BAIL

Session on dangers of drug and Alcohol usage

I want to celebrate this young person because he took charge and led a session around health, drug and alcohol awareness. He was really engaged in the topic and was bringing up loads of different facts to help build up the conversation. From him doing this, he was capturing the group and he was really happy to actually have the others listen to him.

After the session, he said he really enjoyed doing that, he has never done it before, but he said he would love to do it again. So, I wanted to celebrate his enthusiasm to talk about such a delicate subject and that he would do it again if he could.

PRACTIONER/S: Chipso Mataranyika



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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

