



REMEDI

Restorative Stories

A Collection of Case Studies and
Reflections VOLUME 24

By Remedi: Restorative Services

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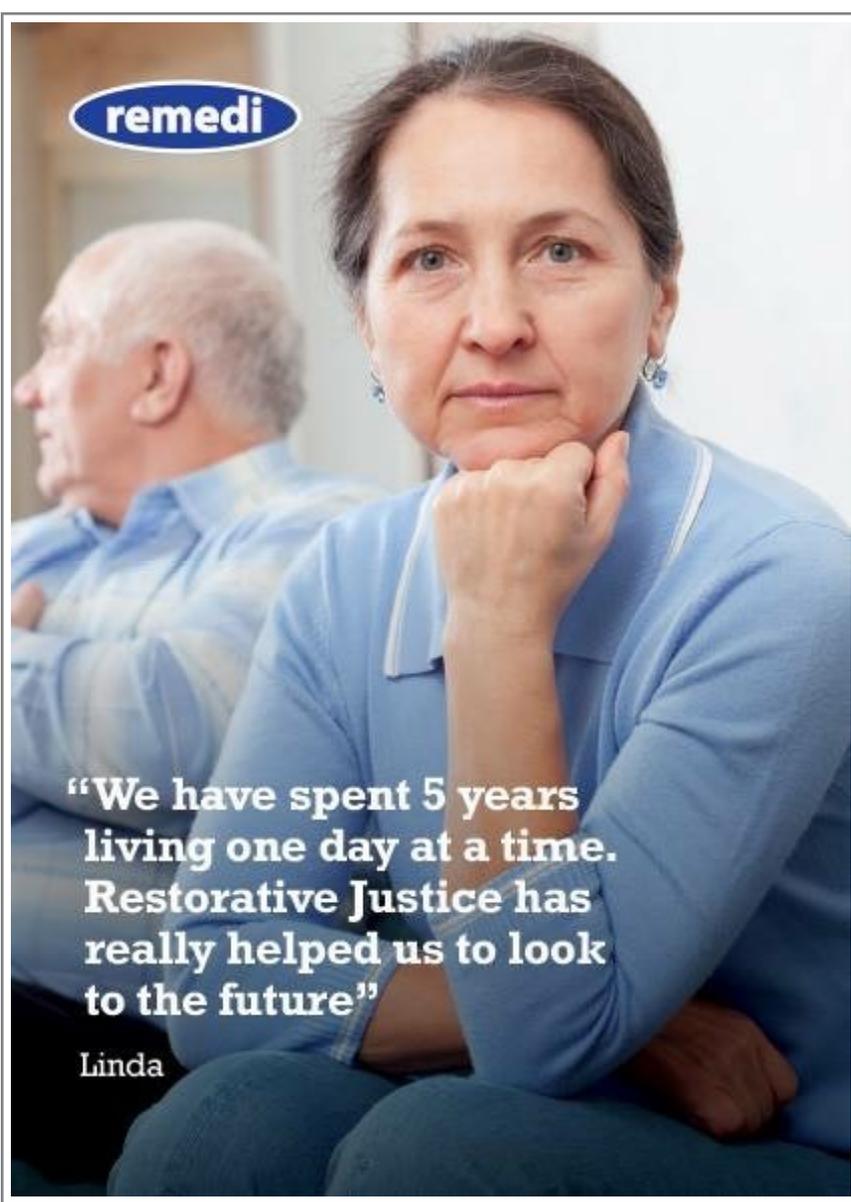
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The purpose of this publication is to gather together reflections drawn from our team of Restorative Practitioners across the UK. Reproduction of any of the contents by documented permission only

Remedi

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

Linda

OFFICE: Sheffield Youth Justice

This case involved a family of three people and the offence was in the community involving a young person that had been harassing the family, no violence involved.

All work undertaken in this case was done over the phone. I had taken a victim impact statement over the phone and kept the victim up to date of the processes of the referral order the young person was on and represented the victim's views in the referral Order panel.

The victim has been experiencing harassment by the young person over a period of several months. The victim has a son who has Downs Syndrome and has suffered due to the actions of the young person. I was able to represent the views of the family at the referral order panel meeting to the young person. I fed this back to the victim and although they were doubtful of the process that the young person would go through with the youth justice service, they were happy that their voice had been heard. The victim was happy that they had been kept up to date with what the young person was doing whilst working with the YJS and that the work that I will do would help them understand the impact their behaviour has had on the victim and their family. The victim explained they felt better knowing the young person was at least being worked with to address their behaviour and was grateful that I had kept him, and his family informed of the process.

PRACTITIONER/S: Martyn Ellis.

OFFICE: Cheshire

Shoplifting of a charity shop (as part of a spree) – one offender.

Brief Outline of the work undertaken: MAX 50 words:

Preparation completed at probation office to support the offender in writing a letter to apologise and explain his actions as to why he targeted them. Also completed a shuttle message of feedback from the Manager of the Charity Shop.

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

This piece of RJ was my first solo indirect as a practitioner and I thoroughly enjoyed it. It has shown me how powerful it can be. Whilst a direct was not suitable in this case, both victim and offender got a lot out of it. The offender's feedback was particularly powerful as he felt that he carried a lot of guilt for targeting a charity shop but felt a weight had been lifted once he wrote the letter. It also encouraged him to start writing down his feelings as he suffers with his mental health. The victim was really pleased with the letter and said that they've never had an offender apologise to them or write a letter so it was really nice to receive.

PRACTIONER/S: Kayleigh Simmonite

OFFICE: Nottinghamshire Youth

2 pupils at Nottingham Academy had come into conflict due to a breakdown in their friendship and this was causing disruption in the classroom/at breaks and lunch times.

Brief Outline of the work undertaken: MAX 50 words:

I spoke with both girls separately regarding how they felt and what their thoughts were in terms of how to co-exist in school, and they both agreed to complete a direct meeting to find a positive solution moving forward in school

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

During one of the individual sessions with one of the girls after exploring her feelings in more depth, she stated;

“After speaking with you about my feelings, I now realise it’s not really anger I feel towards her, but more sadness that our friendship had broken down. Thank you for helping us rebuild this friendship”

The direct meeting went well, and both girls acknowledged that even though it may take time to re-build their friendship to where it was, a plan was agreed with regards to how they interact in school towards each other for now, and methods were discussed in terms of how to handle future conflict between them more restoratively in the future.

PRACTIONER/S: Ellie Crutchley-Macleay

OFFICE: Nottinghamshire Youth

Young person took a knife into school as a dare, it was seen by a friend and the police were called.

I was asked by the YJS case manager to complete our knife crime intervention with this young person, mainly due to his young age. We decided that a creative intervention would be best suited and through our discussions around knife crime and how he, his family and the community had been effected we decided to create a poster that we could donate to his old school in order to deter other young people from committing a similar offence.

The work we completed gave me an opportunity to work closely with the young person and his family, we built a really good relationship and he opened up to me about his family and the issues they have had. His Mum was able to talk to me and with her permission her concerns were shared with he YJS, this enabled us to get further support for the family from other agencies and to improve the relationship between the young person and his new school. We completed a poster that will hopefully be given to his old school.

Young person said:

“Thanks for listening, its been nice to talk to someone and I have learnt a lot, I wont be taking a knife out again!”

PRACTIONER/S: Fran Dent

OFFICE: Nottinghamshire Youth

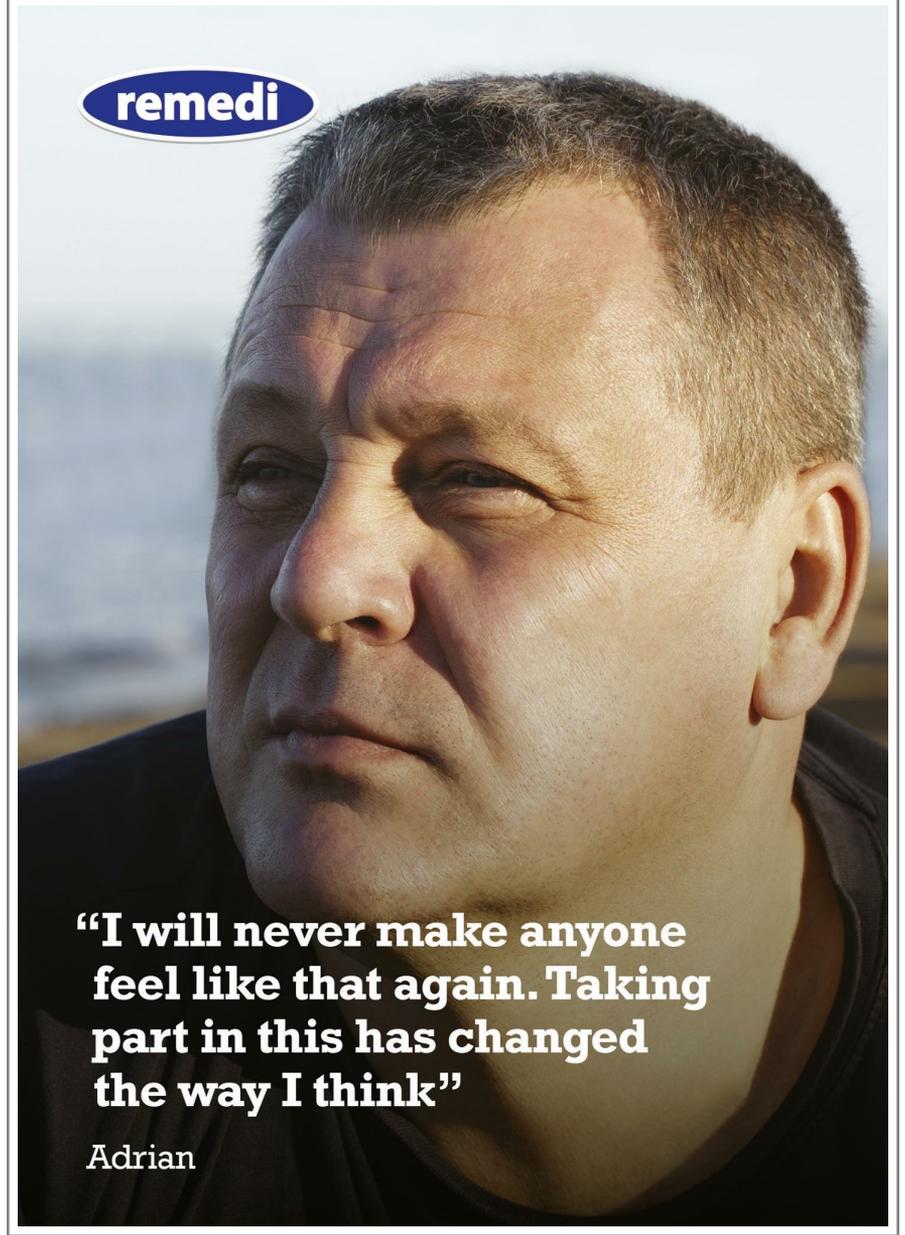
Young person received an Out of Court disposal for common assault. Victim agreed to take part in Restorative justice as they were keen to have their views heard and wanted young person to know how they felt.

Case manager and I agreed I would do some restorative justice work with young person and use one of those sessions to do discuss doing a Letter of Explanation for victim. Young person has agreed to do a letter and for me to share this with victim when it is done.

The victim and their family were upset about the young person not been charged to court for assault. He was happy that I had contacted him and explained that the young person would be encouraged to work with their case manager.

After panel I did contact victim and explain outcome which a Community Resolution with YOT intervention was. The victim thanked me for hearing their views and he said he will listen when I call him with the Letter of Explanation and read it to him over the phone.

PRACTIONER/S: LR



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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: Sheffield Youth

Criminal damage against mum, Mum and young person involved

Views represented at O OCD panel, victim awareness completed and direct meeting between mum and young person.

I represented the victim's views at the O OCD panel, completed some victim awareness work with the young person and she talked about wanting a direct meeting with mum. I did the preparation work and Nicole and I supported a direct meeting.

The mum (victim) and daughter have been through a lot of trauma from an abusive relationship with the young person's dad. Their relationship is tempestuous. The direct meeting lasted for 2 hours with lots of emotions showing up throughout.

The positives to take out of the meeting include an opportunity for the mum and daughter to have an a chance to talk about their feelings with each other, this time was just for them and did not include the various other members of the network getting involved. We came up with ways in which they feel they may be able to repair their relationship, taking their dogs for a walk just them 2 once a week, a monthly activity for just mum and young person such as swimming or bowling and looking for a youth club near to home for the young person to see her boyfriend working towards staying out later.

Mum said 'It gave us time to talk' and the young person said she took part so 'she would listen.'

PRACTIONER/S: Sadie Hampstead

OFFICE:

Rotherham Youth

This case came through as a Referral order. There were 3 YP and 1 victim.

When speaking to the victim he was happy to provide me with a victim impact statement and said he would like to know why they did it. He also said he still worried about what would happen if the YP saw him again.

I represented the victim views in Panel and updated him on the outcome.

I completed a Victim awareness session with 2 of the YP who expressed remorse.

While completing the VA session I was able to ask the YP the questions the victim wanted answering. Both YP said they did not know why they did it and both said they were young and had changed now. When asked what they would do if they saw the victim, one said that he would not even recognise him and the other said he would walk straight past without comment.

When feeding this information back to the victim he said he was feeling better and not as scared of bumping into the YP.

PRACTIONER/S: Tracey Reynolds

OFFICE: Sheffield Youth

Possession of bladed article in school

Views represented at OOC panel, victim awareness completed, views represented from school and a direct between the young person and his parents.

I think this piece of work should be celebrated because the young person was able to understand the views of the school and successfully look at the ripple effect; highlighting all the indirect victims who may have been affected. As part of this piece of work the young person realised the impact his actions could have had on his mother and father. As a result of this he wanted to explain to them how he felt and say sorry. The young person did this almost immediately with the support of myself and his case manager.

The young person was identified as being shy and reserved by his case manager but with her support being there, I feel that multi-agency working, enabled the young person to feel comfortable and open up. This led onto a direct meeting with his parents. A great outcome.

PRACTITIONER/S: Sadie Hampstead

OFFICE: Derbyshire

This was an offence of assault of an emergency worker and involved one victim and one offender.

The victim wrote a personal victim impact statement, explaining how the incident affected them and wanted this to be shared with the offender. Contact was then made with the offender in custody who wanted to participate in RJ therefore work was facilitated remotely with the offender via video link.

This piece of work was very positive as it gave the offender the opportunity to reflect on what happened and how this affected the victim. The offender was extremely remorseful and wanted the victim to know that they felt disgusted with their behaviour and knows that the victim did not deserve what happened.

The offender advised that they want to change their life around and hopes to be able to prove to the victim and emergency services that they are a different person. The offender asked for this to be shared with the victim.

Victim feedback, 'I do appreciate that they have reflected and engaged.' 'The incident was the worst assault I've experienced, so I do hope they reflect and work on changing their life around.'

PRACTITIONER/S: Suzanne Artuch

OFFICE: Derbyshire

This was a case of theft from shop and involved 2 victims and 1 offender.

Indirect RJ was facilitated in this case, using letter communication. The offender was willing to hear a statement from the victims and explained they had not realised the wider effects of their offence. The offender then asked to write a letter which was shared with both victims.

Whilst working with the offender it was clear they wanted to make a change to their behaviour and taking part in RJ helped them realise the impacts of shop theft. The offender explained that after hearing the victim statements they felt more informed.

The offender wrote a letter of apology to the victims, taking full responsibility for the harm caused and asked for this to be shared. The offender explained they do not plan on going back to the area where the offence occurred and feels this will reduce the risk of them reoffending due to not having pressure from others.

Offender feedback: “I feel bad about what I have done and anything I can do to lessen the impact, I will do.”

PRACTIONER/S: Laura Esty

OFFICE: HumberSide

One male offender arrested for driving without a licence and no insurance. Referred to Remedi for a Victim Awareness session based around driving offences.

Practitioner contacted the offender who had agreed to engage in the session. Work book sent out in the post and then followed up with Practitioner calling him to deliver the session over the telephone.

This session worked really well with the offender as we discussed the impact both on potential victims but also for him self too. We discussed his future career and how much he would need a driving licence career wise and how this incident could have lost him the right to drive in the future.

Offender engaged really well and gave some great examples of how this incident could have had an impact on the wider community.

Offender is accessing support from various agencies to enable him to draw a line under this incident and move forward in a positive way.

PRACTIONER/S: Lindsey

OFFICE: Humberside

The perpetrator was referred to us, by RJP in his establishment after expressing an interest in RJ. The individual responsible for the offence was feeling great remorse and wanted the opportunity to communicate that. The individual committed fraud against the Church whilst he was the treasurer.

The individual was very motivated from initial contact to apologise and explain his behaviour and was open to engaging with any member of the church community that may be willing. A member of the church community was identified that was happy to pass on communication to the wider church community.

The individual responsible was happy to engage with RJ in any way, but after initial assessments with the advocate for the Church it was agreed RJ would be carried out indirectly through the form of letter communication. A letter was written by the person responsible for the offence, explaining why he committed the offence, apologising and offering open communication to any one whom may wish to have this with him. The letter was received positively and despite it being the case that he was no longer able to be a part of the Church community, it was passed back to him as a Church, that his actions were forgiven and they wished him well with the future. I think using the letter was really useful in this case as it enabled as many people of the church community as possible that would be interested in any communication with the individual responsible and for them all to receive the apology as the offence had impacted many of them.

PRACTIONER: Yasmin Gray.



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

Jane, victim of burglary

OFFICE: Humberside

This case was a referral from a VLO and relates to a double murder that occurred in York in 2003. Three family members wanted to do RJ with the offender regarding the murder of their son/ brother. Remedi got involved in 2017

We visited the family and undertook risk and needs assessments and established what they wanted from the R.J and whether RJ was suitable.

We visited the offender in prison on numerous occasions and carried out restorative work with him in order to help him understand the harm he had caused.

The family were badly affected by the murder and harboured a lot of anger, frustration and grief towards the offender.

The offender was a very difficult person to work with, he had very strong views regarding the deceased, initially took very little responsibility for his actions and constantly justified why he had killed the victims. Our initial thoughts were that due to his demeanour we would not get to a face to face meeting. However, we persevered and went through the restorative justice approach with the offender. After a lot of time and work he finally took responsibility for his actions.

There were a lot of setbacks, all outside of our control, however a meeting took place in October 2021. The family were very happy with the meeting and with the way that Remedi have supported them all through the process.

Feedback “ You are the only people that have helped us and been consistent. It was good to sit in the same room and see that he is genuinely remorseful. It shocked me how much pity I felt for him”

“ The process went very well, I think he was remorseful. It made me feel empowered over the offender.”

PRACTIONER/S: Gary Herbert Jamie Russell

OFFICE: Humberside

The offence involved two people, one victim and one offender. The offence took place in Grimsby and the offence type was causing serious injury by dangerous driving.

At first the offender was approached in prison and was very keen to engage in RJ as he had previously tried to contact the victim however never heard anything. Victim was then approached and they also wanted to engage in RJ. There were two letters exchanged between the two parties.

This case was challenging at first as the victim had been impacted a great deal by the offence and was left with life changing injuries. At first, they were very unsure about RJ but as time went on he became more open to RJ and we helped form a letter to the offender explaining the impact.

We then took this letter to the offender; the offender was very emotional about it was incredibly remorseful for what he had done. The offender was happy to write a reply to the victim, which we took back to the victim and he accepted what the offender said however he did not wish to have anymore communication with the offender.

Feedback: Victim: "You've done a good job you have listened and not judged me."

Offender: "It made me understand that it is not just me and my victim, everybody was effected"

PRACTIONER/S: Jamie Russell and Gary Herbert

OFFICE: Derbyshire

This was an offence of assault of an emergency worker and involved one victim and one offender.

The victim wished to take part in Restorative Justice and provided consent to share a victim impact statement with the offender, explaining thoughts, feelings and impacts of the offence. The offender also wished to take part in Restorative Justice.

We worked in partnership with the Probation Service in order to ensure the offender had sufficient support. The offender was happy to listen to the statement from the victim and expressed they were glad they took part in Restorative Justice.

PRACTITIONER/S: Natasha May

OFFICE: South Yorkshire

The offender in this case was resident at an approved premises pending release back into the community. He was to be breached and so decided to rob the premises and go on the run. This involved attacking staff and the premises with a hammer

The staff were contacted and wished to engage in a restorative process. The difference being that as the staff were probation officers it was different for them to be involved in the process as victims and not professionals

After preparation of both parties, they met in prison. The offender was very remorseful and explained that he had not wished any malice to the staff it was merely desperation that had put him in this situation and that he had a great deal of respect for the staff. The staff member explained that she appreciated this and went through how her emotions and feelings had been during and since the event.

After the meeting the staff member stated they had found it very interesting to see Remedi's work from a victim's perspective and had found taking part a very useful experience. The feedback was very complimentary, and the staff member was wanting to talk to other staff about her experience with restorative justice

PRACTIONER/S: Mark Winrow

OFFICE: Bolton Youth Justice

Assault and TWOC on mum. The young person kicked his mum and then took her car keys without consent, then drove her car off their drive.

A letter of apology was written to the victim. The young person handed this over to his mum directly and sat with her whilst she read it.

When I first started working with this young person, he was a very closed character who struggled to show any sort of empathy towards his mum and his negative behaviour towards her. He didn't seem to understand at first how his actions are impacting his mum, causing her stress and upset often. However, as I met with the young person more and more, I helped him understand the meaning of respect and the way he should show his mum this. He opened up to me, explaining how he does care and love his mum and he doesn't mean the bad things he says to her, he just struggles a lot with his anger management and trying to show her that he does care. Writing this letter shows how far he's come, from not discussing anything the first time I saw him, to having the bravery and respect to tell his mum that he's sorry and giving her this letter directly is a huge change in the right direction for this young person which should be celebrated. His mum is very grateful for everything I have done and said she is proud and can really see the improvement in her son.

PRACTIONER/S: Robbi Kersh

OFFICE: West Midlands

The case was theft from Employer, which was referred by West Midlands police. Offender had stolen £7,000 worth of furniture from a show home he was employed at, the people involved were two victims, offender, Officer in charge and two practitioners. They both agreed on direct meeting, which was held in nearby police station. The practitioners completed role play twice with the offender to give a clear overview of what to expect.

When meeting both parties, I could clearly see the relationship between the offender and victim, was more than employee/ employer relationship. One victim mentioned 'I treated the offender as a son' The victims had lots of time for the offender and was hurt a great deal when he broke the trust by stealing items from the workplace and denied it at first when asked.

The Offender was very remorseful and wanted to prove they could trust him again; it was clear he still wanted a relationship with the victims. At the end of the direct he stated 'By taking part in restorative justice, has made me understand the impact of my actions'

One of the victims mentioned 'The restorative justice has made me feel more positive and it has given me chance to tell the Offender the implications this could have had on my business' The outcomes were agreed, and the offender was offered his job back, on the basis he works in a team and not on his own, the offender was very grateful. At the end of the meeting all parties shook hands.

PRACTITIONER/S: Melissa Andrews Nicole Mclean

OFFICE: Salford Youth Justice

Assault by beating & criminal damage - young person has received 4 sessions of reparation, and has completed 4 sessions. This young person has spent their reparation sessions helping to create a video to raise awareness about the effects of hate crime, they have also baked cupcakes for the panel volunteers.

At the beginning of their order, this young person refused to work with me and was very vocal about how she didn't want to do her reparation sessions. As time went on and the more I introduced myself to her, she agreed to come and do a session with me. We began our hate crime project by colouring in some posters about hate crime and she came up with some ideas for the video we were making. After asking about what hobbies she enjoys, she told me that she liked baking. So in the next session, we baked some vanilla and chocolate cupcakes which were given to the volunteers that attended panel that evening.

By the end of the 4 reparation sessions with this young person, she told me that she has enjoyed it and feels positive about the work she undertook. Her confidence had grown a lot in just the 4 weeks that I worked with her and she seemed a lot more positive about working with other youth justice staff. When our last session had finished, she told me it was lovely to meet me and she had fun working with me.

PRACTIONER: Billie Carter



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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

