



# Restorative Mentoring

## Reflections on Practice

### Volume 4

By Remedi: Restorative Services

# **Restorative Mentoring**

A Collection of Case Studies and Reflections

*By REMEDI: Restorative Services*

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

## **LOCATION: CHESHIRE**

Female mentoring case in Crewe. An IOM officer referred the individual in for the intense mentoring scheme. Stating she is a prolific shoplifter, due to her drug use. There are other ongoing personal issues that the individual is going through, so would benefit from some extra support.

Initial contact made via phone, and a visit was arranged for the following week. I explained who I am, and about the mentoring scheme and the female agreed to continue. Despite being quiet, she felt able to open up and we discussed her mental health struggles, and the difficulties she is having with medication prescribed by the doctors. She has ongoing legal proceedings, and a future court appearance is causing her anxiety that she said she would like support with.

The female has rejected any other services help, as she stated she was 'too occupied' with the court case. However, after our chat, she wanted to continue with the mentoring and started to open up. Going forward, we agreed to have weekly phone calls to catch up. When this was mentioned, she smiled for the first time. I feel once we have built that rapport up through our weekly phone calls, the chance may come where we can address further issues and offer more support. I suggested we also try alternative ways to help with her mental health issues, and she seemed keen to know more. We are going to look into local services that may be able to help her.

**PRACTITIONER/S: Georgia Williams**

**LOCATION:** Derbyshire

Mentoring support was provided to a service user as multiple needs were identified during an initial assessment.

I worked with the service user to make a referral to a talking therapy service and to complete an application to access their local housing register.

I was able to provide face to face support to a service user where it was identified during the initial needs assessment that they needed support making a self-referral to talking therapy and make an application on the local housing register.

Whilst completing the housing application, this gave the service user chance to talk about the options she has regarding housing and encouraging her to complete the application and reassure her that I would continue to support her in this area of need. Discussion also had about the responsibilities the service user would have with having her own tenancy and managing this accordingly.

Follow on telephone contact was made to the service user later that week to see how she got on with the telephone assessment and a face to face visit was arranged to support with ID documents to support the application.

**PRACTITIONER/S:** Gina Reader

**LOCATION:** **South Yorkshire**

Service user was convicted of sexual assault of a male under 13 years of age in South Yorkshire

- Initial assessment / support plan
- Support bidding on properties
- Motivation support
- Source furniture
- Budgeting plan

The service user was moved from approved premises to a flat on the outskirts of where his offence took place. The property wasn't suited to the service user's needs. I supported him to register with the council and with bidding on properties. The service user finally had a bid accepted and eventually moved in. The service user has never lived alone and struggled to budget his money. We completed a budgeting plan that enabled him to see what he pays out and when. I took the service user shopping and demonstrated how to budget his food bill by looking for alternatives to his favourite foods. He was so grateful for the help he stated he would still be living on microwave burgers and pasties. The service user lacks motivation, I supported him with designing a weekly plan, this consists of a task he needs to complete each day such as getting up at a set time, cleaning, or job search. The service user thanked me for the help with organising and prioritising his daily routine. Work with the service user is ongoing, over the next few months we will be looking at some form of employment or training which will have a positive impact on the service user's lifestyle.

**PRACTITIONER/S:** **Leroy Malcolm**

**LOCATION:** **South Yorkshire**

Service user was charged with the offence of stalking and harassment of a victim in South Yorkshire

- Initial assessment
- Source funding for carpets
- Service user required COVID home testing kit
- Provide support for social isolation
- Source local food banks
- Check benefits

During the initial assessment it became clear that the service user was struggling with his day to day life. His home consisted of a sofa and bed, his health was rapidly deteriorating due to his age and ongoing illnesses. We decided to contact the Chapman trust charity to see if they could help. We applied online and received a reply asking for more evidence that he had tried other charities first. We contacted the local council for a covering letter stating why they refused help and a letter from his probation officer that backed up why we were asking for support. The Chapman trust granted funding for new carpets throughout his property. During lockdown the service user's health became worse, he started showing symptoms of COVID and was advised by his doctor to order a home testing kit and self-isolate. I applied online for a kit as he has no means of accessing the internet, only to be told there were non-available. I contacted the service user's doctor to explain the situation they said he will need to travel to a test centre but the closest walk in was Sheffield. After a few days of trying I managed to source a kit which was delivered to his home address the service user did the test. Thankfully his results came back negative.

**Practitioner: Leroy Malcolm**

**LOCATION:** **South Yorkshire**

### Driving while disqualified

The individual is living away from their country, alone and young. During our work we have completed budget planning, set out a meal plan to keep costs down and nutrition up, we've registered for council housing and began bidding on properties. We have made individual coping plans for mental health issues.

This work must be celebrated as, although the SU has severe mental health issues they have shown up for every appointment, done everything required of them and gone away and completed their tasks between appointments.

This SU has taken on the advice and utilised it (even if sceptical at first) showing their motivation and dedication to recovery.

**PRACTITIONER/S:** **Emily West**



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

**LOCATION:** **South Yorkshire**

Assault occasioning Actual Bodily Harm (ABH).

This client was referred to me in October 2019.

Together we rearranged his finances, dealt with anxieties surrounding the offense and started a process for the client to potentially have a relationship with his baby son.

Since closing with the client, due to unforeseeable circumstances, he has again fallen upon hard times and HE requested the mentoring service because in his words, 'we get things done'.

I am proud of the impact that mentoring had on him initially and that in the client's difficult time, he not only remembered the work that we had completed, he also remembered that he was welcome to use the service again and it would be worthwhile.

During this clients struggles he wanted me to be there to help him through. I am proud that this client trusts me to help him to deal with his issues.

**PRACTITIONER/S:** **Emily West, Sheffield Mentoring**

**LOCATION:** Cheshire

Referral from PPO, for restorative mentoring. Female was referred in after her latest offence of common assault against neighbour. She has a history of domestic issues and had recently split from husband, she is a recovering alcoholic, who is suffering from anxiety.

Provided support around sorting her finances and benefits out, getting her in contact with a Money Matters team. We have looked at coping and distraction techniques to help address her drinking, and support around her confidence and positivity moving forward. Referral made to RASASC regarding counselling sessions, and now her benefits are sorted; future sessions will focus on her budgeting to ensure she is feeling fully in control.

Within the couple of month's working with this client, her confidence and self-esteem has increased due to the support she has around her. The female has expressed she is starting to feel more in control of her life, and can now start to look towards the future instead of focusing on current issues and taking each day as it comes. Through the weekly phone calls and check-ins that we have, we have built a rapport up where she feels more open and can be honest with me. She is eating more and drinking less, and discusses more positive topics rather than negative. Further work around her self-esteem is needed, to keep her on this positive track, but she is feeling more confident about this part of her life on her own. We have discussed the future, and finding potential volunteering opportunities when restrictions are eased, and hobbies she would like to start back up.

**PRACTITIONER/S:** Georgia Williams

**LOCATION:** Cheshire

Female mentoring case in Crewe. Female was referred in from PPO as a prolific shoplifter.

A needs assessment was carried out, and various areas she wanted support with were identified. Benefits, bank account, a mobile phone, health issues, to coping with loneliness and boredom. Before lockdown we met once a week at the same time, to bring some structure into her life.

She has not offended since working with her, and has remained clear from drugs. She has a new bank account set up; I assisted on helping her call Universal Credit and the job centre. Her benefits are sorted, which was her biggest issue. Because of this, she has been able to buy herself a phone. We can now have contact through that, instead of through the office of where she is living. I have advised her on how to obtain a dentist appointment. We are looking into any potential volunteering opportunities or community groups for when lockdown eases, to help with her boredom. She has expressed that she is glad she has been referred in and is thankful of our impartial support, as there are a lack of services around who would help her, now she is not offending or drug using.

**PRACTITIONER/S:** Georgia Williams

Without my mentor....

" I would have  
probably become  
homeless"



Without my mentor....

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



**LOCATION:** Derbyshire

Mentoring support provided to a service user following needs identified during their initial assessment.

Work was completed with the service user to look at their finances, managing their benefits and using resources to look at managing emotions and keeping themselves focused regarding anxiety surrounding upcoming pay days.

It was identified during their initial assessment that areas where they required support was regarding benefits, finances and substance misuse. Support was given to encourage the service user to contact relevant agencies regarding an upcoming deadline.

Support also given to complete a budgeting form with the service user to look at where they spent money and if it could be utilised in a better way. This then led onto resources to explore thoughts, feelings, and behaviours when it is the service users pay day and substance misuse. A list was then created of things that the service user could do to keep themselves busy and focused during challenging times in the month. This included things such as thinking of meal plans, writing a shopping list, taking the dog out for a walk and maintaining contact with her support network.

Resources have also been posted to the service user to complete during future mentoring sessions.

**PRACTITIONER/S:** Gina Reader



"No-one has  
ever supported  
and helped me  
as much as  
you have.  
Thank you so  
much for  
everything  
you've done"

**LOCATION:** Derbyshire

Mentoring support given to a service user following needs identified during their initial assessment.

It was identified the service user required support regarding finances, as since being on probation, they had lost their job and was in financial difficulty. A budgeting form was completed and encouragement to contact agencies, to obtain what money is outstanding and what payment plans are already in place.

Following this, I then provided the service user with details regarding different options to manage debt, such as debt relief orders and debt management plans to go through in more detail, to assess which one is more suited to the current situation.

Follow on telephone contact made to the service user the following week to see how they were getting on and to check in. Support will be provided to the service user whilst they go through the process of trying to manage their financial situation in order to make it more manageable.

Service User Quote- 'I always feel positive about things after our phone calls, thankyou'

**PRACTITIONER/S:** Gina Reader

**LOCATION:** **South Yorkshire**

Taking, permitting to be taken or making, distributing or publishing indecent photographs or pseudo-photographs of children.

**Supporting through alcohol detox**

Mentee was offered a home detox to help with alcohol issues. We spoke a lot about this beforehand, as extra support, alongside his alcohol worker.

He was worried about a variety of things, including, what to do with his time, as he spent the majority of his day drinking.

He completed a lot of work with his alcohol worker, discussions with myself around anxieties, and we discussed and created an “Activity Box”, which he filled with activities including:

- Go for a bike ride
- Read 5 chapters of my book
- Practice for driving theory
- Look into future employment
- Watch a film
- Clean the kitchen

Whenever he felt stuck for something to do or if he needed to distract himself, he could pull an activity from the box and complete whatever was on the paper.

He completed his week-long detox

**Practitioner: Abbie Hatfield**

**LOCATION:****South Yorkshire**

Robbery.

Mentee wants to have contact with her 2 eldest children who she hasn't seen for a few years but she wasn't sure where to start with this.

I have previously worked with this mentee before and it was nice to hear that things were still going well for her.

We looked into the various routes that she can look into to have contact with her daughters.

She decided upon the best route she believed she should take. Originally she was granted 6 visits per year by court, so she knows if all else fails, she should hopefully be able to have this set in stone going forward. Especially with how well she has been doing since release.

Having identified the work that was needed and the appropriate agencies to approach, she did not need any further support from me to contact the various agencies involved.

She felt it was her responsibility to take the lead and prove that she is capable of doing this alone and having the contact with her children.

She thanked me for my help again, and we closed down the support. I wished her well, as she was also getting married the week after we closed!

**PRACTITIONER/S: Abbie Hatfield**

**LOCATION:** **South Yorkshire**

Service user was charged with being under the influence and theft from his local shop.

Accommodation – contacted local council regarding public fly tipping in his garden.

Finance - Support with applying for disability benefits.

Health & Wellbeing – support with accessing MH & substance misuse services.

Work with the service user is ongoing, due to his prolific shoplifting the service user asked to be rereferrals to the HF program. I contacted the local council on his behalf regarding fly tipping around his accommodation. They agreed to clear the rubbish and install CCTV to prevent any further issues. Up until recently the client has refused help from MH & substance misuse services. After encouragement from me and a recent health scare, he has agreed to engage with the services and is waiting for his assessments. Because the service user has previously been on the mentor program, the relationship between us is already very good and we talk daily. I have already become his first point of contact when issues arise.

**PRACTITIONER:** **Leroy Malcolm**

**LOCATION:** **South Yorkshire**

Service user was convicted of stalking causing serious alarm and distress in the Barnsley area.

Accommodation – sourced and applied for funding for new carpets.

Finance – Debt management appointment at Citizens Advice, contacted utility company to arrange payment plan for arrears, budgeting workshop.

Health & wellbeing - contacted three times a week to combat social isolation, disabilities prevented client attending COVID test centre, arranged for kit to be delivered and collected from home address.

The service user's quality of life has greatly improved since his referral into the mentor program. He now has a small amount of disposable income after we agreed a payment plan with his utility Company in order to clear his arrears at a more reasonable rate. Thanks to a grant application that we did, his bungalow is now fully carpeted which has enabled him to use his home fully, instead of living only in his bedroom.

Due to the service user having no family support and ongoing health issues, he struggles to leave his bungalow which affected his mental health, I offered extra support in the way of regular phone contact. This service user has now completed the mentor program, but due to his social isolation, I didn't want him feeling like he'd been abandoned so I signposted him to Age UK for continuing support. They have taken over the daily contact and are now supporting him to find supported living accommodation.

**PRACTITIONER:** **Leroy Malcolm**

**LOCATION:** **South Yorkshire**

The offence was armed robbery.

The work we have done so far is for social isolation, consolidating housing debt so ensuring the client's housing is secure and accessing mental health support.

I am proud of this work as this client struggles terribly with their mental health and this results in a complete lack of motivation which amplifies the issues.

We have been in regular contact throughout the program and I have worked with him on his self-motivation, setting achievable plans and targets and healthier living to help him to focus on his needs more positively. This in mind the client has applied himself fully to mentoring and we have worked as a partnership to solve his issues. Even when there have been moments of frustration, the client has managed to come back to continue the work with a positive approach.

Throughout the COVID crisis, I have provided regular contact for social isolation as the client lives alone and has been shielding through lockdown. This alone has been a major support to him.

**PRACTITIONER/S:** **Emily West**

**LOCATION:** **South Yorkshire**

Miscellaneous Sexual Offences

The service user has autism and struggles with social isolation. Due to his disabilities this individual also had issues with budgeting.

The service user was initially very reserved with me and struggled to engage but with patient encouragement he eventually opened up to me and the support that I was offering.

Support for social isolation during the COVID crisis was not easy but as restrictions eased, we found a centre for people with disabilities for him to attend. He was very interested in this and really enjoyed it when he had a look around and was looking forward to going back on his own.

We worked through all aspects of his budgeting and he quickly acknowledged the fact that he spent a lot of his money on games and online gaming. Although he gets a lot of pleasure from gaming, he understood the need to cut back on this in order to meet his commitments. We also opened a bank savings account to help with his budgeting. The way he now handles his money has created a significant lifestyle change for him and he is now able to meet his bills, eat better and still enjoy his pastime.

We also found a number different hobby-based groups and activities for him to attend after lockdown restrictions are lifted.

The service user really listened to what I was saying and seemed to take on board my advice and guidance, he seemed to feel comfortable to communicate his needs and speak up to ensure we arranged the best support for him moving forward.

**PRACTITIONER/S:** **Emily West**

**LOCATION:****South Yorkshire**

Threats, conspiracy or incitement to murder.

Supported mentee through housing process.

Mentee has been living in temporary accommodation and required support with the housing bidding process.

He didn't have access to the internet, and had no support network so was unable to ask anyone else to help him.

He was looking to move out of his current area back to the area his family lives in, so that he has support and socialisation around him again.

I called him once a week, on the day the properties went live and went through the list telling him what was available to bid on that week. I provided him with details of rent/bills, rooms and other information about the properties (e.g. wet room or bathroom, pets allowed or not, garden or not etc.). We placed 3 bids a week on the properties he selected. He said that he trusted that I would tell him about how the properties looked (I tried my best to describe what they were like, and if images weren't available, I would go on Google Street View to tell him what the area looked like). He was familiar with most of the area that we were bidding in.

He called me recently to tell me that he has been awarded one of the properties we bid on and thanked me for helping him each week. He said he would let me know when he gets the keys. Very positive start to the year!

**PRACTITIONER/S: Abbie Hatfield**

**LOCATION:**                   **South Yorkshire**

Robbery

Supported mentee with applying for furniture grant for new home.

Mentee was living in supported accommodation and had no belongings to take with him to a new property he had been awarded.

He moved straight into the property as he was desperate to get out of his current accommodation. The mentee struggled with substance misuse and there were too many temptations where he was living. He said that he would rather sleep on the floor in an empty property than stay in his current accommodation.

I phoned him as soon as the keys were handed over and we completed a local assistance application for furniture and white goods. He was awarded a bed, washing machine and an Argos gift card to buy other essential items.

He doesn't have an email address or access to the internet, so asked if the gift card could be sent to me. Due to health issues, he also didn't feel comfortable going into store, and had no way of getting any purchased goods back.

We completed two online orders for goods. It was difficult as he couldn't see the items; I had posted him a catalogue but it hadn't arrived.

He recently received the last of his goods. I called to make sure everything was ok and that nothing needed exchanging. He said "I'm buzzing. Honestly Abbie, if it wasn't for you I'd still be sleeping in an empty property with no way of feeding myself. Who knows what would have happened to me. Thankyou so much".

**PRACTITIONER/S:** **Abbie Hatfield**

*Thank you to all of our colleagues and service users*

