



**Restorative  
Mentoring**  
Reflections on  
Practice  
Volume 1

By Remedi: Restorative Services

# **Restorative Mentoring**

A Collection of Case Studies and Reflections

*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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"I don't know where I would be without the help you have given me. I know I'd definitely be back inside. I can't thank you enough for everything you've done"

**LOCATION: Rotherham**

Offence – Burglary Dwelling. Client was referred for support with housing and benefits. Client engaged in rehabilitation for substance misuse while in custody and is now clean. Client moved in with mum but this resulted in arguments resulting in client becoming homeless.

I supported client with registering at the council, and bidding on properties. Client was offered emergency accommodation but refused due to the locations and access to associates and old lifestyle. I supported the client with finding temporary accommodation and registering for Universal Credit.

Despite client suffering from ADHD and previous substance misuse, he has made remarkable progress in turning his life around. The client has continued to stay drug free since his release from custody. The client now has a more positive relationship with his family members and has recently started work which has given him a more structured lifestyle.

The client has now been offered a 1 bed flat from the council which he has accepted. Supporting the client and keeping him motivated through the lockdown period has been tough, but credit to him he stayed positive which resulted in him achieving his goals we identified.

I recently received a call from the client's Grandparents thanking me for all the work I have done with her Grandson. She said of all the services involved we was the most consistent and persistent, making sure he reached appointments on time, filled in correct paperwork and just been there for him when he needed help. She also thanked me for listening to her concerns around her Grandsons lifestyle before it became more positive.

**Practitioner: Leroy Malcolm**

**LOCATION:                    Sheffield**

The offence was assault in Sheffield city centre after a night out. The offence was alcohol fuelled and therefore formed part of his licence

My work with the offender was based around helping him to attend alcohol services & to support him to understand why he should attend. The plan was for the offender to initially travel to appointments with me and then reduce my support to enable him to make the journeys alone.

The offender was initially difficult to engage and was very challenging to talk to. He did not engage well with his order. Following several sessions discussing his alcohol use, he agreed to travel with me to his appointments where he began to open up to me. He would chat to me about his hobbies and interests, his past, his future hopes and about things/people that were important to him.

During a multi-agency meeting with 6 NHS professionals and his probation officer. It became clear that he had not spoken openly to any of the others, despite their prolonged involvement with him.

At the time, these conversations didn't feel particularly important, but after that meeting I was so proud of the work I had been doing and realised the level of trust and engagement I had developed with him.

I think this success came due to our work being in an informal environment- the car/ walking through the city.

This work should be celebrated because it highlights the important role that mentors can play, mentors are there for the person and will work in a way that is best for the individual and their progress.

**Practitioner: Emily West**

**LOCATION:                   Doncaster**

NPS case in Doncaster – Historic Sexual Offence (around 30 years ago).

Service user is Transgender and has been living as a woman for the past few years. Had only just begun hormone treatment at the beginning of mentoring.

Benefits – Applied for UC and PIP – Supported completion of applications – Attended Health Assessments as support.  
Social Isolation – 1-2-1 work overcoming anxieties in public – involved in a Transgender support group – Referred into Women’s Centre, supported first meeting to introduce to the service/staff  
Anxiety – Home Visits Meetings in a Café

On first meeting, the SU was timid, anxious and focused on every negative aspect of her life.

Initial meetings were home visits as this was her “safe place”.

We had lengthy discussions around her anxieties and past experiences that had caused her to avoid people/places.

Eventually, she got involved with a Transgender support group and we made contact with the local Womens Centre. We discussed her concerns at length until the she felt comfortable enough to go.

By the end of our time, she oozed confidence and started to accept and embrace who she was now. She went from not being able to leave the house for days/weeks, not being able to make a phone call, to organising shopping and coffee trips with people she now considered her friends.

We went from a home visit every week, to meeting in cafés every fortnight. She was able to end support from several different services as she now felt able to handle new situations alone.

Although I had a input in this transformation – What needs celebrating? The determination that this SU and the majority of SU’s who use the mentoring service have to change their lives for the better.

**Practitioner: Abbie Hatfield**

**LOCATION:                   Doncaster**

NPS case in Doncaster – Causing an Affray  
Another individual linked to offence. 5 victims/witnesses.

Benefits – Helped to ensure service user was claiming correct benefits and receiving the correct money each month. Helped service user join benefits claim to their partners in order for them to live together.

Accommodation – Service user was “living” in a squat. Helped to get them into temporary accommodation

This client was “living” in a squat with their partner when we first met. They both have learning difficulties and struggled to understand what was being asked of them.

We applied to several accommodation services to get this client somewhere safe to stay. However, we were turned down by many places as the service user was classed as “voluntarily homeless”. We fought to appeal this label for the service user and despite his anger issues, he was amazing during appointments, managing to remain calm and explain his situation over and over again to various people.

I explained a few times why the service user would have to connect their benefit claim to their partners if they wanted to be housed together; they were both quite reluctant to do this.

Amazingly, one day he attended his appointment and said that they had done this, and without any support as well!

Eventually I managed to get the service user and partner into temporary accommodation. This wasn't the best property given both of their medical needs, but they were both overjoyed.

He and his partner expressed their gratitude every time we spoke. We also secured a housing support officer to help the move on from the temporary accommodation.

I was and am extremely proud of the things that this service user endured and achieved.

**Practitioner: Abbie Hatfield**



**LOCATION:                   Doncaster**

CRC case in Doncaster – Theft – One Victim.

Helping with a benefits appeal – The individual's benefits were reduced by more than 50% and we were appealing the decision.

The individual's benefits were drastically cut. We submitted an appeal which took months to go through.

During this time we completed work around budgeting the money they were receiving, motivated them to continue reducing their substance use amount and supported them when there were granted access to their child. A lot of our meetings were conversation based, discussing how the individual felt and acted within certain situations and offering alternative ways thinking and reacting.

The appeal date was set during my annual leave, I knew the individual was very anxious so I asked Neil if he would help support me by attending the appeal with the individual. The individual was very grateful to receive support even though I couldn't be there.

Neil fed back that the individual did brilliantly throughout the hearing. They spoke well about their medical needs and the aids that they used, and how the loss of money had affected them.

During the decision time Neil completed a piece of work preparing the individual the hearing not going in their favour. However, it did and the individual was grateful for the support. However, it was all down to them for how well the hearing went. Great teamwork!!

**Practitioner: Abbie Hatfield**



"I feel like I've  
got my life  
back on track  
thanks to  
you"

**LOCATION:            Derbyshire**

Mentoring support offered and taken up by a service user during lockdown.

Currently, regular telephone contact with the service user, offering support.

Referral received in regards to support required by the service user, initial contact made however contact was then lost and service user was uncontactable as she has also finished her order.

Contact was then made from the service user requesting further support from the mentor.

Initial assessment completed over the telephone and one of the needs has been met through regular contact with the service user to support her in applying on a housing register to be rehoused.

Regular contact maintained with service user during lockdown to continue support in order to pick this up properly once lock down has been lifted and face to face contact can commence.

**Practitioner: Gina Reader**

**LOCATION:            Derbyshire**

Mentoring support offered and taken up by a service user during lockdown.

Regular telephone contact with the service user offering support in different areas and referral being made where necessary.

Referral received in regards to support required by service user, contact made with case manager where support needs were identified.

Contact then made with the service user in regards to support from the mentor, which the service user identified as being something they would benefit from.

Discussed different areas of support briefly with the service user, arranged a follow-up telephone appointment with the service user to complete an initial assessment.

Contact also made with the local council in regards to the service user being homeless and needing to be provided with accommodation- referral made with the service users consent.

Regular contact to be maintained with service user during lockdown to continue support in order to pick this up properly once lock down has been lifted and face to face contact can commence.

**Practitioner: Gina Reader**

**LOCATION:                    Sheffield**

The offence was an assault whilst travelling on the Supertram.

My role was to support the individual to become more financially stable & make better life choices.

I have been working with this individual since January. Our aims were to consolidate debts, appeal a PIP decision and make a longer term financial plan. We have also been working on making better life choices.

I coached him around chasing the appeal and prepared him for whatever decision may come and generally supported him to call PIP for an update.

Being down to his last £10, I arranged for him to receive a food parcel to see him to his next benefits payment.

At his next payment date, he went to draw money and found that his PIP money had been paid to him along with £2000 of back dated money.

The individual was thrilled and extremely thankful for my support. Since then I have worked with him to pay off all of his debts and he has bought also a motor bike.

The last time I spoke to him he told me he just feels free!  
Free from his debts and worries and free to go where he wants.  
(he has been spending a lot of time visiting the open countryside on his bike to relax)

**Practitioner: Emily West**

**LOCATION:                    Sheffield**

The offence was carrying a weapon

My role is to support the individual with generally attending meetings, finances, problem solving.

This case is ongoing, however I am celebrating it as this person was referred to me in August 2019 and after a lot of attempts to engage with this individual I had to close the case due to non-compliance. This individual has now been re-referred to me and initially was not complying and I was on the verge of closing the case again, however this individual began picking up the phone (at the beginning of lockdown). Initially this individual was very rude and would only pick up the phone on their terms and was very demanding.

Since then we have spoken almost every week, untangled issues, talked them through and began solving the issues! Over the phone I have supported this individual applying for Universal Credit, splitting the payments & through significant anxieties surrounding the lockdown. The last time I spoke to this individual they thanked me & it really meant a lot to me.

**Practitioner: Emily West**

**LOCATION: Rotherham**

Under the influence of alcohol my client unlawfully and maliciously caused grievous bodily harm to an associate. The associate ended up in hospital in an induced coma with a severe fracture to the skull and a broken jaw.

Accommodation – register and apply for properties with the local council

Finances – apply for PIP / budgeting plan

ETE – search for local placements / voluntary work (due to health issues this is no longer a priority)

After his release the client struggled to manage his finances and quickly fell into arrears with the council. We booked an appointment at Citizens advice which I encouraged him to attend and supported him during the meeting as the client tends to flit from one subject to the next and needed someone to keep him on topic.

I helped the client create a budgeting plan which showed how much disposable income he had left once all his bills were paid. We met with the council and agreed a set amount to pay each month to clear his arrears. During my time working with the client he has been deemed unfit for work due to health issues which stemmed from his time in prison. Work with the client is still on going as we have now identified the need for modifications to his flat. The client has stated numerous times that he couldn't have dealt with his issues alone and is thankful he was referred to Remedi for support.

**Practitioner: Leroy Malcolm**



"No-one has ever supported and helped me as much as you have. Thank you so much for everything you've done"



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

