



REMEDI

Restorative Stories

A Collection of Case Studies and
Reflections **VOLUME 35**

By Remedi: Restorative Services

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Remedi

The Circle, Rockingham Lane, Sheffield, S1 4FW

www.remediuk.org

Office: Nottinghamshire (Youth)

Victim was strangled and left unconscious by young person.

Spoke to victims Mum who was very upset with what had happened, although victim support were involved victim was not engaging, so I agreed to come and visit victim face to face.

Following the incident victim stopped attending all his extra curricular activities as these were triggering for him due to the incident. On visiting him at home it was obvious he did not want to talk about his feelings so I decided to engage him in a game of football and we spoke about how he had been feeling whilst playing. I visited him again two weeks later and he had gone back to his after school activities and we are working together now on a worry box and a positivity tree to try and rebuild his confidence. During my last visit he was a lot more engaged and chatty and seemed a lot more positive. Mum had also seen improvements in him too. I will continue to support him leading up to the OOC panel in the hope he will engage in some RJ with the young person involved.

Fran Dent

Office: Nottinghamshire (Youth)

Social Care referral for County Lines for two young brothers. One brother had been coerced into taking a Class A substance in school and was immediately excluded from school. The older brother has what Social Care called questionable friendships and feel he could be at risk of CCE.

I talked to the Social Worker working with the family who gave me her views on the family. She feels doing the programme with them will give them the necessary information to help them make better decisions and keep safe.

I spoke with dad at length about how Social Care became involved with his family. Parents took the decision to move the family away from the area and change schools for their younger son to give him a new start, however, the older son remains at the same school as he is doing his GCSEs. Mum is at home and has a chronic illness and the recent problems have not helped mum's mental health.

I visited the family and asked each of the young people how they felt they have been treated since the issues with school? Both young people gave me their views and I asked mum how she was feeling as I noted she had been very quiet. Mum said the whole incident with the substance misuse and her sons' friendships have had a big impact on her health and seen her sign off work and not sure when she will be returning to work.

I discussed the programme with them and after we finished discussing the programme, it was agreed I would do the programme separately with each brother to gain their own personal perspectives. Dad said he would be in touch to arrange this.

Office: Nottinghamshire (Youth)

A YP who had burnt down some conifers at the front of someone's house causing damage wanted to show how sorry he was to the vic. He wanted to replace the hedge with flowers and meet the victims.

The victim was contacted following panel and asked how they felt about what TJ was proposing. They were very nervous and declined initially. I rang them back and asked how they would feel about a later of explanation/apology and some direct reparation in the form of a plant. They agreed. I then met with the YP to do the letter of apology and arrange to collect the plant.

The YP was keen to put right what he had done but due to the victims being elderly they refused. I was creative in exploring RJ in a way that was meaningful to both parties and helping both cope and recover. The offender could see how badly his actions had affected the victim and his letter was so sincere. When I took the letter and Rose Bush to the victim said that they had set in their mind that this is the day that they would be able to draw a line and move on. They had been nervous, and it had really upset them but they now feel that this YP won't come back. I love that this direct took a little bit of creativity but that the end result was helping both the offender and victim move on. I felt the urgency for both parties on this case and wanted to action it immediately.

Ruth Widdop

Office: Salford (Youth)

The offence was possession of a lock blade while being in Blacon custody suite. He was there due to another offence. The knife was missed when he was searched but he revealed this knife in the cell while feeling confused.

We have been attending Green and Grow which is a gardening session at Salford Sports Village in conjunction with age well and inspiring communities Salford.

The work started before I started in the team but his case worker informed me that he has been hard to engage. Since I have been working he has engaged very well with the gardening sessions. He has listened well to the woman who run the session and he has planted his first thing ever. He will be attending each week to ensure his fruit and vegetables are growing well.

We were given a task of transforming an old ceiling light into a planter. He had to strip the light down to just the casing and then ready it for the soil ensuring all holes were covered. Once ready beans were planted and string attached to allow them to travel up. He was pleased with his work and ensures each week these are growing well.

Niall Ashton

Office: Rotherham Restorative IDVA

Delivery of CEASE educational to a Young person

Session 1 of the CEASE programme

I delivered session 1 of the CEASE programme to a YP in Rotherham who has witnessed Domestic Abuse within the household growing up.

At the start of the Session the YP was very quiet, I felt that they were nervous about the session and having spoken to mum I was aware that there may have been things that the YP had witnessed whilst he was in the care of Dad that mum wasn't aware of.

I tried to be very calm and friendly with the young person so he was at ease, and we took the first few slides slowly as to lessen the nerves of the YP. The YP warmed up and became confident in sharing his ideas and views around the scenarios that we discuss in the programme.

The YP had some very positive views about consent and about being able to wear the clothes that you want to wear when in a relationship.

At the end of the session the YP's feedback was that he was worried about the session as he thought it may be stressful for him but actually, he felt really comfortable and enjoyed the session in the end.

Izzy Wood

Office: Rotherham Restorative IDVA

I received a referral from SYP to offer a young person the CEASE educational programme. The young person had been accused of offence which they strongly denied and although this was no longer an ongoing investigation the officer thought that further education around healthy relationships and domestic abuse would be beneficial to the young person.

The young person and I worked through the CEASE educational programme over several weeks and the YP engaged really well throughout the F2F support. The young person really got involved in the sessions and stated that at first, they were apprehensive however, they really like the educational aspect of the programme.

Additionally, the young person reflected on things that they had witnessed and heard from other peers, and they were able to identify how some of these things were unhealthy and incorrect ways to act towards your partner.

The young person stated that they would recommend the CEASE programme to all young people in Rotherham, and then they went on to provide further detailed feedback below.

Feedback from Service User:

I didn't realise how almost common domestic abuse can be and how different signs can be classed as domestic abuse where maybe you just brushed over it in the past such as love bombing ... you can see how that can lead to more manipulation down the line.

Knowing what I have learnt now I can pick up on the signs more easily and know the correct way to go about it in trying to resolve it or trying to seek help for the person.

I just think it gives you a better understanding and outlook on how some of these situations can be deemed as dangerous or aggressive that you may not have noticed or picked up on in the past. And then how it can affect not just the people involved but the people around them.

Like any sort of worries that I may have about it, I know that there are people that I can talk to and I'm more informed on the scenarios. I think it's just helped clarify all the grey areas that I had. I now feel Informed, appreciated and happier... Because I'm starting to notice that maybe how other people act is severely wrong and how I can change any slight actions I may've had to be for the better. It's really given me a different outlook to where I just want to do good and make sure that any people who are feeling like this or are in these scenarios I can maybe try and help them or at least console them and guide them into the right direction.

Laura Ridal

Office: Rotherham Restorative IDVA

I received a referral from a Rotherham secondary school to offer a young person the CEASE Intervention programme. The young person's parent/carer had disclosed to school and early help that her child had physically assaulted her and the young person was regularly getting suspended from school due to their behaviour.

The young person and I worked through the CEASE Intervention programme over a four-week period and the YP engaged really well throughout the F2F support. The young person really got involved in the creative tasks that we completed around anger, triggers and coping mechanisms. During the period I was supporting the young person we did some goal setting work around their behaviour and this led the young person to reflect on their previous behaviour at home and in school.

The young person managed to use the coping mechanisms we had discussed in the sessions, and while I was supporting them they were not suspended once and their attendance increased.

The young person stated that they would recommend the CEASE programme to all young people in Rotherham, and then they went on to provide further detailed feedback below.

Feedback from Service User:

The three words I would use to describe how I feel after doing the CEASE programme are CONFIDENT, CALMER and HEARD.

I would recommend the programme to other people because you can learn new stuff for example, what different types of abuse can look like.

I have enjoyed talking about how I can behave better in school.

Parent feedback - Thank you, Laura, for your help too... he seems to have enjoyed your sessions.

Laura Ridal

Office: St Helens (Youth)

Malicious Communication – 3 young people who have got into an online argument and the 2 offenders (S & G) turned aggressive and over the case of several months, several threats were given. The victim felt scared to leave her home.

I have undertaken victim awareness work with both offenders separately.

S has always shown more empathy than G.

S completed one session and then asked to complete a letter of apology.

G has, with gentle persuasion and some relationship building, agreed to participate in several general victim awareness sessions.

S was initially empathetic to her victim and had some understanding of how the months of threats and taunting had affected her but was adamant that she would not say sorry as 'she started it'.

After one session of general victim empathy work and sharing some of the victim impact statement, S stated that she would like to write a letter to the victim apologising for taking the situation so far and explaining that she wouldn't do it again.

I will deliver this letter to the victim next week, but I know that she will be happy to know that both her and S want to put the situation behind them. G has remained adamant that she has no empathy for her victim, however, I have seen a softening in her, an eagerness to attend sessions and to talk through how a victim may feel. This is huge progress for G, and I feel that it should be celebrated. Although she may not get to the stage where she engages with formal restorative justice, she has moved from being angry, to a stage where she is apathetic, but she can appreciate how her victim may have felt.

Laura Munro

Office: Stockport (Youth)

Victim was attacked at a train station by the young person. It is believed this was planned and perpetrator told victim he would kill him if he ever saw him again. As this happened in a train station British Transport Police (BTP) were to administer the YC.

Represented victims at panel and liaised with YOS manager to chase up BTP administration which took months. Update and support victim throughout. BTP were out of timescales so I got permission from YOS to contact and attempt working with young person on a voluntary basis (they were closed to YOS.)

When I contacted victim mum she said they'd recently been diagnosed as autistic and having PTSD. Victim took the threat to kill as literal, did not leave the house/attend school and attempted to take his own life twice. I explored alternative support such as helping them attend the donkey sanctuary in order to help him leave the house. The parents had split due to the stress of victim's mental health and their old home was repossessed. After several attempts I completed the work with perpetrator. Remorseful and shocked hearing the impact, he was open to direct RJ with mum of victim, keen to apologise. She decided ultimately it would be best not to do direct. I fed back his comments in response to the impact and closing the case which had been open 5 months, victim was really satisfied:

She feedback: "I'm glad that's happened (young person hearing their views). I don't think any of us knew the impact it would have. I hope it's helped him. This process has been really helpful. Even though my son didn't want to meet with him, within this we've been able to make that decision and have some sense of control. Thank you for everything."

V.J.Mukembo

Office: West Midlands

This case was a shoplifting offence which occurred in a shopping centre in Birmingham. The offender was supported by his parents during preparation and the final meeting. The victim was the Security Manager at the shopping centre.

Both parties were assessed for a direct intervention. This meeting was held online due to the offender's location and clashing schedule. Both parties shared a surprisingly emotional meeting for a one-time shoplifting offence and provided incredibly positive feedback.

The direct intervention for this case was held over Zoom. The offender began the meeting by explaining what had happened in the shop and why he had taken the product. He also expressed his immediate regret and apologies and explained how out of character his actions were. The victim accepted the offender's apologies and explained the more detailed aspects of what store staff must do as protocol after shoplifting has taken place and the risks involved with this. The offender became visibly upset after hearing the amount of extra work the staff must complete due to his actions. There was a conversation had around this where the victim strongly empathised with the offender and became emotional as she has a daughter of around the same age as him. The victim told the offender he was very brave to discuss his unwise decision in front of the people on the video call and urged him to use his experience as a life lesson and not to be so tough on himself, as everyone makes mistakes. Both parties expressed their gratitude for the opportunity to complete RJ and left incredibly positive feedback in their final evaluations.

Natasha Buckham

Office:

West Midlands

This case was a counter allegation neighbourhood dispute which was referred into Remedi via West Midlands Police. There were two households involved with 4 people overall, plus two practitioners.

Both parties were assessed and prepared for a direct intervention which went ahead over Zoom. Many compromises were made to ensure that both parties were satisfied with the outcome agreement objectives.

The two parties involved in this case live next door to one another. There had been multiple altercations in the past and both parties had come to a point where they needed restorative justice to intervene to ensure matters did not escalate. After numerous preparation sessions, the outcome agreement was finalised and both parties compromised on their actions moving forward. The outcome agreement was verbally finalised during the direct intervention and both parties agreed that they were happy to sign the document. During the evaluations, both parties stated that they were happy with their service from Remedi, and they were glad that the issues they were having had been clarified and put to rest.

Natasha Buckham and Kim Charles

Office:

West Midlands

This case was an assault at a school referred in to Remedi by the police. The people involved were two 12-year-old schoolgirls and their parents. The locations of the preparation sessions were at their home addresses.

The work consisted of preparation sessions and indirect shuttles, as the victim's father stated that he did not want to meet with the offender's parents and would just like to pass on a message and hear their response.

After speaking with the victim and her father, it was clear that there have been issues at school between the girls for a while. The victim's father stated that he has frustrations with both the school and the police as he felt they weren't doing all they could to stop this behaviour. Both the victim and her father wanted only to pass on a message to the offender and her father and then to hear their response. After a visit with the offender and her family, the message from the victim had been passed on, and the offender agreed not to bully the victim at school anymore. The offender's father also stated that he will be keeping an eye on his daughter in the future. The victims were happy with the response they received and were grateful for the support from practitioners throughout the process.

Natasha Buckham and Nicole Mclean.

Office: South Yorkshire

Referral received from Witness Care for a burglary which had occurred at a private dwelling, while the occupiers were out. The offender was arrested at scene and given a custodial sentence.

The victims wished involved wanted to engage in an indirect letter exchange from the person responsible clarifying some questions in relation to the how the offence had been committed while they were away from the property.

A letter was obtained in response to the questions raised by the house holders during which the person responsible openly and honestly accounted for his actions. Explaining in detail his method of entry and exactly where he went in the house . He went on to say.

'I want to apologise wholeheartedly. I cannot express how sorry I feel. I appreciate being given this opportunity to hear the questions from my victims and to be able to answer them'.

'I don't make this as an excuse but losing my daughter and coming out of prison, I was not myself and lost. If they have anything else to ask, I will answer it I am so pleased they are prepared to take part. I am just glad I can get this off my chest and start to move forward with my life'.

Mark Winrow

Office: Barnsley (Youth)

Public Order / Affray-

Around 30 members of the public were involved in the offence both adults and youths, two of which were given an OOC and engaged in shuttle mediation with the victim.

The offence took place outside the home of the victim where an alleged paedophile was rumoured to be residing. Both young people were met with individually and the victims' feelings were shared and I was able to quash some of the rumours and beliefs that the young people had held which had been heightened by the mob mentality on that day.

One young person recognised the impact and wanted an apology passing to the victim.

The second young person was able to recognise the impact in parts but was older than the other YP and held stronger opinions and beliefs around why he became involved. He did acknowledge that if the rumours were untrue, he could understand the victim feeling the way they did.

The sessions were fed back to the victim along with the apology from the first YP. The victim's response to this was

“Thank you, you have been amazing, more than amazing you have done more than I expected you to do. I got up this morning with brain fog but my head feels more clearer now after hearing what you have told me. At last, someone has acknowledged what they have done, and this has given me relief and makes me think I am not hated as much, and it wasn't me who was being targeted directly.

By you speaking with the two young people this will be two less people that will shout abuse at me in the street. I would like you to thank the young people and tell the one who made a full apology that I accept it.

I am extremely grateful for being updated with this I didn't expect anything back at all so this has come as a pleasant surprise”.

Anji B

Office: South Yorkshire

Police referral for victim awareness work with a young offender. Offence was assault, involving two students at Dearne Valley College in April 2022. This resulted in bruising but no broken skin and no further injuries.

A victim awareness session was completed with the young female in person, her mother was also present. The student agreed to engage in an indirect restorative process with the victim and her mother to apologise.

Feedback from the young offender's mother :

'The process has really helped us – particularly my daughter – it helped us talk to her about future situations, when she has a panic attack, how to respond in other appropriate ways without using violence. The way you have been with us and her has been absolutely lovely, we were going through so much and you just sorted it. You listened to her and understood. You didn't point the finger and blame her or ignore what she has been going through. You remained impartial at all times. The way you supported her stopped her from going downhill again. This is the first time we have had a service listen so well, in all the years since she was little. 10/10'.

Feedback from young victim :

'I did not totally agree with everything A wrote in her letter but having our views represented was great. It's good to know that A has completed her victim awareness and knows how her actions affected me. It was also good to know that her mum wished to say sorry too. I want to thank you for your help. I am satisfied with Remedi's service'.

Aglaia Barraclough

Office: Barnsley (Youth)

17 yr old was caught with smoke bomb prior to a Championship football match and referred as an out of court case

The victim (football club) insisted on educating this young man on the dangers of carrying and or setting off these pyro devices. They asked specific questions for the young man to think about and answer.

Together with his case manager the young person spent 3 hours researching the dangers and completely changed his view on the offence. Especially looking at potential injuries that could have occurred and the negative impact these have on fellow fans. The responses were worded in a letter and passed to the victim. Their response was: “ We’re very impressed with the what the young man came back with. Football is a big part of the South Yorkshire community whatever team you support. We are happy we’ve been able to educate this young person with the help of the Barnsley Youth Justice Team and feel he won’t be making the same mistake again”

Carlo VdW

Office: Derbyshire

This case was in relation to an offence of assault by beating.

A direct conference via a Zoom call was facilitated, as well as indirect communication beforehand. Both the victim and offender were both comfortable and prepared for the direct meeting that took place and were both able to express what had happened from their perspective.

Throughout this case both the victim and offender were extremely keen to take part in a direct conference. The offender wanted to apologise for what they had done and explain that it was not a targeted attack.

Whilst working with both parties it became apparent that neither of them held any animosity towards each other and they both wanted to get a clearer picture as to what happened on the night of the offence.

Feedback from the victim: “You were really organised, very helpful, I felt prepared and knew what was going to happen in the meeting and the meeting went smoothly. Thank you for all your help.”

Laura Esty

Office: Derbyshire

This was a referral from the Police in respect of a neighbour dispute between two parties.

Both parties were contacted via telephone and upon carrying out telephone assessments we were able to talk through the issues both parties had and what they were wanting in order to move forward.

Both parties had a number of issues that they wanted addressing but felt that due to the relationship breakdown, they were unable to speak with the other party directly and therefore communication was carried out via ourselves. Both parties were able to raise their concerns with the other party and address the main issue in dispute which was regarding a fence being repaired.

An agreement was able to be reached regarding the fence and both parties felt that progress had been made.

This is a good piece of work that allowed the parties to be heard and for them to feel that the issues were being addressed in a restorative manner.

Suzanne A

Office: Derbyshire

This referral was received from the Youth Out of Court Disposal Panel regarding 3 x theft offences.

After speaking with the young person and their parent/guardian via telephone, I conducted a home visit to go through the three victim impact statements, exploring the effects theft can have on the wider community and the potential consequences for the young person if this kind of behaviour was to continue.

Whilst going through the victim impact statements, the young person decided they wanted to speak with the victims over the phone to apologise, this was arranged and facilitated with all three victims individually.

This was an extremely positive piece of work and the young person was able to hear the victims perspectives on the offences.

Natasha May

Office:

Derbyshire Restorative IDVA

YP can be extremely volatile and has been violent towards mum on a number of occasions. He seems to be completely unable to control himself and is so quick to anger and aggression that parents are unable to de-escalate the situation and mum in particular bears the brunt.

We have had one session so far and will be continuing with Together Families.

After speaking to mum, she explained that she often gets turned down by services as they say 'she does not meet the threshold'. She said she needed support herself so we made a PEGS referral which she was very happy about and is keen to engage with the service. YP also refused to see me when I first arrived however then came down and sat with me and expressed he is nervous to work with me as in the past he feels as though services have made his situation worse. I asked if he would do one session with me to see how things go and he said yes. He went from not wanting to speak to me at all to agreeing to do a session.

Jasmine Millward

Office:

Derbyshire Restorative IDVA

The referral was originally from the police due to the YP assaulting her mother when she was not allowed to leave the house. The YP has a poor relationship with her mother and was going through issues at school where her attendance was poor and she was going through a managed move that then failed.

We completed the intervention programme, to begin with the YP was not attending school and due to a failed managed move and staying off school until things were sorted lots of sessions were cancelled but after our first session she was in school for each of the following with no cancellations.

Although there was a difficult start to the case and the YP was not attending school after she started back again her attendance has been very good and we have had no cancelled sessions. During our first session the YP disclosed to me that she had been in a toxic friendship where she was being controlled and that she didn't realise how much it was affecting her and her behaviours and that she started to lie and hide things from her mum but that she had managed to leave the friendship and now had friends that she felt respected her. By our last session the young person said that she would be able to see red flags for control much quicker now and would leave the situation, she also stated that she understands that how she was behaving was unhealthy and that she hadn't treated her parents well and that she didn't realise before how much her mother was there for her and that she wanted to fix the relationship with her mum. We came up with an action plan to communicate with her mum honestly and show her how much she cares and wants to mend their relationship.

Kayley Ford

Office:

Derbyshire Restorative IDVA

During return home interview following a missing child episode, mum discloses that the YP has hit her in the head the previous day

YP and mother are completing the Together Families Programme. YP has previously completed the CEASE 1-2-1 Intervention Programme prior to this.

The YP had previously completed the CEASE 1-2-1 Intervention Programme and had built a good level of knowledge and understanding of DA.

At the start of the Together Families Programme, the YP was physically violent towards her mum on an almost daily basis and this was placing a large strain on the family and causing tension between herself and her brothers.

Since participating in Together Families, there have been less arguments and a decrease in physical violence from YP to mum. This is a significant achievement as mum was in fear of violence previously, but now feels less concerned and safer at home.

The YP often comments that she enjoys our 1-2-1 sessions and has been journaling frequently since starting sessions.

Nicole Cann

Office: Derbyshire Restorative IDVA

The YP has been a victim to harassment and domestic abuse from ex-partner.

YP is receiving mentoring support.

During my first visit YP described her typical week/day/ friends/ family/ where she feels comfortable going. I further explained the mentoring programme and how we will identify needs/ what kind of mentoring support they would like. One identified need is safety, YP doesn't go out very often as feels unsafe in relation to ex but went out last weekend for the first time in a while. YP was able to disclose their past experiences further during our next session, safety was still their primary concern. Following this the YP and Mother were keen to proceed with a referral to Target Hardening (area permitting) as well as a discussion into other immediate safety concerns. For example, the YP's comfortability calling 999/111, also contacting the police officer involved during their last reporting. I also suggested in the future we could hold a session potentially going for a walk/coffee where we can focus on identifying places of safety on routes they may take, apps to use.

Sophie Hopkinson

Office:

Rotherham Youth

Referral received for a presentation to a group of YP's in Kimberworth who have been excluded from school.

Group Hate Crime Awareness programme.

The presentation was made to a small group (5) of YP's who each had their own support worker with them in order to facilitate the session and manage behaviour.

The session lasted about an hour and started with a brief 'getting to know you' exercise during which only one of the YP's would tell me their name and the others were introduced by their support workers.

It was clear that this was not going to be an interactive session.

Having experienced this type of group before I was able to alter my approach to the session accordingly and slowly began to gain responses from the group. One female participant joined in particularly well and gave some good answers to questions and showed a good understanding of what was being discussed.

On her evaluation form, she stated "I felt comfortable in the session, enough to actually talk" which I took as a sign that it went well, however it was the comment from her support worker that surprised me.

She informed me that she was amazed at the YPs involvement as she had never interacted in any group sessions and had never actually spoken or given answers before.

Neil Humphreys

Office: Rotherham Restorative IDVA

Delivery of CEASE educational to a young person in Rotherham

Session 1 of the CEASE educational programme in a 1 to 1 setting

I completed the first session of the CEASE programme with a young person from Rotherham. The young person had been referred to CEASE due to him and his brother being investigated for sexual assault and the police not knowing the extent of abuse that may have been witnessed in the family home. The young person and I met at a children's centre and were accompanied by the young person's early help worker.

English was not the young person's first language, so we had to take things slow at first to help him to be able to process the content. The young person stated that he had never heard the words Domestic Abuse before they were completely new words to him, so we started to focus on helping the young person understand what those words meant. It was difficult for the young person to understand at first but once we had broken it down and tried explaining it in different ways the young person felt he understood. This felt like something that should be celebrated. A young person who had no concept of what Domestic Abuse was before the session now understood it.

The young person engaged really well throughout the rest of the session and had some really interesting ideas and discussion points

Izzy Wood

Office:

Rotherham Restorative IDVA

I received a referral from a Rotherham early help worker to offer a young person the CEASE educational programme. The young person had been subjected to years of physical and emotional abuse from their parent and now the child has been removed from their parent's care, professionals thought it would be beneficial for the YP to get some specialised support around what they had witnessed and experienced.

The young person and I worked through the CEASE educational programme over a four-week period and the YP managed to feel comfortable enough to share and reflect on some of their own experiences of abuse. The young person really got involved in the programme and they stated that they feel all young people should do CEASE to help raise awareness around domestic abuse.

While completing the programme the YP was able to reflect on how previously they really struggled to open up about their experiences to strangers however, as a practitioner I could see how the YP's confidence was increasing as the weeks went on and this was also reciprocated by the YP's extended family, who also stated that their confidence has really come on in the recent weeks.

The YP provided lots of feedback throughout my time supporting them and this is detailed below.

Feedback from Service User: "After this session, I would say that I feel SECURE, NOT SO OVERWHELMED, APPRECIATED, and MORE IN CONTROL and CONFIDENT. I feel like I have been able to get things off my chest and previously I would struggle to speak to a stranger about some of the things I have been through in my life. "

"I have learnt about how to deal with certain situations, and I would say I feel more in control if these situations happened to me in the future. I would say I feel safe and secure because I know I have people to talk to about my problems. By working with you it's helped me get stuff out my head that was bugging me because of what I went through with my mum it's been difficult to push it to one side and by doing this it's helped me get it off my chest. "

Feedback from the referrer - CEASE is easy to refer to and has had positive engagement and positive feedback from YP. Communication is timely and effective. All communication is through and reflective. Benefits have included increased self-esteem, allowing safe space to talk, understanding, and increased knowledge around abuse. This work is extremely important, YP and families within the locality will certainly benefit from the intervention.

Laura Ridal

Office:

Humberside

Public order offence involving damage to property, referred by local policing team. Two people involved who live very close to each other.

Following an assessment with both parties, Lindsey worked with them to make agreements both parties were happy with. Lindsey facilitated a number of indirect shuttles between them to reach a positive outcome.

This case was delivered remotely due to neither party wanting to meet face to face. This worked equally as well as both people had their say and what they would like moving forward.

Both parties made agreements on what they would do to avoid any further upset to each other and I am hoping this continues long term as they both really want the same thing.

Feedback from this case: I have never met you, you have never met me but I am so pleased with what you have done for me. You are a credit to the system, you do a brilliant job. You have been very kind and professional.

Feedback from the referring officer: Thank you for your help with this one.

Lindsey

Office: HumberSide

The offence was an assault which took place in Grimsby.

The offender referred himself through a partner agency as he wanted to do victim awareness work around his offence. I carried out the victim awareness session over the phone and went through the pack with him.

The offender engaged very well in the victim awareness session. The offender did already have a good understanding of the impact his offence could have had on his victim; however, he did say after that he found it very helpful to go over these things and have a refresher.

The offender did want to do RJ however unfortunately contact with the victim was unable to be made.

Jamie Russell

Office: Humber

This case was a case that was initially referred to us by Natasha in HMP Humber as an offender referral, the offence was a Burglary offence. There was one victim for this offence and the offender was keen to be able to apologise for his actions.

The person responsible for the offence was very eager to engage in Restorative Justice in any method that the victim would be happy with. The victim did not feel comfortable to meet with the offender in person, but was open to receive a letter from the offender.

From initial contact, the offender was really motivated to engage with RJ, they really wanted to be able to apologise and offer the victim the opportunity to engage with the process and ask any questions they may have of them. After conducting some initial preparation work with the offender, they were moved to a prison out of the area due to a security concern. Through building a good relationship with the POM in the new establishment I was able to have them assist us with speaking with the offender so we could continue with the RJ process and not delay it too much due to the relocation. This contact with the POM really helped us continue with the RJ process once the offender had moved establishment and the offender found it really helpful to have the support from his new POM in his new establishment and soon produced a very good letter for the victim. This is a good example how building good professional working relationships with other partner agencies can have a really positive impact on service users and the RJ process.

Yasmin Gray.

Thank you to all of our colleagues and service users

