



REMEDY

Restorative Stories

A Collection of Case Studies and
Reflections VOLUME 12

By Remedy: Restorative Services

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By **REMEDI: Restorative Services**

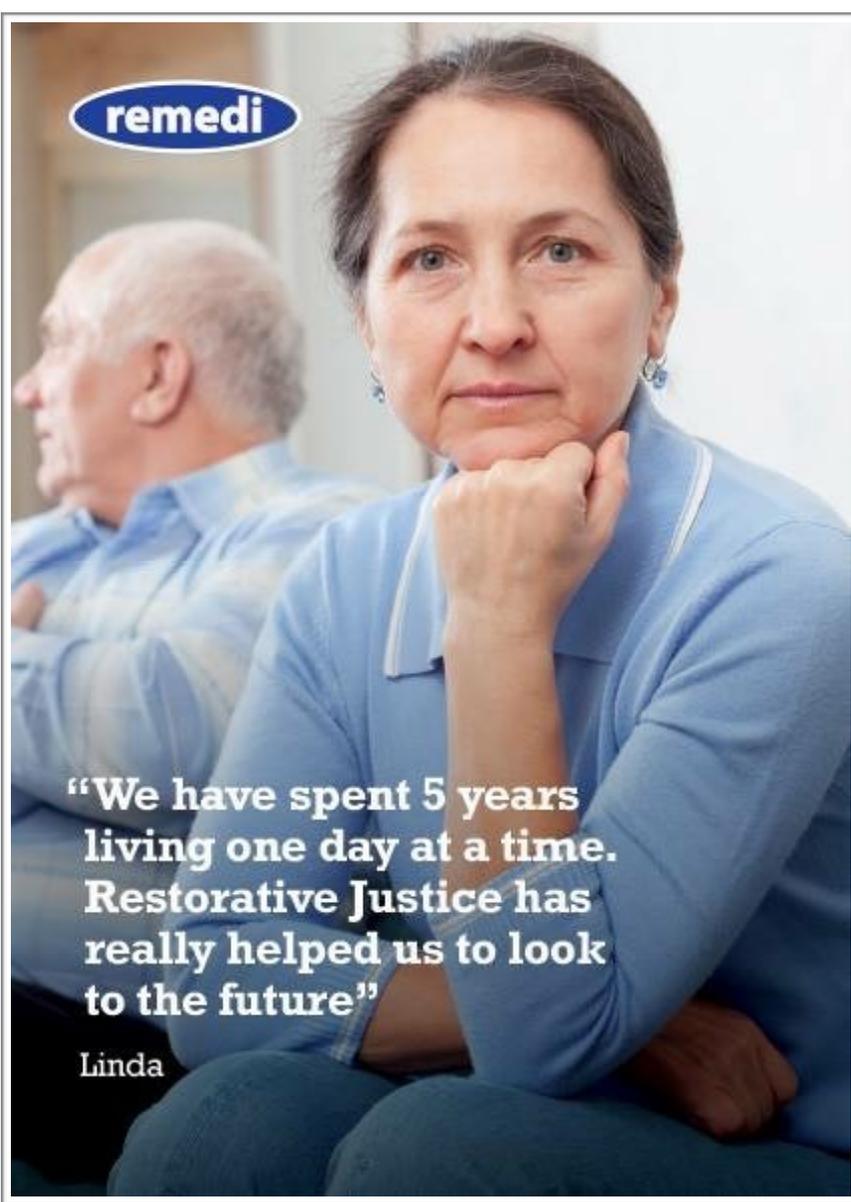
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The purpose of this publication is to gather together reflections drawn from our team of Restorative Practitioners across the UK. Reproduction of any of the contents by documented permission only

Remedi

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

Linda

OFFICE: Manchester Youth

Possession of knife blade or sharp object in a public place and section 18 and took place in Wythenshawe, Manchester. YP also has other previous.

This young person has been known to be difficult to engage in conversations. This was a welfare check in call that took place.

When I contacted this young person, he already told me he had a contact that day and was questioning this one. I expected this to have not gone down too well, however he told me he was fine and was telling about the session that he had earlier that day and what he had enjoyed about it. He then started discussing conspiracy theories and religious beliefs. We spoke about different films and recommended some films to each other. The young person was a pleasure to speak with and I found the conversation interesting in which I feel like I had learnt something. The reason why I feel that this should be celebrated is because this young person can be hard to engage and is quite volatile, the contact was initially planned to be short at around 5 minutes, however the conversation lasted around 25 minutes. I also had a previous contact with him where he was rude and aggressive in tone, however this contact was the complete opposite.

PRACTIONER/S: Abi Heelham

OFFICE:**Manchester Youth**

Possess with intent to supply a controlled drug of Class A - Cocaine 6/Heroin 6

Threaten a person with a blade / sharply pointed article in a public place 3

Possess a controlled drug of Class B - Cannabis / Cannabis Resin 2

Avoiding and Repairing harm: Blast diagram - Looking at helping people overcome harm, and restorative conversations.

During this session JZ worked amazingly well. We look at how to repair harm caused by different situations and JZ really thought outside of the box here. He thought of the bombing at Arianna Grande's concert, and said this can affect so many people not just the victims. That people who had decided to take a walk with their mother, families of the workers, and first-time concert goers, could suffer emotional and psychological trauma. Which can stop them from going outside or doing anything again, and to deal with this trauma, he said they can speak to someone or spend more time with your family. As having support is very important for dealing with this.

In the restorative conversation scenarios we did, I got him to consider if was working at a school as Pastoral, how he would help two pupils who got in a fight at school. He was able to consider who could be affected but also that it was really important not to blame anyone. He made a plan and said we need to find out why it happened, work towards a resolution and then focus on the aftercare to prevent another fight. Which is excellent!

PRACTITIONER/S: Chipo Mataranyika

OFFICE: Derbyshire

My client was being harassed by her ex-partner after she ended the 2 year relationship. Due to clients' age, she was unable to access support from an IDVA, even though she was assessed as high risk. An investigation for the harassment was ongoing and bail conditions were put in place.

I supported my client with restorative work around healthy relationships and safety planning; this included factors such as family and college. Whilst the male was being investigated, he continued to breach his bail conditions and would contact my client. She agreed, to feel safer, a non-molestation order was required.

My client felt the bail conditions that were in place were not enough. Threats such as 'you deserve to be dead' and 'I'm not going to stop until you get what you deserve' were made and although this was reported this to the police, the messages were not stopping. My client was continuously being emotionally abused and this was having a great impact on her mental health.

Due to my clients' age, she needed to provide proof of her parents' income so legal aid could be considered and a non-molestation application can be made. However, this is something the family were not entitled to. With support from the National Centre for Domestic Violence, my client was able to apply for an order however, she would need to represent herself in court, face her abuser... all this at the age of 17! The male was charged with four offences against my client and although there was some relief, her anxiety of him 'losing control' heightened. Although there were worries about the process, she continued with the application as she wants to 'feel safe again' and 'live a normal life'- I'm so amazed by her, she is an incredible young lady.

PRACTIONER/S: Chelsea Lambert

OFFICE: Barnsley

Section 47 Assault on 11 year old victim.

The victim was assaulted by another student of the same age who attended the same school. The victim was hit in the face and thrown to the ground banging his head.

He had no further recollection of what happened after this. He sustained two cracked teeth, swelling and grazing to his head and reddening to his face and back. The head injury caused him to have blurred vision which left him unable to see properly to do his school work.

: The case was jointly worked with the young person's YOS case worker. The victim's parent significantly expressed that she would want any potential mediation to take place in school, a familiar setting where no further stress would be put on either child. This was explored but due to Covid 19 the school were not allowing visitors on site.

: Direct mediation was discussed and explored with the mums of both boys but mum of the victim did not feel comfortable in meeting direct. Suggestions were made regarding the opportunity to explore shuttle mediation between both mums to enable them to voice their feelings with regards to what happened. The shuttle mediation took place which allowed the victims mum to gain some peace of mind and reassurance. Meanwhile the YP took it upon himself to apologise to the victim in the school playground.

The mum of the victim was grateful for the support she had received and for the opportunity to have her feelings and views listened to as well as being able to shed some tears whilst speaking about the incident.

She said that there had been no other adult she was able to off load to until she was contacted by our service. Both mum and son felt that our involvement had helped them to move on.

Mums response was that she was very happy and quite satisfied that the YP parent sees things in the way which she did and it had made her feel that they were both on the same page. She was happy that her views had been listened to and the YP would be receiving help.

The victims mum offered thanks to our service for the help she and her son had received and for being "the go between" as the RJ has not only helped them but it has helped the other child and his family too and for this she is very happy. The Victims mum was willing to provide an audio

interview of her involvement with Remedi along with recommendations of how much Restorative Justice can help others.

PRACTIONER: Anji Bisatt

OFFICE: Barnsley Youth

2 young people robbed and assaulted a man on the first weekend after drinking all day to celebrate the end of the first lockdown. They dropped his phone and belongings when passers witnessed what was happening and both ran off.

Visited both YP with their case manager and spoke about RJ. 1 of the YP has since written a letter of apology . Worked with victim about how RJ could answer his questions and fears around the offence

The letter was read out via the phone due to shielding. After reading the letter the victim instantly remarked that he was impressed by the content, that it felt heartfelt and meaningful. He asked if I could print the letter and send it to him as it would also help his partner.

He felt positive that after reading the YP has really learned from what had happened and said that he himself felt like a weight had lifted from his shoulders.

Victim stated that RJ had the best possible outcome for him and the offender.

Practitioners: Carlo van de Watering Co worked with Matt Allen (BMBC)

OFFICE:**West Midlands**

Two families who were neighbours, communication had broken down and there was clear tension between both sides. Agreed for a phone conference due to restrictions

Prep work was completed with both sides to understand where the breakdown had occurred and how they wanted to resolve the issues moving forward. Both parties wanted to focus on the future

As both parties acknowledged there had been tension between them and issues, but that focusing on the future was important as they are neighbours, we focused the meeting around the outcome agreement, whereby both parties involved had a say on how they wanted their future relationship to look and work. Both parties had the chance to explain their concerns and issues, and it was overall a very positive meeting, both parties listening to each other and acknowledging that that hadn't happened before. Feedback from the victims was "The whole experience was helped by having two practitioners who were very very good. We couldn't of had the communication, and have it go so calmly, without Vicky and Amanda. I'm happy to resolve issues between ourselves now and I understand their point of view. You've both done a good job and stopped the stress." Feedback from the offenders was "The process was really good and positive; we are happy it has opened the door for communication as that was never possible before. It has been facilitated really well and we really appreciate your time"

PRACTIONER/S: Amanda Townsend and Vicky Jackson

OFFICE:

West Midlands

Violence against the person: 2 young girls got into a fight at school where one was punched in the face.

I carried out extensive prep sessions for this case as the girls were young and I wanted to make sure they both got as much as they could out of the direct.

The outcome of this case was very positive. All through the prep the offender had said she had nothing to say to the victim, but ended up apologising and taking responsibility for her actions and how she had hurt the victim. The victim began by being quite shy and timid, but when I reminded the girls that they needed to leave this meeting knowing they had said and asked everything they wanted to, her whole demeanour changed and she started really speaking up for herself and asking the offender everything she wanted to know. The parents also got involved and it was a very positive experience. Although the meeting was short, all involved said they thought it went really well, and were very pleased with the outcome agreement. The victim said she was also very proud of herself for being able to say what she had said and she felt she could now move on from the incident.

PRACTIONER/S: Katie Smyth and Victoria Jackson



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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: West Midlands

This case involved one victim and one offender, who were both parents of two young boys who had been involved in altercations at school. This also involved a public order offence between the offender and victim.

Assessments and preparation work completed over the phone for both victim and offender. Both decided that they would like to have indirect communication to resolve the issues.

It was clear during preparation work with both the victim and offender that emotions were running high, as both parents naturally felt protective towards their children. Both children were upset and stressed about the ongoing situation, and so the parents had disagreements regarding what had been happening. However, it was apparent after some preparation that some common ground could be reached, as both victim and offender wanted their children to resolve their issues and feel more comfortable at school. This resulted in a shuttle message being passed from victim to offender and then a reply from the offender to the victim to apologise, and an agreement reached that their children would complete mediation at school. Both parties were pleased that they could put the incident behind them, and the victim gave feedback to say "I appreciate your time in sorting this out for us."

PRACTIONER/S: Kim Charles and Nicole Mclean

OFFICE:**West Midlands**

This case was violence against a person. The offender was admitted to hospital and whilst there racially abused a number of staff, calling them names and being aggressive.

The offender was very difficult to work with. I worked closely with the officer in charge to communicate with the offender. The victims didn't want to communicate with the offender so we agreed that victim awareness course would be beneficial. The offender agreed, used the victim awareness tools and apologised to those he offended.

The offender in this case was hard to get hold of in the beginning and the victims didn't want to communicate with him, firstly because they were all hospital staff and were used to these incidents happening and also because they all were working in hospital during covid-19, they were extremely busy. The officer in charge worked closely with me to get the offender on board and to communicate with me. The officer explained the offender's past and occurring behaviour, however by the end the officer was particularly happy with the victim awareness course we did with the offender and said that he had been in hospital since the offence due to his health issues, and the offender behaved extremely well. When I spoke to the offender, he said he wanted to do better, and he was sorry. I was happy with this outcome and the officer in charge of the case had never worked with Remedi before and was pleased with the work completed.

PRACTIONER/S: Naomi Goseley/Shannan Bhandal

OFFICE:**West Midlands**

The offence was a neighbourhood dispute, involving multiple reports of harassing behaviour between two households. Involved in the process were four people, two family members from each household.

The case came from the officer in charge. Just over one month of preparation was undertaken, liaising with the officer in charge to discuss all presented risks. A direct was facilitated via zoom video call with two practitioners present.

Preparation meetings were lengthy with high levels of stress and countless incidents discussed from both. Although the offence that led to the referral had a victim and offender, there were multiple reports where this varied, and both denied responsibility. Risks presented when one party voiced, 'struggling to bite her tongue', and becoming easily agitated. All continued to become distressed when any incident was discussed, but there was mutual want for future peace. Hence, with supervision, practitioners developed tight ground rules and a structure, whereby individual incidents should not be discussed, but feelings, and the outcome agreements could be.

A direct was facilitated via zoom. Practitioners did have to step in re-focus on the outcome agreements, which were all agreed to. Both voiced the agreements, which included no communication moving forward, were the only hope to prevent further issues.

Given the levels of emotion and responsibility from both, a controlled meeting was questionable. However, choosing to take the approach of making outcome agreements the focus helped. Feedback included, 'We are glad we took part. We can't thank you enough for the support and listening, and know you did what you can to get the most out of the meeting'.

PRACTITIONER/S: Nicole Mclean and Katie Smyth

OFFICE:

West Midlands

Assault without injury – The offender threatened paramedics with a weapon whilst intoxicated. After serving his prison sentence we delivered a direct meeting over Zoom.

CRC referral. All preparation was done over the phone and the direct was held on Zoom due to Covid.

During the direct meeting the offender explained all the changes he was making to address his alcoholism, as he was so ashamed that he had threatened a paramedic who was trying to look after him.

The victim was really happy with this. He explained that he also had a drink problem in the past and had to give up as well. He explained that he faces a lot of similar situations in his line of work and seeing how different the offender was from the time of the offence re-affirmed the good work the emergency services do. He wished the offender well in his journey.

Offender Feedback: “It will help me move on. My heart is free and I can sleep again. You've made this happen.”

Victim Feedback: “1000% recommend! I'll go to work knowing that I've made a difference.”

PRACTIONER/S: Samantha Atkinson

OFFICE:**West Midlands**

Two students had got into a fight during school and since then ongoing issues have occurred.

Prep work completed with both victim and her Mother and offender and her mother which resulted in a direct with them all.

Both of the mothers of the victim and offender were able to communicate during the direct and explain how they felt, the victim's mother was upset due to her daughter getting assaulted and the offender's mother wanted to express how sorry she was and reassured the victim's mother this would not happen again. Prior to the direct the victim's mother was clueless of whether the offenders mother had condoned the offenders behaviour but due to the direct the victim and her mother were able to gain closure and move forward in a positive way.

PRACTIONER/S: Shannan Bhandal and Naomi Goseley

OFFICE:**West Midlands**

The case was a police referral. There were 7 people involved in total. This was an assault offence between two 12-year-old girls at their school. These cases resulted in multiple indirect outcomes and the locations of the meetings were at the victim's and offender's addresses.

Practitioners visited both the victim and her father to undertake an assessment. They didn't want to meet up with the other family as they have tried that before and were not willing to do so again. We then visited the offender and her family to pass on the victim's message.

The referral was received by the police after the offender had assaulted the victim at school. Practitioners arranged to meet with the victim first and found that the fundamental issue behind the assault was a previous friendship which had turned sour. The victim and her father wanted to let the offender know that this behaviour cannot continue after half term, and that the girls must be civil with each other in class. Practitioners then attended the offenders address to speak with her and her family. The message was well received and the offender wanted the same on their return to school. The family were happy for practitioners to relay this message to the victim and her father. The offender and her family were made aware that if an assault were to happen again, the victim's father would like to press charges.

PRACTITIONER/S: Natasha Buckham/Nicole Mclean

OFFICE: West Midlands

- Threats to kill
- One victim, one offender
- Wolverhampton, West Midlands

Prep work completed with both sides to ascertain what the victim wanted from the process and what the offender wanted. The offender wanted to apologise for his actions, explain what was going on for him and what he's doing to change.

The direct went ahead in custody and although the victim was very nervous, she was able to tell the offender the impact of the offence and how it made her feel, as well as how she feels now. The offender took everything she said on board and whilst sat in a formal shirt he'd borrowed for the meeting; he showed the victim all the certificates he'd received in prison to show he's trying to change. The victim was really pleased to see this. The meeting lasted an hour and ended with both parties hugging and the victim forgiving the offender.

Victim feedback: "The offender was not as I thought he would be, he was more remorseful and genuine. The meeting has helped towards closure, if I were to see him again, I wouldn't feel scared. RJ has also helped my family; the kids no longer worry about me going to work."

Offender feedback: "RJ is not the easiest thing I have ever done, but that it has made me realise that even if you have done wrong, you can fix things. I took part in RJ to get closure and that's exactly what I got."

PRACTIONER/S: Vicky Jackson and Stacey Hutchins



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

Jane, victim of burglary

OFFICE:**West Midlands**

Police Referral- 1 Offender, 1 Victim

- Spoke with Offender and Victim to complete assessment
- Both expressed concerns as to why they have so many differences
- Victim and offender both want to engage in RJ to sort this between themselves so things don't escalate further and cause more issues
- Prep sessions with both completed/RJ direct complete

I spoke with both victim and offender and explained restorative justice. Both are very happy as they believe it is a chance for them to speak about their differences with each other which have caused fallouts. Whilst doing prep sessions with both, I could see the impact the offence had on both and why completing RJ was necessary. I could see offender was remorseful and just wanted to put things aside. The process towards the direct meeting was removing a lot of stress off both victim and offender. In the direct meeting, both made suggestions of what they would do in future to stay out of each others way.. Both agreed to an outcome agreement and decided to move on after apologising.

PRACTIONER/S: Zara Ahmed- 1st Practitioner Shannan Bhandal- 2nd Practitioner

OFFICE:

Cheshire

Referral received from Warrington PST regarding adult mentoring. Participant had been a prolific offender but also a victim of domestic violence.

Initial assessment had taken place in October however, participant went on remand due to breaching curfew not long after. Since the participant has been out of prison another needs assessment has been completed, certain needs have been identified, and they are now starting to be addressed through working with multiple agencies to ensure the participant is being empowered and supported in making positive changes.

I believe this piece of work should be celebrated because there has been challenges along the way; however, the participant still wants to receive the support from us to be able to make the long-term sustainable changes that they would like to make. The participant has explained they are grateful for the help and has thanked me for taking the time to listen.

PRACTIONER/S: Jodie Brunt

OFFICE:

Cheshire

Offence involved the theft of a car by a prolific offender and his co-accused. The car had sentimental items inside which were stolen. A bank card that had been in the car was also used locally to buy goods. The offender was arrested for multiple offences and imprisoned for 3yrs.

The victim wanted to know if she had been personally targeted and wanted to explore his understanding of the impact of his offences. She felt humiliated that the cards were used locally and wanted to know if the offenders found this amusing. I contacted the prison and he agreed to engage.

I liaised with the prison and co-worked the offenders referral with his offender manager. This was challenging as the prison is short staffed and wings were periodically closed down due to covid. Eventually the victims questions and messages were shared. The offender confirmed the victim had not been targeted and the use of their card would have been completely random. He also explained how they gained entry to the car which was new information that the victim was relieved to hear. Despite the challenges of the case, we evidenced that co-working with secure establishments is still possible and productive. The victim was very satisfied with the offenders responses and fed back to us - 'You guys have been amazing, thanks you very much, thanks you for all your support and effort. You got right down to the nuts and bolts and brought clarification to the table.'

The offender felt he now had a better understanding of the impact on his victims which he felt would make him question his decisions in the future.

PRACTIONER/S: Julie Woolvine

OFFICE: Cheshire

The offender stole the victims bike, received a custodial sentence.

AH's victim was contacted proactively through court outcome information.

AH was spoken with in custody and said that she would like to take part in RJ, when she was released we were able to speak with her CRC officer who was very supportive of RJ, and later to AH. AH is keen to engage and is motivated to apologise, she exchanged shuttles with the victim who chose not to take it further, we have explored with AH that she can contact Remedi if she chooses to contact other people who have been affected in the future.

AH was very remorseful and had been using drugs at the time of the offence. She was willing to take part in RJ however it would be beneficial for the victim, and disclosed that she had had a lot of time to reflect in prison and had stopped using drugs. She was happy to have the opportunity to apologise.

From the victim's point of view, he had had an adjusted bike to help with pain and symptoms of osteoarthritis, and has not been able to afford to buy an equivalent replacement. He doesn't drive and relies on the bike as his only form of transport so the consequences for him were significant. Although he chose not to engage further, he was happy with his experience and was pleased to have the opportunity to communicate how the offence had impacted him, he was glad to hear that AH had taken his comments seriously and reflected during her time in prison.

PRACTIONER/S: Jess Cooke

OFFICE: Manchester

The offender was intoxicated on a train, he threatened the victim with a knife and subsequently stole the victim's mobile phone.

Preparation sessions were completed with the victim and offender over an 11-month time-frame. A total of 6 indirects were passed prior to the direct meeting. A face-to-face meeting was authorised as the case had been open for almost a year and the victim was adamant he wanted face-to-face.

This case should be celebrated because the victim and offender have engaged in the RJ process over the last 12 months despite lockdown restrictions. In the lead up to the direct, the offender became anxious about seeing the victim face-to-face, he said he was worried about what the victim might say to him. I was concerned that the offender would cancel the meeting and the victim had previously advised me that this would be the last opportunity for them to meet. With the victim's consent, I passed this message across to the offender.

The meeting between the two parties went very well and they both got a chance to be heard. After the direct, the offender told me that had a not passed the shuttle message to him, he would have cancelled due to his nerves. In the offender's evaluation he said, "I did RJ because I wanted to give him answers, I wanted him to know that it wasn't malicious or anything, it was a spur of the moment and I regret it". He also said, "RJ has given me peace of mind and closure because I have apologised to him".

Victim feedback to follow upon completing his evaluation.

PRACTIONER/S: Grace Phillips

OFFICE: Manchester

I inherited this case from a co-practitioner before they left their role within Remedi. The offence was a 'Burglary from a business' and the victim wanted some answers to questions she had. Both parties agreed to do a direct 3-way phone call.

I was lucky enough that my co-practitioner had done initial contacts/assessments for the victim/offender when I received the case. My main goal was to get answers to the victim's questions as I felt like it would give her piece of mind knowing what the offender did with their belongings.

A lot of my time was spent trying to get both parties to attend a direct date. Although both were engaging with prep work, when it came to the actual 3 way phone call it had to be rescheduled numerous times.

I wanted to let both offender and victim know that I would be there for them during the direct process as I believed some reassurance may settle nerves and help direct to go ahead. I believe by giving the individuals involved a little push to do the direct with reassurance it helped this case progress and finally being able to complete an intervention.

The phone call itself couldn't have gone any better, I was proud that it I was able to do the direct as I couldn't help feel a little disheartened every time it got rescheduled. The call ended with the victim explaining that she forgives and hopes a straight path can be lead, offender added "now I look back I realize the stress I must have put you through I'm sincerely sorry."

PRACTIONER/S: Megan Gough

OFFICE:**Manchester**

Burglary offence - victims are upstairs in their home and see offender on CCTV so contact the police. Offender is arrested in their kitchen and the victims witness this. Victims (father and daughter) met offender for a face-to-face intervention.

The offender was assessed - he wanted to meet the victims directly to apologise and show he is no longer involved in crime.

Victims wanted the opportunity to share the impact and ask questions to understand why the offender targeted them.

Each service user had 2 preparation sessions before the direct-conference.

The meeting was overwhelming for the offender, he was anxious and emotional. In his assessment, he significantly remembered the fear in the victims faces when he was arrested in their kitchen. After the meeting, he said, "seeing the victims has made me happy". This will help the offender move on.

During preparation with the offender, he was emotional and struggled to talk about his feelings. In his evaluation, he stated "it is not as bad as you think, you can get stuff off your chest". This shows that the process was healing for him and I am glad I was able to support him in that way.

Similarly, the victim (father), found the RJ process to be productive. He said "being able to talk it through with you has helped. I feel better today than I did previously". It is great to hear that my work has helped someone to cope and recover from an offence.

The second victim (daughter) quoted "I know why he (offender) did it and his intentions. I feel like I have got closure. This will no longer play on my mind as much". They were able to achieve what they wanted.

PRACTITIONER/S: Natasha Livingstone



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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

