



REMEDY

Restorative Stories

A Collection of Case Studies and
Reflections VOLUME 41

By Remedy: Restorative Services

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A Collection of Case Studies and Reflections

By **REMEDI: Restorative Services**

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Remedi

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www.remediuk.org

OFFICE: Cheshire

This was a hate crime case that had been referred through from an officer who liaises with the local mental health hospital for an individual who was repeatedly committing hate offences against those looking after her (4 victims).

- Hate crime perpetrator programme (adapted for learning needs and level of understanding) conducted in person at local police station
- Direct RJ x1
- Indirect RJ x3

This case stands out because it was the first time the hate crime perp programme has been done in Cheshire and it was for a complex case. This examples how we adapt to fit needs. It made more sense for someone with such vulnerabilities to be educated on why their actions were wrong, rather than criminalising them. I hope that now they have become aware of the offence and its consequences, others will not be at risk of harm/hate speech. It has been good to combine an intervention along with restorative justice. As the referring officer was present, they are now hoping to develop the use of this further within similar settings/scenarios.

‘You’ve done really well with this case, I am impressed and hope to do further work with you in the future.’

Kayleigh Simmonite

OFFICE: South Yorkshire

Violence against the person/Assault without injury. Case involved one offender and one victim, the victim and offender are residents of a supported living both parties have learning difficulties and were supported by staff throughout the RJ process within Sheffield.

This case was delicate as both parties have individual challenges, this was discussed with staff prior to meeting the offender. It was agreed between REMEDI and the staff that the situation currently is a good one both parties have moved on past the incident and are in a significantly better place and have been socializing together. As a collective team, we agreed that Direct RJ may damage the current situation. We felt that indirect methods were better suited to meet the needs of both parties.

Initially Remedi and the support staff discussed how best to support both parties with the meeting I explained to the support staff how our restorative justice processes works and if this was appropriate for needs of the individuals. After a significant discussion, I suggested that rather than a full RJ process that an educational/Restorative VA style meeting would be better for the individuals, we agreed that we could do some focused work on impact and trying to understand others' feelings and a small amount of work that supported better conflict resolution, with some effective coping strategies. Both parties engaged with the process we used restorative techniques throughout the meeting which was very successful.

Staff Comments: 'We have been really impressed with how you have adapted the process to best suit the needs of our residents involved in this situation. It has been good to see in both residents the changes in thinking and they are communicating better with each other and the other residents. It has been a hugely positive to engage with REMEDI, I hope we can work together in the future'.

Offender Comments: ' Thank you for supporting me with this process, you spoke to me in a way I could understand and adapted your work styles to meet my needs, I am truly thankful for this and would recommend this service to anyone in similar situations, especially those within supported living like myself'.

Danielle Griffiths and Mark Winrow

OFFICE: Cheshire

Three women who had all been victims of historical sexual abuse by the same man when they were children. They wanted to meet to show support to each other after the trial. One of the victims, did not get justice due to lack of evidence. The other two victims felt very guilty about this and wanted to show solidarity.

I contacted and met with all 3 victims in person. The meeting took place. The women were concerned about meeting and wanted us to provide them with support and facilitate a prepared meeting and reassure them it was safe to go ahead.

It was an emotional meeting and considering one of them didn't know the others it was as though they had always known each other. Apologies were given and accepted. Numbers and gifts were exchanged, stories were swapped, and memories shared.

Victim 1) I have been helped to talk to other victims, you are so caring and compassionate. You have helped me so much.

Victim 2) I didn't think this could happen and it did because of you. Thank you so much.

Victim 3) I feel this was another part of my journey that needed to happen. I am so grateful for all you have done to make this happen. Thanks!

Diane Williams

OFFICE: South Yorkshire

Male driver slumped over steering wheel in vehicle on the motorway, emergency workers believed he was having a medical episode so gained entry to the vehicle. The male driver then placed the vehicle in reverse trapping emergency workers in the open driver's door, knocking them to the floor. Sentenced for Assault of an emergency worker.

Male volunteered for restorative justice process with emergency workers following a victim awareness session with Salli, referred by Sheffield NPS. Motivated offender referral sent to RJ Hub and case allocated, contact made with emergency worker who is wanting to engage in a restorative justice process.

Male service user feedback – “I am so sorry for what happened, they were doing their job and shouldn't have to deal with this sort of thing happening, 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”.

Emergency worker feedback – “Thank you for contacting me Salli, I am happy to engage with restorative justice and I am interested in what the person has to say. Within all the years of doing my job I have never had this opportunity, so it is welcomed”.

This is a case in progress with one indirect shuttle message intervention completed. Looking forward to working with both service users throughout the preparation work and interventions.

Salli Goddard

OFFICE: Cheshire

The YP was threatened in the park whilst out with her friends. The YP friend was threatened with a knife and a bat where he was hit by the bat in order to protect the rest of his friends.

1:1 work in school

The YP has been very open about her feelings since the incident, and we have discussed the impact a lot throughout our sessions. The YP feels she has lost a lot of confidence since the incident, so we have been working on this a lot trying to build this confidence back up. We have done a lot of work on self-esteem and happiness where we have made a jar full of her strengths which she has been adding to at home.

The YP said since starting our sessions she is starting to feel better as it's good to talk to someone about her worries and knowing how to approach different emotions and situations

Mum has said that since her daughter has been working with Got Your Back it has taken away a lot of pressure and worries as she knows the YP has someone to talk to in confidence about the incident and her feelings around it.

Emily Crozier

OFFICE: Cheshire

Young person was referred to CEASE by Cheshire Police after displaying abusive behaviour towards partner.

Young person initially was put on CEASE Educational programme, but through a disclosure made during this they have been moved on the CEASE Mentoring programme. We have completed all the educational together and we are now working on things the needs assessment has highlighted as priority.

YP opened up about their own experiences of emotional abuse and how this is a trigger for them to get frustrated and angry. YP showed a desire to change how they manage their own emotions/behaviours in a healthier way. YP says they now understand where the emotions come from and knows coping strategies to help. YP has recognised how their emotions are dependent on how their relationship with partner is currently going. We have discussed other ways to be happy through friends, being creative and going to mum and baby groups. We are planning on attending a mum and baby group in the new year together as a way of getting YP out of the house and around more positive influences.

Katrina Lowdon

OFFICE: Derbyshire

This was a case referred via a Partner Agency for a neighbour dispute and involved two parties.

Initial calls and needs assessments were undertaken with both parties to explore what was happening and how they wanted to move forwards, focusing on thoughts, feelings and impact.

Throughout this case the focus was on how both parties wanted to feel moving forwards, what that would look like for them and how this could be achieved, exploring who could do what. Both parties explained they wanted to feel safe and be able to be civil with each other in order to go about their day to day life.

With our support, both parties agreed to a resolution regarding how they both wanted to feel and be, this was a positive piece of work with a positive outcome.

Natasha

OFFICE: Derbyshire

This case was referred by a Partner Agency in relation to an ongoing neighbour dispute between two parties. The ongoing issues involved arguing, shouting and both parties feeling unsafe and was therefore referred to Remedi for Restorative Intervention.

Both parties were contacted via telephone and agreed to take part in a Restorative Approach to try and resolve the issues and move forwards. Both parties felt that their relationship with each other had broken down and that it was causing an impact upon them, and their families.

Indirect communication between the parties was exchanged, which, allowed them to be open and honest with how they were feeling and more importantly how they wanted to feel. This was a great piece of work as it really allowed the parties to open up with each other and feel heard and understood by the other party. It enabled them to be able to address their issues but also agree an amicable way forward.

Suzanne

OFFICE: Derbyshire

This case was referred by the Youth Justice Service and was in relation to an assault offence involving two parties.

The work that was undertaken in this case involved indirect communication to start with, which then led to a direct meeting. The victim was able to ask the questions they had and receive answers which resulted in a positive meeting.

Both parties were hoping for the same outcome and this was clear from the start of the process. The offence had had an impact on the Victim to which they did not feel safe to go out. The Victim mainly wanted reassurance that something like this was not going to be repeated and to feel both safe and confident in going out again.

Whilst working with the other Young Person, they informed me that they wanted to apologise for what they had done and to take responsibility.

During the direct meeting both parties were able to share what they wanted to and both stated that they wished to be friends again following on from this process. Since the meeting they have both spoken and explained things are going well.

Victim Feedback: “You have really helped me, and RJ has given me the confidence to go back out and to feel safe again. Thank you.”

Laura

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Laura

OFFICE: Derbyshire

Young person is very angry at times – mum has stated this may be linked to the death of her father and her finding it hard to manage her emotions. There is a risk to YP mental health if she bottles up her feelings and won't talk to anyone about her anger.

Young person is taking part in the CEASE together families programme.

The young person's mother stated she had been stressed out with the YPs violent physical behaviour, although there has been a reduction in physical incidents recently. When I completed the 15-minute manifesto with both YP and mother it was heart-warming when they realised that they both want similar things from their relationship. Additionally, when we completed the 'building the house of..' exercise, they both wanted a house of peace, respect and caring. Although that was only the first session out of 12, it should be celebrated that the young person is willing to work on the relationship and ensure that it is one of peace, respect and care.

Dexter Gwavava

OFFICE: Derbyshire restorative IDVA

YP has been arrested on a couple of occasions recently for displaying violence towards his mum – calling her names, causing criminal damage, throwing things at her, hitting her. Often witnessed by his 15 year old sister.

YP has began the intervention programme. So far we have started the emotions graph and looked at different types of abuse which at the start of every session I quiz him on to see if he remembers.

YP recently came off tag after being on for 14 months. Since then has been applying for different jobs and looking into colleges and apprenticeships. He has started to recognise what is important to him in his own relationships and often talks about how much he values loyalty. He also can easily spot abuse in the programme as we go through it. I also make sure to talk about his other interests during the sessions as I find it improves his concentration.

Jasmine Millward

OFFICE: Derbyshire Restorative IDVA

YP was referred in by the school after displaying abusive behaviours at school and becoming angry and aggressive which led to police coming into school and talking to him and getting an informal warning.

I completed the intervention programme with YP at school over 3 weeks and YP became very enthusiastic about the work with me.

YP seemed to have a good understanding of domestic abuse and throughout the sessions interacted well with me and the programme, he took on the information and also asked lots of questions about the content. By the last session YP seemed like he had a good increase in his knowledge around handling his anger and in his feedback told me “I have learnt that abuse isn't good. Hitting, beating and swearing don't resolve a problem. You should always try to control your anger and think before you act”. We also discussed on many occasions how the best way to handle a situation is through talking things over instead of getting angry.

Kayley Ford

OFFICE: Restorative IDVA

YP's ex-partner was mentally abusive and has stalked YP. YP is fearful when leaving home

YP has completed the CEASE Mentoring and Educational Programme

The YP was previously in an abusive relationship. When the relationship ended the YP was stalked by her ex-partner. Despite the stalking and harassment stopping following a police warning, the YP was still anxious at home and outside of the property. Initially, a referral to Target Hardening was made, but this was rejected. The YP and family moved home whilst working together and this increased the YP's feeling of safety.

We focused on work surrounding anxiety and the YP was able to use these skills in her day to day life. This has had led to an increase in her feeling of safety and a reduction in anxiety levels.

We also completed work on communicating with others. The YP had identified that she struggles to say how she feels to other people, so we looked at restorative ways to communicate and ensure that she feels heard.

We also worked through the CEASE Educational Programme. Initially the YP lacked understanding of DA but by the end of the programme she said that she found this interesting and felt that her knowledge around DA and how to stay safe had improved.

Feedback from the YP- "Thank you Nicole- this support has helped me a lot with being able to go out and deal with situations better"

Nicole Cann

OFFICE: Humberside Restorative IDVA

Young person was referred to CEASE due to witnessing abusive behaviour from her parents, mums partner and sibling.

Young person is taking part in the CEASE Mentoring programme. We have started to complete the CEASE educational programme and the young person would like to work on emotional health support work after finishing the educational programme.

The YP was really engaged although did not know much of what she would like to work on and what outcome she would want at the end of the mentoring. The young person spoke a lot about her personal life and what she likes to do. In the next session I am going to continue working on the educational programme and include some emotional health work such as dealing with mental health and who she can speak to. By talking to the young person about her personal life it allowed me to get a better understanding of what the YP enjoys and does not enjoy so we can work with her emotions.

Shannia Brown

OFFICE:

Humberside Restorative IDVA

PG was referred to CEASE Mentoring from her College Safeguarding Lead. After speaking to EG's mum, concerns have been disclosed about PG's sense of danger, she has been in unhealthy/abusive relationships before and suffers with dyspraxia which her mum feels might affect her awareness of dangerous situations.

After meeting with PG we have discussed that learning about healthy relationships might benefit her, so we have begun the programme with the CEASE Educational work. After completing an initial needs assessment it is clear PG might need some assistance around understanding others, anxiety and her commitment to college studies.

PG has become very disengaged with college and doesn't appear to be going to her lessons. Outside of college she has lots of friends who she meets up with her are a year older than her, she often goes out clubbing with her friends even though she is underage. After beginning the educational work with PG she has opened up a lot about her previous abusive relationship and is starting to show an understanding to how this behaviour was not acceptable for her to have gone through. It is great that just by the second session with PG she feels comfortable talking with me about these topics. For future lessons I aim to go through more about her relationship with her peers and coping with anxiety and managing her time. PG is engaging really well with the programme, and I am starting to see a positive impact upon her mentality towards things. PG mentions she looks forward to her sessions with me and even though she often misses her classes at college she continues to journey to college to meet with me.

Laura Adamson

OFFICE: South Yorkshire

Community Resolution referral in which both victim and offender had been involved in a road rage incident. Both Parties had left the vehicles and engaged in an altercation in the road. During which the offender has snatched the victim's phone and threw it to the ground smashing the screen.

On attendance of the police, it was clarified that neither party wished to pursue any other offences, but the victim wished for an apology and an explanation as well as compensation of £150 for the phone screen, so both parties agreed to engage in a community resolution and undertake indirect restorative justice.

Both parties were contacted in which assessments were completed and subsequently the offender was visited. The offender was supported with writing a letter of apology and arrangements made for the compensation to be paid.

The letter was then delivered to the victim along with the money. Both parties were satisfied with the outcome as it was achieved without the inconvenience of a court proceedings, therefore they were grateful to Remedi for supporting us with a quick and smooth process. Along with the time saved for the police it was deemed a very satisfactory outcome.

Victim Feedback: ' Thank you Mark for supporting me with receiving my letter of apology and the payment of compensation, I never wanted the person responsible to go to court, so this was the perfect way for me to receive what I wanted after the incident'

Offender Feedback: 'Thank you for supporting me in writing my letter of apology after the incident of road rage, I appreciate the support and professionalism you showed after such a traumatic incident, I would recommend this process too anyone in a similar situation to myself'.

Mark Winrow

OFFICE: Rotherham Restorative IDVA

Young person was referred to CEASE by Dinnington High school for the CEASE educational due to being a witness of DA when she was younger

Young person has taken part in the CEASE educational and has now been moved onto mentoring

The YP was quiet at first but she eventually opened up in the second session. The YP did not fully understand what Domestic Abuse is but was keen to understand and learn the different types of abuse. After going through the programme the YP now knows what Domestic Abuse is and can explain the different types of abuse that are in the scenarios and understands that emotional abuse and gaslighting can have a huge impact on someone. YP feedback she realises how much abuse can be hidden and how other people on the outside may not be aware of any Abuse happening. YP can understand how the best friend might be feeling and feels like she could now spot the signs and help others going through DA YP also feedback 'The CEASE programme has helped me understand more about Domestic Abuse and how to help others and myself deal with the situation if needed'

Nicole Hood

OFFICE: Manchester (Youth)

The young person had been fighting a lot in school and was taking part in ASB. He had displayed physical aggression to a member of staff at school and was struggling to control his anger.

This young person has been positively engaging. I did a session on healthy friendships and which friends are a positive influence, giving him tools to say no to his friends when they 'egg him on.' I also began some work on anger, identifying his triggers and we started to discuss things which calmed him down.

The young person has been engaging extremely well with the sessions. He has tried his hand at every activity which I set for him and has had open and honest conversations about himself. He has identified the things he is struggling with and is keen to work on these, he no longer wants to be involved in things which will get him in trouble. School have contacted me and said that the young person is really enjoying the sessions and is getting a lot out of them.

Tabitha

OFFICE: Manchester (Youth)

This young person was referred due to their disruptive behaviour within school and an incident of assault outside of school.

This young person has completed work surrounding anger, consequential thinking, family relationships and healthy relationships such as identifying red flags and who to speak to and the influence of friendships/social media.

This piece of work should be celebrated because of how well this young person engaged, she has shown an amazing attitude towards changing her behaviour and working cooperatively with the professionals wanting to help her. Initially, this young person was only able to meet with me on her lunch breaks due to such poor attendance, she was more than happy to do this, and the school have since allowed us to change this to an hour slot outside of her lunch break as the sessions have been so beneficial for her. She actively tries to implement the strategies discussed, for example her attendance since has risen from around 40% to up into the 80's since she began the sessions. School have commented on how much they have noticed her behaviour and attitude towards school has changed. I personally am starting to see a much more confident and happier young person.

Emily Hall

OFFICE: Manchester Youth

This young person was referred due to being at risk with possible gang connections, and on one occasion being given gifts by a friend.

Grooming, county-lines, anger, and building value.

I spent a lot of time trying to engage with him by engaging him in different activities such as football. With the interventions we worked on a variety of lessons including: grooming, county-lines, and building value. He engaged very well and asked questions. All of them were in relation to what was said on the referral and also what I felt would be beneficial to him.

After we had completed the sessions I asked him what he learned and what he remembered. He said “what stuck to me were the videos of that boy being groomed”. I was jumping for joy, on the inside, this really showed how much of an impact it had on him. I asked his parents if they had noticed anything different. They said he is more conscious of the friends he hangs around with.

Lenin Sibanda

OFFICE: Manchester (Youth)

This young person was referred to me due to worries he was getting involved in the wrong crowds, causing trouble when he's out and potentially carrying knives. School had concerns that he could be selling drugs due to the nature of his clothing and always carrying cash.

Me, Katrina and Brian from Afruca have worked with this family closely to try and help these young boys to steer from this lifestyle. We have so far completed work on ASB, Knife crime, Consequential thinking and victim awareness. This young person engages really well each session and tries his best to answer all questions and also asks questions about the sessions.

Each session this young person comes into the room very happy and bubbly, the most recent session this young person has been able to name 3 things from each session he has learnt which he did not know before the sessions started and he has also stated that his mindset has changed since completing these weekly session with me.

Ellie Lightfoot

OFFICE: Manchester (Youth)

This referral came through due to conflict with others, risk of being exploited into a gang and physical assaults to other pupils. There was also a risk of dealing and smoking cannabis. At the time of referral, this young person was absconding from school.

Over a 10-week period, this young person has attended 7 sessions 1-1 hour sessions. We have explored thoughts around police and the criminal justice system such as stop and search powers, thoughts on behaviours around getting into trouble, community involvement, consequential thinking, safe spaces, influences around him, actions and impact on others, music, and cannabis.

During the sessions, this young person is really switched on with what is going on around him and has a smart mindset. He takes into consideration what is discussed within the sessions. His thoughts around criminality was a massive concern at the start, however, we had a really good session looking at crime from a different perspective. During this he said: "It made me think differently about stabbing and that, it's not worth it" and "If I went to prison, it would really impact my family". Also, the young person's attendance has improved in the space of 2 months whilst the sessions have been going on. Was 71%, now 84.6%.

Through conversations around future thinking, this young person has started thinking about plans after year 11. Together we have looked at different CVs, job applications, requirements, and open days. Additionally, I have referred him to a careers advisor where he is doing ongoing sessions.

In regard to his cannabis usage, he goes through ups and downs. He is aware of the negative consequences this can have on him, especially his sleep, and has tried in the past to cut it out completely. This will be difficult to cut out completely however, with the support and guidance from myself, I believe he can and will make progress.

Annie McCormick

OFFICE: Manchester (Youth)

Direct meeting with parent

Victim awareness session was completed with the young person around dangerous driving and possession of cannabis. Mum was sat in on the session so when we discussed indirect victims, mum was able to explain how she had been impacted and in turn the young person was able to understand that even though a specific offence might not directly impact a person it does in fact impact a whole host of various indirect victims, his mother being on of those.

The young person engaged well during his session and came away understanding that although initially he did not think any specific people had been impacted he now realises that people are still impacted including his own mother

S Tighe

OFFICE: Manchester (Youth)

3 young people with Fireworks and Arson offences

Interactive group work session with Greater Manchester Fire service

I asked Greater Manchester Fire service to attend a group work with myself to help directly show the effects of Fire offences as I felt they needed to see the reality of its effects from somebody that has seen this first hand.

The Fire fighter talked about the law behind fire offences and shared first hand stories and images of victims from these offences and although the pictures where hard hitting, it opened the eyes of our young people, even those that attended that hadn't committed offences of this nature.

She also shared how the fire service itself is being hit by the effects of the increase in offending in the area and the back lash they are receiving including being physically assaulted by people when they are only trying to help.

This led to an in-depth chat around the legalities of fireworks as every young person felt they should not be legal and didn't even realise how unsafe they were.

Everybody that attended the session expressed how good it had been and felt they had all learnt from it and one young person stood up and the end and said "you will never see me with fireworks again, what an idiot"

Katie Osbaldiston

OFFICE: Stockport (Youth)

The young person had taken a mobile which was she found on the bus seat and belonged to a ten-year-old. Him and mum came on back on the bus realising it fell out of his pocket and panicked looking for it.

Contacted the victim and got their views. Worked with the young person, shared victim's views and helped her write a letter to them. Delivered letter to victims and fed back to the young person.

The victim had recently bought the son the phone for his birthday but mainly because he is her carer as she has health challenges which prevent her from working. She remembered asking the young person specifically if she had seen the phone and she had said no. In the letter the young person apologised and described her behaviour as 'beneath her'. Victims were very pleased to receive a letter from her and said "It's good to know that she regrets it and that she's apologised. I appreciate the letter. We accept her apology." Mum felt this has changed her perception of the justice system and has been powerful for her son who can see something does happen when you report it. The young person felt she had benefitted from RJ and felt better as she had felt so guilty when she learnt mum sometimes is bed bound due to poor health and his phone is vital if she has a seizure for example. She feedback: "Vanessa was really nice and helped me understand how it affected people's lives. I knew I was doing the right thing writing the letter. I feel relieved and glad they accepted my apology."

V.Mukembo

OFFICE:

St Helens (Youth)

1 young person, 3 shops – 1 declined to give details and the other 2 declined to be involved. The case manager asked me to work with this young person across several victim awareness sessions as they were showing a lack of remorse.

Roughly 5 sessions over a couple of months which covered theft specific and general victim awareness. Additionally, we discussed indirect victims and how his actions have impacted his own family, and further community.

This young person is a member of the Travelling community and has a great level of pride in his community and its history. When he was initially referred to me, it was due a severe lack of remorse and his case manager was concerned that he wasn't taking his order seriously.

By his second general victim awareness session with me, he began to really understand that his actions did have considerable consequences on the direct victims and the indirect victims too.

We touched upon stereotypes in this session, and this led to the discussion about how much he wanted to be a positive role model in the Travelling community and a constructive advocate for the community as well. He talked about how his mother and other relatives are regularly followed around shops and are painted as thieves, simply because of the community they were born into. He hadn't realised that a 'few silly mistakes' he made when he was out drinking with friends, was perpetuating the very stereotype that he fought to end.

This realisation led to a large change in attitude towards his sentence, his intervention work, and his overall approach to towards the victims and his offence.

Laura Munro

Thank you to all of our colleagues and service users

