

# Restorative Prisons

Reflections on  
Practice

Volume 1

By Remedi: Restorative Services

# **Restorative Prisons**

A Collection of Case Studies and Reflections  
on Practice : Prison Based Services

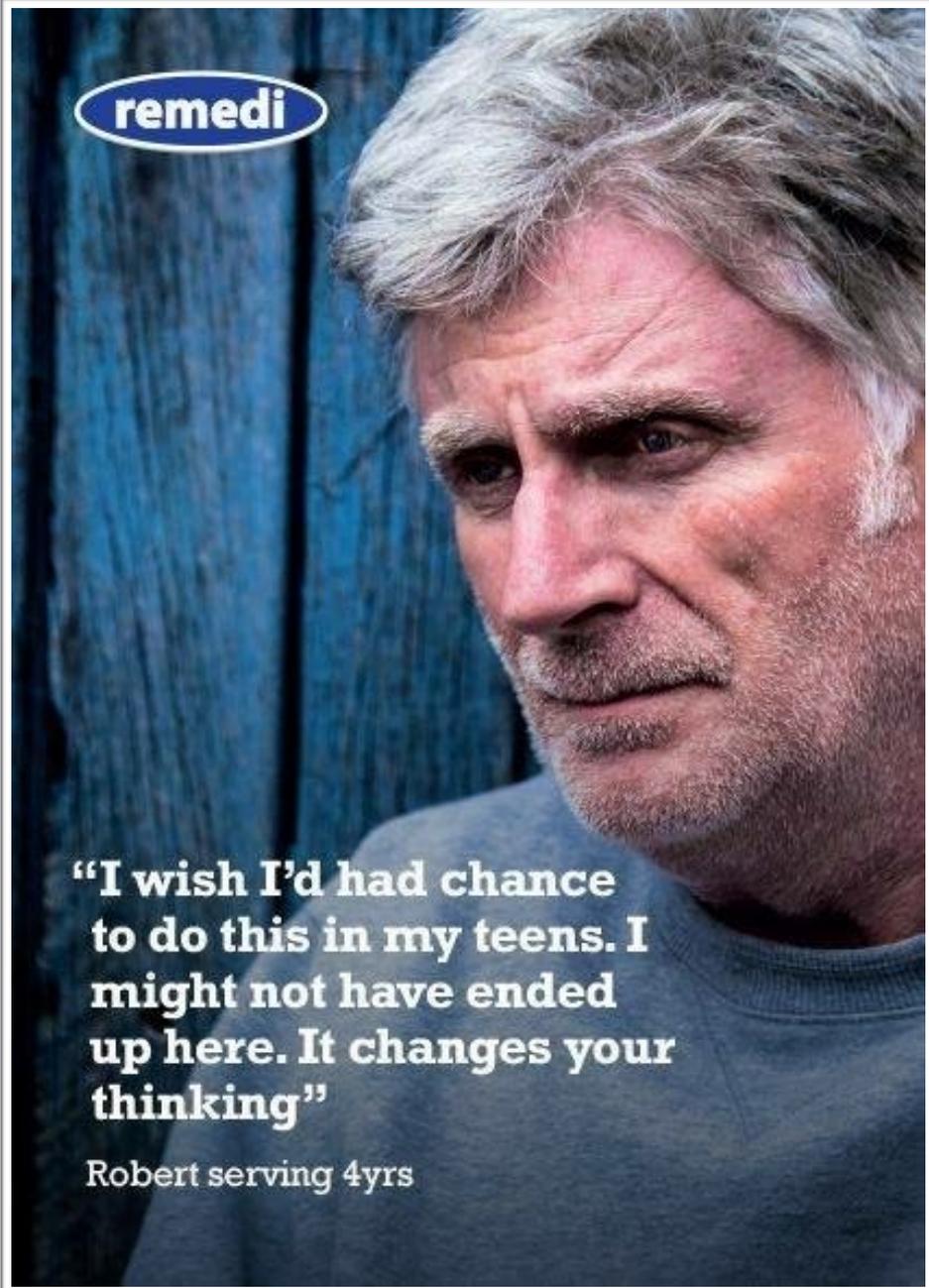
*By* **REMEDI: Restorative Services**

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Remedi

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**“I wish I’d had chance  
to do this in my teens. I  
might not have ended  
up here. It changes your  
thinking”**

Robert serving 4yrs

**LOCATION: HMP Humber**

Arranged by myself, attended by Ben Payne, Gary Herbert and Sally Hampshire from Remedi.

Celebration Event held at HMP Humber to recognise the RJ work done by the men there. All men who had participated in direct or indirect RJ (via letter) in the past year were invited, as well as some selected who were keen to engage but the victims declined, some who were awaiting a response from the victim, and the peer mentors who support facilitation of the Restorative Choices Programme.

The event was attended by approximately 15-20 prisoners and similar numbers of prison staff including Probation, Programmes, Drug and Alcohol workers and Safer Custody, as well as several Remedi staff. I gave positive feedback for everyone's participation and read out the names of all who had participated in RJ in the past year (some had been released or transferred) Gary spoke about one of his direct meetings which was facilitated at Humber and the positive effect it had had for the victim, to emphasise the potential benefits of their participation for their victims. The men were all invited to speak; several did, about why they wanted to participate in RJ and their experience. One of the Probation Officers also shared her first experience of attending a direct meeting to support one of her cases. It was really positive to see the support for RJ from prison staff as well as recognising the achievement of the men who participated and hopefully further raise the profile of Remedi within the prison.

**PRACTIONER: Natasha Lacey**

**LOCATION: HMP Lowdham Grange**

A group of 10 male offenders serving a significant period in Prison for a variety of offences. Currently located at HMP Lowdham Grange.

Peer Mentor Training conducted over 6 sessions.

Ten offenders were selected through an application and interview process to be a peer mentor for the illicit economy project at HMP Lowdham Grange. The Peer mentor training was delivered through six sessions over a four day period. The training included topics such as, safeguarding, the role and expectations of being a peer mentor, I messages, the relationship window, compass of shame, cost and benefits analysis, and debt awareness. The group of offenders engaged within the sessions, completed group work, role plays and flip chat exercises. Some group member were quieter than others but still tried to participate and some members would take a five minute break to help their attention difficulties and then rejoin. We tried to change where people sat during each session to help the group mix. For some group members this was the first training they had ever undertaken or had done for a significant period of time and at the end of the training they shared positive feelings from this experience. All were excited and eager to begin their new role in supporting prisoners who get into debt within the Prison and appeared more willing to work with staff within the Prison in their role.

**Practitioner: Becky Baumber**

**LOCATION: HMP Lowdham Grange**

In early March prior to lock down Remedi delivered an introduction to peer mentor training to 10 prospects whom had all been successful in the interview process to work with Remedi within this role One prisoner in particular, he has never been in employment and has been involved in crime from an early age. He found it difficult to ask for support and has struggled during his sentence. During the training he worked hard and was observed helping others and really trying.

The feedback I received was that he felt he was treated like a human and he has not felt like this for ages if ever. He mentioned that Remedi has helped him gain confidence which he hopes will grow even more. He felt he was supported without making him feel small. He hopes he can Continue what he started and is looking forward to getting stuck into the role.

**LOCATION: HMP Lowdham Grange**

Male prisoner in HMP Lowdham Grange, who has been interviewed, trained and is waiting to start the role of a Peer Mentor. Due to the prison being in lockdown, he is confined to his cell for 23 hours a day. The prisoner has been completing a Peer Mentor workbook, with Remedi support and assistance over the phone.

He has demonstrated positive motivation to complete the workbook and have regular contact with Remedi workers. This is voluntarily due to the Peer Mentor role not commencing whilst in Lockdown. We are providing two calls a week via the internal phones and are helping him work through the workbook. He is providing good insights in his answers and expanding his knowledge and understanding.

He stated that he is finding the contact *“very helpful, motivating, it’s breaking up the long days and thank us for our patience with helping him complete the worksheets”*. English is his second language which we are being mindful of while assisting him.

Julie Ashmore put together the workbook adapting material from the Changing thinking and behaviour programme.

**Practitioner: Becky Baumber**

**LOCATION: HMP Lowdham Grange**

A prisoner who is often disrespectful to staff and receives negative reports for being late locking up and covering his observation panel flap at night time was referred to Remedi practitioners.

An assessment was completed (Bidscale) and regular check-ins centring his past behaviours and how moving forward this can be changed, also reflective discussions about understanding his thoughts and feelings.

Restorative work continues to be implemented, exploring how understanding the impacts that his behaviours have on staff and other prisoners. Working with empathy, feelings, thoughts and actions, self-esteem and confidence building.

This work is carried out remotely, however over the weeks there has been a positive impact on this individual. He sounds more positive and is more reflective when responding to his issues. What is the most positive is that he reflects on his responsibilities and tries hard not to blame everything on others.

**Practitioner: Julie Ashmore**

## **LOCATION: HMP Humber**

Motivated Offender referred to us by HMP Humber Remediation practitioner Natasha Lacey. Daytime street robbery using force and threats. 2 offenders sentenced, one male victim. Offence happened in Sheffield. Only one offender engaged with RJ. AB contacted victim who agreed to consider RJ.

Prior to lockdown AB assessed offender and victim who both agreed to an Indirect Process. Victim prepared letter describing the impact and asking some questions. The Offender responded with a handwritten letter which has been delivered electronically. Case ongoing.

The offender was very engaged in the process from the start, eager to explain himself, to reassure the victim, to apologise. The victim was less invested, feeling that he had got over it, but also willing to communicate with the offender. He works in the civil service developing systems that provide support to x-offenders. He seemed detached to start with.

In going through the restorative questioning during the assessment meeting the victim began to realise there was more impact than he had first thought. He wrote a succinct, factual letter which was also genuine and hit home with the offender. The offender's letter (for which Natasha Lacey must take credit as lockdown had started) in contrast was handwritten, much longer and self-revealing.

The journey the victim has been on is what I am most 'satisfied' with. It has helped him process what happened in a deeper way, to get the information he wanted, and also to engage with the offender.

At the start of the process the Victim didn't want to meet the offender. Also the practicalities of getting time away from a very busy work life were complicated. Now he is reporting that he wants to take time off work and go to prison to meet him. It's not over yet!

**Practitioners: Aglaia Barraclough / Natasha Lacey**

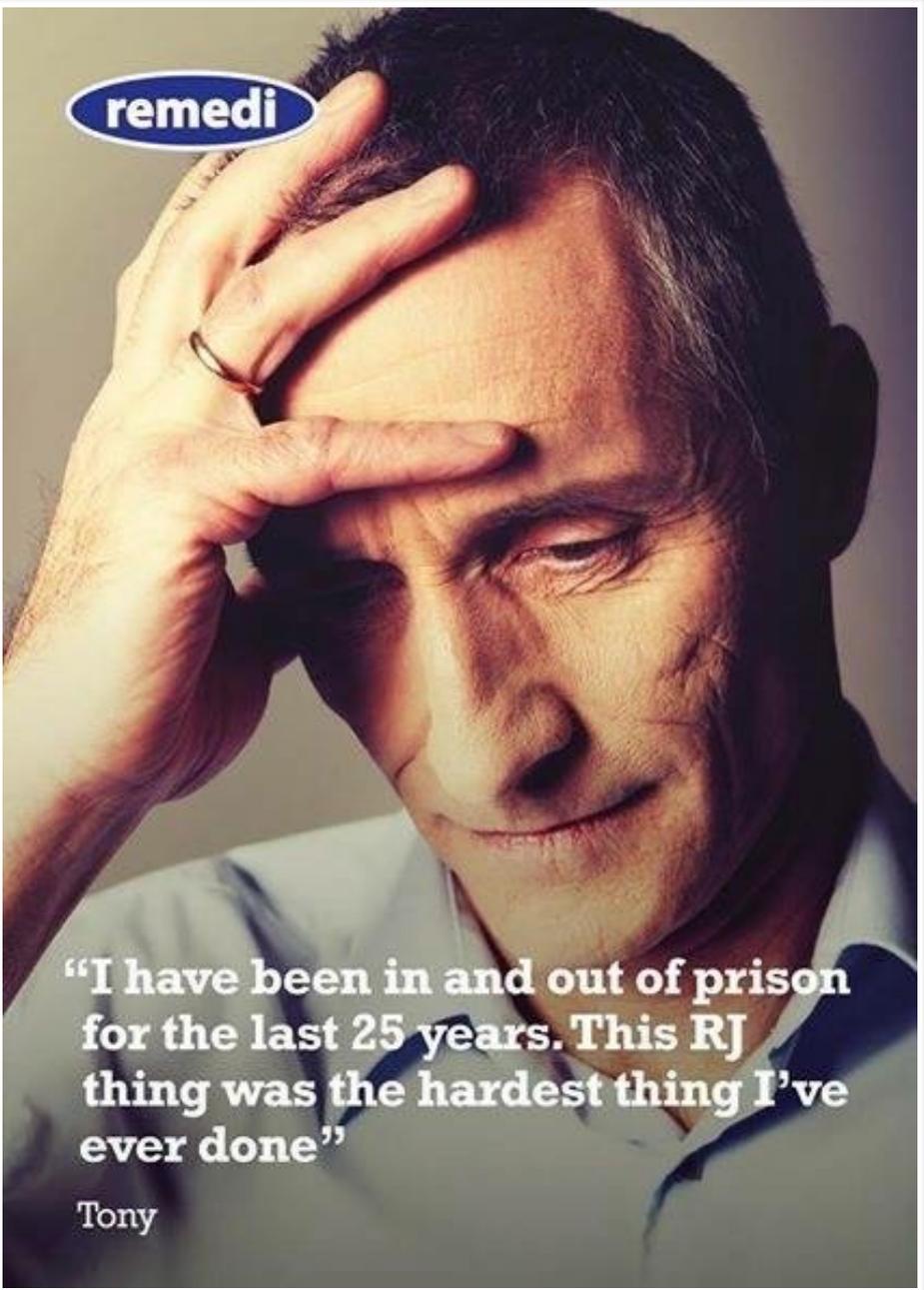
**LOCATION: HMP Doncaster**

The prisoner has been sentenced for various offences however is currently serving several months for possession of a blade whilst in court.

The prisoner has completed two days of the restorative choices programme prior to the disruptions caused by Covid-19. He continues to complete the workbook associated with the programme in his cell.

The impact which myself and another prison staff member has had on this particular male for me, highlights the importance and purpose behind our work. This male has managed to form a rapport with the Remedi team thereby allowing him to open up and share a lot about his offending history. Each week when he is contacted to discuss his progress with the workbook associated with the programme, he is enthusiastic and motivated to work through the booklet with staff. He is continuously grateful for our work and expresses how the programme has encouraged him to think differently with regards to his offences.

**Practitioner: Christine Dalikeni**



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**“I have been in and out of prison for the last 25 years. This RJ thing was the hardest thing I’ve ever done”**

Tony

**LOCATION: HMP Doncaster**

An individual imprisoned for Possession With intent to supply controlled class A drugs.

Engaged with the Restorative Choices Programme, carried out the in-cell work booklet due to Covid-19 and gave some very positive feedback around the programme and Remedi's work.

For me personally, the work in which was undertaken with S deserves praise both on his part and also amongst the Remedi prison staff. S was initially quite a 'cheeky' character and appeared whilst attending the early days of the programme (pre-Covid) as quite disruptive and uninterested. When the situation arose whereby S was asked if he would like to complete the programme booklet within his cell due to the restrictions of contact which Covid-19 brought, he was more than willing to do so. In fact, S was brought to segregation due to issues on the wing and still focused on completing the workbook to a high standard, whilst down there. The feedback which S gave following the completion of the programme for me was both meaningful and necessary to the continuous development and improvement of our service here in the prison. His words were as follows: "the programme gives you a chance to look back at your crime". "They were very understanding and help us very much". "I learnt that the stuff you do in life don't just effect you they affect everyone". "I would say sorry how things turned out and like to meet them if my crime had a victim". The work carried out with S highlights and reinforces for me the ethos of Remedi "empowering people, changing lives". S came to the programme unsure and reluctant and over the course of working with him, I have seen a more reflective, empathic and motivated man who is now able to see the impact and further the wider impact of offending.

**Practitioner: Christine Dalikeni**

**LOCATION: HMP Doncaster**

Requested by two separate members of prison staff to assist with a prisoner who I knew through previously working with him as he would only speak with me.

During social distancing protocol I spoke with the man, listened to his concerns and provided crucial support to him.

Although this was not part of my job profile I readily agreed to help with this man who was experiencing difficulty following approaches made by two members of prison staff.

I listened to the man's concerns, offering my support in doing so. I followed prison protocols in submitting a report following this, including to social services.

I feel that this highlights Remedi's reputation within the prison and the good work that I do in supporting the men and staff. Trust was placed in me to carry out this important work by the prison staff knowing that I will support those men even when active cases are closed.

**Practitioner: Phillippa Norton**

**LOCATION: HMP Doncaster**

Burglary, South Yorkshire, 1 offender and 1 victim.

Assessment completed and a decision made about if RJ can be taken forward. Welfare check completed the following week and if decision about RJ was made.

Completed an assessment for RJ (referral from community) to see if offender was interested. Asked which victim is was as he said he committed one but not the other (charged with both). Spoke with community practitioner to see is victim was ok to tell offender their name, consent given. Spoke with offender and he said this was the victim that he said he did not commit the offence to. Initially it was case closed, however, we spoke about RCP and he wanted to go on this and he also asked about volunteering opportunities with Remedi post custody. I emailed management and got the responses back and I will pass these on to the offender. Offender asked if I could keep calling him as he said, 'you treat me like a human and it is rare in here'. I agreed that I will. The offender said, 'I can tell you care about the work you do'.

I wanted to share this to show how much the work we do is appreciated by the men in HMP/YOI Doncaster.

**Practitioner: Phillippa Norton**

**LOCATION: HMP Doncaster**

Offender is in custody at HMP Doncaster for domestic Violence. Offender put in an application form for RCP and was contacted to complete an assessment (offence is not known until assessment in undertaken)

I contacted the prisoner to complete an assessment, during this it was decided that RCP and RJ was not suitable for this man (he agreed). We did continue to have quite an in-depth discussion regarding how he felt about the offence.

Despite the man not being suitable for RCP and RJ we did continue a discussion around how he felt about the offence and did some victim awareness work. This may be beyond our roles as Remedi Practitioners within the prison but at this time I felt like this man needed support and to have the opportunity to discuss how he was feeling and why.

He stated the below..

“I can’t believe how much you have helped me and we have only talked for an hour, I wish I was able to complete RCP just to be able to do more work with you. I regret my actions, I know how wrong I was to react that way, I was on drugs but that’s not an excuse. You have really helped me think about a positive future. I am grateful that you haven’t judged me”

**Practitioner: Rebecca Fairfax**

**LOCATION: HMP Doncaster**

Received a referral from SY hub for a potential RJ case, the offender is based in HMP Doncaster for multiple shop thefts.

I contacted the offender to see if he was interested in taking part in RJ as the victim had expressed interest. At first he was quite reluctant, we discussed the offence at length and also the impact that this may have had on the victims. The offender then completed the RJ awareness pack so he could learn more about RJ and the wider impact of crime. Once he completed the pack the offender agreed he would like to take part and write a letter to his victims.

I have spoken to the offender on multiple occasions over the last 3 weeks; he has expressed his gratitude for the time Remedi have given to him and for listening. He stated "I am so sorry for what I have done, I really am. It has taken Remedi to help me understand that, thank you"

The reason I am particularly proud of this piece of work is firstly because this is my first official RJ case and also because of the feedback I received regarding the RJ awareness pack was very positive and really helped him understand RJ better.

**Practitioner: Rebecca Fairfax**

**LOCATION: HMP Lowdham Grange**

This individual was involved in persistent violent conflicts with staff and prisoners in Lowdham Grange resulting in numerous adjudications and periods in the re-integration unit. Difficulties in sustaining settled behaviour and difficulties in communication with others.

This individual completed the Changing Thinking Ending Violence Programme (CTEV). Work was also completed in regards his poor choices and impacts his behaviour has had on him others and the community as a whole.

This individual worked very hard on the SRU and engaged fully in the process and followed the ethos of the SRU. He excelled in group work and was supportive of his peers with-in the group setting. A lot of work was completed around his relationships using the Relationship Window. He took part in role play using one of his own incidents, when the RJ was being delivered. He played the role of an officer he had an altercation with.

This individual is currently in full time employment and has requested his enhance status for the first time since being in custody. This is eighteen months after graduating from the SRU.

**Practitioner: Julie Ashmore**

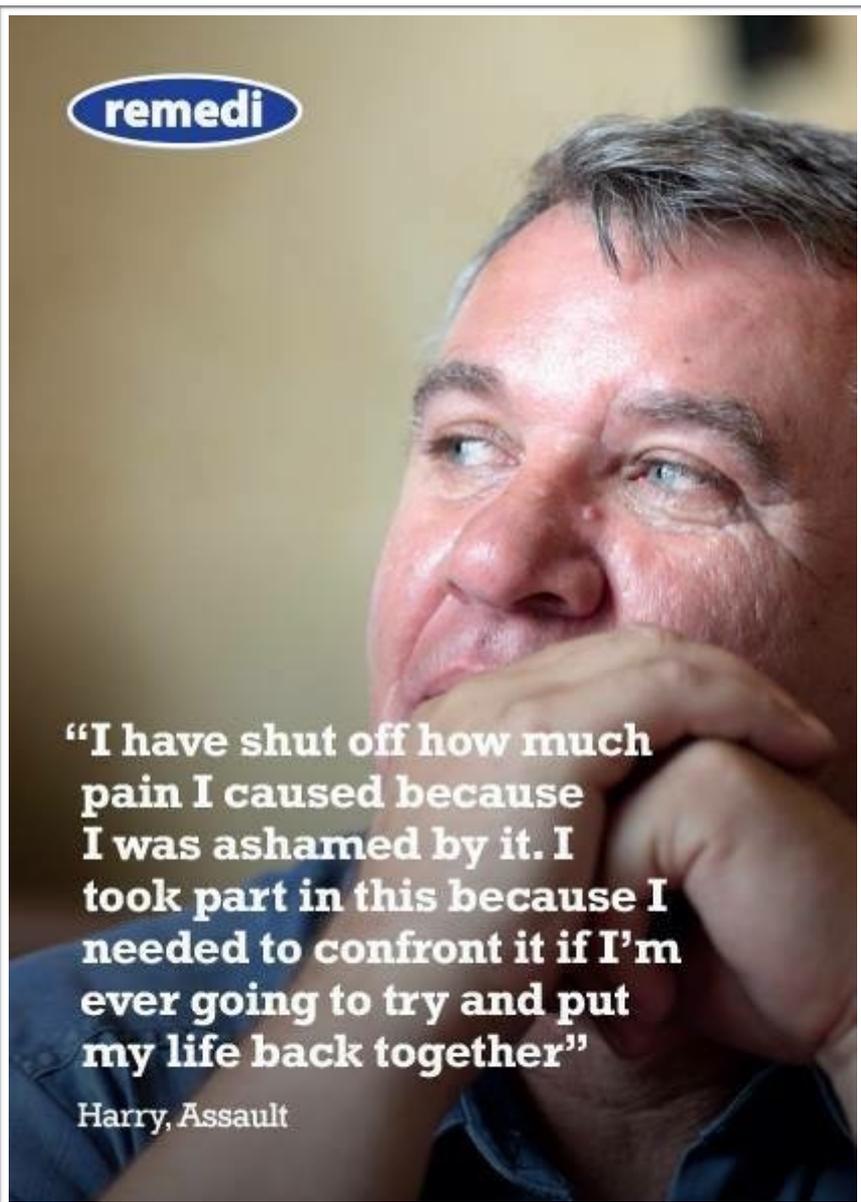
**LOCATION: HMP Lowdham Grange**

Mentoring support to a prisoner at HMP Lowdham over a number of weeks during lockdown.

A bidscale assessment and support plan has been completed in collaboration with the male prisoner as well as several support sessions. During one session he felt very low and shared thoughts of self-harm and an ACCT was opened to manage his well-being.

The male prisoner has engaged positively with the mentoring support offered by illicit economy practitioners. He has been open and honest and this has enabled us to offer support and prevent an occasion of him self-harming. He has started writing in a journal and has made a list of short and long term goals he wants to achieve. He advised that our weekly contact has given him the opportunity to reflect and discuss his thoughts and feelings and thus has been beneficial.

**Practitioner: Becky Baumber**



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**“I have shut off how much pain I caused because I was ashamed by it. I took part in this because I needed to confront it if I’m ever going to try and put my life back together”**

Harry, Assault

**LOCATION: HMP Doncaster**

Early Days Centre- Range of offences

Working to contact all men who have been recently sentenced to inform them of the work we do within the prison and hopefully get them onto the programme and engaging in RJ.

The work of championing the induction wing here at HMP Doncaster began at the beginning of the month and I feel has already shown much success and a warm reception from both prisoners and staff. Having attended and delivered a presentation to staff on the induction wing earlier in the month the majority of staff are now aware of the work Remedi do within the prison and are receptive to supporting me on the early day's wing. Collecting booking in forms from reception each day has incurred a list of over 100 men so far since the beginning this work in July.

I will be working to contact all new receptions into the prison to inform them of our work here at the prison. Already only two weeks into the task we have one referral and one sign up to the programme from making contact. I feel this will be a valuable piece of work as many men coming into the prison are unaware of our services and once they hear about us are very keen to engage. I am looking forward to the potential for this work.

**Practitioner: Christine Dalikeni**

**LOCATION: HMP Doncaster**

Attempted murder, 1 offender, 1 victim. West Yorkshire.

Completed Restorative Choices Programme, referred for RJ but was not deemed suitable (out of area referral). Completed ongoing work and a timeline of an offence re-cap.

Completed a case review with offender and their Offender Supervisor. Offender started to talk more about their offence and some things they had remembered about the day and the events more clearly. They were anxious as there was stuff they had not remembered before and it was upsetting them that they had previously blocked out. Offender Supervisor and I agreed to go back and see them and I said we re-look at their timeline of their offence we initially completed on a 1:1 basis for RCP. We decided to look at the timeline from a fresh perspective and compare their old and new version. Most events were the same, just with more detail and in-depth memories. After completing this and being able to speak to someone out what they remembered, offender said they felt like a weight had been lifted and their anxiety had reduced. They said following from this they slept properly for the first time in weeks. Offender said that they were pleased they were able to use the accurate words for the offence for the first time and was really happy to be able to explain what happened, without it being patchy which allowed offender to feel more settled with reduce anxiety.

**PRACTIONER/S: Phillippa Norton.**

**LOCATION: HMP Doncaster**

Section 18 – wounding with intent x2. Offender was in a YOI for Section 18 and committed a further section 18 – wounding with intent whilst in custody and was then transferred to HMP Doncaster. Considered high risk, Cat B.

Offender was contacted for an assessment for RCP after we received an application. I completed the assessment and we discussed the possibility of RJ as the most recent victim was said to be a “sex offender” (no proof). Offender is remorseful for the extent of the injuries caused.

This is an ongoing piece of work and to some may not seem like much. When I originally contacted this particular offender I was somewhat ‘warned ‘off him. He has multiple alerts on his NOMIS including staff assaulter, arsonists and racist and is considered high risk. However, I try not to pass judgement and give everyone a fair assessment. I did take a few weeks to get him to answer the phone but once he did I was pleasantly surprised. He was polite and extremely honest throughout. We talked for a good hour about RJ, his recent victim and his offence in depth. I listened to everything he had to say and challenged what I thought was appropriate. At the end of our conversation he was showing some remorse, he stated that he had no proof that the man was a sex offender (which is a massive step) and would like to apologise for the extent of the injuries caused. He stated that I am the first person to sit and listen to him and not to judge him and that I helped him see another side to the offence. I then had a call from the offender manager complementing me on having such a positive conversation with him. Work is ongoing, there will be lots of prep work if RJ does progress but I see this as really positive work and exactly what Remedi is about, giving everyone fair opportunities.

**Practitioner: Rebecca Fairfax**



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

Adrian

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

