



**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 can't believe we've just spoken on the phone for an hour. I don't get to speak to many people every day now because I live on my own so its nice to talk to someone"

LOCATION: Rotherham

Client was charged with assaulting a police officer by beating and spitting in the custody suite.

Contacted Universal Credit to check if the service user had a claim

Service user had no form of ID, requested ID letter from RO which verified his change of address.

Supported service user with appointment at Credit Union

With permission from service user I spoke to the credit card company on his behalf.

The service user had previously lived with a family member who was appointed his appointee for his universal credit claim. After a fallout, the service user moved back in with his dad who was recently diagnosed with cancer. The service user had tried numerous times to change his details with universal credit, they refused to speak to him because he didn't know answers to any security questions the family member had given during his application. The service user didn't have access to his credit union account because he had left his bank card and ID at his previous address. I contacted his probation officer and requested an ID letter so we could verify who he was and where he lived to the bank. Once we had the letter, I supported the service user at the bank, he asked if I could speak on his behalf due to his anxieties around meeting new people.

I explained the situation to the cashier, she verified he had an account and was in receipt of universal credit. I asked if there had been any activity as he hadn't used it since December and believed his family member had been accessing the account. The cashier informed the service user that no one had accessed it and there was over £2000 in his account. The cashier said she would notify universal credit of a change of circumstances and arrange a new card to be sent to his dad's address. The service user was so grateful for the help he said the money would come in handy when he and his dad move into a more suitable property.

PRACTITIONER/S: Leroy Malcolm

LOCATION: Barnsley

Service user was caught and charged with carrying an offence weapon namely a screwdriver in Barnsley.

- Initial assessment and support plan which identified the needs of the service user
- Completed and registered application for doctor's surgery
- Registered at dentist
- Supported with self-referral to Recovery steps for substance misuse
- Liaised with council and other agencies regarding the state of his property

Due to the service user's history with substance misuse, he was very hard to engage with at first.

He would miss pre- arranged appointments or call to change the times. I decided to take a different direction and meet him at home. During our first meeting we completed the initial assessment, this identified areas in which he would benefit from support. One of those areas was his substance misuse. We discussed his issues around drugs and how I could support him to find a way out of this lifestyle. We discussed Recovery steps, I explained it was a self-referral system so it would be down to him to contact them and request an assessment, but I would be there to support him every step of the way. The service user decided he wasn't ready to take this step and wanted to register with a doctor first so he could start the methadone program. The service user disclosed he didn't have a doctor because he'd been banned from his previous surgery due to an incident in which he became aggressive toward the receptionist during an appointment. We discussed the reasons behind the incident and the outcomes of his actions.

I supported the service user with completing his application form as he is unable to read or write, we then hand delivered it to the surgery.

Work with this service user is ongoing, his probation officer stated this is the longest he has ever engaged with an agency other than probation she thanked me for the time and support he has received so far.

PRACTIONER/S: Leroy Malcolm

LOCATION: Doncaster

Sexual assault on a female.

This mentee lost their mum three years ago whilst in custody and were unable to go to the funeral. Due to exclusion zones they have never visited the grave so I have been trying to facilitate a one-off visit.

The mentee has done everything that has been asked of them during his time in custody and with probation. I approached his offender manager to discuss the potential of facilitating an escorted visit to his mum's grave to allow him to grieve and gain some sort of closure, however, we would need his exclusion zone to be temporarily lifted.

Once I got the impression that a visit may be possible, I told the mentee who was over the moon. He has been incredibly helpful throughout the planning stage, providing dates to avoid when other family members may be visiting the grave, and extremely patient as the covid-19 restrictions have put a temporary hold on the plans.

The mentee has purchased a memorial pot for when they are able to visit. One member of his family has offered to say that they placed the pot on the grave. This confused the mentee, as he would have liked it known that he placed the it there. Following a discussion, he understood that other members of the family may not like the fact he had placed something there and might remove it.

It was a great step forward in his personal development when he was able to see the bigger picture and understand the feelings of others. He now agrees that it was more important for him to remember his mum privately, rather than have everyone know that he had done so.

PRACTIONER/S: Abbie Hatfield

LOCATION: Doncaster

Offence Type: Rape.

Mentee has decided to engage with mental health services.

This mentee has been struggling for some time. He is currently in emergency housing that is not suitable for his needs. He has no friends. Family or support network of any kind, so he feels very isolated at times, and his mental health is often affected by this. We have discussed seeking help in the past, but the mentee has never given consent to be referred anywhere for support.

The mentee ended up spending some time in hospital through lockdown after causing some serious harm to himself as his mental health suffered as a result of being isolated for so long and falling into a depression.

When I was able to speak to him again, we discussed his decline into self-harming and looked again at how mental health support may benefit him in the future. The mentee was offered some mental health support through the hospital and as a result of our work together, he has taken them up on it. He has recently had his initial MH assessment and is hopeful that he will receive the right support going forward.

PRACTIONER/S: Abbie Hatfield

LOCATION: Doncaster

Offence: Common and other types of assault.

Getting the mentee to open up about their feelings as a way to prevent them from self-harming.

This [male] mentee struggles with his mental health and has previously self-harmed as a way of coping.

We have discussed these thoughts in many previous sessions. The mentee bottles his feelings up until he becomes so overwhelmed that he feels self-harm is the only option. I provided him with numerous contact numbers for support with self harming but have also advised him that he can call me if he is getting frustrated so that we can talk it through.

As our professional relationship and trust has developed, he has begun to call me when he gets upset or frustrated with a situation, rather than bottling it up. I sit and allow him the time to vent and get his feelings out in the open, before discussing with him potential options to improve or overcome the situation. Each time he has called, he has either thanked me over the phone for talking to him, or text me afterwards stating how much he appreciated being given the chance to speak about his feelings.

PRACTIONER/S: Abbie Hatfield



"I've not been out of prison very long and I have nothing. I didn't know where I could call because of this situation. Thanks for helping me today"

LOCATION: Derbyshire

Restorative Mentoring support given to a service user after a number of needs were identified during an initial assessment.

Face to face support given to a service user who has not long been released from Custody. Upon the initial assessment, it was identified that she needed support with contacting her GP to follow-up her mental health referral and registering at a dentist.

Support given to contact her GP and due to covid-19 restrictions, it was arranged that a follow-on phone call was scheduled for the GP to contact the service user directly.

Several phone calls were made to dentists within the local area of where the service user resides however, due to Covid-19 restrictions, very few practices were taking on new patients. A phone call was then made to 111 who arranged an appointment for the service user to be seen later that week.

Follow on telephone contact made to the service user the following week to see how she got on with the appointment and telephone call and further face to face contact has been arranged.

PRACTIONER/S: Gina Reader

LOCATION: Sheffield

Possession of offensive weapons without lawful authority or reasonable excuse

My role has been to support JB to develop the skills of managing money and accessing PIP. We have also worked together on improving JB's mental health, confidence & decision making, expanding support/ social network.

I supported JB with his financial budgeting, in doing this he has developed more of an understand where his money was going and how to manage it more efficiently. As a result of our work, JB promptly cut down on his smoking habit and is therefore saving money and is needing to access foodbanks less often.

We have also carried out lots of work around his mental health to help JB to think through his negative thoughts. We have worked on reframing his thoughts when he is feeling paranoid to bring him to a better and more realistic view of situations. He has found this of great benefit and uses these skills regularly to cope with stressful situations.

Through our work together, JB has also started the application process for accessing PIP. I have asked for I'm to be referred to Nacro in order to support him with moving away from an area where he experiences racism on a regular basis.

JB in his early 20's and sadly, he doesn't see many opportunities before him. We have therefore had discussions around him going back into education which seems to have excited him. He has put a lot of time and effort into this whilst expanding his social networks in a creative, productive an positive way.

During our time working together JB has also been troubled with MH issues. I have supported him through many difficult situations and have referred him into formal MH support services.

He is engaging well and is now in a better place.

Practitioner: Emily West

LOCATION: Sheffield

Common and other types of assault, the offence was domestic violence.

The plan was to support GB to get furniture.

As a mentee, GB is doing quite well and is making good progress in all areas. He found accommodation some time ago but has been struggling to furnish his home as he is on Universal Credit and just cannot afford to buy anything.

Together we approached a number of charities for help but none were able to assist. I was eventually directed to St Martins in the Field who do amazing work around homelessness and accommodation needs nationally.

This charity was new to me and required me to handle the money on behalf of the service user. I was able (with support from Tracy) to use the Remedi Bank account to hold the money in order to pay directly from there for a new bed and mattress.

GB and I eventually sourced a bed that was within the budget and had it delivered to his home.

He is so delighted to have somewhere to sleep and it has made so much difference to him now that he is getting proper rest.

PRACTIONER: Emily West

Without my mentor.....

" I would have probably become homeless"



Without my mentor.....

"I'd have overdosed and probably died I think"



Without my mentor.....

"I would have
been arrested
again"



Without my mentor.....

"I'd just be
in more and
more debt"





"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

