



REMEDY

Restorative Stories

A Collection of Case Studies and
Reflections VOLUME 29

By Remedy: Restorative Services

Restorative Stories

A Collection of Case Studies and Reflections

By **REMEDI: Restorative Services**

© Remedi

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

The Circle, Rockingham Lane, Sheffield, S1 4FW

www.remediuk.org



remedi

**“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

The referral for this case came from Birmingham Probation. The offence was a burglary. The people involved in this case were the practitioner, offender manager, the offender and two victims.

The victims had decided they did not want to face the offender directly, but they were happy to hear what he had to say about the incident, and they were happy to pass on their impact to him via Remedi practitioners.

The offender spent his childhood in care, he ran away and began burgling houses to survive. He admitted that he was stealing for financial gain to fund his drug addiction. He said that on the night of the burglary, he doesn't remember much, as he was under the influence of drugs at the time. He remembers kicking the panel off the door to the house to gain entry. He was caught before leaving the house by a neighbour who called the police. In retrospect, the offender stated that he felt terrible about what he had done, and he wanted to take part in RJ for the victim's benefit. The victims of this case only wanted to relay their impact statement via an indirect shuttle. When the offender was made aware of how his actions had impacted the victims, he said he felt terrible for what he had done and expressed genuine remorse for his past behaviour.

PRACTITIONER/S: Natasha Buckham.

OFFICE: Derbyshire

This was a case of Theft and involved one victim and one offender.

A Victim Impact Statement was obtained from the victim and then the offender was contacted whilst in custody and offered RJ. The offender wished to engage in RJ and was willing to hear the statement from the victim which led to indirect RJ being facilitated.

This was a great piece of work allowing the offender to understand the impacts of their crime upon the victim and being able to explore the wider ripple effect.

Feedback from the offender – “Being able to talk to you has made me relate to what you have said and I will be going away and thinking about that. I now understand how people can be affected.”

PRACTIONER/S: Suzanne

OFFICE: Derbyshire

This was a case of violence against a person and involved one victim and one offender.

An initial call was made to the victim to offer RJ to which they provided a statement and gave consent for this to be shared with the offender. Upon initial contact with the offender, they were willing to participate in RJ and hear the statement from the victim.

This was a great piece of work and after the indirect communication, this led to a direct conversation via a telephone conference, allowing the offender the opportunity to apologise in response to hearing the statement.

PRACTIONER/S: Natasha May

OFFICE: Manchester Youth

Two young brothers were involved with antisocial behaviour activity at a local library in Withington which resulted in an assault. Both were identified to be part of a larger group who were involved in the incident and then were referred to Remedi via the ASBAT Team team to supply intervention.

After an initial assessment on both young people, the works that followed was better suited to address the areas of concern in their behaviours.

Worked undertaken comprised of the following - Victim Awareness, Empathic Thinking, Consequential Thinking, The Risks of Crime, Crime and Consequences, the Impact of a criminal Record.

Both brothers have engaged thoroughly and are equally curious about the risks posed by crime and antisocial behaviour. The older brother advised that the risk of committing the crime provided a “thrill” that couldn’t be replicated in an article setting. However, by discussing alternatives and the further risks beyond the obvious police and court proceedings involved in such cases, we were able to discuss the impact of a criminal record on life after crime and the stigma and barriers that holds. The younger brother was able to later identify how peer pressure had been a large part of his involvement in ASB and that learning to say the word “No” to these situations were the changing point of his future. Although “Yes “is an easy word to say, “no” takes courage and practice. My observations each visit I have with these young people support that interventions work, as the rate of these brothers’ involvement in ASB has plummeted to a now inexistant amount. The fact that our work with these young people has challenged them and their perception and resulted in changing their offending behaviour, highlight the importance of early intervention.

PRACTIONER/S: Danyl Ezra Moakes

OFFICE: Derbyshire

County Lines and Exploitation Programme delivery in a Nottinghamshire children's residential care home

Delivery of the programme to a group of young girls in care, whom are at some risk of county lines or exploitation. The session included discussions, activities and tasks and empowering conversations surrounding the risks of exploitation upon young people.

The young people had little knowledge beforehand of county lines, what it is, how it happens, what the signs are and how to reach out for help and support should they/someone they know become effected.

The young people understood how 'easy' it can be to bribe a young people into working for drug dealers, using money or gifts – as young people do not have access to large amounts of money. They were not aware of how drug dealers may recruit young people – and were surprised that social media and game consoles, i.e XBOX are used for.

At the end of the programme, all of the young people said they had a greater understanding of county lines, how to identify the signs and knew where to get help and support.

PRACTITIONER/S: Shannen Sara Merwick



remedi

**“I will never make anyone
feel like that again. Taking
part in this has changed
the way I think”**

Adrian

OFFICE: Derbyshire Restorative IDVA

Criminal Damage YP cuts internal door with a knife causing slash marks.

YP took part in the CEASE Intervention programme which we began in school however once he was excluded and we did a session at home, we moved the sessions to continue at home as YP engaged better and talked more openly.

In the first session YP was very vulgar with his language and turned everything into a joke. However, I was then informed by a member of staff at school he has witnessed Domestic Abuse from his father towards his mum. At the start of the second session I explained we need to be respectful and if we want to talk about things use the scientific definition. We then began sessions at home and YP started to open up more. Sometimes I would have to ask the question a few times to get an appropriate answer however he began to open up and explained he is down about school and fed up with it. His vulgar language also stopped when we started home sessions. We are now moving into beginning a Together Family programme so that the YP can continue having support and to help build up his relationship with his mum.

PRACTIONER/S: Jasmine Millward

OFFICE:

Derbyshire Restorative IDVA

YP assaulted mother in an argument by punching and throwing items which caused injury

YP completed the CEASE 1-1 Intervention Programme and then went on to complete Together Families with her mother

The YP made a lot of progress over the time that she was completing work with CEASE. At the start of the intervention programme she was unlikely to answer any question with more than a 'yes' or 'no'. After working with the YP for some time, she was able to open up more about how she felt.

The YP took part in some creative work in Together Families around feelings, communicating with people and grounding when we feel overwhelmed or triggered. The YP found this work useful and had it on her wall so that she could refer back to it. The more that the YP completed sessions, she was able to make some disclosures about her struggles which lead to referrals to other services for once support with CEASE had ended.

Both mum and the YP reported that the abusive incidents had decreased drastically since the start of the programmes. They were both able to identify their own coping mechanisms and arguments had gotten less severe and less frequent. There had been no incidents of physical abuse in the last 8 weeks of the programme

PRACTIONER/S: Nicole Cann

OFFICE: Derbyshire Restorative IDVA

YP had been a victim of domestic abuse by their father and further partners of mother as well as previously being a member of a gang.

YP is undertaking the CEASE mentoring programme.

During my initial contact with the YP, the YP struggled to identify what area of support they would like help most with. We decided to start with how they are feeling day to day, the YP replied 'coping'. From this we identified when and where they feel most happy, comfortable, anxious, angry e.t.c. The YP was then able to give more detail, into the reasons behind these emotions in relation to past incidents. We then began to build a support plan to identify their areas of needs. Following this contact the YP said they would like to meet face to face where we were then able to discuss this plan further. The YP opened up about their past and how they feel about this in the present day, they do not have anyone to discuss this with so I made the YP aware that he can discuss this with me if he feels comfortable to do so.

PRACTIONER/S: Sophie Hopkinson

OFFICE: Greater Manchester

This case was referred to us by Greater Manchester Police for us to facilitate RJ as part of a Community Resolution. The offence was racially aggravated harassment which was committed as part of an on-going neighbourhood dispute. The offender had also threatened the victim with acts of violence.

The underlying issues in this case are regarding an area of land at the rear of their properties and the shared driveway. We facilitated shuttle messages to get both parties to agree to a Boundary Dispute Resolution Survey by the Royal Institute of Chartered Surveyors (RICS).

This case was referred to Remedi by Greater Manchester Police, who had been receiving reports of the dispute over the last three years. Police Officers had explored other avenues of resolving the dispute but the disagreements and harassment continued.

During the initial assessments, it was clear that there was real hostility between the two parties. Our primary aim initially was to repair some of the harm that had been caused between them. As we facilitated indirect communication via shuttles, they agreed to sign the paperwork for the Boundary Dispute Resolution Survey. Once it was signed by both parties, we agreed to post the paperwork to RICS due to our impartiality.

We are now working on an indirect letter exchange to address the dispute regarding parking. After this is completed, we hope that the final disagreements will be resolved and they will be able to have a peaceful neighbouring relationship.

PRACTIONER/S: Dean Othman and Andrea Long

OFFICE: Greater Manchester

This was a criminal damage offence committed by a young offender against another student's mother. The offender had scratched an abusive insult into the victim's vehicle. I facilitated RJ between the young offender and the mother (victim) as part of our Youth RJ pilot in Bury.

I used elements of the Victim Awareness workshop to increase the offender's understanding of the impacts of the offence. This meant that the direct intervention was as impactful as possible for both parties. After the face-to-face direct, shuttle messages were passed to arrange compensation for the damage caused.

In preparation for the direct meeting, I facilitated numerous shuttle messages between the victim and offender to ensure that they both felt comfortable going into the direct and had a shared understanding of each other's wishes for the outcome agreement. At the point of initial assessment, the offender was only taking partial responsibility for the offence. After incorporating elements of Victim Awareness work as part of her preparation, she stated in the direct: "I take full responsibility for what I did".

The victim also felt comfortable enough to explain her personal circumstances at the time of the offence. She apologised for her role in the offence and expressed her regret at her own actions. The direct allowed both parties to understand each other's perspectives, offer apologies and form an outcome agreement regarding payments for the damage caused. Both the victim and offender gave amazing feedback and felt well supported by our service.

PRACTITIONER/S: Laurel Halliwell and Laura Norbury



remedi

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

Jane, victim of burglary

OFFICE: Greater Manchester

This case was referred by Greater Manchester Police for an out of court disposal. The offence was criminal damage to a vehicle, committed by a young offender. There were two victims: the employee who had been assigned the van and the employer who owned the van.

We delivered RJ as part of the Youth RJ pilot in Bury. The offender had written a letter of apology to the victims and wanted to read this to them in person. After the letter-reading, the victims and offender agreed on what activities the offender would do as compensation.

It worked really well for the offender to read his letter to the victims. He was able to pre-prepare what he wanted to say but felt like he was taking full accountability by reading the letter in person. The victims also provided positive feedback and were glad they had engaged in the process. The outcome agreement set out what voluntary work the offender would complete to repay the damages to the vehicle. The offender was willing to do this and the victims were grateful and flexible regarding this. Both parties exchanged phone numbers to organise the offender's voluntary work.

PRACTITIONER/S: Gabrielle Mathews and Ben Harrison

.

OFFICE: Manchester Youth

MB is 16 years old, and is on Bail with ISS as a condition. His offences are; Conspiracy to Commit Robbery X 6 and Possession of Cannabis. MB has an EHCP as he has Cognitive, Social and Behavioural difficulties, which impact on his ability to concentrate and engage. He is suspicious of authority and does not enjoy the ISS environment. Discussions with ISS staff have highlighted his tendency to sit facing the wall and offer minimal verbal responses. MB has also been a victim of violent crime, and has been subject of Child In Need processes due to a history of domestic violence in the home and the criminality of his father and brother.

My colleague and I have been asked to work with MB in order to help him to open up about family/friends and other relationships, to consider the impact of his decisions and his use of cannabis. From the outset it was clear that MB found concentrating for longer than 15/20 minutes very difficult and he would not engage well within the ISS environment. With this in mind we planned a session which involved going for a walk, in the hope that conversation would flow as we passed through the City Centre. I took MB on a route that included the Library, Theatres and Shops, and included a visit to the Arch in China Town. Whilst walking MB began to talk about his family, his brother and his friendships. We talked about some of his interests, in particular motorbikes. As we approached the Chinese Arch, this opened up a topic around race and immigration and MB revealed some of his attitudes in these areas that may need further work.

On a subsequent session at ISS, my colleague and I had planned some work on misuse of drugs and began a quiz on the subject. Initially MB was reluctant to engage and refused to answer questions. However, we changed approach and my colleague asked me the questions as we knew that MB was listening. Gradually MB began to comment on the answers I was giving, and to share his opinions. In this way he was able to engage in the full quiz.

This piece of work shows how we have adapted our approach to meet the needs of a young person who would otherwise have had difficulty engaging with us. As a result, we have discussed what we did with the ISS Intervention Worker, and she has also adapted her approach to this young person with positive results. This is a work in progress and we still get "I can't be bothered" responses but we have learned to adapt and try to make our sessions meet the needs of the young person.

PRACTIONER/S: Emma Simpson, Alan Humphries

OFFICE: Manchester Youth

Interfamilial sexual assault – Victim was the Offenders Niece. Offender is currently serving his sentence in prison for the offence and the Victim self-referred through for RJ

As this was a serious and complex case, both practitioners worked phenomenally hard with both the offender and the victim to ensure that thorough risk assessments were completed, both parties were fully supported throughout and ensured the outcome from any RJ would be beneficial for both parties. A lot of work was done via video link due to the offender being in prison which made things a little harder and meant more work needed to be put in to offer sufficient support.

The Victim wanted a face to face meeting with the offender who she had not seen for over 8 years and a very emotional video link direct was facilitated along with some follow up shuttle indirect messages between both parties.

The fact the direct was done by video link allowed the victim to feel more comfortable as she was able to do this from her home where she felt safe and was able to take the time needed for breaks as it was very emotional for everybody involved.

The direct went better than could have ever been anticipated and both parties were left feeling relieved and felt that the entire situation had been brought to a close and a weight had been lifted. The offender was brutally honest with his answers to his questions and took the entire blame for everything the victim had been through in life, not only the offence itself.

The feedback was amazing from both parties who couldn't thank us enough for the support we had given and for giving them the chance to do through with this.

PRACTITIONER/S: Katie Osbaldiston and Sophie Nelson

OFFICE: Nottinghamshire Youth

Theft from person

Views taken from the victim and represented at OOC panel, RJ session completed with YP, LOE completed and a reparation completed

Myself and the reparation practitioner kept in contact regarding the YP's session, she had done a great session developing an Easter Poster for Crabtree supported housing. I then had an RJ session with the YP in the case study did a great session looking at the victim's views of the offence and was articulate and honest about her view of the offence and what was said. At first her Aunt was present in the session and felt that the YP didn't need to do anything other than say sorry but the YP was adamant that she wanted to write a letter of explanation to the victim. We talked through what she wanted to write first, she struggled to write in English after only moving to the country 2 years ago so she asked that I scribe for her. Her letter was well thought out.

Overall I think this case should be celebrated for our work together as a team to communicate about reparation and RJ session along with the YP personally wanting to make amends.

PRACTITIONER/S: Sadie Hampstead

OFFICE: Sheffield Youth

The young person had taken part in numerous street robberies around the Sheffield area as part of a group. One of the victims had expressed an interest in RJ. The case is ongoing with the potential for the young person to meet with the victim.

The young person received a custodial sentence, so the sessions involved traveling the custody setting with the case manager. session were based on helping the victim express his thoughts and feeling around what happened.

The young person in this case was keen to say sorry to the victim but also wanted the victim to understand the circumstances that led up to the offence. We explored how this could be communicated to the victim, the young person explained that he like rap music and that he often wrote down lyrics to help him express his feeling. We decided that this would be the best way forward and left the young person to write his thoughts and feeling down in a rap and we would come back to the custody setting to see what he had come up with. After a few months and the case manager sending the young person writing paper through to custody, the young person managed to send up a rap letter of explanation through to his case manager for me to pass on to the victim. At this point in writing, I haven't been able to send the letter of explanation through to the victim but I have attached it to this case study. I am proud of the young person for taking a leap of faith to share difficult moments of his life to show the victim his remorse and a willingness to take steps towards a more positive life after he is out of custody.

PRACTIONER/S: Martyn Ellis.

OFFICE:**Manchester Youth**

Young person named RM, involved in anti-social behaviour in the area of Didsbury, although not directly responsible she has been attached to some high profile incidents in the area. Her mother reports her escalating behaviour includes rudeness, disregard for social decency, underage drinking and general inappropriate behaviour

After reviewing the referral form it became apparent that the works needed to include crime and consequences, victim awareness, consequential thinking, drugs and other illegal substances awareness. It was equally important while conducting this work to build a trusting relationship with RM.

RM initially was withdrawn and did not wish to engage fully however upon further session we were able to build a trusting rapport. RM acknowledged that she had anger issues, primarily she directed this towards the teachers at the school with whom she had a rocky relationship. Because she was unable to build a good relationship with the teachers. She constantly found herself defending herself against them. RM stated that her peer group was not the healthiest to hang out with, she admitted that the thrill of causing trouble was a distraction from the issues at home and school. Over the course of 10 weeks, the sessions conducted with RM began to manifest in her behaviour. As a result of this, her teachers and peers were able to notice a positive change in her behaviour and attitude. Her relationship with her mother was also in a better place than it was initially. Although RM's behaviour and attitude are much better, there are still improvements that need to be made but I believe this will only happen with maturity. I am very proud of the progress that RM has made and wish her all the very best in the future.

PRACTITIONER/S: *Danyl Ezra Moakes*

OFFICE: Manchester Youth

MB is 16 years old, and is on Bail with ISS as a condition. His offences are; Conspiracy to Commit Robbery X 6 and Possession of Cannabis. MB has an EHCP as he has Cognitive, Social and Behavioural difficulties, which impact on his ability to concentrate and engage. He is suspicious of authority and does not enjoy the ISS environment. Discussions with ISS staff have highlighted his tendency to sit facing the wall and offer minimal verbal responses. MB has also been a victim of violent crime, and has been subject of Child In Need processes due to a history of domestic violence in the home and the criminality of his father and brother.

My colleague and I have been asked to work with MB in order to help him to open up about family/friends and other relationships, to consider the impact of his decisions and his use of cannabis. From the outset it was clear that MB found concentrating for longer than 15/20 minutes very difficult and he would not engage well within the ISS environment. With this in mind we planned a session which involved going for a walk, in the hope that conversation would flow as we passed through the City Centre. I took MB on a route that included the Library, Theatres and Shops, and included a visit to the Arch in China Town. Whilst walking MB began to talk about his family, his brother and his friendships. We talked about some of his interests, in particular motorbikes. As we approached the Chinese Arch, this opened up a topic around race and immigration and MB revealed some of his attitudes in these areas that may need further work.

On a subsequent session at ISS, my colleague and I had planned some work on misuse of drugs and began a quiz on the subject. Initially MB was reluctant to engage and refused to answer questions. However, we changed approach and my colleague asked me the questions as we knew that MB was listening. Gradually MB began to comment on the answers I was giving, and to share his opinions. In this way he was able to engage in the full quiz. This piece of work shows how we have adapted our approach to meet the needs of a young person who would otherwise have had difficulty engaging with us. As a result, we have discussed what we did with the ISS Intervention Worker, and she has also adapted her approach to this young person with positive results. This is a work in progress and we still get "I can't be bothered" responses but we have learned to adapt and try to make our sessions meet the needs of the young person.

PRACTIONER/S: Emma Simpson, Alan Humphries

OFFICE: Manchester Youth

Sexual assault by one YP on One victim in school

Support through school to help the victim feel comfortable being in the same school as the offender. Victim awareness work with YP and family support for the victim's family with school and ensuring safeguarding was put in place to protect the victim who was spiralling out of control. Indirect RJ with victim and YP

From initially contacting the victim and her family they all felt like they had been massively let down by school in safeguarding the victim. As the offender was still in the same school as the victim, the victim was lashing out and her emotions were taking over leading to her being out into inclusion.

Through the RJ provided between the victim and the YP and the support I gave with school, the victim and the YP are now both back in full time mainstream school and have even got to a stage where they are back acknowledging each other and the victim is holding the door open for the YP instead of him having to walk away when he sees her which is what he was doing to originally help her feel safer in school.

The victim feels that the YP is no longer a threat and is pleased with his engagement with myself and is now comfortable around him again and the YP feels less anxious when he sees her at school knowing that she feels safe to be around him.

PRACTIONER/S: Katie Osbaldiston

OFFICE: Nottinghamshire Youth Justice

Victim was assaulted by a group of young people punching him to the floor and causing damage to his glasses.

I spoke to victims Dad initially, he was very unhappy with how the matter had been dealt with by the police, after explaining the out of court disposal process, he asked that I meet his son. Since the offence the victim's behaviour had changed at home and he believed he needed some help in dealing with the offence.

After meeting with the victim and his Dad we agreed to represent their views at the out of court disposal, this meant the victim had the opportunity to put his point across. Following the outcome, I made the necessary referrals to support the young person in dealing with what had happened to him. When following up with the family, he had accessed the necessary support and found himself a job the family informed me that things were much better.

Victims Dad said the following:

“He attended four of the sessions with the counsellor which he found helpful, he stopped them himself as he needed to keep his job, but his councillor did not have any concerns.

Thanks for all you help and support.”

PRACTIONER/S: Fran Dent



remedi

**“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

