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**REMEDI**

# **Restorative Stories**

A Collection of Case Studies and  
Reflections VOLUME 14

**By Remedi: Restorative Services**

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# **Restorative Stories**

A Collection of Case Studies and Reflections

*By* **REMEDI: Restorative Services**

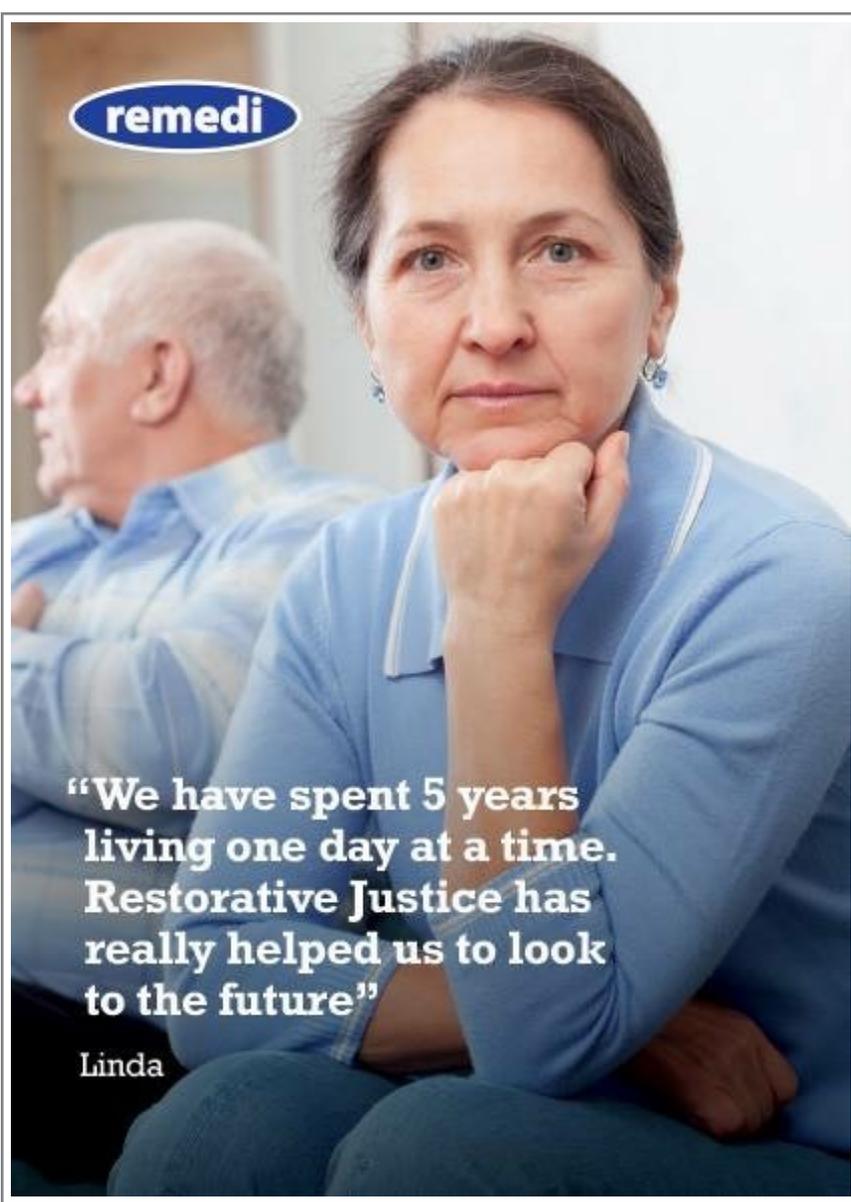
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Remedi

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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: West Midlands**

Residential burglary, 1 victim and 1 offender, offender in prison.  
Work completed before lockdown.

Prep work was completed with both victim and offender before lockdown as offender is in prison. Offender stated there was one offence that haunted him after hearing the impact statement and he wanted to have any form of communication the victim wanted.

The victim in this case was particularly anxious after the offence and didn't want the offender to see her face and know who she was. She still wanted communication with the offender, and after discussing her options, she decided that indirect would be better for her. I worked with the offender to compose a letter and supported him through that as he felt it wasn't enough, he said he didn't feel anything he did would be enough to repair what had happened. I supported him through understanding the impact an indirect can still have if that's what they feel they need. We focused on the questions the victim wanted to ask, and then worked on what else he wanted to say and worked through a structure to help him write the letter. The victim said whilst she knows that crimes can happen at any time, she feels reassured after hearing from the offender. The offender said the process and response from the victim had spurred him on to continue doing well and progress in his own life.

**PRACTITIONER/S: Amanda Townsend**

**OFFICE: Derbyshire**

This was a case of handling stolen goods, the victim wished to speak with the offender directly regarding the impact, to which the offender agreed.

A telephone conference took place between the parties. This allowed the victim the opportunity to explain how the loss of items affected them and they wanted to be able to ask the offender what happened to the items, the offender was able to explain this.

This was a really positive piece of work. This allowed the victim and offender the opportunity to discuss the offence and help them to move forward.

The victim provided the following feedback-

“Grateful that the offender engaged and meant a lot that they were willing to take part in RJ. I think RJ is a good idea, especially if the other party engages. It allows you to get learn new information that you wouldn't usually get, nice to hear things from the offenders side and is also reassuring.”

The Offender provided the following feedback –

“Was glad to have the opportunity to take part and be able to explain myself. Would have hated it to have happened to me so felt it was only fair to discuss this with victim.”

**PRACTIONER/S: Suzanne Artuch**

**OFFICE: Derbyshire**

This case came via a Police referral, regarding drug offences.

A call was made to the offender to discuss RJ, to which they agreed to take part. A Teams meeting was then arranged at a time suitable for everyone involved. The Officer met with the offender and explained the impacts, consequences, and potential outcomes of drug offences.

The meeting was positive and successful. The offender explained they were so happy that this had been dealt with and they are very thankful Remedi had dealt with it so quickly.

The Officer that referred the case, worked alongside us to ensure the meeting was able to go ahead from their perspective.

I feel that although working on Teams is a different way of working, for cases like this it works well as it can often be difficult to arrange face to face meetings that accommodate everyone's availability etc.

Quote from the offender: "The severity of it all is apparent again. I'm glad this chapter is coming to a close, thank you for sorting this out so quickly."

**PRACTIONER/S: Natasha May**

**OFFICE: Derbyshire**

This case was a referral for an offence of assault against an emergency worker.

The work completed in this case involved shuttle work between both parties. Opening communication allowed both parties to express what had happened from their perspective and to feel heard about how the offence had impacted them.

I was able to use language line to support the offender in taking part in Restorative Justice. The offender was able to hear the victims' thoughts and feelings and then explain why they acted the way they did and apologise. The offender recognised that contributing factors towards their behaviour were not an excuse and they should not have behaved the way they did. The offender was very remorseful and explained they regretted their actions and were willing to listen to how it had affected the victim.

The victim was happy to hear that the offender was sorry for what they had done, as at the time the victim explained it did not feel this way. The victim had questions answered by the offender and was able to understand why they acted the way they did.

Feedback from the victim: "Thank you for getting answers, you do not always get to find out why these things happen, even when it's gone to court."

**PRACTITIONER/S: Laura Esty**

**OFFICE:****West Midlands**

This case was sent to Remedi from West Midlands police. It was a case between neighbours where the offender had allegedly used racist language towards the victim. The people involved in this case were the victim and the offender's parents.

From these two cases, 6 indirect shuttle outcomes were achieved. The victim was very clear that an indirect process would be more beneficial for her. An outcome agreement was decided and both parties were satisfied with the outcome.

This case presented issues such as inappropriate language, privacy concerns and littering concerns. The victim wanted the offenders to cease their behaviour and end the alleged harassment. When the offenders were spoken with, they didn't agree with everything the victim had said and felt the victim was the one harassing them. The offenders were keen for a direct as they said they have had mediation with the victim before, but she refused a direct intervention. After a lot of talking through this option with the victim, she subsequently turned down a direct meeting as she claimed she had nothing to say to the offenders other than to let her live peacefully. Although we were unable to complete a face-to-face meeting, both parties were able to agree upon the outcomes. Both victim and offenders wanted to move forward with no further contact with one another.

**PRACTIONER/S: Natasha Buckham**

**OFFICE:****West Midlands**

The case involved a man who had seemingly trespassed and attempted to break into a property, which the victim caught him doing.

The prep for this case involved calling the offender to ask what it was he wanted to let the victims know, and then relaying this back to the victims.

The offender wanted the victims to know how sorry he felt, and that he was actively working on himself to ensure nothing like this ever happens again. He said that he knows it was stupid and wants them to know just how much he regrets it.

The victims were happy to hear that the offender was sorry, and explained that it had really scared them, especially their daughter. They accepted the offender's apology and said they forgave him and were happy to hear that he was working on himself, as they don't want anything like this happening to other people.

Upon hearing that the victims had forgiven him the offender became quite emotional, and said he never expected them to forgive him, but he is so happy they know how sorry he is, and that he is putting work into himself. He said it was extremely positive and motivating to hear that from them, and that he truly is sorry.

**PRACTIONER/S: Katie Smyth and Amanda Townsend**

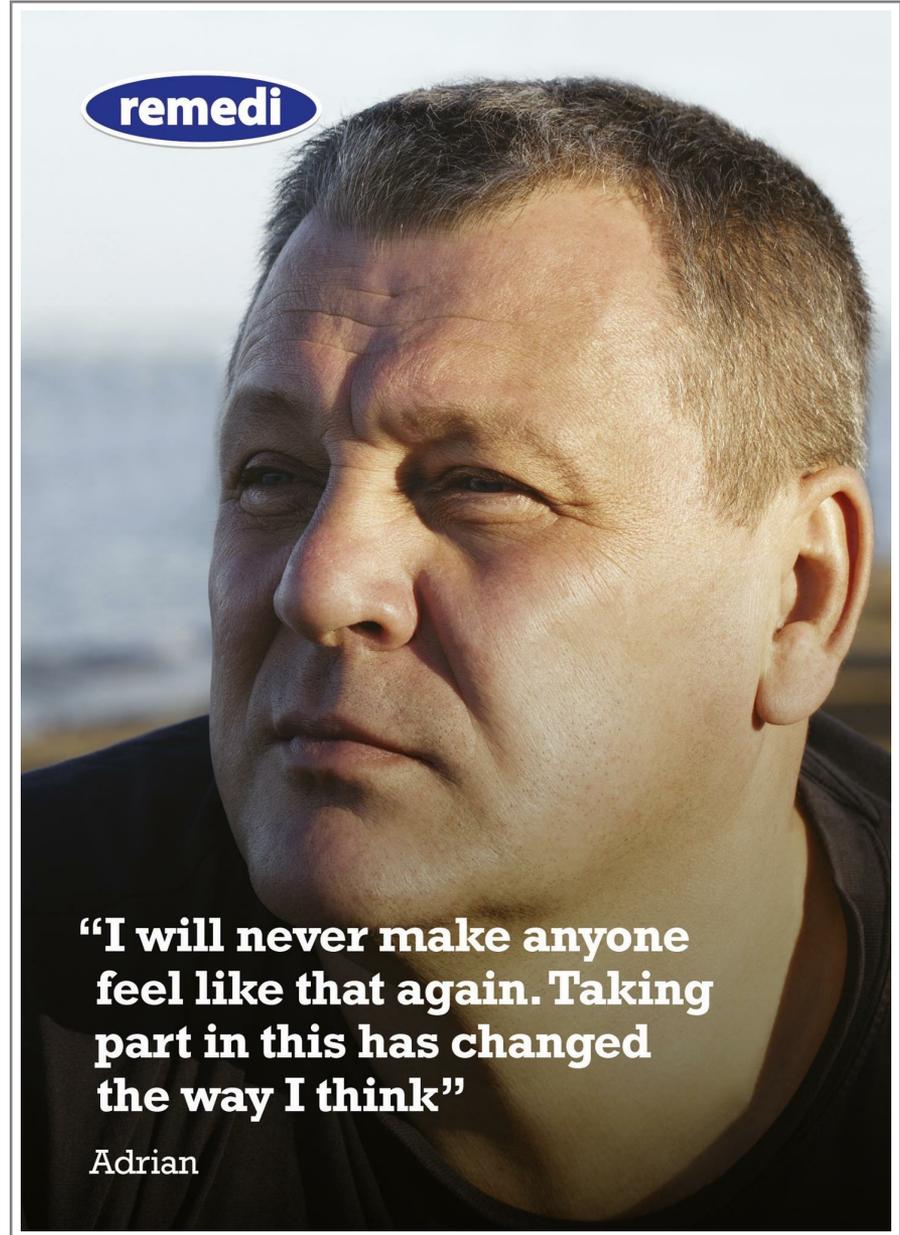
**OFFICE:****West Midlands**

This case involved the manager of Safer Travel representing the bus company and a young offender who had committed 11 criminal damage offences on buses.

Assessments and preparation work completed over Whats app video for the offender and Microsoft teams for the victim. The direct took place over Whats app video with the victim, offender and offender's mother present.

During the direct meeting the offender apologised for the criminal damage and was able to offer some explanations for acting in that way, showing a good insight into his offending behaviour. The victim had the opportunity to represent the bus company and describe to the young offender several impacts his offending had on the business, bus drivers, passengers and potential passengers who were prevented from using the service. We were also able to discuss how his behaviour has affected his mother, taking her away from her work to attend meetings, and the stress that has been caused. The meeting ended positively by the young offender telling the victim his plans for the future, which involved getting good grades at school so that he can secure a place in college to learn a trade. This added to his motivation to stay out of trouble. The victim provided feedback; "A lot of work goes in behind the scenes to facilitate a 15 minute chat but it makes all the difference when these children do not offend again." The offender stated, "This was a better option for my future and career."

**PRACTIONER/S: Kim Charles and Samantha Atkinson**



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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**

The offence was a robbery. There was one offender and one victim involved in the process.

The case came from a court list, RJ was first offered to the offender. The case was open for over a year, with the lockdown stopping prison contact. One letter was passed from the offender to the victim, and one shuttle was passed from the victim to the offender.

After preparation, a direct was booked in prison for the day after the first lock-down was introduced. Prison contact was cut, but practitioners maintained victim contact. Offender contact was regained via probation following his release.

During preparation two indirect RJ processes were complete. The first indirect was a shuttle from the victim to the offender, explaining the victim's emotions and hopes from the process. The second was a letter from the offender to the victim, expressing remorse, regret and explaining his previous drug addiction. The victim was satisfied and felt more informed about the offender. The offender's reliability did vary with appointments.

The victim made the choice to try for a direct meeting, with well managed expectations regarding the offender's attendance. Unfortunately, the offender did not attend the direct meeting. The victim would have liked a direct, however was still satisfied with the process. From the preparation, indirects, and calls in lock-down, the victim stated, 'the process has been very helpful. It has helped me deal with the offence and I know more about the offender'. After sending the letter, the offender said, 'I'm glad that the victim knows I am sorry and knows more about me'.

**PRACTITIONER/S: Nicole Mclean and Samantha Atkinson.**

**OFFICE:****West Midlands**

Youth Conditional Caution – Criminal Damage – Offender and his mum (the victim) completed a direct where they focused on the future and outcome agreements.

Youth conditional caution where the offender completed both directs and indirects.

The offender had damaged several buses and was required by his conditional caution to engage in Restorative Justice with a representative from the travel company. He completed a direct with this representative and wrote a letter to the drivers of the targeted buses. The offender's mum was present throughout the process and wished to discuss the impact the offences had on her. After completing the other restorative justice cases, we made sure that mum and son had time to have their own direct meeting where the impact on the mum was acknowledge and outcome agreements to prevent this happening again were discussed.

Feedback:

Victim: Thank you very much to for all the support and guidance

Offender: This was a better option for my career and future.

**PRACTIONER/S: Samantha Atkinson & Kim Charles**

**OFFICE:**

**West Midlands**

Violence against the person, between 2 school pupils outside.

Prep completed between both victim and offender and their Mother's on zoom. Resulted in a direct meeting between both parties over zoom.

The victim had been hit by the offender outside school, the victim was impacted and it affected his daily school life as he was nervous every time he saw the offender. The victim was nervous about RJ but in result of thorough preparation sessions with him and his Mum he was eventually comfortable to do the meeting on zoom with the offender. The offender wanted to apologise and explain how he regrets what he did.

The direct meeting went really well as the offender's Mum also apologised to the victim and explained she didn't condone the offenders actions. This really helped the victim to feel better about what happened and the clarification from the offender's Mum emphasised that this won't happen again. This shows some cases take more preparation sessions than others but RJ is still able to occur.

**PRACTIONER/S: Shannan Bhandal**

**OFFICE:****West Midlands**

- 11x Criminal Damage & Theft
- One victim, one offender
- Birmingham, West Midlands

Prep work completed with victim and offender online and face to face. The offender wrote a letter to the victim to read out in the direct. Direct took place where offender was able to hear about the implications of his actions on the bus company, the drivers and the passengers.

The offender had gone on a spree over 3 months of causing criminal damage and going down a bad path, committing other offences. The direct enabled the offender to hear the impact his actions were having on not only the bus drivers but the company as a whole.

After the direct the offender said he felt that a weight had been lifted and he felt better for being able to apologise. He also said he felt better for being able to read out how he felt rather than thinking on the spot and freezing.

The victim was really pleased with how the offender took responsibility and was clearly embarrassed and remorseful for his actions.

Feedback from victim: "I am happy with the service from Remedi and can see the work that goes into preparing the individuals before they face me. This makes it better for all stakeholders."

**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

-Victim and offender both want to engage in RJ to sort this between them.

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. Both agreed to choose the indirect RJ process until things calm down and not to be in fear of one another. Having passed their messages on to one another, helped them to realise they could have worked things out a lot sooner if they were both aware of RJ. A lot of progress since the first prep session, both making efforts to put their differences aside.

**PRACTIONER/S:** Zara Ahmed- 1<sup>st</sup> Practitioner

**OFFICE:****Humberside**

Two people involved in this case, the offence type was an assault PC. Officers attended a house where the offender was refusing to leave the property. The police arrived with the paramedics to take offender to hospital, however the offender lashed out injuring the officer.

The offender was very remorseful about the offence and really wanted to apologise to the officer he had hurt. I wrote a letter with the offender over the phone and then emailed the letter to victim. The victim replied and gave me something to pass back to the offender.

I was very pleased that the officer who was the victim agreed to take part in restorative justice as the offender was very remorseful and quite emotional about the offence when I first spoke to him, so I was really pleased he got the chance to apologise. I was also very pleased the police officer gave me something to pass back to the offender as I feel this acknowledgement of his letter possibly help the offender move on from this offence.

Unfortunately, one negative from this case was even after several emails the officer did not provide me with his feedback on the process, which was disappointing.

Feedback:

Offender: "I felt really bad about what happened and wanted them to know how sorry I was".

**PRACTITIONER/S: Jamie Russell**

**OFFICE: Cheshire**

The offender carried out a series of burglaries across Cheshire, Merseyside and Lancashire. We were approached by another organisation for victim views but only the 2 victims (CB and NP) based in Cheshire chose to engage so Remedi took ownership of the case.

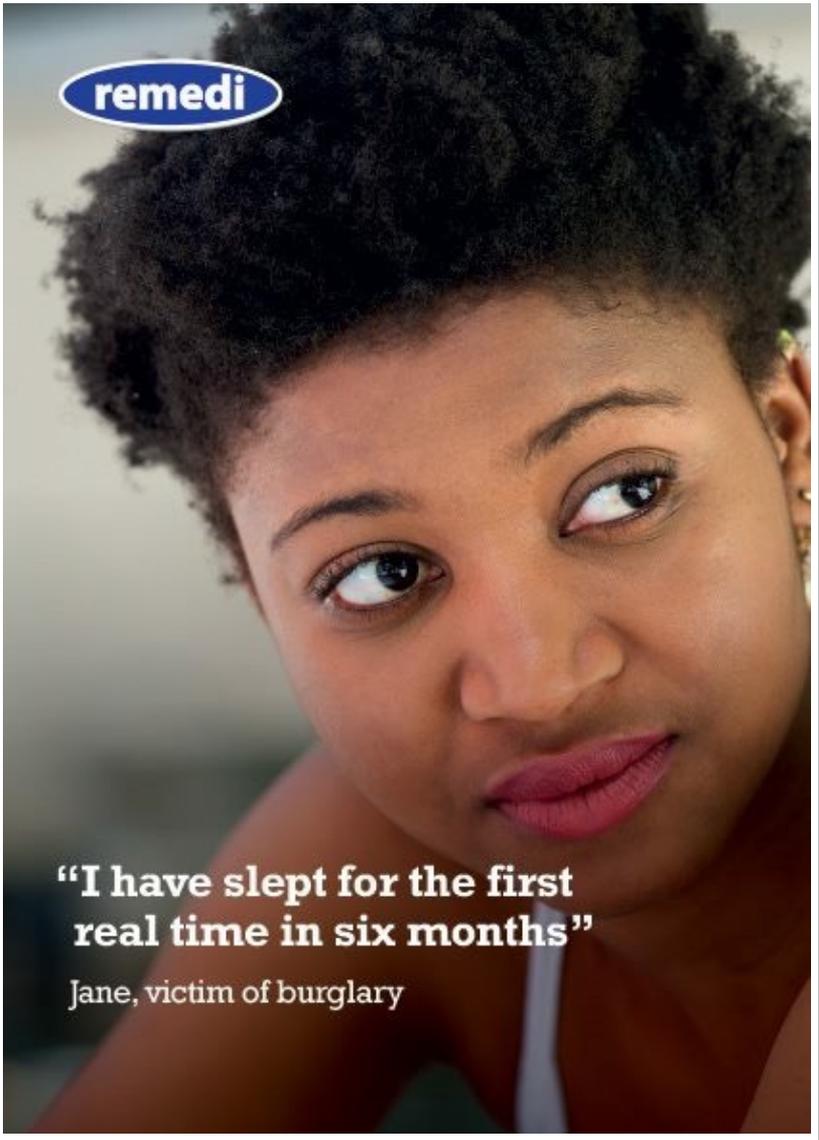
We were able to pass a number of positive messages.

We were supported by the prison to book a videolink direct meeting between AB and NP before he was unfortunately transferred to another prison. We are currently being supported by both POMs to access services in the new prison to rearrange this meeting.

NP and CB were both initially reluctant to engage and it took several weeks of contact to establish that RJ was something they wanted to explore. After communication, CB fed back that although she didn't wish to take it further, she was reassured that AB had taken the initiative to contact, apologise and try to make positive change and that there was still work being done with him.

NP was significantly impacted by the offence and, after some consideration, welcomed the opportunity of RJ to share the impact and to get a greater understanding of the offender. She was reassured by his words and apology, she felt that he was genuine and that 'everyone makes mistakes and if he's regretting it that's the important thing'. Although we have not yet been able to go ahead with the meeting between NP and AB, it's clear there has already been a positive impact, just by being aware that AB has chosen to take part and apologise. Despite her frustration, NP expressed her concern that AB would also be disappointed when we had to cancel the meeting. NP feels that meeting with AB will provide her with a closure that she has not yet had, and help her to move on in a positive way from something that was so distressing.

**PRACTITIONER/S: Jess Cooke**



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

Jane, victim of burglary

**OFFICE:**

**Manchester**

This case was for a conviction for injury caused by dangerous driving. The offender hit the victim who was cycling along a road. The victim sustained numerous serious injuries which have resulted in a long recovery period. The offender tested positive at the scene for drugs.

We are currently preparing the victim and offender for a video conference. The victim is keen to talk about the physical and psychological impacts of the offence and the offender wants to give a genuine apology and show how he has turned his life around since the offence.

This case is not yet complete but the work we have done so far has been impactful. For the victim, the opportunity to talk about the offence and be supported through this process is proving therapeutic. We hope that it will help him work through the anxiety he feels about cycling alone again and provide the closure he deserves.

We also hope this will be an equally beneficial process for the offender. He is engaging positively and shows genuine victim empathy. For him, RJ seems an opportunity for him to help heal some of the harm he caused to the victim.

This will be an emotional process for both the victim and the offender, but we are hopeful that it will be equally transformative.

**PRACTITIONER/S: Sophie Nelson – supported by Grace Phillips**

**OFFICE: Manchester**

Robbery of a person by a group of young people – offender was referred by their probation officer.

The offender and the victim were prepared for a direct video call intervention. During the preparation sessions for each service user, 5 indirect shuttle messages were also passed via my-self, between both the victim and the offender.

As a newly qualified practitioner, I feel that I learnt a lot from this direct intervention. It highlighted to me, just how powerful restorative justice is for both the victim and their offender. This is particularly apparent in the feedback from one of the service users, where it was stated “I’m glad services like this exist, I get why they should be in place.” I feel that this statement, reinforces the importance of restorative justice and the benefit that it has for the service users.

One of the main purposes of RJ is to provide the offender with the opportunity to apologise if this is something they or the victim would like from the process. In this case the offender stated “I was shocked that no-one else had said sorry” to the victim. I feel here that the use of the word ‘shocked’ highlights the importance of restorative justice in providing that place for an apology to be passed. Ultimately, helping both service users move on from the offence.

As this was my first-time facilitating a direct meeting, I am grateful for the support provided throughout this case by GP who shadowed and supported me throughout every step.

**PRACTITIONER/S:**

**Nicole Heaney - shadowed by Grace Phillips.**

**OFFICE:**

**Derbyshire**

This case involved two adults, one victim and one offender. The offence was related to malicious communications.

Both parties were called to explore what took place from their perspective and what they were hoping to get out of the RJ process. Both parties agreed to a remote direct meeting.

I feel this went really well due to the preparation done beforehand regarding facilitating the meeting using remote methods, also regarding who was going to speak first to ensure both parties were able to share their thoughts and feelings using uninterrupted time.

Both parties shared they were happy with the outcome and that they felt they had been heard and there was an agreement to move forwards from the offence and put it behind them.

Service user feedback: 'Positive experience from process, beginning to end. Both parties were engaged in a chaired meeting that provided time for experiences and reasons to be calmly exchanged with all round satisfactory outcome achieved. Thank you Natasha, for your professionalism, patience and guidance, appreciated.'

**PRACTITIONER/S: Natasha May**

**OFFICE:**

**Derbyshire**

This was an offence of theft; the Victim wanted the Offender to know how the incident had affected both themselves and their family because of the theft. The Offender was happy to engage in RJ.

A victim impact statement was taken from the Victim, they did not wish to have any direct contact with the Offender however, wanted the Offender to know how the incident had affected them and wanted the Offender to think about it from their perspective.

Upon working with the Offender, they were remorseful for their actions and understood how this had affected the Victim. The Offender explained they were going through challenges personally, however, feels their life has now changed for the better and is addressing the challenges. The Offender asked that the Victim is told of this.

The Victim was happy to hear that the Offender had changed and hopes that they can now stay on a different path in life.

I believe that this was a great piece of work and that by opening up communication, it can have a positive effect on the parties and help them move forward from the incident.

**PRACTITIONER/S: Suzanne Artuch**

**OFFICE: Derbyshire**

This case was an assault on an emergency worker and involved one victim and one offender.

The work that was undertaken in this case was communication between both parties via a Remedi practitioner. This piece of work allowed both parties to express what had happened from their perspectives and feel heard about how the offence impacted them.

I feel this piece of work was beneficial to both parties and gave the offender the opportunity to apologise for their actions and inform the victim that their behaviour on the night of the offence was out of character.

The victim was able to express what happened on the night of the offence and how the offender's behaviour impacted them. The offender was not completely aware of all the circumstances. The offender took part in RJ as they wanted the victim to hear how sorry they were.

Once the offender's apology and explanation were passed onto the victim, the victim stated they felt better knowing that the offender was sorry and that their behaviour was out of character.

**Feedback from the victim:** "You are really friendly and approachable and did things at the right level."

**Feedback from the offender:** "I like the fact that I could get the opportunity to express myself through someone else."

**PRACTIONER/S:** Laura Esty

**OFFICE:**

**Rotherham (Youth)**

*Common Assault x 2*

*YP was issued with a restorative disposal, as part of this he completed victim awareness and reparation.*

The young person completed a victim awareness session and we went through the victim impact statements. The young person was very remorseful and after discussing making amends with Carl during reparation he wanted to write a letter to his victims. The letter was thoughtful and explained his regret and what he would do differently.

The victim said 'Thank you for this it's much appreciated. We deal with anti social behaviour daily in the normal days of working with McDonald's so to some extent yes we are used to these situations happening. I think what made the situation stand out more was because of the lads age and he is only a kid. I believe in second chances and I am pleased he has done well in youth offending and has seen the error of his actions that day and how things could of been so different and hope that he will carry this lesson into his adult life. Youth today are under a lot of pressure to fit in with their friends and do things that are normally out of character for that person and I truly believe that this was one of those instances for him. Thankyou for the apology and all is forgiven.

**PRACTIONER/S: Charlotte and Carl**

**OFFICE: Sheffield (Youth)**

*Theft from a shop. Young person has taken clothes from a sports shop, he has been followed by a member and confronted.*

*Completed a session with the young person and written a letter of apology.*

The young person in this case was initially resistant to take part in any communication as he had been confronted by the security staff in the city centre after he had taken the item of clothing from the shop. This left the young person feeling angry towards the shop staff.

Along with the case manager I worked with the young person to think about the consequences his actions had had on the shop and possibly why security had followed him through the city centre and confronted him.

After the session we had completed the young person was able to write a letter of explanation that we were able to pass on to the victim. In the letter the young person said "This experience has woke me up and matured me and I see the reality of life. I would like to apologise once again for my actions".

**PRACTITIONER/S: Martyn**



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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*

