



**NEWS FROM THE TEAMS**



**SERVICE DEVELOPMENTS/ EVENTS**



**SERVICE USER STORIES**

# NEWSLETTER



## The End of an Era...

Our 20th Anniversary event marked the end of an era when the Chair of our Management Committee, Margaret Payling, stood down from the role.

Thankfully, we are pleased to say, Margaret is retaining a position with the committee as a Trustee.

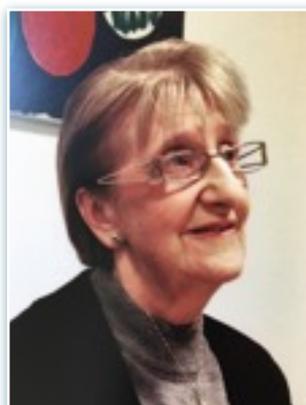
Margaret began her involvement with Remedy in 1999 when she was asked to join the Doncaster steering group. She remembers her first meeting:

*“There were twelve people present and then a young man arrived, on his bicycle, having come from Sheffield by train and then cycled through Doncaster. This was Rob Unwin.*

*By the time Rob had spoken to us and explained his hopes and expectations I was keen to be involved.”*

We’d like to take this opportunity to thank Margaret for her tireless support and enthusiasm which has been integral in driving the organisation forward for 18 years.

Thank you Margaret from the whole Remedy Team.



*“Having worked with Margaret for 16 years I can safely say that I have rarely ever met such an inspirational and committed person”*

**Steve Jones**

# Remedi Celebrates 20 Years

The Remedi 20th Anniversary was marked on the 16th November 2016 with a celebratory event showcasing our work at the Showroom Cinema in Sheffield. The event was very well attended and the feedback was absolutely superb.

It was an emotional day for a lot of us and left me personally feeling a sense of huge pride for the organisation we are and the distance we've travelled.

At the celebration event we took the opportunity to say a massive thank you to our founding Director Rob Unwin. Rob was the first Director of Remedi in 1996. In an office converted from a toilet in Low Edges, Sheffield he worked tirelessly (including sleeping overnight in the office in order to meet an incredibly tight deadline for a funding bid !) to get the ball rolling and to start to grow the organisation.

In 2000 he submitted a funding bid to the Home Office to be part of the now famous Sheffield University research study into RJ and won. Remedi became one of only four organisations in the UK funded as part of the research into the impact of RJ.

Overnight the organisation grew from a handful of staff to a team of 18.

Without Rob's commitment and dedication Remedi would not have been able to grow to what it is today and we are truly fortunate that Rob has retained involvement with the charity ever since- he now sits as a Trustee on the Remedi management committee and is actively involved in the strategic oversight of all new developments.

To mark our 20th birthday we presented Rob with a special award which we hope will take pride of place on his desk (but perhaps not)



We also welcomed the new Chair of our Management Committee, Denise Casbolt (pictured below). Denise has a long history with us and was there at the very start with Rob. Denise was instrumental in securing the funding and enabling the Barnsley office to get started.

She has a proven track record of making very sound and inspired decisions- in 2001 along with Rob she interviewed me for the job as Coordinator of Barnsley- as I say - inspired decision making !

**DENISE CASBOLT,  
CHAIR MC**



## *20 Years: Thanks to Rob*



Given the original office was converted from a toilet we thought that the award we presented Rob would be fitting.

# High Sheriff Visits Remedi Cheshire

Remedi were delighted to welcome the High Sheriff of Cheshire, Kathy Cowell OBE DL, to the Restorative Justice Mediation Hub at Ellesmere Port Police Station.

The High Sheriff met with the Hub team to discuss how she could support the Hub in raising awareness of Restorative Justice Services that are available to victims of crime in Cheshire.

Following the visit Sarah Pengelly, Chief Inspector, said: "I was delighted to join Lisa and the Remedi team discussing the benefits of Restorative Justice with Cheshire's High Sheriff and the outcomes for both victims and offenders, which can be achieved through RJ. Remedi has some fantastic cases where it is clear how those involved were better able to move on from traumatic experiences in their lives through the RJ process. It's my aim to increase the knowledge of all officers band staff in the LPU to think about Restorative pathways and the work of Remedi in Cheshire to help victims recover"

Following her visit Kathy Cowell OBE DL added: "This small dedicated team is inspirational. The work they do supports victims through a restorative process to help them come to terms with their reactions to being a victim of crime.

*"This service is unique in that it gives both the victim and the perpetrator of the crime an opportunity to enter into a dialogue that is beneficial to both. At our meeting I was deeply impressed by the professionalism, energy, focus and care that the team displayed."*



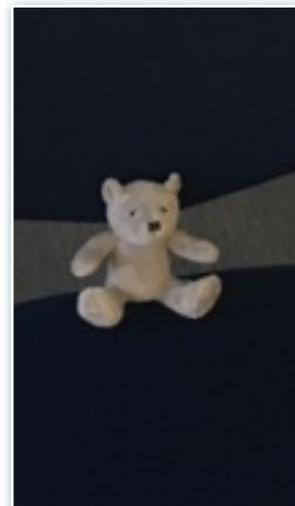
# Cheshire Team Take to the Streets



We were out and about around Cheshire speaking to victims of crime and take photographs for the new victim information pack that is due out shortly. The Victim information pack will contain Augmented reality clips which we have also filmed with Cheshire residents, a victim will be able to hold their phone over an icon in the pack and watch clips and videos of RJ conferences and people talking about their experiences – this will give victims who are considering RJ a much better understanding of how the process could benefit them.

# Welcome to the Team

Introducing Chester- he is a welcome addition to the Cheshire team and comes along to training we deliver to ensure everyone gets their opportunity to speak and be listened to.





## Welcome to Joseph Christopher Hickin

Joseph Christopher Hickin was born on the 5th November - He currently likes being picked up all the time, the classic game of peek a boo, and occasionally listening to his daddy play the guitar; much to the annoyance of his older brother Thomas who only wants to watch Happy Feet 2 and/or Blaze and the Monster Machines.

Somewhat interesting fact, Joseph shares the same birthday as my musical hero Ryan Adams, and also Bryan Adams weirdly enough.

**Chris Hickin, Assistant Director**

## North Yorkshire Remedy

The team in North Yorkshire continue to work hard and have been very busy completing direct and indirect RJ with adult offenders and YP for low level and complex and sensitive cases. Megan Kay recently completed an RJ process which supported not only the victim but also an offender who was suffering with an anxiety disorder. He felt hugely supported and was happy to have finally had the chance to apologise and begin to make an amends to his victims. In another case that Alison McLean completed the offender began to consider his victims "more than ever before", he described the memory of breaking into people's homes as weighing on his conscience and was really concerned that he had scared or traumatised his victims. Alison was able to contact two of the offender's historic burglary victims who agreed to an indirect and direct restorative process respectively. Since completing RJ the offender states he now feels more confident in his ability to make positive choices elsewhere in his life.



Natasha Lacey who is a full time practitioner in HMP Humber has been delivering the Restorative Thinking Programme since November 2016. Of those prisoners who have completed the programme, all but 1 have then been motivated to engage in RJ afterwards. Natasha has then been working with our teams in North Yorkshire, Humberside and West Yorkshire on these cases.. We are now developing our work within the prison to support them in taking a Restorative Approach to reducing violence amongst prisoners and against staff.

We continue to promote and raise awareness about our service in North Yorkshire and as part of this Glynis Rees recently gave a presentation to a group of counsellors from a partner agency. She received very positive feedback from the head of the service who called the presentation "inspiring". It was also felt and fed back that Glynis had "succeeded in overcoming the natural protectiveness of the team".

**North Yorks PCC Julia Mulligan met with 2 victims of an assault and a manslaughter case who have taken part in RJ recently. Following the meeting she expressed a desire to see more victims get the chance to access the service.**



**Victim’s Commissioner Visits our Derbyshire Team**  
 Victim’s Commissioner Baroness Helen Newlove visited the DVS team on 20th January. She wants dot understand how we support victims in the county. She had the opportunity to meet some of our service users and expressed how impressed she was with what the team had achieved in their first year.



## Welcome to the team:

Derbyshire PCC RJ team welcome Rachel Wright to the team

We have also established a dedicated Anti Social Behaviour Team:  
 Welcome Hayley Rice, Rachael Price and Aimee Love

### Service User Speaks to the Victim’s Commissioner about his experience of our service. Mr Claude Clayton

“I became the victim of a burglary in October 2016. Three men came to my property at 2am and broke open the front door using a crow bar. They were inside the house for three minutes until they fled having been alerted by my Carer’s screams. I have Cerebral Palsy and am confined to an electric wheelchair. I can only get into and out of the wheelchair by means of a hoist. I also wear a mask at night that supplies me with oxygen because I have Sleep Apnoea and am liable to stop breathing. I was lying in bed terrified and helpless trying not to make a sound as the men began to search my home.

Before the burglary I described myself as a confident and outgoing person but this crime totally shattered my confidence. I was unable to sleep as I was constantly checking my CCTV cameras at the slightest sound. I became depressed and stopped going out.

Support from Derbyshire Victim Services has given me my life back –they have gone the extra mile in advocating my needs to other Agencies and Services, providing answers to many questions about the criminal justice system and just being there to talk to. I was recently invited to meet the Victims Commissioner, Baroness Newlove at Ripley Police HQ thanks to Remedi and this was a great boost to my confidence. Derbyshire Victim Services has made a crucial difference to my life and I want to be able to do the same for others so I am about to join DVS as a volunteer”



# Our Latest Office: News From Cumbria



Hi Folks, This is the first posting from the team in Cumbria so a little about us feels like the right place to start. We are currently a team of two practitioners and a manager who cover the whole of Cumbria offering victim focused Restorative Justice via the Post court and Out of court disposal pathways. Megan is based in Carlisle, Ashley in Kendal and myself (Dave) based in Penrith.

As a new team, we would all very much like to thank everybody across the Remedy network for the fantastic help and support we have received since the Cumbria service was commissioned last April. It's also been a busy period for us in terms of developing good practice and building up strong links with our

partners to support Victims and Offenders with Restorative Justice Interventions.

To increase awareness of our services and the number of referrals we receive, Megan and Ashley came up with a proposal to organise a number of road shows that will promote Remedy and our work in the area. As well as managing the current caseloads they are both busy organising these and are getting practical support from some senior Police Officers who feel the events will be very helpful.

The road shows will be held in a number of prominent Police stations across Cumbria. But we are also arranging to host the road shows in other public venues to help increase victim awareness of the RJ service that is available to help them. These venues include local libraries, civic centres and major local events such as the Cumberland show.

We have also recently received a number of enquiries from Schools, Colleges and a local authority to explore WITH us how Restorative approaches may be adopted and imbedded into their practices, and importantly how we might be able to support them to achieving this.

Away from work we also have a lot going on in our personal lives. Megan and Ashley are both busy organising their respective weddings planned for later in the year. Megan and Chris are getting married in early June, Ashley and Laura in October. Hopefully photographs will follow after the big days. **Dave Bates, Manager**

## Congratulations- Welcome Paige

Remedy Cumbria Manager Dave Bates became a Grandad in late December and now has his first Granddaughter, Paige - who already has him, wrapped around her little finger!



## Barnsley and Doncaster Youth Teams Update

NEW Staff : The Barnsley team is happy to Welcome Jane McKinney into the RJP role. After leaving her role in the Adult team in Sheffield jane started as RJP in Barnsley on 01/02/2017.

A few of the team members in Barnsley have been praised by our service users for the work. Both Rowena Pickering( RJP mentor) as well as Jackie Towers ( Restorative Family Practice ) both received compliments in the shape of a card /flowers from service users/their family. Some of the Feedback received:

“ The work Jackie did with the family was life changing”  
 “ I don’t know what my life would have looked like if I didn’t receive the support from Rowena”

Fantastic feedback, well done both!!!

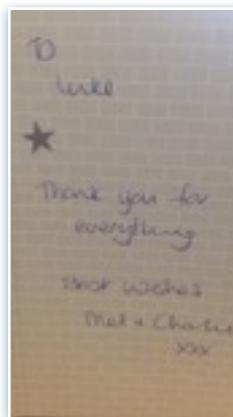
Rowena is leaving her role as mentor at the end of March to take up the new Domestic Violence programme delivery practitioner. This new post ( IDAS) will work with young people that are at risk of committing domestic violence towards their family. The programme works intensively with the young person and the family for a specific period of time. Rowena will step into the FT role, applications for the PT role are currently being invited.

Feedback from a service user in Doncaster read: “ After meeting with Anji and meeting the other Young person responsible I no longer feel a victim. She is an asset to her job” - Fantastic work Anji !

## Rotherham Reparation Gets Applauded

Luke McShane, our Reparation lead in Rotherham, received a lovely card and gift from young person (and Mum) who has recently successfully completed his reparation hours. The young person had various complex needs and Luke worked flexibly with all concerned to ensure those needs were met.

This involved Luke meeting with the young person several times before the reparation sessions to ensure that the young person felt more at ease and less anxious about the process. Luke’s Manager Nicole Slater said “To my knowledge this is the first time a member of staff specifically delivering reparation has received a card and gift as a thank you so well done Luke, it clearly shows that all the effort you went to was really appreciated!”



## Security Firm Donates to Remedi

A West Yorkshire based security firm CALDER SECURITY held a fundraising month for us recently. Here is manager Gareth Jones receiving the cheque. We are extremely grateful.





## Got Your Back

Our Young Victim’s Service GOT YOUR BACK goes from strength to strength;

A promotional event for our ‘Got Your Back’ Young Victim’s Service was held in January with PCC offices from across England and Wales invited to come to Sheffield to hear more about the fantastic work the team is doing in the county.

The highlight of the event was hearing from 3 actual service users who spoke about their experiences and how their lives had changed as a result of our support.

This has led to the formation of a service user consultation group- ‘Got Your Back Champion’. Steve and Nicola met with the girls recently and they are now working on a promotional showcasing event that the champions themselves will facilitate



## Got Your Back Case Study: Alicia’s Story

(Alicia is pictured third from the left above)

Alicia was referred following an assault in her home. The incident began when Alicia visited her local shop with her brother Michael. On their way home, a young person they didn’t know started throwing stones. Alicia’s brother asked him to stop. They then made their way home. Later in the evening the young person arrived at Alicia’s home with his parents, they forced their way in to the entrance hall and beat up Michael whilst holding Alicia to prevent her from helping her brother.

Alicia was left feeling angry and deeply anxious after the offence. She was afraid to leave her house and struggled to sleep at night. Following referral to GYB our colleague Martyn supported Alicia- through the court case, to access support services and to build her confidence and self esteem.

*“Working with Martyn helped me become strong again. I was able to make sense what happened to me”*



## Humberside Team Update



Team Humberside will be almost doubling over the next two months as our contract expands to include a family and community restorative provision alongside the current work within the adult criminal justice system. This is down to the hard work of the team who have gained a positive reputation in the area and persisted when data access has continued to be a frustration and cases have at times been hard to come by. The team have been working hard to self-generate referrals and Paul, our Grimsby practitioner (pictured), has found that local newspapers are often a good source of potential new cases. One recent case involved a number of bag snatches committed by one individual who agreed to meet with three women who he had stolen from. One of the victims was over 80 and had responded to his request to borrow 20p before he stole her whole purse. Our Hull practitioner Ed supported Paul in the meeting and made sure that the offender in the case was able to attend as he lived quite far from the meeting location. He met all three victims in one meeting and afterwards the feedback was overwhelmingly positive. One of the victims stood up and hugged the man who had caused her so much fear and another stated that restorative justice was ‘what made the Police system in our country so amazing’ which we might just pass on to the Police and Crime Commissioner! It is cases like this that make the job feel so worthwhile and it was a genuinely life changing experience for everyone involved.

## PRIZE Caption Competition:

Please submit entries by lunchtime 15th April to [tracy.holmes@remediuk.org](mailto:tracy.holmes@remediuk.org). Winner will receive a £20 Amazon Voucher.

