



REMEDII

Restorative Stories

A Collection of Case Studies and
Reflections VOLUME 38

By Remedi: 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

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www.remediuk.org

OFFICE: Derbyshire

This was a case referred by the Youth Justice Service in relation to criminal damage. It was agreed the best way for this matter to be dealt with was via RJ in order to try and repair the relationship between the parties.

Both parties were contacted separately and agreed to engage with Remedi. The Victim wanted to be able to have an open conversation with the Young Person about how they were affected and to help them move forward from this. A direct meeting between the parties was facilitated.

After the incident, the Victim felt that they had lost trust and felt reluctant to have the Young Person return to the home. The Victim wanted to be able to have an open and honest conversation with the Young Person and felt that doing this via a restorative meeting was the best option.

The parties were able to meet and talk about the incident and it gave the Victim the opportunity to express how they felt and for the parties to talk about the long-term future plans and the Young Person returning home.

Feedback from the Victim – “RJ was a good opportunity for things to be said for us to move forward as a family. It has provided a stepping stone for the future.”

Feedback from Offender – “I am happy with how it went. I feel that it has really helped me and my family. Thank you.”

Suzanne

OFFICE: Derbyshire

This case was referred via a Partner Agency for a case of fraud. One offender and one victim took part in the process.

The work that was undertaken involved indirect shuttles between both parties. The victim wished to know why the offender committed the offence along with various other questions and the offender was able to explain what happened from their perspective.

The communication facilitated between the victim and offender gave the offender the opportunity to provide an explanation as to how and why they committed the offence, how they never want to offend again, as well as being able to apologise for the impact that their offence had on the victim.

The victim was able to get an understanding of where the offender was at the time and how they ended up committing the offence. The victim was happy to hear that the offender was doing all they could to ensure they do not continue in a life of crime and was glad that they could understand the offence impacts.

Victim Feedback: “I wanted the offender to know how their offence had impacted me and my family.”

“Thank you for all your time and the updates throughout the case I appreciate it and hopefully the offender has learnt from this.”

Laura Esty

OFFICE: Derbyshire Restorative IDVA

YP's behaviour at home is extremely challenging and mum now feels like she has tried everything. She is concerned that his behaviour continues to spiral. YP's behaviour is having a negative impact on his sister. They are worried that YP will end up in prison or dead due to his behaviour and lack of understanding of consequences. YP can be aggressive towards parents, also in recent weeks has caused a lot of damage to the family home.

We are currently doing a Together Families programme. With YP we are doing work around emotions. With parents we have looked at messages and have also sat down with YP to have a session where they could all share their opinions in a monitored environment. I am also doing the educational programme with YP's sister.

After dad expressed his concerns that the YP's sister was starting to believe the violence and damage to property was normal, we made the decision to complete an educational programme. Since having two sessions, she said ' I have learnt abuse is wrong and if you see it you should speak to someone before it escalates. Something that has stuck in my mind is - don't force someone to do something they don't want to. I have learnt more about consent. I feel really good because I know some of the signs to look out for'.

YP is very closed off about how he feels and in one of our sessions he started to talk about how he felt embarrassed about his behaviour. This is something YP hasn't done with a professional before. Discussion with mum has resulted in additional concerns around the YP's behaviour and so I have spoken with a colleague who has worked with personality disorders to shadow a session and give me guidance on how to further support this YP. The family have also taken him to the doctor to begin tests around FASD.

Jasmine Millward

OFFICE: Derbyshire Restorative IDVA

Referral sent in due to YP being aggressive at home, breaking doors and other objects, yelling and screaming and causing alarm. YP has also witnessed DA at home with his step dad towards his mum and now lives with nan.

I completed the intervention programme with the YP and will be starting Together families soon.

This YP misbehaves at school and is now in a specific area at school and has caused a lot of damage at home. While working with the YP he struggled to concentrate at the start and would always play his games while he did the session and would easily get distracted and do other things however, when we reached the point with the case studies the Yp started to listen and was surprised by the fact DA can end with more than fights. When we reached Keelys story he stopped, he paused his game, he turned around and paid full attention to me and the laptop and he watched Keelys video and asked me lots of questions. At the end he told me that he felt bad for my manager and that he hopes she is okay. I am so proud of the fact that he stopped and listened at this point and it was clear how it really got through to him.

Kayley Ford

OFFICE: Manchester (Youth)

This young person was referred to Remedi due to struggling to manage and communicate emotions, verbal threats towards staff, targeting younger or vulnerable children in school and the community.

The YP has successfully completed both Restorative mentoring and focussed restorative sessions, accessed in school, in the community, and telephone calls. The YP has engaged positively throughout their Remedi sessions, and has worked on victim awareness, influence of friends, understanding different perspectives, crime & consequences, communicating thoughts and feelings, healthy relationships and more.

Through the continued support of RP the YP is now working well with other services such as Eclipse, Early Help, Youth Justice, and YP is now also looking to build up further positive relationships with counselling support. The YP has since been able to identify potentially risky situations for themselves and communicate them *"I don't want to go to that PRU because I will end up back in a gang."*

Parental feedback: *"YP has really good relationship with Remedi worker Reyanne who, she is brilliant takes YP out to Heaton Park."*

YP Feedback: *"I have learned to think positive and not negative, to believe in yourself, it just makes you reflect on life".*

Staff Feedback: *"YP behaviour & attitude has improved over the last 2-4 weeks."*

Reyanne Pearson

OFFICE: Manchester (Youth)

This young person was referred to while she was having difficulty at school and at home due to her attitudes and behaviour. She was getting daily detentions and daily arguments with her family which was leading to fall outs and isolation in school. This was affecting, her, her mum and her schoolteachers and fellow classmates.

We looked at best ways to handle situations and better ways to handle outbursts and anger. We worked closely on positive relationships and victim awareness. We worked together for 5 weeks and I, myself noticed a change in her behaviour.

This piece of work should be celebrated as at the end of the sessions, her mum and teachers were asked to give feedback on any changes in behaviour, good or bad so we could decide whether more sessions were needed and whether this young person was putting into practise what we had talked about. Upon receiving these evaluations, her teachers informed me that she had received no detentions in school and that she has been working harder in lessons and her overall school behaviour had really improved. At hoe mum said there had been less falling out and more communication and understanding with everyone.

Ellie Lightfoot

OFFICE: St Helens (Youth)

1 young person (who lives with her grandmother) assaulted a police officer when she was being taken home outside a domestic incident at her mother's home.

1 session on general victim empathy, 1 session on stereotypes, focusing on stereotypes of police and young people. YJS Police Officer offered to join us for the third session, and we completed a direct RJ conference.

I feel that this piece of work stands out because of the time that I used to build a relationship with the young person, particularly in the first session. In among the scheduled session, we spoke about our dogs and tv shows that we liked. This allowed me to relax her for the meeting with the police officer.

This young person felt let down by the criminal justice system, because she was a victim of an attempted kidnapping a couple of years ago (which ended in a lenient sentence, in her opinion). Consequently, her believe was that 'all professions are the same'. When I broke down those barriers and had a casual chat with her, she allowed me to get to know her properly.

When the police officer talked about her future, and she said, "I have no future", I knew her well enough to say "That's not true is it, Ellie (name changed). You are a confident and determined young woman and I know you will have any future you put your mind to". This comment stopped her in her tracks, she agreed and dropped the bravado with the police officer and had an honest conversation from that point.

Laura Munro

OFFICE: Stockport (Youth)

At school the young person had thrown a brownie which had hit the victim in the eye. This caused a corneal abrasion. The victim needed hospital treatment and had temporary sight loss and the young person received a Community Resolution.

Contacted victim's mum and got victim views. Met with young person and mum and sharing victim's views had a discussion around the impact. Rang victim and feedback to them.

Spoke with mum of the victim who explained that whilst it wasn't intentional, her son was really impacted. He was in a lot of pain and was off school because he couldn't see. The hospital needed to see him every day and after 2 weeks, his sight in his eye slowly came back. School did not do enough she felt which is why she went to the police. Speaking with the young person and their mum who attended the appointment, I shared the impact. The mum was mortified and explained how she had initially grounded him. She felt he should take responsibility for his actions. The young person was shocked by the impact, understood the injury was serious and felt remorseful. Both asked me to pass on an apology. Closing the case, the victim feedback: "I'm happy with everything. I know it was an accident. There was no lasting damage and his sight came back but I am glad he knows it was wrong and parents are involved. I know you're really busy. It's been helpful and really good to be updated. I'm glad it's not just been left."

V.Mukembo

OFFICE: Manchester (Youth)

Criminal damage to a vehicle where YP had kicked the wing mirror off

Victim's views and impact shared, awareness work around the effects the direct victim had from the offence and telephone direct with the victim

When I initially contacted the victim, he was very angry and all he wanted was for the YP to pay for the damages. After explaining that it would be the YP's parents that actually paid back and not the YP himself he agreed that he would accept a face-to-face apology instead.

The victim explained about the financial effects and that he had nearly lost his job and also how angry he was at the time of the offence and the few weeks after. He shared he had nearly lost his job due to not being able to drive his van until it had been fixed.

The YP apologised and said how awful he felt that this had happened to him and explained it was a stupid mistake he had done through boredom and not thinking about his actions. He explained the work he had been completing with myself and how much he had learnt and was trying to change the path he was on.

The victim accepted his apology and said that all he wanted was for him to understand the effects of his actions and use this as a learning experience and stressed how much he wanted this YP to achieve something with his life.

Katie Osbaldiston

OFFICE: West Midlands

The offence was harassment. A woman had moved into her new home and had work done around the property. Since the day she moved in she reported experiencing harassment from her neighbour. Therefore, two neighbours engaged in indirect restorative justice remotely with the support of two practitioners.

Preparation took place over two months, to identify the main issues for both parties, and the best way to support them. It was determined through preparation face-to-face was not wanted for one party, therefore preparation focused on sharing the main concerns from each household and their preferences moving forward.

This offence had highly impacted both, and there was a large amount of emotion from both, who had felt unsupported by the police and agencies. Upon first thought, practitioners were struggling to identify how they may help through restorative justice, as face to face was not wanted, and outcome agreements seemed to not suit both for their differing issues. As well both expressed strongly, they feel issues will not resolve.

After exploring support needs and making each party aware of how each person was feeling, the neighbours found they were able to understand the viewpoints of one another to some extent and why they may have acted in certain manners, even if they did not agree with the views. Through the sharing of messages, the victim commented 'she hopes he now is now more informed. She thanked practitioners for their proactive support'. The offender in feedback, 'thanked practitioners for the work and support'. He expressed 'he is hopeful things will diffuse.'

What stood out to practitioners, is that through this indirect process it became clear both parties just needed someone to take time to listen and support them, then share their views with one another in a safe manner.

Nicole Mclean and Kim Charles

OFFICE: West Midlands

This case involved two pupils at a school in the West Midlands. They had a physical fight after problems started on social media between various males at the school.

Assessments and preparation work were undertaken face to face for both parties at the school. The direct RJ meeting was held face to face at the school also.

During preparation work both pupils expressed how the issues started over social media during the summer holidays between two groups of friends, and once they were back at school they had a physical fight. One pupil said that he wanted to ask the other why the trouble started in the first place and did not want any problems in the future. The other pupil also agreed that he did not want further issues, so we discussed signing an outcome agreement to that effect. During the direct meeting they were able to talk about why the issues started and both said that they wish to ignore each other in the future. An outcome agreement was drawn up to say there will be no malicious communication in person or on social media and they will ignore each other. This was signed by both parties and when asked if they had learnt anything, one pupil said 'There are better ways to solve it than fighting and I would try to talk to them or walk away.'

Kim Charles and Hana Khan

OFFICE: West Midlands

This case was an offender-led burglary case, referred to Remedi by HMP Stoke Heath. The people involved were two practitioners, two victims and one offender. The work as carried out video link and phone call.

The offender was assessed as having remorse and regret around his offending behaviour. The victims were contacted and decided that they did not want a direct intervention, but would like to express the impact the offence had on them as a family.

The offender was assessed via video link in prison after he had expressed to his offender manager that he would like to apologise to the victims he impacted and hear what they had to say. He was assessed to be remorseful for his behaviour and was happy to speak with the victims directly, via video link or in person in the prison. On calling the victims, they had been heavily impacted by the burglary and felt that a direct intervention would cause them more harm. They did, however, want to tell him how his behaviour had impacted on them, and they also wanted to ask him one question, which was what had happened to a necklace he took. They also listened to an indirect shuttle message I had for them from the offender, apologising for his behaviour. The offender was grateful that the victims had listened to his apology and expressed his apologies for the offence again.

Natasha Buckham.

OFFICE: West Midlands

Police Referral- 1 Offender, 1 Victim

- Spoke with both Offender and Victim, completed initial assessment
- Both happy to start direct RJ process
- Victim and offender both want to engage in RJ so that they can resolve all personal issues without things escalating
- Direct meeting conducted
- Both pleased with outcome.

I spoke with both victim and offender. They both had a lot of differences that needed to be worked on so things could be better for both. Both mutually agreed to participate in direct process of RJ as that would be more meaningful for them. Both wanted to engage in a direct meeting so that they are able to put their concerns across and find a mutual agreement to respectfully not cause each other any further stress.

Zara Ahmed

OFFICE: HumberSide

The offence was a criminal damage case, it involved 1 offender and 1 victim and took place in HumberSide.

The case was a community resolution, the victim was happy to receive a letter from the offender. The offender wrote a letter with my help and he apologised for what he did and explained what happened and the reason why.

At first the offender struggled to know what to say the letter and didn't seem that he wanted to do it, however after speaking to him some more we managed to formulate a good letter which I went and typed up and gave it to the victim.

The victim was happy with the letter and although felt the victim wasn't being totally truthful he was happy with the fact that he took some responsibility and apologised for what happened.

Feedback

Victim: "It's been good service and please something was done"

Jamie Russell

OFFICE: Humberside

Community referral from the Southbank police team. Fraud / Theft one victim and one offender.

Victim awareness session completed with the offender who then went on to apologise for their actions and begin taking steps to change their behaviours.

This referral was an ideal case for community restorative justice as both parties are connected and a positive outcome moving forward was paramount for their relationship moving forward. The referring officer is pleased both parties are happy with the work undertaken and are able to move forward.

This case had been referred in relatively quickly from the time the offence had been reported which I feel really helps as it is fresh and dealt with straight away.

Lindsey

OFFICE: HumberSide

This case was sent to us whilst the offender was still in Prison, the offender had committed a Burglary and really wanted to be able to write a letter of apology to the victim. The victim initially was unsure about RJ, but agreed to let the offender write the letter.

The offender felt huge remorse about their actions and wanted to engage in RJ in any way possible. More preparation time was spent with the victim due to them being unsure if this process would be for them. Eventually the victim decided they would like to read the letter.

From initial contact, the offender knew that they wanted to engage in this process and wanted to be able to communicate how sorry they were to the victim. The victim was hesitant, so I spent time talking through the RJ process with them and allowing them the time to make the decision when they felt they were ready to engage.

I sat with the victim whilst they read the letter and as soon as they had finished, the feedback was positive. The victim stated that they hadn't thought they would get much from this process, they had just felt anger towards the offender, however after reading the letter, they could see how much effort the offender had put into it and was really pleased they had taken the time to read it. They wanted to be able to let the offender know that "they don't wish any bad for him, they accept his apology and hopes he can go on and do good with his life". This is a good example of how a case can have such a positive outcome even when the victim does not expect to.

Yasmin Gray.

OFFICE: Derby (Youth)

A young person was given a YCC in Derby City for multiple assaults on her mother.

I have completed multiple sessions with the young person in order for her to understand the impact of her actions and support her in amending her communication skills so that she does not resort to assaulting her mother during feelings of anger.

The case first came to us at the Out of Court Disposal Clinic, whereby I spoke with mum, and she explained the affect that the ongoing assaults have had on her, and the wider family. When the YP was given a YCC, the case manager called me and said that the YP was very uncooperative and will not engage with him or any other professionals. Therefore, I booked in to see the YP in school, and we had a very productive session. The YP opened up to me about her experiences at home, and how she struggles to articulate her emotions. In the subsequent sessions, the YP was able to display empathy and is now making a conscious effort to take herself to a safe space when she is feeling angry at her mum. I am continuing work with the YP, so that eventually I am able to work with her and mum collectively and use some together family's activities. The professionals who have tried to work with the YP, are shocked at how well she has been engaging with me, and the YP has told her case manager that she really enjoys her sessions with me!

Lily Loan.

OFFICE: Derbyshire

This referral was received via the Youth Out of Court Panel for Restorative Justice to be facilitated between the parties. The Offender had assaulted the Victim.

The Victim wished to engage in Restorative Justice as they did not want the Offender to be criminalised, but to understand the effects of their actions and how this made the Victim feel. The Offender also wished to take part, therefore after preparation work, a direct meeting took place.

The direct meeting was a great opportunity for both parties to have an open discussion about what happened. The Victim was able to express their feelings to the Offender and to explain that they do not go to work to be assaulted. The Offender was able to understand the effects of their actions and apologise to the Victim. This was a good piece of work, allowing the parties to repair their relationship and move on from the offence.

Both parties agreed that after the meeting they would now move forward and continue to build on their relationship.

Suzanne

OFFICE: Derbyshire

This was a referral from a Partner Agency and involved two people, indirect Restorative Justice was facilitated.

After making initial contact with both parties, it became apparent they both wanted to move forwards from the incident and be civil with each other. With permission, this was shared with each of the parties and they agreed to this.

This was a good case which enabled both parties have their needs met and move on from the incident. The referring Partner Agency supported throughout too, providing update information and offering their ongoing support to both parties.

Natasha

OFFICE: Derbyshire

This was a referral from a Partner Agency in relation to a theft offence.

The work that was undertaken in this case involved indirect communication between parties, the Victim wrote a statement that the Offender wished to hear. After hearing the statement, the Offender explained they had not realised the effects and impacts of their behaviour both on the Victim and the wider community.

Following the interventions, the Offender explained that they did not realise their offence had such an effect on the Victim and the community and stated that if they ever found themselves in such a position again, they hope they will remember this experience.

The Offender then asked for me to pass on their apologies to the Victim, to explain that they did not target the Victim and that they are now trying to turn their life around.

Victim Feedback: "I wish we could do RJ for more thefts as it gets across the impact it has."

Laura

OFFICE: Greater Manchester

This was a police case referral that occurred in Trafford. The incident involved the offender's dog approaching the victim and victim's dog and attacking the victim's dog. Victim attempted to separate the dogs, during which the offender's dog bit the victim on the left hand, causing three wounds and bruising.

I contacted the victim to relay a letter to her over the phone, explaining that the offenders are taking precautions when they walk their dog. Both the victim and offender agreed via shuttle messages to avoid each other in the future and draw a line under the matter.

The victim has been difficult to reach as she was heavily pregnant and has now recently given birth. She appreciated the time and effort that we put in to making these RJ connections despite her busy schedule. Although it can't change what happened, or the permanent scar on her hand, she was happy to hear that steps were being taken to stop this happening again and that the offender had acknowledged the harm it caused her. She felt that something positive was done about the incident and she said she would recommend it to others in the future.

The offender didn't initially feel like RJ was necessary because it was an accident and he was not motivated to re-offend, however he stated that he was glad the victim has been informed they're doing their best to make sure it doesn't occur again because he understood how much anxiety and distress it had caused her. This improvement in understanding and acknowledgement is positive even if full responsibility wasn't taken for the incident.

I have carried out detailed evaluations with both parties to determine how their involvement in RJ has helped, receiving positive feedback from both.

Amelia Beel

OFFICE: Greater Manchester

This was a police referral for RJ as part of an out-of-court disposal. The offender had attended an AIDS vigil in the City of Manchester. She became aggressive when asked to leave the venue and was detained by a security guard. Whilst being detained, she assaulted the security guard.

I worked with the victim and offender over a period of 5 months to prepare them for the direct meeting. The victim specifically wanted to meet the offender face-to-face and the offender had suffered from mental health issues since the offence.

This case proved difficult at the beginning to manage the service users' expectations of a direct meeting. The victim stated from the beginning that if the offender's apology felt sincere, he would drop the case and would consider it concluded.

The offender was in the process of completing her university dissertation and the offence had affected her mental health significantly. I facilitated indirect RJ in the way of shuttle messages between them and the offender wrote a letter of apology. The victim did not wish to receive this letter and expressed his need for a face-to-face apology.

I worked flexibly to meet the needs of both parties as they had limited availability due to work commitments. After careful preparation, I facilitated the face-to-face meeting. During this meeting, the offender apologised and her emotion was evident. The victim said: **"Let this send you forwards, not drag you backwards...you've done the right thing by coming today"**. He also reassured her that if their paths were to cross again in his role as a security guard; "I would protect you no matter what". It was a powerful and emotional meeting for all involved.

Andrea Long

OFFICE: Greater Manchester

Two young offenders were charged with assault after they physically attacked another pupil in their class who identified as transgender. The school had attempted its own RJ with no preparation and all parties reported the meeting had just made matters worse.

My colleague and I determined that all parties wished to do a direct conference. We decided that this was only appropriate for one offender and did extensive preparation with all the boys to ensure that they were aware of what to expect in the direct conference.

The direct conference went ahead this week. Both the boys had their mums with them as silent supporters. Both boys stuck to the meeting outline well and the meeting became emotional for both parties, needing a break to be called mid-way through. Despite how difficult it was for both parties emotionally, both boys reported that they felt the experience was positive.

We were also able to open up the discussion to the boy's mums who offered nothing but support to each other's children. While I would be hesitant to say that all is forgiven, the conference was an invaluable opportunity for both boys to express their perspective, and for the offender to offer a genuine apology to his victim, face-to-face.

Gabrielle Mathews

OFFICE: Greater Manchester

“I know I would have struggled to face my victims and say sorry without your help.”

The offence was assault, the offender was drunk and unconscious in the back of a taxi, the victims were 2 paramedics, who were attending to the offender, who suddenly became awake. He lashed out and punched one of the paramedics and kicked the other, before he was restrained by police.

I have had multiple contacts with offender to give him support. He was distant at first and felt nervous in engaging in the Victim Awareness Course, feeling guilty about the harm he had caused the paramedics. After a significant amount of support, he was able to complete the course.

The case started as a VAC intervention, referred in by the police. The police had recognised that the offender was extremely traumatised by his actions, these being totally out of character. The offender felt upset that he had not only hurt the victims, but had also let his family and friends down. He was very aware of the offence impact on the taxi driver and the public who had witnessed the offence.

After our initial contacts, I was able to work extensively with the offender, building his confidence and trust, helping him to complete the course and explore how he would feel about communicating how he felt to the victims. Initially he was nervous and concerned he wouldn't be able to face his victims, however after numerous preparation meetings, he is now ready to engage in 2 direct RJ meetings. The victims are currently being contacted to explore if they will be willing to engage in RJ with the offender.

Dean Othman

OFFICE: Greater Manchester

This was a referral from the police for RJ as part of an out of court disposal. The offence was criminal damage whereby the offender caused damage to the victim's vehicle while it was parked in a public car park.

I have been in contact with victim and offender. Both victim and offender have told me their side of the story. Offender had said that he would like to write the victim a letter and she will accept a letter. They have both agreed that a letter would be the best solution. I passed on shuttle questions from the victim to offender to answer. My next steps are to meet with the offender and prepare their letter and then deliver to the victim.

From observing this case, I feel that the offender has shown remorse for what he has done. He expressed that he had felt shame towards his actions and would like to apologise to the victim through a letter. I had also spoken with his wife who is willing to help him prepare his letter as well. The reason why this should be celebrated is because both sides understand that this is the best possible outcome for them both to move forward.

Amy Brockway.

OFFICE: Nottinghamshire (Youth)

Young person was arrested for possession for of an offensive weapon

Young person was arrested for possession of a knife, I was asked to complete knife crime intervention with him and we visited the National Justice Museum at the end of the programme.

This was the second time this young person had been arrested for possession and I wanted to reiterate to him the consequences for him if he was to be caught again. Our work together looked at sentencing but the main focus was on the impact knife crime has on victims and the wider community. This had a particular impact on the young person, which was helped by Mum who would speak openly about how she would feel if her son had been involved in stabbing someone or was stabbed as a result of carrying a knife. Our work also looked at the impact on the emergency services and the community he lived in. The intervention ended with a trip to the National Justice Museum which went into further detail of the impact on families effected by knife crime. The young person engaged really well and at the end created the poster below. Both him and Mum were grateful for the intervention and grateful he was given the opportunity.



Fran Dent

OFFICE: Nottinghamshire (Youth)

The young person was referred into the YJS for assault on another young person and given a Community Resolution with YJS Intervention but specifically the young person having to do a Letter of Explanation for the victim.

I had discussion with case manager who said she had informed mum and young person about the letter, and they had agreed to do this with me. The young person completed the letter with me. I did a home visit to see victim and parents who agreed they would take a letter when it was completed but didn't want any direct RJ.

I shared the letter with parents of victim, and they said they would share with victim but thanked me for doing this and supporting them through the process as they felt the case should have gone to court.

LR

OFFICE: Nottinghamshire (Youth)

Direct reparation with 2 YP at Notts Academy who were previously friends but had fallen out. The disagreement had spilled out into after school and was having an impact on other students.

I spoke with both YP (male & female) separately and they both had similar stories, but one was not willing to take part in the direct. After speaking with both one YP was pushing for the conversation and in the end they both agreed.

Both YP had differing ideas of terminology to describe the other. We explored how the male in this case feels very frustrated as he can't and won't fight back due to her being a girl. He explained how her name calling is frustrating him and he would have lashed out by now if it was a boy but because she is a girl, he can't do anything. We explored that physical violence is not ever an option. We discussed the frustrations between male and female 'banter' and when this turns into something more it's hard to distinguish. We looked at setting some boundaries in place to stop things escalating in future:

- No name calling-even if perceived to be banter
- No pushing or shoving-no physical contact
- When either of them see the other outside of school, to stick to their own friendship groups

This piece of work will hopefully minimise the risk of further incidents, help minimise the ripple affects for other students involved and the boundaries set help them know what is acceptable and not in relation to the other. Both students left the direct happy and joking hoping that they can be civil towards one another.

Ruth Widdop

OFFICE: West Midlands

This case involved one victim and one offender in the West Midlands area. The offence was attempted murder which happened over 10 years ago.

Assessments were completed for both victim and offender and preparation work took place over 18 months with most of the work being face to face. The direct meeting was held at a Probation office face to face with the offender's Probation officer present.

Due to the sensitive and complex nature of this case it took over 18 months to be in the position for the direct meeting to take place. Some difficulties were faced with trying to find the right time for both the victim and offender to feel ready for such an important and emotionally challenging meeting. Once we felt that both were fully prepared and clear what they wanted from the meeting, we went ahead to organise this. During the meeting the offender was able to express his remorse and inform the victim about the work he did in prison and continues to do to rehabilitate himself. The victim was able to express the impacts this life changing event had upon him, and the journey he has been on since.

Following the meeting the victim said 'I got to meet the best version of him and he got to meet the best version of me. Otherwise, it wouldn't have worked. It's probably the best thing I've done in my life and I feel like a massive weight has been lifted.'

The offender commented 'I feel uplifted. That was the best possible outcome. We can go our separate ways now and be happy.'

Kim Charles and Amanda Townsen

Thank you to all of our colleagues and service users

