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**REMEDY**

# **Restorative Stories**

A Collection of Case Studies and  
Reflections VOLUME 40

**By Remedy: Restorative Services**

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# **Restorative Stories**

A Collection of Case Studies and Reflections

*By* **REMEDI: Restorative Services**

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Remedi

The Circle, Rockingham Lane, Sheffield, S1 4FW

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

**OFFICE: South Yorkshire**

This case was an historical sexual abuse. The stepbrother of the victim had sexual relations with his then 15-year-old sister. She became pregnant as a result of the assault, when spoken to at the time there was no recollection of the intercourse. She had a baby that was subsequently adopted.

After 34 years the adopted son reached out to his biological mother/victim. Upon meeting she realised that he was 'the double' of her stepbrother and realised he was the father. DNA was obtained from another relative and compared with the son and subsequently proved a 98% familial match. The stepbrother who had moved away was traced and arrested for the offence.

On arrest and court appearance the stepbrother pleaded guilty and was sentenced. The victim was referred to Remedi via her VLO and an indirect intervention took place. The victim had a series of questions that were put to the offender. Due to the passage of time and his heavy use of cannabis and alcohol he was unable to give specific answers, but what was said gave the victim closure.

She had never revealed the matter to her extended family due to fear and disbelief but in feedback the victim said:

'The fact that I know that he can not give me all the answers has allowed me to close that door. I will never know all the details surrounding the offence but knowing and accepting that in itself has given me closure. Taking part in this process and getting what I have, has spurred me on to open up to my family. They now know everything and have been incredibly supportive to me. Without RJ and your support, I don't think I would have ever been able to tell them about it'.

**Mark Winrow /Danielle Griffiths**

## **OFFICE: South Yorkshire**

Referral via a Community Resolution for racially aggravated public order in April 2022. Offender boards the bus highly intoxicated and then begins to argue with the bus driver and takes issue with 2 female passengers becoming aggressive and racist towards them.

Offender also becomes abusive towards other passengers onboard which result in the bus driver stopping the bus, locking the doors and calling the police.

Community Resolution outcome involved victim awareness session delivered by Remedi. Offender wanting to apologise for his behaviour indirectly. Engaged with bus driver and female witnesses. They received initial apology and wrote to him with details of what he did and their thoughts/feelings, resulting in 6 remote indirect exchanges.

The offender agreed to receive their letters. Continuing to work with him in a restorative manner brought him round and led to a more positive experience than he imagined. It also helped the victim feel more satisfied with the Criminal Justice System given how it didn't lead to a prosecution.

Offender feedback :

*'Doing RJ has been enlightening - it's given me the victim's point of view and has helped me see the way I affected them which I just hadn't realised - it's helped me see what I did wrong and made me determined to think before acting and not cross that line again. I'm so thankful that they were willing to hear from me and receive my apology. It's been so helpful - thank you'.*

Victim feedback :

*'Exceptional service. I am normally sceptical but if this puts the offender right, and stops him from going to prison, I can't fault it. Time will tell if he has really changed, but I am glad he got something out of it. He got off very lightly really. It makes me feel better about the criminal justice system'.*

**Aglaia Barraclough**

**OFFICE: South Yorkshire**

Assault without injury. Case named involved one offender and a victim, the victim is a minor and is being represented by an appropriate adult. The case is sensitive as the named offender is the mother to the victim and the appropriate adult is the father and ex-partner of the offender. An indirect RJ process was completed.

A Family mediation referral via a Community Resolution to bring all members of the family unit back together, which also allowed them individually to express their thoughts and feelings whilst explaining to the younger members of the family, the meaning behind RJ and allowing them to move forward together.

All the family are committed to working together to have a healthier family relationship. I have spent time listening to all parties involved and gaining trust with each member of the family. I have worked closely with the victim and explained RJ in a way that made it accessible for a young person. Working to make sure their views were represented and all family members agreed to move forward after the Direct RJ process.

**Victim Comments:** "Thank you it's been hard to talk to someone about this but I liked talking to you even if we must sometimes talk about my feelings. I know we all still have to meet and talk about this face to face but I know you won't let people talk over me and that makes me feel better."

**Offender Comments:** "I wanted to say how well you have helped us, I know we have a long way to go but I feel like we are moving forward and having your support has helped massively."

**Danielle Griffiths**

## **OFFICE: South Yorkshire**

Victim Awareness Referral received from NPS for the offence of Dangerous Driving and Assault on an Emergency Worker without injury in 2021. One male service user and one male emergency worker involved. Service user completed a Victim Awareness Session which focussed on the impact of their offence on his victims, during this session we completed exercises such as the timeline which allowed them to reflect on their offending behaviour and resulted in a Motivated Offender Referral as the service user expressed genuine remorse.

Victim Awareness Session was conducted remotely over the telephone with male service user. We discussed his thoughts and feelings before, during and after the offence. He stated 'I would like to engage in a Restorative Justice Process to be able to apologise to the Emergency Worker that attended the scene at the time of my arrest. I am very remorseful, I am so sorry for what happened, they were only doing their job and shouldn't have to deal with this sort of behaviour.

'I feel so emotional about it and often think back to that time, it was scary, and I would not ever want to cause harm to anyone, I am so sorry for my actions'. I am so thankful for your time Salli; you are one of the only people that has made me feel heard and listened to'

NPS practitioner feedback:

'Thank you for the updates, Salli, that's perfect. I have never had a person on probation do RJ before, it will be interesting to follow the process through to the end, many thanks!'

Contact made with male Emergency worker who is wanting to engage in a restorative justice process stating, 'Thank you for contacting me, I am happy to engage'. This is a case in progress, and I am really looking forward to preparation work with both service users and national probation service.

**Salli Goddard**

**OFFICE: Derby (Youth)**

The young person was given a 9-month referral order for criminal damage, assault, and possession of a knife.

I completed multiple sessions of victim awareness work with the young person, as well as the tools down programme.

The young person was moved for protection from Coventry to Derby. The family are in temporary accommodation and when I first visited the family, they were all feeling very low and hopeless because of having to relocate to an unfamiliar area, and the young person was still engaging in criminality. Due to the young person only being 13 and having learning needs, I took the sessions a lot slower so that he could engage fully. I also chased up the relevant professionals regarding the housing situation, which made the family feel supported. Since completing interventions with the young person, he has stayed out of trouble and began recognising when people are trying to exploit him. The young person also created a piece of direct reparation which focusses on knife crime awareness. This piece of work was given to the local police for them to display in the community rooms.

**Lily Loan**



**OFFICE: Nottinghamshire (Youth)**

Young person was arrested for possession of an offensive weapon

Young person was arrested for possession of a knife, I was asked to complete knife crime intervention with him following this he completed a poster and met with the YJS police officer to discuss the impact of the offence on the emergency services.

I met with the young person who had previously struggled with formal education. He was engaged throughout our sessions and contributed really well. He had a good understanding of the consequences of his offence but struggled with how this impacted others. Following the intervention, he said that he had not really thought about how his family felt following the offence or really how his actions impacted on the wider community. When he met with the YJS police officer he was able to explain to her what he had learnt and emphasise that he would never pick up a knife again and that he had learnt a lot from the work he had completed.

The young person commented:

“Thankyou for working with me, I now understand how serious knife crime is and will never do this again.”

Mum said:

“I cant thank you enough for your input, we really appreciate everything you have done”

**Fran Dent**

**OFFICE: Nottinghamshire (Youth)**

Young person was referred to the Youth Justice Service to be considered for an Out of Court Disposal for having a weapon in a public place.

The young person was given a Youth Conditional Caution and panel advised that the young person do work around weapon and knife crime.

Discussion with case manager about doing a joint session around weapon and knife possession with view to do a piece of work that reflects what they have learnt, to gift to the National Justice Museum.

The case manager and I met the young person and parents to discuss my role and even though there was not a direct victim, I explained that I did work with victims of knife offences and worked closely with the case managers.

The case manager said she had done work with young person around weapon and knife possession. I said it would be good if young person could do a poster to share with the National Justice Museum (NJM).

Case manager said she had explained what the NJM was including the Ben Kinsella story and watched some videos about this. I said we were going to the museum in December and case manager asked mum and young person if they wanted to come and they both agreed.

Young person then completed a hand drawn poster for the NJM and has agreed he is happy to hand it over when we do the visit to the museum in December. I explained that this is part of the Restorative process and giving back to the wider community, parents and young person agreed this was good thing to do.

**LR**

**OFFICE: Nottinghamshire (Youth)**

A YP who had vandalized the school he had previously attended was given an CR. Victim awareness work was completed and a LOE.

Victim awareness work was completed and a LOE. This was then taken to the school and a direct meeting was held between YP and vic. The YP was very remorseful and more so because they attended previously, and their siblings still do. They couldn't believe the amount of damage they had caused.

The victim was very keen for RJ as they knew the YP from the years that they had attended the school. The victim explained how a lot of work had been invested in this YP and their family. The damage was substantial, and it was not only the monetary impact that was upsetting but the personal investment that they felt let down by. On meeting the YP they felt very sorry for what they had done and wanted to say and show how sorry they were. The YP completed a detailed LOE and this was then taken to the school. The YP met with the head teacher who was very understanding but explained the impact on the staff, themselves, and the school as a whole. They explained that they only wanted the best for this YP and would do anything they could to help them achieve success in their future. They offered work experience which the YP was keen to look into. This was a very successful piece of RJ work and helped towards rebuilding the relationship between victim and YP.

**Ruth Widdop**

**OFFICE:       Barnsley (Youth)**

The young person was one of a group of 5 young people who had taken part in racially abusing and causing a disturbance at the victim's place of employment a local food store.

RJ session held with the young person to go through the victim perspective and share how the victim was made to feel and his fears going forward.

Met with the young person for RJ session to go through the Victim impact statement and discuss how the victim was made to feel and the concerns he had. The Young person engaged well and offered explanations to be passed back to the victim as to how the offence came about. Stating that it was not planned, the group had been wandering the streets out of boredom and had decided to go to the shop to buy soft drinks.

The shops policy of only allowing 2 young people in at a time, he felt was not something they needed to adhere to as they were each buying something so felt it unfair to be asked to leave. He explained that the situation became heightened after one of the group was held in the store by the victim whilst the police were called and this led to him making the decision to return and push against the door to try and let his friend out, the racial comments were being made by the group whilst this was happening.

The young person wanted the victim to know the extent of his involvement and that he recognises why the victim would feel as he did especially after another person in the group spat at him which he did not agree with. He no longer associates with some of the others in the group and is sorry for his part in the offence and accepts that he can no longer go to the shop. He also asked me to ask the victim if he could be given a second chance.

This is the only young person from the group so far, that has offered an actual apology to be passed back to the victim and an explanation about how the offence came about.

**Anji Bisatt**

**OFFICE: South Yorkshire**

I received a self-referral from a gentleman that has been transferred from HMP Humber. His offence was Affray involving one victim and he had been recalled to prison and is now based in HMP Doncaster.

After receiving the referral, I completed an assessment; we discussed in depth the offence and how he is stuck in a cycle of being released and then recalled due to drug addiction. I have met this gentleman before as he has been in and out of HMP Doncaster, I believe that this time he is really trying to turn things around. He has completed RCP to an amazing standard and his engagement was fantastic. During completing RCP, he really recognised the impact he has had on his victim, he stated that he never realised the financial impact that his crimes have had on families until taking part in RCP. Unfortunately, RJ did not go ahead in this case but he continues to support Remedi and is now an RJ Champion.

I feel really proud of how far he has come, his offender manager has also noticed a huge difference in his attitude and his willingness to work towards change. Although he has completed the programme, he is still working really closely with Remedi, he is our first official RJ champion within the prison. He speaks with groups on the wing about the benefits of RJ and RCP and supports them in completing referral forms. He will hopefully be supporting in the delivery of the programme in the beginning of December. I really hope he continues this positive outlook upon his release as he has really come so far in the last few months.

**Rebecca Fairfax**

**OFFICE: Manchester (Youth)**

This case was referred to me after a YP was caught vaping and hanging around with the wrong crowd and being added into group chats full of older people who were showing explicit images of knives and weapons which were not for the viewing of a 13-year-old boy. The Early help worker referred him to me and asked me to do some work around safety/E-safety as his parents were also worried, he would go down the wrong path as he was easily influenced, and his dad is in jail. Mum states she is struggling with Alfie at home as he is very argumentative and hasn't got a good relationship with her and stepdad.

After working with this young person for around 8 weeks, in school and at home, we established that it was due to lack of knowledge that he was getting involve in these crimes and wanted to be deemed cool by the other kids at school. We looked weekly at new topics that could help Alfie and how we could educate him on the dangers of vaping and opening these dangerous links on his phone. Mum said she was not aware of this either.

Your comments/your observations/feedback-what it is about this piece of work that should be celebrated?

I believe this piece of work should be celebrated as now mum states she has not found any vapes in his room, she now checks his phone regular and hasn't found anything on there to be suspicious of and mum says that Alfie's attitude at home has changed hugely and gets involved more with mum and step dad with jobs around the house and has been trying to bond more with brother and sister.

**Ellie Lightfoot**

**OFFICE: Manchester (Youth)**

YP was referred due to taking part in a couple of instances of ASB. YP seemed to be struggling with peer pressure and being involved with the “wrong people.”

We did work around peer pressure and also knife crime as the YP said he had carried a knife in the past to protect himself. Throughout the sessions, we did work on his goals and achievements which helped me assess what he needed to work on. He engaged positively with this and expressed that he enjoyed attending Youth Zone. Due to him being 16, we organised with Youth Zone for him to do a program on life skills.

The YP engaged well and now I am in the closing few sessions with him I feel as though with some more work he will be ready to pursue his post 16 options.

**Tabitha**

**OFFICE: Manchester (Youth)**

YP had been committing multiple offences over a period of time and had become an ASB issue for the neighbourhood police. There was a massive breakdown in the relationship between the YP and the police, YP was being arrested for minor offences and public order offences due to him hurling abuse at the police every time he saw them even though he wasn't committing offences before they turned up.

Direct restorative meeting was held between the young person and his parents, and the neighbourhood police officer that had previously arrested him for several of his offences in order for each party to share their issues and come to a resolution to rebuild the relationship to stop the hostility and draw a line in order to move forward.

A negative relationship had been built between the two and the YP's family, where the YP felt he was being unfairly targeted, and the police felt he was constantly up to no good and a community concern.

The direct meeting allowed the YP to explain how he felt targeted and for the police to explain the reason behind why he felt this way and what their role was and what they were trying to achieve.

Both parties got answers to their questions, and it allowed them to draw a line and move on. They both felt they had massively benefited from this meeting and the Police officer felt this was the biggest success story she had had to date seeing the difference in him after working with myself.

**Katie Osbaldiston**



## **OFFICE: Manchester (Youth)**

This young person was referred to Remedi due to difficulties in managing emotions and feelings such as anger, stress and sadness. Often these emotions were expressed through reactive outbursts towards staff and other pupils which are mainly verbal. From this referral, it appears the young person has had a turbulent life due to witnessing significant domestic abuse within the household.

Several 1-1 weekly sessions have been undertaken with this young person including work around conflict resolution, views on “getting into trouble”, the choices we make and the impact these have on others. Due to a recent half day fixed term exclusion we have also completed work around reflective thinking. We have completed work around utilising our skills and interests (in this case, boxing) in order to manage our emotions.

With this young person, a significant part of the work undertaken was unpicking their thoughts and feelings to understand why they are making certain choices in terms of controlling their emotions. By building that trusted relationship and getting the voice of the child as well as those closest to them such as the learning centre manager, pastoral support officer and most importantly mum, it was discovered this young person was struggling to handle the difficult emotions that come with losing someone who was close to them, his Grandad. We have done sessions emphasising the positive impact opening up and expressing these feelings can have. Behind the scenes, I have taken advantage of the close connections we have to specialists within the APST team and got this young person on the waiting list for counselling which will start in 3 weeks. This is something the young person is keen to start as he expressed he wants “to go back to being the person he was before his Grandad passed.”

Additionally, I have set up sessions with a sports mentor as this young person voiced from the first session that boxing is something he wants to get into. My goal with this is that he will have something to positively fill his time whilst understanding more about himself and his emotions through conversations with the mentor. Feedback from the young person is really positive. Because of this, I believe the young person views me as someone with his best interests at heart and he has warmed up to me as a result.

Feedback from staff: “it’s really good for him to see and know that he’s got people around him like you who are there to support him”.

**Annie McCormick**

**OFFICE: Manchester (Youth)**

This YP was referred due to having a lot of past traumas that have impacted their behaviour both in and out of school, including seeing their dad have multiple heart attacks, having since passed away, as well as really low attendance (13.56%). The YP struggled to read and write so would often kick off in school and walk out.

The YP has only had three sessions with me so far. The first was a family session where I met with him and mum to discuss his current situation and how we could help. Our sessions have been focused on building a trusted relationship, as he feels no current professional is backing his corner. We have also discussed what work going forwards we will do to engage him better while in school.

Although only having three sessions, this YP has already engaged very well with me. From the initial time we met at his home to now, he appears a lot more comfortable speaking to me and has started to hold conversations better, opening up to me and asking me questions back – whereas the first time we met he was very shut off, would answer with just one or two words to a question and didn't engage very well. His attendance has already improved over the sessions, and he is engaging better in class once in school. He is always ready on time when I pick him up and with encouragement from myself will follow school rules such as handing in his phone after our sessions.

His mum phoned me today (28.11.22) to say how proud she was that he was getting himself into school, on time, and staying for the whole day- he managed three full days last week where he was previously doing one half a day. The YP has expressed to mum how he's looking forwards to our work together and is happy someone is finally listening to his needs.

Attendance when referred – 13.56%

Attendance currently – 21.28%

**Ellie Jacques**

## **OFFICE: Manchester (Youth)**

After a Team Around Family meeting at college, YP texted RP "I'm raging" because their mum had informed YP that they are on a week suspension due to being verbally aggressive towards staff. This caused confusion because the suspension incident happened a week before the meeting, and nothing had been stated. YP was angry at both mum and college mentor.

RP called YP and spent some time unpicking thoughts and feelings. YP identified what they could have done differently to avoid anger and recognised how it might have appeared from the perspective of other students and staff, as they carefully dissected the teacher-student conflict that resulted in suspension. But, given that YP had provided Mentor their phone number and was certain that they could not have been suspended, without hearing all sides. YP found the communication to be "annoying," did not trust their mum's message.

RP completed indirect with Mentor and YP through phone call.

YP was grateful that I had contacted Mentor.

Mentor expressed regret and said due to other events occurring, the situation was not handled correctly. Mentor acknowledged that YP had sought him twice after the incident to seek resolution, but he was unable to meet with YP because of other events. The incident was "quickly passed onto disciplinary" and then decided that YP is to work from home for a week of reflection, not suspension. Also, Mentor has new phone didn't have YP's number, and parent was contacted instead. RP provided number and agreed to call YP.

Following RP's explanation of the situation from each person's perspective, the two were able to come to an agreement. YP was incredibly self-aware and responsible for their part, and recognised that from the teacher's perspective, they might have come across as "scary". YP feels confident to speak with teacher involved in incident on independently and appreciates this week of "reflection" rather than "suspension." Mentor was delighted with YP when RP told him the above, and he acknowledged that giving YP chance to be heard while taking responsibility for actions will prevent escalation.

**Reyanne Pearson**

**OFFICE: Manchester (Youth)**

The young person was referred in due to lack of school engagement i.e not attending or when attending refusing to go into lessons and had has been involved with criminal activity.

I was unable to engage this young person for quite some time due to him not attending school and refusing to see him whilst outside of school. I managed to persuade him to come to our summer club that the APST held for PRU pupils. Here I built up a good relationship with him, completed sessions on knife crim, safe sex, drugs, criminal exploitation etc. This young person is an APX child which meant that he didn't know where he would be attending school after summer due to the restructures within the PRU. He trusted me enough to open up and say this made him very anxious and he was scared. He also asked me if we could carry on our sessions as he enjoyed having someone to speak openly to. I managed to push a placement for him at the boxing provision that he wanted. His morning education is currently breaking down, again he trusted me to open up and tell me the reasons he was not engaging. I have managed to call a TAC meeting within education to discuss this and make sure his voice is heard in what happens next.

After conversations and with my help to be able to voice what he wants for himself and who to voice it to, he is now on track to go back to mainstream, with continuous help from myself. He has also addressed he now feels like he wants to stop smoking weed to focus on his boxing as he has just been given his first official fight date! He will also be working along side APST CAHMS worker.

This young person had never trusted anyone one before to open up regarding his emotions, so him doing this to me and asking me to continue working with him was rewarding.

He has been able to confidently, safely and calmly voice what he wants for himself and is looking forward to his future!

**Megan Greenhouse**

**OFFICE: Derby (Youth)**

A young person was given a YCC for assault and criminal damage in Derby city. An altercation ensued in the street whereby the young person kicked the victim's mobile phone out of her hands.

The young person undertook victim awareness sessions and the tools down programme as the young persons associates are known to carry weapons.

This case should be celebrated because when I began working with the young person, they were on their final warning for not engaging in the YCC. The young person had been missing his appointments, not attending school, and was very rude towards staff. I completed the first session by getting to know the young person, such as what his ambitions are and how he is feeling about everything. The young person was polite and chatty with me, and we began to see each other every Tuesday at school which gave him a routine. The young person would come into school to see me, which surprised staff as he hadn't been attending school at all but would on a Tuesday when he knew he was seeing me. The young person completed all of the sessions, which meant he has now successfully completed his YCC after being given a final warning. Unfortunately, no RJ was possible due the victim not consenting but the young person was able to display remorse and he said he would of apologised if he got the chance. On the last session, I dropped the young person home as it was too cold to walk, and he said that he is sad he won't be seeing me on Tuesdays anymore and he will miss me.

**Lily Loan.**

**OFFICE: Nottinghamshire (Youth)**

Young person was referred to the Youth Justice Service to be considered for an Out of Court Disposal for been found with a knife in a public place.

The young person was given a Youth Conditional Caution and panel advised that the young person do work around weapon and knife crime.

Discussion with case manager about me doing a session around knife possession with view to do a poster to give to the National Justice Museum to raise awareness of knife related crime and demonstrate the increased understanding.

I met the young person and explained my role and even though there was not a direct victim, I explained that I did work with victims of knife offences and worked closely with the case managers.

The young person said he had done work with case manager around carrying a knife and what would happen if he was caught carrying a knife for a second time plus the dangers for himself.

The young person said he wanted to do a poster with me using the laptop. After we completed the poster, I explained that this is part of the Restorative process and giving back to the wider community and would share this with the Galleries of Justice.

**LR**

**OFFICE: Nottinghamshire (Youth)**

Victim and his Mum came through following an ABH outside McDonalds

Victim impact work and indirect communication between both parties

Victims Mum had been severely impacted by the offence it was really important for her to know that her son was safe and that the young person involved in the offence against him understood how this had affected her family. I supported the family sharing their views with the young person and professionals. Once the young person understood how different the incident could have been and how his Mum felt he was keen to share with the family how he had changed and had no intention of committing any further offences. When I spoke to the victim's family she was really happy to hear that the young person was genuine in his remorse and that he was focussed on his future.

The victims Mum commented:

"I never wanted to criminalise him I just wanted him to understand how much this incident upset us and to think about how his Mum would have felt if it had happened to him. I'm really glad to hear he has taken this seriously and is focussed on his future I wish him all the best. Thank you Fran for listening to me and if you ever need a chat you have my phone number don't hesitate to call!"

**Fran Dent**

**OFFICE: Nottinghamshire (Youth)**

A YP who had set fire to a piece of Mansfield District council land-received an outcome 20 at OOOD

Victim awareness work completed and YP explained that he didn't expect it to spread like it did. Due to the excessive heat it did. His friends ran but he ran back home to get water. Poster completed and Teams call with proxy victim.

The YP was remorseful and willing to engage with me from the start. I attended his home and spoke with him and mum who were both keen to put right the damage done. He completed a poster highlighting the dangers of messing with fire and how it can have devastating affects. A Teams call was arranged for the following week to speak with the proxy victim. The victim spoke about how the fires affect the wildlife and the community. Both parties were pleased with how it went and the YP was pleasantly surprised at how nice the victim was to him.

**Ruth Widdop**



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

