



REMEDY

Restorative Stories

A Collection of Case Studies and
Reflections VOLUME 16

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:**Derbyshire Restorative IDVA**

YP and mother were referred for Together Families following anger and violence at home. YP had been a victim of assault and was not receiving CAMHS support for his ADHD or Conduct Disorder. He was unable to attend school due to his behaviour, and the family was risking breakdown.

I visited YP weekly at his alternative school. I provided biweekly calls to Mum to discuss progress and needs. Every 4/5 sessions, we conducted phone-calls between myself, YP and Mum to solidify any agreements and praise YP's progress. YP was also receiving one-to-one support from GYB for the assault case.

YP was distressed during our first visit after another violent outburst at home the previous night. He would not make eye contact with me or provide any detailed answers. I adapted the initial session to include the essential information without pushing him too far. The following three visits, YP become more and more open and relaxed with me each time. We have discussed his various relationships with family, friends and girlfriends to identify what YP values in relationships. We have discussed his challenges with anger and what triggers his typical responses. We have thought about what it means to respect someone and are now using these exercises as a basis for building a safety plan for the family. Mum has been very positive about the programme so far and stated YP is showing much more self-control and independence. Mum and YP have also started spending time together again and she has supported him unconditionally through the assault court case. Myself and YP's GYB caseworker Lisa, have worked together to share relevant information and understand YP better. He stated that he is thankful for having someone to talk it all through with and finds it helpful.

PRACTIONER/S: Abby Moralee

OFFICE: West Midlands

This was an ongoing neighbour dispute and was related to another case that also went to direct last year. The issues had been ongoing since last July, and everyone involved was very anxious about next summer and were dreading it, instead of excited, as that's when the issues happen.

The prep for this case was quite straight forward as one of those involved had actually done a direct RJ conference with us a few months prior, so knew the process.

Both involved were eager to sort out their issues, and both wanted the same thing, saying the constant arguing was not fair on their kids. One had already taken part in an RJ direct before, and found it so useful she asked to do another one with this neighbour, to ensure there was no hard feelings and they could both hear where the other was coming from.

Because the issues had been going on for so long, both Victim and Offender were extremely nervous before the meeting, but when it started, they were agreeing on everything and had a really open and honest conversation, which was really nice to see. They also both apologised to each other, which neither had said they would do.

They both said in the meeting they knew they never would have been able to have that conversation on their own, and they needed people like us to support them in that, and they were very grateful. When I called them to do their evaluations, they both said they already felt so much happier, and were proud of themselves for having taken that step to make things better for them and their children in the future.

PRACTIONER/S: Katie Smyth and Victoria Jackson

OFFICE:**West Midlands**

This case involved one victim and one offender relating to fraud offences over a period of 8 months.

Assessments and preparation work completed over the phone for both victim and offender. It was decided that the direct would happen face to face at a police station, under strict covid guidelines.

This nature of this case meant that a large amount of preparation work had to be undertaken prior to the direct. The victim and offender were best friends for a number of years, and so the deception involved in the offending was particularly difficult for the victim to cope with. Preparation work with the victim revealed that she preferred for the direct to be held face to face, partly due to her disability but she also felt she would speak more freely than over the telephone. During the direct the victim was able to ask the offender the questions she had prepared and tell her the impacts the offences had on her emotionally, and physically due to stress. Although the victim did not get all the answers she had hoped for, she was able to hear the offender's apology and some explanations. The feedback from the victim was positive saying she appreciated what was done for her, and she was pleased she was able to do the direct face to face. The offender expressed how she felt RJ is good for both sides to voice their opinions, and the practitioners were spot on.

PRACTIONER/S: Kim Charles and Shannan Bhandal

OFFICE:**West Midlands**

This offence was an assault from one child to another with others involved.

There was one victim who had been assaulted and intimidated at school by a friendship group. I worked with the victim and her mother who both wanted a direct meeting. I then worked with 4 offenders and their parents to get to the direct meetings.

The victim and her mother in this case were very upset about what had happened and I spoke with them regularly on the phone about the restorative justice process. The victim was nervous but wanted to continue to a direct meeting. Due to the fact the victim was nervous, sometimes we found it more difficult to get hold of the victim's mom when it was closer to the time of the directs. We ensured that the victim had all the support we could offer. All 4 offenders and their parents were happy and supportive during the process and everybody wanted to apologise for their part in the incident. During the direct meetings, both parties were extremely positive and spoke encouragingly about the future. The victim, at the beginning of the process was so nervous and didn't want to speak in the meetings, by the end she felt empowered to say how she felt. The victims were extremely happy they completed the process.

PRACTIONER/S: Naomi Goseley/Shannan Bhandal

OFFICE:**West Midlands**

The offence was possession of weapons, where a young person had been found with weapons on school premises. There were three people involved in the direct, the youth offender, his supporting elder sister, and the victim, a teacher representing the school.

The case came from the youth offending officer, as RJ was included as part of a youth conditional caution. One month of preparation was undertaken using online video calls and phone calls. A direct was facilitated via zoom video call with two practitioners present.

Preparation meetings were completed with the offender and his sister, to work on his expression of his emotions and his offence explanation, given his young age. The offender and his sister wished he did not have to move school, which practitioners managed expectations on.

A direct was facilitated via zoom. Practitioners supported the young offender in speaking. The victim emphasised the impacts on the school and gave some lengthy kind guidance for the offender moving forward. The sister vocalised the family's remorse and learnings. The teacher clarified he could not return to the school, the offenders accepted this and were content with the continued support.

The feedback emphasised the positivity of the meeting. The offender said, 'thank you for your help. The meeting went well. I understand what I did was wrong. I am thankful I got to tell the school I am sorry. I will move on in my new school'. His sister said, 'thank you guys. It has helped my brother open up about the offence. I am glad we could show we are a good family'. The victim said, 'Thank you very much for all your work and setting up restorative justice, it's great and works amazing'.

PRACTITIONER/S: Nicole Mclean and Shannan Bhandal

OFFICE: West Midlands

Attempted Burglary Residential – Three offenders and one victim – All offenders were in custody – From the three cases there was a total of ten shuttles and two letters.

CRC referral – Victim wanted indirect and to see if all three offenders would engage - Resulted in twelve indirects.

The original referral came from CRC, but after speaking to the victim he was keen to find out if the other two would engage as there were three people involved. All offenders took part and there was a total of 12 indirect passed on (two were letters). The victim was pleased with this and explained that when he was younger, he had made some bad choices and was lucky he hadn't ended up in custody himself. He explained that he had turned his life around and wanted to let the offenders know that they could do this as well and engaging in Restorative Justice was a positive step.

Feedback from offenders included:

“Restorative Justice has helped me feel more at ease about the past and I hope it does the same for the victim”

“I want to close chapter on my life and offering to answer victim's questions might make my family proud.”

PRACTITIONER/S: Samantha Atkinson

OFFICE:

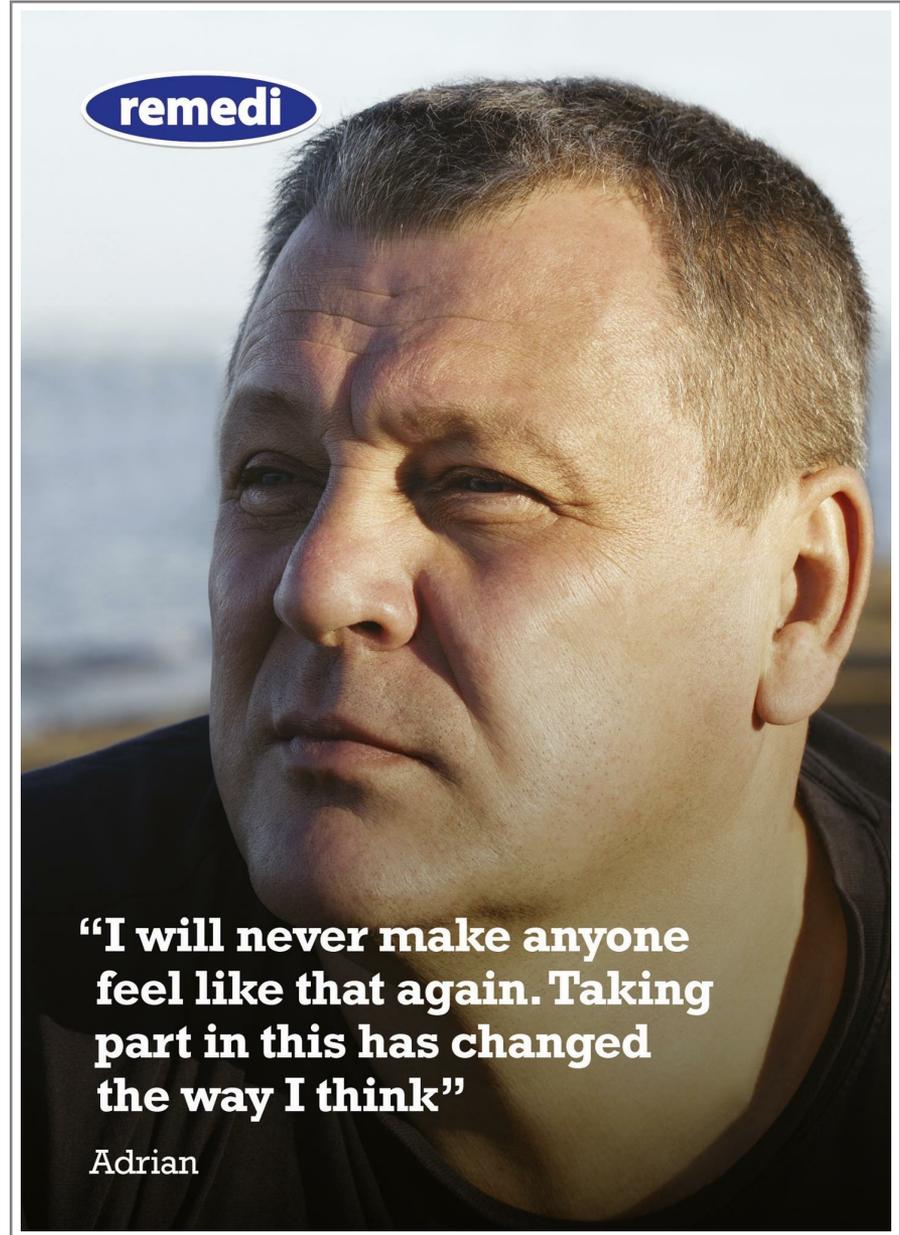
West Midlands

Possession of weapons 2 offender 1 victim

Prep work completed with the offender and his sister to understand what happened and how the offender is currently feeling.

The offender was a young boy and he had taken weapons into his school which resulted in him having to move school. Prep sessions were undertaken with the offender and his sister to understand what happened, it was clear the offender was extremely remorseful and the sister of the offender also wanted to take part in RJ to apologise to the school. The direct was taken place on zoom between the offender, his sister and a teacher representing the school, the offender apologised and the offender's sister also had her say and expressed how sorry she was on behalf of the offender. The offenders sisters feedback shows how RJ was the best option for the offender, she states "Thank you very much for all your work and setting up restorative justice, it's great and works amazing." The offenders sister explained how RJ is the first time that the offender opened up and she heard for herself what actually happened on the day and now they can all move forward.

PRACTIONER/S: Shannan Bhandal and Nicole Mclean



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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 particular case was a neighbourhood dispute. The people involved were the two victims and two offenders. One of the offenders had signed a Community Resolution Order with the police as an opportunity to take part in a low-level intervention such as restorative justice.

Six indirect outcomes were completed throughout these two cases. These outcomes were from the male offender who did not sign the Community Resolution Order and who is also the legal tenant of the house next door to the victims.

The contact details received from the police were for the male offender, rather than for the female offender who signed the police order. The police were hoping that he would take part in restorative justice as he has lived next door to the victims for years. The victims both wanted to have communication with both offenders. With the communication facilitated between the victims and the male offender, they were glad to understand his position on things. The female offender was happy to continue to a direct intervention. After discussing this with the victims, they are hoping that their conversation with the female offender will help her to empathise with their situation. The victims hope this will lead to her taking action with the noise levels next door in the future by discussing this with the male offender/her partner.

PRACTITIONER/S: Natasha Buckham/Amanda Priest

OFFICE:

West Midlands

- Harassment
- One victim, one offender
- Sutton Coldfield, West Midlands

Prep work to understand the root cause of the issues and shuttles completed between victim and offender involved in a neighbourhood dispute. Parties had fallen out over a WhatsApp group which led to a harassment offence. Shuttle RJ was completed to resolve the issue.

Three indirect shuttles were completed within the same day to resolve the issue as quickly as possible as victim and offender had said they did not want the issues to continue. Whilst the case did not lead to a direct process as the victim has originally wanted, they were pleased to have been offered RJ as an alternative. The victim did not want the offender arrested or for the offence to be blown out of proportion. The victim was very thankful for my time and for listening to him as he felt he was a nuisance to police and was not being taken seriously.

The offender was grateful for how quickly the case was completed and was grateful that they'd been able to pass a message onto the victim as well as receiving one. The offender was pleased that they were able to move on now this issue has been resolved.

PRACTIONER/S: Vicky Jackson

OFFICE:

West Midlands

Police Referral- 1 Offender, 1 Victim

- Spoke with both Offender and Victim, completed initial assessment

- Both happy to start RJ process and expressed their concerns and why they think RJ is the best method to move forward

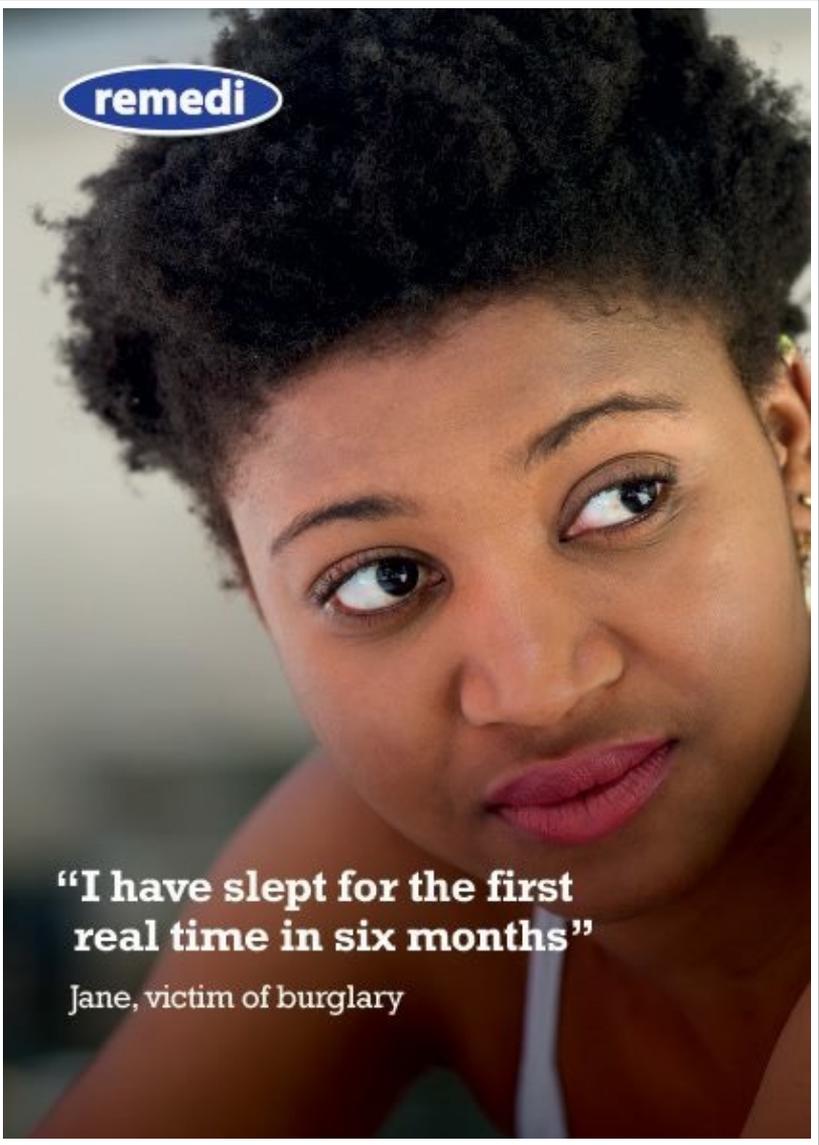
- Indirects passed on from Offender to Victim

- Victim pleased with outcome and feels more safe leaving her home.

I spoke with both victim and offender. They both had a lot of differences that needed to be worked on so things could be better for both. Victim asked for indirect process as she doesn't feel comfortable enough to have direct communication with offender. Offender gave an indirect message for victim which made victim feel pleased about RJ, and said she finally thinks offender has realised the wrong.

A lot of progress since the first prep session, both making efforts to put their differences aside.

PRACTITIONER/S: Zara Ahmed- 1st Practitioner



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

Jane, victim of burglary

Thank you to all of our colleagues and service users

