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**REMEDY**

# **Restorative Stories**

A Collection of Case Studies and  
Reflections VOLUME 31

**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: West Midlands**

This case was a robbery offence. There were two people involved: the offender and the victim. The offence took place in Birmingham and was referred in via the Xhibit List.

The victim was contacted via phone and wanted to pass a message on to the offender via the practitioner. The offender was visited in the prison to receive this message in person.

The victim wanted to relay a message to the offender after being offered the RJ process. He said that he was finally at peace with what had happened and wanted the offender to know that he hopes he learns from what he's done and uses his time in custody to reflect on his offence. The offender was then visited in prison so he could receive this message. The offender stated that he regrets what happened as it was a drug deal gone wrong, and he does not want to spend his life in and out of prison. The offender expressed an interest in RJ regarding his previous convictions after this case was completed.

**PRACTITIONER: Natasha Buckham.**

**OFFICE: Nottinghamshire (Schools)**

A young person was referred to me through one of the teachers at Notts Academy. There were some issues with two young people not getting along with fears that they could escalate.

I spoke with both young people separately to fully understand the situation. It was clear there was a lot of miscommunication that was happening and as a result of both agreeing a Direct RJ session took place.

One of the young people can be particularly negative and assume the worst in everyone and every situation so we unpicked the whole situation in the 121. The other young person was fully on board with having a conversation to de-escalate the whole thing. She was unaware to a degree just how much the young person was affected by the situation and was fully on board with the direct process. The conversation was awkward at first but became easier and the more we opened up honest conversation in a safe environment. Both young people left the session feeling like they had been heard and understood others' opinions and perspective. Great feedback following the session from the teacher that referred them to myself.

R appears to find issues that could escalate - but your skills and professionalism won the day and effective restorative work has been very impactful for R.

I will be reminding her about your talk and also not to look for negative issues to focus on. Many thanks once again

**PRACTITIONER: Ruth Widdop**

**OFFICE: South Yorkshire**

Offence of Assault, causing actual bodily harm in 2020, two male service users involved, in the location of Sheffield. Sentenced to 18 months Community Order.

Victim Awareness Session referral received from Sheffield NPS – Session was conducted remotely with service user who is wanting to engage in a RJ process to apologise to his victim. After a successful session he showed remorse for his actions and was extremely motivated to express this remorse to his victim.

During his Victim Awareness Session, we discussed his offence breaking it down to before, during and after including how he felt at the time and how he thinks and feels about it now. The Ripple Effect Exercise was completed – understanding the terms victim, direct victim, indirect victim and who was affected by the offence and discussing the harm it has caused.

The service user stated 'I would like to engage in Restorative Justice to apologies. I feel regret, feel ashamed, it was out of character for me, I was going through a rough time at the stage I committed my offence, I know that this is no excuse for what I did. I would like to apologise to the victim, to say how sorry I am and to answer any questions that they may have'.

Contact made with Service user whom wanted to engage in the RJ process stating, 'I would like an explanation of why it happened, it has left me feeling scared and vulnerable, the not knowing is really playing on my mind'.

An indirect shuttle message has been delivered, looking forward to preparation working with both service users to see this case progress further.

**PRACTITIONER: Salli Goddard**

**OFFICE: Humberside**

This case was a referral from the Youth Offending Team and centred around an offender that had assaulted his mum, caused damage in the house and was refusing to go school. The whole family were struggling with the behaviour of the offender which was getting worse.

We spoke to the 3 victims and ascertained the extent of the problem. We ensured that social services became involved and we worked with other agencies to support the family. We worked with the offender to help him understand the impact he was having on the family.

Due the work we did with the offender we managed to get him to attend school, something he had not done with any regularity for months. We worked with other agencies which resulted in him getting much needed support in school. We held a family conference and the offender apologised to all his family for the trouble he had caused.

We worked with the parents and discussed strategies they could employ to manage the offender when future issue arose.

The parents remarked how the offender's behaviour had improved, he was now helping with chores, seemed happier and that the atmosphere in the house was much calmer.

Feedback from parents:

Parent 1 - Out of everyone involved you are the only one who has had consistent contact and made sure I was ok. That made a massive difference to me.

I think this has helped my son as he has been able to talk to you where he wouldn't with others.

Parent 2 – It's gone really well, our son has learned from this process. Me and my wife want to thank you for all you have done, you are the only one that has helped us consistently.

**PRACTITIONER: Gary Herbert / Lindsey Atkinson**

**OFFICE:       HumberSide**

The case was a criminal damage case in Hull and the offender engage in RJ with the cinema where they broke a window and was aggressive towards staff. The referral was a community resolution.

The offender was happy to write a letter to the cinema and the staff. I went into the cinema to speak to the manager to see if he was happy to engage in RJ on behalf on the cinema, the manager was happy to receive a letter from the offender.

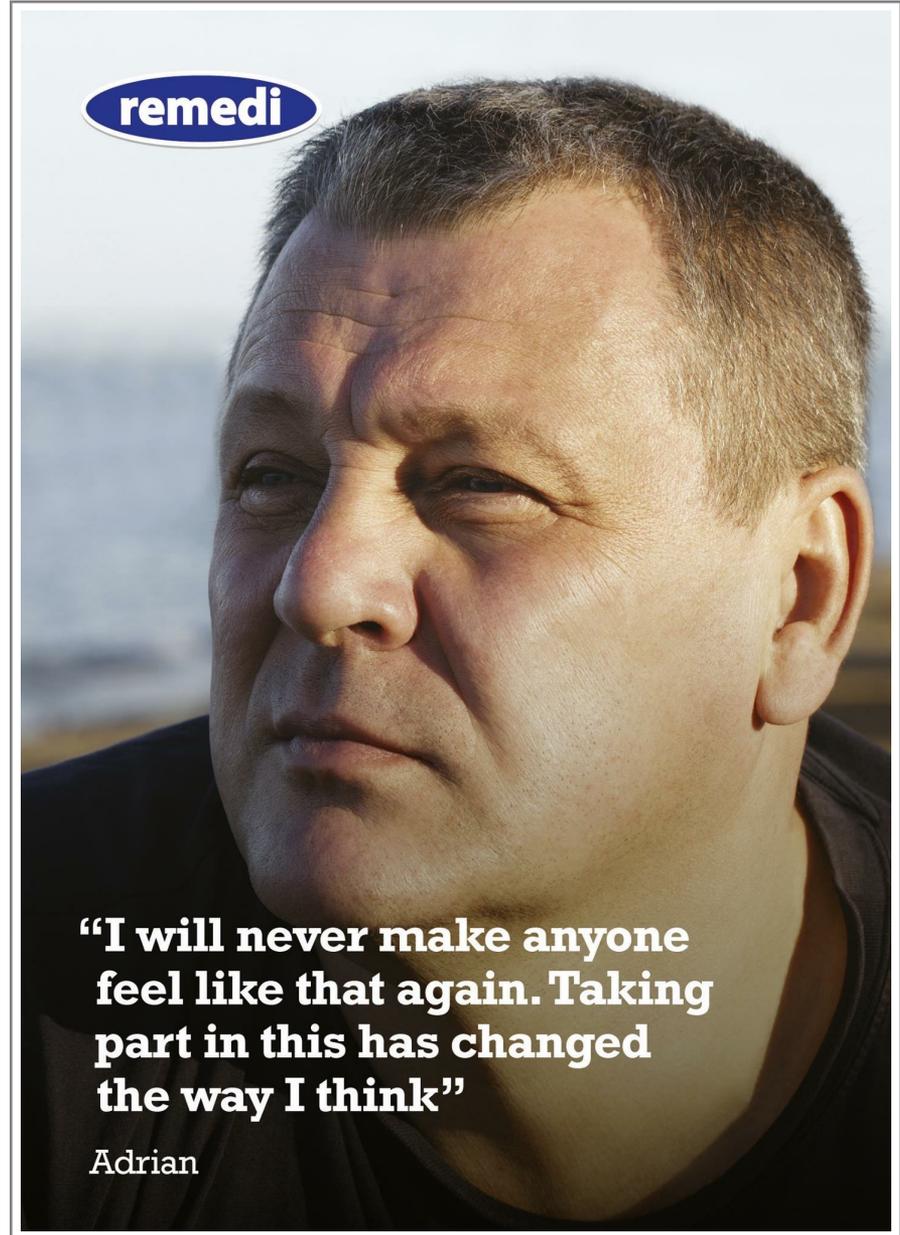
This case was success as the offender wrote a very good letter and I feel really took on board the impact that manger had passed on to him and did apologise and also was happy to pay back some money to the cinema if he needed to.

The manager was very appreciative of the letter and understood that it must have been difficult for the offender to write. He also said the offender is welcome to the cinema should he wish to.

Offender: 'It has helped me get a better understanding'.

Victim: 'Thank you for your help in this'

**PRACTITIONER: Jamie Russell**



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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:       HumberSide**

This case was referred to us by a colleague working in the Prison the offender was in, he had requested to engage in Restorative Justice for an offence of attempted burglary. There was one victim for the offence, whom was living in the property as student accommodation at the time.

The person responsible for the offence was eager to engage in Restorative Justice in any method that the victim would be happy with. The victim had moved out of the area when I contacted them, but was still willing to receive a letter from the offender.

From initial contact, the person responsible for the offence seemed very eager to engage in RJ, having not done anything like this previously and was really motivated to apologise to the victim and hear anything the victim had to say. The victim said the offence had not had any lasting effect on him, however he was open to communication with the offender should he wish to apologise for his offence. The victim had moved out of the local area but was still open to engaging with Restorative Justice. The offender put a great deal of time into writing the letter and drafted various copies until he was happy with a final copy. This was passed onto the victim, whom had very positive feedback for the offender, including that he “wished him well in the future”, he feels after reading the letter he can “forgive him” and does not think of him as “a bad person”. I feel this case is a great example of how Restorative Justice can have a positive impact for victims even when the victims feel they weren’t greatly impacted by the offence.

**PRACTITIONER: Yasmin Gray.**

**OFFICE: Sheffield (Youth)**

Burglary dwelling with intent to steal – victim and young person involved

Views taken from the victim and represented to the YP and indirect verbal given back to the victim.

The young person has been a prolific offender for some time, he received a 6 month DTO for this offence – burglary to take car keys and then TWOC. When he was released into the community the reparation team and I also worked closely keeping each other informed of the progression on the referrals. We discussed who would do the restorative justice work re: victim views been represented as it took a while for me to be able to sort a session when the reparation team were seeing him weekly. Eventually I did meet him and we completed the some general victim awareness work and looked through the victim impact statement. The young person said that it was the first time he has heard any victims' views and had previously never thought about them. He went on to say 'I feel bad, had to wait 6 weeks for a car and he had to pay money just for young 'uns to play for a few hours.' I asked if there was anything else he would like the victim to know, he said 'I don't burgle anymore, don't see the point anymore for a few hours fun, got locked up, it wasn't the best, I couldn't go out see friends/family, don't want to go back.' 'I'm sorry for robbing your car.'

I rang the victim and gave him the feedback from the young person and let him know he has successfully completed his DTO. He said that he engaged because 'primarily to provide the YP an alternate view to change his behaviour.' He said 'fair play to the lad I hope he can sticks with it...what you are doing is above and beyond what I expected. I appreciated regular updates and nice to be kept informed and I got a better understanding of what has happened...thank you very much, I have definitely appreciated it.'

**PRACTITIONER: Sadie Hampstead**

**OFFICE:       Barnsley (Youth)**

**Theft of Bank Card belonging to parent and withdrawal of £50 from parent's bank account**

Following liaisons with Beth Reparation supervisor regarding session dates And times, it was agreed that I would meet with the young person at his reparation placement on one of his sessions to assess his suitability to RJ and his thoughts on making an apology to his mum who was the victim of the offence.

The young person was wanting to make amends and said he had already started to do this by doing jobs at home for mum and although there are still some arguments at home they are not as bad as they were.

Given the choices the young person decided that he would like to make his mum a bird box for the garden.

The young person was engaging throughout, and it was agreed that once he had completed the bird box, I would meet with him, his mum, and Beth at the family home so that it could be handed over to mum along with an apology.

Whilst mum on the day of the Direct meeting informed us of another incident that had taken place outside of the family home, she said that she was pleased with what he had done for her and said that she hoped things would continue to improve.

Co working and meeting with young people whilst on reparation in a relaxed informal atmosphere allows for discussions to be more readily accepted and positive outcomes to be gained. Opposed to a more formal one- to -one setting that not all young people are comfortable with when discussing how people are affected by their actions .

**PRACTITIONER: Anji B**

**OFFICE: Cheshire**

This was a case of criminal damage which was referred in as part of a community resolution (OOCd). There was 1 victim and 1 offender. Offender damaged victim's car parked on the street whilst drunk.

- Victim/offender assessment
- Opening statements prepared
- Online direct completed

This piece of work should be celebrated because it shows how RJ can be a successful resolution to an incident rather than going down the court route. The victim did not want the offender to have this on his criminal record because he was young. He hoped that the offender, by engaging in RJ, would see the consequences of his actions and make sure to never repeat them. The victim stated he was really satisfied in how I handled the case and that I worked with him in a flexible manner, due to him being so busy. Whilst originally, we wanted a traditional face to face direct, when another commitment came up for him, we quickly transitioned and changed to an online direct, which highlights how these can be a really great resource to utilise. It still allowed us to get out of the meeting what we wanted but saved a lot of time (including travel time) for all involved.

Both victim and offender were really happy with the outcome and able to move forward from the incident. The offender was really grateful that the victim gave him a second chance.

**PRACTITIONER: Kayleigh Simmonite**

**OFFICE: Cheshire**

Neighbours in dispute regarding a security light and parking.

Mediation

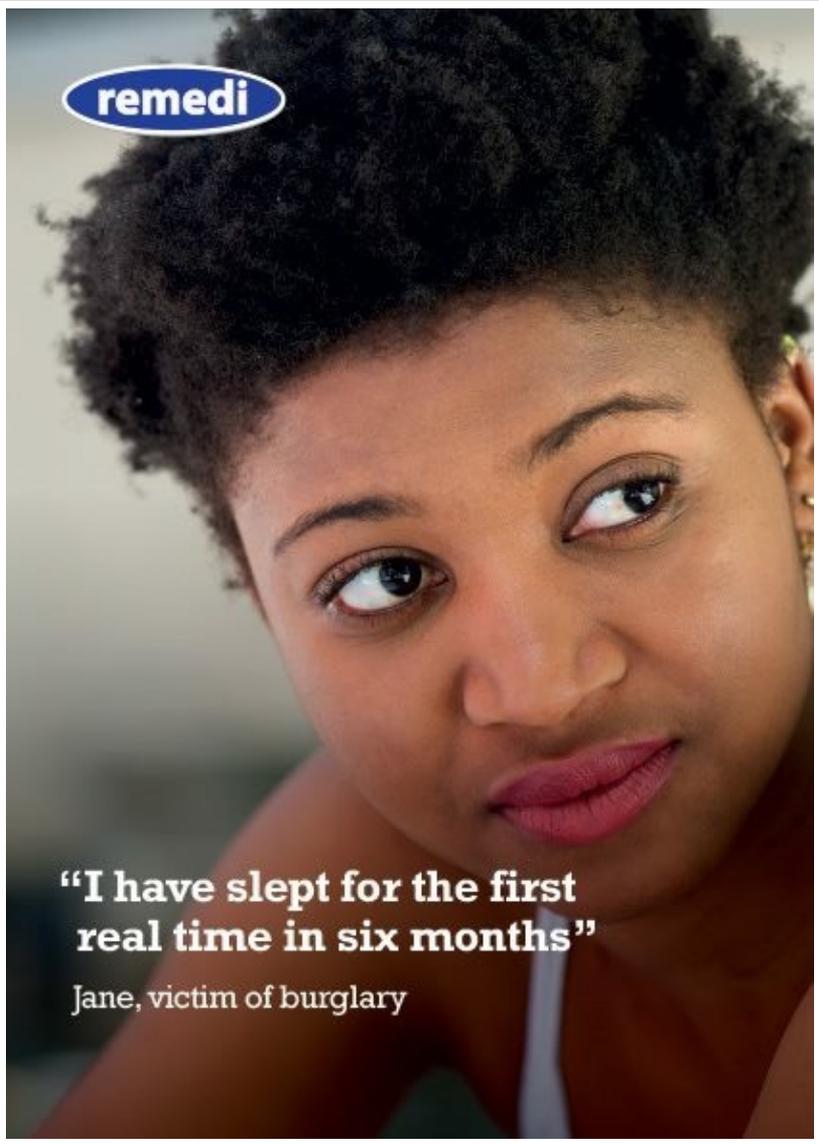
Communication was by phone. Neighbour A was having difficulty sleeping as neighbour B had a security light which was going on and off and activated with the sensor. The police had been to speak to both parties and referred them in to Remedi for a solution. None of the parties wanted to meet face to face and gave permission for me to use shuttle mediation with their thoughts and feelings.

I went back and forth with suggestions the parties gave and an agreement was reached regarding moving the security light slightly to another angle so as not to shine through the Neighbour A's bedroom. Neighbours B also offered to park elsewhere when she could. Both were happy with the process and outcome.

Neighbours A feedback: 'I am more than happy now I can finally sleep without the light shining in my room. I am glad I tried.'

Neighbours B feedback: 'I just want to be left alone now and move on from this. Hopefully, the police will be left out of this now.'

**PRACTITIONER: Diane Williams**



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

Jane, victim of burglary

**OFFICE: Cheshire**

RA session undertaken with offender (offence type Assault of emergency workers). Offender engaged well with session and gave consent to pass on message to the victims involved for RJ.

SU opened up during the session, discussing the circumstances which led to him to committing the offence; his marriage had broken down, he had lost his house and had been caring for his father who had then passed away-he couldn't sleep and he was drinking. He had been drinking and had attempted suicide, which led to emergency workers being called to his address.

During the session, the SU engaged well and discussed how he has been trying to turn his life around-engaging with services he has been offered through probation and focusing on his mental health. He welcomed the opportunity to give a message to the victims (something he had discussed feeling completely ashamed about ). He gave the following message to pass on to them:

“I am sorry for my behaviour on that day if I made you feel threatened. You were doing your job, and no one deserves somebody to threaten them with a knife. You saw a totally different person to who I am trying to be. I am not in that place anymore and I am doing everything I can not to revert to that time in my life.”

He said about the session; “It has been good to talk, and I have realised the impact of my actions” giving the session a 10/10.

**PRACTITIONER: Kate Elliott**

**OFFICE: Greater Manchester**

This case was referred to us by the National Probation Service as the offender had expressed a wish to apologise to the victim of his offence. Following a charity event at a local cricket club, the offender broke into the premises and stole money from a safe (approximately £1500).

I worked with the offender to write a letter to cricket club. Initially, the club representatives did not wish to engage in RJ, but were later receptive to receiving the offender's letter after knowing that he was engaging well in RJ and was motivated to apologise and show his remorse.

The cricket club were not open to receiving a letter at first because they did not believe that the offender was remorseful. This was mainly due to the fact that they were not receiving the compensation that had been agreed at court. The offender had been telling me that he had been paying his fine every month via automatic wage deductions.

I facilitated indirect communication between the offender and the cricket club to resolve this. The offender was not aware that the fines were not being processed correctly by his employer and he managed to correct this.

The next time I spoke to the cricket club, they had received the money owed up until that point. This meant that they were open to receiving the letter from the offender. I delivered the letter to the club's treasurer and it was also read to the wider club community in a meeting. The club did not want to respond but thanked me for my support. The offender gave really positive feedback at the end of the process and was glad we were able to give him a voice to apologise for his actions.

**PRACTITIONER: Laurel Halliwell**

**OFFICE: Greater Manchester**

The offence is a racially aggravated hate crime and involves 2 individuals. The victim, a mental health nurse, whilst on duty, asked the offender to return to her room, the offender was a patient at the mental health unit at the time of the offence.

I have continued to engage the offender on a frequent basis, this being due to the complex nature of the offender's mental health needs, and provided the victim with constant support. Both the victim and offender engaged fully and I facilitated a direct meeting between the two.

As previously stated, the case has been very challenging due to the offender's mental health. After significant support from myself and a Remedi volunteer, we were able to facilitate the direct intervention.

The offender needed constant support, not only leading up to the direct RJ, but also during the meeting. She was keen to communicate how sorry she was to the victim and his family, stating that she would not miss the direct meeting for anything. She stated that the support she received enabled her to tell the victim how sorry she was and that this provided her with release and closure.

The victim sincerely appreciated the offender's apology and he explained the pain and anguish the racist abuse/assault had caused him and his family. He also showed his happiness in hearing the offender state that she was sorry and reflect on her actions and their consequences.

**PRACTITIONER: Dean Othman**

**OFFICE: Greater Manchester**

This offender was referred into our service as part of the Hate Crime Victim Awareness work we are delivering in Bolton in response to increased rates of hate crime in the borough. The offender been in a verbal argument with his neighbour, during which he was racially abusive towards him.

My co-worker and I completed the Hate Crime Victim Awareness workshop with the offender. This consisted one one-hour session during which we explored what hate crime was, why people commit it and the impacts it has both on the direct victim and the wider community.

At the beginning of the workshop, when we asked the offender how responsible he was for the offence, he responded with a 2 out of 10. During the workshop, he began to express his remorse for his offence and it was evident that his attitude began to shift. He acknowledged that he responded better to the victim rather than reacting in a confrontational manner: "I would stop and think before I act". The offender also acknowledged that it would not have just been the victim who was affected by his words, but the wider community as well and reflected that he would not want to cause such negative impact upon anyone in the future.

**PRACTITIONER: Gabrielle Mathews**

**OFFICE: Greater Manchester**

This was an assault without injury case between neighbours. The offender attended the victim's house and during a verbal argument, the offender hit the victim in the face with an open fist.

After completing the offender initial assessment, it was clear that he was very apologetic for his actions. Both parties had a preference to communicate with each other indirectly, so I facilitated a total of 5 shuttle messages between them.

It became clear that both parties led very different lives and that this was the basis of their conflict. The victim's family liked to socialise and host friends and family at their home. In 23 years of living next door to one another, the two parties had rarely conversed.

I felt it was important to focus on what had worked for them in the past. The victim mentioned she used to pop a note through the offender's door when she was planning on having people round. The offender volunteers at a local museum on a Sunday and would be able to change his shift accordingly so that a lack of sleep would not be an issue for him. Through indirect RJ, the victims had a greater understanding of the effect music disturbance can have on the offender's health. The victim accepted his apology for his violence and stated that she did not want to negatively impact him or his health.

Through shuttle messages between both parties, the outcome agreement was to go back to the original method of contact, by informing each other by a note through the door. Both parties gave positive feedback and concluded that they would not have been able to come to this agreement without Remedi facilitating the RJ process.

**PRACTITIONER: Andrea Long**

**OFFICE:****GREATER MANCHESTER**

This case was a neighbourhood dispute between two residents. There has been issues between the neighbours since the start of lockdown when one party opened a hairdressing business from a cabin in her back garden. This culminated in a harassment claim from one of the neighbours following an argument.

Having spoken to both parties over a number of weeks, it was decided that the best course of action was to draw up an outcome agreement. Both parties were able to have their say and express what they wanted from the agreement.

This case was of particular importance as it was one which was causing a significant drain on partnership agencies. Both the police and the local council were constantly being contacted by both parties to complain about their grievances.

Despite both parties being initially reluctant to take part, after a discussion with myself, they both agreed to engage in the process. After several meetings, it was clear that a direct meeting would not be plausible. Therefore, both parties agreed to sign an outcome agreement. I felt the outcome agreement was the best choice as it allowed both parties to feel as though they were contributing to the outcome equally.

Despite both parties' initial reluctance, they engaged in the whole process and mutually agreed on how to move forwards. This result was particularly satisfying as it meant the dispute was resolved and pressure on partner agencies was relieved.

**PRACTITIONER: Ben Harrison & Gabbie Mathews**

**OFFICE: GREATER MANCHESTER**

The case was assault without injury. The offender experienced a psychotic episode where he left his house naked, assaulted people on the street and got into a van at the traffic lights. He assaulted the driver and was then arrested.

An assessment visit was carried out by me and my colleague where we visited the offender's home to speak with him. We carried out a thorough assessment and completed a Needs Assessment to ensure he had the support he needed in place.

I found this offender assessment interesting as I found his motivations for wanting to take part in RJ inspiring. He told the story of how he used to be addicted to class A drugs and went to prison for his offences. Whilst in prison, he turned his life around and upon his release, he started mentoring others. He is now a boxing coach and offers PT sessions to his clients, as well as helping them improve their mental health through hypnosis and other methods he has studied. The offender has been working long hours to turn his life around, and I found the positive impact he was having on other people's lives inspiring.

At the time of the offence, the offender was experiencing a psychotic episode caused by a number of factors, including dehydration and sleep deprivation. His motivations for taking part in RJ were to reassure the victims that they should not be scared of him and explain what caused the episode so they could understand that it was out of character for him. I found it interesting to discover his story, and I believe the offenders remorse and motivation to repair the harm caused by his offence should be celebrated.

**PRACTITIONER: Laura Norbury, Andrea Long**

**OFFICE: MANCHESTER (YOUTH)**

Young person involved in a knife offence. individual was reported to police for threatening with a bladed article at school against another pupil. school reports behaviour at school is escalating negatively and that without intervention They are concerned for his and other people safety.

Initially there was apprehension for the young person to engage however over the course of the first two sessions this young person opened up more and became fully engaged thereafter. we focus primarily on victim awareness, crime inconsequence, knife crime awareness and anger management.

Across the course of four sessions this young person (DH) became more engaged and actively took part in discussion in relation to the subjects and materials provided. as a direct result of his engagement his behaviour at school and at home have vastly improved. his grandmother wished to have a private conversation with me in which she disclosed "he's been such a good lad lately and he's been staying out of trouble ever since he's been seeing you, thank you so much". His School Report also highlights a shift in the dynamic in his subject lessons, highlighting an increase in pro-social behaviour and active discussion and engagement. my own person also has been a lot more open regarding the reasons behind his behaviour and has actively sought out help to deter any future anti -social engagement. we are nearing the end of our sessions and I can positively say that the person I met 5 weeks ago is no longer the person I see before me. and this reinforces the motivation of why I do this job.

**PRACTITIONER: Danyi Ezra Moakes**

**OFFICE:           MANCHESTER (YOUTH)**

Possession of Bladed article on school grounds – YP was carrying the weapon for a friend and subsequently excluded from school

Knife crime programme victim awareness session – Deep it video and direct with mum around the effects she has had as an indirect victim of his offence

Mum was given the opportunity to share with the YP how much she had been affected by this offence and how she struggles daily now to trust him and constantly worries about him.

YP explained that until today, he hadn't realised so many people had been affected by this and just how much his mum had been affected. He said it was important for more young people to know this stuff because you don't think that just carrying a weapon can hurt anyone and it can.

Mum could not thank me enough and said, there are only so many times a mum can say these things and they don't listen due to it being a parent, but she could clearly see that he has understood it so much better now and has benefitted so much from just this one session which she said was incredible.

**PRACTITIONER: Katie Osbaldiston**



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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*

