



REMEMDI

Restorative Stories

A Collection of Case Studies and
Reflections VOLUME 39

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: West Midlands

The offence was Burglary. A family had awoken in 2014 to noise, where the offender had entered their property and stolen car keys. Involved in a direct restorative justice meeting 8 years on, in a local police station, was the offender and one female victim representing her family.

Preparation took place in just over one month. Both parties entered the process with a clear mind on what they wanted from it and were confident in how they were going to communicate this. Therefore, preparation was focused on preparing all for what to expect and ensuring it ran smoothly.

The offender was very sincere with his remorse and regret. Also, very honest (but empathetic) when explaining the reasons behind his offending. The victim took time to explain the wide impacts on her and her family with great emotion. She explained how she does not feel her trauma will ever go, but that the meeting has helped.

Following all, the victim stated 'I am glad I came. It took a lot of courage for me to come today, I was nervous and very emotional. I will have the trauma with me forever, but I am grateful for the apology. 'I believe people can change. The meeting has eased some of the fear I have carried'.

The offender commented that 'hearing what she said struck a chord'. He explained to all, 'since what I did, I have received bad/deserved Karma'. He related the RJ meeting to a large part of his 'journey to gain some good Karma back and give the victims what they deserve'.

It was an emotional exchange as the offender expressed his deep remorse to the lady deeply impacted by his actions, and heart-warming to watch both wish one another well in the future.

Nicole Mclean and Zara Ahmed.

OFFICE: West Midlands

This case involved two sets of neighbours who lived beside one another. The issue was alleged harassment. All work took place via Zoom.

Both parties were assessed for an RJ intervention. There were many preparation sessions with each party as more and more information and accusations were revealed along the way. It was decided that they would agree on shared goals via indirect shuttles.

Both parties had taken part in multiple preparation sessions. Unfortunately, these became quite complicated as the offender had counter accusations that she wanted to address. Preparation with the Service users was in depth as for a number of years they had struggled with a strained relationship between them and a decision was made that the service users would agree upon their goals through indirect. This did result in a positive outcome for both parties as they managed to agree on the goals we put together.

Natasha Buckham

OFFICE: West Midlands

This case involved two neighbours and was a harassment and racial insults case.

Both parties were supported through preparation in order to achieve a face to face meeting.

The direct meeting was a future focused, positive meeting with both victim and offender agreeing on particular outcomes they wanted moving forward. Both parties were able to have their voice heard, and acknowledged and respected the views of each other. The victim stated after the meeting that "Overall I am fully satisfied, you were amazing. The entire procedure was great and we appreciate everything." The offender's feedback was "You have been very fair and handled the case well. Thank you for all your support."

Zara Ahmed

OFFICE: Humberside

Part of a community resolution / together family's case, parent becomes increasingly worried about the people her child spends time with. Parent is aware child has been around people starting fires. Case involves child, their school, Humberside Fire and Rescue Service.

Together families / victim awareness sessions delivered by Practitioner. Lindsey used a "working with" approach and contacted the fire service for advice. Sessions on fire safety and consequences to be delivered to the school.

This case has been an excellent example of "working with" other agencies to provide a person-centred approach.

Lindsey contacted the fire service for advice and through discussing the work we all do, we came up with the idea of having some sessions delivered in the school. The fire service is a great resource for education on fire safety and the consequences of playing with fire.

Although the child has not directly set fires, this intervention to his year group at the school will be of great benefit to not only this family but many other children that will attend the sessions.

The school are really happy and willing to accommodate for the delivery of these sessions.

Lindsey

OFFICE: HumberSide

The offence was a causing death by driving dangerous case, it involved 1 offender and 2 victims and took place in HumberSide.

The case was referred to us by the prison, the offender was very remorseful for what happened and very much wanted to engage in RJ. The victims were approached and they also wanted to engage in RJ, the victims wrote to the offender first and the offender responded.

The victims in this case were in a different area from where the crime happened therefore this case was worked with another Remedi team. One team did the offender side of the case the other did the victim side, this was a great way of working and the victim and offender were both happy with how this worked.

Both parties wrote letters to each other and they were both very happy with the process overall, the victims gave permission to the offender to share their letter with his parents which he did and he said that they were very pleased that he had received that letter as they had also been impacted by the offence.

Both parties felt that they could now put this behind them as best they can.

Victim: "We found the RJ letters helpful/positive. We are glad we took part, we feel a bit better for it. We feel the offender is remorseful and hold no anger towards him."

Offender: "It has put my mind at ease, thank you for all your help and to all those involved"

Jamie Russell and Nicole Mclean

OFFICE: HumberSide

This case was sent to us by the local Police force for a youth Community Resolution after an assault occurred. Both parties had agreed to this process as an outcome for the offence. As the individuals directly involved were both young people, their parents supported them with the process.

At times there was difficulties with engagement and getting in contact with one of the parties' parents, which delayed the process somewhat and when we established contact again due to the time since the offence, both parties felt that a letter would be the best form of communication.

From initial contact, the victim and parent were willing to meet with the person responsible and their parent, however there were occasions of difficulty maintaining contact with them. When contact was re-established, both parents felt that a letter would be the best form of communication. Indirect messages had been facilitated between the young people and though these were reassuring, it was felt having this information on paper would be best for the victim to move past the incident.

Aside from the periods of being unable to contact the parents of one of the young people, the young people demonstrated good understanding of the process and willingness to engage well and look to moving past the incident. The process enabled us to ensure the victim had their voice and opinions heard and the person responsible also had the opportunity to have their voice heard, but also to take responsibility for their actions and help ensure the victim felt safe moving forward. This was a good example of having patience when service users lose contact with us, that the case will still come to a positive outcome, also it was a good example of parents supporting young people through working with us.

Yasmin Gray.

OFFICE: South Yorkshire

Burglary of the Civic Theatre, Rotherham, by a male offender in August 2021. A witness saw a male forced his way into the theatre and upon seeing this immediately called the police. Officers arrived as the offender was exiting, carrying items he'd taken including food and tools. He was given a custodial sentence because of previous offending history.

The offender completed a victim awareness session via his probation practitioner and volunteered for restorative communication with the theatre staff. The operations manager of the theatre engaged in the process and there was an indirect exchange of letters between them delivered in person by Remedi.

The offender had prolific history of burglary of non-residential properties, related to substance misuse. The victim awareness session and exchange of letters enabled him to hear about the people being harmed through what he considered were less harmful crimes.

Feedback from offender :

'I never thought that this burglary would hurt anyone but hearing from the manager I have realised it goes beyond anything I could think. Hearing about how it affected his daughter that day was what got me. I couldn't imagine that burglaries like this could affect people in this way. The victim awareness session also helped me see how I get into trouble when things go wrong in my relationship and my drinking gets out of hand'.

'The victim reported that the theatre had been burgled numerous times with more severe consequences than this particular crime, but this was the first time they were asked to reflect on the cost to the theatre, it's staff, production companies and audiences that are mainly affected. He was glad they could engage in restorative communication with the offender giving them a chance to find out more about him and to support his rehabilitation and move away from re-offending'.

Aglaia Barraclough

OFFICE: Cheshire

Neighbourhood dispute case, 2 next door neighbours in conflict, leading to numerous police call outs. Police referred in under the new OOC model in Cheshire.

- Each person went through a 2-hour resolving conflict intervention at the police station
- 2 indirects exchanged afterwards to state method of communication moving forward
- Signposting to support agencies if any future conflicts arise

This is a brand-new intervention that was developed to help cases just like this one. Where there is not a clear victim and offender, this can be offered now to try and help individuals manage their conflicts with a better understanding of where it is coming from and why it has been continuing. Both individuals engaged well with me and benefited from the session.

Feedback from party 1: 'Doing this session and knowing my neighbour is also going to be doing it has been helpful and allowed me to feel hopeful things may change between us.'

Feedback from party 2: 'I know I have not helped the situation in the past and done things I regret in response, but I will no longer engage with my neighbour or give a reaction so this conflict shouldn't continue. Thank you for listening to me and for your help with this.'

Kayleigh Simmonite

OFFICE: Cheshire

Offender has been charged with fraud and forgery

Indirect RJ

On completion of an RA session with the offender she asked if she would be able to apologise by way of a letter to the charity, she had taken money from. I explored and identified the person I need to speak to at the charity, I tracked him down and eventually had a conversation with him. He is based in London.

I spoke with the counter fraud manager for the charity, and he was taken aback as he had never received a letter of apology before.

Offender feedback: 'I can't wait for them to receive my letter. I am so happy they have even agreed to accepting it. Thank you so much for all you have done to get me to this point.'

Victim feedback: 'I am happy to receive the letter on behalf of the charity. This is not common for us, and we appreciate the hard work she has done to get to this stage. I want to wish her well in her future. Thank you for contacting me, it is very much appreciated.'

Diane Williams

OFFICE: Cheshire

YP has been a victim of bullying in school.

1:1 sessions at the YP's home.

The YP has been significantly impacted by the bullying she has experience in school, having a huge impact on her confidence and body image. We did a lot of work around the YP strengths, achievements and goal setting. We created a jar full of all the YP's strengths and achievements, her Mum and Auntie also added to this jar.

The YP is now going to the gym and feeling more confident within herself. Her feedback was "I am feeling more confident every day, thank you". Mum's feedback was: "I have my girl back, thanks to everyone's help".

Rebecca Smith

OFFICE: South Yorkshire

Male took hire vehicle car keys and drove car into a house, causing severe structural damage. Female occupant and neighbouring properties had to be evacuated in Sheffield. Male sentenced to a 2-year Community Order and to attend NPS.

National Probation Service referral for a Restorative Victim Awareness Session – Service user completed session. Motivated Offender referral form sent to RJ Hub. Contact made with both service users, communicating with both probation service and translator.

Victim Awareness Session was conducted in person at National Probation Service Office with Romanian Interpreter present online via TEAMS. We Discussed the offence – what happened, how he felt at the time and how he thinks and feels about it now. The Ripple Effect Exercise was used, discussing who was affected by the offence and discussing the harm it has caused. He stated he is motivated to not reoffend. He was very open and engaged well and would like to engage in a Restorative Justice process stating 'I would like to apologise to the person affected, I am sorry for what I did and the damage I caused and the impact that it has had on them. I take full responsibility for the harm caused'.

National Probation Service feedback 'Thank you for the updates, that's great! And a real 'Thank you for your time Salli!'

Contact made with female service user who is wanting to engage in a restorative justice process. This is a case in progress, and I am really looking forward to preparation work with both service users, probation service and translator.

Salli Goddard

OFFICE: South Yorkshire

Offender was seen while under the influence of alcohol smashing the window of a Tram in Sheffield City Centre. Police attended and after enquiries made, it was deemed appropriate to refer the matter to Remedi to engage in a restorative process via a community resolution.

Both parties were contacted and the offender wished to write a letter of apology and also pay the cost of the damage totalling £432.00 which he had caused. A representative of Super tram received the letter of apology, we also established during the restorative process how the payment would be facilitated.

The offender had no previous involvement with the police and was mortified to have committed the offence, as this was very much out of character for him. He wanted to engage fully in the process as well as letting the company know how bad he felt. Expressing genuine remorse in his letter.

The super tram staff were happy to receive the letter and despite it not being their normal way to recoup losses, this made it possible for the offender to pay off the damage in instalments.

Both parties expressed a great deal of satisfaction at the way the matter had been handled avoiding time and cost of going to court.

Offender Feedback: 'Taking part in restorative justice helped me to reflect and accept responsibility for my actions, it also allowed us both to realise that there were no hard feelings and we could both move on'

Victim Feedback: 'Without restorative justice and the referral to Remedi this matter would have taken a lot longer to resolve, 'We felt the matter was dealt with efficiently, there was great communication from Mark throughout the process keeping us updated and informed at every stage about what was happening which meant we were never left in the dark'. Thankyou'

Mark Winrow

OFFICE: South Yorkshire

I received a referral from both the Psychology and Offender management department regarding two young men who had an altercation on one of the wings in HMP Doncaster to engage in a form of restorative justice. They explained one of the young men wanted to be able to move forward from the incident and start to use his time in prison positively and asked if Remedi could support with this.

I explained what Remedi do within HMP Doncaster and started by completing the Restorative Choices programme with them both, as the incident was logged with the police, I was then able to go ahead with an indirect RJ process. Both men engaged in an indirect form of communication and apologised to each other.

This was the first time we had conducted an internal RJ process involving two prisoners within the same establishment, so I was really happy to be able to complete this piece of work. Although I would have preferred a direct intervention, this just wasn't possible due to the quick turn round before release and prison lockdowns. The prison had been concerned about the altercation between the two men causing ongoing or further issues prior to release for both men.

Offender A Feedback:

“Thank you for supporting me in this process, I have wanted to apologise and put this incident behind me as I want my time in here to be positive before I am released back into my local community, we were friends previously and always been a support network for each other”.

Offender B Feedback:

“Thank you Rebecca, for your continued support throughout this process, we both wanted to both on from this incident and rebuild our friendship, this process has given us both the opportunity to achieve that”.

Rebecca Fairfax

OFFICE: Restorative IDVA

Delivery of CEASE Educational to a group of young people in a college in Rotherham

Discussions with students after group delivery to be moved onto our mentoring programme

We delivered a group session of CEASE educational at a college in Rotherham. At the end of the last session of the group delivery a young person hung back to talk to me. The young person stated that after listening to the programme she feels that she is in an unhealthy relationship and doesn't know what to do next. The young person opened up about all sorts of things that had been going on in her life and her previous relationships. She became upset and it was clear that the young person has suffered abuse from multiple people in her life and that her current relationship was just as unhealthy. The young person stated she didn't want support from CAMHS as they did not help her in the past but did consent to taking part in CEASE mentoring. She felt that she could talk to us about what was going on and we could help her with regards to her relationship. The young person is now taking part in CEASE mentoring.

Izzy Wood

OFFICE: South Yorkshire

The offender upon arrest, for a different offence, has pulled two knives on the arresting officers and then held the knife to his wrist and threatened to harm himself. The offender refused to drop the knives and charged towards the officers resulting in a scuffle, Officers deployed Parva and eventually grabbed the knives detaining him.

Restorative Victim Awareness Session was completed with the offender after referral from NPS, several exercises completed which focused on the impact of his offence and his actions leading up to the incident which resulted in the offender wanting to pass on his apologies to both Police officers.

Although the offender knew his actions were wrong at the time of the incident he didn't realise how many people had been affected by his behaviour towards the police officers, completing the victim awareness session, really gave him the opportunity to reflect on his own actions through the exercises we completed and establish that he was remorseful and realised they were only doing their job.

Feedback from the offender:

"It was part of my order to do the victim work, after this I wanted to say sorry, I knew I acted wrong and I was stupid but I had not realised how many people had been hurt by my actions. Thankyou"

Victim Feedback:

"It is nice to receive good feedback". Thankyou

Tracey Reynolds

OFFICE: Cheshire

The offence was of a relative hitting a child for which they received a Community Resolution (OOCR) by Wales Police but the victim and offender both resided in Cheshire. The referral was diverted to us for the interventions.

- CTEV for aggressive and violent behaviour management was completed in person with the offender over 3 sessions.
- Indirect RJ – apology, explanation and update of work completed passed onto the mother of the child.

This was a good case to do because we were able to unpick the reasons why this offence happened and how to avoid it happening again in the future. This individual struggled to put boundaries in place regarding what they could handle and struggled to say no. This meant they were run ragged and grew to resent their involvement with the family. We worked on recognising signs of stress and how to manage these. The needs window was a key tool in this.

It is hoped this intervention will be preventative in the future and will enable the family to function better.

A restorative process was facilitated on completion of CTEV and the victim's mother was very grateful.

Kayleigh Simmonite

OFFICE: Cheshire

The YP has been a victim of assault in the community involving several YP.

1:1 work at the YP's home and in school.

The assault the YP has experienced has affected the YP confidence and moods. The YP blamed herself for what had happened. We worked together to break down what had happened, and we made a jar full of the YP strengths, and achievements which she adds to every week.

The YP said "I blamed myself to start with, but with Becky's support I have realised it was not my fault at all. I feel so much better after working with you. I now know I can get over this, whereas before working with you I thought I never would. I am moving forward positively now, thank you so much. I will really miss our sessions".

Mum: "You've been fantastic, I honestly can't thank you enough".

Rebecca Smith

OFFICE: Cheshire

Assault, first offence. Offender receives a Community Resolution and agrees to access support for anger. Victim wants to see a positive outcome rather pressing charges.

- ‘Changing Thinking, Ending Violence (CTEV)’ programme undertaken in the format of 2 x 2-hour sessions at the police station. This explores the route of anger for the individual and how they can change their thinking and lifestyle habits to try to combat it.
- 1 indirect after to victim via phone

In Cheshire we have been delivering training to officers across the force in the updated Community Resolutions process and the use of Restorative Justice and other interventions that Remedi now deliver.

This was my first case where this intervention was used under my new role. I think it went really well. I had good engagement from the offender, and we identified that he had a lot of triggers causing stress and anger and this was a real risk to further anger outbursts. Therefore, he needed to identify how to manage this better.

Feedback from offender: “You’ve helped me listen more and think beforehand. I don’t normally open up but I have during these sessions and they have really helped.”

Feedback from victim: ‘Thank you for doing the intervention, it seems like so much work has been put in for such a low level offence but I really appreciate this, and being updated about this, thank you so much.’

Kayleigh Simmonite

OFFICE: Cheshire

The YP has been a victim of bullying since primary school which has continued into high school. Since moving schools things have settled but the YP still struggled with her peers. The YP has a lot of anxiety going to school and can be angry towards her parents.

1:1 work at the YP school

When starting our sessions, the YP said she had low self-esteem and confidence, struggled with sticking up for herself and had a lot of worries and anxiety due to the bullying. We have been working on these things throughout the session breaking them up each week. We have done gratitude journals together, worksheets on anxiety and coping techniques, sheets on self-esteem and confidence which made the YP feel good after our session as she said seeing it all on paper makes her realise how others see her.

The YP said our sessions are really helping her and that she feels better after them. Mum spoke with the referrer and gave feedback during their meeting saying that herself and school have seen a big difference in the YP since our sessions and she has become a lot more confident in herself.

Emily Crozier

OFFICE: Cheshire

Offender was found guilty of historical sexual abuse. He used to be the victim's stepfather when she was a child and the victim suffered sexual abuse from age 9 into her early teens.

Indirect RJ and many preparation sessions in person with both the victim and offender.

After much work with the victim, it was apparent she was much more empowered and felt ready to face her abuser. We met with the offender who initially wanted to meet with the victim and after much interaction and preparation he decided he felt too ashamed to meet in person. We visited him whilst in custody and on his release at a hostel. The offender had always denied the offence but as part of this process he had admitted to the offence, which provided a lot of closure to the victim during preparation work. We shared with the offender about the reasons for him feeling too ashamed to meet with her in person, and how he now takes full responsibility for everything. We provided this information to the victim.

Victim feedback: Taking the positives from it, the fact that he's pulled out because of his shame is a great acknowledgment for me, he could have just pulled out for a whole load of macho/ego reasons that he wasn't admitting to himself. I actually feel some of my shame has lifted a little now, he's finally taken some of my burden on his own shoulders where it belongs.

Diane Williams & Michelle Bailey

OFFICE: Derbyshire

This referral was received from the Police in respect of Criminal Damage, in which the Offender had caused significant damage to the Victims car. Remedi services were required to help open up communication with regards to payment of costs.

Both parties were contacted and a number of indirect communications were exchanged in which a payment outcome was agreed between the parties. A direct telephone call between the parties took place which allowed them to discuss this in more detail and confirm.

This was a great piece of work, allowing communication to be opened up between the parties in a timely manner. This allowed them the opportunity to reach an agreement between themselves and move forward. This piece of work was also beneficial to the Police, as we were able to organise and facilitate the communication.

Suzanne

OFFICE: Derbyshire

This case was in relation to criminal damage of a memorial space and was referred to Remedi via the Youth Out of Court Disposal panel.

The work that was undertaken in this case involved indirects and a direct phone call. The Victim wrote a letter on behalf of the organisation and the family of the memorial to explain how it affected them and the impacts.

The Young Person was remorseful and wanted to speak to the Victim to apologise for what they had done. After hearing the Victim's letter, they explained they felt as though they had disrespected the family, also costing time and money to repair. The Victim wanted to hear the Young Persons letter and hopes they have learnt their lesson from this and does not act recklessly in the future.

RJ allowed the Victim to explain the impact the offence had on the organisation, them personally and the family involved and the Young Person was able to hear and understand this.

Service User Feedback

Young Person: "I felt really bad when I found out what I had done, and I was happy that I was able to say sorry."

Laura

OFFICE: Greater Manchester

The case was a police referral from Oldham station. Male offender has defecated on the external door mat after banging on the door to gain entry. Male proceeded to gain entry into property and tread faeces on the carpet. Victim and daughter at home at the time of the incident.

The case has been worked between Andrea and Dean. Assessment carried out on offender and victim. Victim stated they wanted compensation for the damage caused. Victim also stated the affect it has had on her daughter. Offender is full of remorse and is paying compensation and writing an apology letter.

Working with the offender on this case it was clear to hear how remorseful he is regarding the incident. He stated that since the incident he has been suffering paranoid episodes, feeling everyone, he passes in the street know what happened.

Offender has agreed to pay full compensation and write a letter of apology to the victim.

Victim in this case stated that it has caused her daughter levels of anxiety, due to the incident happening late at night and offender gaining access to upstairs area of house. Victim wanted to know why he did this.

Offender stated that he had been drinking heavily during the day and suspected his drink had been spiked. Offender stated that he thought he was at his home address and was banging on the door to wake his girlfriend.

Both parties have agreed to receive letters as a way of restoring justice, now compensation has been paid to victim.

Andrea Long and Dean Othman

OFFICE: Greater Manchester

The victim we are working with is the mother of a child who was sexually assaulted by his father (her ex-partner). The offender is in prison, but is due to be released within the next few years.

We are assisting the mother to prepare to ask questions of the offender and hopefully provide some closure. We are also supporting her to ensure there is an exclusion zone in place for when the offender is released, and that any needs that may arise during the restorative process are addressed.

- We have also discussed proposing to the offender that he write a letter to his son, so that when he is older, the letter may be able to answer some of the questions he may have.
- Re-hub is due to assess the offender shortly and this will inform my co-worker and I how the case will progress.
- We have managed the victim's expectations on why Restorative Justice may not proceed, and she accepts this.
- The victim and her son have both received therapy following the offence, and I believe this has contributed to her being so open to engaging in Restorative Justice.

Gabrielle Mathews

OFFICE: Greater Manchester

Criminal damage case. Offender approached victims house and punched window causing it to smash. There were initially just 2 participants but the case evolved into a neighbourhood dispute regarding a communal alleyway, involving the original offender and his mother, the victim and his wife, and another Neighbour providing information/ support.

Initially I facilitated the payment schedule of £250 to replace the smashed window, this was completed as a direct RJ intervention. Upon discussing this, it was evident the underlying cause of this criminal damage was a neighbourhood dispute which I worked to resolve, culminating in an outcome agreement accepted by both parties.

This case has had a number of challenges as the type of RJ required changed as I found out more about the situation, and both parties had different understandings of the legal situation. Attempting to get everyone on the same page regarding the communal alleyway was difficult, as not only was the dispute of a legal nature, but there was a great emotional toll as this issue had been causing significant distress and anxiety for nearly a year. Both parties had shown interest in involving solicitors for their legal rights, but I worked with both sides to find an agreed middle ground on the use of the alleyway and ways to communicate with one another. This was completed entirely remotely and involved a number of different interventions.

Amelia Beel

OFFICE: Greater Manchester

Overview of Case: This case is offender led referral whereby offender has approached victims home and gained entry by smashing glass panel of the door. Offender has taken multiple items from various room and then left the victim's house.

After meeting with the offender, it has become clear that they are remorseful and have expressed guilt in regards to the victim and victims' family. Offender wishes to offer closure for the victim. Offender struggled to remember the offence but after undergoing memory work he remembered some of it.

After observing this case I feel that the offender is genuinely remorseful and if the victim wants to participate, I believe that it may help them receive the closure they need if they need closure. A celebration of this work was helping the offender to retrace their steps from the day of the offence.

Amy Brockway.

OFFICE: West Midlands

The offence was Murder. The offender stabbed a close family member to death. The victim was an immediate family member to both parties. The meeting took place in prison, present was the victim, the offender, two practitioners, the offender manager, and a mental health nurse working with the offender.

Preparation took three years. During this, was a complete close and reopening of work, when the timing was uncertain. The process required in-depth risk management and support addressal throughout. Both required extensive preparation to enable confidence to proceed, and many delicate conversation topics were explored over time, ready for facilitation.

During the meeting, emotions were presenting as the victim shared the extensive impacts experienced over the years. The offender expressed their remorse and regret, often recognising 'there are no words or actions' that can evidence this.

Following the meeting, the victim stated, 'the support through the years has been amazing, you girls have done brilliantly'. 'The meeting was as good as it possibly could have been'. 'Time has been a healer through preparation. When the process started, I wasn't ready, but the meeting happened at the right time, when I was'.

The offender commented, 'the meeting went well', 'it happened at the right time'. 'After the years, I can see the light at the end of the tunnel'. The offender expressed now having 'something to work towards', to continue to show the victim they are sorry, and they are trying to do better.

After three years of preparation with high and low moments for both, and a vast amount of trauma experienced, both left the meeting feeling it was positive, and the right time. As well, with all in mind, the victim felt comfortable to exchange a hug as the meeting ended.

Nicole Mclean and Kim Charles.

OFFICE: West Midlands

This case involved one victim and one offender in the West Midlands area. The offence was harassment and involved counter allegations between neighbours.

Assessments and preparation work were completed remotely using videocalls and telephone calls for both the victim and offender. Indirect communication was facilitated using remote methods to pass on shuttle messages.

This case was between two neighbours who had some issues with a boundary, which had led to some harassment and police call outs. Although both the victim and offender wanted to take part in Restorative Justice they expressed that they preferred not to have a direct meeting with each other. Therefore, it was proposed to them that we could try to come to a better understanding of the issues through indirect communication. Once a few messages had been passed the neighbours had a greater understanding of why they had fallen out. The messages enabled them to come to an agreement where they focused on a more positive future. Feedback included ' You've been brilliant and I was satisfied with how you have dealt with the issues, even though we didn't want to have a meeting.'

Kim Charles

OFFICE: Humberside

Family case referred by police officer. One victim and one offender.

A together families case completed with good feedback from both parties has resulted in a new relationship being made with the council early help team. Since have sent through more referrals both for RJ / Family work and CEASE.

Slightly different to our normal case study, I wanted to highlight a piece of good partnership working. Through regular case updates from myself to the early help team on this case. It has given an insight to the work we completed and how it had a positive impact on the family. I have since been referred two more families from the team who would like to explore engaging in RJ / Family work and CEASE.

Lindsey

OFFICE: Humberside

The offence in this case was an Assault, the referral was sent to us by a Probation Officer, whom was supervising the person responsible for the offence. The individual responsible had demonstrated remorse and had expressed an interest in engaging with Restorative Justice.

At initial contact with the person responsible for the offence, they expressed the remorse they were feeling and would wish to engage with Restorative Justice if the person impacted by the case would like to engage. For a while it was difficult trying to contact the victim of this offence.

It was proving quite difficult to get in contact with the victim. After quite a few attempts, I managed to get in contact with the victim. Once I had established contact with them and explained what the Restorative Justice process is, they said they were unsure if this was something they may wish to engage with. I passed on some information about Restorative Justice, advised them of our organisation website and social media pages and agreed I shall be in contact after a short period of time to give them some time to decide if they would wish to engage with us.

On the next contact with the victim they stated they had considered RJ and they would wish to engage with this service, they didn't feel they held any hostility towards the person responsible for the offence, but is open to this process to enquire why the offence happened and also felt that if it would help the person responsible in some way, then they would be willing to help them with that. This is a good example of having patience when working with individuals can sometimes be beneficial for them to make their decisions about this process.

Yasmin Gray.

OFFICE: Humberside

The offence was a burglary in Grimsby and the case was a victim awareness session.

The case was referred to us by probation as the offender wanted to do some victim awareness work and wanted to explore restorative justice. I went out to see the offender and went through the victim awareness pack with him, I then spoke about restorative justice.

After the victim awareness session the offender did want to engage in restorative justice, however I could never get in touch with the victim.

The offender engaged very well with the session, he had a very good understanding of the impact his offence had on the victims and felt the session was a good refresher and he found it helpful.

Jamie Russell and Nicole Mclean

Thank you to all of our colleagues and service users

