



REMEDY

Restorative Stories

A Collection of Case Studies and
Reflections VOLUME 34

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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Office: Greater Manchester

The offender stole £20,000 worth of cash and jewellery from the victim over a four-year period whilst working as a housekeeper. The victim was not given an opportunity to speak in court and read out her Victim Impact Statement so wants to communicate the impact the offence had on her.

The victim has been deeply traumatised by the offence and the lack of support from the police afterwards. I have been working with her to provide support to address her concerns. She is hopeful this will prepare her to do a face-to-face intervention with the offender.

Over the last month, the victim has really opened up about the possibility of doing RJ. When I first started working with her, she was adamant she did not want any contact with the offender. By providing her with consistent support and addressing her concerns about the lack of police support, she is now feeling more confident to meet up with the offender in the future. This is something she would not have considered nor felt confident enough to do a month ago. It is so rewarding to see the victim become surer of herself and what she is entitled to as the victim of a crime.

Gabrielle Mathews

Office: Greater Manchester

This case was a criminal damage offence, whereby a young person caused damage to the victim's window by throwing a stone at it. It was referred into our service by the police to deliver RJ as part of a Community Resolution.

I delivered a shuttle message from the offender to the victim to apologise for the offence and the damage he had caused. The victim accepted this apology and requested that the offender compensated for the damage. I worked with both parties to establish a compensation agreement.

This case stands out to me because it provided the young person (the offender) with a structured process to help him reflect on his actions and take accountability for the impact on the victim. The RJ process was a positive resolution to the offence as the victim received the apology and compensation he sought and the offender was pleased to have apologised for the offence. The offender's parents were particularly grateful that the process helped their son learn from the offence and have greater empathy with the victim.

Gabrielle Mathews

Office: Greater Manchester

This is a harassment offence whereby the victim parked a car he was selling on a busy road, outside the offender's house. The offender was frustrated and made numerous prank phone calls to the victim to get him to move the car.

I conducted an assessment with both the victim and offender over the phone, a couple of days apart from each other. Both parties have expressed they would like to have a direct meeting to resolve the conflict.

Both the offender and the victim in this case gave insightful and comprehensive assessments. The offender is extremely remorseful and recognises that his actions were not appropriate and that he should have gone about things in a different way. He is highly motivated to have a direct meeting with the victim to apologise for his actions and alleviate any worries the victim may have.

The assessment with the victim was interesting, as his perception of the offender is that he is a bad person with malicious intentions. The victim has a lot of anxiety and questions following the incident which he would like answering, and he believes that a direct meeting with the offender will help him move forward from the offence.

Both parties' attitudes towards RJ in this case should be celebrated as they are both 100% committed to participating in the RJ process, and for genuine, restorative reasons. I believe a direct meeting between the two parties will help them both move on from the incident and benefit them both massively, and I am looking forward to hopefully arranging the direct in the next few weeks.

Laura Norbury

Office: Greater Manchester

This case was referred to us for RJ as a neighbour dispute which went ended in harassment. The reason I am discussing this case is due to my work with the victim and challenging the stigma surrounding male mental health and talking.

Contact has been made with all involved in this case. However, it was disclosed that another crime had occurred between the same parties. Therefore, the RJ element for this case had to be put on hold until there was a decision made on the new offence by the OIC.

The part of this case which I am most proud of is my work with the victim. The fact that I was able to help the victim overcome the stigma of men not being able to discuss emotions and mental health is one of my proudest moments of working for Remedi so far.

During our conversation, the victim really opened up to me. He told me this incident has affected his home life, he no longer feels safe and has to spend most nights sleeping at his girlfriend's home.

The victim opened up about the recent death of his mother away and his challenges in coping with this. He told me that he had turned to alcohol and drugs to help ease the pain and his mental health was suffering. It was from this point I was able to discuss the local services available to him and make the relevant referrals.

The day after our initial contact, the victim reached out to thank me for listening to him. He told me that he has not been able to speak to his family or friends about his issues and having me to talk to was a real turning point for him.

Ben Harrison & Gabbie Mathews

Office: Greater Manchester

This is a neighbourhood dispute case whereby the victim lives above the offender. The offender has alcohol misuse issues and sleeps during the day, often getting frustrated at noise from the victim. The offender has smashed the victim's car windscreen and threatened to kill her and her children.

Me and my colleague visited the offender to carry out a lengthy assessment, where we spent an hour and a half with her. We have also visited the victim to carry out the assessment, and have further preparation visits and phone calls lined up.

This case should be celebrated for the offender's attitudes and outlooks to RJ. The assessment with the offender was difficult from the offset as she was extremely open with us about her alcoholism and depression, and self-diagnosed bipolar disorder. She described her daily routine as waking up as late as possible to make herself drink less, and suffering from periods of depression where she had recently reported she tried to take her own life. Me and my colleague carried out the necessary safeguarding procedures once we had left her to ensure that she is receiving the support that she needs.

However, when listening to the offender speak, it was immediately clear that she is very self-aware and open to receiving help. She knows the steps she needs to take to make her current situation better and is extremely remorseful for the offences which she committed whilst under the influence of alcohol. Her motivation to engage with the RJ process and accept the support we are offering should be celebrated. I am looking forward to working with her further and implementing the support network she requires to turn her life around.

Laura Norbury

Office: Greater Manchester

This case was referred to us to deliver the Victim Awareness Course with the offender as part of an out of court disposal. The offender had made eight unfounded calls to the police in five days, claiming he would end his life. He was arrested for wasting police time.

We completed an over-the-phone assessment with the offender, and then met in person to complete the VAC. The offender was remorseful of his actions throughout our interactions with him and was very reflective of how these actions could have a greater impact on the wider community.

The offender is currently homeless and struggles with alcohol abuse. It became clear very quickly that the offender misusing police resources stemmed from a lack of support and knowledge about what support was available.

After my first interaction with the offender, he reached out to me for mental health support, and suggested he would call A&E for such support. During our assessment, we went over his Needs Assessment in great detail and pinpointed that his support needs weren't just surrounding mental health, but also homelessness, grief, substance abuse and loneliness.

With these factors in mind, we were able to help the offender develop a toolbox of resources so that he is able to access specialised support services where needed. I also referred him to the local housing provider to address his need for safe and secure accommodation.

Gabrielle Mathews

Office: West Midlands

This case involved one victim and one young offender, with support provided by the offender's teacher. The offence was racially aggravated assault without injury.

Assessment and preparation work for the young offender was undertaken face to face at school. Assessment and preparation work for the victim was undertaken via videolink and the final direct was face to face at the offender's school. This case involved liaison with the offender's teacher to help organise sessions.

The offence committed involved racist comments being made towards a Police officer. Work was completed with the offender around victim awareness and to increase his understanding of the impacts of making such comments. During the direct, the victim explained to the young person how he and his colleagues were just doing their job and such comments can have a huge impact. The wider implications of behaving in this manner were also discussed. The offender then apologised for the comments and said that 'RJ has helped me to understand not to hurt people's feelings and watch what I say.'

The victim was pleased that RJ was offered to the young person rather than him getting a criminal record and commented 'I used to let things pass and think that's the way it is but pleased to have taken positive action. I hope he (offender) got something out of it and I'm pleased he didn't get a criminal record.'

I believe this RJ meeting had a huge impact on the young person, allowing him to see the situation in a different light and gain a better awareness of the impact of racist comments.

Kim Charles

Office: West Midlands

This was a C3 referral, from a C3 officer supporting an offender on programme with a deferred sentence. The home burglary was in 2016, but the victim only recently found who did it. A direct was facilitated in a police station, with the victim, offender, the officer and the practitioner.

Preparation took 2 months. Preparation was focused ensuring the offender was comfortable, his nerves were controlled, and he worked through some of the guilt he had. The victim was very open and ready to participate from early on.

During the meeting, the victim spoke about the past impacts on him and his family, while highlighting now he is ok. The victim even offered forgiveness. The offender apologised, explaining his past, and his rehabilitation journey. The offender expressed sadness on hearing the impacts. The victim kindly offered the offender empathy, explaining he feels the offender is too a victim, of drug dealers, following the lifelong addiction the offender had explained.

The meeting was successful, feedback received from the victim read 'He feels it was a positive meeting to experience, and RJ could be used more'. He felt he could now go back and answer questions for his wife. He stated he believes the offender is a good guy who is remorseful and changing. The offender expressed 'it was positive, I never will do it again, it was sad hearing that'. 'I won't go back there'.

It was a positive meeting to witness, and the offender even stated he feels RJ is good because 'it can change people's lives and help people understand what their actions do to people'.

Nicole Mclean and C3 officer Reeves

Office: West Midlands

Public Order Offence

This case took a lot of prep work and resulted in 5 indirect shuttles.

The offender in this case had threatened a woman and her unborn child over an incident between him and her husband 15 years ago. The victim was scared to leave her house but did not want to go through the stress of a court process, due to the toll it may take on her pregnancy. As such she chose to engage with the offender in Restorative Justice.

Unfortunately, during the process the offender's nan passed away, and so he was not in the right place for a meeting, having been extremely close to her. The victim was very understanding of this, and although a direct meeting did not take place, both felt happier having had some questions and answers shuttled between the two, and the victim felt safe leaving her house for the first time since the threats were made.

Katie Smyth

Office: West Midlands

Criminal damage whereby a young girl had thrown a brick at an elderly man's window, resulting in the entire window smashing.

It took over a month of prep work and a lot of phone calls to facilitate the direct, which was received well by both parties.

The victim was eager to give the young girl an opportunity to apologise to him, and explain herself, as his main concern when the incident happened was her safety. He didn't see the point in criminalising a young person, and so chose the Restorative Justice route instead.

The offender was eager to apologise, and said she was ashamed of what she had done. During the direct conference the young girl was very nervous, and the victim thanked her for apologising and said she was very brave to be able to sit there and apologise, and he really appreciated her courage.

At the end of the direct, the girl's dad shook the victim's hand and thanked him for choosing this route.

Katie Smyth

Office: Sheffield (Youth)

Shop theft – Referral order – 2 people

Views taken from the victim, represented to the YP, at initial RO panel and indirect reparation completed.

This YP had originally been referred as an O OCD but the YP didn't engage so the case went to court and they received a 3 month referral order. The victim's views were represented by the case manager at the initial referral order panel. The young person received 4 sessions of reparation as part of his interventions.

The reparation practitioners and I kept in contact discussing who would be best at representing the views of the victim and how the YP was doing with his reparation hours. The YP did well in the reparation sessions, and it was deemed appropriate for me to meet the YP and complete the RJ work. I met with him and he wanted to know what the VIS said, we went through it and he wanted the shop to know the following; 'it's not going to happen again – mindset has changed – sorry for robbing, stealing the item. Didn't realise that people would be scared, it isn't a nice to feeling to have. I didn't know it would affect people's bonus, it's not a nice predicament to be if someone comes in and it affects your bonus. Having to go to work and thinking that people are going to steal wouldn't be nice, for my nan to have to deal with that at her work would make me feel angry.'

I think this piece of work should be celebrated due to the close working relationship with my colleagues and I was really impressed with the YP's attitude and remorse for his actions, along with what he wanted me to let the victims know. He engaged well with his reparation and was proud to tell me that he had learnt the months of the year and repeated them to show off his new knowledge.

He has now successfully completed his referral order.

Sadie Hampstead

Office: West Midlands

The offender stole from a large store within Birmingham Bullring. She was caught by security, detained and banned from the store for a year.

The staff from the store were on board for RJ from the start. They underwent a prep session discussing what they wanted from the offender and what positive information/impact they could have on the offender.

The offender underwent prep sessions over the phone to establish why she stole the items and how she felt then and now. It was also important to understand her what she hopes for in the future, to which she stated offending would never happen again as she was simply embarrassed with her 'moment of madness'.

The direct was between the offender and a member of the security staff within the store. The offender was very nervous and wanted to move on from the situation as quickly as possible. She stated her reasons behind her behaviour/ actions and expressed her remorse. The security officer accepted her apology and thanked her for being one of few that would own up to her mistakes. The victim expressed that she is to move on and not allow it to happen again, he also stated the impact of the store if it was too simple to steal 2 small items regularly.

In my observation, the store/security was highly professional and very understanding. They showed much appreciation to the offender for coming in to state their remorse. The offender was very nervous which did impact her expressing herself as much as she wanted, though the practitioner was there to support her and talk about their positive prep sessions.

Georgia Snelling.

Office:

West Midlands

This was a school-link police officer referral regarding the harassment of two teachers from a pupil. They had all met previously via school mediations, but the harassment had continued, hence the referral to restorative justice. A direct was facilitated in their school, with the two victims', the offender, and practitioners.

Preparation took 3 months. Preparation was focused on increasing victim awareness with the offender, who had additional needs. Practitioners liaised with the school and the offender's mother to ensure support needs were met. The teachers required less work and expressed participating as a final chance for the offender.

During the meeting, the victim's spoke about the impacts the offender's behaviour is having on them, and their feelings from the continuation of behaviour. The offender read a letter of apology, explained how she plans to prevent re-offending, whilst she expressed acknowledgment for the stress and worry caused. For the future, all consented to outcome agreements regarding no future contact to prevent harassment concerns.

Overall, the victim's highlighted an improvement, as in comparison to previous mediation the offender froze, whereas she was open in this meeting. They left with hope this will be the end, and if not, they felt more reassured on what to do next.

The offender expressed that she will not 'do anything again'. Overall, it was a positive meeting to witness, as after previous concerns over the offender's understanding of victim impacts, she became emotional in the meeting when recognising some of the harm caused.

Nicole Mclean and Georgia Snelling.

Office: Manchester (Youth)

The young person (AS-885325) has been on bail for offences linked to a stolen vehicle in which knives were found. He has been with ISS since February. Throughout this period the YP has engaged positively with a number of programmes.

The YP took part in one to one sessions, covering the Changing Thinking and Behaviour Programme, Knife Crime and Victim Awareness. He completed all of CTAB and the "Tools Down" knife crime programme as well as being the "guinea pig" for a couple of new victim awareness sessions – "Someone Else's Shoes" about having empathy, and "What Does the Word Victim Mean to You?" covering many aspects of the victim experience. He also completed two work sheets, Attitudes to Crime "Being in Trouble" and "How Far Would You Go".

This YP has been really positive in his approach to the all the sessions he has taken part in. He is quiet and thoughtful and, initially, it was difficult to get him to say more than a few words. However, with patience and as each session built on the last, he began to open up and say more. In particular I was pleased with our discussion about alternatives to conflict, and ways to manage anger. He made a good "Anger Onion". When we discussed the reasons why young people may carry knives, as part of "Tools Down", we also talked about his attitudes to carrying offensive weapons in general, for protection and the consequences of "punching someone" in self-defence. I believe that he now has better understanding of how carrying a weapon for protection is never acceptable, and the law in relation to self-defence.

When this YP completed the work sheets, Attitudes to Crime "Being in Trouble" and "How Far Would You Go". After each worksheet we discussed his responses. Topics we covered included how he feels that he has sometimes let his family down and how this has affected him. He talked about wishing that he had stopped to think and made different decisions. He clearly had given thought to the impact of his actions on his family.

Alan Humphries

Office: Manchester (Youth)

The young person was referred in due to lack of school engagement i.e not attending or when attending refusing to go into lessons and had been involved with a criminal incident, awaiting to go to court.

I spoke with the young person about his dreams and aspirations as he was in year 11 and due to start his exams. He said he didn't know as his upcoming court dates were 'stressing him out'. He told me he liked cooking so I arranged a cooking intervention in which he opened up to me in saying he struggled with understanding a lot of the school work, not only because of his SEN needs but because the teachers were inconsistent. I referred the YP into the APST. I requested work be done with SALT. I also managed to reengage him into lessons and also get him 1-1 sessions for English and Maths.

The young person has reengaged into lessons and school, would ask for extra English and Maths lessons. He is also currently confidently sitting his GCSE's (which he thought he wouldn't be able to do) and has this week come in to school during half term for extra English and Maths lessons! He also has not been in any trouble outside of school and is maintaining very well.

Megan Greenhouse

Office: Manchester (Youth)

Possession of a Knife on school premises – YP had been asked to carry the weapon by a friend

Knife crime victim awareness including the Deep it video and a direct with mum around how she had been affected by his offending behaviour. We completed the deep it video that showed a stabbing what can happen due to another person carrying a weapon. After the video we talked about his feelings around this and what he had taken from this.

We completed a direct with mum as she explained how she had been affected, she said she nearly crashed her car when she got the call from school, and she had to double check it was her son they were calling about as it was so out of character. she said she felt sick and didn't know what to do and was so worried. We talked about how this made him feel and what he thought the consequences of these feelings would be, but he wasn't sure, mum explained the consequences where that she had obviously lost trust in him and now worried about this happening again and told him she would do for some time. she explained he would be under a fine-tooth comb but for his own safety more than anything

The YP apologised for how his mum was feeling and we looked at how the trust could be built back again, and mum gave him some ideas of how to do this and we looked at how he should be more open with what's going on to mum and know she's there to protect him not punish him which he agreed.

Mum thanked me for the session with him and said how amazing it was what i had done with him and how thankful she was for it. she 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 can clearly see that he has understood it so much better from me and had benefitted so much from just one session.

Katie Osbaldiston

Office: Manchester (Youth)

A young person in Manchester committed an assault and criminal damage. The assault was to his ex-girlfriend and he also caused damage to her mobile phone

During victim awareness sessions and victim contact both the young person and the victim expressed that they would like to take part in RJ.

A direct meeting was facilitated for the young person and the victim. The victim explained the impact of the offences and the young person apologised for his behaviour. The victim in return expressed her forgiveness.

Due to both the young person and the victim stating that their relationship was toxic they agreed to complete the CEASE program straight after their direct RJ meeting.

Both of them engaged really well throughout putting aside their own relationship issues and following the story of two individuals in a relationship.

After taking part in the CEASE program they gave the following feedback. Young person – Thank you for the service you have given me, I would highly recommend you and Katie. It has been a pleasure to work with you both. I feel like taking part in this process has brought me back into reality and I definitely don't want to go back where I was. You made me feel comfortable and I know it has already had a big impact on my victim, in a positive way.

Victim – I would definitely recommend this to other people, we are still learning but I feel like there has already been a change in his attitude and behaviour. I thought it was going to be a lot worse than it was but you and Katie made me feel really comfortable and there was no pressure. Thank you so much.

Both – We're both going to walk away from this better people, we've just been talking on our break about how good it has been.

Both the young person and the victim engaged in a 4-hour session to complete direct RJ and the CEASE program. I was really impressed with their level of engagement throughout and also their ability to put their own relationship issues aside and following the story through the CEASE program without drifting towards their own problems.

S.Tighe

Office: Manchester (Youth)

This YP came through to Remedi for a variety of reasons such as; fighting, substance misuse, behavioural issues in school, gang involvement, theft.

Over the course of his sessions with me we have completed work around, anger/stress management, safety in the community, relationships, mental health and self-esteem, consequences of ASB and reflection on himself and others/ victims.

This young person engaged really well with me throughout. He showed a good understanding of how other are effected by his actions and showed a strong insight around the consequences of ASB. At the start of the sessions he struggled to open up and recognise that what he was engaging in within the community was wrong and potential dangerous however after a few weeks he soon saw this.

Charlie Davison

Office: Manchester (Youth)

Young person involved in a suspected drug offenses. Reported to police and then referred to Remedi for intervention sessions. Young person was suspected of selling drugs (cannabis) to minors behind local corner shop in North Manchester.

Upon discussing his referral, the young person understood and accepted support from Remedi. The sessions ran for four weeks and covered a range of drug focused intervention work such as, Crime and Consequences, Drugs and the law, Drugs and the human body and County Lines.

Over the course of the four weeks, the young person engaged every time I came to visit. They were very articulate and when discussion arose from the subject matter, he engaged and was able to contribute thoughts, feelings, and opinions. My young person felt comfortable to ask questions and develop counter arguments to further his understanding. Since the sessions started, my young persons attitude and behaviour has vastly improved at school and out in the community. He now puts extra effort into studying and revising for his GCSE exams and looks forward to the next part of his education journey.

Upon receiving feedback, he wrote of the impact these sessions had made, the support from Remedi and the unbiased, unjudgmental attitude of myself as his intervention's practitioner. He praised the quality of the sessions and the fun and engaging materials involved.

He also praised the fact that he was not accused or treated like a criminal based on the allegations that had initiated his referral. Every step of the journey he was treated with respect, care and encouragement.

Danyl Ezra Moakes

Office: Sheffield (Youth)

Sec 5 Public order offence. YP has been abusive towards a police officer

YP was issued with community resolution. Victim's views represented at caution clinic and YP wished to apologise.

The young person felt remorseful especially when she heard the views of the police officer, she had been abusive towards. We discussed the difference between how she would have responded to a doctor in a hospital setting asking her to move back while he did his job vs the police officer in this case and her grandparents spoke of the local issues the police are currently dealing with. The young person really took on board everyone's comments and wished to apologise. She wrote a letter which I have forwarded to the officer, and she would like to read this to him, if possible, with his shift patterns.

The police officer was grateful for the apology and if his shift pattern allows will either meet the young person face to face or speak to her via teams/facetime.

Charlotte

Office: Nottinghamshire (Youth)

Victim was assaulted on a park; the incident was filmed the victim made a promise to his Mum he wouldn't fight back and was badly assaulted.

Victim felt hurt by what happened and nervous this might happen again, both he and Mum wanted to resolve the matter with the young person involved.

Victim was very reluctant to meet with me initially, it took a number of visits to build his trust. Mum explained he did not like to talk about his feelings. So after an initial meeting with Mum he agreed to see me in school. This enabled us to have a really good talk and the victim agreed to additional support from another specialist agency to deal with previous trauma. He also got the opportunity to talk to the person involved in the offence against him and resolve the issues that lead to the incident, following the meeting he told me he felt he had nothing to fear from him anymore and was happy someone was there for him.

Fran Dent

Office: Nottinghamshire (Youth)

Young person received a Community Resolution for assaulting a young victim.

Discussion with case manager but parents of young person did not want their daughter to do any victim/RJ work. I visited victim and family to discuss victim's anxieties and what a CR meant in terms of doing any possible indirect/direct RJ work.

Victim was very distressed when I met her and her family.

Victim and mum felt school had not been helpful and hadn't safeguarded her daughter as she had previously reported bullying from the young person and her friends.

We agreed I would speak to school and ask if they could get victim some support and have a named teacher she could go to when she was feeling anxious. Mum disclosed victim was sleeping in her bed and still waking up in the middle of the night with nightmares about the attack. Victim was upset as her brother had been threatened from the dad when he came to get his sister and brother was too scared to prosecute dad. I did give family name of a counselling service they could access.

I spoke to school, and they agreed they would give victim a named teacher and would change lessons where they could so victim did not have to see the young person but said this might not be possible for all lessons.

I visited victim and mum for one last meeting and advised them to keep talking to each other. Victim was smiling and family thanked me for helping them.

Lurleen

Office: Nottinghamshire (Schools)

At Notts Academy I saw a group of girls arguing. I took the two main girls off for a chat to explore what the issue was. There appeared to be another girl involved too who was spoken to in the direct meeting.

The girls involved were involved in a group argument. On taking the girls away from the crowd and allowing all to speak openly the truth was that a miscommunication had taken place and the third friend had got involved and divided the friendship group. All girls explored their part in the disagreement and were able to empathise with the other. The girls all wanted to be friends but emotions were high and a calm discussion enabled them to share these with each other openly through a direct meeting of all 3 friends.

I was really pleased that I intervened in the heated discussion before it went to far. The girls were provided with a safe space, away from crowds to talk things through. All had their own issues and insecurities which had been part of the discussion and helped them to see things from others point of view. The session went from being a group of heightened girls to all girls emotional sharing with each other the impact that the argument had on them. We explored the ways in which we all respond in situations, and they were able to see the importance of having a conversation away from crowds of people who often escalate the situation. The girls agreed to try and move on and work at becoming friends again and build trust. The direct meeting was a huge success and school were happy as they have experience of these issues getting bigger and having a larger impact on staff and the school.

Ruth Widdop

Office:

Nottinghamshire (Youth)

Young person given an Out of Court Disposal for assault against a victim who was on his way home.

Discussion with case manager about doing a victim awareness session with young person who had agreed to see me.

The young person admitted he was wrong on assaulting the victim and felt very bad for doing this. He said it was because he had been drinking and recognised that this was no excuse.

The young person said he no longer drank to the excess like he used too, and he had also changed his friendship group. We discussed the 'One Punch' story and he said he had heard the term from the case manager but didn't know much more because he was told he would cover it with me.

I explained it was Remedi RJ Services working with Jacob and victim family and how it came about. I briefly showed the young person the short clip about Jacob talking about RJ and the fact that he had thrown one punch and the victim had ended up in a coma and subsequently died. The young person's mum was present and said she was not sure she could meet the person who would have hurt any of her children. I explained that this case was carefully managed by our director, with lots of going back and forth between Jacob and victims' family which ultimately accumulated in a Direct Restorative Justice meeting. The young person and mum said they could see how RJ has a part to play in giving victim a voice.

LR

Office: Nottinghamshire (Schools)

A YP at Notts Academy reported to me that another pupil (her friend) had ongoing issues with another student. She said that she wanted to burn her with acid/stab her. I work with both of these YP's.

Discussed the comments and actions from this comment. We explored how knives can be intended to do harm but can often be turned on you and you get harmed. We talked through how serious and dangerous that the thought process was. It was reiterated to the YP that she had done the right thing in telling me.

This disclosure was serious and needed to be passed onto the safeguarding lead which I did. I also backed this up with an email to the deputy head and was glad that the YP felt safe and listened to and shared this information with me. The way that I was able to educate her who is influential with her friend made me feel like I may help prevent something serious in happening. I learnt that its important to listen closely to YPs and not be afraid to ask questions in order to gain the insight needed.

Ruth Widdop

Thank you to all of our colleagues and service users

