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**REMEDII**

# **Restorative Stories**

A Collection of Case Studies and  
Reflections VOLUME 36

**By Remedi: Restorative Services**

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# **Restorative Stories**

A Collection of Case Studies and Reflections

*By* **REMEDI: Restorative Services**

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Remedi

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[www.remediuk.org](http://www.remediuk.org)

**Office: Manchester (Youth)**

HJ is on a Youth Rehabilitation Order having been convicted of dealing controlled drugs. He currently lives in a Placement as he is in Care. The placement is in a location that is unfamiliar to HJ and he admits to having carried knives for protection.

I have visited HJ on several occasions. At first, he adopted a "I've seen it and done it all" approach and was unwilling to engage. After some lengthy conversations he has got things off his chest and we have a good rapport. This has led to him starting the Tools Down Knife Crime Programme.

In order to get started with HJ, it was necessary to spend quite some time rapport building and allowing him to talk more generally about his situation. He has found it very difficult in his current placement, away from areas he knows in a locality, where he feels under threat. This has been shared with the Case Manager and he is shortly moving to a new place where he should feel more comfortable. He has spoken of his desire to find work and great efforts are in place to help him with that aim. HJ has begun taking part in the Tools Down sessions enthusiastically, offering his thoughts and insights on the topic. This is helping him to understand the dangers of carrying a knife, even for personal protection, and how this can lead to serious harm. He has not yet finished the programme, and still needs patience and cajoling with humour when I go to do a session with him, but I am confident that he will complete Tools Down soon.

**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. Having trouble at home due to Dad being terminally ill, this leading to him going out with friends and getting into trouble with police.

I have worked with this young person since March and have done many sessions, also becoming his trusted person. I referred him into the APST Taskforce, to get him some SALT input as he is diagnosed with ADHD. He has admitted he struggles with how to communicate when he 'gets too many feelings at once' and releases it by 'misbehaving'. We looked at healthy ways to release and now work with our sports mentor. He does boxing and this really helps him. We also have done work on what triggers him to going out with friends and getting in trouble with the police. We spoke about how when the police are involved with an incident with him, he just wants to get away from them at any cost because he enjoys the thrill.

The young person is in a constant state of crisis mode due to Dads ill health, his behaviours usually correlate with when Dad is taken in to hospital. This hits him harder as he lives with Dad. During one of our sessions, he came in and said he had been in trouble with the police. When I asked why he said him and his friends broke into a block of flats and when a resident came out to ask them to leave they refused. He said eventually they went to get up and leave but the resident had blocked the door to leave. I asked what happened next. He replied 'Usually I would have barged her out of the way and got out without thinking, but this time I thought about it and waited as I didn't want to put my hands on her and make it worse.'

**Megan Greenhouse**

**Office: St Helens (Youth)**

Burglary/Theft – 1 young person (M) entered her friends' home when her friend and Mum were out. M then took her friends' iPhone 12 and left. She had already apologised before I contacted them, and the victim had accepted the apology, but did not want to rebuild the friendship.

2 victim empathy sessions with M, who engaged fully and was keen to show how remorseful she was. I had a good relationship with M, so joined with the reparation worker (Sammi) to help deliver direct reparation.

M made a video to explain how sorry she was and how she missed the friendship.

M was very keen to do something personal to show how much she valued the friendship she had with the victim. M explained that she didn't have many practical or crafty skills, but she does media studies at school and would like to create a video. I used to be a professional videographer, so I offered to support M and Sammi.

We asked M to make a mind map of all the points she wanted to get across. She wrote out her key points on paper, wrote herself a script (with some help from myself and Sammi), and then filmed the pieces of paper and read out her script as a voiceover. She also chose music to go with the voiceover.

When I showed the finished video to the victim, she explained that she doesn't want to rebuild the friendship, but she did appreciate the time and effort that M put into it. She said it made her feel better.

I feel that this should be celebrated as it's an example of professionals working together to support the young person to create something that the victim really appreciated. It is another way of providing direct reparation without needing practical skills.

**Laura Munro, RJ Practitioner, Samantha Woodward,  
Reparations Worker**

**Office: Manchester (Youth)**

Direct RJ within a generic victim awareness session

Victim awareness session was completed with a young person for criminal damage to a police vehicle. The young persons father was sat in on the session and was able to explain to the young person how he had been emotionally and financially impacted as the young person received a fine at sentencing. This was the first time that the young person has heard his father explain how he had been impacted by his offending behaviour.

The young person engaged really well and it was lovely that his father was able to get involved and explain from his point of view as an indirect victim to the offence.

**S Tighe**

**Office: Stockport (Youth)**

Mum had found cannabis in her son's room and confiscated it. He confronted her about this and when she refused to give it back became very abusive, caused a lot of damage and assaulted mum as he was being arrested. He has a pattern of explosive and violent behaviour.

Met with each of them twice and discussed in depth the incident, their relationship and the dynamics at home (dad and another younger sibling are at home also). Shared how each felt with each other and their understanding of each other. Arranged and facilitated direct mediation.

The young person received a YC for possession and following this was diagnosed with ADHD and ODD. Despite still displaying challenging behaviour at home he engaged with sessions around RJ. Some meetings with the case manager and mum he had walked out of which I was aware of. This meeting in particular was held after the YC was completed. It was challenging as they had had an argument as the meeting started due to something that happened the day before. Both eventually calmed down enough to listen to one another and clearly express what they were feeling. Both admitted some of their own faults and how they add to the ongoing conflict. Through managing their heightened emotions, offering breaks, bringing the meeting back on track and using uninterrupted speaking time meant that by the end of the meeting they were laughing and complimenting one another. Both agreed to have another mediation conference as we had lost a lot of time at the beginning due to the young person arriving late, interruptions and the argument. Mum immediately thanked me at the end saying the meeting was really helpful. This was a massive turnaround and showed progress on both of their parts.

**V.Mukembo**

**Office: Cheshire**

Father and Daughter agree to mediation as their relationship has deteriorated over the last few years after mother dies and Father now has new partner. Daughter is committing ASB within the home. The Police don't want to criminalise the young girl.

Family Mediation – Direct in person – between the father and the daughter after numerous preparation session.

Early help referred this in to Remedi – Both were visited separately, and fundamental issues discussed. Daughter does not want the new partner involved in the mediation process. Father wants daughter to know he still loves her even though he has a new partner and reassures her he has not forgot her own mum. Daughter wants her father to know how she feels left out of family conversations and decisions. Discussions take place and daughter is upset as she feels fathers' new relationship takes him away from her. Father tells her this is not the case but makes a note to include her more.

Victim A feedback: 'I want to say thank you for your intervention and patience. I hope we can move forward and talk about things more openly. Things seem to be better.'

Victim B feedback: 'I am thinking of moving out in the future, I would like my own place, my dad has offered to help with this and also he is helping me to buy my first car.'

**Diane Williams**

**Office: Cheshire**

- Brother and sister, who have been a witness of DV.
- Met fortnightly with both brother and sister in a children's centre to discuss feelings, with specific work around anxiety and anger.

Both YP have been significantly impacted by witnessing DV in the family home. The sessions in the children centre have been a great way for the children to talk about how the situation has left them feeling. It has allowed them to open up and look into techniques to help improve their anxieties and anger.

The feedback from the sister was “the sessions have me helped a lot through this tough time. I have learnt some brilliant techniques for anxiety. I feel so comfortable and open talking to you. You have helped me when things aren't so good. But most importantly you have listened when others haven't”.

The feedback from the brother “You have helped me with when I am annoyed. I now know it's okay to be angry sometimes, but I can control it now thank you Becky for helping me when I've needed it”.

Mums feedback was “Thank you for all you have done. You have made a huge difference”.

**Rebecca Smith**

**Office:           Cheshire**

Shoplifting – numerous shops targeted over a long period of time. In total, 8 individuals benefited from RJ (including the offender).

The offender was visited in prison, he expressed a desire to apologise to the stores affected by his criminal activity. A letter was written there and then which was then distributed by me. Discussions were had with 7 victims – several of which had messages to pass back.

This case stood out to me because I did not expect the range of feedback I got. Upon entering one shop, the store manager asked that I come and speak with 2 members of her team who had been particularly vocal about shoplifting in the store. I was happy to do so and it was nice to discuss the issues with them. I reassured them that this particular offender was remorseful. It was good for them to see that work is being done with shoplifters and that the offence and its impact is not undermined by anyone.

**Kayleigh Simmonite**

**Office: Derby (Youth)**

A young person was given a YCC for the possession of a knife. He was searched by school, who found this knife in his bag. He had been given this by a friend and forgot it was in there.

Victim awareness work has been completed with this young person.

The young person that committed this offence, is only 12 (year 7). When I arrived at the address, the young person was terrified as he had never been in trouble before, so he did not know what to expect. Instead of completing my usual victim awareness session, I simplified this and prompted more informal discussions so that he felt comfortable with me. Using the thoughts and feelings cards, I explored with the young person how both direct and indirect victims can be harmed. We also used the ripple effect analogy, and the young person used the emoji cards to demonstrate how the different parties may have felt. The young person said that he likes to watch videos on YouTube, therefore I showed him a relevant video of a young person who got injured by their own knife. This was very impactful on the young person, and he said that it made him never want to carry a knife again or get into any more trouble. By the end of the visit, the young person was very chatty and said that he looked forward to seeing me again to complete the Tools Down Programme.

**Lily Loan**

**Office:            Derbyshire Restorative IDVA**

YP had been referred to us by Derbyshire victim services for the educational programme. Within the first session she explained how she was a victim of domestic abuse.

We have completed the educational programme over the phone, and I posted her a copy of the booklet too so we could both work on it together.

After the first session, YP was shocked that gas lighting was a type of abuse. She recognised this is something she often suffered in her past relationship. Although YP often had other priorities such as her son that sometimes prevented us from doing a session, she was really keen to rearrange/ suggest better times for her. When we completed the programme she expressed how much this had helped her. 'In my previous relationship I thought I deserved the abuse but through the sessions with you I have learnt so much and that DA isn't always physical it involves emotional abuse such as love bombing and gaslighting. '

**Jasmine Millward**

**Office: Derbyshire Restorative IDVA**

Mum states that she has had trouble with her son since he was 7 years old, but his behaviour is now becoming increasingly more violent

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

The YP had a good understanding of DA from taking part in the CEASE 1-2-1 Intervention Programme. He engaged really well and better than professionals had led me to believe. The YP had excellent knowledge surrounding bullying and anger and this led to in depth discussions.

When discussing anger, the YP made a personal disclosure around one of his triggers and was able to discuss this. We were then able to consider this restoratively and think about ways to cope when triggered and how to better manage emotions. We aim to continue this work throughout the Together Families Programme

In the Together Families Programme, mum was also able to discuss her mental health and struggles that she is facing. Using my managing suicidal conversations training, I was able to help her keep safe and we then discussed a safety plan. This was a big step as it was difficult for her to face the negative emotions that she was experiencing

**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.

Since starting mentoring support this YP has made significant life changes such as refining friendships, changing the way they handle conflict and shifting their focus towards their future. However, their new job hadn't gone as they'd hoped as the role aligned with similar past experiences. Although this was very disappointing for them, we used this to reflect on how far they'd come as their past self may not have been as committed as themselves now. We discussed the area of work and the challenges that were possibly unavoidable to them, the YP carried a lot of self-blame so we tried to refocus this into where they would like to be in the future and further discussed the different industries available to them.

The YP was also going to visit family in the area where he'd moved away from as a result of abuse suffered from their step-dad. The YP had previously expressed hateful feelings towards them, we took this session to discuss what steps to take in certain situations if they arise. This included how comfortable the YP felt calling 999 or 111 and the Life360 app to record any events. We also reflected on how the YP has control over their future and the impact carried by their step-dad in their past doesn't have to affect their future.

**Sophie Hopkinson**

**Office: West Midlands**

One lady had stolen multiple items from a high-end store in Birmingham.

The offender underwent all RJ work over the phone due to her caring for her autistic daughter. The offender was very ashamed of what she had done and was not particularly keen on attending the store due to her embarrassment, but the practitioner and offender worked on this to make her feel less worried. The clothes store was contacted and was happy to lift the offender's ban for her to express to them her remorse.

Throughout the prep work, it was apparent that the offender felt much remorse for her actions and stated that she only stole due to lack of money. Throughout the prep work, the issues were discussed, and other ways of income were looked over and contact numbers/help lines were presented.

In the direct meeting, the offender was faced with a member of the security team and a store manager. The offender expressed her remorse for her actions and was honest about why she committed the offence. The security member expressed the impact of the offender's behaviour and stated that he appreciated the courage coming back into apologise.

**Georgia Snelling**

**Office: Greater Manchester**

This was a harassment offence between two males - the victim was selling a car outside of the offender's house. The offender found this annoying so prank-called the victim on numerous occasions, hanging up as soon as he answered, hoping the victim would get annoyed and move his car.

I have had numerous phone calls with both the victim and offender which has allowed me to build rapport. I am currently in the process of having preparation phone calls with the service users, as both parties would like to have a direct meeting to resolve the issue.

Both service users in this process are engaging positively with the RJ process and are highly motivated to resolve the issue in a restorative way and this should be celebrated.

The victim in this case wants a direct, as the anonymity of the offender is what causes the most fear and worry for him and his family. I believe a direct meeting will benefit the victim hugely as he has a lot of unanswered questions and preconceptions about the offender which I think will change once they have met face to face. The victim was very grateful for the work being done to arrange the direct, and at the end of the preparation session said, **"I appreciate your work and the charity for providing me with this opportunity, as it is going to make me and my family feel a lot safer"**.

The offender is also highly motivated to have a direct meeting and is grateful to have the opportunity to apologise for his actions and move on from the offence. He is open to answering any questions the victim might have and takes full ownership of his actions, which should be celebrated.

**Laura Norbury**

**Office: Greater Manchester**

The offence was referred into us by the National Probation Service to facilitate RJ following the offender's conviction. The crime is assault and involves two victims. The offender punched and spat at the victims and made threats to stab them to death.

I have completed substantial work with the offender and victims, largely working with the offender to build his confidence and first communicate with the victims via indirect shuttles. Both victims have been receptive and returned engaging replies, giving all parties the confidence to progress to a direct RJ.

The offender had reached out to his probation officer and told them that he was experiencing a high level of anxiety over his offence. He asked his probation officer whether it was possible to communicate to the victims and tell them that he was sorry. At this point the offender had never heard of RJ or Remedi.

After my initial introduction to the offender, it became very apparent that he was very anxious and nervous on how to face up to his victims, but he desperately wanted to do this, not only for his sake, but his family's as well. I have and am still working with the offender to prepare him for direct RJ. His confidence levels have grown, resulting in several great shuttles which have been well received by the victims. The victims have responded and have sent positive responses back to the offender.

The offender has commented: **"I am nervous about apologising to the victims of my crime, but I know with all your support I will finally be able to say sorry, I just wish I was told about Remedi earlier"**.

**Dean Othman**

**Office: Greater Manchester**

This case was referred into our service by the Tameside division of Greater Manchester Police to deliver the Victim Awareness Course (VAC) with the offender as part of an out of court disposal. The female offender assaulted two police officers during her arrest by biting and slapping them.

The VAC focused on the impact of the offence on the offender's life and the victims' lives. She then wrote letters of apology to the officers to show her remorse and regret.

The offender stated that she felt her drink had been spiked the night of the incident after watching the CCTV back. The offender said she felt embarrassed and apologetic to the officers for her behaviour.

She showed signs of remorse throughout the VAC and discussing how her actions have impacted others seemed to evoke strong emotions. She is making positive steps in her life to prevent reoffending, such as walking in nature and trying meditation.

During the evaluation at the end of the course, the offender stated that it had helped her understand her behaviour, the impact on her family and others and felt more positive about her future. Offender felt it was a great course and had been beneficial to her.

The Tameside out of court disposal officer shadowed parts of this case, gaining a greater understanding of the VAC and the level of support and intervention offered.

**Andrea Long**

**Office:**

**Greater Manchester**

This case was an offender led referral. The offence was violence against a person/assault without injury. The offender approached the victim's car and assaulted him with his walking stick. There was no pre-existing relationship between the victim and offender.

The offender wants to do direct RJ whereas the victim would prefer indirect. The offender had a shuttle message to pass, which I passed onto victim. The victim accepted the shuttle message and passed a response back to the offender.

The offender has shown remorse for his actions and he has shown an understanding of the impact of the offence on the victim. He said that his behaviour that day was driven by his intentions to commit suicide but not to hurt anyone. He said he felt so guilty and that he was so shocked that he did it and was deeply sorry for any fear that he had caused to the victims.

The victim accepted the apology from the offender and has wished nothing but the best for the offender and hoped he gets help. The offender is engaging well with us and also with mental health services.

**Amy Brockway.**

**Office:**

**West Midlands**

This case involved one victim and one offender in the West Midlands. The offence was a Public Order offence against an off-duty Police Sargeant.

Assessments and preparation work were undertaken via remote methods for both parties, via whats app and zoom. The final direct meeting was also held online via zoom.

This offence involved the offender using abusive language towards the victim whilst they were driving and stopped at traffic lights. The victim felt that the offender's behaviour was very extreme and was concerned that he could behave like that towards a more vulnerable person. Therefore, the victim put himself forward for RJ and the offender agreed to take part. During the meeting the victim was able to explain how he felt at the time and how concerning it was to him that someone should react that way whilst driving. The offender was very apologetic and remorseful and said he was grateful to have the opportunity to complete RJ rather than having to go to court.

The victim feedback - 'RJ has made me feel more empowered because it's been resolved how I wanted it to be. You can get far more from RJ than going to court and it feels like a pragmatic way to deal with it.'

The offender said - 'It felt good that I had the chance to apologise. RJ has really opened my eyes and now I'm a more reserved driver.'

Both victim and offender felt they benefitted from RJ and were pleased they took part.

**Kim Charles and Zara Ahmed**

**Office: West Midlands**

The offence was Affray. There were two households within a block of flats involved, equalling 4 people. Occupants had continual arguments over music, which led to a fight between 3 males in public. A direct took place via WhatsApp video call with the 4 individuals and the practitioner.

Preparation took place within two months, using remote methods, going back and forth to discuss the main issues for each household, and formulate agreements. The officer in charge was well updated throughout, as ongoing small disputes were still occurring. However, all admitted the affray was wrong and wished to process.

The direct meeting proceeded via WhatsApp, after learning from both parties had made up following some preparation sessions. Practitioners decided given the events that had previously occurred, it was still best to bring them together to ensure neither wanted to raise anything underlying and put the agreements in place.

All attended a WhatsApp video call, where they explained their wrongs on the day, and said that it won't happen again. They all agreed they will calmly approach one another if there is a further issue, and explained how since they have done that, and have socialised in their communal gardens. All were smiling and sharing laughs in the direct meeting. All provided feedback which thanked practitioners for the help and commented how they feel nothing will re-occur.

This was pleasant for practitioners to witness, as what started out a complex case, had a very smooth turn around, as all stated they realised through preparation it was not worth it.

**Nicole Mclean and Georgia Snelling**

**Office: West Midlands**

This was a case that took place in the school that we are based in in Walsall in which a young girl has been threatening to fight another girl.

I met both parties individually for the assessments and prep sessions.

The prep sessions went well with both young people, as did the conference. Both girls said they used to be friends, and the issues came from that the one threatening the other still wanted to be friends with her. She said that she had no intention of fighting her at all, and didn't want to hurt her, but it was other people that were spreading rumours around.

During the final prep session with the perpetrator, she disclosed that she was in a potentially abusive relationship, and it was him who was spreading these rumours. I spoke with her about healthy relationships, and let her know that I would need to let safeguarding know. I also offered to refer her on to the school counsellor, which she really appreciated, and put her on the CEASE program in the coming academic year.

**Kate Smyth**

**Office: West Midlands**

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**PRACTIONER/S: Kate Smyth**

**Office: Nottinghamshire (Youth)**

Two young people set fire to the playground at a local skate park and caused £5000 worth of damage. The victim was very angry that this was not dealt with in court and wanted direct reparation completed.

Direct reparation and a direct meeting with the parish council handyman who was very supportive of the young people involved.

Following the direct reparation the young person text all his friends to tell them not to litter as he had taken the time to clear all the rubbish off the park, following the weeding he rang his Dad to make sure he looked at what he had done as he felt proud that it looked so much better. His Mum commented that she felt this whole process had taught him a lot and hoped it made him the consequences of his actions.

The victim was really happy that something positive had come from the whole experience.

“It’s really lovely to hear something positive has come out of all of this 😊

Wouldn’t it be wonderful if his enthusiasm rubbed off onto his friends and they took a little ownership of the park.”

**Fran Dent**

**Office: Nottingham (Youth)**

I delivered my first 1-2-1 County lines to a YP in a children's residential care home.

The YP referred to us was at risk of CCE and it was deemed an appropriate step to deliver the county lines programme to him. The YP engaged throughout the process and although he knew some of the content we spoke about he was really open and said that he learnt some new insight into the dangers of county lines and how easy it is to be exploited.

I was really pleased with my delivery of the programme as I'm used to group delivery. I was apprehensive as to how engaging he would be, but he surprised me. When delivering 1-2-1 you must change and adapt the delivery but having visual aids, allowing time for discussion and making the YP feel comfortable to speak and open up. The session took approx. 1 hour 20 mins to complete and I feel that the information included was of benefit and if nothing else is an educational tool which he can take bits from to keep him safe.

**PRACTIONER/S: Ruth Widdop**

*Thank you to all of our colleagues and service users*

