



REMEDY

Restorative Stories

A Collection of Case Studies and
Reflections VOLUME 5

By Remedy: Restorative Services

Restorative Stories

A Collection of Case Studies and Reflections

By **REMEDI: Restorative Services**

© Remedi

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

The Circle, Rockingham Lane, Sheffield, S1 4FW
www.remediuk.org



remedi

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

Linda

Office: Nottinghamshire Youth

2 young people came through for an Out of Court disposal for assaulting a young victim and then filming it and putting it on social media. Victim's dad very unhappy about outcome and felt young people should have gone to court and was very vocal about this to me and the police.

I spoke with both case managers who said both girls did feel remorse and was happy to speak to me over the phone. I spoke to dad several times and asked if they would be willing to take letter or for young people to do a piece of work and donate to a care home or beneficiary of his choice. They settled for the poster to be sent to care homes- asking that the YP complete this on his behalf, knowing that this was his wishes

Both young people completed the poster with support of their parents at the victims' request, and this was sent to our Co-ordinator and manager for them to forward on to care homes. Both young people and parents felt talking to me about RJ was a positive thing and learnt a lot from talking to myself and the YOT.

I did inform dad to let victim know this work had been completed. Dad said victim had been struggling with having to go to school as both parents are front line workers. I asked dad if he wanted me to signpost his daughter to support services, but he said she already been seeing a service for young people. I asked if she was going to start with that service again as they may be able to help her with how she felt about attending school and he said yes, he would get her to contact the service again.

Dad thanked me for my help and apologised again for been very unhappy and vocal when we first spoke.

Practitioner: Lurleen Richards

Office: Nottinghamshire Youth

The young person was drunk and punched a large display window in an art shop in the centre of Newark, apparently for no reason at all, the window was completely destroyed and the proprietor had to have it boarded up straight away. N.b. this offence took place during lockdown.

At the OOC panel it was decided that the young person should receive a Community Resolution, with the only intervention being, that the young person should pay for the damage he had done and that Remedi would explore a way of doing this

This is the completion of the Community resolution the young person received, where the victim would only accept compensation.

Following a number of attempts, which for one reason or another were unsuccessful, the young person's support worker and I worked together to facilitate a payment plan and this has now been set up to the satisfaction of the victim.

The victim is happy that the window will be paid for, the young person is more than happy that he will not be going to court and will not have a criminal record.

The young person's case manager was highly delighted with the outcome, after first being very sceptical that we could actually make this work. In response to my update he sent an email giving his congratulations, saying, 'that's brilliant Stuart. I must admit I did have my doubts'.

I would like to mention the young person's support worker Emily, as without her I don't think we would have been so successful so quickly; she has actually been visiting him at the supported housing project where he lives and we liaised very well together on this.

Practitioner: Stuart Wright

Office: Nottinghamshire Youth

Young person broke into his school and caused damage to one of the AP areas

Spoke to the YP and completed some victim awareness work. From this they agreed to write a letter and deliver it to the school. He said he felt bad as they had caused damage to a TV in there that a parent of one of the students had bought for the students to use. School were happy to receive this

When I took the YP to deliver the letter, he had a meaningful conversation with a member of staff about what he was doing now to turn his life around and what he wanted to do as a career. She even signposted him to places where he could find apprenticeships which the YP appreciated.

Comments from YP;

'I'm glad it's over and done with, its helped me knowing I have done the right thing by saying sorry'

Comment from victim to the YP;

'Thank you for bringing this letter and I wish you all the best'

Practitioner: Ellie CM

Office: Greater Manchester

In 2019, the offender (CB) was drunk and disorderly, and subsequently removed from an event. Due to high levels of intoxication, CB was treated by the on-call ambulance crew. The victim (DC), a police officer, attempted to calm CB down. CB proceeded to spit at DC, resulting in an arrest.

The practitioner completed a Victim Awareness workbook with CB as well as facilitated 3 Indirect Shuttle messages and 1 Direct conference via a 3-way telephone call.

CB was empathic throughout the Victim Awareness workshop. He felt disgusted with what he'd done and wanted to apologise to the officer. CB also wanted to explain that his anxiety medication had mixed with the alcohol on the night, affecting CB's behaviour, and subsequently leading to memory loss of what happened.

For DC, he wanted to share the impact spitting has. This incident was the fourth time DC had been spat on. DC reflected in his assessment 'It's personal. Spitting at someone is vile. It conveys a lot more than just a bit of spit'.

The 3-way call remained balanced throughout. CB appreciated DC asking whether there was anything he could have done differently as an officer during the incident and CB was able to share his struggle with mental health.

CB was glad for DC 'to hear that I was sorry and that it was genuine'. Within his evaluation, CB expressed he was glad he got to 'hear from his (DC's) side and how he felt'.

DC commented 'I believe in RJ. It has a direct impact on offending rates'.

DC also reflected 'I got closure for myself. You never understand whether they are remorseful. RJ is an interesting process and worthwhile'.

Practitioner: Hannah Thompson

Office: Greater Manchester

A Police Officer responds to a call that a person is acting violently to members of the public. Upon arriving on the scene, they try to help the offender who is clearly intoxicated. This leads to an altercation where the Police Officer is Assaulted.

The Offender was remorseful about the offence and wanted to apologise to the Victim in person if they were open to meeting. The Victim accepted to meet and a face to face conference took place.

The Police Officer was initially shocked and was interested to understand why he wanted to meet her. She also felt it was a good opportunity to show the Offender that they aren't just a Police Officer, but a person who is still impacted by such offences. The Offender was feeling a lot of shame about the Offence. He couldn't remember what happened and wanted to show the Victim that he was sorry by meeting them and apologising.

The meeting gave the Police Officer an opportunity to tell the Offender exactly what happened. This was the first time he heard about the offence in detail. He explained how he was embarrassed about it and that he was working hard not to go down that path again. The Victim also wished him luck and said she hoped he could continue moving forwards.

The Offender said, "Hearing her talking about it really made me think because I hadn't heard it from her point of view. I need to stop getting into stuff like that. Overall, it was a great experience."

The Victim said, "You get a negative view of people and this really opened my eyes to that because he clearly cared about what he did. It was a really great experience and I'll definitely recommend it to other people within the Police Force."

Practitioner: Thomas Mansell

Office: Cumbria

Remedi were referred the case by the Police, asking us to facilitate community resolution RJ between the victim and offender of an assault that took place at the victim's place of work.

The practitioners met with the victim who decided he wanted to take part in indirect RJ. The victim wanted the practitioners to pass on messages to the offender so that the offender understood the impact the assault had had on his work life. These messages were passed onto the offender.

When the practitioners spoke to the offender, we explained to him the impact the assault had on the victim, the offender apologised and said he understood he should not have done this. The offender wanted the victim to know he was not going to go into the shop again.

The victim said his mind was put at ease in that he knew he wasn't going to bump into the offender at work and said it was good to be able to get the message across without having to communicate directly with the offender.

It was great to hear how the victim felt after the messages had been passed on, knowing that the victim now feels less anxious and nervous in work was very rewarding.

PRACTIONER/S: Chloe Rodgers

Office: Humberide

Criminal damage case, direct meeting facilitated at HMP. Offender accessed roof of the victim's house and caused damage, ending in a stand-off with police. Victim extremely anxious about her property, her dog, and the possibility of seeing the offender again as he lived locally.

Joint worked between Prison and Community Practitioners. Who worked with both parties for a period of time, victim was anxious and upset by offence and needed reassurance, offender had offending history and limited engagement with probation/licence conditions, but did express remorse and wanted to apologise if the victim was upset by the offence. Successful meeting facilitated.

The support from the practitioners enabled the victim to find the courage to attend the meeting considering the amount of worry she experienced due to the offence and expressed herself and the impact well, remaining composed throughout.

The offender did well to attend the meeting considering his inconsistent history with probation and prison staff and managed to remain calm, considerate and expressed himself well, considering he sometimes struggled to concentrate, remain still and was often quiet and didn't express himself particularly articulately. We anticipated a break would be needed but this was not the case. Offender anticipated allowing the victim to talk and he would apologise, but surprised himself by having more to say about how the offence occurred and being open about how he felt about it, which was appreciated by the victim who had been prepared that offender may not say much. Both parties pleased with the outcome; victim felt more confident and much less apprehensive about seeing offender again and offender was pleased he had been able to do something positive to help the victim.

PRACTIONER/S: Natasha Lacey & Yasmin Gray



remedi

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

Adrian

Office: Cumbria

The victim in the case was a victim of an actual bodily harm assault; he was out drinking with peers when he was hit over the head with a glass causing the victim to have a large cut on his head and covered in blood and glass.

The referral was given by the Offender manager of the offender due to him being very remorseful. I contacted the victim and explained the service and the benefits RJ has, he was keen to take part and see what the offender had to say and relay this thoughts and feelings back to the offender.

This was one of the first cases I completed during the Covid Lockdown, and working via phone call, zoom was new to us all. Both parties wanted indirect RJ and the victim wanted to see what the offender had to say for himself before letting him know how the incident affected him. The offender was very remorseful and had never done anything like this before. He was keen to write a letter and for me to read out to the victim. In the letter he explained that he was embarrassed by his actions and he has never acted like this before and apologies for any impact his behaviour had on victim, family members and friends from the incident. He hoped that the victim could recover from the incident and be able to move on.

The victim wanted to let the offender know how the biggest impact on him was psychologically, seeing a cut/scar every day, friends asking him to go out for a drink all reminds him of the incident and he became anxious and worried. He said he suffered a lack of confidence to go out to the pub. He said this is getting better, but would take time.

PRACTIONER/S: Ashley Clarkson.

Office: Cumbria

Assault (Hate Crime) involving between 4 Syrian refugee youth victims and 1 British youth offender. The Local Focus Hub asked us to get involved due to the complexities of the case and the fact that the initial assault had resulted in a number of ongoing issues within school.

With the help of an interpreter and a number of prep meetings a direct Face to face meeting was arranged between all the young people and their parents.

This piece of work was very complex and the barrier we had to overcome included both language and cultural difference between the parties involved. Remedi worked with an interpreter to organise and conduct all preparation meetings with the Syrian young people and their parents alongside working with the young offender to ensure all parties were prepared for the final meeting.

All parties involved found the process to be beneficial, providing everyone the opportunity to discuss why/how the whole incident evolved and the best way to move forward. This was particularly important for the parents of the Syrian young people as they were concerned that the 'bullying' behaviour would continue and were questioning their decision in relocating to the UK. The final meeting also allowed them all the opportunity to discuss communication and cultural issues, and how to better deal with them in the future if one of the parties misunderstood the others perspective.

PRACTIONER/S: Megan Wright

Office: Cheshire

Female victim came home to find car was open, damaged and bag was missing. She followed a trail of items from her bag and recovered most of it but sentimental photos were missing. Victim wanted to know where photos were and struggled to gain closure until she could ask the question.

The offender's in prison and was difficult to contact due to lockdown restrictions. We liaised with his prison offender supervisor (who is RJ trained) and she engaged the offender on our behalf. He explained, despite not remembering the theft, how he disposed of items he perceived to be of no monetary value. This was shared with the victim.

The victim was very happy with the offenders feedback as she could now get closure. She commented - 'Feel grateful and appreciative of his answer. My minds at rest now. RJ is a bridge between us and offenders, I wish more people heard about it and it was accessible to everyone. It enhances both peoples lives and answers questions. It allows everyone to move on'.

This case highlights the positives of multi agency co-operation and RJ training for staff of other services. Despite challenging working conditions due to COVID-19, communications were very successfully and seamlessly facilitated in and outside of the prison. The victim asked questions and shared impact and felt she could now gain closure and move on.

Practitioner: Julie Woolvine

OFFICE:

Cheshire

Assaults took place between 2 males in a park when an older male (G) asked a younger male to pick up his beer bottles, the younger male (C) was very intoxicated and both suffered minor injuries. They had never met before.

:

Several messages were passed between the two, and they agreed that the matter was closed for them and wished each other well. They both apologised for the incident and agreed that they would shake hands if they were to see each other again in the park.

Although he did not wish to press charges, G still felt angry and upset about what had happened and did not know what the outcome would be if C saw him again in the park. He was able to share his feelings, and was reassured as he uses the park every day as part of his commute. C shared that he had never behaved this way before or since and was affected by alcohol, and he thanked the other man for his good wishes. G was also aware C had been hospitalised and shared some anxiety about this, but C shared that this was not a result of the incident but because he had fallen over. It was important to G that he did not contribute to C having a criminal record, but he wanted answers to his questions and both shared that it was a good route for them to be able to close an unpleasant but isolated incident with good wishes, as well as helping feelings of safety going forward.

PRACTIONER/S: Jess Cooke

OFFICE:**Cumbria**

The Cumbria team received a referral from the Cumbria Police for Restorative Justice to be carried out between an offender and victim of assault. Due to the nature of the victims health and the fact she uses crutches, this was also classed as a hate crime.

One of the victims primary motivations to take part in RJ was her believed that everyone deserved a second chance after learning from the Police that this was his first offence. Her hopes were RJ would give him this second chance, make him aware of his actions and make him think twice before committing another offence. She also wanted to explain to him that she already suffered from anxiety and depression when leaving the house and the incident had left her feeling very vulnerable, scared, anxious and 'Back to square one'.

A very positive meeting took place between the Victim and Offender. The victim expressing thanks and relief that he had come forward and allowed her to move on via the process. She explained to him how the incident had impacted upon her illnesses and injuries, and strain it had put on her relationship. She also explained her thoughts on why pressing charges would have potentially ruined as a result of this his first offence, and that was not her wish. The Offender listened to what the victim had to say and was very apologetic for his actions. He explained that his actions on the night are out of character for him and again thanked her for starting the RJ process.

The victim said RJ had helped her tremendously as she felt he was genuine and honest during the meeting. The offender said it was beneficial to see the impact his offence had upon the victim and the opportunity to reassure her he wouldn't do it again.

The victim also later met with the Police and Crime commissioner and explained how helpful the process had been and her thoughts that other victims should be encouraged to consider it as an option to help them.

PRACTIONER: Ashley Clarkson

OFFICE:

Cumbria

Young woman from West Cumbria was walking down the street with her friends when a group of youth started shouting homophobic slurs at her.

Although the Victim did not want any direct contact with the offenders she was keen for them to be educated about homophobic Hate Crime and as a result a presentation was developed which was delivered to the offenders year group as part of a School assembly.

The flexibility Remedi are able to offer allows victims the opportunity to get what they want from the process. Although the Victim did not want direct contact as part of the RJ process she was still able to have her voice heard. We supported the victim to put together a presentation and anonymously say a few words about her experience something that she would not have been able to do if we did not think outside the box. Not only was the victim really happy about her involvement in the process but her mum was also very happy about the enhanced support provided by Remedi.

PRACTIONER/S: Megan Wright

OFFICE: Derbyshire

The case involved one victim and one offender who received an Out of Court Disposal for Criminal Damage and Assault.

I met with both Victim and Offender prior to lockdown and then had weekly discussions with both parties in order to progress case. Indirect shuttle was completed via telephone to facilitate communication between the parties.

Initially the Offender was very reluctant to work with us and although acknowledged her actions, showed little remorse towards the Victim. Discussions were had regarding communication and both parties felt that an indirect shuttle would be better.

As a result of the discussions and sessions with the parties they both feel their relationship has improved and the Victim felt the Offender had completely changed, explaining she appeared happier and her attitude was more positive and she was interacting with the family again.

Towards the end of the process, it was clear that the Offender's views had changed. As she was remorseful for her actions and completely accepted responsibility and was understanding of the victims feelings.

I feel that the work has helped the Offender understand and accept the victim's feelings and also understand the consequences of reoffending.

Feedback received from the Victim: 'Thank you very much. It was nice to have an impartial person involved, not somebody in uniform and just be themselves and friendly. You've really helped.'

PRACTIONER/S: Suzanne Artuch

OFFICE:

Derbyshire

Theft offence where the offender finds a scooter and rides it home, the case involved one victim and one offender.

The work that was completed in this case was via shuttle and a letter of explanation from the offender, as a result of hearing how the offence had impacted the victim and considering the impacts on himself too.

This piece of work allowed the victim to feel safe knowing that the offender would not approach him if he saw him. As the victim was young and had an older brother that was of a similar age to that of the offender the victim and his family believed they may have fallen out or had an argument and the offender had targeted his younger brother.

Having worked with the offender and working with him to write a letter to the victim it was made clear that the offender believed the scooter did not belong to anyone and was not being used. The offender was also able to reassure the victim he would not approach him if he was to see him out in the community. The victim was happy with the letter from the offender as he apologised.

The offender stated at the time of the offence, he did not know theft by finding was an offence and was thankful that it was dealt with via RJ.

PRACTITIONER/S: Laura Esty

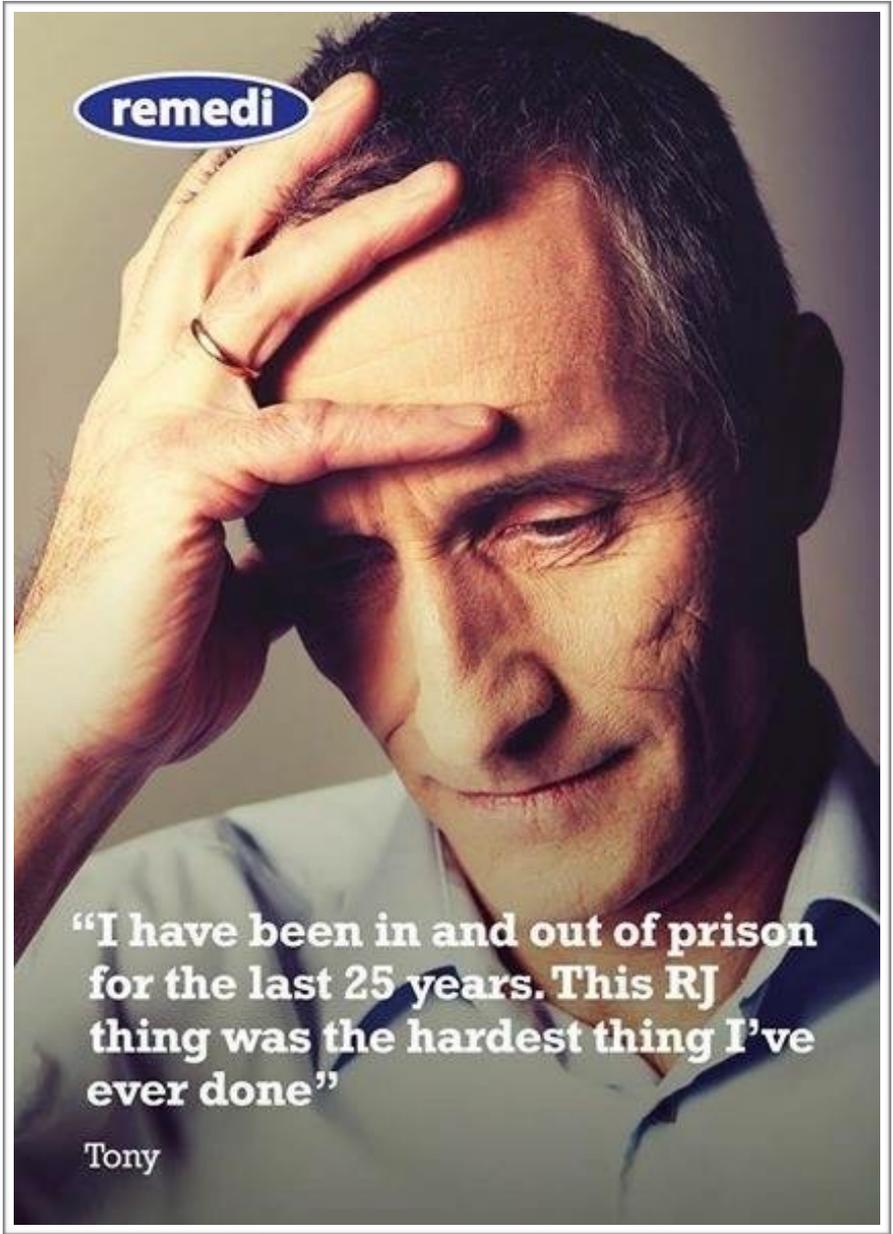
OFFICE: Derbyshire

We had received several shop theft offences for one Offender over a period of time in Derbyshire however, up until this point had been unable to make contact with the Offender.

After making contact with the Offenders Community Offender Manager and gaining consent from the Offender to call him to discuss RJ, I made contact and during the call the Offender opted to listen to the Victim Impact Statements from the different shops.

The Offender understood that his actions had a 'knock on' effect to the shops and also the wider community. He then went on to explain that up until now he had not wanted to engage in RJ as he was dealing with personal issues; substance misuse and homelessness. He also stated he is now accepting help and support on release from custody and is addressing his substance misuse and homelessness and explained that is why he felt now was the right time to do RJ.

PRACTIONER/S: Natasha May



remedi

“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

OFFICE:**Greater Manchester**

My 'stand out' case this month has been common assault on a police officer. It had been referred to me as Victim Awareness. The offence happened between offender, member of the public and officer.

I began Victim Awareness work, through discussions with the offender I understood that she was remorseful and working on the ways in which she could change her lifestyle. I offered the idea of direct RJ to aid the remorse and guilt and suggested using it as a way of closing an old chapter of her life.

Originally the offender said no to direct/indirect RJ. It was though the VA work done together that she started to realise the impact of her offence more and learnt to trust myself. During the VA evaluation the service user thanked me and noted that I was not judgemental throughout sessions. It was then when I decided to bring up the idea of RJ again, as I felt like then was a good time to reproach. The service user agreed to do direct RJ with the police officer involved in offence, she wanted to show him that she had changed and was working on herself. Moreover, the offender said that she had history with Police Officer involved as he had arrested herself and son on numerous occasions and believed by doing restorative justice with him, she'd be able to show him the positive changes she's made to herself and lifestyle. I completed my first indirect with this case, as I passed a shuttle message to Police Officer to get him to engage. I am yet to conduct direct however, with the officer sharing with me his work schedule it shows that he's not opposed to the process. I am hoping to complete direct RJ with this case by the end of next month, I believe it will be extremely beneficial for offender and officer.

PRACTIONER/S: Megan Gough

OFFICE: West Midlands

Criminal damage- there were 7 people affected. Direct meetings completed.

Prep sessions conducted with all victims and offender involved, direct was held. A more formal structure was adopted in order for everyone to have time to speak and multiple directs to be completed.

It was agreed for the agenda of the meeting to be more structured than normal due to the amount of people involved, and to ensure everyone had their moment to speak and be heard. The meeting went brilliantly, and everyone involved felt it had been positive and had a huge impact on the offender.

Offender feedback was “I didn’t realise the impact was so widespread, it has made me realise the impact on staff.”

Victim feedback was “It was very well managed throughout, no one wants a young person to fail it is better this way than criminalizing him.”

The offender’s parents were present and at the end of the process they expressed how incredibly proud they were of their son and how grateful they were of the support offered by the victims and officers involved.

PRACTIONER/S: Amanda Townsend and Vicky Jackson

OFFICE:**West Midlands**

Offender in custody said he would be willing to write a letter of apology to all the stores he has previously shoplifted from.

Helped the offender write a letter while in custody and delivered the letter to 5 stores in west mids.

Offender has been doing really well in custody and has been drug free for the first time in his life. The stores gave some really good feedback:

‘I’ve never had a letter before, I’d never heard of RJ. It’s a good thing if the offender does go straight because everyone deserves a second chance. I hope everything works out for him and I hope he’s getting the help he needs and not just punished.’

‘Wow, what a really positive letter. He’s been clean for 12 months and that’s amazing. Class A’s are very very addictive and it’s tough to stop that. I can’t fault his determination to better himself, that’s really good. We get a lot of shoplifters and crime here and it’s nice to see when a good-egg-gone-bad turns good again! It’s nice for once for us to be able to see and hear the positive side’

‘fair play for doing it and trying to change himself. We do see our fair share of drug users in store and I have never received a letter of apology from anyone in the 9 years I’ve worked in supermarkets. I’m grateful that he has reached out and thought to apologise. keep going and keep clean!’

PRACTIONER/S: Beth Mercer

OFFICE: West Midlands

Violence against the person/Racially or Religiously aggravated harassment

- Prep visits to both Victim and Offender.
- Indirect shuttle between Offender/Victim and Victim/Offender leading down to Direct.
- Direct meeting done, evaluation complete.

Victim and Offender felt that they would like to have the chance to express themselves to each other and the feedback was positive from both sides. Victim mentioned “From the point I met Igor I can’t say anything bad. I have been given all necessary information throughout the process on Restorative Justice, I like to know what's happening and the communication has been on point, it was good, I am glad I took part.”

Offender was also glad he took part and said “Restorative Justice helped me to let go of that feeling of guilt and blaming because of what happened. It is a great feeling to have experienced this, Restorative Justice was a blessing to me.”.

For myself as a Practitioner, it was good to experience and lead the case from start to finish for the first time and it was nice to see. Restorative Justice is truly effective and what was a broken relationship before, turned out into something genuine and kind from both sides.

PRACTIONER/S: Igor Vaz

OFFICE:**West Midlands**

The offence was Voyeurism with 1 victim and 1 offender. In 2016 the offender placed a camera under the desk of a colleague. The offenders ex-partner reported the offence after finding the videos in 2020.

3 months of preparation undertaken, with risks carefully managed alongside the officer in charge. A direct meeting was facilitated in a police station with two practitioners.

A referral was received by the officer in charge, where the victim had requested restorative justice. Multiple preparation sessions were facilitated. The victim recognised the offender's actions were wrong. However, the victim had a strong friendship with the offender previously, so this aspect needed to be risk assessed throughout. The offender's original feelings of intense self-pity lessened throughout preparation, as he reflected on his actions.

During the direct meeting the offender was very apologetic, explaining his actions and his frame of mind then, in comparison to now. The victim spoke about the initial impact. She got answers to her questions and was reassured by the answers provided. They shared their current relationship with God, as they are both Christian. The victim gave him full forgiveness, as the offender shed many tears.

The offender stated, 'To say sorry meant a lot, I will be forever grateful for the opportunity'.

The victim shared, 'I thought it was very professional, informative and I was impressed'. 'I feel better in myself for taking part. I have nothing but praise to give. 'It went better than I ever expected or imagined'.

PRACTITIONER/S: Nicole Mclean and Bethany Mercer

OFFICE: West Midlands

Offender in custody said he wished to write a letter of apology to a couple he had burgled.

We contacted the victims and relayed their questions to the offender who responded with a letter of apology.

Upon receiving the letter, the victims were glad to see that the offender was working to change his lifestyle as they knew from the police that he had a long criminal record, and prison obviously had not worked in the past.

Reflecting on his actions during the preparation meetings, the offender said that he now realises that his crimes didn't just affect the direct victims; as he stole expensive work tools, he also likely impacted the welfare of the victim's children as this was how their parents made a living. The offender supervisor who was working with him commented that he was really pleased with the effort the offender had made, as a few months ago he was not ready to face his actions. The offender also said that he wanted to engage in restorative justice as way to challenge his anxiety and now felt more confident.

PRACTITIONER/S: Sam Atkinson

OFFICE:

West Midlands

Violence against the person between a sister and brother which involved the brother threatening the sister with a knife.

Preparation sessions were completed with the victim and offender with Mum present as both were under 18 which was followed by a direct meeting.

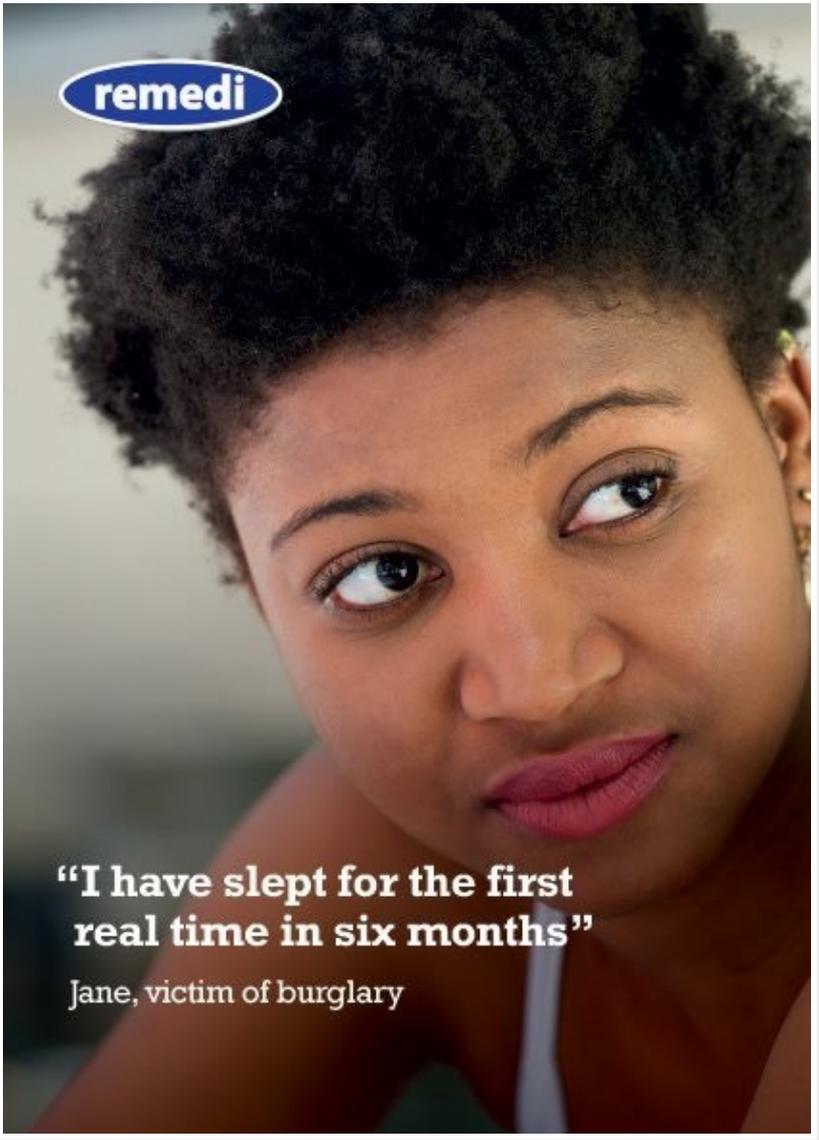
A preparation session was done with the victim prior to lock down. She admitted that she did antagonise her brother which resulted in him threatening her with the knife. As lockdown eased further preparation meetings took place with the offender and victim. He knew what he did was wrong and did want to apologise and move forward.

It was clear to see that offender was close to the victim and felt like he could only talk to her about his issues and how he sometimes feels but at times they both get angry.

In the direct meeting it was agreed that they would use a 1-10 scale to express how their feeling in a moment of rage or generally once a week as they found it difficult to explain their feelings. If either of them said they were feeling a 7-10 then they agreed to leave each other alone.

Mum felt the 1-10 tool was a great idea and thinks it could be used in the house even with herself and her partner, this would prevent any incidents happening again.

PRACTIONER/S: Shannan Bhandal



remedi

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

Jane, victim of burglary

OFFICE: Manchester

Female offender becomes abusive and strikes out at a police officer whilst being spoken to by a police patrol for a minor traffic offence. The offender was referred by GMP to complete a victim awareness session.

Offender engaged in a victim awareness session over the phone. Topics covered - thoughts, feelings and choices surrounding the offence, neutralisations, the three stages of accepting responsibility and the four types of harm caused to victims.

The offender's responsibility score increased by 4 points after the session was completed. Discussing neutralisations and accepting responsibility helped the offender to recognise that she played a bigger role in the offence. She stated, "I cannot blame the victim as it was my actions that escalated the situation".

Offender benefited from the 'behaviour cycle' exercise because she was able to differentiate between responding and reacting. She hopes to use this technique in the future.

The offender learnt the varied impact on those around her, for example she said, "I do not know what was going on in the victims or witnesses' lives, this incident could have made things worse for them".

This feedback demonstrates how important these workshops are for changing offenders' thoughts and patterns of behaviour and therefore reducing offending.

PRACTIONER/S: Natasha Livingstone, ROC volunteer - Oxana

OFFICE:**West Midlands**

This case involved two 12-year-old school girls and their families, which involved serious bullying, assaults and threats and had been going on for a long time. There was 7 people involved overall. This included: the victim and her father, the offender and her parents and the offender's two older siblings.

Practitioners first met with the victim and her dad. They explained they want the bullying to stop once the two girls go back to school in September. Practitioners then spoke to the offender and her family, who were in agreement that the issues must stop too. 7 indirects were completed.

Your comments/Your Observations/Feedback- What is it
The victim and her dad were spoken with first and they were very happy that something was finally being done about the bullying issue at the school. It was clear that the father of the victim was distressed, and he wanted his daughter to return to school in September and not have to worry about this.

The victim's dad said that he has tried to liaise with the offender's parents before but was unsuccessful. Practitioners then visited the offender and her family. The offender said that she doesn't want any trouble when she returns to school and is happy to be civil with the victim. Both parties were happy with this outcome and thanked partitioners for their support.

PRACTIONER/S: Natasha Buckham

OFFICE: West Midlands

Brief Overview of Case:

- Hate Crime (racial)
- 2 victims/1 offender
- Birmingham

2 x indirects and 2 1 hour victim awareness sessions

The offender had recently relapsed and started abusing alcohol again. He went to A&E where he racially abused 2 NHS members of staff. Upon the victim's request, the offender completed two one hour victim awareness sessions with myself where we discussed six different issues; impact of violence on NHS staff, impact of hate crime; Black Lives Matter articles. The offender was left to study these resources and to come back to me within a time frame to discuss the resources. His feedback stated that the course gave him more of an insight into his offence - he could see the impacts on NHS staff, patients and the NHS as a whole. He stated that violence against the NHS should not be tolerated. The offender also stated that "the impact is ingrained in my head now and I'll certainly think twice before I act. I now look at the bigger picture".

PRACTITIONER/S: Vicky Jackson

OFFICE: West Midlands

Public Order Offence, Harrasment - 1 Offender, 1 Victim

- Met with Offender and Victim to complete initial assessment
- Both expressed their differences which cause disputes, both came to agreements whilst case was moving preparing for the direct meeting
- Victim was grateful she found an easier method to come to a resolution than taking the neighbour to court

I met with both victim and offender and explained the Restorative Justice procedure to both. They were both engaging in RJ as they wanted to put their differences to a side and go back to how they were before their disputes began without going down the court route. They believed this would be a chance for them to both discuss with each other the matters which caused their daily arguments and disputes.

During the direct meeting, as everything was carefully planned, both offender and victim were pleasant to each other throughout the meeting and agreed to the outcome agreements and decided to put the past behind them and to get along as friendly neighbours.

PRACTIONER/S: Zara Ahmed

Thank you to all of our colleagues and service users

