



REMEDI

Restorative Stories

A Collection of Case Studies and
Reflections VOLUME 10

By Remedi: Restorative Services

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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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www.remediuk.org



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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:

MANCHESTER

I received this case through a victim awareness referral as it was a benefit fraud offence and the DWP were the listed victim.

I completed a Victim Awareness workshop with the offender and then supported her to write a letter of apology to the DWP. I hoped that by writing this letter, it would allow her to reflect on her actions and have an opportunity to understand the impact that she has had.

A month or two after the VA sessions ended I received a call from a woman working in the DWP. She wanted to take part in RJ to help the offender and agreed to speak with the offender via a three-way phone-call.

The phone call was successful and the victim gave lots of advice and reassurance to the offender. The offender said *"I'm amazed how many people want to help, my concerns have been lifted and everything's a lot clearer now."* After the process the victim has kindly agreed to be our SPOC for the DWP. Moreover, when speaking to the victim about her RJ experience she said *"I'm thankful for taking part in RJ, I've never done everything like that before."* I couldn't be happier with the work done on this case and the amazing feedback!

PRACTIONER/S: Megan Gough

OFFICE: MANCHESTER

Robbery of business – husband and wife own the store. No customers were present when the offender enters the store wearing a balaclava. Points a gun at the victim demanding money. Victim pushes till to the offender but the offender shouts that he wants the money inside. The offender runs off.

We completed a voice-recording of the offender express their apology and concern for the stress caused.

The voice note was played to the victim who wrote a letter back describing how the offence caused them to change their life – they don't shop or visit the park in their local area.

The victims wanted the offender to hear how much the offence impacted their life. This was achieved, the offender said, "I've realised how stressful, upsetting and hurtful it was for the victims". Also, the victims told me "I felt like we have been heard by the offender".

For the offender, it was important that the victims heard his genuine apology. The use of a voice recording meant that the victims heard his voice in their own safe space. The victims valued the intervention options offered.

The victims provided positive feedback about the service – "you are doing a good service by connecting the voice of the victim and offender. I feel more confident after speaking with you and hearing from the offender". To hear that the victim's feel more confident is rewarding.

PRACTIONER/S: Natasha Livingstone

OFFICE:

NOTTINGHAMSHIRE (YOUTH)

YP had thrown an object onto the football pitch at his local Football ground during an away game. He was given a referral order at court and was required to undertake reparation.

After speaking with the YP, he agreed to not only meet with the (Victim/safety officer) at the club to discuss the dangers of throwing objects onto the pitch, but also said he would like to complete his reparation at the football club to give something back. I took him to meet with the safety officer where they had a positive conversation and also supervised his reparation which included helping to clean the stands.

The YP said that by doing his reparation at the football club he really did feel as if he was able to give something back directly to the club. He said he thought that his reparation would mean he would have to do something like litter picking and he didn't realise that he would get the opportunity to do it at the club. He said this made the whole experience of reparation better as he felt it had a proper purpose.

The safety officer who met with the YP said he was glad to have met him and said it was good to be able to sit down with him and make him realise the dangers he was putting not only the players in but other fans too.

PRACTIONER/S: Ellie Crutchley-Macleay

OFFICE: NOTTINGHAMSHIRE (YOUTH)

ASSAULT 2 people involved.

Young person was hanging around the train tracks and when confronted by police he started making allegations against his support worker who was telling the police the young person should not be leaving Nottingham. When the PC tried talking to the young person the PC was elbowed and spat at in his face.

The young person received a Community resolution with intervention. I spoke with both young person and victim on phone and both agreed they wanted to do a direct face to face meeting. This was agreed with case manager and my manager.

A direct meeting was agreed between all parties, but the young person was not able to attend, he did speak over the phone and the conversation started between young person and the PC in this way.

The young person said he was sorry for what he did, and the PC was able to tell him that as a result of his actions he had to isolate with his partner who is a nurse working on a covid ward had to leave their home. The PC told the young person this had a major impact for everyone - young person said he was sorry for this.

They continued talking further and both thanked each other for listening. The PC told the young person the British Transport Police were thinking of asking the CPS to look again at the decision not to prosecute but after talking to me saying that we would try and get a meeting or discussion where PC could say how he felt, he decided not to ask the CPS to rethink.

The PC said he was glad he did the RJ and got the chance to tell the young person how he felt as he could now move forward and found the RJ process very helpful

PRACTIONER/S: Lurleen R

OFFICE:

NOTTINGHAMSHIRE (YOUTH)

The young person sent some malicious communications to the victim via Xbox.

Face to face meeting took place and a resolution on how both parties were going to move forward was forthcoming and agreed to.

From the outset the victim and his mum wanted to meet the young person and his nan, because in their eyes there were more issues than just the malicious communication. When approached the young person and his nan were of the same mind and the meeting was set up; all parties preferred face to face rather than virtual.

The stand out thing for me in this case was the acceptance by the victim's mum that her son was 'no angel' and this was born out by the fact that he admitted sending a message which was quite traumatic to the young person first. During the meeting all of the participants said that all the messages could have been construed as hate crimes, but the Police had not taken them that far.

From our first conversation the victim's mum was very outspoken and said she would be so at the meeting, I felt that in spite of this her son deserved the chance to resolve his differences with the young person. Following my explanation surrounding the ground rules and the protocol involved, in a calm and amiable way at the start of the meeting, the victim's mum followed suit and an agreed resolution was reached by all.

Everyone agreed that it had been a really worthwhile exercise.

PRACTIONER/S: Stuart Wright

OFFICE:

SOUTH YORKSHIRE

Criminal damage. There were two people involved in Sheffield.

I conducted a victim awareness session at the CRC with the service user and he wanted to pass on a message to the victim as he had feelings of guilt.

The service user really wanted me to pass on a message to the victim as he wanted him to know that he understood the expense it would have caused and the inconvenience of getting his car fixed after he crashed into it. He wanted to explain why the crash happened in the first place. He wanted him to know that he feels bad that he didn't get any compensation for it and he would have given him some money if he were able to do so.

The victim, although still angry about his car, once he heard the reasons around how he came to crash, he softened a little and appreciated the apology.

The offender said he felt better for being able to apologise, as he had been feeling guilty.

PRACTIONER/S: Liz Smith

OFFICE:

SOUTH YORKSHIRE

This case has been on-going for a few months now involving a robbery. The offender had been using drugs heavily at the time and attempted to steal from the victim's home.

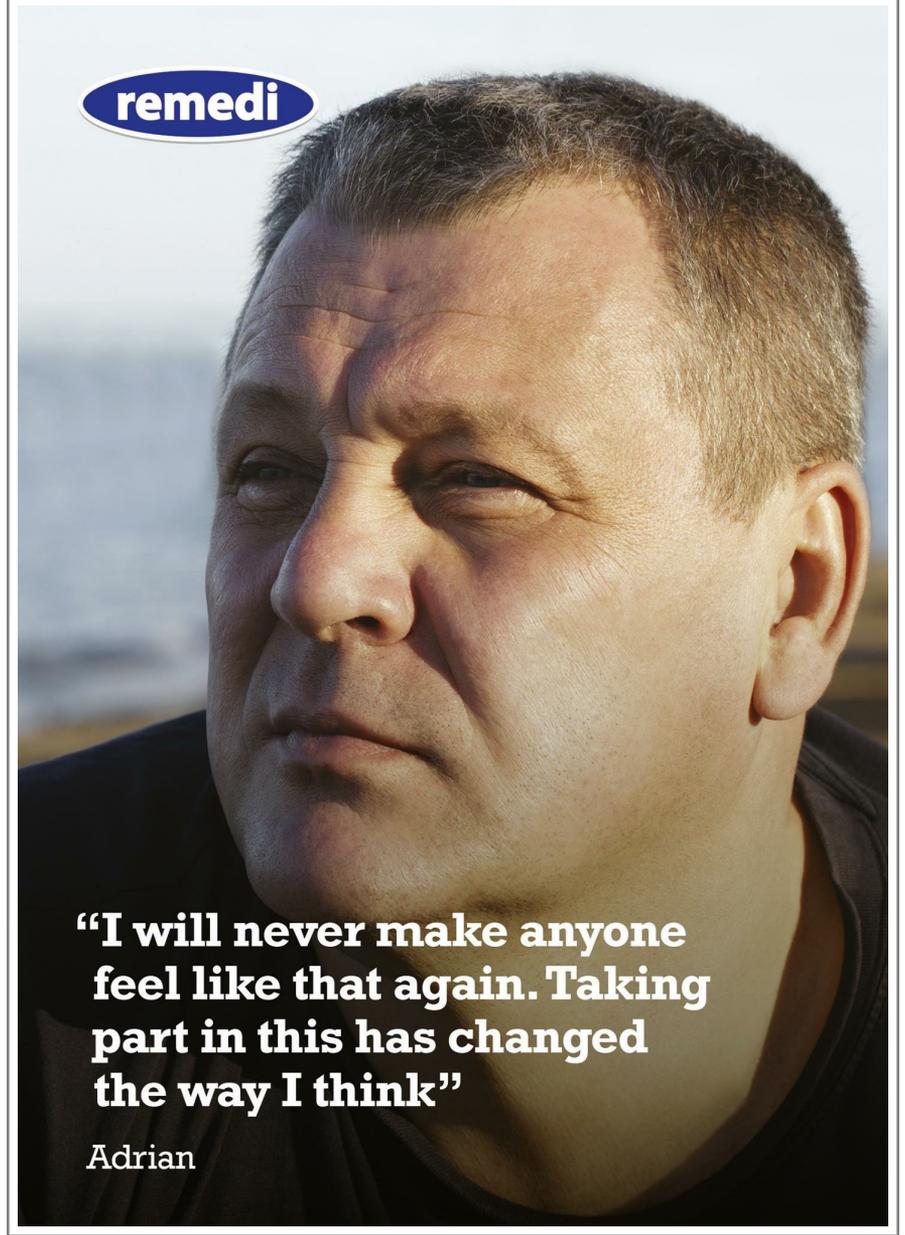
There have been two intervention transactions so far. Both of which have been letters exchanged. The first process was a letter from victim to offender, then offender to victim and now moving to the second intervention; another letter from victim to offender has been exchanged.

I want to celebrate this work as the victim involved has been so excited and continues to be so keen to work with this offender.

Whenever I speak with the victim she is always thinking about how the offender is feeling and thinking whilst she is currently in prison serving her sentence. The victim has even offered to help the offender when she gets out with her education, drug rehabilitation and help her in general to get her back on her feet. Every letter which is sent from either party, is so positive. There have been no exchanges of bad words between the two parties; only support for each other. Either one party wanting to help the other to move forward positively.

I hope that the letters will continue and when it is next possible (with Covid19 restrictions), both the victim and the offender are wanting to meet directly.

PRACTIONER/S: Freya Hindley



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

Adrian

OFFICE:

SOUTH YORKSHIRE

Neighbourhood dispute referral from SYP. This originally started over parking and had been going on for more than 18 months. Both parties agreed to take part in the process with the hope of coming to some sort of agreement in order to move forward in a more positive way.

Both parties engaged with me & Freya throughout the process talking through their problems in order to resolve them. It was agreed that a direct meeting would take place at Cudworth Police Station and the officer dealing would also attend the meeting.

Both parties attended the meeting and although it did become intense and irate at some stages throughout, they both agreed to five points in order to move forward in a more positive neighbourly manner.

PC Sidaway dealing with the referral stated, "You managed the whole process with both families, visiting both beforehand, preparing them both and ensuring the meeting went ahead. The whole process was managed efficiently at all stages, and both you and Freya conducted yourselves in an exemplary, professional manner when faced with confrontational, heated discussion. We knew this would be inevitable, as both couples were forthright and vocal and it was never going to be an easy meeting to manage."

One party involved in the process stated, "Thank you for your support throughout the process both Louise & Freya have been extremely supportive and made me feel comfortable and at ease from start to finish, getting involved with the process and resolving the issues with our neighbours has allowed me to manage my anxiety better."

PRACTIONER/S: Louise Fretwell & Freya Hindley

OFFICE:

SOUTH YORKSHIRE

A camcorder was stolen in a burglary. Also, a video of the victim's daughter presenting a speech to, amongst others, Dickie Bird, when she was 7 at school. This was preserved for his daughter (now 14) later in life. This was the only copy, irreplaceable and of great sentimental value.

The victim made a list of issues he wished to have explained to the offender.

The matters were put to the offender by the RJP and the offender took on board what had been said. He then made it known he was truly sorry for the hurt caused.

The victim knew he would never see the video again, but this process allowed him to let the offender know the hurt caused. As he said, "to get it off his chest."

Feedback from the victim. He said he is supportive of the scheme commenting that, "This is a new experience for me. If it helps reduce people offending, then it is a good thing. It also allowed me to realise and accept that the video is gone."

Feedback from the offender was that he would recommend the process to others and took part to help the victim get closure.

PRACTIONER/S: Mark Winrow

OFFICE: South Yorkshire

This was a first-time offender, young lad driving with 2 young female passengers. He failed to stop and drove dangerously at speed through Rotherham neighbourhoods, chased by multiple police cars. Caused extensive damage to police vehicles. He was taken to hospital by police. He had no insurance.

Offender referred by CRC and immediately agreed to direct RJ as he wanted questions answering. Remedi engaged with the PC who was in on the chase from the start and then also accompanied the offender to hospital. The two parties agreed to a direct conference which was achieved..

This was the second case during the lockdown period that went to a direct meeting in-person and enabled further closer working between Remedi and the Sodexo CRC staff. I involved the offender's responsible officer (RO) to conduct the direct meeting and to do follow up and support with the offender. This has made more of the Rotherham RO's aware of the RJ process and its outcomes.

I was also able to engage a South Yorkshire police officer with decades of experience, who had however, never heard of RJ. He found it a helpful process, giving him the chance to follow through with the offender and help him realise the risks and consequences of his offence.

For the offender, the direct meeting with the PC was the first time he had spoken properly and by himself to anyone about what happened and what he thought about it. He lives with his parents who dominate the conversations and often speak for him. I worked with the family and they came to agree that the offender should attend the direct on his own, whilst they were close by the meeting in case he needed them.

PRACTIONER/S: Aglaia Barraclough

Supported by Lorna Stead, of Rotherham Sodexo CRC Ltd

OFFICE:

SOUTH YORKSHIRE

This case has one offender and multiple linked victims. It was an assault of emergency workers in a hospital whilst the offender had taken a large quantity of drugs and he had become very violent to the staff working.

I have worked this case with Aglaia. I have made contact with the victims and she has worked with the offender. She completed a victim awareness session with the offender and worked with him. These pieces of work should be celebrated as there have been three indirect interventions so far with the potential for another few more to go forward in the New Year.

The offender in this case has been really engaged from the beginning and worked really well with Aglaia in the victim awareness session via his CRC appointments. He expressed his remorse from the beginning and was keen to move forward with the RJ process.

Within all three interventions so far, the victims have passed on their messages to the offender and he has responded with a letter which he wrote with the help of Aglaia to each individual victim he had impacted. Following up with the victims after they had received their letters, they all expressed relief to be given an apology from the offender. One victim's feedback in particular surrounded his feelings of forgiveness to the offender for his actions and wished him the best for the future with his mental health and drug abuse problems.

I look forward to the New Year and the few other interventions we can achieve with the offender and the other victims involved.

PRACTITIONER/S: Freya Hindley and Aglaia Barraclough

OFFICE:

SOUTH YORKSHIRE

A domestic burglary occurred and amongst items stolen included a digital camera with an SD card of several hundred photos on it that had never been downloaded, going back over a number of years.

One of the offenders was engaged with the RJ process although they had been the 'look out'. The victim met with the offender and they discussed the crime and the effects on both of them.

The victim worked at a care home for the elderly with dementia, therefore acutely aware of the value of old photos for the residents to be able to recall events if not recently, then from years back. She had been taking photos for use in the event of her developing dementia and wanted the photographs of her children/grandchildren growing up and holidays etc in order to assist in case she developed such an illness.

She wanted to explain the gravity of the loss of the camera to the offender and discuss what had happened to it. The offender was unable to assist with what had happened to the camera, but then knowing the camera and photos were gone the victim felt satisfied at being able to express her anger at the offender/s for potentially depriving her of the photographs in the event her becoming ill or even just memories in any case. As a result of the meeting, she was able to draw a line under it accepting the camera and photos were irrecoverable.

Perhaps not the best outcome but at least allowed the victim 'closure' and final acceptance of the fact.

PRACTIONER/S: Mark Winrow

OFFICE:

HUMBERSIDE

This case had been referred to us for a community resolution via Humberside Police. The case involved three girls, one victim, two suspects (not known to the victim). All parties were all involved in a group chat on social media which led to abusive and threatening messages to the victim.

I had meetings with all parties and their parents, discussed their thoughts and feelings around this incident using the restorative questioning techniques. Passed communication to the suspects and their parents from the victim and her mum. This case was completed using indirect shuttles and a referral made to CEASE.

This was a really good example of a police referral to Remedi, all three parties in this case accepted responsibility for their actions and all wanted to move forward from this incident in a positive way. Although each person in this case believed they were a victim of this “group chat” on social media, the suspects did admit the messages shouldn’t have been sent.

The mum of the victim wanted to pass on her own communication to the mums of the suspects to make them aware of her reason for bringing this incident to the attention of the police. That reason was to make them aware of what is happening on social media.

All three girls agreed to be referred to CEASE to gain a better understanding of relationships and social media.

Feedback from victim’s mum: Lindsey was really helpful and reassuring to me and my daughter, I really appreciate all her help.

PRACTIONER/S: Lindsey

OFFICE:

HUMBERSIDE

Two people involved in this case, the offence type was criminal damage. The offender was a young boy who smashed a shop window, which the victim owned also lived there and it was her kitchen window which was smashed.

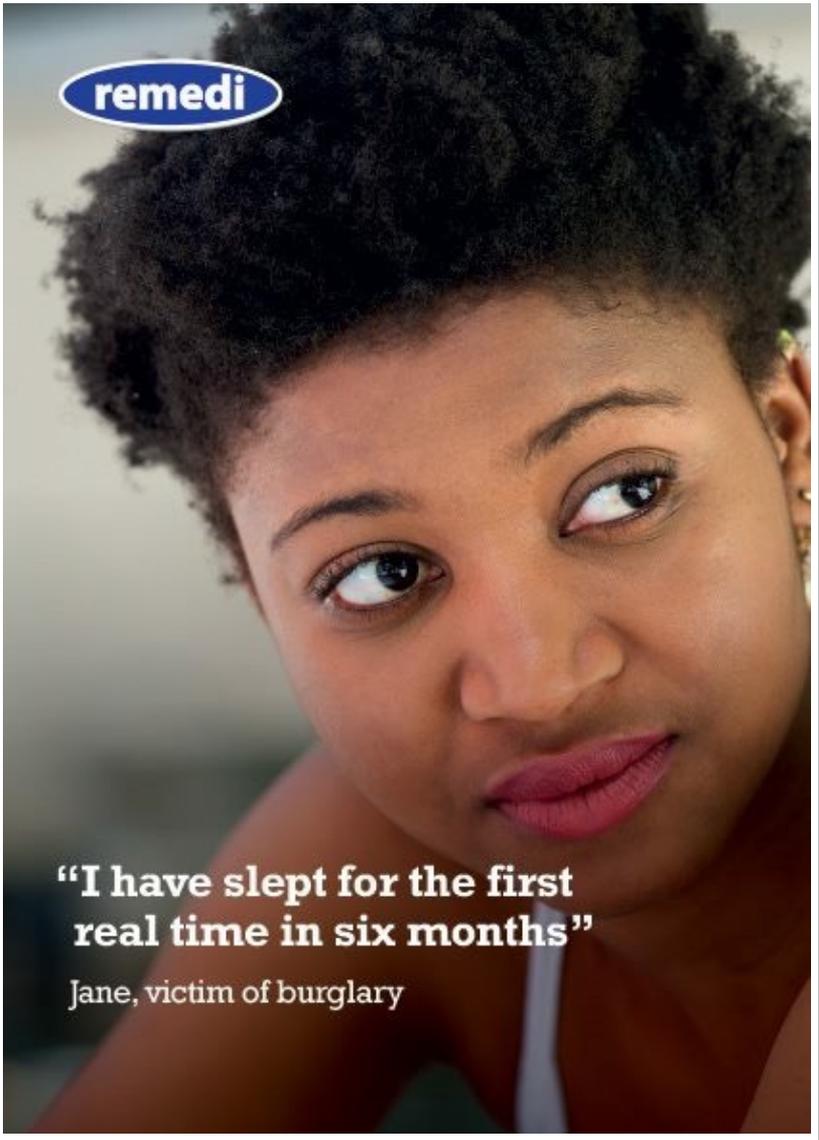
The victim was happy to receive a letter from the offender as well as the money for the window. The offender wrote a letter apologising for the window and I took his mother into the shop where the money for the window was exchanged.

The victim was very with the letter she received as she felt he was apologised from the bottom of his heart and did understand that he is young and kids make mistakes. The victim told the offenders mother that he is welcome in the shop anytime. Victim was also over delighted she got the money as it meant they could finally repair their kitchen window and use that room again.

Feedback:

Victim: 'If it wasn't for Jamie I don't think I would have got the help I did. Also I don't think I could have forgiven the offender.'

PRACTIONER/S: Jamie Russell



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

Jane, victim of burglary

OFFICE:

HUMBERSIDE

This case was referred to us from CRC for victim awareness work with an offender who had been convicted of several cases of drink driving, one following a minor accident. The offender had indicated a desire to engage in restorative justice.

We discussed the offences and the events and their mindset leading up to the offences. We explored the impact on the offender and others. We discussed what support they had and completed the victim awareness booklet. This led on to RJ with a police officer acting as a proxy victim.

The offender engaged well with the scheme and gained a better understanding of the impacts associated with drink driving, they completed a case study involving a victim who had been seriously hurt by a drink driver and appeared emotionally touched by the case study. They vowed never to drink and drive again and commented they had a lucky escape, the outcome could have been far more serious. A direct meeting was done with a police officer. The offender was honest and open about their offending and personal issues and talked to the officer about what they were doing to prevent themselves from re-offending and what they were doing to rebuild their life. The offender apologised for drink driving, for the accident and pulling officers away from other duties. The officer discussed his personal experience of dealing with serious road collisions due to drink drivers and the impact it had on him and the families of victims.

Feedback :

Offender - Thank you, you have been incredibly kind and supportive.

Victim - Thanks for the update and like I said if there is anything else I can do for her or yourselves then please don't hesitate to get in touch

PRACTIONER/S: Gary Herbert

OFFICE:**HUMBERSIDE**

This case was referred for a Community Resolution for an Assault. The offender was 18 years old at the time of the offence and the victim was 15. The victim and his family wished for a Community Resolution rather than the offender getting a criminal record due to the incident.

The offender accepted full responsibility for his part in the incident and passed on his apologies to the victim and his family. He also expressed his gratitude for the victim and his family agreeing to a Community Resolution as the outcome. All communication was indirect as agreed by both parties.

The victim and his family described how they had wished for this to be dealt with via a Community Resolution, as they did not feel it would be right for the offender to get a Criminal record based on the assault, which initially stemmed from a disagreement between them both.

Despite this, the offender did take full responsibility for his own actions that day, admitting that his actions were wrong, despite what had happened previous. The victim and his family were really satisfied with all the communication, with his mother stating 'Thank you so much for all of this, throughout this case being managed, we have felt very well informed and very pleased with all that has been done and how serious this incident has been regarded.'

The offender gave great feedback after all communication was completed, adding that he was happy this had gone as well as it had and was grateful that the victim had agreed to the Community Resolution as the outcome.

This case was an example of how Community Resolutions can be used, when applicable, to get a desired outcome for the victim, when it is something they feel would better suit them and the perpetrator.

PRACTITIONER/S: Yasmin Gray

OFFICE:

SHEFFIELD (YOUTH)

Possession of a bladed article on school premises. Young person has threatened another pupil on the way home from school. Young person referred to the YJS by police for out of court disposal

Direct meeting online between the young person and the victim. Preparation work done with both young people and parents as the young people only being 11 years old.

I contacted the victim and due to the victim only being 11 years old the main conversations I had were with the victim's mum. The victim's mum had been struggling to cope and had time off work due to the incident. I explained the restorative justice processes to mum and the victim, they were keen to get involved. The main reasons for becoming involved was to reduce the fear the victim and his mum had regarding safety in the community in particular, what would happen if they were to see each other in the community. After the preparations had been done with both parties, we had the meeting on Zoom. The young person engaged very well in the meeting and apologised for his actions, the victim asked some question about running in to each other when out in the local area and they agreed they would say hi and there would be no issues.

I feel the victims mum had got a lot out of the meeting, there were gaps that she had in her sons version of events that were explained by the young person in the meeting and this helped her feel as though she now knew all of what happened.

The victims mum said.

“thanks for the opportunity to have the meeting, I can now breathe a sigh of relief”. “It was really helpful for my son to hear the other boys voice and for him to hear the apology”.

From the dad of the young person;

“I thought that went quite well under the circumstances”.

PRACTIONER/S: Martyn Ellis

OFFICE: SHEFFIELD (YOUTH)

Hate crime on 04/08/2020, 1 victim and 2 young people.

Views represented at OOC panel, signposting and indirect verbal between 1 of the young people.

The case was a sensitive and complex case due to the vulnerability of the victim, they wanted the young people to know how their actions affected them and that they had a hidden disability, autism. The victim wanted to be left alone to get on with their life with no further contact. The young person and their mum heard the victims' views; he said that he was sorry and wouldn't contact them again. The young person's mum also wanted the victim to know that she was sorry for her sons' behaviour and the consequences that she had imposed on him because of this.

After passing on messages between the 2 parties they were happy to close the case and move on with their lives. The victim said: 'You have done your job to the tea; you have kept me updated even with the pandemic....the fact that you have spoken with them and the fact that the mum of one of the yp; it has reassured me that the risk of reoffending has reduced. You have offered support where necessary and listened to me and I feel my message has come across to the people involved. It has inspired me to look more into [the criminal justice system], i wanted to become a photographer. As a child i wanted to be become a police officer...it has given me knock on the head to look into the law. A big thumbs up during the pandemic, good a pat on the back and a well done. The referral to SayIt was really useful, I feel completely included in the prism group, I've got a positive outlook on SayIt and look forward to meeting them in person when we can.'

PRACTIONER/S: Sadie Hampstead

OFFICE:

NOTTINGHAMSHIRE (YOUTH)

2 students have been referred in to work with myself at * Academy due to a long outstanding argument which has been going on for over a year. The argument is sensitive and complex due to it being around the death of one of their friends.

I am currently working with one of the girls who, due to the argument, has lost a lot of self-confidence and does not feel good about herself.

On our last session before the Christmas break, after working with her for several weeks, she said,

“I’ve never felt like I could talk to anybody about this, but I feel you’re the only one that I can open up to, these sessions are really helping me”

She is also now open to the idea of counselling which before she was too scared to ask for.

PRACTIONER/S: Ellie Crutchley-Macleay

OFFICE:

NOTTINGHAMSHIRE (YOUTH)

A group of young people were causing ASB and shoplifting from their local Co-op store, two of which were apprehended.

Following Victim awareness work with both young people we agreed, with the full support of both their mum's, for them to meet the manager at the store.

The manager explained to them, in a really calm and rational way, how offences like theirs affect staff and the business, the young people presented as being genuinely remorseful and apologised to the manager.

Following the meeting, I went back in to the store and asked the manager if the young people would now be allowed back in, he said yes, but they would be closely watched for a short time to ensure the meant what they had said at the meeting. I then rang both mums with this information.

One of the mums thanked me profusely for helping and supporting her when her son had started missing school, ignoring her, coming home late and even going to his mates and staying there without telling her, suffice to say he is now 'back on track'.

In closing I must commend the attitude and demeanour of the store manager throughout this process, understanding why there had been so many delays due to COVID.

PRACTIONER: Stuart Wright

OFFICE:

NOTTINGHAMSHIRE (YOUTH)

Theft & fraud from mum. Second time the young person charged and referred to the youth offending team for theft and fraud from mum. He was given a Youth Caution with voluntary intervention to work with the new case manager. Young person's behaviour escalated with aggressive behaviour towards mum and sister.

I made referrals to Social Care and Women's Aid for support for mum. I am in regular contact with mum, case manager and social worker and a Child in Need meeting was recently arranged for all the professionals and mum to attend and share their concerns.

As this was the second referral into the youth offending team and mum was feeling things had not improved, I made the referrals to social care and women's aid. The case manager and school also made referrals and Social Care allocated a social worker.

Mum said I had supported her from the start and appreciated that I had tried to get more support for her with Women's Aid.

Following RJ work completed with mum and her son, we had a joint meeting with mum and young person together over the phone talking about what would make mum feel happier, and the young person agreed to do CEASE with me on a 1-1 basis which pleased mum and made her feel heard.

PRACTIONER/S: LURLEEN R



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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

Thank you to all of our colleagues and service users

