



REMEMDI

Restorative Stories

A Collection of Case Studies and
Reflections VOLUME 30

By Remedi: Restorative Services

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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

Remedi

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

Linda

OFFICE: West Midlands

Young person was found with a knife on school premises and given a Youth Conditional Caution.

I contacted the school and the Deputy Head sent me views to share with the Out of Court Panel. School views were shared with panel with a request for me to do some RJ/victim work and deliver the County Lines programme with the young person because of concerns around CCE.

I already knew the school and had previously delivered the Cease and County Lines programme to their students.

The Deputy Head teacher agreed to take part in a direct meeting with the young person who is been educated in another part of the school building.

I met the young person and introduced myself and said I would be doing County Lines with him at our next meeting, but our first meeting was more focussed around the young person and me discussing Restorative Justice and what it meant in relation to this offence.

Young person said he was sorry for bringing the knife on to school premises and said he wanted the school to know that. We agreed with his key worker that a meeting with the Deputy Head teacher could take place after we completed the County Lines programme.

I explained that it wouldn't have to be a very long conversation, and the Deputy Head had agreed he would be willing to meet with the young person with me there to facilitate the conversation. The young person's key worker also agreed she would be there to support the young person.

PRACTIONER/S: LR

OFFICE:**Manchester Youth**

An assault offence took place in a pub, where a young person went in drunk and assaulted the two owners of the pub.

Indirect restorative justice was facilitated by myself – the young person wrote a letter of apology to the owners.

When the young person was explaining the offence, it was clear he was remorseful for what happened and regretted the entire incident, from being drunk in the first place to then going in the pub underage to assault the owners for 'no reason' as he said. This piece of work should be celebrated as the young person said how this letter has really helped him to give something back by explaining what happened from his point of view and being able to say that he was sorry. When I met with the victims to give them this letter, they were understanding and appreciative of the work that I had done and that it has also helped them to forgive the young person and move on from what happened.

PRACTIONER/S: Robbi Kersh

OFFICE: Rotherham Restorative IDVA

CEASE educational to a group of young people at a college in Rotherham

Session 1 and 2 of the CEASE educational programme in a group setting

I delivered sessions 1 and 2 at a college in Rotherham with my colleague Laura Ridal. At the beginning of the session the young people were very quiet and didn't feel comfortable speaking up and sharing their views and opinions. To combat this, we shared some ideas ourselves, talked about cases we have worked on in the past and gave real examples of the things we were talking about.

Some young people then started to feel comfortable sharing their ideas and we had some really good open discussions about different abusive behaviours. There were some really different opinions in the room when it came to some of the scenarios, we discussed however everyone managed to come to a conclusion about whether scenarios were or weren't abuse.

The young people then did some creative work on a couple of the exercises where they worked in groups to discuss what is bullying, what caused domestic abuse and why people might not just leave abusive relationships. There were lots of ideas brought forward during this work and the young people felt comfortable sharing this

At the end of the session, we asked the young people to tell us one thing they had learnt today. The majority of the class stated that they had learnt what gaslighting was, which is something that before the sessions they were not aware of. Which I feel is a positive result.

PRACTIONER/S: Izzy Wood

OFFICE: Rotherham Restorative IDVA

I received a referral from an early help worker in Rotherham to offer a young person the CEASE Intervention programme. The referrer stated that the young person had historically witnessed domestic abuse within the family home and the young person was now being verbally abusive towards parent/carer. This was leading to a relationship breakdown between the young person and parent/carer. The young person and I worked through the CEASE intervention programme over several weeks on a one-to-one basis.

The young person got involved in all discussions and this led to the young person reflecting on things from their childhood that they had witnessed. Additionally, the young person reflected on their own behaviour towards parent/carer, and we completed a series of interactive exercises around how to manage our emotions (specifically anger) in a healthier way.

We went on to successfully complete the CEASE intervention programme and the young person was provided with useful contact numbers and a certificate. The young person spoke very highly of the CEASE programme and provided the following feedback below.

Feedback from Service User:

“The three things that I now value in my relationships are RESPECT, TRUST and HONESTY.”

“This programme has improved my relationship with my family a lot.”

“I have learnt that domestic abuse does not always happen to women, it can happen to men it can happen to anyone really. It can also happen within families not just between partners.”

“I recommend it to other young people in Rotherham, because some people do not know what domestic abuse can look like especially if they have not seen it before or heard about it.”

PRACTIONER: Laura Rida

OFFICE: St Helens Youth Justice

Assault - The victim and offender being mother and daughter (15) respectively. The relationship was tenuous but reached a peak one night when the mother turned the wifi off to encourage her daughter to go to sleep, and daughter assaulted her mother resulting in several significant bruises

We were working towards a direct RJ conference, however, on closer work with the offender, she admitted that she only agreed to it because it was what her mum wanted.

I talked over other options and the offender decided to work on a letter of apology instead.

When I first met with victim and offender, they both separately told me that they felt like flatmates and wanted a mother/daughter relationship back as before. The daughter was sorry for the assault and admitted she did this, but neither of them wanted to admit any responsibility for the breakdown in their relationship that led to the assault.

I worked with both mother and daughter separately on several occasions to determine how they both felt and what the other person might be feeling. We talked about their plans for the future and what they hoped their relationship could become.

The offender was closed off at first but after spending half a session finding a connection with her, (talking about our dogs!) she was comfortable to open up to me. This was when she disclosed that she was never comfortable with the idea of a face to face RJ conference and asked if there was another option.

I talked through what else we could do and she was keen to try writing a letter of apology.

PRACTIONER/S: Laura Munro



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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: Stockport Youth Justice

Family mediation between step dad and step daughter. They had a lot of conflict in their relationship and barely communicated with each other. She previously had made a false allegation that he had hit her which meant he was uncomfortable being alone with her.

Met with young person at school to get her idea of the issues in the relationship. Met with step dad in the community and at his work to get his perspective and share her perspective also. Attended all TAC meetings for the young person and liaised with mum.

The work was over 5 months due to the young person being victim sexual assault, a bereavement and her emerging learning needs and it was discovered she functioned at the age of a 9 year old making the case more complex. Initially both parties had strong opinions in terms of the source of the conflict and each other. During the mediation they were able to address difficult topics such as the allegations made and their impact. They more clearly defined his role as step-dad and what they both wanted from their relationship which they hadn't done before. The young person feedback: "It was good. I feel more relaxed and it's helped me become closer to my step dad. I'm glad I did it."

Step dad also had a positive outcome: "I feel good I got things off my chest. It definitely helped having you there as mediator leading it. I felt I had support. It was good we were able to come up with action points going forward. The next day when she came into the room she acknowledged me first thing which is something I had mentioned - she clearly took something away from our conversation and already there's been a change. Thank you."

PRACTIONER/S: V.J.Mukembo

OFFICE: South Yorkshire

The offence is burglary, the occupants were out shopping at the time, when they returned home to establish that cash and jewellery were missing, the police were called and the offender was detained within the vicinity of the address.

Having spoken to the victims of this case, they wanted to engage with RJ via an Indirect process as they had questions, such as how entry had been gained to their address and if their dog had been hurt, which was of great concern to them as the dog had been different since the incident.

I contact the victims in this case and arranged a visit, this allowed me to explore all the questions that they were wanting to ask and I prepared them they may hear things that may upset them concerning their dog.

The next stage was that I booked a visit with the offender, and put the questions to him, he answered each question without hesitation, showing remorse for his actions towards the couple and the items that were taken from their home address.

In particular, they were happy to hear that he had not caused any harm to their dog.

Victim Feedback

“We found the RJ process very informative and helpful, which has allowed us to cope and recover from the incident, especially now, as we understand certain aspects of the crime which had not been explained to us previously, thank you for your support”.

PRACTIONER/S: Mark Winrow

OFFICE: West Midlands

This case was regarding an offence of harassment and a noise complaint between neighbours. There were two victims and one offender involved.

Online methods were used to undertake assessments for both parties and then prep work completed face to face.

When I first spoke to the victims they were clearly very emotionally affected by the harassment and wanted the offender to realise the harm that had been caused. When the offender had been informed of this, she wanted to make amends and apologise for any upset caused. Both parties initially wanted to meet face to face but due to some difficult circumstances this could not be facilitated. However, both the victim and offender were happy with the indirect messages that were passed between them and felt that the original conflict was no longer an issue. They both agreed to be respectful and civil towards each other. The offender commented that 'RJ is good to avoid confrontation in the future.' Both parties were able to move forward and put agreements in place to deal with any future complaints.

PRACTITIONER/S: Kim Charles

OFFICE: West Midlands

This was a self-referral from a mother of a victim to 'one punch' Manslaughter. The victim and offender had met previously but wished to speak from a current perspective. A direct was facilitated in a library, with the victim, offender, practitioners, and the assistant PCC, who was allowed to witness.

Preparation took 4 months, utilising online and in-person methods. Preparation was heavily focused on the expectations of both for the meeting, and the emotions of each participant, to allow them to have an idea of what to expect. The offender was in the community; hence probation was updated throughout.

During the meeting, the victim discussed the extensive impacts she and her family are experiencing, with the aim to voice how life is for her, and ensure the offender is making changes. The victim asked some questions. The offender responded, expressed deep remorse, and explained the actions he is taking to prevent being in the same situation. Both came to a personal agreement, that if in absolute need, they will leave communication open. As well, that the offender will seek to share what happened to prevent/ educate others.

Overall, the victim expressed post-RJ, 'I feel empowered'. 'I think RJ has been very helpful, I taken a lot from this meeting.' 'I think it has helped me cope in my way, as I have been able to direct my feelings to the right person'.

The offender stated, 'I feel satisfied with how it went, knowing the victim feels satisfied with how the meeting went means more'. 'There are lots of situations in life I could face, but now I think and react differently'.

Overall, it was a very powerful meeting to witness. Following a deeply sensitive offence, I feel all left achieving what they set out to achieve through RJ.

PRACTITIONER/S: Nicole Mclean and Georgia Snelling.

OFFICE: South Yorkshire

Male offender convicted of 'Going Equipped for Stealing' along with numerous co-defendants. Occurred in Barnsley in August 2021 and resulted in a custodial sentence. There were 3 young victims, only 1 young female took part in Restorative Justice.

The offender completed a remote 1-1 victim awareness session with Remedi via NPS Rotherham. The offender and victim were both willing to engage in a remote indirect letter restorative process. The offender needed face-to-face work with Remedi to process the victim's letter and prepare his response back.

The victim was a young female with mental health issues who had been seriously affected by this offence. Initially during victim awareness session, the offender minimised the impact of what he and his co-defendants did. He could not imagine who the victims were and how they might be affected.

The victim's letter was delivered in person by Remedi as it was impactful and required some more support work with the offender, to enable him to understand the victim's perspective and then write a letter back to her directly responding to the things she had written and acknowledging the harm he had caused.

Offender feedback:

Remedi was given a 10/10 and the offender stated, 'it helped me see how people were hurt by my actions, even people I wouldn't have thought about – it made me feel ashamed hearing what the young woman had to say, and I am very sorry, I am also happy that I have had the chance to explain and reassure her she wasn't targeted'.

Victim Feedback:

The young victim said the offender's letter answered all her questions and has made her feel much better and safer. She wanted reassurance and this process provided it, Thank you Remedi".

PRACTIONER/S: Aglaia Barraclough



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

Jane, victim of burglary

OFFICE: South Yorkshire

Victim Awareness Referral received for the offence of Burglary, the relationship between both parties was that of employer and employee, after offender was employed by a company to clean at her home address in Barnsley. The victim who suffered with multiple disabilities at the time of the offence was affected emotionally.

Victim Awareness Referral, offender engaged well within the session. RJ was offered at the end of the VA session and the offender needed support as they have dyslexia to write a letter explaining the circumstances surrounding the event, to say sorry and to try and make amends for his actions.

I worked hard with both parties to develop trust and understanding in working with Remedi this involved many phone calls with the victim and offender. I spent time listening to each party to enable me to get a clear understanding of the events and to the underlying feeling and so that both parties could communicate effectively with each other without further stress or emotional damage being done.

Victim Comments:

“ I was just completely gutted totally hurt, I couldn't believe I'd welcomed them into my home and they took personal belongings and went through my drawers. Working with REMEDI helped me understand why, but it doesn't stop all the feelings that I felt before, during and after the offence. Thank you for all your help.”

Offender Comments:

“ I know how much she struggles with her health and this must have added so much more stress anger and upset. I am totally ashamed; I never want to offend again.”

PRACTIONER/S: Danielle Griffiths

OFFICE: Derby Youth Justice

Young person on a victim awareness session, offence(s) of assault and robbery against vulnerable victim

During preparation for the victim awareness session, I was made aware the young person had multiple complex needs such as ASD and ADHD – therefore they may find empathising with victim and the impact caused, challenging. I made a resource with written emotions and visual cues – to utilise within the session, to allow the young person to communicate in a way in which best suited them.

The young person used the emotion words and pictures (happy/sad/angry cartoon faces) to explain and point out how they felt about the offence also how the victim and indirect victims may have also felt, at the time and now.

I felt the young person engaged well and had a good understanding of victim awareness and impact, due to be adapting the session to his needs.

PRACTITIONER/S: Shannen Sara Merwick

OFFICE: Derbyshire

This was a hate crime related offence where the victim wished to have a Restorative outcome to discuss the incident with the offender face to face, to explain how it affected them.

Both parties were contacted by telephone and agreed to take part in a direct RJ meeting. It was agreed that this would take place via a video call.

The meeting was very successful, allowing the victim the opportunity to explain how the incident affected them and for the offender to be able to respond and learn from this. As the offender was a young person, the meeting also allowed the offender's parent/carer to be present and understand the impacts of offence.

Feedback from the Victim, "I took part in RJ because I wanted to educate the offender, not criminalise them. The Outcome was good as the offender was willing and took responsibility. I was satisfied with the outcome and hope the offender has learnt from this.

The RJ process was managed very well including preparation prior to the meeting. The way the case dealt with, I would definitely recommend RJ to others. I really appreciate your service and the help you have provided.

Feedback from the Offender, "I took part in RJ to be able to say sorry to the victim. Thank you, I'm glad that I took part and feel that it went really well.

PRACTIONER/S: Suzanne Artuch

OFFICE: Derbyshire

This case was in relation to a fraud offence and there was one victim and two offenders involved.

The work undertaken in this case was indirect shuttles between parties. The victim wished to know why the offenders committed the offence and this gave the offenders the opportunity to explain from their perspective.

The intervention completed between the victim and offenders gave the offenders the opportunity to give an open and honest explanation as to how and why they committed the offence, as well as being able to apologise for the impact the offence had on the victim.

As a result of this, the victim was able to get an understanding of where the offenders were at, at the time of the offence. The victim was happy to hear that the offenders were doing all they could to ensure they do not continue with a life of crime and understood the offence from the victim's perspective.

Offender Feedback: "I took part because if I was on the other end of this I would want to know what had happened."

PRACTIONER/S: Laura Esty

OFFICE: Derbyshire

This was a youth referral for Restorative Justice, in relation to a violence against the person offence within a familial setting. Two victims and one offender were involved in the process.

Phone calls were made to the victims to explain who Remedi are and the RJ process to which both victims wished to participate, the offender also wished to participate in RJ.

Preparation work was completed with both the victims and offender to which the case resulted in a direct piece of work.

During the meeting, all parties were able to discuss what was happening from their perspectives at the time of the offence and how things escalated. They were also able to come to an agreement in what they could do, should they be in a similar situation in the future.

The direct meeting was successful with all parties having the opportunity to share their thoughts and feelings.

PRACTIONER/S: Natasha May

OFFICE: Derbyshire

This was a case of theft, referred to Remedi by the youth offending panel for Restorative Justice.

The work completed in this case was an indirect intervention via a letter which was shared with the victim from the offender. The victim in this case wanted to hear what the offender wished to share and this gave the offender the opportunity to explain from their perspective and apologise.

By engaging in this piece of work, the victim hoped that the offender would learn from what they had done and understood the consequences the offence could have had.

The offender was able to explain the circumstances of the offence and what they have done to turn their life around and apologise.

Since the offence, the offender has been making positive changes and explained the offence was a big turning point in their life.

Victim Feedback: “It is reassuring to know that something is being done about the offence.”

“I'm happy with the work that has been done with the offender to educate them.”

Offender Feedback: “The experience was straight forward and easy with your support, thank you.”

PRACTIONER/S: Laura Esty

OFFICE: West Midlands

One lady had stolen items from a high-end store in Birmingham.

The offender was met at a coffee shop to complete assessment and prep sessions. Due to her feeling very ashamed and noticeably upset, she was also contacted regularly in-between. The clothes store was contacted and was happy to lift the offender's ban for her to express to them her remorse.

Throughout the prep work, it was apparent that the offender felt a lot of remorse for her actions. Even though she did not understand why she did it, she was very understanding that it was a moment in which she saw the opportunity. She admitted that she has stolen on other occasions before this one and promised to never do it again. She expressed that she wanted to contact the store as soon as she got caught and was very thankful for this service to allow her to visit them and apologise.

In the direct meeting, the offender was faced with the manager of the security team and a store manager. The offender expressed her remorse for her actions and was honest about not fully understanding why she felt the need to do it. She again showed much emotion and promised the managers that this would not be happening again. The managers then expressed the impacts on the store, and the security guards themselves, to which the offender showed much understanding. The offender left feeling a weight off her shoulders and felt that she can now accept her actions more and move on.

PRACTIONER/S: Georgia Snelling

OFFICE: West Midlands

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

The prep for this case involved supporting the offender in what he wanted to be able to express to the victim's, and preparing both parties for an indirect communication.

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

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

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

PRACTIONER/S: Katie Smyth and Amanda Townsend

OFFICE: Nottinghamshire Youth Justice

Victim was assaulted, The young person this was a pre-arranged fight that the young person was not initially involved in.

Spoke to victims Mum and represented the family's views at OOC panel. She was keen for the young person to know that she does not accept that behaviour from her son or from other people and wanted him to access the necessary support. This was fed back the young person and he wrote back to the victim acknowledging his behaviour and apologising to the family.

Victim was very keen to hear from the young person's perspective and wanted them to get the help he needed to better deal with confrontation in the future. Having met with the young person he was able to see it from not only the victim's perspective but also his families. He used his own Mum as an example so he could better understand where she was coming from. He was very keen for the family to know he wasn't a bully and understood how his actions could make someone feel. Together we wrote to the victim to express his remorse and to let them know he wanted to get an education and job and was complying with the support provided.

Young person said following our meeting:

"I'm glad his Mum is going to hear this as well and I can apologise to her as well, it's made me realise how things effect other people"

PRACTIONER/S: Fran Dent



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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

