



REMEDY

Restorative Stories

A Collection of Case Studies and
Reflections VOLUME 33

By Remedy: Restorative Services

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A Collection of Case Studies and Reflections

By **REMEDI: Restorative Services**

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Remedi

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www.remediuk.org

Office: Derbyshire

This was a referral for Restorative Justice in a Death by Dangerous Driving offence, where the Victim, the Parent of the deceased wished to communicate with the Offender directly via a face to face meeting.

In depth preparation work was completed with both parties leading up to the direct meeting via visits and calls, preparing the parties for all aspects of the process, including ensuring support was in place afterwards. We also worked closely with partner agencies such as prison colleagues throughout the whole process.

I felt this was an extremely powerful direct meeting for both parties and they have since feedback that they were both pleased they had taken part.

Victim Feedback: ‘I just want to say a huge thank you. You are amazing and thank you for supporting me through this entire journey.’

Partner Agency Feedback: ‘This is my first experience of working with Remedi and it has been extremely positive. There was excellent communication between Natasha and myself to ensure the appropriate measures were put in place to facilitate an extremely successful RJ meeting between the Offender and the Victim. I can absolutely see the benefits for both parties and it was a pleasure to be a part of an important process to help the Offender acknowledge responsibility and move forward. The support Remedi offered to the Victim, myself and the Offender was also first rate.

Practitioner: Natasha May

Office: Derbyshire

This referral was received from the Youth Out of Court Disposal Panel regarding a Criminal Damage offence.

Having spoken with both parties and other professionals involved, it was agreed that the best way forward in this case was to have a direct, face-to-face meeting which I facilitated.

The meeting was a success as it allowed the Victim to explain how the incident affected them and allowed both parties to have an open discussion about how they were going to move forwards. The Offender apologised for their actions and other services were discussed in terms of signposting for further support. Both parties felt that the meeting had been beneficial and were hoping to move forwards from the incident.

Practitioner: Suzanne Artuch

Office: Derbyshire

This case was a referral to Remedi in relation to a theft offence.

The offender was open to hearing the victim impact statement and chose to write a letter of explanation that was then read out to the victim. The offender explained from this, they realised the impact that their offending had. Indirect exchanges and a direct phone call were facilitated.

When I first started working with the offender, they explained they did not see how their offence had impacted the victim however, after working with them and hearing the victim impact statement, they explained they were able to understand the impact caused.

The offender explained the circumstances around the offence and wanted to write a letter of explanation to the victim. The offender also wished to read this letter out to the victim via a phone call, to which the victim agreed and I facilitated.

Feedback from the offender: “Thank you for your support and helping me realise the affects my offence had on the victim.”

Practitioner: Laura Esty

Office: Derbyshire

This was a case of criminal damage, referred to Remedi to facilitate Restorative Justice.

A direct video call was facilitated in this case and due to the needs of the service users, I worked closely with partner agencies to prepare and facilitate the meeting.

By working with partner agencies to prepare and facilitate the meeting, I had a good understanding of what had happened during the incident and felt I was able to support both parties well with preparation.

As a result of the direct video call, the victim explained they now feel they can move on and start to rebuild their relationship with the offender.

The offender explained they felt happy they had taken part in Restorative Justice and we also received positive feedback from partner agencies in that they were also happy the video call had taken place.

Practitioner: Natasha May

Office: Derbyshire Restorative IDVA

Assault - ABH/Common Son has grabbed IP during argument and caused bruising to her arm and has then scratched her neck. "This is a mother and son with the son suffering from severe autism, ADHD, this isn't the first instance between the pair.

YP took part in the CEASE Intervention programme in school, which was a challenge as he only attends for 4 hours, 1 day a week. However, he completed the CEASE Intervention programme and is now beginning Together Families.

YP struggles with autism, ADHD, and epilepsy therefore before beginning sessions I went over the programme with his speech and language therapist who helped me amend the programme to ensure the YP fully understood the content and also was engaged fully. YP has also expressed his passion for cars and mechanics however due to his epileptic fits he cannot learn to drive. However, we are currently looking at companies such as Halfords to see if they would let him have some work experience with cars and tools, giving mum down time as she is pregnant, but also giving YP experience with working and mechanics. There are still arguments in the home however they are no longer physical so we are now working towards minimizing the verbal abuse.

He described the CEASE Intervention as 'amazing'.

Practitioner: Jasmine Millward

Office: Derbyshire Restorative IDVA

The IP has stated that she is struggling with his behavior and believes that this is escalating. Assault - ABH/Common Son has grabbed IP during argument and caused bruising to her arm and has then scratched her neck.

YP took part in the CEASE Intervention Programme and is now partaking in The Together Families programme. He has his sessions at school as that is where he feels the most comfortable.

YP has not been violent to mum since she has been pregnant. When I first starting working with YP he was very closed off with his emotions however he has recently been able to talk to me about how he is nervous about his mums pregnancy as he feels like he is always let down. We have done some work around what will change with the baby comes to prepare YP for those changes. YP has also had no charges or any trouble with the police since last year meaning his community order is going to be reviewed to hopefully change his 9 month community order to 6 months.

Practitioner: Jasmine Millward

Office: Derbyshire Restorative IDVA

YP was displaying aggressive behaviour towards her mother in the family home, police were called 2 times in 3 weeks, use of an object to assault mother on one occasion.

YP has completed 2 sessions of CEASE intervention at home so far. Has been interacting well with the programme and participating, has a good knowledge of some aspects of DA and is beginning to feel comfortable with the practitioner.

The YP originally was unsure about taking part in the CEASE programme and said she would do one session and then decide whether she would continue. When speaking to the YPs social worker before our first session she told me that the YP struggles with her anger but also is currently not attending school and it is unlikely that she will interact with me in the sessions. However, in our first session the YP began to come out of her shell after a couple of slides and was engaging well and having discussions about what was in the session. By the second session the YP seemed comfortable and was asking questions relating to the course and agreeing with the methods of taking charge of one's own emotions and agreeing that communicating jealousy is the best thing to do so that people can help. After the first session the YP said she would like to carry on the full programme and her mother also commented after this that the YP is enjoying the sessions.

Practitioner: Kayley Ford

Office: Derbyshire Restaurants orate IDVA

YP was referred due to struggling with controlling her anger and having punched a window causing the inner pane to smash, parents have reported there have been behavioural issues for the last 2 years. YP has also started to get in trouble at school.

YP has completed the CEASE intervention programme and was very interactive asking questions and getting involved in the activities. After our second session the YP admitted to struggling with emotions because she does not like sharing how she feels with people and that she displays all negative emotions through anger.

The YP agreed to try some of the techniques that have been explained in the programme to help deal with emotions but after a chat it was also agreed that taking small steps is okay and she doesn't need to share everything straight away, it was discussed that instead of lashing out the YP would state that she needs some time as she isn't feeling great and to take herself away from the situation. In the last session we discussed that she had done this and that she is now able to take herself away from situations instead of getting angry at people or breaking things and that she believes this has helped her home life and school life and that she has healthier relationships, we discussed steps going forward and in her action plan at the end one of her goals for future relationships is to be able to share her feelings with people and communicate about issues instead of getting angry.

Practitioner: Kayley Ford

Office: Derbyshire Restorative IDVA

YP assaulted mother by digging his nails into her. YP is very controlling towards his mother and has also damaged her knee and arm from where he has punched and kicked her. YP and mother are completing the Together Families Programme. YP is also completing the CEASE 1-1 Intervention as part of this work.

The family have suffered abuse for several years- coming from both the children and also mothers ex-partner. The YP and siblings have been witness to DA on and off for around 8 years. The YP has also been abusive towards his mum for around 10 years, as well as having physical fights on a daily basis with siblings.

When starting the Together Families Programme, there was a level 3 safeguarding incident where the mother had made disclosures about her and the children's safety with regards to her ex-partner. A police report was made and a DASH was conducted. I also referred the mum into the IDVA service and MARAC. The safeguarding was also successful as mum now has further statutory support for herself.

In this first session, the YP was incredibly hard to engage and most of the work was completed with mum answering and the YP either ignoring the question or getting defensive towards his mum.

Following from this session the YP started the CEASE 1-1 Intervention Programme. The family reported that physical fights had decreased. The YP was engaging well with the programme and found this interesting. He was able to draw comparisons between what he has witnessed with his mum and with the scenarios involved. This was a huge improvement for the YP and he said that he had enjoyed learning about DA.

The atmosphere within the home felt more relaxed and it is hoped that this will continue to improve as the Together Families Programme progresses.

Practitioner: Nicole Cann

Office: Derbyshire Restorative IDVA

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The YP has been taking part in the CEASE Intervention Programme alongside the Together Families Programme. The YP had a fairly good understanding of what abuse could be due to his experiences, but had never considered it in context. Through sessions, the YP seemed to have a 'light-bulb moment' and would draw comparison from the scenarios to what he has witnessed with his mum's relationship.

The YP's mum has reported a decrease in incidents and the YP has reported not being physically violent to his mum in over a week. This is a huge achievement, as mum was being physically abused by the YP on almost a daily basis.

The YP has been engaging really well and has a weekly game of Uno with me at the end of the session. We have built a good rapport and he sits through the sessions better now as he knows that we will play a game at the end.

Practitioner: Nicole Cann

Office: Derbyshire Restorative IDVA

YP suffered DA from his father and further partners of mother. He also witnessed his mother being sexually assaulted in another room whilst growing up. YP was also a member of a gang.

YP is receiving mentoring support.

Although the YP no longer has any contact from previous partner of mother, mother still regularly sees partner for long period of times and YP will look after siblings in the meantime. YP blames himself for previous assaults on mother, we discussed this and the blame he puts on himself and how to deal with these emotions in a more healthy way. We also discussed his feelings of blame and how he should not blame himself. YP holds feelings of disappointment as well as hurt when mother sees ex-partner. We discussed why someone does not easily leave relationships and how this relates to their circumstances. YP understood the reasons and could relate multiple reasons to his mother. We discussed how he spends his time when his mother is away as well as the emotions he feels. YP has previously disclosed a problem with alcohol which we discussed as a potential coping mechanism for when this occurs. We then discussed healthier coping mechanisms as well as what the YP enjoys most and how they can incorporate this more into weekly routines. Following this the YP showed positive behaviour changes through showing interest in picking up hobbies they had not continued since moving away from their previous hometown. They have also applied for a job in which they said they can focus on and build meaningful relationships with potential co-workers, they can also look to building their own income as we spoke about ways they can manage future incomes effectively for their long term goals.

Practitioner: Sophie Hopkinson

Office: Derbyshire restorative IDVA

YP suffered DA from his father and further partners of mother. He also witnessed his mother being sexually assaulted in another room whilst growing up. YP was also a member of a gang.

YP is receiving mentoring support.

YP admitted to going out to fight as the release of fighting makes them happy after. We discussed the power roles of this and the potential influences from his stepdads power over him during past experiences. We discussed how YP may use fighting as a way to regain power. I explained the relationship between YP and the people they fight with as they do not affect their life in the way their stepdad has and how we can manage this healthily. I suggested other ways of releasing these feelings and managing them in a healthy way through potentially joining a boxing club amongst other exercises. YP said they wants to be this person they were before their trauma. I explained that they may never be the same person but that's ok because they can be better. How YP has handled situations and how far they have come as well as their new focusses- their old self may not have handled them this way. We used this session to celebrate every small win and how far they have come, we also discussed how there's no overnight fix, not every day is a good day but that's ok. YP described their past suicidal thoughts and how they don't have those now. YP said that the support is going really well and is helping. They explained that by being able to talk about everything allows them to enjoy their day after our session and that their past isn't on their mind. YP said talking about it is helping them let go of the past. Following this session YP was able to open up to a new friend with similar past experiences.

Practitioner: Sophie Hopkinson

Office: West Midlands

This was an assault case involving 2 elderly victims, and 2 offenders. However, 1 offender was not involved in RJ due to court involvement.

Kim was the main practitioner on the case who kept contact regularly, however the offender did shut away for a little while. Both K.C and G.S visited the victims to complete prep, as well as the offender at their home.

Overall, the direct went very well. It was an emotional meeting, which ended with hugs, cries and promises to keep in touch if seeing each other again. The offender explained how her actions have affected her and how she feels apologetic for the way her behaviour has massively affected the victim. The victim explained her struggles since the events which occurred outside their home, and they asked the offender many questions involving the offence. Such as, is she still friendly with the other offender. To which offender explained that they have not really spoken, and that night was the first time she went round. At the end of the direct meeting, both victims said that the offender is nothing like she was on the night of the events, and they are pleased that they have met her for who she actually is, and the victim feels less scared already now knowing her properly.

Practitioner: Georgia Snelling

Office: West Midlands

Referral made from a school-link officer, because of a pupil harassing two teachers in school and on social media. Previous mediation had been done within the school, but this was not successful, and the harassment continued.

Assessments and prep were completed both face-2-face and over a video call. Victim prep was working on their awareness around the offender's additional needs, and the offenders prep was focused on the future and getting her to understand the impact her actions were having.

The direct meeting took place in the school, where the offender started with a letter she wrote regarding her apologies and her understanding of the impacts her behaviour had on the victim.

The victims spoke about the impacts on themselves and their children. The offender expressed her plans of not offending in the future and felt that she has learnt from her mistakes. All involved agreed to the outcome of no contact in the future to prevent further concerns.

Overall, the victims highlighted an improvement in the offender's involvement in the direct meeting as before the offender would freeze and not speak, and everyone left feeling positive about the future.

Practitioners: Georgia Snelling and Nicole Mclean

Office: Greater Manchester

This was an assault involving two young people, referred to us by the police to facilitate RJ as part of a Community Resolution. The offence occurred when the victim and offender were walking home from school and an altercation ensued, resulting in the victim falling and fracturing his arm.

I worked with the victim and offender and their parents to deliver both indirect interventions and a face-to-face direct intervention. As part of the preparation work, I incorporated elements of Victim Awareness work to increase the offender's levels of responsibility taking.

Incorporating Victim Awareness work into the process was instrumental in ensuring that the offender was ready for the direct intervention and I am pleased I recognised that this was needed. The victim and offender's recollections and perspectives of the offence differed so I did thorough preparation with them both around this so they could recognise that they may have their own truths which should be respected.

An indirect intervention was delivered in the way of a letter from the offender to the victim and his family. In this letter, the offender apologised, expressed his remorse and understanding of the impact on the victim and explained why he wanted to do a face-to-face meeting: "I would like to talk to J to tell him I am sorry because I think it would be better if he heard it from me and not from a letter".

The direct meeting helped the offender understand the full impact of the offence on the victim and concluded with the victim and offender shaking hands and agreeing to be respectful towards each other moving forwards.

Practitioner: Laurel Halliwell

Office: Greater Manchester

The offence is a hate crime and involves 2 neighbours. The victim suffered ongoing issues with her neighbour over a boundary dispute. The matter came to a head when the offender made threats of violence and used racist abuse against the victim.

After substantial work with the offender and victim, they agreed to a (RICS) boundary survey, however the agreement stalled, after the victim wouldn't pay her deposit, DO and AL helped the victim by providing additional information regarding the RICS service, this was accepted by the victim, who paid the fees.

The case was referred to Remedi by GMP, they had been working with the neighbours for over 3 years, without any success in resolving their disputes. The case had become a huge drain on their resources, with all attempts of usual police interventions failing.

Dean and Andrea have provided support, and enabled a constant stream of communication between both parties via shuttle messages. This has removed the hostilities between the neighbours, enabling the RJ process to progress positively. The victim has commented: *"your service Remedi has been absolutely amazing, you and Andrea have made the impossible possible by resolving my issues with my neighbour, I thought I would never be able to find peace, thank you all"*.

The victim and offender agreed to engage the services of (RICS) The Royal Chartered Surveyors, to conduct a boundary survey. The case has been used by GMP South Police Teams as an example of best practice for their officers, highlighting the value of RJ. This process has been extremely challenging, however with the right support and patience, we were able to progress the case positively and the case continues to progress.

Practitioner: Dean Othman

Office: Greater Manchester

This an assault offence, involving two young people who were on their way home from school at the time of the offence. The case was referred to us by Greater Manchester Police to deliver RJ as part of an Out of Court Disposal.

I facilitated indirect RJ, by way of shuttle messages. This has enabled the offender to express his apology and remorse for assaulting the victim, with one of the shuttle messages stating: "I just want you to know that I'm really sorry and will never do anything like this again."

The case has been challenging as the victim has Autism Spectrum Disorder. I worked creatively to build his trust and develop a positive, supporting relationship with him. The offender also needed significant support as he experienced anxiety regarding the offence. He explained to me that he urgently wanted to communicate how sorry he was to the victim and his family and that he was seeking forgiveness from them.

This offence has had a significant impact on both the victim and the offender, such as a decline in the offender's attendance at school due to his anxiety. He has stated that without this support and the communication with the victim through RJ, he does not feel he would be able to move on or go to school.

Both families are supportive of the RJ process in the interest of the wellbeing of both young people. Although the case has been challenging, it has also been very rewarding to witness positive changes in the offender and the victim.

Practitioner: Dean Othman

Office: Greater Manchester

This case was an assault without injury that occurred in the City of Manchester. The offender punched the victim to the side of the face in an unprovoked attack while crossing paths.

The victim wanted compensation from the offender for the injury caused to his eye and the impact the offence had on a night out with his friends celebrating an 18th birthday. The offender was happy to pay this and I facilitated indirect RJ to arrange this payment to be made.

After discussions with offender, it was clear he was very remorseful for his actions. He felt that alcohol had played a key role in the offence, combined with the anxiety he felt whilst on leave from his role in the Navy. Due to the nature of the offender's job, there were certain challenges in making initial contact.

I facilitated indirect RJ via shuttle messages to draw up the outcome agreement regarding the payment of compensation. The offender wanted to apologise face to face, but the victim did not want this direct contact.

The offender was pleased that the victim had received this payment and felt the closure they needed to help them cope and recover from the offence. In addition to this, the offender was in need of mental health support, this being difficult to access on the ship. I supported him in accessing the medical help he needed, which has proved to make a significant difference to his life. In his final evaluation, the offender commented: "thank you, it's been great to be able to talk to someone. It's really put my head at ease and I have made some positive changes in my life thanks to Restorative Justice".

Practitioner: Andrea Long

Office: Greater Manchester

This is a criminal damage case. The damage caused was to an automatic parking barrier situated at the entrance/exit of the car park itself. The damage was caused on two separate occasions by the same offender leaving the car park without paying and driving through the barrier.

I have worked with the offender, the security team at the shopping centre and the management company who own the centre. All parties are keen to achieve a resolution by finalising repayments for the damage caused.

This case was initially a little difficult to get started as both parties had agreed to engage in the process but were proving difficult to communicate with. The offender answered my calls initially and completed the assessment but after that seemed to only engage via text. The shopping centre security team also proved difficult to work with, as they were themselves not the direct victims. However, once I found the right contact within the centre management, communication became much easier.

I was able to pass shuttle messages between both parties explaining their willingness to engage in the process. I was also able to communicate the breakdown of the costings to the offender so he understood what he was paying for.

I think this case should be celebrated as the initial communication difficulties were overcome to allow a successful outcome. Rather than closing the case when communication became difficult, I was able to adapt my approach to ensure a positive result.

Practitioner: Ben Harrison

Office: Greater Manchester

This is a neighbourhood dispute case, recorded as harassment, referred to us by the police. Incidents have been on-going for over 3 years and include verbal altercations revolving around fence issues, hedges and trees and general miscommunications resulting in behaviour escalating.

A lot of work has been carried out with both households: both were initially very irate and angry. Indirect work has been carried out to establish understanding, give apologies where needed and reach an agreement regarding issues that continuously arise. In depth discussions around support have also been key.

“We would not have got any of this sorted without you both, thank you so much”.

Patience was key in this case with one household being very emotional during the process. There were sensitive aspects of their lives which they thought they were being targeted for. We established quickly that this was the first and most important issue to tackle as was causing the most stress and anxiety. Once this was talked about indirectly through letters and shuttle messages, we were able to get to work on the physical issues such as trespassing and fence issues. Many hours were spent going between the houses to establish a middle ground and an outcome agreement. This was eventually found and agreed upon where both parties felt heard, listened to and were happy with the outcome.

During the process, great rapports were built with all service users which resulted in interesting conversations building trust and respect between service users and practitioners. This is further shown by one party wanting to advocate for Remedi!

Practitioners: Laurel Halliwell & Dean Othman

Office: Greater Manchester

This was an assault and criminal damage offence against a taxi driver, committed by the offender who was a passenger. The taxi driver refused to take the passengers to their destination as they appeared intoxicated and under the influence of drugs. The offender became violent and aggressive towards the victim.

Having carried out assessments on both the victim and the offender, it was clear that indirect RJ would be the most appropriate intervention.

This case was referred into our service by the offender's probation officer. At the start of the process, the offender's engagement was inconsistent and it was challenging to get them to commit to an appointment.

The victim shared how he had feared for his life because of the offender's actions and wanted the offender to understand this. Passing this information onto the offender via a shuttle message caused the offender to reflect on the impact she had caused. It was important for the victim to remain anonymous but still have his voice heard.

After I delivered this shuttle message to the offender, the offender decided she wanted to write a full letter of apology. As we discussed the offence in more detail and how the victim may have been feeling, the offender realised that her use of violence had had a significant impact on the victim.

I delivered the offender's letter to the victim, which was well received. He accepted her apology and the offender has started paying for the damage she caused to his vehicle in the offence. This process has enabled both parties to achieve what they needed in order to move forwards from the offence.

Practitioner: Andrea Long

Thank you to all of our colleagues and service users

