

REMEDY

Restorative Stories

A Collection of Case Studies and
Reflections VOLUME 7

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: HUMBERSIDE

2 People involved in this case. Offender was known to the victim and was doing some decorating for them, however the victims family started noticing that items were going missing, such as video games and her wedding ring. Offender was charged with theft from a dwelling.

This piece of work started with myself doing a victim awareness session with the offender, which led to him wanting to engage in RJ. I spoke to victim and she said she would be happy to receive a letter, offender wrote letter and I passed letter on to the victim.

The victim was very happy with the letter and although she felt she was not ready to forgive him she felt that she could move on from this and have some closure on it as it felt it had been going on for some time.

The offender engaged with the victim awareness session very well and understood the impact of the offence on the victim very quickly and wrote a very good letter with me scribing and was pleased that the victim was happy with the letter, he also very relieved that the letter was received well.

Offender Feedback: 'it showed me how the other side felt'

My main observation from this case was that although a direct face to face is the most powerful form of RJ, a letter can also massively help people find the closure they need to move on. The other observation is that the offender engaged very well with the victim awareness session I did with him, this I feel made him understand the impact of the offence further and possibly helped him write the letter.

PRACTITIONER/S: Jamie Russell

OFFICE: HumberSide

This case was referred to us from the Police for a mediation work over the victim parking vehicle outside his own house but opposite the offenders drive making it impossible for people to get in and out of the offenders garden. There were also public order type issues between neighbours.

Both parties agreed they did not want to meet face to face and that they would like this work to be carried out in an indirect manner, I passed communication between both parties focusing on what they felt would resolve the situation for them.

The offender had recently moved into a housing association bungalow and was unable to work due to serious illness. The victim was very judgmental of the offender as he saw the offender as a workshy layabout and as such antagonised the offender who would then react getting himself into trouble.

I challenged the assumptions of the victim, with the permission of the offender I disclosed certain facts to him such as I had seen hospital letters the offender has confirming the seriousness of his medical conditions and that he could not work. I also informed him that we had discussed his previous work history prior to illness and it was impressive.

The victim immediately apologised for the wrongful assumptions he had made and stated he felt awful about how he had treated the offender.

The offender stated that the victim no longer parks his vehicle opposite his drive and they are keeping their distance from each other.

The victim stated "It is nice that there is a service that has been able to mediate between us before things got out of hand. It has also opened my eyes as to some of the difficulties he is going through."

PRACTIONER/S: Gary Herbert

OFFICE:

HUMBERSIDE

2 people involved, Male suspect who is a neighbour of the female victim has threatened to smash the victim's windows in following a verbal argument.

Indirect shuttles past between both parties in regards to moving forward from this incident. Both parties have agreed to completely ignore each other and get on with their lives which has made the victim feel much better about moving to her new property.

In the initial stages of this case, the victim very much wanted the opportunity to meet with the offender of this neighbourhood case to discuss their issues and put this incident behind them. Unfortunately, the offender did not agree to a direct meeting, but indirect shuttles were passed between both parties and the victim came away feeling much better about things and said she can now move forward.

Feedback from victim - I do feel better knowing that he has said he will ignore me in future. Thank you so much for this.

My observation – Direct meetings always has such powerful impact. But I also believe sometimes having that one question answered can really change a person's outlook.

PRACTIONER: Lindsey

OFFICE:

HUMBERSIDE

This case was referred to us from the Police for a Community Resolution, after A had been causing harassment towards B, due to building work going in on her home. Both parties agreed that they would like this tension resolved.

Both parties agreed they did not want to meet face to face and that they would like this work to be carried out in an indirect manner, we passed communication between both parties focusing on what they felt would resolve the situation for them.

Initially B described how she was becoming very fearful of 'A' and his 'outbursts' and that she was feeling uncomfortable in her home and worrying about any little noise that happened in her home.

'A' acknowledged when working with us that he has issues around alcohol and is currently suffering with anxiety and this may add to how angry he gets about the noise from the dog and the building work from next door. It was passed between both parties what they felt would make the situation better for them and both parties were willing to take steps to relieve the tension between them. Both parties were happy after communication that the situation could be moved on from.

This case was a great example of how some communication assisted from a third party can help people see things from others perspectives and identify steps they could take to dissolve the situation. 'B' particularly gave great feedback once the case was closed, explaining how this process had made such a difference to her daily life and she was really appreciative of our involvement.

PRACTITIONER/S: Yasmin Gray and Lindsey Atkin

OFFICE:

SOUTH YORKSHIRE

Street RJ. Theft - there were two people involved.

This Case was a Street RJ so both parties had agreed to speak directly to resolve the issue as an out of court disposal referral. I spoke to both parties individually and then we conducted a direct conversation over WhatsApp.

This was a good piece of work as it restored a friendship that had broken down due to the offence. They lived in a shared house and had become close friends when the victim asked the offender to help put up some shelving. This resulted in items going missing from her bedroom and where some were found in the offenders' room and the others were missing. The offender maintains it was a mistake as he thought that that they were rubbish.

Whilst in the direct meeting the offender apologised for his part in it and agreed to pay her back as much as he could and they both agreed to put it all behind them and renew their friendship.

PRACTIONER/S: Liz Smith

OFFICE:

BOLTON (YOUTH)

Direct restorative meeting between a young person and a police officer who she committed ABH against in Bolton.

After completing indirect work with both the young person and two victims, one for ABH and one for assault, a direct meeting was held via telephone conferencing with the victim of ABH.

From the offset, the young person was keen to apologise to her victims face to face. Organising a direct meeting with two police officers who work shift patterns and a young person who attends school during covid restrictions was no easy task. After 3 failed attempts due to the officers being called on urgent business, and the young persons' school closing due to covid, we were successful in the fourth attempt. Throughout the logistical difficulties, the young person showed resilience, remorse, and persistence, and maintained the attitude that she wanted her opportunity to apologise. Although only one officer could attend the meeting, the message conveyed to the young person about the police being a service who are there to help her and will continue to be a service she can call when in trouble, was very powerful. During the debrief, the victim said if that direct meeting has even contributed 5% towards that young person making better choices in the future then it has been a success.

PRACTIONER/S: Emily Ryder

OFFICE:

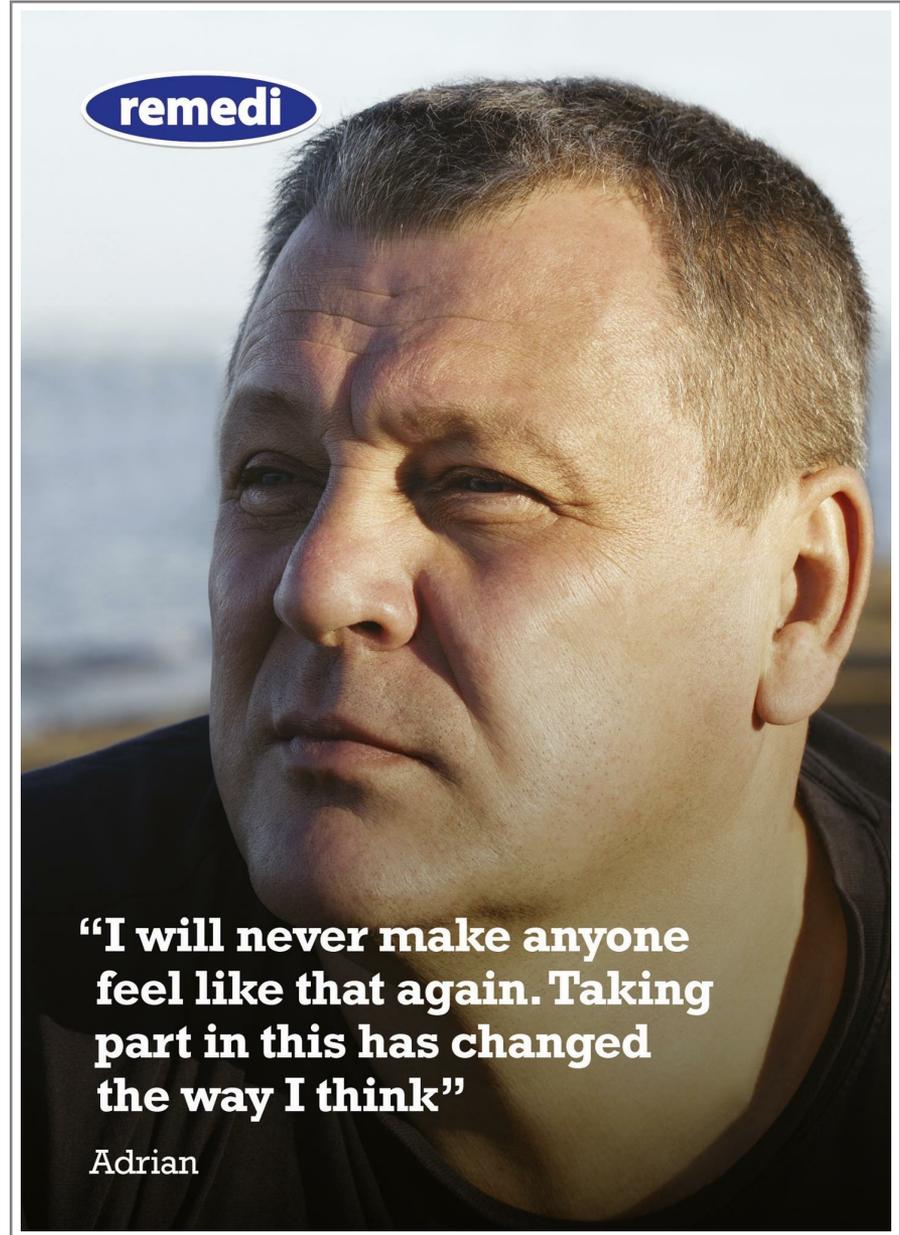
CHESHIRE (Problem Solving Team)

Family mediation case referral. There were two people involved in this case: foster carer and young person. There was a breakdown in their relationship as the young person expressed comments around not wanting to live with foster carers any longer; restorative approaches were used to aid communication.

I met with both parties separately in order to allow them to express their honest thoughts and feelings around the incident. Foster carer was able to do this in confidence and when working with the young person we went through a relationship building exercise to look at what positives there are in regards to their relationship and what factors he would like to improve and how this can be achieved.

Both parties explained to me that their relationship has improved. The foster carer fed back to myself that the process was a nice experience and the practitioner was lovely. She explained this process gave her an opportunity to be able to talk about the incident. She advised there are multiple agencies involved including police and social care and they haven't directly touched upon these comments but she was happy she had the opportunity.

PRACTIONER/S: Jodie Brunt



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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:

CHESHIRE

Community mediation between 2 neighbours, L living with her son T and P and W, brother and sister. They have been in intermittent conflict for over 10 years and it culminated in an incident of abuse which the police attended.

Mediation was carried out remotely over the phone, I was able to speak with all parties and get some insight into where they felt the conflict had come from and what they would like to change and I was able to share some positive messages between them.

Both parties described feeling different after mediation, and in my last calls with them they had said that they had greeted each other in the street for the first time in a long time. W acknowledged that he may need further support in terms of managing his emotions which he is not yet ready to access so I was able to give him some information about this. Both parties were happy to close and fed back that it had been useful to be able to talk about the issues with someone impartial, with L saying that mediation had helped her to communicate how she was feeling in a way that she hadn't been able to herself.

PRACTIONER/S: Jess Cooke

OFFICE:

CHESHIRE

Offence of burglary. One neighbour burgled another and stole various items including daughter's laptop containing research. Victim researched items via social media and arranged to meet the offender. Victim informed the police who arrested the offender and he was jailed for 2.5yrs.

When referred, the offender was being supervised by RJ lead in another county. He had expressed remorse stating he wanted to engage 'because of feelings of shame and guilt regarding the offence'. We co-worked the case so his apology and explanation could be shared with the victim. I contacted the victim and facilitated sharing the offenders letter.

The victim fed back - 'Interesting to hear what he had to say. It's been 2 yrs now so I don't really think about it anymore so I wish him the best and we can all move on with our lives'. The offender fed back – 'RJ has helped me to reach out to my victim to express remorse for what I did to him'. Both stated they would recommend RJ to other victims and offenders.

This case illustrates that victims can still engage in RJ and feel its benefits regardless of where the offender resides. Networking and promotion of the service enables practitioners from other areas to support the service so benefiting the offender also.

PRACTIONER/S: Julie Woolvine

OFFICE:**DERBY (YOUTH)**

Direct with parents and young person who drove and crashed their car without a license/insurance

Delivered a victim awareness session with the yp, who expressed his regret and guilt regarding the offence and the impact it had on his parents.

Following the victim awareness session, the young person and his parents agreed it would be useful to participate in a direct RJ meeting to share their views.

I asked parents to express how the offence impacted them and asked yp if he felt comfortable telling his parent's what we had discussed in the VA.

The RJ process has allowed the victim(s) to express how the offence impacted them and gave the yp the chance to express what they would like to do to make things right. Both yp and parents said they are working on building trust back up, and yp respects it will take time. I highlighted that it was clear everyone was working towards the same goal and that it was brilliant to see them working together to improve trust and their family relationships.

PRACTITIONER/S: Shannen Sara Merwick

OFFICE:

DERBYSHIRE

This was a youth case referred by the Youth Offending Team for Restorative Justice for a criminal damage offence between Mother (victim) and Son (offender).

Communication started between the victim and offender indirectly. The victim was able to explain what had happened and her approach towards the offender. The offender was then able to explain the reason behind the offence and why he acted the way he did.

This case allowed Tash and I to explore alternative ways the victim could approach the offender when he causes damage and when speaking with him. The victim was able to look at the situation from another perspective and think about how her actions may come across to the offender. The victim wanted to speak with the offender and for him to no longer cause damage to her home. If this behaviour took place the offender knew exactly what actions she would take to deal with it.

Working with the offender proved difficult to begin with however as we persisted and addressed what happened and how serious it was, he began to open up about what happened and why. The offender recognised that he needed to take himself out of a situation if he became angry.

In my follow up call with the victim she informed me that there had been no further issues and she had changed the way she approaches the offender, which she said had been working. She recognised that all their problems were not all down to the offender, so she is trying also. Feedback from the victim, 'You and Tash have been brilliant thank you.'

PRACTITIONER/S: Laura Esty and Natasha May

OFFICE:

DERBYSHIRE

This offence in this case is death by dangerous driving. The offender and the victim's Mother had communication via Remedi. We worked with partner agencies including Offender Managers and Victim Liaison Officers.

Due to the restrictions this was facilitated via Zoom, having several sessions with the offender until he felt ready to write a letter. The victim also worked with us via Zoom to receive the letter once it was complete.

This was a different way of working for me as it was the first time, I had done a case of this nature via Zoom. We took things slow due to the nature of what was happening and listened to how they both wanted to work. The letter from the offender was all his thoughts and feelings regarding what had happened.

The victim told us that although she still could not forgive the offender it had helped her to draw a line under the court case and that in the letter it was the first time she had heard/seen the offender say sorry.

I feel that we managed to do a great indirect piece of work via Zoom, I was very weary of this to begin with, but I feel it really worked for them given the situation we are in.

PRACTITIONER/S: Natasha May

OFFICE:

DERBYSHIRE

This was a Youth Out of Court Disposal case for a theft offence. The offender had stolen the Victim's (Teacher) property from school.

The Victim wanted the Offender to know what he did was wrong but did not want the Offender to be criminalised, they were happy to receive a letter of explanation from the Offender. I worked with the Offender via telephone and supported him in writing a letter to the Victim.

Numerous sessions were done with the Offender in preparing this letter. The Offender apologised for his actions and wanted the Victim to know that he knew what he did was wrong and that his behaviour was not acceptable and was trying to turn over a new leaf. The Victim was grateful for the letter and for the time we had spent working with the Offender.

This was a good piece of work, which regardless of COVID-19 was able to be completed and it provided the Victim was assurance that the matter was dealt with sufficiently but still avoiding the Offender being criminalised.

PRACTIONER/S: Suzanne Artuch

OFFICE:

MANCHESTER

Historic child sexual abuse – father abused daughter.

The victim's mother and the offender engaged in a direct. The victim wanted to show the offender that they had moved on with their life and held no grudges. The offender wanted to show the victim that he had turned his life around and that he feels disgusted in himself.

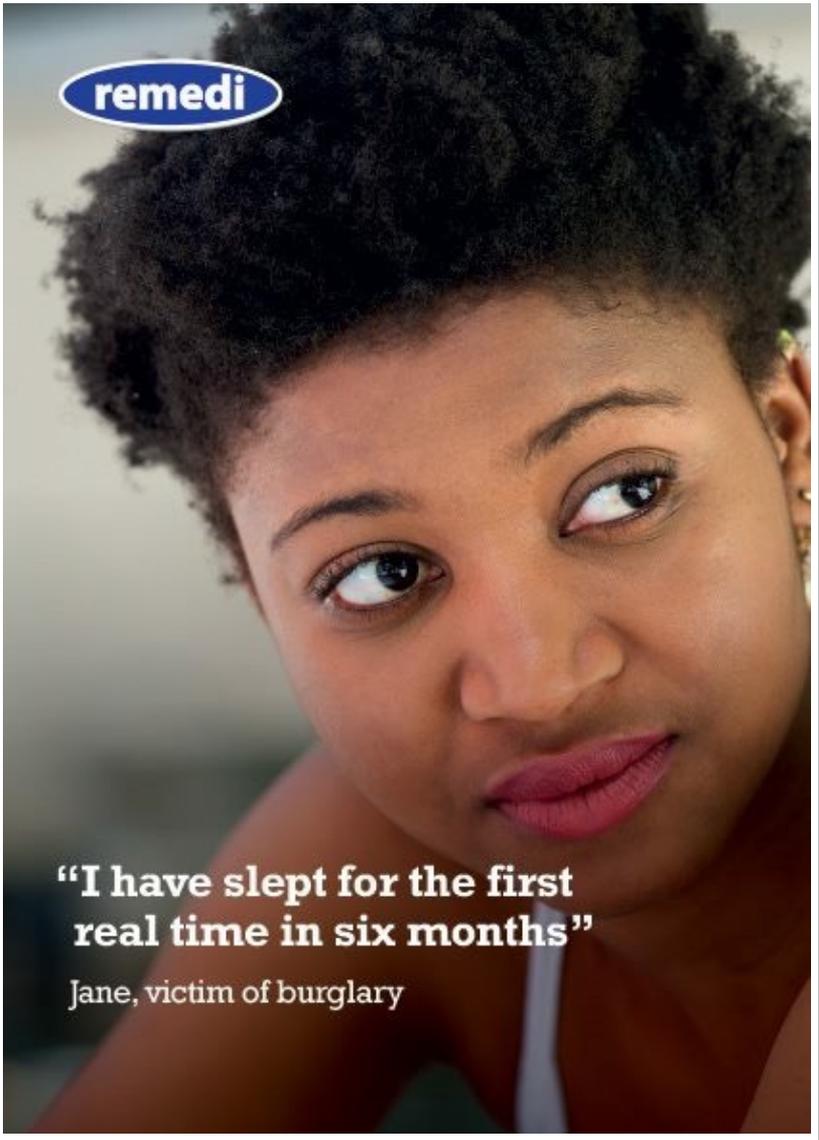
The victim was able to tell the offender that she forgives him, and they have moved on with their lives. She told us "I have been thinking about meeting the offender for years, so I am glad that it has happened. A weight has been lifted. We can move on now".

The offender was happy with how the meeting went. He was surprised at how understanding the victim was and that there was no animosity. The offender said, "I always worried what damage I had caused so now I feel relief that the victims are doing ok and getting the support they need".

The offender was grateful that the practitioners facilitated this meeting. He stated "I cannot thank you enough for all your support since this case opened. Especially during the lockdown, you checked in on me and supported me all the way to the end".

Both parties were appreciative that the meeting was facilitated and not postponed due to lockdown. If the meeting was delayed, then this would have prevented them from moving on with their lives.

PRACTITIONER/S: Natasha Livingstone and Sally Hampshire



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

Jane, victim of burglary

OFFICE:**MANCHESTER**

Police received calls from the offender stating he could see someone breaking into his garage with an air rifle. When police attended the scene, no such offence was taking place. Police tracked the hoax caller's co-ordinates and found the offender in the victim's garden, attempting to climb through the window.

The Practitioner completed 3 Indirects. The victim (SB), thought his house had been targeted by a burglar. The practitioner made a list of questions SB wanted to ask the offender (AY). AY answered all of SB's questions and apologised to SB and his family for causing them such distress.

Both SB and AY were satisfied with the service.

For SB, he felt a sense of relief that his house had not been targeted by a burglar. In his final evaluation he commented, "I'm happy with the answers/ happy with what I've heard and happy with what the outcome is". SB no longer felt he needed to increase security measures on his house which suggests that RJ has helped him to feel safer.

For AY, this experience had been a big learning curve for him as he had no idea someone had been impacted by his actions. In his evaluation he commented, "I didn't mean to harm anyone. I wasn't me that night (not how I usually behave) so I would do anything to make amends with the person. I didn't know I'd scared someone. That is the last thing I'd ever want to do". Following that, AY said, "(RJ) has made me have a different outlook on everything".

PRACTITIONER/S: Hannah Thompson

OFFICE:

MANCHESTER

The offender was out with three of her friends when they decided to steal eight gift sets to the value of over £320.

The offender completed a 1-hour Victim Awareness session with me over the phone. We discussed the following topics: thoughts, feelings and choices; responsibility and the four types of harm. After completing the Victim Awareness session, the offender agreed to direct and indirect RJ with the shop.

The offender engaged well with me throughout the session and reflected on the impact of her actions. She said, "A lot of what you've said has stuck with me. I never knew about people losing their jobs or their bonuses because of shoplifting". The offender then wrote a letter to the shop and said she wanted to deliver it in person and apologise.

During the preparation for the direct, the offender's engagement started to decline, and she cancelled numerous meetings with me. She said she wanted to do the direct but that she had a lot going on in her personal life. It took four months of patience and building rapport with her for us to eventually facilitate the direct meeting.

The victim was delighted that the offender had come to apologise. She said in her evaluation, "I thought it was a really brave thing for her to do and I'm really grateful that she did it. No one has ever apologised for shoplifting before". The victim also said she would share the letter with other staff members.

The feedback from the offender was also really positive and she said, "I'm glad I can close that chapter in my life".

PRACTIONER/S: Grace Phillips

OFFICE:

MANCHESTER

My favourite piece of work from this month would have to be the case where I supported a victim/offender that were involved in a Theft offence. It took place in 2019 between an offender and a taxi driver (victim).

When doing the initial assessment with offender explained that he wanted to speak to the victim directly over the phone to apologise. I proceeded to contact victim who agreed to a 3-way phone call and said he wanted to listen to offender's apology and let him know that he's forgiven.

Given this was my first direct since my induction I was a little apprehensive, but it couldn't have gone better! Both victim and offender benefitted from the call, the offender noted how lovely the victim was and that he was surprised on how forgiving he acted. The victim was very appreciative of the work Remedi do with service users and added that he took part in the process as he commended the offender for wanting to turn his life around. Although the direct phone call was about 5-10 minutes long it was clear afterwards through evaluations that both parties benefitted and appreciated RJ.

PRACTIONER/S: Megan Gough

OFFICE:

MANCHESTER (YOUTH)

This young person's offence was carrying a bladed article and robbery in Penrith. He was sentenced to a DTO and was then released in ISS.

I have personally worked with this young person for some time covering our Changing Thinking And Behaviour (CTAB) programme plus other discussion around welfare.

I have thoroughly enjoyed working with this young person. Throughout my time working with him he has had many issues going on which has had a negative impact on his mental health and wellbeing, however he has always had time to talk and engage with me even if it wasn't in regards to the programme and was always very open and honest. Since ending the programme he has gone on to have 2 job interviews and the feedback that he has given me was fantastic by saying "I will think before doing things a little more. Gave me an insight of my anger issues and how to try and deal with them better. Gives me support in the long run that I can think back to when needed. Been positive. Enjoyed speaking to Abi 10/10, was nice". This was fantastic to hear and I am immensely proud of how far he has come.

PRACTIONER/S: Abi Heelham

OFFICE:

MANCHESTER (YOUTH)

Send by public communication network an offensive / indecent / obscene / menacing message / matter 2/ Possess a controlled drug of Class B - Cannabis / Cannabis Resin 2/ Section 18 - attempt wounding with intent 7/ Robbery 6

Sessions are focused on getting JR to engage in meaningful positive work, whether it is CTAB or victim awareness. It is less structured and flexible to allow for his interests to be entwined with his sessions.

I have found that with JR it is important to celebrate him engaging with me when it comes to the work we do in our sessions. At the beginning he was extremely closed off and as we started working together, sometimes he would have bad days where he did not want to engage. However, even on those days he always answered the phone and listened to what I have prepared for him. That really helped as it meant he would try his best to engage in open conversation. It has taken both us working together to reach a point of respect, honesty, and communication. As before this he always felt like no one listened to what he wanted the sessions to be like and after being honest about that. We were both able to start working towards looking at his interests and adding them into the sessions. Doing this has helped bridge the gap with our sessions and so I know there will be more open conversation awaiting us in the future.

PRACTITIONER/S: Chipso Mataranyika

OFFICE:

MANCHESTER (YOUTH)

One young person and one victim, young person committed racially aggravated assault.

Young person wrote a letter to the victim which I hand delivered

After completing a generic victim awareness session with the young person he decided he wanted to write a letter of apology to the victim because he felt bad for what had happened. I supported the young person in writing the letter as he did not want to meet with the victim I hand delivered this to her. She read the letter and became very emotional and said she was really pleased that the young person has learnt from this incident, and wishes and prays as a mother of a young son herself that he refrains from any future trouble and concentrates on his studies and makes his parents proud.

PRACTITIONER/S: Steph Tighe

OFFICE:

NOTTINGHAMSHIRE (YOUTH)

Two young people were the only ones caught and charged with shoplifting out of a group numbering 8 to 10. These offences were committed at their local Co-op, the staff there were constantly worried by the group, who not only shoplifted but caused considerable anti-social behaviour, leading to some staff being really distressed.

Contact with the manager of the store, Victim impact Statement compiled, and an offer made for the young people to communicate with him. Victim awareness work carried out with both young people and they both agreed to communicate with the store manager.

When I contacted the manager, he was very pro RJ. I feel that this piece of work, so far, shows how RJ can work if everyone is on the same page, the case manager was fully on board, the two young people engaged really well in the VA sessions (by phone) and their mums should be commended for their attitude to the whole process. Both mums were in agreement that, 'my son has done something wrong so he should do something towards putting it right', they were also somewhat embarrassed as they both shop at the store.

I also feel that this piece of work so far, albeit for a minor offence, shows the capacity and strength of the restorative process.

n.b. the major positive to come out of this piece of work is that there have been no further thefts or instances of ASB from this group since these two were apprehended.



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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

