



REMEDY

Restorative Stories

A Collection of Case Studies and
Reflections VOLUME 37

By Remedy: Restorative Services

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A Collection of Case Studies and Reflections

By **REMEDI: Restorative Services**

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The purpose of this publication is to gather together reflections drawn from our team of Restorative Practitioners across the UK. Reproduction of any of the contents by documented permission only

Remedi

The Circle, Rockingham Lane, Sheffield, S1 4FW

www.remediuk.org

Office: Rotherham Restorative IDVA

YP self-referred in and is a student at Sheffield Hallam University but lives in Rotherham. YP wanted to learn more about domestic abuse as she is studying criminology at university.

Delivered the CEASE Education programme to the YP over teams for 3 weeks.

The YP engaged really well, and we had some really interesting conversations surrounding the topics that are in the education programme. The YP felt as though she had learnt new things by undertaking the programme and would recommend it to other young people. The YP said about the programme:

"The CEASE programme is really informative and helpful I enjoyed learning about the teen power and control wheel, it's a good way to break it down and it makes you think about the reasons people don't or can't leave in more detail. It's really easy to follow too"

As this was my first case to complete, it was nice to receive such positive feedback.

Milly Bradwell

Office: Rotherham Restorative IDVA

Delivery of CEASE Intervention to a young person in Rotherham

I completed the CEASE intervention programme with a young person in Rotherham. This young person had witnessed quite serious domestic abuse between their parents and was now displaying some controlling and coercive behaviours towards her mum and sister.

The young person at first was quite quiet and although she did engage with the programme I felt that she felt slightly nervous and uncomfortable. As we went through the programme we did some of the paper exercises together and I would give my ideas first to make her feel more comfortable in sharing.

The second and third sessions were brilliant and the young person engaged really well. She seemed more confident and comfortable and gave some really brilliant answers. When it came to the feedback she did not want to make any comments however her evaluations reflect a big change in attitudes which for me feels like a success.

Izzy Wood

Office: Rotherham Restorative IDVA

I received a referral from an early help professional to offer a young person the CEASE mentoring provision. The young person had been exposed to situations whereby they could have put themselves at risk of harm, and parents and professionals were concerned around the YP's understanding of safety and healthy relationships. The young person and I worked through the CEASE educational programme over a three-week period and then we did some further sessions around self-esteem and confidence building, as requested by the young person. The young person really got involved in the creative tasks that we completed during the educational programme and then the activities around self-esteem.

When we completed a needs assessment at the start and then the end of the support, the YP's scoring for self-esteem and understanding of healthy relationships increased significantly. In addition, to this the YP at the end of the support was able to recognise how they could support family and friends in the future without physically intervening and possibly putting themselves at risk of harm.

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:

"You're very helpful and I feel everyone should have the right to access this support and receive the information. I feel more appreciated and in general I just feel happier in myself because I feel more supported, and I wouldn't panic as much in the future if the same issues came up."

"I learnt about how I could help people without physically intervening and possibly getting hurt. It's made me more aware of different things and how to spot signs early that things aren't right. I would say that I feel more in control because if something was to happen in the future I feel I'm more aware of it so I can control the situation in a better way. I feel this should be taught as like a part of school learning where people like you come into school and do an assembly on it across all year groups, because I feel the earlier people know it's less likely for things to happen and escalate."

Feedback from the referrer – "I have supported several families who have received sessions from CEASE and each time the delivery of relevant support has been beneficial and appreciated by both the YP and their family. Great improvements in understanding around relevant issues to them have been noted for lifelong impact. Thank you so much for the invaluable support that you offer to our families."

Laura Ridal

Office:

West Midlands

This case was a 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. The neighbours had been friends for many years until a recent argument over parking sparked “tit for tat” arguments during passing.

Minimal preparation was needed for this case as both parties had the same idea of how they wanted the future to look and had both agreed on mutual outcomes. The direct intervention was completed over Zoom. Both parties then signed a copy of the agreement, which was distributed once fully completed. The feedback from all involved was positive and hopeful for the future.

Natasha Buckham and Kim Charles.

Office: Humberstone

This case was sent to us by an Officer, as a Community Resolution due to a few ongoing concerns between two neighbours that had continued to escalate and the Officer felt they would benefit from communication facilitated through a Community Resolution. Both parties were happy with this course of action.

I spoke with both individuals involved and they both were happy for us to facilitate a meeting for them to be able to speak about the issues they had been having and look to resolve them together. Before the meeting took place, I carried out preparation work with both parties.

From initial contact, both individuals involved had nothing negative to say about the other individual, they just expressed how they had been frustrated by their actions and admitted it had all got out of hand and were keen to resolve it.

When completing preparation work with both parties, we discussed being able to communicate what had bothered each individual, how they had felt and what they felt they could do in the future to ensure the same situation did not happen again. Once this was covered with both parties, the meeting was arranged and they were both able to communicate that to one other. The meeting was a very positive experience for all involved and they worked out between them steps that could be taken, to ensure there would be no further disagreements between them and agreed that should there be anything that troubles them, to explain to the other person how they are feeling and how they may be able to resolve it. This is a good example how referring a case with concerns between neighbours can be resolved, especially when referred in the very early stages of any disagreements.

Yasmin Gray and Lindsey Atkin.

Office: Humberside

The offence was a racially aggravated assault that happened in Grimsby, it involved 1 victim and 1 offender.

The offender manager contacted me and thought that the offender would benefit from doing a victim awareness session with me. The offender manager arranged for me to do the victim awareness session at CRC, I went through the violent offences pack with the offender and discussed the impact.

The offender engaged very well in the victim awareness session. He listened very well and understood the possible impact that his offence could have had on his victim but also understood the ripple effect and the impact his offence could have had on other people.

Unfortunately the offender did not want to engage in restorative justice, however I believe this was a good piece of work as the offender found the session useful and said that it makes him think about the impact the offence had on everyone.

Jamie Russell

Office: South Yorkshire

The victims in this matter were a female and her autistic son who were witnesses to an armed robbery at a local post office. After an initial letter exchange between the offender and the female and her son, the matter was to move to a direct intervention at the prison. Due to the son's autism, it felt necessary to take him into the prison prior to the intervention to familiarise him with the prison and prison processes as well as allowing me to build a positive and effective relationship with him.

With the assistance of the OMU at the prison, it was arranged for the female and her son to visit the prison to see the facility and to be aware of how and where the intervention was to take place. This was done with excellent partnership working from the OMU staff.

All was on course for a direct however the mother was suffering with some ill health and ultimately was diagnosed with cancer. This unfortunately meant that she was unable to attend the direct or accompany her son, as it was felt she would be needed to support him throughout the process as such the direct never actually took place.

The indirect letter exchange resulted in feedback from the mother **'It's been very positive experience, the understanding given to me, and the knowledge of that person. I am now able to look beyond what happened.'**

From the son **'I found it good to be able to write down what I felt to know they will get that and read it. A really good thing'**.

From the mother **'It is just disappointing that due to my health we cannot conclude a meeting with him which I was looking forward to'**.

Mark Winrow

Office: South Yorkshire

Public Order Offence - Case involved two people who are neighbours. The victim owns a landscaping business and had been undertaking some work for the offender. The offender refused to pay part of the bill, this went to court, which resulted in ongoing harassment and malicious communication.

Both parties were contacted and spoken with regarding the incidents to establish a further understanding, including their thoughts and feelings and how they wanted to move forward with a successful RJ outcome.

From the first initial call I was aware there was a significant history and continuing incidents between both parties. Both the victim and offender have been reporting incidents to the police. I spoke to the OIC and co-worked with SYP supported by two officers that had dealt with both parties along with the local housing officer.

The RJ process required a management oversight along with consistent support from the OIC dealing with the ongoing incidents, we were able to manage the process affectively and move forward to an indirect outcome.

Victim Feedback:

“ It’s been so difficult this has affected my partners business and living on the road has been awful we have felt so isolated. We hope that things stay as they are and we can move forward. I just want to say thank you for helping us”

Offender Feedback:

“ Just thank you for speaking with me it’s been a very difficult time. it’s been really complicated and there has been a lot of water under the bridge. Working with you has been so good and I can’t thank you for the support and speaking to the police and the housing for me. I hope things stay as they are and we can all move forward like we have agreed.”

Danielle Griffiths

Office: Derbyshire

This referral was received in relation to malicious communications. The Victim wished to have communication with the Offender, hoping to hear an explanation as part of the RJ process.

Work with both parties was carried out over the telephone. The Victim wished for the Offender to understand the impacts of the comments and commutations made.

Work was completed with both parties and a considerable amount of time was spent going through expectations and what everyone wished to gain from the process. The Victim had questions to ask the Offender which were shared with Practitioners.

Work was then completed with the Offender and they wrote a letter of apology and explanation to the Victim. The Victim did raise some questions from this, which the Offender then clarified.

Overall the Victim was content with the work that had been done and RJ was completed.

Suzanne

Office: Derbyshire

The offence in this case was assault against an emergency worker, which was referred to Remedi via the Youth Out of Court Disposal Panel.

The work completed in this case involved indirect shuttles and a direct phone call. The victim was able to express their thoughts and feelings around the incident and the offender was able to explain what led to the offence and to apologise for their behaviour.

This piece of work allowed the victim to explain how the offence happened from their point of view and the impact/injuries which occurred.

The offender was able to understand the situation from the victim's point of view and take full responsibility for their behaviour. They were able to explain that they did not intend to hurt or assault the victim however, recognised that their actions caused this outcome.

The offender was happy to write a letter of explanation to the victim and read this out over the phone to the victim. The offender now recognises that they need to be mindful of their actions and the potential consequences of them.

The victim was thankful for the offender taking the time to write a letter of explanation and was happy the offender seemed to have learnt from the work that has been completed.

Victim: "I took part in RJ as it was the outcome I wanted for the offence."

Laura Esty

Office: Derbyshire

This was a community case referred by a Partner Agency regarding conflict between two neighbours.

Work was completed with both parties regarding what Remedi are able to support with and what they would like to achieve from the RJ process, looking at things from each perspective.

Communication was facilitated indirectly in this case, with pieces of information being shared between the two parties regarding how they wanted to move forwards.

Both parties explained they felt heard whilst working with Remedi and thanked Practitioners for their time and involvement.

Natasha May

Office: Manchester (Youth)

This young person was referred to Remedi due to struggling to manage and communicate emotions, attendance and punctuality issues, pending investigation for assault against another person, struggles to form positive relationships with peers.

The young person has engaged positively throughout their Remedi sessions, and has worked on the following conflict handling, consequential thinking, influence of others, patience, boundaries, respect, coping strategies, victim awareness, understanding and communicating their emotions. Throughout their Remedi sessions the YP has taken part in a restorative conversation with her mum which led to an Early Help referral.

The YP's whole household is now positively engaging with Early Help for support and working with other services. In joint sessions with Early Help the family have expressed that *"each person is getting the support right and learning to speak to each other openly."*

Early Help Feedback: *"This is the best engagement we've had from the family"*

The YP has successfully sat their GCSE's, attended the first PRU Summer Club, and has not offended throughout the summer break.

The YP is looking forward to starting a new job at KFC in September!

The YP has been driven to make a positive change and completed a Bronze Arts Awards, met with a Dance Lecturer at The University, choreographed, and then confidently performed a dance duet to post-grads within this session.

YP: *"No one has finished college to go university in my family but now I've got the drive. Feels so magical, I want to go to university. You've helped me find what it is that I want to pursue"*

Mum Feedback: *"I am glad for the intervention it has highlighted issues that need to be dealt with ...YP has made positive changes in the way she is communicating"*.

YP Feedback: *"Follow your passion even if there are any obstacles get in the way, be led by your heart not pushed around by the thoughts in your head...think before you act because actions are a result of your emotions."*

Reyanne Pearson

Office: Manchester (Youth)

Indirect and direct RJ with a young person who committed assault against the victim.

Awareness session was completed with the young person where the views of the victim were shared. The young person asked for their verbal response to be shared with the victim.

The victim had also requested that the young person complete knife crime work and as part of their reparation wanted them to make a poster to raise knife crime. Luckily this young person was able to attend a summer program that was put together by my colleague Katie where he attended sessions with the Street Doctors and also a session on Knife crime with an ex-gang member who has been a victim of stabbing himself to talk about his life experiences of being in a gang, prison and being a victim which was really impactful. The young person then went on to make a poster to raise awareness of knife crime.

The young person engaged very well and was able to hear from someone's own life experience which was a really impactful and invaluable piece of work.

S Tighe

Office: St Helens (Youth)

Affray – 1 young person as offender

RJ completed with Mum as indirect victim.

Impromptu restorative conference conducted at home with young person and Mum as an indirect victim.

The young person initially showed no remorse for the fight he got into which led to the affray conviction. He was insistent that it was a 'deserved fight' and both sides were to blame. I asked how his Mum felt about him being arrested, he said it upset her a lot. Therefore, when I went for a home visit (to deliver a generic victim awareness session) I asked Mum to stay in the room and we explored this further.

Mum's brother had been in prison (convicted under Joint Enterprise) as a teenager, so when she was told that her son had been arrested at the same age for affray, she was heavily emotionally impacted and very concerned for her son's future.

Through using the 5 restorative questions, I was able to encourage Mum to share how she really felt with her son. The young person said he knew his Mum was disappointed and upset by his actions, but he had never understood why she felt that way before.

I was also able to encourage the young person to explain to his Mum that he understood her feelings about this incident, and this is his motivation to not offend again.

Laura Munro

Office: Stockport (Youth)

The young person tried to break into the victims' home. The victims had been burgled recently and had their car taken. (They had not heard anything from the police and so believe no one was caught – they received no further information or compensation for their stolen car.)

I visited the victims' at home and got their perspective and how the offence affected them. I carried out victim awareness sessions with the young person, shared victims' views and facilitated the young person to write a letter.

They were still affected by the burglary in summer and had two children who they suspect heard the young person. The mum who had limited English was afraid home alone even during the day. Whilst speaking with them they expressed that they wanted him to have a good life that was free from crime. The young person initially was not engaging, had a bad relationship with case manager and was returned to court.

I was able to engage him and after hearing the VIS he expressed remorse. As he had not been in school for the past few years and had learning needs, he was very nervous about writing anything to his victim. Delivering the letter the victim was extremely grateful and became tearful. She feedback: "It's lovely. I really appreciate it. I now won't worry that he will return. I know he will go on to be a good person." I was able to feedback to the young person and his parent as they came in for his final panel on his referral order. He was very pleased and said RJ had helped him think differently about what he did and recognise the victim.

V.Mukembo

Office: Derby (Youth)

A young person was given the prevention programme after stealing over £1000 from his mum.

I have completed multiple visits to the young person and his mum to build a relationship with them and aid them in having calm discussions about the issues that are causing conflict within the family home.

Firstly, I advocated on mum's behalf to get the outcome that she desired. Mum did not want the case to go to court, and instead wanted her son to get a prevention programme. The young person's mum really wanted me to come and do some restorative work between her and her son. Therefore, I have been completing visits to the family. At first, I got to know both the young person, and the mum separately to work out what were the common matters. I then brought them together, and we collectively spoke about the issues raised such as smoking cannabis and stealing. Both parties were able to actively listen to each other and then we suggested a solution. The young person expressed how bad they felt about what they had done and wanted to make positive changes moving forward such as helping around the house. The young person's mum rang me a few days later and thanked me for the work I have completed with them as she said that so far, he has been amazing, has been giving her lots of hugs and is trying to make up for what he did.

Lily Loan.

Office: Greater Manchester

This case was a community Police referral from the City of Manchester. It is a neighbourhood dispute with harassment charges where the offender has used offensive and derogatory comments towards victim's son.

This case has been co-worked and involved a few in person visits. Both service users have children with neurodivergent conditions which have caused some of the issues between the neighbours. It has involved listening to both service users during assessment visits.

This case proved difficult at the beginning managing service user's expectations. Both parties only gave permission for selected information to be discussed with the other party. This made it initially difficult to draw up outcome agreements.

The restorative process work started by passing shuttle messages between both parties, this gave an open dialog. By listening carefully during in person meetings and validating service users' feelings a sense of trust was forming between the practitioners and everyone involved. The offender commented: *"I'm so ashamed of my actions with my neighbour, I just want to make things better"*.

Each service user was given a voice with shuttle messages between both parties. This reduced barriers and eventually a mutual understanding of what personal issues everyone was encountering in their lives.

This case is being prepared for a Direct RJ. The office in charge of the case has subsequently received less calls and reports from the neighbours.

Andrea Long and Dean Othman

Office: Greater Manchester

Three victims and one offender. The offender and victims are neighbours. The victims knocked on the offender's door to raise an issue regarding parking. The situation escalated which resulted in the offender punching the son, father and grandfather. Two of the victims were knocked to the ground.

Dean and I have carried out extensive work with the three victims and the offender. We have visited their homes for numerous preparation sessions, to ensure that they are prepared for the direct meeting. We have ensured they are prepared for anything which may come up in the meeting.

All three of the victims are extremely hurt by the events that happened. The grandfather has been left with ongoing health issues as a result of the offence, and all three of the victims and their family have suffered psychologically. Dean and I have been able to support the victims and provide an outlet for them to express their concerns and what they need to improve their sense of safety and wellbeing. We have been able to meet their needs and effectively prepare them for the direct meeting.

The offender is extremely willing to have the direct meeting to own up to what he has done and repair the harm he has caused the family. Dean and I have been able to support him with other issues he is facing, to ensure he is prepared for the direct. In our most recent preparation meeting, the offender said, "thank you for all the work you have both done with me, you've been great". We have ensured he is prepared for anything the victims may say/ ask. This case should be celebrated as the direct meeting will have great benefits for all the victims and the offender.

Laura Norbury, Dean Othman

Office: Greater Manchester

This case involves malicious communications and threats to person. This case involves two young women who are linked by the father of their children. Harassment occurred on both sides after a falling out and this behaviour escalated to fake profiles and threats being made.

Assessments have been carried out and shuttle messages sent to outline what they want out of the RJ process. Both have had lengthy chats about struggles, and both have realised that they have shared experiences due to the baby's father and the type of relationship they both had with him.

This case is heading towards a direct. Considering both parties were very difficult to engage this is a huge positive. The shared experiences of both should really help each to understand the other. Both sides have been allowed to talk openly and share their feelings with myself which has been said to have had a positive impact on them. It has also given them the opportunity to speak about past emotionally unresolved events which has had a positive impact too. These matters have and are currently being dealt with police and other professionals.

“I didn't really have the chance to speak to the police with how the crime made me feel. You've given me an opportunity to speak about it all and a huge weight has been lifted off my shoulders. Thank you”.

Laurel Halliwell

Office: Greater Manchester

A granddaughter (offender) assaulted and robbed her grandmother whilst under the influence of heroin. The grandmother (who had raised the offender) wished to engage in RJ, so she could communicate with her, whilst she was incarcerated, however there is a restraining order in place, prohibiting contact.

My colleague and I assessed the victim (at her home) and the offender (in prison) and have determined that both are motivated by a mutual wish to communicate with one another. The offender has made great progress while incarcerated, and no longer uses heroin.

This case has real potential to have a very positive impact on both the offender and the victim, and it's clear they want to re-connect after the offence. A multi-agency meeting has been organised as the next steps to discuss any reasons that this case may not be able to go ahead, and we will be advised on amending a restraining order for the sole purpose of delivering RJ. We hope to be able to facilitate RJ in this case to reunite the family, particularly as the victim is elderly and is keen to be in contact with her granddaughter while she is able to.

Gabrielle Mathews

Office: Greater Manchester

This was an offender led referral for a burglary offence. Offender had gained entry to a welfare cabin via the toilet and forcing the stud wall. Offenders have taken copper piping, electricity cables and the CCTV computer.

I have been in contact with victim and offender. Offender wants direct but victim wants indirect. Offender had shuttle message to pass, which I passed onto victim. Victim accepted shuttle message. Victim has given me a shuttle message to pass onto the offender.

Offender has shown remorse for his actions, he had expressed to me how sorry he was for stealing the items and if it has affected the business. He said the reason he did it was because he needed the money. The victim had accepted the apology from the offender and had some understanding as to why he had done the offence. I believe that the offender was remorseful for his actions.

Amy Brockway.

Office:

Nottinghamshire (Youth)

Young person received a 6-month referral order for possession of a flare at a football game

The offence took place outside our area, therefore we approached our local football team who we have close links with to facilitate a session on the dangers of flares at football games. We also created a leaflet for other young people around the dangers of flares/pyros at football games.

A direct meeting with the community safety officer at Mansfield Town F.C. resulted in a really positive leaflet being produced with the information the young person had learnt from that meeting. This leaflet will be used by the YJS in order to educate other young people on the law and consequences of carrying/possessing a flare or pyro at a football game.

The young person's Mum said the following after receiving a copy of the leaflet:

“Love the leaflet. But I need you to know how thankful I am that you have made a potentially difficult time much easier. The one thing I said to him from the start was you have to accept any consequences of your actions, but you have made that so much easier for him and for that I am so thankful.”

Fran Dent

Office:

Nottinghamshire (Youth)

Young person and some of her peers were hanging around outside a store and causing harassment to customers and using threatening behaviour to staff when asked to stop. Young person was given a OOC for harassment.

Victim views was taken and read at panel. The manager of the store said he would take a letter but didn't think the young person would do it as she has been in trouble before and not stopped causing antisocial behaviour. I advised the manager to talk to his local council who is responsible for ASB and see what they could do.

The case manager said the young person was sorry for causing distress but refused to do a letter or apologise.

I said I would at least pass this onto the store which I did, and he thanked me for letting him know the outcome and what the young person said. He said he had not had anymore problems since the young person had been arrested and came to the youth justice service and had not seen them or their friends.

Lurleen Richards

Office: South Yorkshire

Offender was in a local park with some friends, when he saw a male (later identified with learning needs). The offender witnessed another party having altercations with a 9-year-old boy. Offender then intervened to offer support, however the boy then assaulted offender, to which the offender punched him.

The victim was a resident at a local care home and the perpetrator was an ex-soldier, he quickly realised that the victim had learning needs, and so after reflection he wanted to express how remorseful he was for his behaviour. The care home was very reluctant to pursue the matter through court, as this may cause further impact for the victim.

Both parties wished to engage with a restorative intervention and the staff were very much in agreeance with this to avoid further stress and upset for the resident.

The offender was supported in writing a letter which was passed with the assistance of the staff to the victim. All parties saw the benefit of this outcome , especially the offender as he realised, he had overreacted towards the victim not knowing his needs. The victim avoided having to make statements to the police, and the staff were able to assist in facilitating this matter, which became a great satisfaction of all involved.

Victim Feedback: 'Thank you to Remedi for your involvement, we never wanted to pursue the court route, as this would have caused further distress to the victim, the victim benefited from receiving the letter as it showed how remorseful the person who had caused the harm was and that he had reflected on his behaviour”

Offender Feedback:“Thank you for supporting me in writing this letter, I am an ex-soldier and greatly ashamed of my actions towards the young boy, especially after finding out he had additional needs, with your involvement this has stopped me from going to court, to which I am thankful for”

Mark Winrow

Office:

Cheshire

This was a case of ABH where the offender punched the victim after a disagreement outside of a pub.

- Prison visits
- Indirect shuttles
- Victim liaising

I feel this case was very helpful for the victim because at the point of contact, he seemed very relieved to have someone offer RJ to allow him to communicate with the offender that he did not mean for him to be charged with the offence. He felt that he too had been in the wrong a bit and was happy for things to be left as they were. However, as the offender was charged with the offence, he was worried that he would have a 'bone to pick with him'. Through shuttle communication, I was able to get both an apology from the offender and reassurance for the victim that the offender does not hold it against him and regardless of the circumstances, he should not have been assaulted. This significantly reduced the victims fear of retaliation.

Kayleigh Simmonite

Office: Sheffield (Youth)

Possession of a bladed article / sharp pointed article in a public place, the YP was given a 3 month Youth Conditional Caution, with 2 sessions of community reparation.

This young person gave back to New Leaves allotment, he helped clear the pumpkin and onion beds ready for the produce to be donated to the foodbank.

This young person was difficult to get to the first session as he struggled with anxiety and new places, once he got to the allotment he was comfortable and said that he enjoyed doing something outside. He had worked on farms in the past had missed getting muddy and using tools.

He was a brilliant help on the allotment clearing all the weeds out of the pumpkin and onion patch and harvesting these.

Over the two sessions, which wasn't long, he came out of his shell and was a lot more chatty and smiling throughout the session which was lovely to see. He also opened up about his foster parents and birth parents. It was on his mind as he had just turned 18 so had more power over how much contact he wanted with his birth parents.

Did you feel personally positive about what you have done?

Yes, feels good to do stuff for someone else, helping people who don't have enough food.

Did you enjoy it?

Yes, getting out and about and doing something

Laura McQuillan

Office:

Cheshire

Offender has been charged with assault and the victim is a young man who believes it was a case of mistaken identity.

Indirects

The indirects came after completing a Restorative Awareness session referred by the probation service.

After completing the RA session, O said how he would like to apologise if there could be a chance. I located and contacted the victim who was taken aback at first but wanted to

O wanted me to pass on to the V, "I am sorry, and I feel terrible about what happened. I would like to meet you face to face so I can apologise properly to you."

Victim feedback: "I'm pleased he wants to meet up and I want him to know there is no malice whatsoever on my part and I will be happy to meet him."

Offender feedback: "I can't believe he said yes to accepting what I want to say to him. I want him to also know that I want nothing but positive for him and I do not want him to have anything on his mind while he on holiday."

Both have agreed to take part in a Direct in the coming weeks after the victim returns from his holiday.

Diane Williams

Office: Sheffield (Youth)

Assault / 2 people involved

Views represented at OOC panel / YP and direct reparation

A YP was referred to the Sheffield YJS after assaulting a security guard in a shopping centre, the guard gave a VIS which I represented at the OOC panel. I did some general victim awareness with the young person, which she engaged with brilliantly. On the second session the YP really struggled to engage with the VIS and the views represented. The victim wanted to meet with the YP but this wasn't something she felt comfortable with. She did agree to do a session of direct reparation.

The reparation session was completed at a leisure centre ran by volunteers where the victim used to work at. The reparation supervisor was brilliant with the YP, she opened up to her and completed her direct reparation session. Feedback from the session was that she *'got on with this task really well, she was proactive and asked for more tasks and was happy to chat with the other staff members. It was not obvious that [the YP] had not done anything like this before. She took to the new environment, people, and task really well. [The YP] said she enjoyed the work, and acknowledged that it was good experience for when she has a CV. She engaged really well in conversation, and she was a pleasure to work with on a reparation session. At the end of the reparation session, [the YP] said it 'felt good to do something that the victim used to do'.*

The placement used for the direct is now willing to accept more of our YP to complete their reparation and support their local community. This work should be celebrated for the power of direct reparation when the YP felt too overwhelmed to have a direct meeting and for the benefit that we can hopefully continue to give to the local placement moving forward.

Sadie Hampstead

Office: South Yorkshire

Referral from Victim Awareness Session for the offence of Assault on an emergency worker. Case involved two people one offender and one victim who is a serving Police officer. The Police officer was responding to a call of disturbance, at this point the offender has assaulted the officer who were in attendance and later arrested.

This case was a result of a victim awareness session through Barnsley NPS, the offender engaged extremely well throughout the session and wanted to progress with RJ right from the start. The offender wanted to apologise and explain some of the circumstances around the incident. After completion of the Victim Awareness Session, the victim was contacted and agreed to engage in the restorative process.

The victim is a police officer who has previously attended training with REMEDI, so was keen to engage with the person who had caused him harm via an indirect process which was conducted via email attaching the letter written by the person responsible.

Victim Comments:

“ Thank you for helping me with this process. It’s nice to hear how well the person responsible is doing and has taken onboard her actions from that night, receiving letters like this isn’t something that happens too often in my profession, so when they do it’s nice, especially when it sounds like she has really turned a corner and getting the help she needs. It has brought to life the Remedi training I have attended previously. Thanks. ”

Offender Comments:

“ Just thank you for speaking to me not judging me in anyway and also helping me explain myself and say sorry to the officer I really wanted to do this and it’s been so much better than I ever hoped it would be.”

Danielle Griffiths.

Office: Derbyshire Restorative IDVA

School report that YP has an outburst and becomes very angry, disrespectful, aggressive, uses offensive language, damages school property and has thrown things at staff members. School also report YP bit his Dad in front of staff members and called his Dad names. Dad has shared that the YP will bite him and latch on which is hurting him.

YP and Dad have completed the Together Families Programme.

The YP has additional needs and suffers with anxiety, so in initial sessions he was very hard to engage. However, by playing football together and colouring in the YP was able to begin having small conversations with me. By the end of the programme the YP was able to speak to me over the phone and say 'thank you', which is something he would have struggled to initially.

The frequency of physical abuse was high when starting the Together Families programme, but after looking at safer ways to manage behaviours, the YP was able to take himself to his room to calm down when triggered or overwhelmed. There has now been no physical abuse for around 5 weeks.

Family communication has also improved. Prior to the programme, the YP and Dad would argue often due to the YP's lack of manners. Since creating a please and thank you chart, the YP has been using his manners more regularly and this has resulted in less arguments.

The YP has been doing well in school and has become a role model for younger students. He has been helping by reading to them, which is a big improvement. Dad and the YP are both very proud of this.

Nicole Cann

Office: Derbyshire

This case was a referral from a Partner Agency in relation to Anti-Social Behaviour. Two neighbours were involved who were experiencing a range of issues such as noise, animals and parking.

Both indirect and direct communication was facilitated between the parties, focusing on how they wanted to move forwards and resolve the issues they were experiencing.

During the direct call, both parties shared how they wished to move forwards and agreed on ways to do this.

I worked closely with the referring agency to ensure they were kept updated and this was a positive outcome for all involved.

Natasha May

Thank you to all of our colleagues and service users

