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**REMEDY**

# **Restorative Stories**

A Collection of Case Studies and  
Reflections VOLUME 27

**By Remedy: 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

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: South Yorkshire**

The offender was a long-term resident at a community hostel for young homeless individuals. He had been drinking heavily with some of the other residents which resulted in him becoming abusive and aggressive to the hostel staff, this followed the police being called and him been arrested.

The victim was taken by surprise by his behaviour, as this was extremely out of character, this led to him wanting to seek an understanding as to why he acted the way he did. The perpetrator did not normally drink and felt extremely remorseful for his actions.

After seeking an understanding as to why he acted the way he did, both parties agreed to meet in person and discuss the events of that evening.

The preparator was extremely engaged in the process, " I was utterly ashamed by my actions towards the staff that had supported me from day one, I believe that due to not normally acting this way that maybe my drink may have been 'spiked' and this brought on my aggression".

The victim accepted the apology and agreed that it was unusual behaviour from the perpetrator.

Both parties gained a true understanding of the events that occurred that evening, allowing the preparator to apologise towards the staff member, it also allowed him to reflect and want to change to be a better person and move forward for his own mental wellbeing.

**Victim Comments:**

" Thank you for contacting me and allowing this process to take place, I have known the perpetrator for some time and never seen him react the way he did and wanted to understand his behaviour on that evening towards me as we had always had a positive relationship previously".

**PRACTIONER/S: Mark Winrow**

**OFFICE:**

**Bolton Youth Justice**

Aggravated vehicle taking and dangerous driving. Victims is young person's mum.

I facilitated a direct meeting between the young person and the victim in their home.

With the victim being the young persons mum, it was clear throughout the direct meeting that mum just wants the best for her daughter. Mum was quite emotional during the meeting, which I think emphasised to the young person how her actions have been impacting her mum. The young person is quite withdrawn and quiet, so for her to openly take on board what mum was saying and want to do better is something that should be celebrated as she does struggle a lot with emotions, both her own and understanding others. This clearly shows a big step for the young person as she hasn't demonstrated this remorseful behaviour in the past.

**PRACTIONER/S: Robbi Kersh**

**OFFICE: South Yorkshire**

Out of court Community Resolution referral from SY Police; 2 female preparators, ran away from a taxi in Sheffield without paying. The taxi driver did not want to press charges but wanted to meet with them, allowing them to understand how their behaviour had impacted him.

Worked with the victim and one offender remotely over several sessions to identify their thoughts, feelings and needs. Undertook some shuttle messages to arrive at a mutual agreement in how we would proceed with the restorative process, so that all parties' needs were fulfilled.

The referral came in with one offender to start with, but a second young female offender was processed by the police. She wanted to participate. Contact was made via the initial offender.

The police referral requested support to produce a letter of apology, but the victim wanted a direct process and Remedi discussed that successfully with all parties.

In the victim feedback he stated that for this incident it wasn't worth spoiling the two young people's futures with a criminal prosecution. He wanted to help them understand how their behaviour devalued him and put him in a difficult and fearful position. Talking with them made him feel much better. Remedi *"conducted it all brilliantly, keeping me informed at every step, conducting the direct meeting exceptionally. It couldn't have been any better"*

The perpetrators were grateful the victim had chosen the community resolution route, rather than court. They were both very nervous to face him but stated that *"It's definitely been a good experience. It has helped us see things a lot more clearly, how our behaviour affected him, how deep it went. We didn't expect it to be like that. Never again are we going to behave like that. It's been a good life lesson for us both"*.

**PRACTIONER/S: A Barraclough**

**OFFICE: Rotherham Youth Justice**

YP was issued with a Community Resolution  
I contacted the victim who provided me with a victim impact statement

Victim's views were represented at panel and took into consideration when deciding the outcome.

Victim awareness was completed with the YP. Victim was kept updated

There had been ongoing issues between the YP and Victim for quite a while before the assault, leaving the victim scared both in and out of school. The YP engaged well with the youth offending team and completed work around victims, one punch and crime and consequences.

When updating the victim and completing evaluations her mum said

**“I am happy that our views were represented, and we were kept informed. I am glad to hear that the YP has completed the work and hope she stays out of trouble as she is still young. We have not had any further dealings with the YP so fingers crossed she has learned her lesson.”**

**OFFICE: South Yorkshire**

Motivated offended referral from HMP Humber; wounding with intent and assault PC section 18. The incident happened in 2019 in Sheffield involving one perpetrator and one victim.

Work was conducted by myself with the victim remotely to ensure a true understanding of RJ and Remedi and to see whether they would be interested in engaging as the perpetrator wanted to pass on their apologies.

The victim had previously been contacted by Remedi; After discussing RJ with the victim, after explaining what the perpetrator was wanting to apologise for the victim gave me a message to pass back.

The perpetrator was extremely grateful for the victims input and this has helped them massively in healing while still serving time in custody, as this has allowed them to reflect on his actions. The offender showed great remorse for their actions and is moving in the right direction of being clean from substances and determined not to reoffending once released from prison.

This also gave the victim reassurance that it was not a targeted attack and gave the opportunity for the victim to express how it has affected their life. I believe both parties have benefited hugely from this intervention and are both in a better position mentally.

Victim stated " Thank you for contacting me once again, I was very reluctant at first to engage, however I am glad I said YES as I have received the apology I desperately wanted and have been reassured that this attack wasn't targeted as this was something that I was psychologically struggling with, thank you Remedi".

**PRACTIONER/S: Danielle Griffiths**



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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: Cheshire**

Burglary. Offender burgled her mums house, and her mum has since passed away.

Direct RJ process

This referral came from IOM police officer who has been supporting the Offender. The offender had asked if he could apologise to the victim's family as since the burglary took place the victim has passed away leaving him with a lot of guilt and remorse.

Before this direct meeting, both parties had exchanged comments by way of shuttle mediation some weeks ago. Both had agreed to a Direct meeting which took place via video phone. I supported the V at her home and the police officer supported the O. O explained what happened on the day and he apologised for what he had done. V accepted his apology and was genuinely interested in how well he was doing.

Offender feedback:

'I can't believe that I've met her and had the chance to say how sorry I am. I can't believe how emotional I was, but I feel a million times better for seeing her.'

Victim feedback:

'I am pleased I went through with this. I was not sure how I was going to feel but now it is done, I am happy with what he said. I will never forgive him, but I really want him to have a better life.'

**PRACTIONER/S: Diane Williams**

**OFFICE: South Yorkshire**

Offence of Fraud, sentenced to 20 months custody, 2 male service users involved, location of Rotherham and HMP Doncaster.

Motivated Offender Referral received from Emily West, HMP Doncaster following Restorative Choices Programme. Salli Goddard contacted male service user who wanted to engage in an indirect restorative justice process.

Salli Goddard worked with service user in the community – making initial contact, working through assessment, preparation and hand delivering an indirect letter.

Emily West working with service user in HMP Doncaster through the Restorative Choices Programme, which led to a Motivated Offender Referral being sent to the South Yorkshire RJ Hub. Case allocated to Salli. Assessment and letter preparation support whilst in custody.

Victim feedback - 'Restorative Justice for me has been very interesting and helpful I am glad that you contacted me. I am pleased that the person responsible has taken time to write to myself, it is appreciated.'

Offender feedback - 'I felt guilty that so many people have had extra work because of me and I have wasted so much of other people's time. I wanted the people to know that I am serious when I say that I will not do it again and I want to thank them for all of their time. I am thankful for the opportunity to do Restorative Justice and being able to write a letter. I am doing my time and when I get out, I will keep my head down. I am very motivated to not reoffend.'

**PRACTIONER/S: Salli Anne Goddard/Emily West**

**OFFICE: South Yorkshire**

Common Assault involving a female taxi driver and a male preparator, who was also a taxi driver. The other parties involved were passengers of the male preparator. The taxi swerved to avoid another taxi which resulted in an altercation taking place.

We engaged with both parties for initial contact and assessment meetings in order to prepare them both for a direct meeting. In the process we also conducted 3 indirect interventions passing on messages from one to another to enable them to feel safe and prepared to meet.

Whilst the victim wanted a direct meeting from the start of the process, the offender was cautious and slightly nervous, this incident triggered the passenger's wife's PTSD which related to a previous serious road traffic accident leaving her seriously injured.

We worked hard with both parties to develop trust and understanding in working with Remedi. We spent a lot of time listening to each parties' events of the morning, getting underneath the events into underlying feelings and experiences so that both parties could freely communicate effectively with each other.

**Victim Comments:**

"Thank you for allowing me to take part in this process, it has allowed me to speak to someone who is non-judgemental about my experiences and how this incident has affected me, meeting with the person responsible has eased some of my anxiety surrounding the incident".

**Offender Comments:**

"Although I was cautious and nervous at the start, I was quickly reassured by Remedi which enabled me to meet the other party face to face and talk openly about the incident"

**PRACTIONER/S: Aglaia Barraclough & Danielle Griffiths**

**OFFICE: South Yorkshire**

This case involved the offence of causing an Affray in Sheffield back in 2018 (there were several people involved). Service user sentenced to 8 months in custody. It involved one male Security Guard and one male perpetrator.

Male service user referred by Sheffield NPS for a Victim Awareness Session, which was conducted remotely. Male engaged extremely well and requested restorative justice intervention with Security Guard in order to apologise for his offending behaviour.

The male service user had stated 'I had thought about apologising to the victim and it is something that I have wanted to do for a while. I would like to engage in indirect restorative justice to be able to let the Security Guard know that I am sorry for what I did, he was just doing his job at the end of the day. Things got out of control and it should not have happened'. It has impacted on my family and I would never put them through this ever again.

I want to be able to move on and I would like to apologise'. 'I am thankful for the opportunity to do RJ and to pass a message of apology to the victim. I can now move forward knowing that the victim knows how sorry I am. Thank you for your help. Thank you for the opportunity to do this, I can now move forward with my life, I feel now that I have apologised'.

Feedback from Security Guard 'I am happy to receive a message and to take part in restorative justice'. 'It has been good to speak with you and thank you for contacting me with the message of apology, I am thankful for that'.

**PRACTITIONER: Salli Goddar**

**OFFICE: West Midlands**

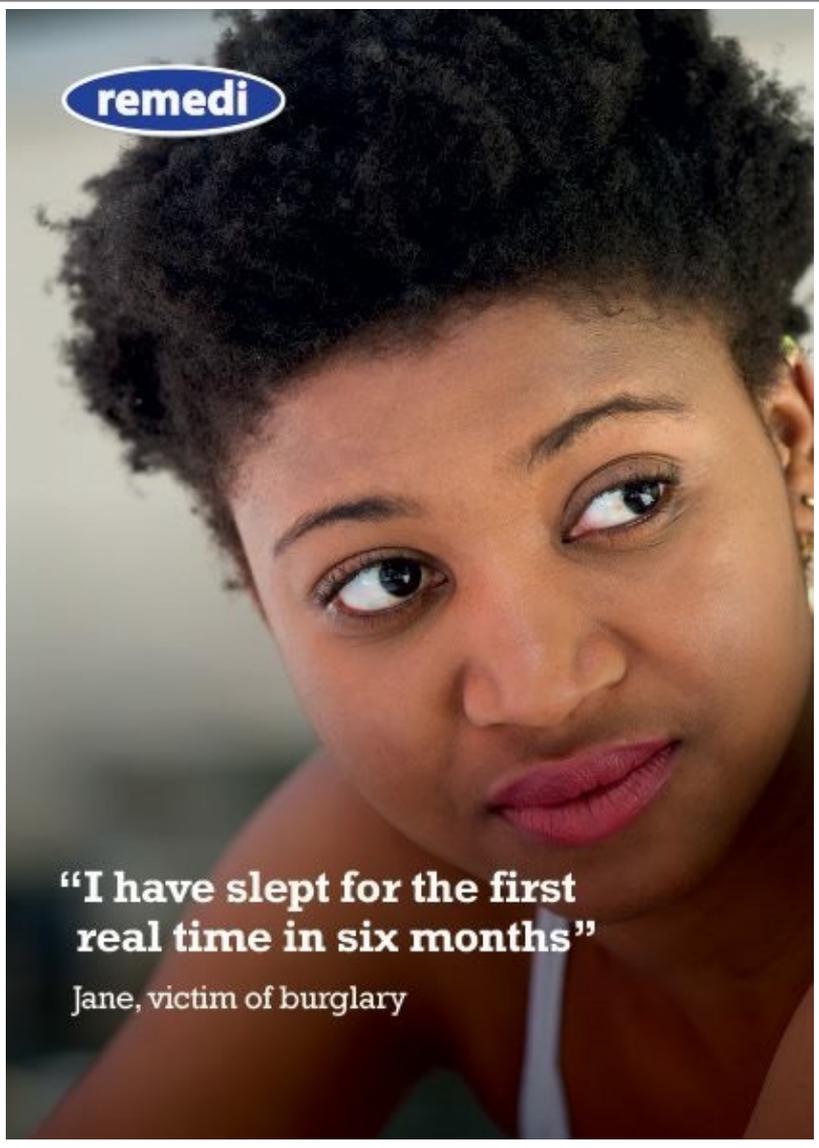
The case was a road rage incident that ended in an injury to one of the drivers, was referred by West Midlands police, there was one offender, one victim and two practitioners.

Both parties were prepared, and expectations were met. They both agreed on direct meeting, which was held in nearby police station.

When completing preparation visits with both parties I knew that there was going to be disagreements, when it came to the injury caused and both parties were prepared. Both parties had different points of view of how the injury happened. I had prepped them both that we will mention the injury in the meeting as its important to acknowledge the harm caused, however they may have to agree to disagree and that's exactly what happened in the meeting, for the meeting to go ahead they both agreed they each had different points of view. They both agreed they shouldn't have got out the car and the victim agreed he shouldn't have used rude hand gestures, which was the reason the offender had left her car to confront him. They both acknowledged their actions have led to this consequence and they both said they will not be making the same mistakes. The meeting came to a natural close and both parties spoke about general life, kids, and holidays. Both parties left with a smile on there face.

The offender said in evaluation 'Melissa and Nicole were fantastic, and the process went smoothly'

**PRACTIONER/S: Melissa Andrews Nicole Mclean**



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

Jane, victim of burglary

**OFFICE:           Derbyshire Restorative IDVA**

Assault - ABH/Common Juvenile female assaults mother by kicking and punching as mother tries to prevent her from leaving address.

We completed CEASE in five sessions in school. We also did some work around red flags as in the sessions YP disclosed a previous controlling relationship. YP also went away and watched 'Murdered by my boyfriend in her own time'.

Although YP was referred for PERP, it became very clear she was also a victim of domestic abuse in a controlling relationship. YP did not see the issues in the relationship, she knew how it made her feel but she brushed it off. We completed work around red flags and YP started to realise how controlling behaviour is abuse. She also disclosed she was having issues with an older man at work so we made a plan for her to talk to a manager about this. I then sent her a text around downloading the holly guard app for her own safety. She ended up speaking to the manager about this and they are currently sorting this. YP also removed this man off her social media so he couldn't contact her. By the end of our sessions, I could see that YP's confidence had grown, as far as she could speak to her manager about the situation, and her answers to the questions in the programme showed a massive change in opinion around domestic abuse.

'I have learnt its not ok to do things I don't want to, don't ignore the red flags'

**PRACTIONER/S: Jasmine Millward**

**OFFICE: Sheffield Youth Justice**

ABH, assault and possession of bladed article, a young person and 3 victims based out of area

Views represented at RO panel and victim awareness completed.

These cases started in May when the YP was transferred from out of area, I contacted the victim worker based there who subsequently sent the VIS' for 3 of the victims. The case manager for the YP explained that he was very hard to engage at the time so for a number of months we waited until the YP was settled into his order and had created a relationship with his case manager. In November I met the YP, we did a great session looking at general victim awareness. The YP began the session wary and unsure of what we would be doing and why. After answering his questions, we began. Although he was fairly reserved throughout, his case manager felt that he was comfortable enough to leave us, and said how impressed he was that the YP could be heard laughing in the session and especially that he has agreed to meet with me again.

**PRACTIONER/S: Sadie Hampstead**

**OFFICE:       Derbyshire**

This was a referral for RJ in relation to an assault offence involving two parties.

I contacted both parties and discussed what each hoped to gain from RJ.

It became clear that both parties wished to move forwards and have a friendship again however, felt in order to do this, they needed to talk about what happened and chose to do this via video conference.

I worked with both parties to complete preparation regarding what happened from their perspectives and what they wanted to ask/ share with the other party during the meeting, which meant when we got to the direct meeting everyone felt prepared and comfortable and it was a positive outcome.

**PRACTIONER/S:** Natasha May

**OFFICE:        Derbyshire**

This was a sensitive and complex case in relation to a Dangerous Driving with Serious Injury offence and was referred as a result of the Offender completing Remedi's Restorative Choices Programme whilst in custody. The Victims were also keen to take part in RJ and have communication with the Offender.

The parties were hoping to meet directly however due to Covid this did cause a delay and therefore communication was initiated indirectly by way of letter and messages via practitioners exchanged. A direct meeting was able to take place once Covid restrictions allowed.

This piece of work was a huge success. Due to Covid, the parties were unable to meet face to face initially, however they chose to start communication indirectly which allowed time for the parties to get to know each other ready for the direct meeting. The meeting itself was very inspiring and it was an honour to be part of the experience. The parties spoke open and honestly with each other and at the end chose to hug goodbye and wish each other well.

The Victims advised they were really pleased to have taken part in RJ and felt that it helped them enormously to be able to understand more about what happened and understand who the Offender was. The Victim suffered significant injuries following the crash, however wanted the Offender to know that he held no hard feelings.

The Offender stated that taking part in RJ was one of the best experiences of his life and he is very grateful to have the opportunity to have taken part. The Offender was extremely remorseful to the Victims and was able to explain how he has learnt from the incident and share plans to turn his life around.

**PRACTITIONER/S: Suzanne Artuch and Olivia Parker**

**OFFICE:        Derbyshire**

This was an offence of theft and was referred to Remedi by the Youth Offending Service to facilitate Restorative Justice. The case involved one victim and two offenders.

Both indirect and direct interventions were facilitated in this case as both offenders wrote letters of apology, which were shared with the victim via a telephone conference.

Whilst facilitating this case, the offenders explained they did not realise how serious their actions were and the impact this had on the victim.

Both offenders were able to apologise for what they had done and explain their actions in a way that was comfortable for both them and the victim. They also reassured the victim that this type of behaviour would not be repeated in the future.

During the phone call conference, the victim the victim was able to speak openly about how they felt and how they hope the offenders had learnt their lesson having gone through the Restorative Justice process.

**Feedback from the victim:** “I am pleased with how this has worked and hopefully the offenders have learnt from this experience.”

**PRACTIONER/S: Laura Esty**

**OFFICE:**

**Derbyshire**

This was an ongoing community conflict case between two parties.

Both parties were contacted by telephone and agreed to take part in a Restorative Approach to try and resolve the conflict and move forwards. Indirect communication was facilitated between the parties via several telephone conferences.

This process allowed both parties to express how they were feeling and how they wanted to feel/be moving forwards. It was an opportunity for both parties to talk about what has been happening and for them to feel heard. Information was exchanged to allow both parties to understand how the other was feeling and they both came to a realisation that they both had very similar thoughts and feelings.

Both parties restoratively agreed that they wanted the conflict to end and for them to be able move forwards in a civil manner.

Feedback received: 'Thank you for your support and listening ear, it has been really helpful.'

**PRACTIONER/S: Suzanne Artuch**

**OFFICE:       Derbyshire**

This was an offence of burglary and was referred to Remedi via a Partner Agency.

Both the victim and offender wished to take part in indirect Restorative Justice and several preparation sessions were completed with the offender to support in writing a letter to the victim. The letter was then shared with the victim and their family, as they were also affected by the offence.

Both parties felt this piece of indirect Restorative Justice was rewarding and previously the victim had explained they had felt they no longer wanted to stay in their family home due to the offence. This made the offender think of their actions as they explained they had never thought of it as being in someone's home, not just a house.

The offender focused on this in part of the letter and on hearing this, the victim explained they felt they could finally let go of their fears and wanted the offender to know that they hope the offender could now be a valuable member of the community.

After the intervention was facilitated the offender thanked me for the work that we had done and stated I had made him feel at ease by being non-judgemental and this allowed him to open up and be honest.

**PRACTIONER/S: Natasha May**

**OFFICE:        Derbyshire**

This case was in relation to an offence of criminal damage, there were two victims and one offender involved.

The victims gave consent for their victim impact statement to be shared with the offender. Therefore, contact was made with the relevant partner agencies and the offender, who wished to take part in Restorative Justice and hear the statement from the victims.

Having positive relationships with the relevant partner agencies allowed this case to progress to Restorative Justice at a pace that was suitable for everyone involved.

The offender explained they take full responsibility for their actions and now understand how this impacted the victims and is sorry for this.

This was then shared with the victims and they were thankful for the opportunity to take part in Restorative Justice.

**PRACTIONER/S: Natasha May**

**OFFICE:        Derbyshire**

The offence in this case was Murder and the victim wishing to participate in Restorative Justice was the deceased's sibling. This case involved one victim and one offender.

Multiple methods of communication were utilised throughout this case, shuttles, letters and one direct meeting. Throughout the process, the victim was able to explain the impact of the offence on themselves and their wider family and also share they feel they have now forgiven the offender.

Throughout the process the offender was very remorseful for the harm caused and felt Restorative Justice was an opportunity to share this and apologise.

Whilst preparing for the direct meeting, the victim explained during the meeting, they did not want to discuss the offence as they wanted the meeting to be positive and encouraging, focusing on what the offender has been doing as part of their rehabilitation and keeping it future focused.

**Victim feedback:** "Thank you for all the support that you've given me, you've been amazing and I couldn't have got through this without you."

**Offender feedback:** "Laura's been with me the whole way through the case and she's been so supportive. I couldn't have done this without her."

**PRACTIONER/S: Laura Esty**



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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*

