



REMEMEDI

Restorative Stories

A Collection of Case Studies and
Reflections VOLUME 17

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: Sheffield (Youth)

Assault without injury, 1 young person, the victim and his 2 parents. Young person received a youth conditional caution.

I represented the victims and parents views at the OOC panel and to the young person and gave indirect verbal feedback from the young person to the victim's parents.

The young person who committed this offence engaged in the sessions well, once hearing the victim and his parents views he said 'I didn't want to hurt them, I wanted them to be scared but not as scared as he is now..... I wouldn't do it again..... I could have burnt all their faces.' He also wanted me to pass on to the victim that he was '.... sorry for shooting a firework at you and for making you scared in your own area.'

When I fed this back to one of the victim's parent, they said they took part because 'we wanted to help the YP to see direct consequences it had on us and our son. It has been taken seriously and addressed.....It made my son feel like he could and should report things and that something would happen.'

The victim's parent said 'we have been kept fully informed, you have always been really approachable and told us exactly how it is.'

I was pleased with this case as the young person showed understanding and remorse for his actions and how the victim was feeling. He appeared to really want the victim to feel safe in his community and sorry for causing him to feel that way.

PRACTITIONER/S: Sadie Hampstead

OFFICE:**Derbyshire (Youth)**

YP (E) and mother were referred in following child to parent violence, but after YP was temporarily removed from Mum's care on bail conditions, Together Families was not possible so I delivered the CEASE perpetrator programme to E instead.

I phoned E every week to deliver the CEASE perpetrator programme. She initially denied responsibility for her violent actions, blaming grief, the neighbours, her mum's actions, and anger problems. E's language was very violent. Referrals were made to social care and the DVS ASB team for Mum.

E engaged well in the CEASE programme, and stated she learned about different types of abuse and feels she has more control over her actions. "At first I didn't understand it, but this has helped me." After discussing the concept of choice in domestic abuse, and blaming actions on a 'bad day', E concluded "I have no reason to hit someone. I've realised I only have one mum." E was allowed to move home early due to her evident remorse and the Together Families programme being delivered as part of her safety conditions. This enabled us to use current examples of minor conflict at home, in discussing de-escalation and reconciliation. This became particularly poignant regarding the freedom E allows her Mum to see her friends. E was now able to identify a healthy response to jealousy, in contrast to our first sessions where she would identify her abusive responses and justify them with other factors. We have one session left of the perpetrator programme before Together Families. I received this text from E the other day: "im definitley going to change my ways and help mum :) thank you so much for your help and helping me understand the abuse"

PRACTIONER/S: Abby Moralee

OFFICE:**Manchester (Youth)**

Young person was in possession of a BB gun and was sentenced for possession of an offensive weapon where a victim was linked to the offence

A victim awareness session was completed with the young person where the victim's impact statement was read out to him. His view was he was walking around with a BB gun messing around with his friend shooting at things. The victim's view was that she felt frightened as she witnessed him walking around with a gun which she didn't know whether it was real or not. The young person showed great remorse for his actions and put himself in the victim's shoes and was able to discuss how he would have felt in that situation.

This young person showed great empathy for the victim, he wrote a letter apologising for how he had made her feel. In his evaluation he says he feels doing this has been such a positive experience for him.

PRACTITIONER/S: S Tighe

OFFICE: Manchester (Youth)

Malicious communications offence between a student and teacher over student teams account that led to the young person being removed from the school and referred through to out of courts.

Victim awareness work and a direct meeting at the school with victim and deputy head

From the start, this young person engaged phenomenally. He was remorseful but admitted he hadn't really looked at it from a victim perspective. Throughout our sessions, I saw this young man start to understand his actions more and more to the point that he asked if he could apologise for his actions and chose to do this directly on his birthday as he felt this would show how much he meant it.

The direct went really well, the victim was given the opportunity to explain how he had been affected by the offence and the young person was given the opportunity to apologise and explain how much work he had been doing to learn from his mistake and grow as a person. The victim not only accepted his apology but agreed that he could see how much this meant to him and how much he had changed in such a short space of time. The victim agreed that this was a line drawn and he felt confident that everything has been dealt with perfectly and he would be more than happy to welcome him back into his classroom if that was every going to be an option.

Not only did this direct allow both parties to draw a line and move forward, but after the session, the deputy head agreed that he had done amazing and that he would be welcomed back to his original school after the half term.

PRACTIONER/S: Katie Osbaldiston

OFFICE:**South Yorkshire Restorative IDVA**

I was supporting a High-risk victim of DA who had been referred into our service due to a breach in the restraining order. The victim had been assaulted multiple times by the perp in the past and had received threats of an acid attack.

I managed to quickly put in place target hardening on the client's property and completed detailed safety planning around acid attacks. In addition to this I supported the client in doing an emergency housing application and helped the client with reporting to the police. I referred the client to the CEASE programme and also Saffron counselling services, which support females who have been subjected to abuse. I offered guidance and emotional support to the client while she was going through the family courts. I worked 1:1 with the client around self-esteem, confidence and building motivation. The client went on to support prosecution and is in the process of being rehoused to an address unknown to the perpetrator. I also managed to provide the client with a Christmas Shoebox appeal and a Mother's Day gift for her (also from Sheffield Shoebox).

Feedback from the service user: "You have really helped me a lot Laura. I have been approached by the service many times but always declined support because I am head strong and wanted to deal with it myself. But even though I did not want to access the support at first, I am really glad that I did because it has really helped."

PRACTIONER/S: Laura Ridal

OFFICE:**Humberside**

This case was referred by the police following an offence of criminal damage to a bird bath in a private garden by three young people. The elderly owner was very upset and there was widespread coverage in the local paper and social media.

I spoke with the victim and ascertained how he was feeling and what he wanted from RJ. He stated he wanted to speak to all 3 youths and let them know how what they did affected him. I spoke to the offenders who agreed to a face to face meeting.

At the meeting the victim explained how their actions had upset him, that they had made him very angry.

The offenders apologised in turn for their part in the offence. They showed genuine remorse, the main protagonist had also written letter of apology to the victim which he gave to the victim along with £20 of his own money so that the victim could donate the cash to his chosen charity, the others donated to the charity online.

feedback :-

I got a lot of satisfaction out of the process. RJ is a good idea, more people in my opinion should go ahead and do it, it's a blessing in disguise.

It was good to get an understanding of the victim and what impact it has had on him and to everyone that is involved, and I won't do it again I have been taught a good lesson, to think twice before I do something. It wasn't good doing what we did and we won't do it again.

Officer feedback

Hi Gary, thank you for coming last week and sorting the RJ out. It's the first time I have ever seen it done in person and I was pleasantly surprised.

Practitioner: Gary Herbert

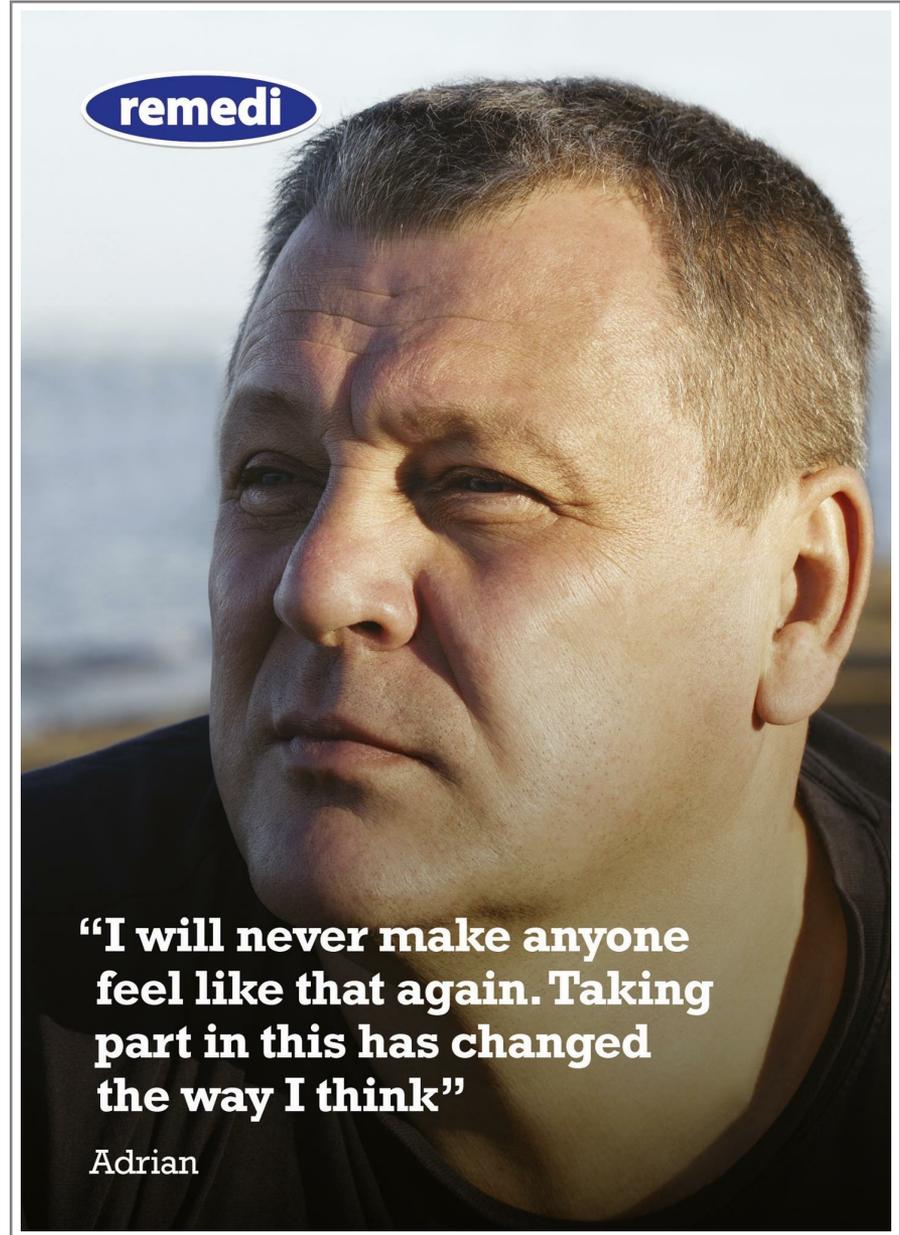
OFFICE:**HumberSide**

This individual was sent through by his Offender manager to complete a victim awareness session with us, after assaulting a PC when they responded to an incident between himself and his mother, whom he was caring for at the time.

Initially, the individual did not feel the session would be of any benefit to him, as he stated he did not intentionally assault the PC, claiming it all was just an accident. However, he agreed to complete the session and afterwards felt very positive about it.

The individual initially did not feel this would be applicable to him, due to the nature in which the incident occurred. However, he agreed to complete the session and engaged really well with it. As we were working through the pack he was able to identify really well things he could of done differently, that would of helped the offence not to occur and was able to identify how the other parties involved in the situation may have perceived the event and had a good understanding of their feelings. His feedback was "I wasn't really sure this session would be of any use to me, but after speaking openly with you, it has really made me see why this offence happened, how I should of acted differently and the impacts of me not seeking help sooner, thank you for this". I think this piece of work should be celebrated as it is a great example of when we discuss in detail, peoples' actions and work through these sessions with them it really helps them identify their own behaviours and actions and the potential impact of them.

PRACTIONER/S: Yasmin Gray.



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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:**Humberside**

Two people involved in this case, the offence type was a fraud. Victim was looking for some new garden furniture online and she found some on gum tree, she phoned the seller and paid over the phone and they said it will be delivered tomorrow, however it did not arrive.

The offender wanted to apologise to the victim and felt that they had a right to ask questions of him and to have more of voice. The victim was happy to engage with restorative justice and was happy. This case was very challenging at points because the offender was incredibly difficult to get hold of and at one point I thought I was going to have to close the case. However, I was able to get back in touch with the offender and write a letter with him over the phone.

The victim was very happy with the letter and that she got her questions answered from the offender and was really impressed that this service existed as she thought that it was great. The victim also felt it had her cope and recover from the offence.

Feedback:

Victim: "This is a great service and I would recommend it. It's good to have the chance to put questions to the person."

Offender: "It has taken the weight off myself and gave me the chance to hear their side. Thank you for your help, I wasn't keen on doing this direct but you were really helpful so thank you."

PRACTITIONER/S: Jamie Russell

OFFICE:**Humberside**

Burglary, male offender forces rear door to pub. Enters staff room and removes property from within including the victim's bag and car keys. Offender locates car and takes that as well.

Offender wrote a letter of apology to the victim who was happy to receive a letter and is also considering a face to face meeting in the near future to explain the impact the crime has had.

The victim in this case was very understanding when it came to the RJ process and stated she was quite pleased that the offender had referred himself for the process.

Offender wrote a good letter which explained his actions and the remorse he feels.

Offender said: I am so thankful for this process as it gives me the opportunity to try to put things right.

PRACTIONER/S: Lindsey

OFFICE:**Greater 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 in-directs 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.

In his feedback, the victim said: "I did RJ because it seemed like it would be a good thing for us to do. I'd heard about RJ through work, but I'd not thought about it for this particular case. When I heard about the benefits of RJ, I thought that it would be a good thing for me to do and draw a line under everything. It was such a positive experience all round so thank you. It wasn't as nerve wracking as I thought, it was laid back which is exactly what I wanted. I didn't want anything too formal so thanks for making it so relaxed".

Both victim and offender have agreed to advocate for the service and the victim recently took part in a video interview with my line manager to provide a more in-depth overview of his experience of the RJ process and how it has positively impacted his life.

PRACTIONER/S: Grace Phillips

OFFICE: Greater Manchester

Offender enters a pizza shop holding a knife with a 6-inch blade. He jabs the knife into the chest of a customer who is waiting to be served. This caused the blade to come away from the handle. The victim suffers a punctured lung because of the wounding.

The offender was referred by their community case manager. They wanted to assure the victim that they are no longer a danger to the victim. At first, the victim was hesitant and unsure how RJ would help him. Both parties exchanged powerful and meaningful letters.

The most powerful feedback is from the victim – “if I did not go through this process then the offender would still be my nightmare and I would have had concerns. I feel completely at peace now”.

The offender thought the RJ process was personal. He said: “I heard things that would not be shared in a victim impact statement in court.”

As a practitioner it is rewarding to hear feedback about your practice. The offender told me: “you listened to everything I said, gave me a chance to change things and read the letter out as well. I felt confident working with you.”

Both parties did not expect such a positive outcome. The victim said “I am surprised at the affect it had. I feel a lot better knowing it has benefited me and the offender”.

The offender was pleased with the process, he told me “it has been helpful and rewarding. It has made me feel good”.

PRACTITIONER/S: Natasha Livingstone

OFFICE:**Greater Manchester**

I've had this case since January, there are numerous victims and offenders involved within this Harassment case. All with learning difficulties ranging from low to high.

The offender's learning difficulties are within the medium to high bracket, meaning a lot of the communication has been through the support of her family. When first making contact, the offender's sister requested for some work to be done alongside RJ so the offender could fully understand what she did.

I conducted a home visit with the offender to deliver a letter written by the victim.

As it was my first time working with a service user with learning difficulties, I was a little nervous. I spoke to my line manager to gather some ideas on activities that would be useful to the offender on helping her understand her negative emotions and how to deal with them. The work couldn't have gone any better, by doing creative activities before reading the letter it enabled the offender to understand the impact and hurt she'd caused to the victim.

Furthermore, it was beneficial to finally meet face to face as the offender was concerned my role was to get her into trouble and take her to prison. It had been difficult trying to give her reassurance over zoom calls, but I was finally able to do this during my visit. I arranged a check in afterwards, and it was reassuring seeing how relaxed the offender was and how happy she felt about the RJ process. I feel very proud of myself for all the additional work I've put into the case, and to see it being paid off is an amazing feeling!

PRACTIONER/S: Megan Gough

OFFICE:**Manchester (Youth)**

This case was a serious assault on a police officer. During an altercation, the offender stamped on the victim's head.

I am working with both the victim and offender to prepare them for a direct RJ phone call. The offender wants to give a heartfelt apology to the victim and explain that his behaviour was out of character. The victim wants the offender to understand the impact the offence had.

This case is not yet complete but the offender's commitment to the RJ process stands out. He is incredibly remorseful for his actions and the opportunity to communicate with the victim is very important to him. He has engaged very well with the process so far and has been open and honest with what he has shared.

The victim has also engaged incredibly well with the process and has been equally open in talking about the impacts of the offence, including both the personal impacts and the impacts on her professionally.

Both the victim and the offender are hopeful that the RJ phone call will give them closure and help them move forwards. It will be a powerful and perhaps emotional conversation, but one that I hope will be equally restorative.

PRACTIONER/S: Sophie Nelson

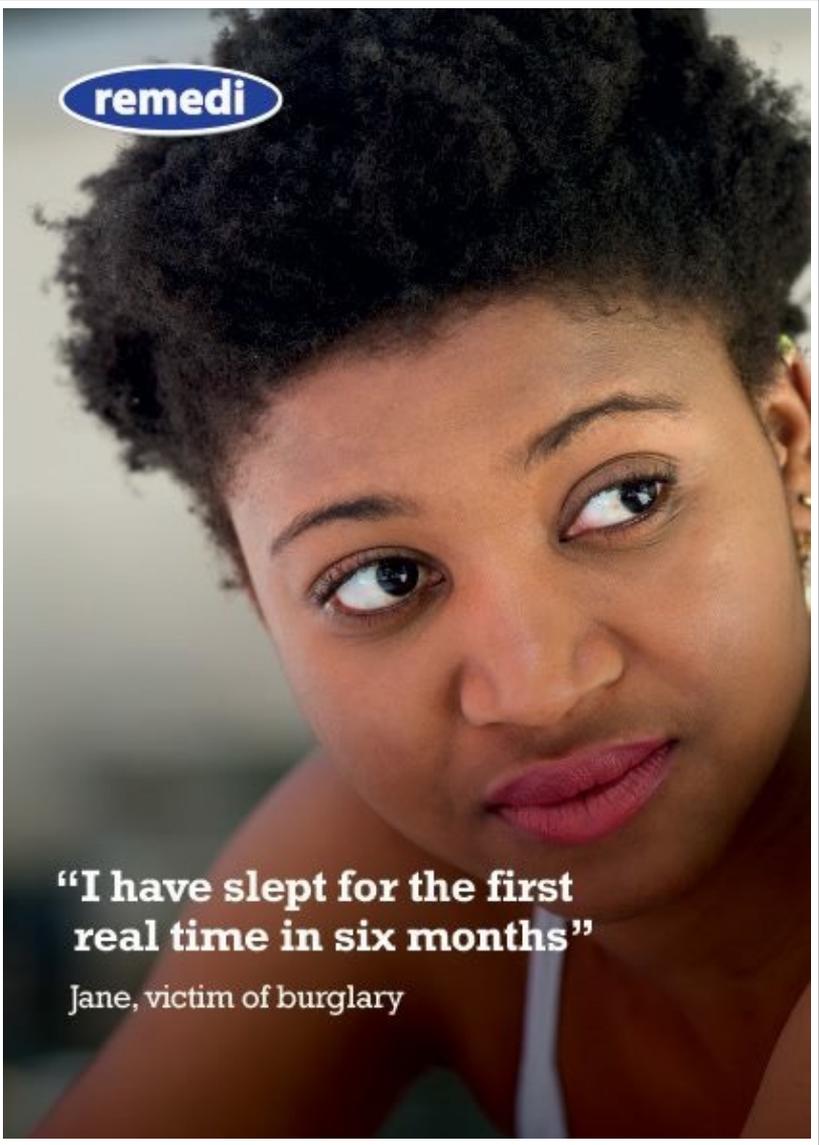
OFFICE:**Manchester (Youth)**

Young person was involved in a gang of youths who were causing anti-social behaviour to a block of residential flats in Manchester. The gangs often consisted of approximately 20 youths who were targeting the blocks of flats and committing a range of damages such as smashing fire doors and windows and intimidating residents.

The work completed with the Young person was mainly around the influences of friends and also we did a lot of work around self-esteem and confidence.

The Young person was sometimes difficult to engage however the work he did complete showed that he had a good understanding of himself and what his future plans would be. We did a lot of work on improving his self-esteem and I supported him in being able to recognise his strengths. The YP also showed a good understanding of what was right and wrong behaviour and throughout the sessions his knowledge of being involved with the wrong people expanded. This was also commented on from his grandmother who he resides with who fed back that the YP had started spending more time at home with the family instead of going out and entering risky groups of people.

PRACTIONER/S: Charlie Davison



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

Jane, victim of burglary

OFFICE:**Manchester (Youth)**

The YP had been referred to me due to him allegedly throwing stones at a house with his younger brother and 2 female friends. After speaking with him he admitted to throwing one stone due to him being dared by his friends. It was also noted that the YP sometimes made threats to others in the local area.

The work completed was around self-esteem, peer pressure and anger management. We worked on how to say no and how to speak to an adult he trusts if he feels his friends are pressuring him into anything or if he is at risk of harm.

This YP engaged really well. He never missed a session and seemed to speak openly about any issues he had faced each week. It was clear from the work we completed that he had low self-esteem and also really wanted to fit in with peers and was protective over his siblings. He often told me stories of how some body would make nasty comments and he would then retaliate by saying he would “slap them up”. We completed a piece of work on how to deal with these types of situations and how to speaking like this to others can be seen as intimidating and threatening and could get him into a lot of trouble. We spoke about positive ways to handle situations like this such as speaking with an adult and walking away from situations that make us angry.

PRACTIONER/S: Charlie Davison

OFFICE:**Manchester Youth**

This YP had an come to me through the Youth Justice Service for having committed a unrelated criminal offence. When this YP began the CEASE programme he initially said no and was slightly defensive as he thought it was because he had a conviction for DV. Once I explained that this was educational and not targeted, he relaxed and we began our work.

We completed the 4 session CEASE programme which is done in four hourly sessions.

Initially this YP was very difficult to get a hold of and would often ignore services to go out with friends. This particular YP particularly enjoyed the scenario stories and you could really see him trying to put himself in the characters shoes at each part of the story. He showed real interest in the topic and had previous experience through family members. He really made the effort to listen and understand the topic and often showed maturity for his age. By the end of the programme, his relationship with his mum has really improved, he is working towards getting CSCS card to begin work as he has a baby boy on the way. He is also engaging extremely well with all the services involved and is excited for the future.

PRACTIONER/S: Scharine Mebarkia

OFFICE:**Manchester Youth**

This young person has multiple offences including, assault and robbery in the Manchester.

The young person engaged in some generic victim awareness sessions at the request of the case manager.

I have worked with this young person previously and any contact that had been made with him lacked engagement and conversation, this young person also had a tendency to be abusive in tone and manner. The case manager had requested for 2 sessions of generic victim awareness to be completed, which I agreed to but felt it wouldn't progress. This young person however engaged amazingly in both; he wasn't interested in general conversation but was fully vocal throughout the sessions. When discussing how victims of specific crimes might feel and the lasting effects it can have on victims, I offered up scenarios which the young person fully listened to and gave thought into what he was saying, the young person also willingly and openly put himself in the victims shoes and expressed how he would feel if it was him in the situation. We also discussed assault, and how injuries can be more serious than intended, he discussed how he would feel if he caused someone serious and permanent harm in which he said he feel "guilty" as that person would have to live with that for the rest of their lives. Fantastic sessions.

PRACTIONER/S: Abi Heelham

OFFICE:

Manchester Youth

Possess knife blade / sharp pointed article in a public place

Completing the changing thinking and behaviour: CTAB

I want to celebrate this young person finishing CTAB and how he recapped on all the themes present in the program. He really considered his answers, thought about his personal experience and how it applied the themes. If I could add some points he raised:

He added that, good relationships are important for your mental health, without them you deal with anxiety, and not having anyone there for you can be a detriment to your wellbeing. Also, for safer anger and avoiding and repairing harm, he said dealing with your anger is easier said than done. It took me some time to get to where I am now, but once you put aside your ego and use breathing techniques, you can cope with your feelings but also be able to repair the harm you've caused.

He did really well and I proud that he opened up about himself in order to help him understand the themes a bit more. I really feel that should be highlighted.

PRACTIONER/S: Chipu Mataranyika

OFFICE:**Manchester Youth**

The young person came through on a 3 month youth conditional caution which the victims at first did not agree with as they believed this should have been sent to charge and because of this fact initially declined any form of restorative Justice to take place and agreed that only generic victim awareness sessions would take place and I would keep them updated after completion.

When the young person was first referred through his engagement was very poor, and he had a clear stance that he was not sorry for what had happened and would more than likely re-offend in the future and did not want to partake in any victim awareness sessions. As we struggled to get him to engage, we decided that it would be best for me and the case manager to co-work throughout his caution to try and fit some victim work into all of his sessions. His sessions at the start were held in the police station as remote working was impossible as he ignored all our calls. We quickly realised that this young person also struggled with learning difficulties that made it hard for him to empathise and engage which allowed us to re-think how we would get this work through to him best.

It took us quite a while and many sessions to build a relationship with him, but once we did everything changed. He started answering our calls, turning up to sessions and letting us know when he was not feeling too good to engage and rescheduled for the next day which he would then attend. I realised my work with him would need to be visual, so I printed out a victim awareness workbook that he completed fully and allowed him to understand the entire situation a lot better. He has now completed everything in his caution but also agreed to stay on voluntary with us for a further 3 months and started the CEASE programme.

I passed on the feedback to all of the 5 victims who were absolutely thrilled with the outcome and gave 100% satisfactory evaluations and agreed that although they were initially against the out of court referral they have all benefitted so much from the referral and thanked me for all my help to get the young person through it.

PRACTITIONER/S: Katie Osbaldiston

OFFICE:

Manchester Youth

Young person was sentenced for a robbery

I completed 2 victim awareness sessions with the young person who decided he wanted to write a letter of apology to his victim

g person received a referral order for a robbery. When I completed the first victim awareness session it became quite clear that this young person had made a massive mistake and he really wanted to put that right. I offered to support him in writing a letter to his victim however he kindly declined and set about writing the letter on his own. He was able to produce a very well written letter that in my eyes shown just how much of a big mistake this was for the young person.

PRACTIONER/S: Stephanie Tighe

OFFICE: Manchester Youth

Criminal damage to a tram stop

Completion of the Metrolink Criminal damage PowerPoint, victim awareness sessions, facilitation of a letter of apology to the Metrolink and facilitation of a direct apology to the young person's Mother. He also fully completed the Winter Arts Award.

Whilst working with the Victim to find out what they wanted to gain from the process I was asked if I could get this young person to complete a PowerPoint presentation that is usually run by Metrolink that shows the effects of criminal damage to public transport. This presentation was perfect for showing the individual directly how the victim was affected and what they must go through when criminal damage occurs. This young person completed the power point presentation and found it really informative. He also completed victim awareness sessions that led to him wanting to write a letter of apology directly to the Metrolink, but during his session he also realised how his mum was an indirect victim of offending behaviour that made him feel really sad. Because of this I was able to facilitate a direct apology between mum and the young person where he was given the opportunity to apologise not only for the offence he had been referred through on but for all the other things he had put mum through over the past couple of months with his bad behaviour.

I have worked with this young person for a few months now and have never had an individual who has engaged so brilliantly on a voluntary intervention. He has agreed to complete everything I have thrown his way and his engagement has been refreshing to see and hear how much he has enjoyed the work he has competed with me and how it has helped his relationship with mum.

PRACTITIONER/S: Katie Osbaldiston



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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

