



REMEDY

Restorative Stories

A Collection of Case Studies and
Reflections VOLUME 8

By Remedy: Restorative Services

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A Collection of Case Studies and Reflections

By **REMEDI: Restorative Services**

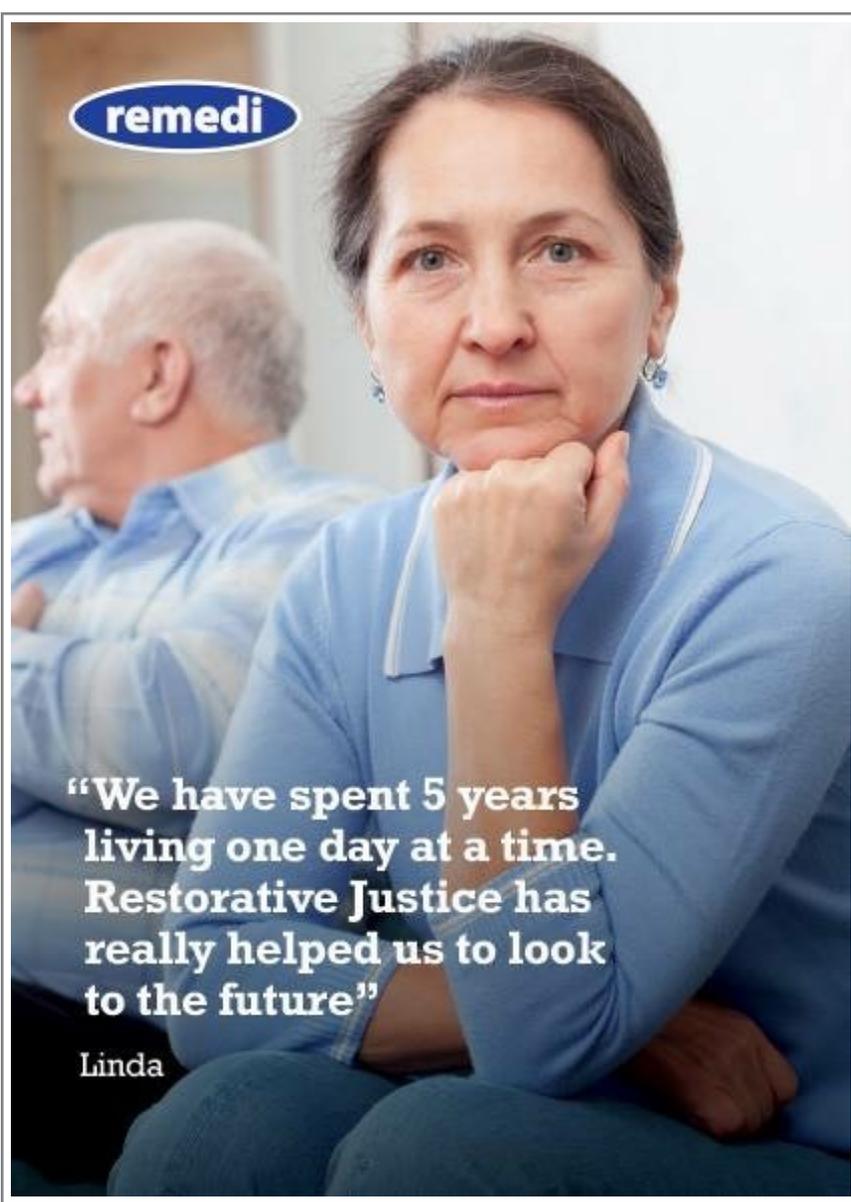
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The purpose of this publication is to gather together reflections drawn from our team of Restorative Practitioners across the UK. Reproduction of any of the contents by documented permission only

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: DERBY (YOUTH)

Young person who had several sensitive offences with multiple victims. 2 victim's agreed to RJ and asked to receive a letter of explanation.

Young person worked with me over several weeks on victim awareness sessions and yp and dad both said they wanted yp to write the letter of explanation. Yp wrote letter with sincerity and was open to hearing any response from victims r.e letter.

Both victims and their families were thankful the yp had written the letter and were able to forgive his actions. When yp was fed this back, he said he felt relieved as for so long he had felt ashamed and embarrassed for his actions.

Yp's dad also felt relieved that the family's were able to understand and accept yp's letter of explanation.

All families expressed that they felt they were all now able to move on, having put their mind's at ease.

PRACTITIONER/S: Shannen Sara Merwick

OFFICE:

NOTTINGHAMSHIRE (YOUTH)

Two young victims have been badly assaulted by the young person and some of his friends.

Victim Impact Statements were compiled for both victims and their views represented at the Out of Court Disposal panel meeting. The young person involved was given a Youth Caution with no YJS interventions.

I kept both of the victim's mums updated throughout the process and to say that they were unimpressed by the outcome would be an understatement as they insist that more serious offences have taken place. They feel that their evidence has not been investigated thoroughly by the Police and will be going back to them with a complaint. I couldn't comment on this as I had not seen any of the evidence.

Both mums were really thankful that I had contacted them and kept them updated, both saying that no one had contacted them since the offences took place and I was the only one who had offered them any kind of support and shared their views.

N.B. I just wanted to show that even when the outcome is not what the victim wants, we at Remedi are still there to support them and that they appreciate it and having their voices heard, if not the outcome they hoped for.

PRACTIONER/S: Stuart Wright

OFFICE:

NOTTINGHAMSHIRE (YOUTH)

2 young people have committed an assault against another young person by whipping his legs with sticks on the way home from school. They had followed him all the way home to his house and have only stopped once the victim had got home

I rang the victim and represented their views at the Out of Court Disposal panels for the two young people. Following that, I completed victim awareness sessions with them both, looking at the impacts this offence had on the victim. They understood that this caused the victim hurt and stated they felt bad. I discussed RJ with them, and they both agreed to write letters to the victim apologising for their actions.

Feedback from both YP's;

"I feel bad about it and know that it probably hurt him, I'm glad I could write this letter and I feel like I can put it behind me"

"I think when he gets this letter, he will hopefully feel better which is good, I'm glad I can say sorry"

Feedback from victim's mother;

"Thank you so much for the support you have given us. I feel so much better that they have both done some work with you so hopefully they will not do it again. These letters will make my son feel better so thank you for doing this"

PRACTIONER/S: Ellie Crutchley-Macleay

OFFICE:

NOTTINGHAMSHIRE (YOUTH)

YP has assaulted Police Officer by spitting on him whilst being arrested

YP had expressed to his case manager his remorse and shock about what he had done whilst being under the influence of alcohol. Case manager suggested doing a VA session with myself and writing a letter to his victim which he agreed to do. Victim received the letter, and wanted his thanks passed back

Victim evaluation feedback;

I received a letter of apology from a young offender who assaulted me. I wanted to thank him for sending the letter as it is not common and show that I was not holding any hatred towards him. It was interesting that this resolution method could be used and had a positive impact. I would recommend RJ to others.

YP evaluation feedback;

It's helped me mentally as it has helped me move on and made me understand the consequences of re-offending. Having a response from the victim has also made me understand the impact of my actions.

PRACTIONER/S: ECM

OFFICE:**NOTTINGHAMSHIRE (YOUTH)**

Young person received a 9 - month Referral Order for aggressive and threatening behaviour towards mum. Mum has been victim of domestic abuse over the years and young person has witnessed this from his dad towards his mum.

I completed Remedi's CEASE programme with young person over a few weeks and talked about the impact abuse can have on anyone. We discussed how he thinks his mum would be feeling and how he would react in future regarding his behaviour towards her?

Young person engaged well with me and was very open about the abuse he had witnessed from his dad to his mum. He recognised quickly whilst doing CEASE that his behaviour wasn't good and said he didn't like sometimes how he did behave towards his mum.

YP agreed I could call mum after he completed Cease and tell her how well he had done.

After our final session of Cease, I spoke with both mum and young person on the phone together. Mum said she was glad he had done CEASE and I asked how things was between them and she said things had improved and young person agreed. Young person said he was sorry for his behaviour and did tell mum this.

I told mum and young person I would be at next review panel to tell them how well he had done with CEASE.

Young person said he had learnt a lot by doing CEASE.

PRACTIONER/S: Lurleen R

OFFICE:

NOTTINGHAMSHIRE (YOUTH)

Young person received a 36-month DTO for a knife offence. I spoke to victim's mum about the attack which left her son scared and frightened to go out the house.

I met young person in his secure setting with another colleague to discuss RJ. He is known to be part of a gang. He said he was sorry for hurting the victim and didn't realise he knew him. I asked if I could share this with victim and he agreed.

I asked mum if victim had received any support for the stabbing and she said no not yet. I advised mum to take victim to GP and signposted for support groups for both mum and victim.

I met the young person in prison a few times and he was very open and honest about how he felt about been part of a gang. He said he would consider doing a direct restorative meeting with the victim at a future date but didn't think the victim or their family would agree.

This was relayed back to the MAPPA meetings and case manager about risks and victim and family who said no to any possible meeting even if risk assessed, but were pleased to have their views heard in terms of safety plans and hearing the young person's indirect communication.

PRACTIONER/S: Lurleen R

OFFICE:

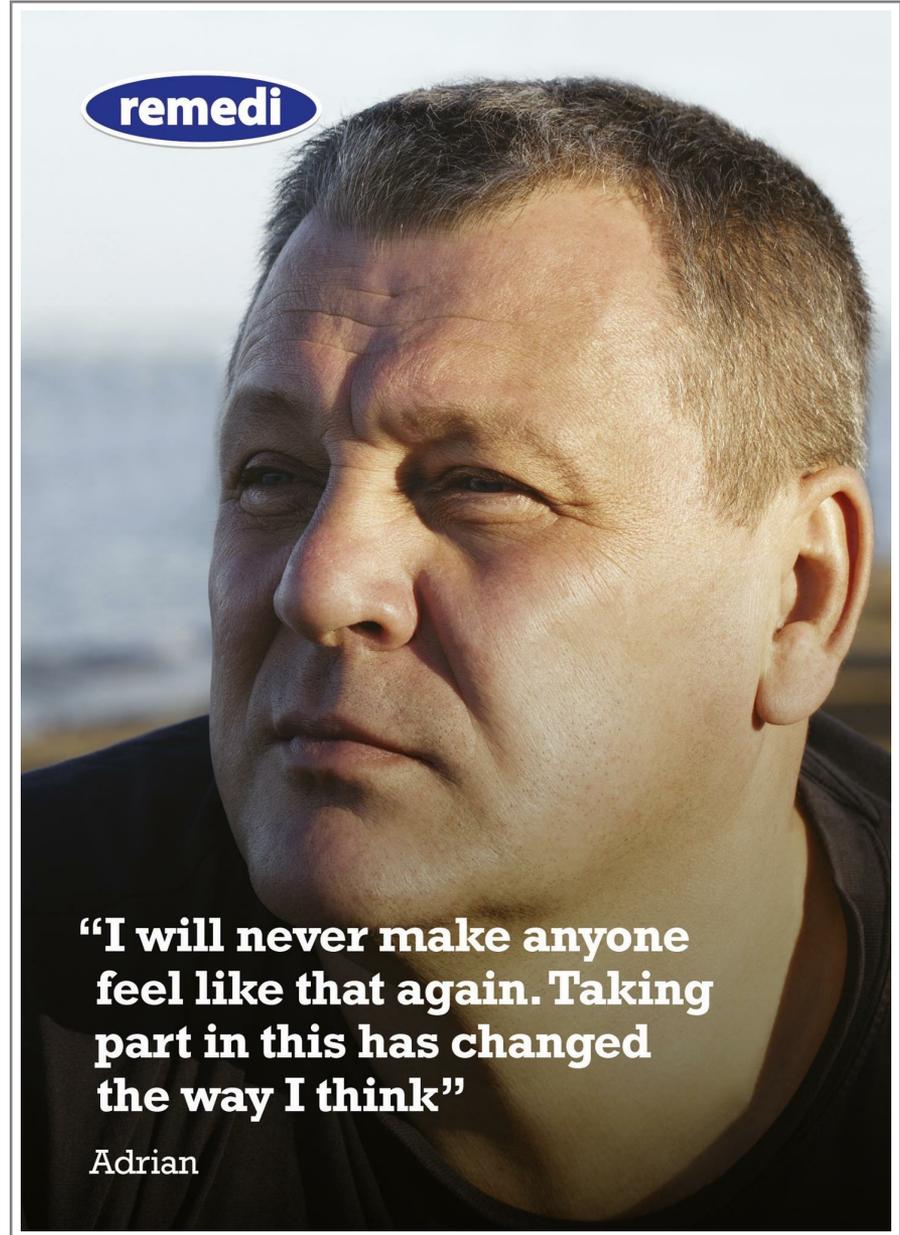
STOCKPORT (YOUTH)

The young person had repeatedly violently assaulted staff and committed criminal damage. One of the assaults involved a staff member needing stitches. He's punched and kicked and spat at the manager who is the victim several times.

After a covid risk assessment I visited the care home to do the work in person as he has complex trauma, was unable to engage on the phone and hadn't been leaving the house or in any education. I completed a victim awareness, did a second session sharing victim views and facilitated a direct meeting.

The young person experienced significant domestic violence, has perpetrated DV before being removed from mum and also harm to animals. I was told he will not engage with me by staff and case manager. He refused to engage with HYMs also despite hearing voices from primary age. The young person was withdrawn but engaged in my first victim awareness and was honest. During the session a staff member was present who was a previous victim and I was able to facilitate a direct between the two. Later the staff member had commented the young person had never been able to do this before and this may have opened his eyes. On the second session I shared views from the manager and the young person struggled to understand so I worked with him to really grasp the harm caused. He was able to link this to the way he felt when his dad hurt him and opened up about this. The care home were very shocked I was able to do any work with him and commented that what we had done together was 'fantastic'. The young person themselves was surprised and remarked how he refuses to speak with mental health professionals and new people but has done all of this work with me.

PRACTIONER/S: Vanessa Mukembo



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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

Murder of a Barnsley man committed 24 years ago. One offender. VLO referred victim's sister for RJ prior to parole hearing considering offender re-categorised to Cat D. The victim's sister had already attended a Direct facilitated by Remedi in the 1990's as support to her mother.

The victim's sister wanted a direct meeting for herself. We worked to prepare both parties for over 6 months. With the assistance of the POM and OMU at HMP Littlehey we facilitated a 2-hour direct meeting November 2019, weeks before the parole hearing where the family were also attending.

The victim's comments following RJ :

"Murder is something that increases and exaggerates feelings of insecurity. It instils fear, which will not go away. RJ has helped me cope better, but not recover. I don't think murder allows recovery.

I'd geared myself up to have a 'head mash' after meeting with the man who murdered my brother, but it wasn't like that. RJ has helped my feelings of wellbeing because for the first time I had the opportunity to say what I needed to say, to the person who I needed to say it to. I was still carrying emotional and mental baggage after 24 years. It was buried, but always popped up. Then after the RJ direct meeting that's all gone now.

RJ was time consuming and there were no guarantees/ assurance I would gain more information. But I would recommend it. It hasn't empowered me - I don't like that word, but it's helped me with getting access to answers and the RP's defo gave guidance and support. RJ has given me the opportunity to express myself to the offender, something I never thought I could do. The pracs were fantastic throughout the entire process."

PRACTIONER/S: Aglaia Barraclough & Louise Fretwell

OFFICE:

SOUTH YORKSHIRE

SHOP THEFT. 4 people involved

This was a MO Referral from the Prison. He had committed a number of shop thefts and wanted to apologise to the shops through a Letter.

The Service user contacted Remedi whilst in prison as he had committed a number of shop thefts and wanted to apologise through a letter. He wanted to explain how it wasn't personal and he didn't target the shops, it was just totally random. He wanted them to know that he has turned himself around and is doing courses in Prison.

Quote from the Offender "I want to apologise for the crimes that I have committed and for any sense of fear or insecurity caused at the time. During my time in custody, I have been able to reflect on my crimes and I now know that I want to be a reformed character. I am seeking support for this from the prison/probation staff."

The victims were happy that he had apologised as they said many shoplifters don't and they hope he is seeking help whilst in prison.

PRACTIONER/S: Liz Smith

OFFICE:

South Yorkshire

Victim Referral, sent to use via a VLO regarding an assault between a mother and son.

This is an on-going case to date, so far I have completed visits with the victim and Rebecca has worked with the offender who in Doncaster prison. Recently, the victim has wrote the first letter, ready to be exchanged for the first intervention.

This piece of work is on-going and it will continue for many more months as the relationship is eventually rebuilt with the offender and victim (son and mother).

When I first visited the victim (mother), she was very withdrawn due to the background of the case and although keen to engage with RJ, she was still unsure. Having said that, I can't believe the work we have achieved, as she has progressed leaps and bounds within just a few visits. I know she will continue this positive move forward as the case progresses. She has written the first letter to begin the interventions for this case, all with little help from myself, as she felt strong enough to do so. I am so very proud of her and this achievement so far.

From speaking with Rebecca, the offender (son) was also keen to engage as he wanted to rebuild that relationship ready for when he is released from prison. He was reluctant to discuss the offence at first, but has begun to open up to Rebecca and progress is being made in preparation for that first letter for be received.

We both look forward to the future progress.

PRACTIONER/S: Freya Hindley and Rebecca Fairfax

OFFICE:**South Yorkshire**

Criminal Damage – D had recently been released from prison and was in a bad place due to drink/drugs. D dropped his phone battery during the early hours of the morning, he tried to gain entry to a building retrieve this and was refused. He smashed the window of the Interchange.

He engaged extremely well with his Restorative Justice Session to which he stated from the start, “I want to apologise for my actions. I was simply in a bad place and fuelled by drugs. I just lost my head and lashed out.”

D was extremely motivated to pass on a message to his victims and thankful for the opportunity to explain himself. “I hadn’t been released from prison long and was in a bad place due to having no medication on my release. I know it isn’t an excuse, but I was in a bad place and struggling, it was 4am and I’d lost the battery off my phone inside the station and the security wouldn’t let me back in so I smashed the window.”

He engaged well with his RJ session and appeared remorseful for his actions. He wants me to pass a message onto the bus station explaining his actions and that he knows he shouldn’t have done it. “I just got angry which was a result of no medication. I am very sorry.”

PRACTIONER/S: Louise Fretwell

OFFICE:

South Yorkshire

Offence of theft (shoplifting) of two watches value £60 from a standalone market stall in the French Gate centre.

Committed by a lone male and was observed by security via CCTV.

The victim was contacted and stated he wished to talk with the offender. He thought that the offender would think it was just another theft but to the stall holder, who had his own medical conditions and was also a carer for his wife with dementia, he wanted the offender to know the 'human' side.

The parties met, the offender listened and was moved by what the victim said, realising the effect that crimes had on him. The offender went on to explain that he had a son, and due to his offending and prison sentence he had lost custody. He was now striving to change and get access to his son.

The offender was due to pay compensation but the victim said that if he paid the compensation he would retain it and should the offender gain access/custody of his son, if he presented himself at the stall with his son he would give the compensation to the son, as an incentive for the offender to continue with his change in life.

PRACTIONER/S: Mark Winrow

OFFICE: SHEFFIELD (Youth)

Robbery and assault, the victim had been jumped at the bus station and possessions and money taken off him. The victim knew the young people involved. The victim was upset that they could do this to him. One of the young people wanted to talk with the victim and take responsibility for her part in the incident

Direct conference between the victim and the young person. Preparation work done with both victim and young person prior to direct conference.

I contacted the victim and explained restorative justice process, as this was a referral order case I put together victim impact statement with the victim for the panel and I explained I would be back in contact after the panel. I was then contacted by the case manager after the panel asking me if their young person could talk to the victim. Due to the restrictions in place I worked out with the young person we could facilitate the meeting over a conference call, the young person was happy with this and was keen to talk with the victim. I contact the victim and he was more than happy for this to happen. The call went very well both the victim and the young person engaged with each other and were able to say what they wanted to talk about. I was concerned as I feel that face to face is best, however by using the phone I feel provided the victim with added safety for him as I feel to get him to meet in person with the young person may have proved difficult for him. I have gained knowledge from this process and I now promote over the phone direct meeting with case managers and I can refer to it this one as a success story.

PRACTIONER/S: Martyn Ellis

OFFICE: SHEFFIELD (Youth)

Shoplifting and section 4 public order

The store manager and the young person took part.

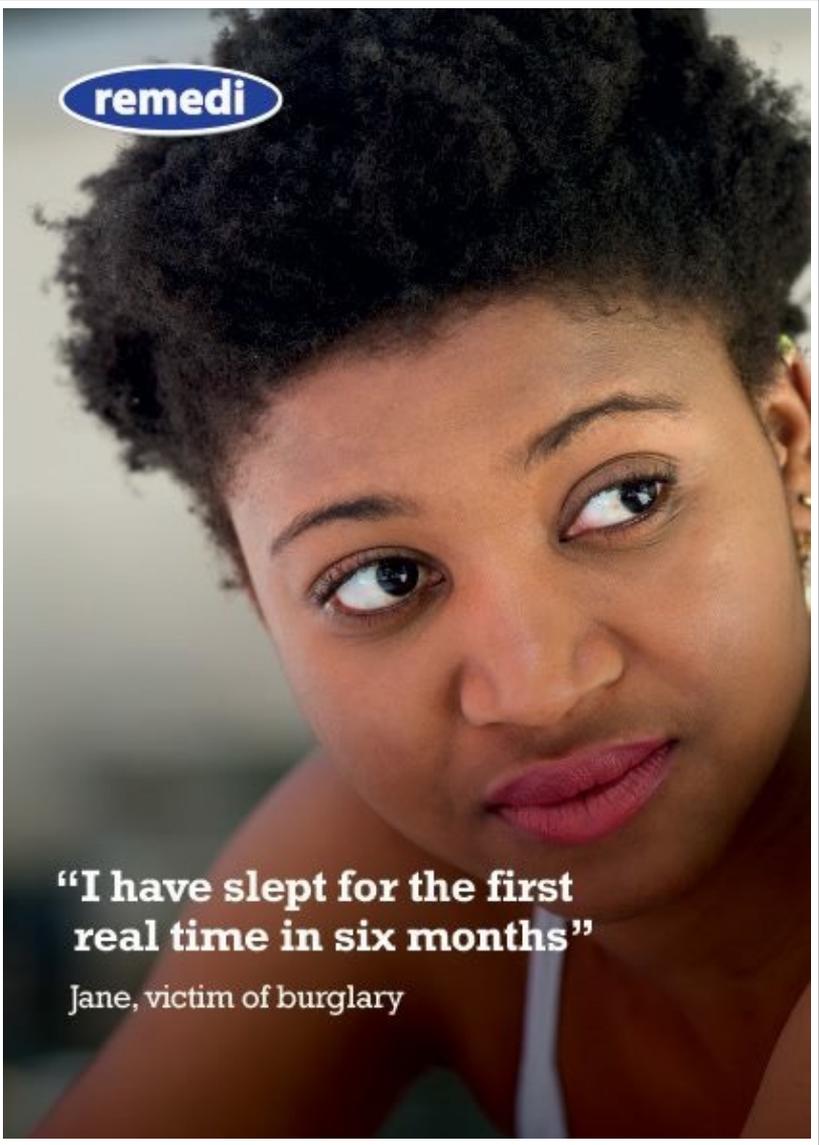
Indirect – victims views represented at referral order panel via a victim impact statement and then indirect verbal between the young person and the victim.

A restorative justice session was completed where the young person said, 'he said he would like to apologise to the store managers so that none of the staff are frightened of him if they ever bumped into him.' The victim was informed of this and said that she was pleased he was getting help.

I rang to inform her that the young person had completed his referral order and continued to show remorse for his actions, he also completed his sessions of reparation and worked hard throughout.

In the victims' evaluation form she said 'everyone deserves a second chance. If they have a criminal conviction it doesn't mean that's it; not everyone is a bad kid.....[I] never thought that anything was going to happen, glad that someone stepped in to help in the endIt is nice to hear that he has got support and a chance to start over, I think a lot was peer pressure from other people. To the young person: thank you for his apology and thank you for being remorseful. Good luck to him and I hope he stays out of trouble.'

PRACTIONER/S: Sadie Hampstead



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

Jane, victim of burglary

OFFICE: WEST MIDLANDS

GU819, victim and Nan, offender and Mom direct intervention via phone.

Prep with both parties for what they wanted to discuss and due to restrictions, direct was facilitated over the phone.

Both victim and offender wanted to have communication, and it took a lot of prep with offender as there was many appointments rebooked. Managed victim's expectations so they were aware of the situation after gaining consent. Direct was finally facilitated via phone conference, where both parties were able to have their say and ask questions, all parties engaged well.

Victim feedback was "I felt like it was worth doing because I didn't want to ruin the offender's life."

Offender feedback was "It was better than expected and feel it has finalised the situation and we can all move on now.

The process is a really good idea, AT and VJ have been really patient and we feel like it has worked."

PRACTIONER/S: Amanda Townsend

OFFICE:

WEST MIDLANDS

The offender had committed a Burglary of the Victims hair salon in Wolverhampton during the night, the offence was caught on CCTV.

The RJ completed was an indirect letter from the offender to victim apologising for the burglary and explaining all the work in prison the offender is undertaking to make sure his offending behaviour does not continue once he is released.

The victim responded to the offender with a verbal shuttle explaining that she forgave him and that she is proud of him for all the work he is doing in prison to be better.

I received a letter from the offender once he had completed his RJ work that read:

I received the feedback from the victim from my horrible act or burglarising her hair salon. It was nice to hear thank me for the letter which was unexpected on my part and I'm very humbled to hear her wishing me well and praising me for doing well also. It shows me that compassion, faith and forgiveness comes in all walks of life. Restorative justice has given me a new sense of direction that no victim awareness pack could give so I'm glad I opted to join this service and have had it added to my sentence plan. It is a relief and an honour to give and receive closure in such a positive way and I fully intend to stick to my plans. The O/U course I start in October is my first step to a better life.

PRACTIONER/S: Beth Mercer

OFFICE:

WEST MIDLANDS

A violence against the person case- a young person in a care home assaulted two staff members. RJ was carried out between the offender, the two victims and the manager.

Direct RJ carried out at the care home between two victims and offender and the offender and the care home manager.

This was my first case at Remedi and I was keen to get stuck in. Initially it was just the two cases referred, involving the two carers assaulted by the youth. One of the carers was upstairs with the offender, when the offender turned violent and began throwing things at the carer, cutting him above his eye. His colleague came up to assist him and the offender slammed the door in her face, before spitting on her. As a result, both staff members received physical injuries, with the first having blurred vision for a few days after the result, and the latter actually contracting conjunctivitis as a result of the spit entering her eye. The latter victim explained how the thing that affected her the most was the spitting, as she was terrified to hug her family due to coronavirus and she was terrified she may have it. All parties involved agreed direct RJ was the best route, with them all working and living together. The meeting went amazingly, with great feedback including the victims saying they had no idea I was a new starter, as I sounded very professional and knowledgeable on the phone, which put them at ease.

PRACTIONER/S: Katie Smyth/ Victoria Jackson

OFFICE:

WEST MIDLANDS

This case involved two offenders and two victims from two separate households in relation to a long standing neighbourhood dispute and recent offence of harassment.

Once all parties had taken part in an assessment it was decided that they felt most comfortable communicating via shuttle messages, so this was facilitated and an outcome agreement reached.

The neighbours were involved in a long running feud with each other which had culminated in the police being called, as the victim felt the offender was being intimidating. Throughout the preparation work with the offenders and victims it was evident that emotions were still running high, and so they decided they would like communication via shuttle messages to take place. Several messages were passed and both parties were relieved that their neighbours wanted the same thing; to live in peace and be able to enjoy their own homes privately. They were then able to come to an agreement that any communication which is necessary regarding neighbourhood issues will be reported to their housing provider. Both the offenders and victims expressed their thanks for the support in this matter.

PRACTIONER/S: Kim Charles

OFFICE:

MANCHESTER (YOUTH)

Assault on a police officer after an altercation from not having a mask on public transport

I recently completed a victim awareness session with a yp who had assaulted a police officer after an altercation when he was removed from the tram for not having a mask. At first the young person was very negative and didn't really think he has done anything wrong, but after getting the chance to share the victims impact statement he quickly changed his mind.

This work stands out for me because it highlights the importance of including the victim's views and impact statements. Without completing the victim work with myself and getting the opportunity to hear the victims voice, this young person would have continued to believe he was not in the wrong. He now understands that what he has done was wrong and he admits he got angry and reacted in a way he shouldn't have done and it was him that blew it out of proportion which lead to the officer being hurt. The yp said he will ensure he has a mask next time and if anything like that happened again, he would act differently and stop and think.

PRACTIONER/S: Katie Osbaldiston

OFFICE: MANCHESTER (YOUTH)

Direct restorative meeting via zoom between young person and the mother of a boy who he robbed.

This case was co-worked between myself and Jess Cooke in the Cheshire Remedi team where the victim was based. Jess worked with the victim whilst I worked with the young person to complete victim awareness sessions, write letters and plan for the direct.

From the outset, the young person was keen to have his chance to apologise and wanted to do this face to face. I assisted the young person in writing a letter, which he subsequently spent more time on to perfect after our session. We arranged the zoom video call which ran smoothly and the young person read out his letter, to which the victim's mum responded. She was empathetic and appreciative of the courage it took for the young person to face up to it and apologise. The young person said he felt a weight had been lifted off his shoulders. I truly believe this direct RJ meeting has changed both parties' perception of the other entirely, and really helped both parties to understand someone from a different walk of life.

PRACTITIONER/S: Emily Ryder

OFFICE:

WEST MIDLANDS

The offence was a Hate crime against victim due to his sexual orientation from his neighbour in a connecting apartment. The victim approached the neighbour's door about loud music but was screamed at, victim heard from another neighbour that offender doesn't like him due to his sexual orientation.

The victim was already spoken to as part of the hate crime project so already was familiar with the practitioner. Victim and offender took part in the assessment process and proceeded to direct.

The victim was called as part of the hate crime project and it was obvious from this the harm that the offender's loud music was doing to him. The victim suffers with mental health issues and felt as if the music was overpowering his life. Something so minor to the offender was massive to the victim. The offender thought that the music was not a big deal and didn't understand the impact it was having on the victim. A direct took place in which an outcome agreement was formed, this was in regard to moving the speakers away from the connecting wall and ensuring the music was at a reasonable level. Speaking with the Victim afterwards, he was extremely grateful for the RJ process. He felt that because of his mental health issues that he couldn't have his say and he would have to live with it. He said that the practitioner gave him confidence to speak and put his point across in a safe place, which he hadn't had the opportunity to do previously. The offender came to realise that the music was not a big deal to him but was having a negative impact on the victim.

PRACTITIONER/S: Naomi Goseley



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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

