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**REMEMDI**

# **Restorative Stories**

A Collection of Case Studies and  
Reflections VOLUME 18

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

Linda

**OFFICE: Stockport Youth**

The young person had gone to victim's house accompanied by other young people to confront their son. They were good friends but there has been a dispute over a former girlfriend. When he wasn't able to see/confront him he smashed the porch window causing £252 worth of damage.

I initially contacted victims via email – they expressed their dissatisfaction with the police's recommendation (Community Resolution), that the offence was premeditated, and the mum was extremely distressed, even taking some time off work. Working with the police I facilitated compensation and indirect RJ between victim, the young person and parents.

I shared the response to my email at panel and the distress and damage caused and refusal to accept the outcome. It was agreed our officer would visit victims as CR was deemed most appropriate however the young person would complete a robust intervention and also be referred to CEASE. This was a longer and successful Out of Court case where multi agency working meant that the victim's journey was at the centre of everyone's work. Having once been about to make a complaint to the police, by the end of our work the victims felt satisfied and fully informed. They received payment (via cheque) for the damage (which the young person's mum was eager to do in order to apologise). Victims commented in regards to RJ that the main thing is that he now knows what he did was wrong and would recommend it to others. By the end they expressed an understanding of the young person - "he is like our son and lacks sense". The young person felt that what he did was stupid and he would recommend RJ to others and was satisfied also with an increased understanding of the impact.

PRACTITIONER/S: V.J.Mukembo

**OFFICE:****Stockport Youth**

Young person with another child set a fire in a bedroom and then ran out of the home. The fire was significant and caused £11,000 worth of damage and that building of the care home was out of use for some time. They were moved homes following the incident.

Obtained VIS from victim who was staff member and shared with the case manager. Did a session with young person over the phone sharing views and asked about direct. Risk assessed and checked in with victim's availability. Spoke with case manager and dad – got parental consent and arranged direct phone call.

Victim had an extremely good relationship with the young person and was really shocked by the fire and damage. She described it as traumatising but also could empathise with him as she saw the fear in his eyes upon realising what they'd done. She didn't have a chance to speak with him as his placement was terminated. She wanted to see if he was ok and tell him to keep going and she knows he is a good person who can do well. The young person was grateful to be able to speak with her. He recommended RJ after, feeling that it was positive for him and he has a better understanding. He overcame his speech and language difficulties and despite stammering was able to apologise to her and thanked her for caring for him during his time at the home. His dad, who was present, expressed how he was proud of his son. The victim said after: "It was really positive and it has definitely improved my wellbeing." She got closure because she would always wonder how he is doing. She added "everyone has benefited from this. Thank you for letting me take part".

**PRACTIONER/S: V.Mukemb**

**OFFICE: Derbyshire**

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

The work which was completed on this case involved indirect shuttles between victim and offender. This piece of work allowed both parties to express what happened from their perspective and feel heard about how the offence impacted them.

This case allowed the victim to speak on behalf of their colleagues as well as themselves regarding how such an offence impacts them. The victim highlighted that offences of this nature can have an impact on the following service users and them getting the help they need.

The offender was open and honest about where they were at, at the time of the offence and since the offence, they have been working with other agencies to make positive changes.

Upon the victim hearing that the offender was moving towards these positive changes, they were happy that they took part in RJ.

Feedback from the victim: "Thank you so much for updating me it was a really positive outcome."

**PRACTIONER/S: Laura Esty**

**OFFICE:**

**Derbyshire**

This case was an offence of racially aggravated intentional harassment/using threatening, abusive, and insulting words/behaviour. I worked with probation to progress the case.

A victim impact statement was written as the victim explained they were upset with what had happened, particularly as this happened in front of their children.

I called the offender and read the statement as they were happy to hear this. The offender agreed that their actions were wrong.

To begin with I struggled to make contact with the offender and therefore worked with probation, who made the initial contact regarding RJ as they felt it would be a beneficial piece of work. I was then able to call the offender to progress as they knew the reason for the call and wanted to engage in RJ.

**PRACTITIONER/S: Natasha May**

## **OFFICE:**

## **Sheffield Youth**

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

I represented the victim's views at the OOCR panel and to the young person and gave indirect verbal feedback from the young person to the victim's parent. Arranged direct but this didn't happen.

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.'

I fed back to the victim and his mum, he said that there was a situation at school where he had been sat next to the young person which caused him a lot of anxiety. We discussed a direct meeting. The young person and victim thought that this was a good idea to move things forward. Unfortunately, this didn't go ahead due to no fault of the young person or victim. Despite this the victim's mum explained that 'even though [her son] didn't get to speak to the YP the fact that he would speak to my son spoke volumes that he answered that it has gone [no further issues felt by the YP] and he doesn't have worry about it.'

The victim's mum also said she 'felt very included, a lot better experience compared to previous, we thought what the point was because no action was taken, and it made no difference. I feel now a lot more settled that actually it has made that YP realised the potential damage they could have caused and to change their attitude a little and to think.'

She also said 'you have kept us really well informed every step of the way, I felt really positive all the way through. You asked what [my son] wanted and included him to get the right outcomes. It couldn't have done any better. It has worked really well and it has really helped, it's one of the hardest things with Asperger's; not been able to go back to something that has happened in the past, if it's not fair and not right they end up getting angry because they can't go back and put it right. Something that was so awful and traumatic for him it has been addressed from that point and his thoughts and feelings have been taken on board. It has made a big difference someone listening and him not getting frustrated and angry. People don't realise how important it is for people with Asperges. Thank you.'

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 at school and sorry for causing him to feel that way. Despite the direct meeting not going ahead the victim's mum expressed a massive difference the restorative justice intervention has had on the victim.

**PRACTITIONER/S: Sadie Hampstead**

**OFFICE:****Stockport Youth**

Victims are a family who experienced harassment for weeks during local lockdown resulting in several criminal damages, threatening messages and intimidation. The family were affected, the victim's son who has special needs refused to go to college and mum had to access support from GP for the stress and panic.

I contacted victim (mum), took down their views and referred them on for some support for the daughter. I did several victim awareness sessions with the young person and shared the victim's views and fed back these views to the young person.

I was told the young person had little remorse, is suspected to be on the spectrum and therefore wouldn't engage well with me and struggle to empathise. The impact on the family was considerable & they only left the home in shifts because of fear of leaving the house unattended. After working with him, the young person had formed a better understanding of the domino effect on his victims and recognised that there was no real reason for his actions. He now felt that his behaviour at the time was 'a bit extreme'. After hearing this, the victim fed back "I'm really glad that he's completed the work and realised it shouldn't have happened. The fact it won't happen again is the main thing. It's been good to have been updated" She felt this had improved her sense of wellbeing, satisfaction with the criminal justice system and that overall it has helped them to recover.

**PRACTIONER/S: V.J.Mukembo**

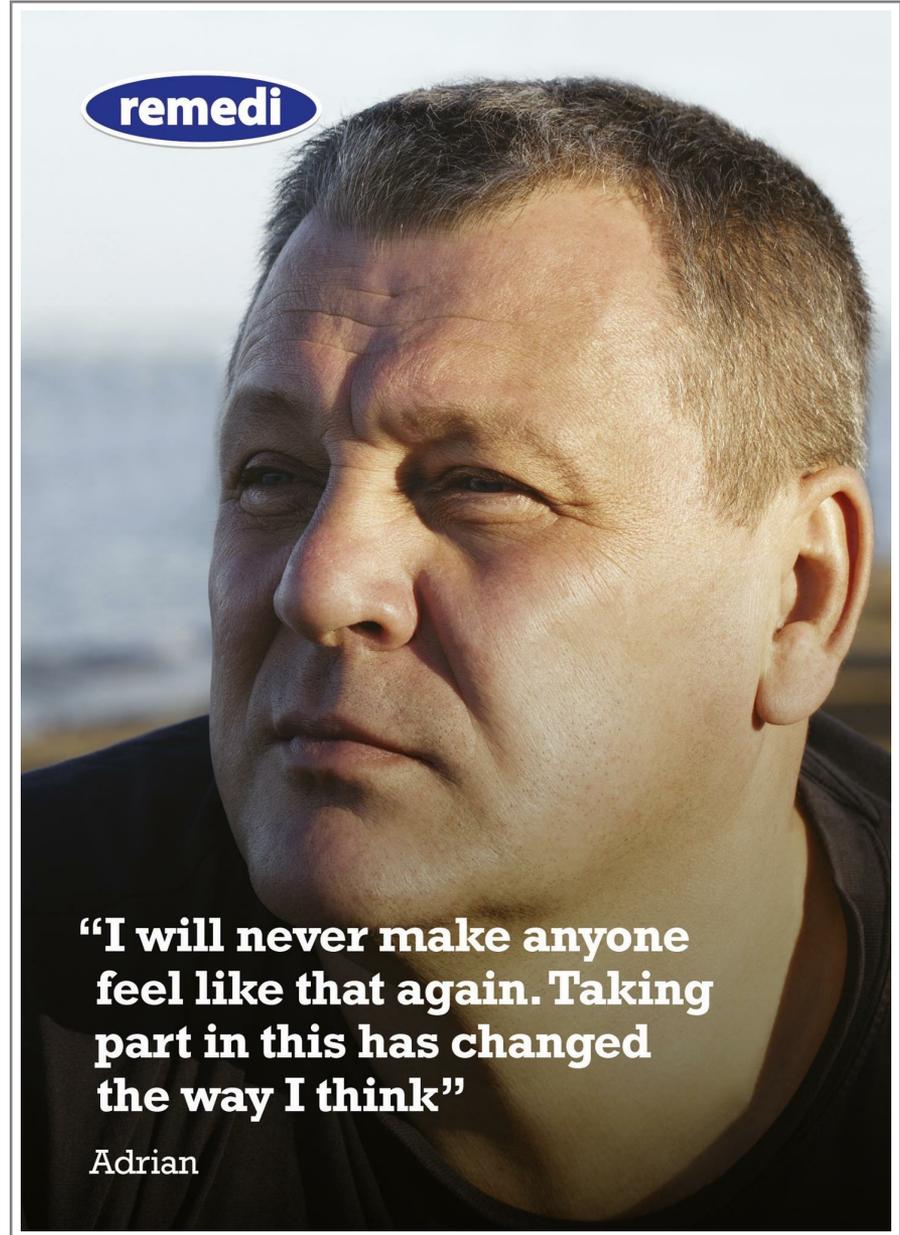
**OFFICE:****West Midlands**

- Shop theft
- One victim, one offender
- Birmingham

Prep work was completed with both victim and offender, ensuring all parties had chance to be able to say what they wanted during the meeting. Victim wanted to explain the impact and offender wanted to apologise

The direct went really well, with the victim and offender being able to discuss what the wider impact of shop theft can be. The offender was able to apologise to the victim and explain how he had learnt from what happened. The victim stated after the meeting that she felt that myself and Vicky had built a good relationship with the offender which made the process run smoothly. The victim also said doing the process left her with a good feeling and she would definitely go through it again should there be any thefts in the future. The offender stated he felt relieved after completing the meeting, and that by doing so he had changed a negative situation into a positive one. He felt he had learnt from his actions by hearing the wider impact.

**PRACTIONER/S: Amanda Townsend**



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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 was referred in to Remedi by West Midlands Police. It was a Community Resolution order case between neighbours. The victims were a couple who lived next door to the offender's partner. The offender stayed at her partner's house regularly which is how the incident came about.

There were many preparation sessions with the victims for this case. The offender displayed sporadic behaviour when engaging with Remedi and she tended to avoid calls and messages. Finally, a direct intervention date was agreed upon by both parties and the work was completed.

The victims were keen to talk about the offender's behaviour and come to a mutual understanding and outcome agreement. The victims wanted to challenge her on her behaviour and allow her to respond in the meeting. Much preparation was completed before the intervention. The victims wanted the offender to begin the meeting with her thoughts on the night of the assault and how she felt. The offender began by apologising for her behaviour. We moved on to the other points the victims wished to discuss such as the shouting, banging, loud music and large groups of their friends outside the house causing the victims anxiety. An outcome was reached between the victims and offender that they were all happy with and would maintain going forward.

**PRACTITIONER/S:** Natasha Buckham

**OFFICE:**

**Cheshire**

Service user referred in on a conditional caution for the female's programme in Cheshire. She had charges for public order, and three shoplifting offences from the same store.

After discussing RJ with the shop Manager, they had a message to pass on to the offender around the financial loss and time wasting effects it has. The offender was willing to accept this and was keen to respond via a letter. Indirect processes were facilitated.

During the process of writing the letter, the service user explained that she always thought shoplifting from a big chain store was a victimless crime, and never thought it was affecting anyone. After receiving the letter this changed her perspective, and she was keen to apologise. She explained that she would never do this again due to hearing the effects it has, and that she is seeking help for the issues she was having around the time that she committed the offence. She was grateful to have the opportunity to communicate with the shop, as it helped to bring closure on that time in her life.

The shop was also surprised to receive my call, but welcomed the opportunity to communicate with the offender, if it meant it wouldn't happen again.

**PRACTITIONER/S: Georgia Williams**

**OFFICE:**

**Cheshire**

The offender fraudulently took money from friends and acquaintances.

We were able to contact three victims who were impacted by the offence which happened a number of years ago and deliver Indirect RJ.

Everyone involved fed back that they benefitted from the process, it was especially important as all involved live close by one another and are conscious that they might meet, which has caused anxiety since the offence. One victim had been a good friend of the offenders' family, so RJ was significant because it can help to repair wider personal relationships which have been impacted.

The offender assured the victims that she had learned from her behaviour.

Offender feedback:

"Thank you, you've been really patient. I was really nervous at the beginning that it would bring everything back up but you haven't judged me. I'm glad I have taken part, it has helped me and them and this is a part of my life I'm finally going to be able to close."

Victim feedback:

"She's been honest, I've got the answers I needed. I don't hold grudges. I'm glad she's getting on with her life and I hope she can rebuild it. I know it had a real effect on some people, I hope she's learned from it. I'm pleased she's moving on and got herself a job."

**PRACTIONER/S: Jess Cooke**

**OFFICE:**

**Cheshire**

Mediation case between two parents regarding care of their child. Court referral suggested by Judge.

Conversations and preparation completed with both parties, working towards ability for constructive communication regarding their child moving forward.

I spoke to both parties confidentially, who both disclosed their own reasons for their feelings of concern and anxiety about the situation. The relationship has been previously strained, resulting in them going to court over access to their child. Both parties seem to genuinely want a resolution and to be able to communicate effectively in the future regarding their child and any problems that may arise. It seems that both parties have the same common goals.

**PRACTIONER/S: Kate Elliott**

**OFFICE:****Derbyshire Restorative IDVA**

Mother and 2 sons referred in after elder son punches Mum in the face. Family have been living in a refuge after fleeing domestic abuse, 3 other children also impacted but not displaying violence. The two boys are also on a YCC following a degrading assault on a teenager.

I met with the family at home, and have continued this weekly. We established a family agreement and began individual work. The boys are now managing their emotions, by using self-regulation and increased vocabulary to communicate feelings. Mum now has a dedicated DA worker, and is accessing the financial support.

This family were described to me by other professionals as very chaotic, and the boys were described as vicious following the assault they committed. My experience of the family has been very different. Both boys engage well with me and are excited to show me their accomplishments, like wallpapering bedrooms or new fidget-toys! Mum has had an extremely chaotic life but herself is motivated, calm and driven. By doing a genogram with Mum, and various 'getting to know you' exercises with the boys, I was able to gain a window in the family's life that had not been seen by other professionals. At the beginning of the programme, Mum was feeling a lot of guilt for the trauma her children had been through as well as exhaustion and fear for the challenges ahead with setting up yet another new home and school for the boys. Compassionately listening to Mum, and working to share some of the practical burdens has freed her up to regain a parental authority in the home. There has been no violence since Together Families started, and they are working together as a family to manage various challenges starting their new life in Derbyshire.

**PRACTIONER/S: Abby Moralee**

**OFFICE: Derbyshire**

Community case received via the Police for an offence of improperly importing goods. The Offender had imported a weapon that is illegal in this country however, the Offender is from a country where it is legal and was unaware they were committing an offence.

The Officer requested that the matter be dealt with by RJ, in order for the Offender to hear and understand the impacts and potential consequences of the offence. The Officer was happy to be the Police representative and speak with the Offender directly. A direct meeting was facilitated via Teams.

This was a really good piece of work which allowed the Police to be able to help the Offender understand that the offence was illegal and to explain the consequences of them offending again. The Officer believed that it was a genuine mistake, and the Offender didn't realise that the weapon was illegal in this country and that is why they felt RJ was the most appropriate outcome.

Feedback received from Officer – "It was the right course to deal with the alleged offence for both parties. For them, for their future."

Feedback received from Offender – "It was great, the meeting went well and I was happy with the result."

**PRACTITIONER/S:** Suzanne Artuch and Laura Esty

**OFFICE: Derbyshire**

This young male engaged in the CEASE programme following GYB support. IP was receiving malicious communications from people that were supposed to be his friends, he has Autism and often didn't notice when peers were taking advantage of him. As a result, he had low confidence and self-esteem.

Via GYB LH worked with IP via Zoom on things such as boundaries, healthy friendships, and confidence. LH also communicated with school to ensure IP's needs were heard. LH delivered CEASE to IP and this was a huge success leaving him empowered and confident in his ability to read behaviour.

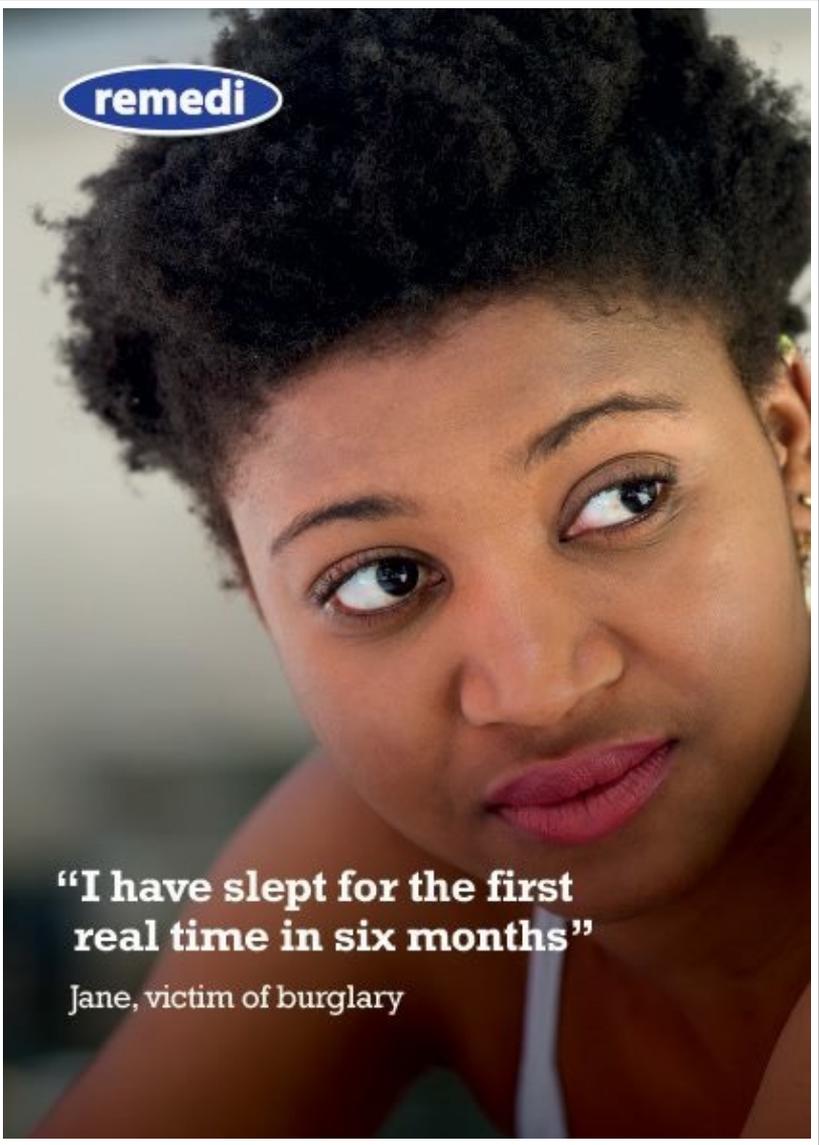
When LH began working with IP he would sit with his head down, speak very few words and wouldn't make eye contact. IP would sometimes talk about certain instances with his peers and it became apparent that he felt uneasy by the way some of them were with him but he couldn't understand why. He would also blame himself. By the end of his time at school he would go home at lunchtimes because he felt it was easier not to talk to anybody.

As IP went through the programme, he began to lift his head, he started contributing and making more eye contact. He seemed overall much more confident, and he began voicing his opinion on certain matters and some really good discussions were had.

It was an absolute pleasure to see the growth in this young individual. IP Grandma was also a pillar of support for him, and she attended sessions with him. His grandma gave the following feedback:

"My Grandson has grown so much as a person through working with you, he is now able to notice unhealthy behaviours in his own friendships and has even detached from one in particular."

**PRACTIONER/S: Lisa Hammond**



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

Jane, victim of burglary

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

Violence against the person/ harassment; this case involved two teenage boys. The offender had been sending threatening messages to the victim.

The case went smoothly with multiple prep sessions and many phone calls.

The harassment started when the offender started dating the victim's ex. The offender believed his ex was telling the offender stuff to make him hate him. However, the victim wanted the offender to know that he had no ill feelings towards the offender, and just wanted to be left alone.

I passed on a shuttle from the victim saying he wishes the offender the best and hopes they can both get on with their lives. The offender received it well and agreed he also just wanted to move on from the situation.

The victim was happy his message had been relayed and said that he felt he had been really supported during this process.

**PRACTITIONER/S: Katie Smyth and Samantha Atkinson.**

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

The offence was a public order offence against an elderly lady. The neighbours were incredibly loud and it was disturbing her work, so she shouted at them to be quiet resulting in them threatening her.

This case was very complicated and required management of a lot of needs from both parties. Multiple prep sessions were undertaken resulting in an indirect shuttle.

The case was very sensitive as the victim was unfortunately going through a lot of personal difficulties at the time, which we provided signposting for as well as making a victim support referral. The offender was also going through their share of difficulties, having suffered a bereavement and injury meaning they had to completely rest.

The victim wanted an apology from the neighbour, as well as for him to realise the effect his actions had had on her. The incident had really scared her, and she had started walking to the shop with a clip in her hand in case anyone attacked her. When I spoke to the offender, he was very remorseful, and incredibly ashamed of what had happened. His dad and the victim were very close, so he regretted damaging that relationship as well. As such, the offender apologised for his actions, and that he wishes to move on from the incident. He also wanted me to let her know that since this, he had been making a real effort to be quieter and more respectful of his neighbours.

**PRACTITIONER/S: Katie Smyth and Victoria Jackson**

**OFFICE:**

**West Midlands**

This case involved a victim who is a Police officer and one offender who committed a racially aggravated Public Order offence in the Birmingham area.

The offender was identified as suitable for RJ by his offender manager, as he wanted to apologise to his victim for his behaviour. An assessment was carried out with the offender and it was clear that he was remorseful and felt that he has now started to make positive changes in his life. He wished for a message to be passed to his victim to apologise for his actions and comments, and to let the Police officer know how he is complying with Probation and trying to turn his life around. The victim was pleased to hear this, and expressed how it is positive that he is making the right changes in his life.

**PRACTIONER/S: Kim Charles**

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

The offence was malicious communications, where two school-aged boys had sent malicious messages of a sexual nature to a young female victim.

The case came from the school link officer, as RJ was part of their community resolution. Just over one month of preparation was undertaken with face-to-face meetings. Indirect communication was facilitated between one offender, one victim and her mother, who was also a victim of the offence.

The offender expressed regret and remorse but struggled to fully understand the victim impacts. The young victim expressed having panic attacks, and her mother felt strong emotions from the offence, hence work was completed steadily for support. After preparation, a direct was booked, however the victim expressed feeling the offender was not serious about the meeting, having heard comments at school.

After discussions on this, all felt indirect was best. The offender felt more confident with indirect. The victim's agreed indirect was best as emotions remained high after the school comments.

The offender apologised and expressed hopes they can move forward positively. The victim's expressed acknowledgment of his apology with hopes it is reflected in school, and victim impacts. To this, the offender passed back that he understood, and will no longer discuss what happened.

The indirect communication ran smoothly, and feedback was positive. The victims were very thankful for the help. They did initially hope for a direct, but were glad for the option of messages, understanding this was the calmest way in their case, to communicate. The offender in feedback, commented that RJ has 'made me understand that I need to be more careful with what I say'.

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

**OFFICE:****Rotherham Restorative IDVA**

I received a mentoring referral from a school that had concerns for a young person who had witnessed DA as a small child. The school had worries that the young person was still dealing with the impacts of what they had observed, and other support services declined supporting them due to this. The school stated that the young person was a very anxious person and would most likely not open up about the childhood trauma. They also stated that the young person may not want to engage with me or involve themselves in discussions.

I managed to build up a good rapport with the young person in our first session as we worked together to complete the icebreaker tasks. We then identified three areas the young person felt they needed support with, and then made an action plan on how we would tackle these during our 12 weeks of support. In this first session with the young person they shared three stories regarding what they witnessed as a child around the subject of DA. They also then went on to engage brilliantly with the CEASE programme and we had some great discussions.

At first, I was concerned that the young person wouldn't want to engage in the package of support, and that they would struggle to ever open up about what they had witnessed as a child. However, this was not the case. In the first session alone the young person really allowed themselves to be vulnerable and shared some very personal stories. Additionally, the young person stated that it was nice to have someone to talk to about what they had witnessed.

After our first session I asked the young person to choose three words which described how they were feeling after our first session together, they went on to choose HEARD, LESS ANXIOUS and CALMER. I will be looking forward to continuing to support this young person and hopefully we can achieve all three support needs.

**PRACTIONER/S:** Laura Ridal

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

Criminal Damage - Young offender kicked through the window of a bus. He completed restorative justice with a representative of the bus company, but his mum wanted her own meeting.

Police referral – Community Resolution Order- Direct with both representative from bus company and his mum.

The offender completed a direct meeting with a representative of the bus company as a part of his community resolution order. However, the practitioners had been working with both the offender and his mum in preparation for this meeting, and it was clear that the offence had also impacted her. It was agreed that after the direct with the bus company (completed over WhatsApp due to social distancing restrictions) that the offender and his mum would have their own direct meeting.

In the meeting they discussed the stress and worry that was caused, and the amount of time the mum had to take from work in order to sort out the community resolution. The meeting ended with them making some outcome agreements to work on at home to ensure this does not happen again.

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

**OFFICE:**

**West Midlands**

Violence against the person, 1 victim 1 offender.

Work completed between victim and offender, alongside their parents.

The victim and his Mum had many questions as to why the offender's did what they did, there were numerous directs completed with the other offenders and their parents. However. In this case the offender was unable to attend the direct meeting but his Mum was able to tell the V and his Mum that he was sorry and it will not happen again. This shows a simple message goes a long way and reassured the mother of the victim that the offender will not do this to her son again.

From the feedback it shows this indirect communication was affective, the victim said he was thankful for the message and the offender was happy knowing It was sorted, both parents were happy with their direct communication and everyone is reassured that there will be no further problems during school time.

**PRACTIONER/S: Shannan Bhandal**



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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*

