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**REMEDI**

# **Restorative Stories**

A Collection of Case Studies and  
Reflections VOLUME 28

**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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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

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

Linda

**OFFICE:        Derbyshire**

This case was in relation to community conflict, which was a neighbour dispute involving abusive and threatening behaviour.

Both parties were contacted via phone and the RJ process was explained to them. Both were happy to engage in RJ indirectly and communication was exchanged between the parties. Both parties were able to discuss their feelings and wishes and they were able to acknowledge how the other was affected.

This was a great piece of work that helped both parties open communication and be able to talk about the issue and find a quick resolution.

Feedback from one party – ‘Thank you, I am happy with the way in which the case was dealt with.’

Feedback from other party – ‘Thank you for your help, it’s nice to know there is help out there without the matter having to go further.’

**PRACTIONER/S:    Suzanne Artuch**

**OFFICE:**

**Derbyshire**

This case was referred for RJ in relation to an assault of an emergency worker offence.

The work that was undertaken in this case involved shuttles between the victim and offender. The victim was able to ask questions which allowed her to get a better understanding of why the offence happened and what was going off for the offender at the time.

This piece of work allowed the offender to explain why he acted/ lashed out the way he did that day. He was able to let the victim know that he was sorry for what he had done and express how disgusted he was in his behaviour that day. The offender wanted the victim to know that the offence was not personal.

The victim was able to understand why the offender acted the way he did and why the offence happened. The victim also received an apology from the offender. The victim was able to understand the circumstances around the offence and was happy that he was making the necessary changes to ensure something like this won't happen again.

Offender feedback: "It feels good that I can apologise to the victim."

**PRACTIONER/S: Laura Esty**

**OFFICE:        Derbyshire Restorative IDVA**

YP was displaying issues with control anger and emotions, but this was particularly seen in school.

YP completed the CEASE Intervention programme at home, over a series of 3 visits. She had a fairly good understanding of domestic abuse, but thought that anger and loss of temper could excuse domestic abuse.

At the start of the programme, this YP had been excluded from school due to her anger and behaviour towards teachers. Within the programme, she really connected with the activities relating to anger and jealousy. She found learning about how anger affects our bodies very interesting and was excited to learn about this. When looking at the Day in the Life of John scenario, she began to understand a bit more about how we express anger and that this is ultimately a choice. From looking at anger and choice, the YP was then able to see that losing your temper does not excuse domestic abuse.

The YP was then interested to learn ways in which we can calm down and take control of emotions. From discussing the biological impact that exercise has on our brain, especially when angry, YP started suggesting different things that she would like to do to calm down. This was a big step for the YP, as at the start of the programme, she said that she doesn't know what to do when she's angry.

**PRACTIONER/S: Nicole Cann**

**OFFICE: HMP Doncaster**

The individual was sentenced for the offence of murder, the perpetrator completed a self-referral to undertake the RCP Program.

Alongside other programs and services in HMP Doncaster this individual utilised the program to understand their own actions on a deeper level and took their time and invested in the steps to change.

This individual utilised the program to ensure this behaviour doesn't occur again in the future and to understand how they can best support themselves moving forward.

This perpetrator has been recently sentenced and still chose to complete the Restorative Choices Program. During this time, they engaged brilliantly, showed self-reflection, empathy and supported younger members of the course in order to understand their actions in relation to their offences.

During the program they constantly reflected on their own offending behaviour concentrating on the choices made at the time of the offence, this has allowed them to understand the thoughts and feelings of those involved, allowing them to make changes for the future and ensuring this doesn't happen again.

" Thank you for allowing me to take part in this program, it has helped me to understand, process and reflect on my actions, choices and behaviour at the time of my offence, I am truly sorry for what I did and been in this situation, with the help and support of Remedi and the RCP program, I am determined to move forward and not be in this situation ever again"

**OFFICE:       Barnsley Youth Justice**

A family were assaulted by a group of 8 young people who all got Referral orders for Affray and/or Assault

1 of the young people was responsible was 17yr old girl that from the outset showed remorse for her actions. The victim wanted her to focus on “doing good” and move forward. The YP wrote a letter of apology to the victim and as reparation made a video about hate and knife crime.

From the 1<sup>st</sup> appointment the YP accepted all the support on offer. She was genuinely worried about the wellbeing of the victim and I was able to offer verbal feedback to the YP at Referral panels and during reparation. The victim acknowledged the change in YP attitude and with support was able to move on as was the YP. For the victims daughter support was put in place at the local college as a few of the YP attended there as well.

Evaluations show both parties have benefitted from RJ and have been able to move on

**Practitioner: Carlo Van DeWatering**



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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: Greater Manchester**

The victim suffered damage to her home, a smashed internal door, smashed plate, and lamp. The offender was attending a party at the victim's home whilst she was away. Her daughter had invited the offender to the party and after becoming drunk, he began to damage the property.

I have had multiple contacts with the victim and with the offender; building trust and preparing both parties for a direct RJ. Working with the offender proved exceptionally challenging during our earlier meetings, this was due to him being in the armed forces. We overcome this with weekend contact instead.

The victim had a pre-existing relationship with the offender; however communication became strained after the incident at her home. The victim was desperate to resolve the issue for various reasons, the main reason being her ill health and just wanted the damage items to be repaired or replaced, through reparation.

Right from the start, the case proved to be very challenging, this being due to the offender usually being out of area, because of his role as a trainee soldier. Eventually after various contacts with the offender over a weekend and late evening phone meetings we managed to complete assessments and overcome the obstacles that were delaying the case.

After many preparation sessions with both parties, I was able to chair the direct RJ meeting. Both parties were able to communicate openly about the offence and in a relaxed manner. Ultimately, they were able to establish an outcome agreement that they were both happy with.

The victim openly stated her relief that the case was finally over and that she could move on mentally, the offender also stating his relief that he had found a resolution, further adding that he believed he could not of reached a resolution without RJ.

**PRACTIONER/S: Dean Othman**

**OFFICE: Greater Manchester**

The offence was a burglary of a business. At the time of the offence, the offender was under the influence of drugs and he stole a large quantity of tobacco, money and boxed mobile phone chargers before escaping.

The offender was still serving his sentence in custody and we completed his preparation remotely. We built a really good rapport with the offender quickly which allowed him to open up about personal things such as his aspirations and goals upon release. We completed indirect RJ.

The main thing about this piece of work that was successful was the rapport building. At first, the offender did not know what RJ was and didn't really want to take part as he was cautious and unsure about trusting us.

After taking the time to build a positive relationship, he became more open to RJ and we picked up on a couple things he said which allowed me to explore how the process could support him. At the end of the first initial meeting/assessment he went from being hesitant to confident that he would like to directly communicate with his victim.

Unfortunately, this didn't go ahead due to the victim declining to engage in a direct meeting. The offender was still able to apologise to the victim and tell them that he is changing for the better. The victim replied with "thank you and good luck."

The offender was very happy to hear this as now knows "he doesn't hold a massive grudge with me".

**PRACTIONER/S: Laurel Halliwell**

**OFFICE: Greater Manchester**

The offender had crashed his car when drink driving. When the victim attempted to arrest him, he started kicking out towards the victim, ultimately hitting the officer in the face.

Although the victim and offender didn't want extensive support in this case, we were able to deliver indirect shuttles between the parties.

The offender came across as genuinely remorseful within our conversations. He had made steps to improve his life by minimising his drinking and reaching out to family and friends for support. He welcomed the opportunity to tell the victim once again how sorry he was and try to make amends for his actions.

The victim took the apology well and passed on his own message to the offender. In this case it was clear that while neither party wanted to do direct RJ, a meaningful outcome can still be achieved.

**PRACTIONER/S: Gabrielle Mathews**

**OFFICE: West Midlands**

One victim. Two males assaulted an individual who was issuing a fixed penalty notice for littering to their sister. The victim was chased and hit with a wooden broom handle causing injury.

All parties underwent assessments, and both offenders had preparation sessions in order to complete a letter to be sent to the victim.

The victim was decided not to see the offenders face-2-face due to his new line of work and the media attention it got when the crime was committed.

Both offenders showed much remorse for their actions as well as understanding how they reacted in the wrong manner. They explained well why it happened, but again understood that they reacted without any knowledge of the situation involving their sister and the victim. The letters were conducted well and included all the victim wanted them to include. Such as, why and how it can affect someone.

Before the letter was sent, a conversation about keeping them private to the victim and not media was discussed and agreed.

The victim was happy with the letters and the offenders felt they got a lot of their chests. They both stated that them and their family got a lot of hate from the public and media, so them facing what they have done and apologising for their actions to the victim and their family made them feel a little more at ease.

**PRACTIONER/S: Georgia Snelling**

**OFFICE: West Midlands**

This was an assault between one victim and one offender who were neighbours. Neighbourhood issues over driving on the offender's property had escalated and had resulted in the offender assaulting the victim. A direct restorative justice meeting was facilitated in their local police station.

The referral was from the police, as the victim had expressed wishing to take part, and it was a first-time offence for the offender, who instantly expressed remorse. Preparation work was completed in just under 2 months. Most work was around helping them pinpoint their frustrations with one another.

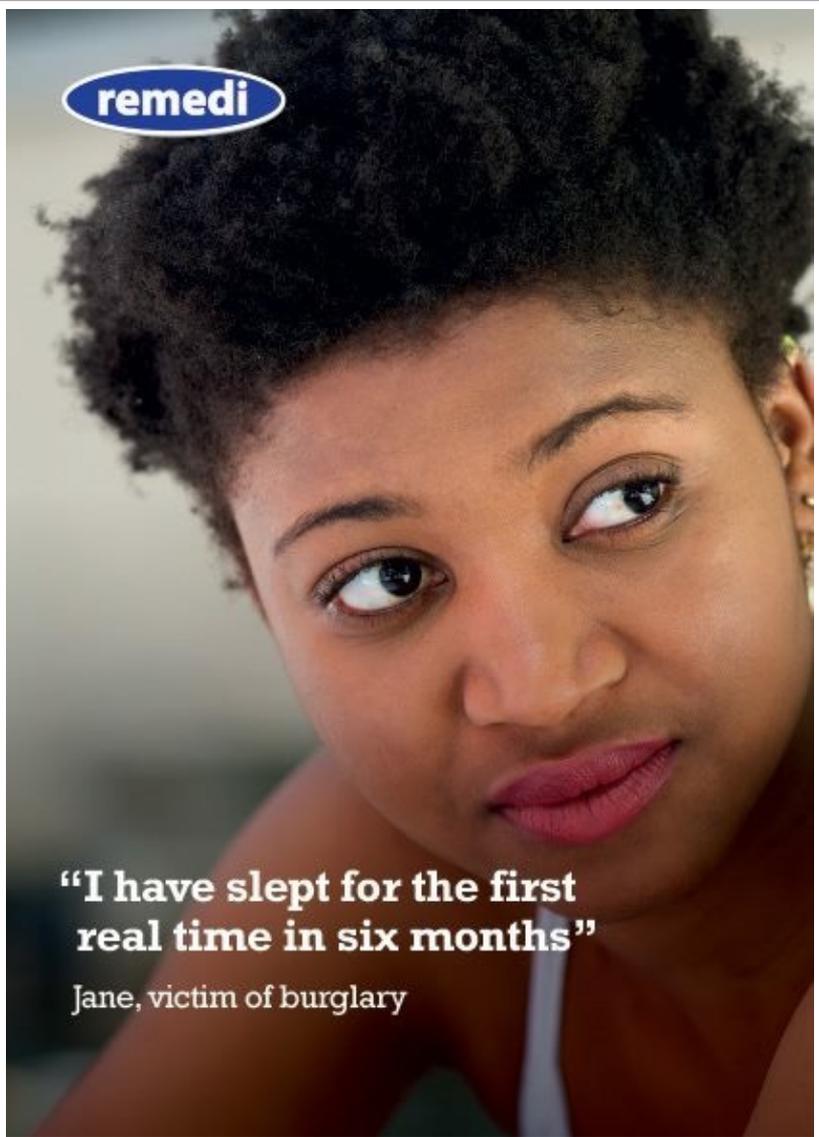
During the meeting the victim was very open, explaining his personal circumstances, which allowed the offender to have a good understanding of the reasons behind the issues they previously had. The offender expressed deep regret and remorse for his actions. The victim was very accepting of the apology and expressed feeling it was sincere.

Both discussed how after 6 years of ignoring/arguing with one another, they just needed to talk. They both agreed that if there are to be any issues in the future, they will knock one another's door and speak about it.

In evaluation the victim said, 'I'm glad we can move on. I appreciated his apology, and I can see where it all went wrong now. He is not a bad guy.' The offender said 'I am glad he accepted my apology. After 6 years of trouble, it is clear we just needed to speak. I feel grateful to be able to put this behind me, this whole process has been a help, thank you'.

Overall, this really stood out to practitioners, as after years of issues, there is potential for these individuals to be very good neighbours, and they both took a lot from the process.

**PRACTIONER/S: Nicole Mclean and Alexis Savage**



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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 was a neighbourhood case where the parties used to get on extremely well until a misunderstanding during which the offender was racist and homophobic.

It took over a month of prep work and a lot of phone calls to facilitate the direct, which went well and enabled the victims to express how hurt they were.

The direct was really important in this case due to the nature of the offence, as well as the nature of the relationship between the individuals. Prior to the offence, the parties said they were basically sisters, spending loads of time together and getting on really well. A misunderstanding resulting in the offender being homophobic, racist, and physically assaulting one of the victims. The victim explained that it was because of their previous relationship that they decided to do Restorative justice, to honour the previous friendship, as well as to be able to explain to the offender why they were so hurt.

The meeting went well, not in the sense that the parties reconciled, as the victims were too hurt for that, but in the sense that the victims said they felt they were given a space and a voice to be able to express just how much the offence had impacted them. They said this made them feel as though they had much more control over the process and was empowering.

**PRACTITIONER/S: Katie Smyth and Alexis Savage.**

**OFFICE: Manchester Youth**

Common Assault – victim is YP's stepmother.

After meeting with the family, it was made clear that there had been a massive breakdown in the family where communication had been lost and a negative atmosphere had been created that was leading to dad being a mediator between YP and step mum. Both victim and YP were spoken to separately and asked what they wanted to gain from the process and they both wanted to feel like part of a family and for mutual respect. Dad felt trapped in between and needed help. A face to face meeting with yp and victim was facilitated between myself and case manager where the victim was given the opportunity to set some ground rules of what she wanted within the home and for their relationship moving forward. YP was able to apologise to victim and agree to try harder to respect her and they both agreed to work harder at rebuilding their relationship. When we returned a week later to see how things had been going the yp said that on a scale of 1-10 (10 being really bad) that it had gone from a 6 to a 2 which was amazing in just one week. Victim agreed that things had been much better and for the first time she felt confident and felt like this was her home. She said "i wish everyone we worked with was as helpful as you"

I feel this work should be celebrated as this shows how important speaking to each other is and sharing how you feel, negativity can take over an environment to make things look like there is no way out and sometimes it just takes an outsider to listen to what is being said and help with those involved see it too.

**PRACTIONER/S: Katie Osbaldiston**

**OFFICE: Manchester Youth**

Young person committed assault against care staff

A young person already known to the service and currently on a court order who I have previously worked with committed an assault against a care staff member. The individual did not want to press charges, so I was asked to complete some victim empathy and anger management work with the young person as over the course of about 2 years we have built a good relationship.

Whilst completing this work the young person really started to open up about their life and went on to make some disclosures. Aware that I would share this information with other professionals we have now been able to assist them in reporting these incidents to the police and the necessary is now being taken.

The young person went on to disclose even more information with another professional with whom she has started to build a good relationship with.

**PRACTIONER/S: S Tighe**

**OFFICE: Nottinghamshire Youth**

YP had sent messages over social media to the victim which were threatening/malicious.

I spoke with the victim's mother on the phone and she explained that her son is still affected by what happened because they do not know the YP and her son is worried about ever coming across him in public. I went and saw the YP and he explained the circumstances around the offence and he felt very remorseful about what he had done. He wrote a letter to try to reassure the victim that they did not need to worry and to apologise.

When I went to see the victim/victim's mother and read them the letter, they gave the following feedback;

"This letter has made me feel so much better, I had no idea surrounding the circumstances and having these explained has put me at ease, there are no hard feelings from my side anymore and I would like him to know that"

**PRACTITIONER/S: Ellie Crutchley-Macleay**

**OFFICE: Manchester Youth**

Playing “Knock and Run” within the neighbourhood where criminal damage was inflicted on the property of a victim’s home. As a result, he was referred to Remedi for early intervention sessions to help deter future involvement.

After Initial Assessment, it was concluded that to better aid this individual, work focused on peer pressure awareness and anger/impulse management would be best suited to help deter ASB. Through the sessions, further support was given to help support this person in being able to communicate effectively to his parent.

This young person had experienced a long period of transition. During the past two years, he had been torn between a custody battle between his mother and his father and as a result, he and his siblings became under the sole care of his father. This change has understandably upset the norm for this individual and brought about a large amount of unprocessed, raw emotion -resulting in mood swings and erratic behaviour. Conflict between son and father became common. But as a result of the intervention and support to both service user and parent, a rapport has been able to be established to better aid them in their communication process. Support and knowledge has been gained for the young person, to give them the tools to make informed choices going forward and support given to the father to help him communicate his child’s needs to his education provider. Father was signposted to support from different sources and has utilised these going forward. Recent feedback from father regarding sons behaviour outside of school is positive, updates include better communication, routine introduction and effective talking between both father and son.

**PRACTIONER/S: Danyl Ezra Moakes**

**OFFICE: Nottinghamshire Youth**

Young person has assaulted the victim in a local park.

This case was co-worked with the Remedi West Midlands team as the offender resided there the majority of the time. I worked very closely alongside the victim and his family as they were really keen to take part in RJ. Nicole from the West Mids team therefore worked closely with the YP to prep him for the direct meeting.

There were a couple of in-depth preparation sessions with both the YP and the victim, whereby questions were asked, and everyone involved was able to articulate what they wanted to say in the meeting. The YP was very remorseful, and the parents of both parties wanted to speak about what happened. The meeting was highly successful, with the following feedback received from the victim's mother.

“This process has definitely helped us recover from what happened to our son. We could see the young person for what he is and not what we pictured. Ellie was lovely to deal with and made us and our son feel at ease throughout the whole experience. She kept us informed throughout and is a pleasure to work alongside”

**PRACTIONER/S: Ellie Crutchley-Macleay/Nicole Mclean**

**OFFICE: Nottinghamshire Youth**

Young person was given an Out of Court Disposal for carrying a knife but no direct victim.

Out of Court panel agreed a RJ session would be beneficial for young person. Case manager agreed. I asked if young person would agree to meet the officer who arrested him? Initially young person said no but his mum supported him and encouraged him and he agreed.

I arranged a direct meeting between young person, police officer and case manager.

I explained it was a chance for both the officer and young person to have a chat about their views on how things had gone.

The officer explained why he stopped the young person and his friends as it was very late and the police wanted to check they were ok but the young people all ran but the officer caught this young person and was found with a knife plus other things on him.

I asked the young person to let us know what work he had been doing with his case manager. He said he had done things around knives, peer pressure and managing his emotions.

The officer said it was good that he was doing the work and the case manager said the young person had come to the end of his OOCd and done well and the meeting was the final piece of work.

I thanked both the young person, the officer and case manager for coming and doing the direct RJ meeting. The young person said ok and the officer thanked me for asking him as he had never done a direct RJ meeting before.

**PRACTIONER/S: LR**

**OFFICE: Rotherham Restorative IDVA**

A young person was referred in by early help for our CEASE educational provision. The YP had been a victim of grooming via a social media platform. Both the young persons parent's and early help worker, thought it would be beneficial to do some work around how to spot the signs of abuse and coercion.

The YP and myself worked through the CEASE Educational programme over a period of three weeks. The YP engaged really well in the sessions and would often take notes and ask questions to consolidate her understanding. The YP went on to provide some really positive feedback and the Early Help worker was happy that the YP completed the programme and found it beneficial. I then went on to provide the YP with some useful contact numbers and a certificate for their completion of the course.

“I just want to say that Keely really has done her best by her friend and I think that she should be proud of herself for what she created.”

“I feel Keely has gone through so much....but she has gone on to support and help so many young people - boys , girls and members of the LGBTQ community. This programme is so good as you can now go on to support your friends, family, yourself and even strangers if they were going through domestic abuse. “

“I have 100% learnt so much, I now know who to call if I was ever worried about a friend or a family member”

“I would 100% recommend this programme to other YP in Rotherham”

**PRACTIONER: Laura Ridal**

**OFFICE: Stockport Youth Justice**

The young person originally was from Stoke and committed an assault and some other offences there, receiving an out of court disposal just before being taken into care and placed in Stockport. He has a history of targeting this particular family.

I contacted Stoke YOS to see if they had already made contact. They had however it wasn't clear what the impact was on victims. I contacted victim and spoke with mum of the girl who was assaulted and she explained the background to this offence and how they felt.

The young person is now in care in Stockport, has speech and language difficulties and struggles to empathise with others. There were a number of other victim's however they had declined involvement so it was clear the young person had been regularly targeting people in the area. Supported by two carers, the young person did engage with victim awareness sessions and listened to the victim impact statement. Staff agreed that although he didn't say much, from his body language he understood the impact of his behaviour when I was sharing the victim's perspective. Staff felt affected also hearing the impact on the victim and committed to carry on the work with the young people around his understanding and developing his levels of empathy. They had not seen the young person behave in this way and wanted to ensure he didn't repeat that behaviour here. When I updated the victim, she commented: "It has been helpful. In the past where things have happened you don't get any updates. It makes me feel better he's getting help. I'm glad he's now understanding more. A lot of children in that area could do with the same support."

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



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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*

