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**REMEDY**

# **Restorative Stories**

A Collection of Case Studies and  
Reflections VOLUME 6

**By Remedy: Restorative Services**

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# **Restorative Stories**

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

Linda

**OFFICE:**

**Humberside**

Unknown male suspect has approached the victim and his friend in the car park and jumped on the car bonnet and roof of a black BMW4 series causing damage. Victim has got out of the car and the suspect has punched him in the face causing no injury. One offender and two victims involved.

Initial calls to all parties and agreements were made that the costs for damage to the car were to be paid to the victim. Various indirect exchanges were also made regarding the incident and thoughts and feelings of all parties were shared with each other, including an apology to victims.

My observation is that the offender had accepted full responsibility for his actions and agreed to pay the full £720 in repairs to the victim's car. The victim wanted the offender to know that he was parked in a public car park and he was legally parked. The offender agreed that his actions were totally out of character and was aware that the victim was legally parked and apologised for his actions and paid the £720 in full to the victim.

Feedback from victim – I am glad this is sorted and I am glad to know the offender accepts responsibility for his actions and knows I wasn't breaking the law and doing anything wrong. I am happy to move on from this now we have had this intervention.

Feedback from offender – Thank you for assistance in sorting this so quickly.

**PRACTIONER/S: Lindsey Atkin**

**OFFICE:****Humberside**

This was a referral from Survive, and involved an adult victim who was sexually assaulted as a child and was still struggling to come to terms with what had happened to them. The offender was arrested, convicted and served a period of imprisonment for his offences.

We worked with the victim to assess the level of harm and to look at what they wanted from the RJ process and whether RJ would be suitable. Liaising with the Public Protection Officer we worked with the offender to assess his suitability and probe his motivation for taking part in RJ.

We had numerous meetings with the victim and offender on separate occasions. The process was a difficult one for the both of them. Both were carrying feelings of guilt and shame. Eventually we were at a stage where victim and offender were able to exchange letters.

Victim - "RJ has helped me gain a sense of perspective and how things have changed for us. It has helped shift the balance of power from him back to me. In the beginning I did not know what to fear, I no longer feel confused, scared or worried that anything will happen to me. I can now talk to other people about what happened, I couldn't do this before. Thank you for all your help."

Offender – "I'm really pleased with the outcome, doing RJ has really brought it home to me how much damage I have caused. It has helped me to see things from the victim's side, things I could previously only speculate about, I am glad I have been able to help the victim. I have also really appreciated your support, you have been non-judgemental and have respected my views and wishes where other's would not."

**Practitioner: Gary Herbert**

**OFFICE:****Greater Manchester**

The offender in this case assaulted a police officer whilst intoxicated. The offender had been advised to call the police when struggling with his mental health and was unhappy that he had been restrained by the officers who attended when he attempted to harm himself.

The offender wanted to communicate his apology to the victim and share his side of the story as well as hearing the victim's version of events. Both parties were prepped for a three-way RJ conference call.

Although I initially had some concerns about the offender's motivation when he was referred by his case manager, these concerns were removed during preparation. The offender had previously been a victim of historic sexual abuse and had since struggled with substance misuse and suicidal ideation in an attempt to cope with the abuse. Due to way he was restrained during the offence, the offender experienced triggers of his abuse and led to a decline in his PTSD. The offender wanted to share this with the victim and apologise for his actions.

The victim had been responding to a call from the offender's wife on the night of the offence. He described the offender being incredibly intoxicated and both physically and verbally aggressive towards him and his colleagues. He wanted to support the offender to remember what happened that night and understand his motivations.

During the conference, both parties agreed that they misjudged each other and that it was helpful to fully understand each other's perspective. I feel that this conference will help the offender reflect more on the impact of his behaviour and for the officer to understand the impact of physical restraint within his role.

**PRACTIONER/S: Aafira Gani**

**OFFICE: Greater Manchester**

The offender was out shopping with her friend. They entered the shop, filled their trolley and left the store without paying for the goods. The offender was caught by security, reported to the police and subsequently convicted of shoplifting. The offender received a community sentence.

The offender completed a Victim Awareness session and during this session, a shuttle message was passed from the shop manager to the offender. After hearing their shuttle, the offender wrote a letter of apology to the shop which we later delivered and completed direct RJ.

From the outset, the offender took full responsibility for her actions and understood what she did was wrong. Since committing the offence, she wanted to explain herself and apologise to the store for her behaviour. However, she didn't know how to apologise to them as she had not heard of RJ. When I introduced the idea to her, she said that she would like to meet them face-to-face.

Prior to the direct being completed, the offender was anxious to hear the security guard's side to the store. She was worried that he wouldn't forgive her or that he would refuse to read the apology letter she had written. The victim also agreed to direct RJ and he wanted to engage because "if someone wants to apologise for what they've done, I'll always listen to what they have to say".

During the direct, the victim forgave the offender and said he would pass her message on to his colleagues. He also said that she was "welcome to shop there in the future". The offender said in her feedback, "I feel so much better for doing it. I'm so happy that I did it and I got everything off my chest". She was grateful that the security guard had forgiven her and told us that it "made her week".

**Practitioner: Grace Phillips**

**OFFICE:**

**Humberside**

Diana's dog had jumped over their garden fence, whilst Sam was walking past with her dog. Diana's dog attacked Sam's dog and left it with a lot of injuries needing Veterinary treatment.

This case was referred as Sam did not wish to pursue having Diana's dog destroyed, but wanted communication with Diana so she could know Diana was taking steps to ensure this does not happen again to anyone else. This was facilitated with both parties content with the process.

Whilst facilitating this contact it became clear that Diana was really upset about what her dog had done and it had even shocked her and her family what he had been capable of. It helped Sam to know that Diana felt this way and that she was subsequently putting measures in place to ensure that this did not happen again to anyone else. The communication helped both parties to see how the situation had affected each side and both were very understanding of each other. This work really showed how the communication helped both parties resolve the situation peacefully as opposed to Sam pushing for Diana's dog to be destroyed. Sam was really pleased with the communication, stating "that has really made me feel reassured, thank you for your help".

**PRACTIONER/S: Yasmin Gray**

**OFFICE: Sheffield (Youth)**

Threats to Commit Criminal Damage and Common Assault. Young person living with his step father have been experiencing a declining relationship for some time with ongoing incidents between each other.

Working with the case worker I have facilitated meeting between both parties. This complemented interventions put in place by the YJS case officer to provide a package of care that will support both parties and work towards reducing the incidents between them.

The victim has explained that he is struggling to manage his relationship with his step son. He called the police after the incident but this had been the latest in a long line. Previous incidents between the victim and his step son had included the victim suffering broken ribs. The victim said he feels his step son pushes for a reaction and this is extremely stressful for him to deal with. There is also a pressure for him to give his son money and the victim knows this is for him to purchase and settle drug debts. The victim feels that he can no longer manage his step son and he is at a loss as to what to do. His step son has learning difficulties that compound his issues and make communicating with him challenging.

Meeting with the victim we discussed the abuse that he has been subjected to by his step son and that I would be feeding this back to the case manager and this would be highlighted and support would be put in place for him following an assessment. The victim has been holding a lot of guilt for calling the police so we talked about it being a positive as he now has support. We discussed the direct meeting and this would be a chance for him to talk about how his step son's behaviour affects him. In the direct meeting the victim was able to talk through how the incidents affect his mental health and he would like his step son to engage in the services and support that will be put in place for them both. The young person agreed and said he will take up the offer of help. The direct process in this case highlights how RJ can work alongside and strengthen interventions to support families in crisis.

**Practitioner: Martyn Ellis**

**OFFICE: Sheffield (Youth)**

This case involved 1 young person and 5 victims. The offence was theft from shops on a busy retail park. The victims in this case were the managers of each store

Initially I acquired a Victim Impact Statement from 4 of the 5 store managers. I represented the victim's views at the RO Panel. During the YP's order I represented the victim's views during a victim awareness session with the YP which resulted in the YP wanting a direct meeting to apologise.

The YP in this case said he had not thought about how his actions had affected both the stores, and their staff. I met with the YP at his home, before the Corona virus hit, and delivered the victim's views during the VA session. We spoke about how his actions had affected the staff, as the YP had also made some threats and verbal abuse.

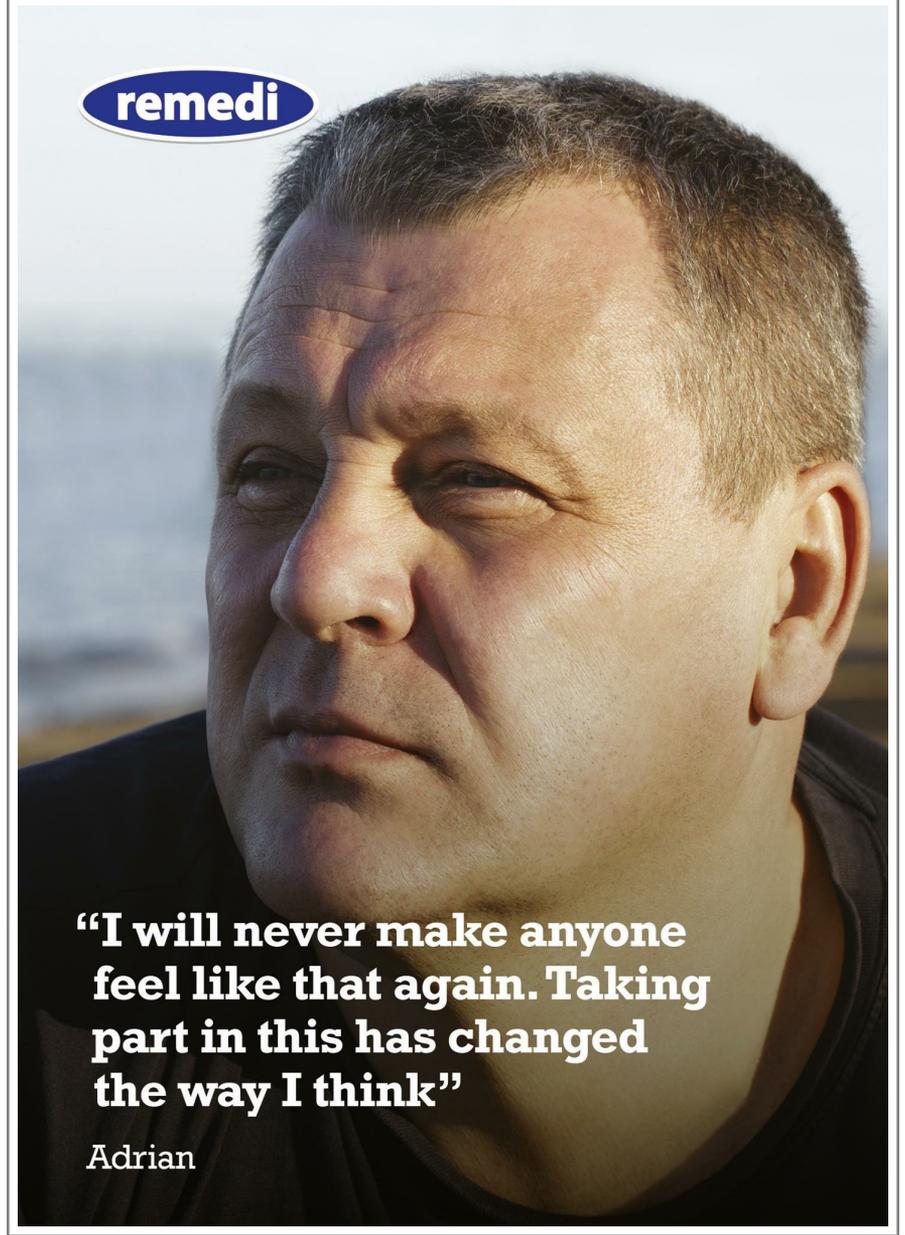
During the session the YP expressed that he was sorry saying "I don't want anyone going to work scared because of me". We spoke about how he could put things right and he said he wanted to apologise to the managers so they can reassure the staff that he will not do it again.

I spoke to the store managers who readily agreed to meet the YP. However, the YP had received a 12 month ban from the retail park. I spoke to our onsite Police officer and together we asked for permission for the ban to be lifted for 2 hours in order that the apologies could take place, but this caused a little set back as the Police refused to lift the ban.

This case to me was a brilliant outcome, for the YP to show remorse and willing to change his offending behaviour, however as the Corona virus hit and the stores in question closed I had no choice but to put the direct meetings on hold.

I am now looking to complete this case as the stores become more available.

**Practitioner: Tracey Reynolds**



**remedi**

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

Adrian

**OFFICE:****South Yorkshire**

This was a blackmail case where the son and his girlfriend pretended he had been kidnapped, in order to extort money from his mother. The mother was wanting RJ with the girlfriend stating she had settled her differences with the son.

RJP attended home address of the victim to carry out initial assessment, however during the course of the assessment and with the son/co accused being there it was apparent they had some unresolved issues. This resulted in the assessment turning into a spontaneous intervention.

The mother and son were happy to talk about all aspects of the case, however there was still an underlying trust issue between them, as the assessment developed they began talking about this and the RJP had to move from assessing one piece of work to then overseeing a direct intervention with them. During which they explored the trust element of their relationship, and how this could be improved on. It was necessary for the RJP to be flexible and cognisant enough to identify that there was this issue and be able to move to resolve it 'on the hoof'. It was a very natural way to use RJ stripping it back to its roots of just 2 people talking overseen by a practitioner being there for slight guidance and structure.

**PRACTIONER/S: Mark Winrow**

**OFFICE:****South Yorkshire**

Burglary Offence involving 2 victims in Barnsley, South Yorkshire: This case was referred from Barnsley CRC, D was a young male who committed the offence of burglary to a property over the Christmas period after getting involved with the wrong crowd and was scared what would happen if he didn't do what was asked of him.

D engaged with a 45 minute VA session where we discussed the impact of his actions on the victim's, which then resulted in going forward for a Direct/Indirect RJ, D was extremely remorseful for his actions and explained "I am young, I got caught up with the wrong people who pressured me into committing the Burglary, I know this doesn't make it right and for that I am truly sorry."

D engaged well with his session from the start and it was clear that he was genuinely remorseful for his actions, he also explained that he had started hanging around with people who he knew committed crime and because he was young, had found himself being dragged into that life. D wanted to speak directly with the tenant and expressed his remorse. A message was then passed to the landlord purely due to his work commitments. Both victims involved in the process thanked D for taking the time to reflect and apologise for his actions.

**PRACTITIONER/S: Louise Fretwell**

**OFFICE:**

**South Yorkshire**

SHOP THEFT. CO OP IN SHEFFIELD. 2 PEOPLE INVOLVED.

I conducted a Victim Awareness Session at the CRC with the Service User and she was really keen to apologise to the stores. She really wanted to explain why she did it. I spoke to the Manager at the store and there and then over Whatsapp we completed the Direct.

The service User really wanted to explain to the Manager why she shoplifts and to apologise. She explained to him that she is an addict and the first thing she thinks about when she wakes up is how she going to afford Drugs. She explained to him that she knows this no excuse but addiction takes over. She told him how she used to be a qualified nurse and came from a nice family. She said that not all addicts are bad and they are someones Mum, Sister, Brother; and they just want help. She really opened up to him. She always said for him to be careful and not to approach shoplifters as she worried that he could get hurt if they have knives or something because they don't think about what they are doing they are just desperate for Drugs.

He explained to her that he was really touched that she opened up about her background and her addiction and that she had the nerve to apologise, as not many people do. He told her that "we all make mistakes but it's nice to know you are sorry and that you are seeking help for your addiction".

When I spoke to her after she said that "the last two days you've given me my self-esteem back and made me feel as though I have given something back to society. Thanks for giving me this opportunity."

Both parties were pleased with the outcome.

**PRACTIONER/S: Liz Smith**

**OFFICE: South Yorkshire**

Offence - Causing serious injury by dangerous driving on M18, September 2018. One offender in van crashed into back of stationary car with 2 victims : Elderly woman (passenger) and son (driver). Offender sentenced to 20 months imprisonment. Referred by Rotherham CRC for VA & RJ session with Remedi February.

Motivated offender. Designated Serious and Complex due to injuries. Letter sent by RJ Hub separately to mother and son before initial phone contact. Son chose to engage. Both men chose indirect process. 2 shuttle indirects from V (March). O sent letter via Remedi email April; V responded via Remedi email August.

This was a first time unintentional offence that caused a lot of suffering to many people both on the offender and victims side. Both men described this incident as the beginning of the worst year of their lives. Both men were able to describe to each other what they remember of the day, and the subsequent impact on their lives. In sharing this with each other both men have been able to get what they were hoping for and a lot more.

The motivated offender felt the victim understood he was not a 'monster', and he was reassured that the victim has been able to recover his life. This has helped him with the burden of guilt he has been carrying which prison did not assuage. The victim stated that hearing about the offenders sentence and what that did to him, enabled the victim to feel that there was justice. The victim also felt that hearing the offender's story of the day of the incident made it feel more real to him and that being able to reflect on it and write his letter to the offender was a therapeutic experience.

**PRACTIONER/S: Aglaia Barraclough & Mark Winrow**

**OFFICE:****South Yorkshire**

Motivated offender- Dangerous driving. Direct intervention over the phone.

The victim had had two of their cars driven into after the offender had been dangerously driving in the area and the car spun out of control and smashed into two parked cars.

The case came from a MO referral after conducting a VA session with an offender through the CRC, they had decided they would want to speak with the victim and express his apologies to the victim directly.

I spoke with the victim and explained the work that had been done with the offender and he was keen to also hear from the offender.

The process leading up to the direct was slightly more tricky than usual as the offender had several problems with their mobile phone so the intervention had to be put on hold for several weeks. Luckily however, the victim was still keen after having to wait a few weeks to take part.

The victim explained to the offender the impacts the damage had had on them and their family as they had lost two family cars which impacted his children as they couldn't have access to travel to their activities etc.

The offender listened to this well and had relayed some of the information he had learnt from the VA session and related it back to the victims of his offence. He continued to apologies for his actions the impact he had had on the victim's family.

I found this to be a good piece of work as the offender was genuinely remorseful for what he did and engaged really well with the VA work completed through his crc appointment. I believe the impacts given by the victim to the offender were very impactful and had a positive relation on the offender. The offender went on to explain he had children of his own and that if the roles had been reversed he would have been devastated too. The two parties found some common ground in this area and the conversation continued in this direction.

**PRACTIONER/S: Freya Hindley**

**OFFICE:**

**Manchester (Youth)**

Young person committed robbery against three different victims

Young person wrote three letters to each of his victims

I was particularly happy with the young person as during a victim awareness session he opened up and explained to me that his motivation to commit these robberies was for money as he wanted to step up and provide for his family while his father was away from the family home. He was remorseful for his actions and stated that he no longer associates with the same friendship group and has a job and is now helping to provide for his family in an honest way.

The young person wrote three separate letters to each of his victims expressing his regret and remorse. I was able to provide the young person with responses from each of the victims and during an evaluation he stated that taking part in RJ “makes me think how I would feel if it happened to me. How would I feel if I felt scared all the time? It’s made me think differently”

**PRACTIONER/S: Steph Tighe**

**OFFICE:**

**Manchester (Youth)**

Two young people Stole a bike from a park

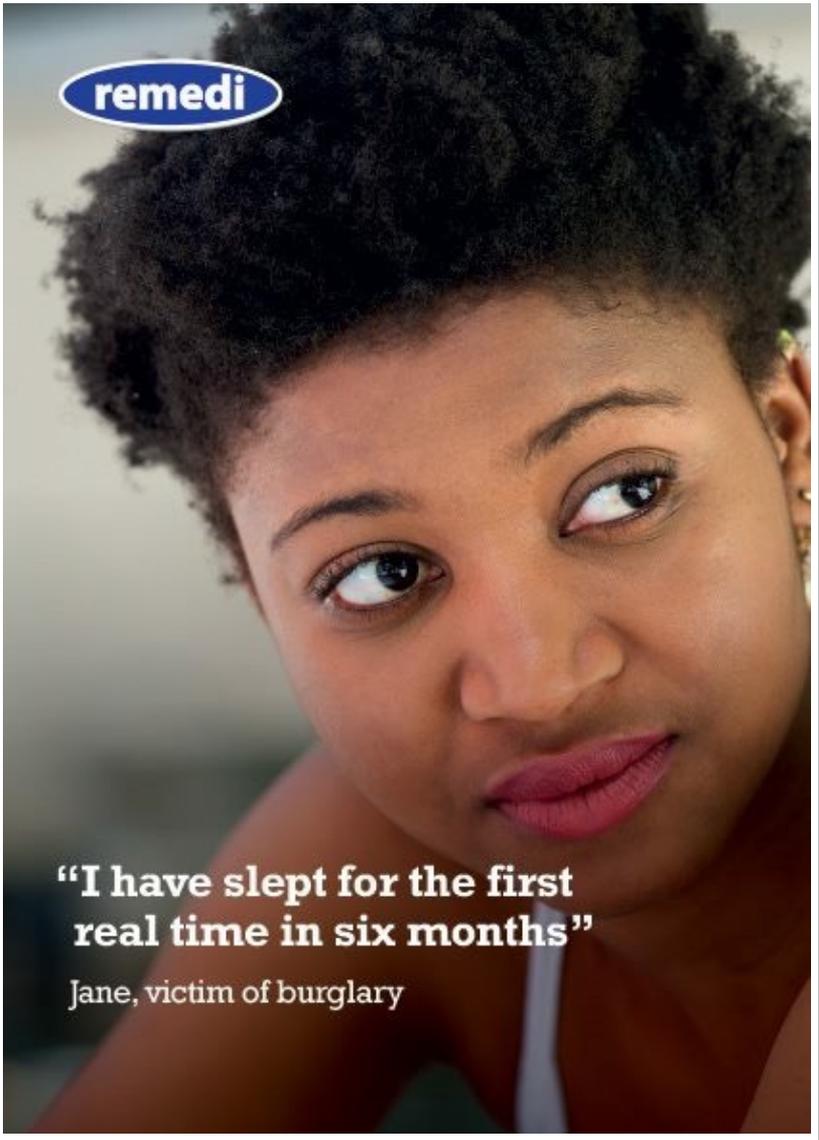
We did victim awareness and indirect Restorative justice through verbal and written communication.

When I first met with the young people it was clear to see that there wasn't much feeling of guilt as they were quite dismissive and believed that they hadn't really done anything wrong as they believed the bike had been abandoned. After some victim awareness work with me their thoughts changed instantly, seeing their faces when they heard the bike belonged to a young boy who had taken the bike out with his family for the first time every after only getting it 3 days before was a moment of recognition. Their whole demeanour changed and they couldn't stop apologising for what they had done.

I worked closely with one of the young people who wanted to write a letter of apology to the victim as he felt awful. I managed to hand deliver the letter to the victim who after reading it said "Thank you so much for helping me get this apology, it has helped me forgive the person that stole my bike. Thank you for all your help" I was able to pass this message back to the YP who said "I knew what I had done was wrong and I felt horrible about it, this has taught me not to do it again. Getting the chance to apologise to the victim and hearing that he forgives me feels amazing. Thank you for your help honestly" The second young person also apologised indirectly through passed communication with myself.

This piece stands out to me because it shows how effective the work we do can really be, from two young people that didn't feel guilty to two that have now seen the effects of their actions first hand and been given the chance to apologise and receive forgiveness. The victim now feels safe enough to go back to the park and ride his bike.

**PRACTIONER/S: Katie Osbaldiston**



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

Jane, victim of burglary

**OFFICE:**

**Stockport (Youth)**

The victim is the previous social worker. Due to a previous theft of her purse she took her bag with her whilst speaking with a staff member in another room. The young person took her car keys, took her car and crashed into a bollard writing the car off.

I contacted the victim and got her views. She was open to all forms of RJ. I worked with the young person, shared the VIS and he was keen to apologise to her which I facilitated on a direct video call.

The victim had not spoken with the young person since that day as he was re-allocated a different social worker and moved out of the area. She had felt she had built a very good relationship with him through some very difficult times and the car was the last thing her mum had bought her before she died. The young person did not know the car was bought for her by her late mother so he was able to acknowledge this and apologise as he hadn't had the opportunity to. The direct virtual meeting was really positive. The victim was able to explain the massive impact it had from a personal point of view and not just as his social worker. She said it was clear he understood why she had pressed charges and was glad to speak with him again as this had ended their relationship and any contact. She accepted his apology and gave him praise for how he was doing after catching up with his current social worker as she still had concern around how he was and wanted to be part of helping him. She knows how impulsive he is and wanted him to have a human face connected to what he had done without thinking.

**PRACTIONER/S: Vanessa Mukembo**

**OFFICE:**

**Cumbria**

ASB referral which included two sets of neighbours. Party one used their property as a AirBNB business and party two lived at their property next door. There was an ongoing dispute as Party two were not happy at the AirBNB next door conflict was occurring between them and the visiting paying guests.

Met with both parties who welcomed mediation. Party one wanted to move on and assure party two that they do not want any bother and ask the guests to be respectful in the rules and they do check staying guests. Party two wanted to ask P1 if some rules could be installed.

Party two were unhappy that party one had installed a hot tub some time ago and were unhappy at the way some house guests behaved in the hot tub. P2 stated they have heard guests having sex, loud music and witnessed some guest naked. This makes them feel living where they do unpleasurable and often feel uncomfortable. To challenge that they would often shout up at the guests quite angrily, this was an issue for P1 as they are 'rated' there stay at the end of each visit and didn't want guests feeling badly treated. The whole incident made P1 feel anxious about guests not enjoying themselves and also didn't want p2 to not enjoy living where they live. Through indirect mediation, p1 explained and adapted the rules to make sure guests are more aware of their surroundings and try to respect neighbours. In turn p2 agreed that they would be more respectful when needing to challenge the behaviour of guests and ask them politely by knocking at the front door to quiet down etc. They also agreed that when P1 were there cleaning the cottage that p2 could approach them and report if they have been disturbed by recent guests.

**PRACTIONER/S: Ashley Clarkson**

**OFFICE:**

**Cumbria**

Remedi were referred this case from the Police asking us to facilitate a community resolution involving a group of youths who stole from a supermarket.

The supermarket (victim) wanted the offenders to realise the impacts that theft has on businesses. The practitioners met with the offenders separately and spoke about the impacts stealing can have, consequences etc. Each offender also agreed to write a letter of apology to the store.

The victim was given the apology letter and was happy with the process and the outcome. One of the offenders parents stated, 'This service is a great idea, it helps prevent crime and explain the impact of being involved in crime, thank you!'

**PRACTIONER/S: Chloe Rodgers**

**OFFICE:**

**Cheshire**

Two offenders were involved in a burglary of the victims home.

Proactively contacted victim to ascertain whether she wished to engage in RJ and she was extremely keen. Having had a career in the criminal justice system she felt that it would be valuable both for herself and the offenders, though she was clear that she did not expect them to engage. This case is ongoing and we are working toward a direct meeting.

The victim was very glad to have been contacted, she was aware of the sentences that the offenders had received and this did not fulfil her wish to understand why they had behaved in the way they had, or allow her to express how difficult it had been for her that they had taken things of little monetary value but which were very sentimental.

She was pleased and surprised when one of the offenders expressed his willingness to engage. Offender managers for both offenders noted that they have expressed remorse and wishes to stop longstanding offending behaviour.

The victim has chosen to share the message with the offenders that she would like to understand them, that she has faith in people and believes in the potential for change. Although this case is ongoing it has already had an impact as the victim believed that the offenders would be uninterested in engaging because of previous reoffending, and the offenders have received a positive and compassionate message from the victim who they may have expected anger from.

**PRACTIONER/S: Jess Cooke / Julie Woolvine**

**OFFICE:**

**Derby**

An Out of Court disposal was received for the Victim and Young Offender. The Offender had caused criminal damage to a bus and after being discussed at panel it was decided that the matter was to be dealt with by Restorative Justice.

During a conversation with the Manager for the bus company, an impact statement was provided, explaining how the damage affected the company, its staff and customers. Work was then carried out with the Offender who engaged well and listened to the impact it had on the company and apologised.

Feedback from the Victim: 'It was nice to have been kept up to date with the work done with the Offender. It is good to know that there is an agency out there working with the Offender and the offence didn't just go undealt with.'

I feel the victim appeared quite surprised upon our initial contact that the matter was being dealt with via Restorative Justice. He explained he did not want to criminalise the Offender but felt it was important that they understood how the company, staff and customers are affected. The Offender engaged extremely well and seemed to really take on board the victims views. The Offender stated that they did it due to peer pressure and explained they have now learnt if they are ever in that situation again, they will choose to walk away and may even politely explain to their friends that what they are doing is wrong.

**PRACTIONER/S: Suzanne Artuch**

**OFFICE:**

**Derby**

The offence in this case was a making off without payment for a taxi journey. The case involved one victim and one offender, who both took part in indirect Restorative Justice.

I called the victim to offer the opportunity to take part in Restorative Justice, to which the victim said yes and provided their thoughts, feelings and impacts of the offence to share with the offender. I then made contact with the offender and shared the victim's thoughts, feelings and perspective.

I feel this case went really well, particularly liaising with the offenders Community Offender Manager as they kept me up to date, which meant I was able to keep the victim updated and informed too.

The offender explained he was happy to speak with me and to hear the victim's thoughts, feelings and perspective.

**PRACTITIONER/S: Natasha May**

**OFFICE:**

**Derby**

This case was a youth case referred by the Youth Offending Team for Restorative Justice, for an assault between a Mother (victim) and Son (offender).

A direct conference via WhatsApp video call was facilitated and both the victim and offender were able to comfortably explain what happened from their perspective and how it made them feel both at the time and now.

Throughout this case various issues were highlighted which lead to both the victim and offender being referred to multiple agencies to access support. The victim explained this support has helped her believe in herself and realise that she can deal with things that seem difficult at first.

It was clear working with both parties that they both wanted their relationship to improve and that the offender regretted what he had done deeply. I referred them into the Remedi Together Families programme so they can work with each other to improve their relationship moving forwards.

Feedback from the victim to another practitioner: "She's amazing, she's literally been my rock"

Feedback received from the victims parent: "Laura thank you so much for your help and support, you'll never know how much it means to us. Naively I thought this sort of thing happened to other people. V has always said you were amazing and you really are. On your bad days just remember you've been a lifeline for us, much love and thanks."

**PRACTIONER/S: Laura Esty**



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**“Every victim of every  
crime should get the  
chance to choose if RJ is  
something you want”**

Cathy, victim of arson

**OFFICE:**

**Bolton (Youth)**

An assault committed by a Bolton young person towards a Special Constable on duty in Blackpool.

After sharing victim views with the young person, she wrote a letter of explanation to the victim, which was shared, and greatly appreciated.

After contacting the victim, she explained that she is a special constable, meaning she volunteers as a police officer to support the community and does not get paid for it. I shared her views and the impact of the offence with the young person via a telephone victim awareness session. The young person was saddened to hear that she had hurt someone who was going out and not being paid to protect the community. She was very keen to make amends for the hurt she had caused and wrote a beautifully heartfelt letter to the victim. I shared the letter over the phone to the victim, which was greatly appreciated. The input from this victim, I feel, has given the young person a newfound respect for police officers. The restorative work was poignant for both the victim and young person and I believe it made a real impact to their lives.

**PRACTIONER/S: Emily Ryder**

**OFFICE:****Humberside**

The offence was harassment against John's sister in law after he had discovered she was cheating on his brother in law. John was referred to us to complete a Victim Awareness session and possibly Restorative Justice after explaining to his Offender Manager how remorseful he felt about his actions.

Initially John seemed keen to work with us, however despite many attempts made to complete the work John always seemed to have an excuse to not engage with us. After communication with the OM it became apparent John had a lot of other things going on in his personal life.

After discussion with John's OM about his current situation with his mental health and other agencies he currently was working with and having support from, I could arrange a time when John had received some support and on a week where he did not have much arranged with other agencies, myself and his OM thought that this may help John just focus solely on the Victim Awareness session, as opposed to the other things going on in his life. This worked and the final date and time agreed with John, he engaged really well with the session and then he also decided he would like to engage with Restorative Justice aswell.

I think what is to be celebrated about this piece of work is working and communicating well with other professionals that are working with the individuals we are working with. Also, it highlights how we can adapt timescales of working with people to really suit them, if we had tried to rush working with John, he may of just disengaged, but we were able to work with him to ensure he could complete work with us when he felt it was a good time for him.

**PRACTIONER/S: Yasmin Gray**

**OFFICE:**

**Humberside**

Public order offence between neighbours. Offender in this case approached the home of the victim, banging on the door, shouting about the noise. This caused alarm and distress, leaving the victim feeling intimidated.

Indirect communication passed between both parties through myself including thoughts and feelings around the incident. Agreements in regards to moving forward from this incident were agreed.

Both parties were happy to engage indirectly and both accepted responsibility for their actions / noise etc. It was good that both parties were willing to engage in this proves to resolve the issues and move forward from this incident.

The offender in this case was reasonable and accepted the request made by the victim and equally the victim also took on board that a lot of noise comes from her house and she was going to make efforts to reduce this.

Simple communication between both parties through us answered questions and assisted both to move on.

Feedback from this case – Things have been much better since we first spoke about it.

The noise is much better, still some noise but not how it used to be. Thank you.

**PRACTIONER/S: Lindsey Atkin**

**OFFICE:**

**Humberside**

Referral from the police to conduct a adult community resolution for abuse within a school. Throughout a week at the school, the victim was receiving racial abuse by some other boys at the school. This escalated into a physical altercation between the victim and one of the offenders.

Offender apologised to victims for the way he made them feel and making one of the victims scared for her brother.

Victims spoke about how the offence had impacted them and how it made them feel, asked the questions they prepared. Victim's moth

All victims were very happy with the outcome and so was their mother.

Offender was happy with the outcome and said "I have learned that I need keep my nose out of other people's business".

**PRACTIONER/S: Gary Herbert**

**OFFICE:****Humberside**

The case was a burglary case. Offender entered through an unlocked door whilst the victim was asleep downstairs, offender lent over victim to grab purse. Victims daughter came downstairs and disturbed the offender and the offender left the house. Victim was sleeping downstairs as she is terminally ill.

Due to the coronavirus and the victim being vulnerable an indirect letter was decided. Offender wrote letter to victim and answered her questions which I passed on to her. The victim replied by the letter and the offender sent another letter, which the victim passed a shuttle message in reply.

All the letters that were sent were received well by both parties in the case. During this process both offender and victim wished each other well and both shared stories about their lives.

This case went really well, both parties wrote some great letters to each other and the letters were very kind and genuine from both parties.

On the final evaluation form the victim put that RJ had helped her cope and recover from the offence and helped with her wellbeing and health. Victim also said that she took part in RJ because she thinks that RJ is a good idea.

Offender on his evaluation stated that RJ and helped motivate him no to re-offend again. Offender also said that he took part in RJ because he wanted closure on the offence.

**Feedback**

Offender: "its showed how bad it can effect other peoples lives" "I feel like a weight has been lifted"

Victim: "I was delighted this service existed and thank you for providing this service"

**PRACTIONER/S: Jamie Russell**

**OFFICE:**

**Cumbria**

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

Although the Victim did not want any direct contact with the offenders she was keen for them to learn about homophobic Hate Crime and as a result a presentation was developed with her 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: Manchester (Youth)**

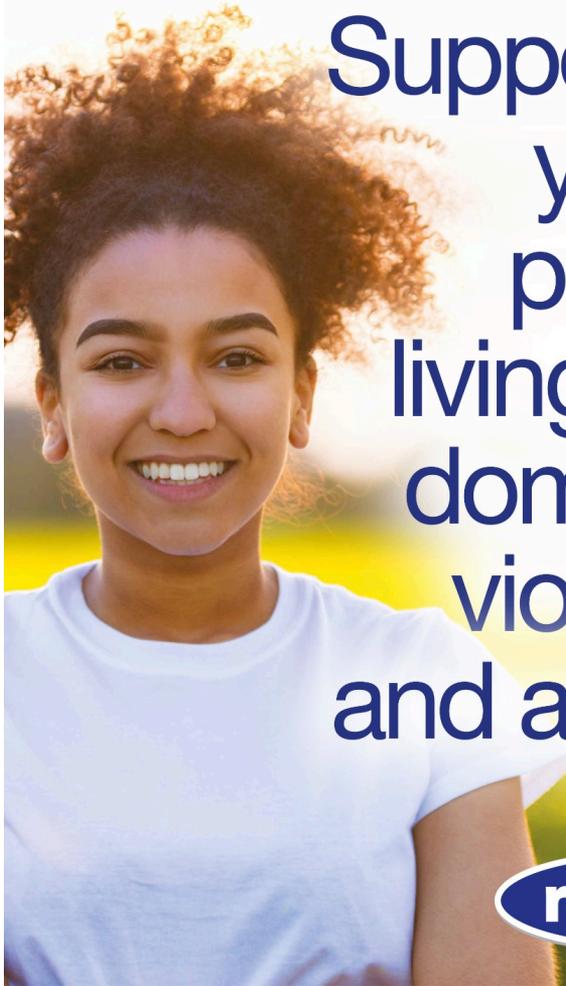
This young person is currently on bail and is a prolific offender within Manchester. His offences include criminal damage, attempted robbery, theft and dangerous driving.

At the request of the case manager, myself and the young person did a session around peer pressure, what it is, examples of it and how to recognise it.

This young person is known to abscond from home and has been difficult to get hold of for sessions and discussions. The case manager had asked me to make contact at the end of the session to know how it was which I told her I couldn't praise him enough. When we started to discuss it he responded by telling me what peer pressure was and the effects it can have on someone. We used different examples of positive and negative peer pressure and identified how these can impact on someone. He had recently been moved out of the area and he openly said that his friends had said that the move would be good for him and to keep his head down and that he agreed. He also said that he feels he has been both a negative and positive influence on people in the past. This session deserves to be recognised because the young person was very open about everything we discussed and spoke honestly about him and his own experiences with peer pressure.

**PRACTIONER/S: Abi Heelham**

# CEASE.



Supporting  
young  
people  
living with  
domestic  
violence  
and abuse.

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**OFFICE:                      Barnsley**

This is a High Risk Domestic Violence case. The Victim had been in an abusive relationship for approximately 11 months.

The perpetrator controlled and isolated the victim. His behaviour escalated quickly resulting in the victim being physically attacked daily. Every time the victim tried to leave the perpetrator, he would threaten to kill himself.

The victim finally reported the violence to police after the perpetrator strangled her leaving her struggling for breath.

When I was allocated this case I was informed that the victim wanted to retract her statement and didn't support Police action.

I was able to quickly build up a rapport and gain trust. I explained the court process and reassured the victim that I would support her through this process and she wasn't alone. The victim made the decision to support a Police Prosecution.

We worked on self-esteem, confidence and focused on positive things. Although there were bail conditions in place for the perpetrator not to contact the victim he had been constantly trying to contact via her mobile phone (Over 20 calls in one evening). The victim felt confident enough to inform me of this but didn't feel confident enough to report this Police. After discussed it was agreed that I could report this on her behalf. The perpetrator was subsequently arrested and remanded for 8 offences.

The victim was initially going to retract her statement but with support she felt able to not only support the initial prosecution but able to report further offence's resulting in the perpetrator being remanded.

The victim is able to breathe, knowing that she is safe from perpetrator. She is getting more positive, going out with friends and starting a new job.

Text message received from victim

"Thankyou so much it's lovely to speak with someone about everything other than family. I appreciate you helping me through this tough time x"

**PRACTIONER/S: Jenny Fisher**

**OFFICE: Barnsley**

This is a High-Risk Domestic Violence case. The Victim was 16 years old and thirteen weeks pregnant to the perpetrator.

The perpetrator was jealous, controlling and isolated the victim. The victim was dragged around and kicked in her stomach whilst pregnant by the perpetrator.

Initially the victim declined the service, saying to helpline she would “be reyt”.

I was allocated the case and was quickly able build up a rapport and gain trust. The victim informed me that she had attended the hospital alone and had a termination due to being fearful that the perpetrator would hurt her or have the baby taken from her. The victim was angry and felt let down by services.

During a conversation the victim mentioned that she had dreams of working in a care home. We looked at CV templates and discussed her education. It became apparent that she had not attended any form of education for the last three years. She felt things were too difficult at school and she couldn't build relationships with peers or teachers.

The victim lacked self-esteem and confidence, however, after numerous lengthy discussions it was agreed that I would contact college on behalf of the victim to ascertain what options were available to her. Subsequently, the victim felt confident enough to enrol at college studying Maths, English and Social Care.

The victim was angry and felt let down by services and declined to engage. With support she has been able to start a new chapter of her life and get back into education after three years. The victim continues to do well at college.

**PRACTIONER/S: Jenny Fisher**

**OFFICE:**

**Derbyshire**

Mother and son referred in April due to violence towards Mum. After initial improvement and ending support, Mum reached out to caseworker after 3 months when violence and property damage flared up again. Son would damage xbox and kick in doors if his friends were reluctant to play with him.

Together Families programme started with Mum and son in home visits. Session 3 due on 3<sup>rd</sup> Sept. Both have been engaging well, though their perspectives remain polarised and rigid so far. Son to be referred to GYB if bullying resumes when college starts in Sept.

Session one exposed some polarised perspectives between mum and son, and allowed both to express their concerns and frustrations in new ways. As the caseworker, this required active listening to both family members and feeding back what was being said to help the other really hear it. We tried an exercise whereby each spoke for 60 seconds and the other would summarise what they heard afterwards. This is a good exercise for caseworkers to monitor how well family members are hearing and understanding each other.

After a struggle with identifying specific strategies for change, session two opened up some really concrete difficulties we can work with, such as needing five minutes outside without interruption when conflict gets heated. Mum and son have previously been extremely reluctant to accept each other's perspectives, even while disagreeing but recently Mum was able to point out to son that his presentation of a particular situation to me had looked very different during the week. Son graciously accepted this correction and the situation did not escalate. I encouraged Mum that this is an example of growth and should be celebrated, which she was then able to recognise and feel hopeful.

**PRACTIONER/S: Abby Moralee**

**OFFICE:**

**Sheffield**

It was a High-risk Honour-based violence case which entailed multiple perpetrators both in the UK and overseas. The client had been physically attacked because she had a boyfriend who her family did not approve of. The client received threats to kill and one of the perpetrators had access to firearms.

Through joint work with adult social care, we managed to get the client to a safe location in Sheffield without her family knowing. The client was not allowed to leave the premises (as her family were out looking for her), so we had food parcels being delivered to her. I spoke with the client through a translator and discovered that the client did not have the correct VISA documentation. We then got the client to a different city in the UK whereby they will house her and support her to apply for asylum.

Sometimes you cannot wait for a MARAC meeting until you take measures to protect the client, the MARAC waiting list is 4 weeks on average, and through joint work, we managed to get her to a new city in 2 weeks. The client was then transferred through a MARAC to MARAC transfer and will be heard in the city whereby she is now residing in. I would say that this feedback from the client was very moving and she was crying down the phone due to the relief of now feeling safe and out of Sheffield.

“Thank you so so much Laura for rescuing me” “Thank you very much for everything you have done for me Laura, I genuinely feel as though I have been reborn you have saved my life, Laura. I had so many challenges in my life and you have helped me overcome those and now I’m finally safe I can’t thank you enough.”

**PRACTIONER/S: Laura Ridal**

**OFFICE:**

**Sheffield**

The client came into service as MEDIUM risk as she had been subjected to emotional, mental, and coercive abuse from her now ex-partner. The client was also pregnant, and the perpetrator was the father.

I supported the client through getting her moved to a location unknown to the perp and got the property equipped with target hardening equipment. Additionally, I did a baby basics delivery for the client and provided her with a pram and other essentials. Furthermore, myself and the client completed detailed safety planning, and I managed to advocate on behalf of the client to get her current address take off her child's birth certificate. (so that the perp could not find the current address of where they were staying.)

It has been a pleasure supporting this client and her child, and it was a joy to be able to provide them with a baby basics hamper and some extra security equipment for the client's new home. The service user stated that due to me advocating on her behalf and managing to get the registry office to remove the current address from the birth certificate, she now feels 10/10 safe in her property.

Additionally, from a restorative perspective the work I have completed with the client has led to her growing in confidence and self-esteem, and this can be seen clearly by her taking on the challenge of being a first time mum by storm.

The service user stated that she now feels she recognises that the abuse was in no way her own fault, and she is ready to close this chapter in her life.

**Practitioner: Laura Mary Ridal**

**OFFICE:**

**Derbyshire**

Mother and 10yo son, living in Amber Valley area, referred through the police in March after numerous physical assaults on Mum. T was regularly assaulting, intimidating, controlling and belittling Mum particularly at night time and before school. Mum felt that social care weren't understanding, and school weren't able to help.

Initial phone support for Mum until Together Families launched. Currently conducting weekly face to face visits for the family, and have reached session 5 of the programme. The frequency of incidents started off low due to returning to school and grandparent childcare, but deteriorated early on before calming again quickly.

T and Mum respond differently to social cues so it's a challenge to support them simultaneously but I adapted my communication styles for them quickly. T is autistic and responds to logic and absolutes – I have been able to utilise this discussing agreements between them regarding what is fair, and the absolute that violence is never an option. I was able to be quite firm with T and paraphrase what he was saying to find the underlying logic. For instance, 'Mum has to do what I say immediately', and 'if Mum doesn't do what I want, she deserves to be hurt', but 'I do not have to do what Mum says'. T was able to recognise all these beliefs in himself and recognise that he knows they are not right, though he feels as though they are in the moment. I was able to help Mum see that T is operating under some kind of logic and sometimes needs encouragement to share this logic when his behaviour seems cruel and irrational. Following this session, T stated "I need to remember to stop and make sure I'm thinking clearly before I act" and things improved in the home.

**PRACTITIONER/S: Abby Moralee**

**OFFICE:**

**Derbyshire**

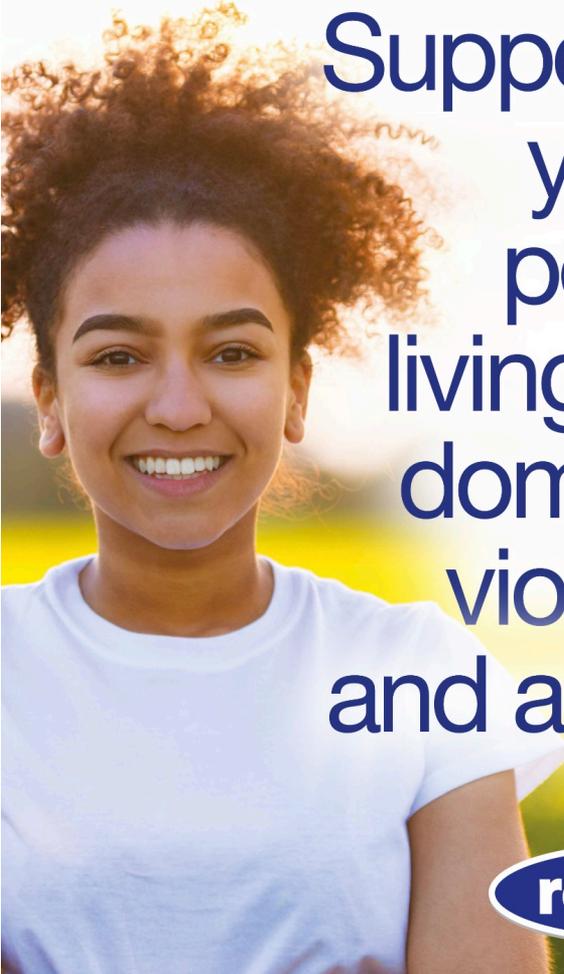
H was experiencing abuse from her older sibling. The abuse had been occurring for 2 years and had impacted H's mental health. When meeting, H was open and direct when talking about what she had experienced; H said she finds it easy to talk about because it's 'normal' to her.

Support focused on safety plans, getting H out of the house, having someone to talk to, someone to listen and having someone who is focused on her and not the behaviours of her sibling. IP wanted to feel 'healthy' and signposting work to an eating disorder organisation was required.

My support with H is ongoing, however I can see her confidence growing every time we speak/meet. H always felt comfortable talking about the abuse she and her mum had experienced because it was 'normal' to them; they had been living through this for 2 years. However, she was not comfortable in talking about how this may have impacted her. H always knew she had that time and freedom to talk to me when she wanted/needed to and after a couple of weeks, H wanted to talk about her. H spoke about the 'control' she had formed with food and how this was spiralling; H asked me if I can help her with this. We spoke about services that could support H and what she could expect from them; H felt she was ready for this and together we made the referral for support. With H's confidence growing, the relationship and communication between H and her mum is getting stronger. Mum is relieved H is talking about her mental health and wanting to get support for this. Mum's feedback 'I've noticed so much change in her since she's been talking things through'.

**PRACTIONER/S: Chelsea Lambert**

# CEASE.

A young woman with curly hair, smiling, wearing a white t-shirt, standing in a field with a bright background.

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young  
people  
living with  
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*Thank you to all of our colleagues and service users*

