



REMEDY

Restorative Stories

A Collection of Case Studies and
Reflections VOLUME 23

By Remedy: Restorative Services

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By **REMEDI: Restorative Services**

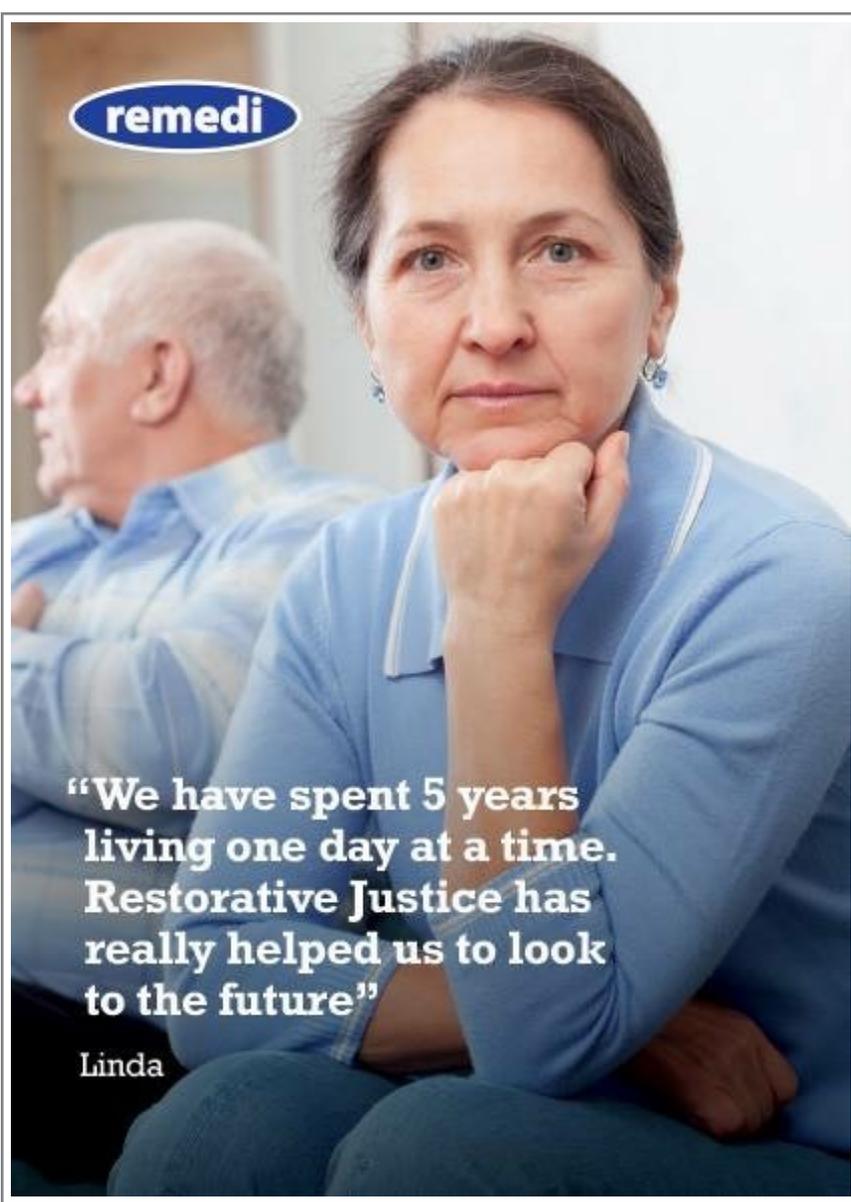
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The purpose of this publication is to gather together reflections drawn from our team of Restorative Practitioners across the UK. Reproduction of any of the contents by documented permission only

Remedi

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

Linda

OFFICE: Manchester (Youth)

Possession of a bladed article on school premises that was showed to another student as a scare mechanism during an argument.

Victim awareness sessions including the effects of knife crime in the community and a telephone direct between victim and YP.

This direct was very powerful, the victim went into in-depth details of how of he has struggled with anxiety since the incident and how frightened he was during it, However he also explained that he knew that the young person had been through a lot personally with being bullied and feeling frightened and understood that this was probably the reason the incident had happened due to the knife crime culture we have at the moment. The young person was able to apologise for what had happened and gained a wider understanding of the lasting effects that he hadn't previously considered. The victim not only accepted the apology but went on to say that he was really thankful that they had been given this opportunity and it was nice to hear that the young person had learnt so much and that his personal challenges had got better and he wished him peace and happiness in his life. The young person was overwhelmed by the niceness and wished the victim all the best for the future and they both agreed if they ever bumped into each other they would great each other with a smile knowing that this had all been brought to a close.

I feel this piece of work should be celebrated as it shows exactly how powerful hearing the lasting effects of an offence is to a young person that might not have understood the true gravity of the offence if this conversation hadn't have happened. This direct brought a close to the entire thing for both parties and the feedback from each participant was amazing. The victim said;

"thank you so much from start to finish, it has really helped me, it has filled the void that I had and removed the fear of seeing him again. you're doing a great job rehabilitating young people"

PRACTIONER/S: Katie Osbaldiston

OFFICE:

Manchester (Youth)

Two young people committed a sexual assault against the victim whilst she was standing alone at a bus stop after finishing work. One young person received a community order and the other a custodial sentence.

The victim gave a very impactful statement, and this was shared with both young people. The young person who received the community sentence wrote a letter of apology to the victim and she was grateful to receive this.

The second young person who received the custodial sentence was read the victims impact statement whilst in custody and unfortunately, he did not wish to make any comments in response.

I contacted the victim to explain and she was quite clear that she expected this due to the young person being remanded due to committing a further offence after his release and was subsequently sentenced again to another custodial sentence.

The victim stated that taking part in Restorative Justice overall, had been a service she was satisfied with, she went on to say that the end outcome was what she had expected to be honest however taking part in RJ has helped me to feel like I have had some control and I think it has helped in giving me some self confidence within the process. Thank you so much for all your help and keeping me updated throughout, I really appreciate it.

PRACTIONER/S: S Tighe

OFFICE:**Stockport (Youth)**

The young person and another person broke into both properties and took the car keys and made off in the vehicles. In one of the cases they had taken a video when they were in the car bragging which the victim knows about.

I rang both victims, took a victim impact statement and offered referral onto support services. I arranged with the case a manager to see the young person. I did victim awareness with him and shared both victims' views.

One victim has a disability and felt incapable of protecting his family after this. He felt the video took the offence to a new level and worried they knew what his family looked like. Hearing his views the young person passed back to the victim: "I was a scumbag back then. The video we took was aimed at the police. I didn't look at the pictures or know what anyone looks like. I'm sorry."

The victim expressed empathy and responded: "Tell him he's not a scum bag, it's what he's done isn't good but not him." Closing the case the victim commented: "I'm more than happy. It's been dealt with really quickly. At a minimum you are able to get things off your chest. It's been good to be involved start to finish, to be updated and hear from the person responsible. It's hugely beneficial for everyone."

The other victim didn't receive indirect communication but still felt he benefited: "Victims should be approached - they deserve the chance to get it off their chest and have someone take the time to ask them. It's good because they're not forgotten about and further marginalised. Someone is trying to help them mend and find closure. It benefits everyone."

PRACTIONER/S: V.J.Mukembo

OFFICE: Rotherham (Youth)

YP was issued with a 6 month Referral Order, and 2.5 years SOR

Victim impact statement was taken, and views represented in Panel.

Victim awareness work was carried out with YP, via teams, and the impact on the victim was discussed

Due to the sensitive nature of this offence much care, and close contact with the case manager, was taken. The Victim agreed to share her views and be kept updated on the progress of the YP.

Prior to the VA session I consulted with the case manager who raised concerns about the impact the VIS will have on the YP. I asked her to speak with him about the session but due to the nature of the offence I said I will broach the session with care and judge the session around both parties, wellbeing.

The young person completed a victim awareness session, via teams. During the session the YP engaged very well and showed remorse. We spoke about the offence and how it affected the victim, however I decided not to read out all of the VIS, due to sensitive nature of the offence, together with the remorse and upset of the YP.

We discussed RJ and when I asked about writing a letter, he declined but asked me to pass on that he accepts how much he hurt the victim.

Following the VA Session, I rang the victim to update, Mum said that she feels her daughter is now putting things behind her and trying to move on. She expressed how she was very pleased I had rang with the update, but still expressed that her daughter will have to live with this for ever and nothing would make them feel any better about the outcome. She thanked me for my call and said she had felt I empathised very well with their situation.

The victim was kept updated throughout and young person's responses shared. While completing the evaluations, the victim stated:

"I just want to say thank-you for your time and continuous support and updates. I feel that you have shown us much understanding for how this has all affected us, which I thank you for".

The Young person stated:

"I now know how much I hurt everyone and know I have learned from it"

PRACTIONER/S: Tracey Reynolds

OFFICE:

Cheshire

Case concluded with direct conference at local police station. Both parties shared indirect messages with each other and completed prep work with myself, sharing their own perspectives and coming together to discuss how they could move forward positively as neighbours.

“Things have improved and we have had peace since the meeting. I feel better for talking to the neighbour and that mediation provided a constructive safe environment, as I would never have gone round to their house to speak about it. I would recommend mediation-it helps both sides and I like to think it has helped us.”

“Just by seeing and speaking to each other, I feel less anxious. I was glad to hear that we felt the same way about certain things. I knew it couldn't resolve everything but it has definitely helped. We can both see we have different lifestyles. I know more about them now and have a better picture of what is happening for them. I understand that everyone is different. I feel more empowered being able to have my say and glad we did it directly. I would recommend mediation-it teaches you to take a step back before you react. It made me think about how I handle certain situations. It is a good thing and must help a lot of people, things can be resolved if people talk and communicate. We would still be at loggerheads without it. Thank you.”

PRACTIONER/S: Kate Elliott

OFFICE:**Derbyshire- Restorative DV work**

Mother and young son referred for Together Families following concerns from school and social care regarding son's controlling and violent behaviour. Son had witnessed years of domestic abuse between Mum and Dad (ex-partner).

School had already implemented anger management support but had only seen the violence worsen. Son showed a strong awareness of his behaviour, but expressed a lack of remorse and attitude towards his violence as if it was inevitable and uncontrollable.

Son attributed much of his violence to various triggers related to his specific preferences and sensory sensitivities, though no strategies had been implemented to remedy the triggers. For example, he would often become aggressive and violent if his juice wasn't the right concentration, so we agreed that he would measure out the right ratio of juice to water for future reference and would have a special cup with marks on. This strategy meant that he had chosen the ratio, and his Mum was not responsible for the strength of the juice anymore. We discussed and implemented many strategies like this for Mum and son to experiment with. During these discussions, I was able to model to Mum assertive language and confidence with her son. I have also educated son about abusive attitudes, as opposed to anger management, and emphasised the choice behind his behaviour. We are not far into Together Families yet, but they are both starting to pick up on recurring messages and themes to help improve family life and understand each other better.

PRACTIONER/S: Abby Moralee

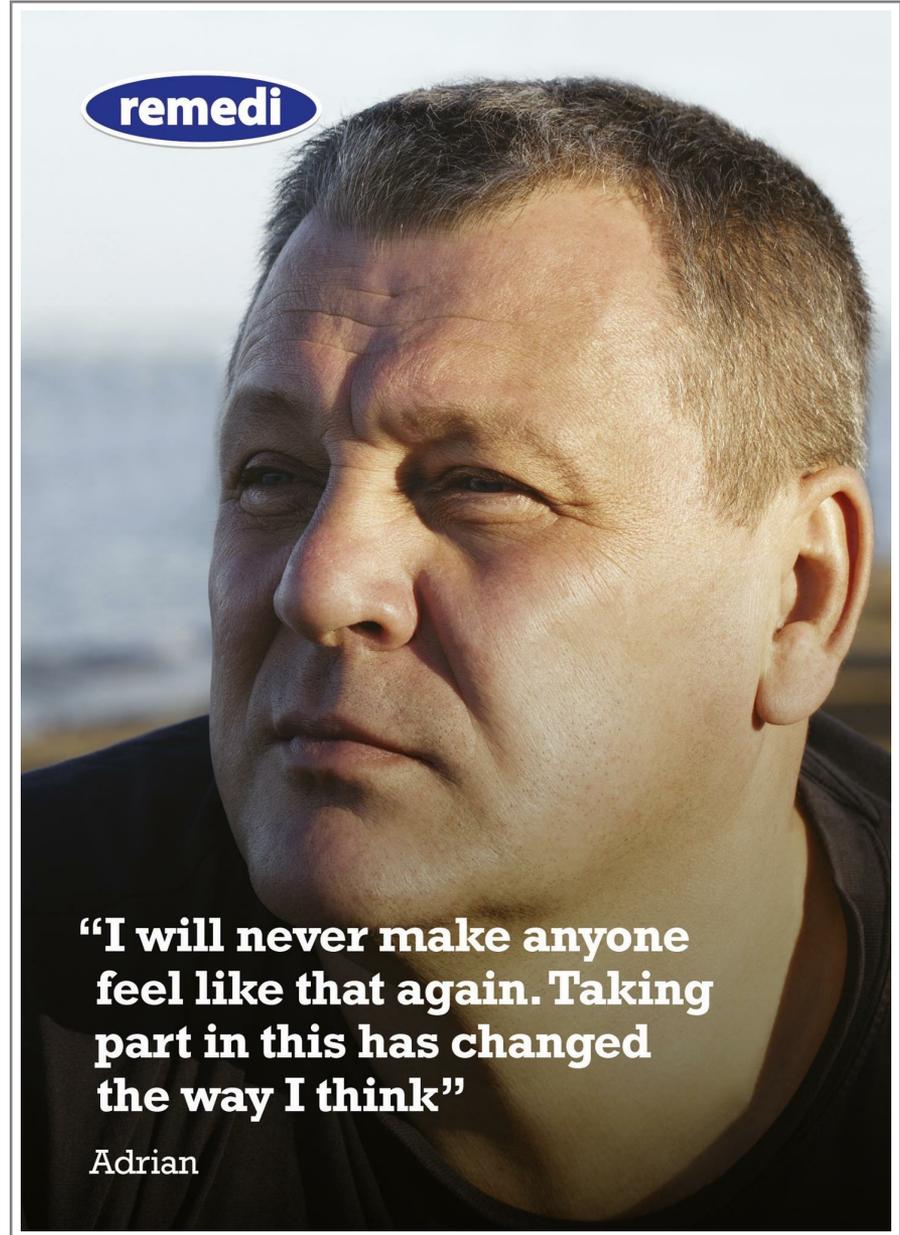
OFFICE:**Derbyshire- Restorative DV work**

IP is suffering harassment from her ex-partner. Police have deemed it non-fixated or obsessive but IP now doesn't go out by herself.

Remote mentoring was provided over the phone for approximately 2 months. This involved risk assessing the situation regularly, and providing IP with practical advice such as Clare's Law, and how to report any further contact attempts.

IP was able to use the time in mentoring to process her relationship with the perpetrator, and reflect on when the behaviour started to be concerning and unhealthy. This gave us opportunities to discuss concepts such as lovebombing, coercive control, safety plans, and why it is never as simple as 'just leave'. I assisted IP in pursuing a non-molestation order, which she decided to put on hold as the contact attempts had ceased following police intervention. We discussed IP's new relationship at length to ensure healthy boundaries and behaviours between them. After closing the case due to IP feeling like the situation had become a thing of the past, she has since contacted me multiple times to ask relationship advice and help understanding the impact of her previous trauma on her new relationship. This has demonstrated the trusting relationship we were able to build in just a few phonecalls, and how she is now prioritising healthy behaviours in her relationships by seeking advice earlier rather than later.

PRACTIONER/S: Abby Moralee



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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 case was referred by CRC, which involved 1 offender, 1 social worker and 1 member of the charity involved. Along with 2 pracs

Offender had a charity with another guy who was manipulating and used the Offender's learning difficulties against him to use the charities money for his own personal use. The Offender would try to pay back with his own money but would find himself struggling and would use the charities money.

The Offender was extremely sorry for what he had done and felt like he could not move on until he had apologised. He spoke to one of the managers from the national lottery charity. The direct took place over zoom and it went very well. The Victim praised Offender for wanting to apologise and expressed those who would have missed out on the funding he took.

The Offender asked if there was a way he could pay back the money that was stolen, to which the V stated that his volunteering currently with the community is payment enough.

The Offender's social worker expressed how Offender has been in his probation and the positive future he has planned for himself.

This direct was a success and did really show how RJ can help offenders move on from their past. Offender really needed to move on and without saying sorry he could not. It was lovely how the Victim party was delighted to get an apology as she stated that "no one ever has", and that many more do abuse the money given.

PRACTIONER/S: Georgia Snelling

OFFICE: Greater Manchester

The case is an adult community resolution, the victim and her daughter have received numerous threats, and have been called racist names, by a neighbour. Causing the victim and her daughter, extreme fear and upset.

I have worked with the victim, trying to enable her to feel confident to engage in RJ process. I have worked with offender intensely, who is remorseful and completely motivated to engage in a direct RJ to resolve the neighbour dispute.

Initially the victim was very concerned and anxious about having an RJ intervention, however after providing support, through listening and by being available to listen to their concerns, they have now decided to re-consider the RJ intervention as a way of moving forward with their lives.

The offender has shown remorse from the outset, regarding the impact of actions on the victim. She has worked and co-operated fully in all assessments but would like a direct RJ, she has declined offers of sending shuttles. She feels it wouldn't genuinely reflect how she feels about the incident and the hurt the incident has caused the victim.

I have been amazed by the remorse and the effect the case has had on the offender who appears to need the RJ more than victim, so she can move on and peacefully co-exist with her neighbour by making a sincere apology. The case for me, showcases the importance of RJ for both parties to repair the hurt and pain caused by disputes, and the need for individuals to return to having, healthy relationships with their neighbours.

PRACTIONER/S: Dean Othman

OFFICE:**Greater Manchester**

This case was handed over to me by a previous practitioner before she left her role. I have had the pleasure of co-working this case with the Derbyshire team. The offence in this case is Murder.

As the offender and victim are in different areas it has been essential that both myself and the other practitioner involved maintain good communication throughout; both to each other and the numerous professionals involved. Despite Covid-19 prolonging the case, we've maintained consistent engagement with all parties involved.

I've had this case since I first started working sensitive and complex offences. As mentioned previously, it's shown to me the importance of communication between every individual involved within the case. Through consistent communication even through numerous lockdowns, we've been able to keep both parties on board.

A year down the line and a couple of bumps in the road later, we're now at the stage where we can hold a direct intervention. Another rewarding aspect of this case is the professional relationship held with the service users. During a prep session with the victim we had to give some news that we knew would be unwanted. However, as trust has been built between himself and Remedi he understood our decision-making. We could have a comfortable and open discussion about next steps and outcomes in order to help him in the best way possible.

We're looking to do the direct within the next month, so much hard work has been put in by everyone involved. Furthermore, through thorough prep sessions I know the outcome will be very rewarding both for Remedi and the service users.

PRACTITIONER/S: Megan Gough, Laura Etsy

OFFICE: Greater Manchester

This case is an ongoing neighbourhood dispute which occurred due to a falling out between the two parties' children. As a result of the dispute, the incidents have escalated to involve low level crime, antisocial behaviour, vandalism, verbal abuse and physical fighting between the children.

We met in person with both separate families and talked about the issues occurring and barriers to moving forward. These conversations were lengthy and allowed them to explore everything with the ultimate goal of moving forward after everything had been said.

The case was difficult to manage as both parties didn't see themselves as offenders and there was limited responsibility taking. Consequently, I had to challenge statements from both parties. I have not previously done this and quickly learnt the best ways to go about doing this. I believe they began to understand why overt aggressiveness impacts not just them but the people around them, especially children.

Unfortunately, we weren't able to facilitate RJ in this case, however we were able to put additional support in place for the families. I provided both families with details of support services tailored to their needs, the children and research into behaviour problems as requested.

Whilst RJ did not happen, I am proud of how I adapted to changes of opinions and situations whilst keeping all parties happy and positive about my involvement.

PRACTIONER/S: Laurel Halliwell

OFFICE:**Greater Manchester**

The dispute has been the result of back and forth harassment between the three parties, commonly involving their young children. The events reached a head when the offender was recorded yelling ableist slurs across the fence about one of the victim's children.

I have been working with the offender and victims in a neighbourhood dispute for the past two months now. Each party is clear about what they want to say, what questions they want to ask, and what they are hoping to achieve.

It has been a long road to get to the point where it felt productive to have everyone in a room together. This has involved encouraging a lot of introspection on everyone's part, as to what level of responsibility they are willing to accept, and how they want to come across within their face-to-face meeting. There has also been a drive on my part to encourage them to see common goals, that they may not have considered, rather than their perceived differences. This has been a challenging case for my first direct RJ, but I am feeling confident that everyone is prepared and motivated to make the meeting later this week a positive experience.

PRACTITIONER/S: Gabrielle Mathews

OFFICE:**Greater Manchester**

This is a sexual assault case that has come to RJ from GMP for an out of court disposal. An out of court disposal is being pursued due to the nature of the

We have completed an initial assessment with the victim and she is keen to do direct RJ with the offender. We are yet to complete an assessment with the offender to determine his suitability and engagement in RJ.

This case stands out to me because of the victim's motivations. She has previously been a victim of domestic abuse and now works with a range of charities to support other women who are in abusive relationships. Her passion and activism in this area motivates her to want to do RJ with this offender to educate him about the impact that actions such as his can have on women.

She particularly wants to emphasise that you can never truly understand the effect something has on somebody because you don't know what they have or are currently going through. She hopes that by engaging in the RJ process, the offender will become more aware of the consequences of certain actions and therefore will not harm other women in the future.

PRACTIONER/S: Sophie Nelson and Megan Gough

OFFICE:**West Midlands**

Violence against the person, assault with injury: this case involved a young girl who assaulted two police officers whilst they were on duty.

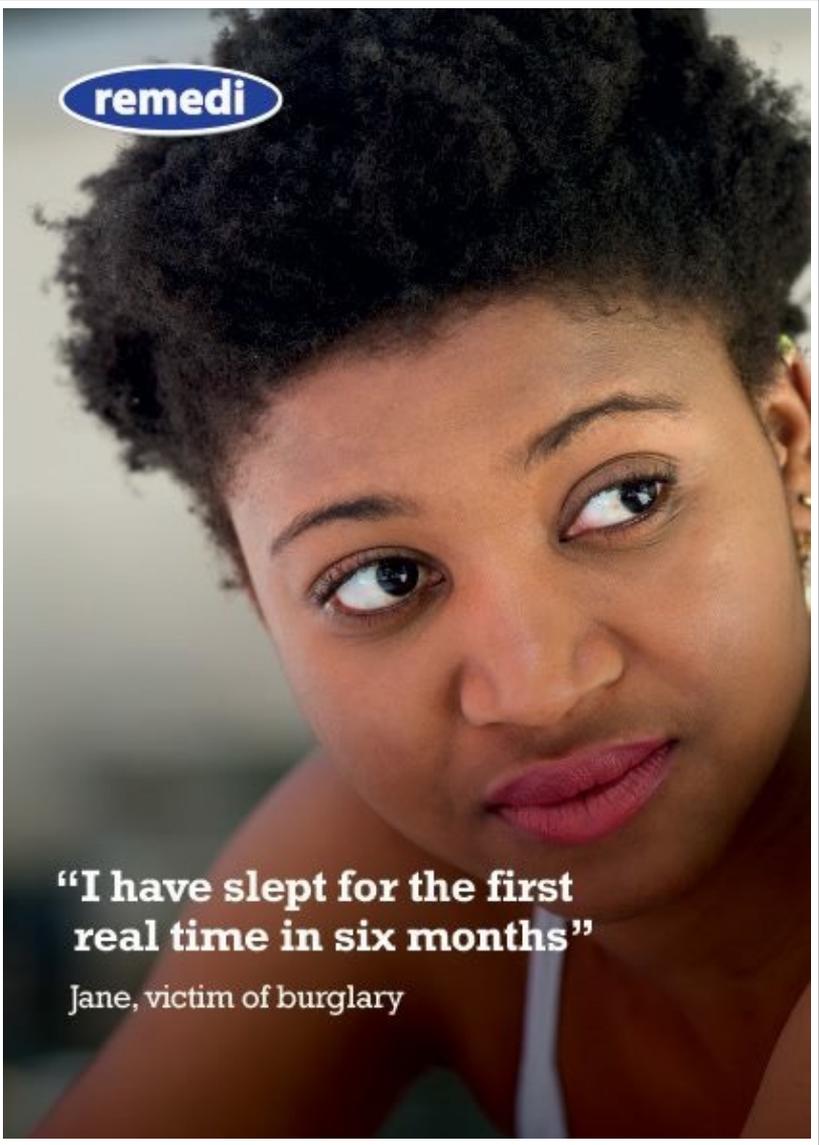
It took a lot of work to navigate both the officers' schedules, and several preparation sessions to arrive at the end direct.

The victim suffered from DID (dissociative identity disorder) and was on medication that reacted badly to alcohol. As such, when she was on a night out with her mom, she ended up assaulting two police officers that came to assist when she suffered a violent reaction that saw her screaming and lashing out.

The female officer was eager to engage the offender in RJ, as she didn't believe she was a bad person, or meant to hurt anyone, but that she suffered a bad reaction. The other officer was less happy about taking the RJ route, and wanted to press charges, but was happy to go along with his colleague.

During the direct, the offender, and her mom, addressed the officers, and apologised. The mom also explained how, as a mother, she was incredibly grateful the officers gave her daughter this opportunity, as she knows she wouldn't have been able to handle the alternative. This changed the male officer's mind on RJ completely, and he was glad to have gone down this route in the end.

PRACTITIONER/S: Katie Smyth



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

Jane, victim of burglary

OFFICE:**West Midlands**

This case was for the offence of Death by careless driving, involving the brother of the victim and one offender.

Assessment and preparation work undertaken with the victim over many months, and once covid restrictions lifted we were able to complete work with the offender in prison.

Due to the sensitive and complex nature of this case, a great deal of preparation work was undertaken with the victim to understand his motivations for wanting to meet with the offender. The victim had some questions he would like to ask the offender to better understand his circumstances and wanted to offer his forgiveness. The offender was understandably very nervous to meet with the victim, but at the same time wanted to answer all his questions in the hope this would be of benefit to the victim. Practitioners were able to complete preparation work within the prison and organise the direct meeting to take place within the prison. The meeting flowed naturally with the victim being able to ask everything he wanted to. He was also able to ensure the offender knew how he felt at the time of the offence and trial, and how this differs to how he feels now. Feedback from the victim 'RJ is amazing, and I wouldn't change anything about it. You've kept me up to date throughout the process and the organisation has been bang on. I got everything I wanted out of it and have come away with a peaceful feeling.'

PRACTITIONER/S: Kim Charles and Amanda Townsend

OFFICE:**Manchester Restorative IDVA**

Young Person in Manchester got in touch via Instagram Direct Message. Instagram Self-Referral for support around experiencing and fleeing Domestic Abuse.

4 x 1 hour session of the CEASE programme completed via TEAMS.

This young person came through to us via our Instagram page, they dropped us a direct message asking if they could access some support. This young person disclosed they had both witnessed and been a victim of abuse and had fled their home due to this.

We completed the CEASE Programme and this young person engaged brilliantly throughout, empathising with the scenarios and drawing on personal experience.

This young person was very happy with the support and knowledge gained from doing the CEASE programme and provided this feedback:

"I really enjoyed how interactive it was and how we learnt through different ways e.g. emotions graph, videos and scenarios. The case studies were really informative. Overall, the course is helping me with my friendships and school, in Sociology."

Upon completion, this young person has set themselves a personal goal of setting up a support group in their college for those who have fled or witnessed domestic abuse!

I wish them luck and success with this in future!

PRACTIONER/S: Scharine Mebarkia

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. Direct communication was facilitated between one offender, his mother, one victim, her mother, and their schoolteacher who was present for support.

The young offender expressed remorse and worked with practitioners on understanding victim impacts. The young victim struggled with panic attacks, and her mother felt strong emotions from the offence, hence work was completed steadily. After preparation, a direct was booked, with a teacher present to support the victim further.

During the direct meeting both the offender and victim expressed their thoughts and feelings. The victim was able to share how the offence made her feel scared. All ended well, with the agreement that they would feel comfortable to speak at school.

Overall, the victim 'felt glad she met the offender, and that he had said sorry'. The victim's mother and teacher reiterated this, as well as showing encouragement to the victim for voicing the impacts. The young offender felt he had learnt a lot and commented, 'you shouldn't disrespect people. You shouldn't say those things. I feel better now I've apologised.'

It stood out, that the victim's mother, who began the process feeling quite angry, in the meeting felt she believed the offenders apology, and was able to express this to the young man and his mother.

PRACTITIONER/S: Nicole Mclean and Samantha Atkinson

OFFICE:**Rotherham Restorative IDVA**

I attended a Freshers event at a college in Rotherham to try and generate self-referrals for the CEASE educational programme. The service is available for all young people aged 13-24 years who reside in the Rotherham region.

I successfully gathered 26 self-referrals which will be delivered on a 1:1 basis or via small friendship groups

A 16-year-old male come up to the stand and he was taking a real interest in reading the referral form. When I asked if he would like further information on the programme he stated that he would do. He stated that his aunty has been stabbed in the past by an ex-partner. He stated that his sisters have had mental health issues following abusive relationships and sadly one sister is no longer with us. He wanted to do the programme to understand Domestic abuse and to be able to offer more support to his sister and aunty, he also stated that he wants to understand why they went back to abusive partners. He stated that he has autism and ADHD and struggles to express his emotions, I stated that he had done amazingly and to tell me what he just did took some real strength. He then went on to tell his close peers how they should learn about domestic abuse as it is important that people are aware of this subject as ultimately it could save someone's life.

Safeguarding checks were done and he stated that he does have counselling, therapy and that school are aware. He stated that he has so much support in place however, he just wants to learn about it and be able to understand the depths of domestic abuse. I praised him for his bravery in sharing his story with me and I acknowledged his resilience and strength it must have taken to share this information with me.

Feedback from Service User:

"I think it's really lovely how you're teaching young people to spot the signs of abusive relationships and teaching people about hate crime. Thank you"

PRACTIONER: Laura Ridal

OFFICE:

West Midlands

This case was a neighbourhood dispute centred around a hate crime offence, referred into Remedi by West Midlands Police. The people involved were the offender, the victim and his wife, and one practitioner. This case was completed online and over the phone.

Brief Outline of the work undertaken: MAX 50 words:

Both parties were contacted and assessed separately. Risks were monitored throughout preparation, as the offender was continuing with his behaviour during the process. After much preparation with both parties, they agreed to meet via Zoom and agree on outcomes moving forward.

Your comments/Your Observations/Feedback- What is it about this piece of work that should be celebrated? MAX 200 words:

Although it was initially difficult to engage the offender, when he did attend his appointments, it was very clear he would benefit greatly from a direct meeting with his neighbours in a safe controlled environment. Both parties had agreed that they wanted the noise to stop on both sides. During the intervention, both parties were happy to agree that they will be more mindful of the noise in the future. They agreed that they will be civil when passing each other in public. They also agreed to a time limit on outdoor noise, in order to not disturb each other's sleep. Since the direct took place, both parties have agreed that the other neighbour has been significantly more respectful of any noise and they made some very positive comments about the process in their evaluations and feedback.

PRACTIONER/S: Natasha Buckham



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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

