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**REMEDY**

# **Restorative Stories**

A Collection of Case Studies and  
Reflections VOLUME 26

**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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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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**“We have spent 5 years  
living one day at a time.  
Restorative Justice has  
really helped us to look  
to the future”**

Linda

**OFFICE: Sheffield Youth**

**Assault Actual Bodily Harm**

There were three YP who were issued with a RO  
Victim impact statement taken and views represented in Panel.  
Victim awareness work was carried out with allh YP, and the victim  
impact statement shared.

This case had taken over a year to reach court due to Covid  
restrictions. When I contacted the victi he was very pleased that I  
had rang and was more than happy to provide a VIS.

I completed home visits with all three young people to complete a  
victim awareness sessions. I represented the victims views and  
spoke about direct and indirect victims. While speaking about the  
offence, and how it affected the victim, all of the YP expressed  
remorse.

The victim had some questions but mainly wanted to know what  
would happen if the YP saw hi again? Would they do/say  
anything.

None of the YP wished to engage in a direct meeting, but all  
answered the victims questions and asked me to pass on that if  
they saw him again they would walk straight past.

During evaluation one YP stated

” It was a long time ago, I was a kid back then but I would like you  
to tell the victim that if I saw him I would walk straight past” I have  
changed from who I was then and I haven’t been in trouble since”

During the evaluation the victim said

“I was worried about what would happen after court if they saw me  
again, but my mind has been put at rest. Thankyou so much for  
keeping me updated”

**PRACTIONER/S: Tracey Reynolds**

**OFFICE:**

**West Midlands**

Robbery of a person: the offender had approached the victim at a cash point and hit her over the head with a glass bottle, before trying to take her money.

A lot of work went into getting this case to direct, especially as it was put on hold for over a year due to COVID.

The direct took place in prison, with the Offender Manager being extremely helpful in progressing things his side. The victim began by telling the offender about her background, as well as how the offence had impacted her, saying she is a single mom, and he could have killed her. The offender was incredibly emotional during the meeting and apologised and explained how he was really trying to turn his life around, studying at the Open University and mentoring other at-risk inmates in his unit. The victim was really pleased to hear he was making such a big effort, as it was one less person on the streets her daughters had to worry about. The victim forgave the offender, encouraging him to make something of his life, as there was so much more he could do than sit in prison, and he was worth more- he could be out there helping people.

After the meeting, both parties shook hands, and the Offender manager said he couldn't believe how incredibly brave they had been, and how positive the meeting was, saying it was one of the most fulfilling things he had ever been part of in his career and was incredibly moved.

**PRACTIONER/S: Katie Smyth and Victoria Jackson**

**OFFICE: Cheshire**

Restorative Justice for bullying centring around hate crime (strand = sexuality). There were 4 individuals involved in this case. A Restorative approach was necessary to increase understanding around the effect of the offence and why it was continuing.

- Prep work to establish each party involved.
- Reflection forms were filled out and shared with each party
- 2 direct meetings and 7 indirect shuttles
- 1 GYB referral made

It allowed all 4 parties to feel heard, where they had previously been unheard. Everything was aired so that grievances couldn't grow in private. We were able to work on how all parties would interact with one another in the future, and what they would do should any more incidents occur. This case was particularly interesting because once we discovered what the issues were, we realised that their beliefs about each other were all centred around false information. Once we highlighted this, it made it easier for everyone to move on.

All parties were satisfied with their involvement and felt it had been well managed by us. They found it helpful to have a 3<sup>rd</sup> party intervention rather than trying to resolve through the school.

**PRACTIONER/S: Kayleigh Simmonite & Terrienne Quigley**

**OFFICE: West Midlands**

This case was referred into the West Midlands team from Birmingham CRC. The case progressed to a virtual direct via WhatsApp video chat. There was one victim, one offender and two practitioners involved in this case. This direct covered aggressive behaviour under the influence and criminal damage.

This case was offender initiated; therefore, the offender was assessed first. Once the offender had agreed to restorative justice, we contacted the victim who was also interested. Both parties agreed to a remote direct. After a couple of preparation sessions, the case progressed to a direct intervention.

After making first contact with the offender, it was very clear he had a lot of regrets about what had happened in the shop whilst he was under the influence. He stated it was very out of character and he had taken his drinking too far to cope with an anniversary of a friend's death. He was very keen to apologise to the shop assistant and explain why he has heavily intoxicated that night and had become aggressive. After speaking with the victim, it was clear this case would benefit most from a direct intervention. The victim stated he hadn't been impacted by the offender's behaviour, but was willing to hear what he had to say. The remote direct went smoothly and both parties had the opportunity to express how they felt about the night. The feedback from them both was very positive, with the victim stating it's nice to know the offender is doing well, and the offender stating it is the "most wholesome thing" he has ever done.

**PRACTIONER/S: Natasha Buckham**



**OFFICE: West Midlands**

The case was a neighbour case which was an assault with no injury which was referred by West Midlands police. Offender had assaulted his neighbour and broke his necklace, the people involved was one victim, offender and two practitioners.

Both parties were supported, and expectations were met. They both agreed on direct meeting, which was held in nearby police station.

When I first met these two elderly men, I instantly thought the offender had acted on impulse. He mentioned the way he behaved was unlike him, he had got frustrated over all the banging which had gone on for 18 months. The two men used to get a long and I could see this when they met, the victim had said 'we have never fell out before so this came as a shock and I was scared, my daughters said I should of got him charged but I am happy I chose this route for my neighbour as he is old and fragile' The offender was sad to hear he was scared and apologised to the victim. They have both agreed to communicate by letting each other know if there is any banging from each other's house, the meeting ended on a handshake and a smile.

**PRACTIONER/S: Melissa Andrews Nicole Mclean**



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**“I will never make anyone  
feel like that again. Taking  
part in this has changed  
the way I think”**

Adrian

**OFFICE: Cheshire**

After a night out the offender hailed a taxi but shortly afterwards, he became aggressive and assaulted the driver. Also, the offender got out of the taxi and hit and kicked the vehicle, causing criminal damage. The offender has since paid financially for the vehicle damage.

Both parties were contacted, and RJ (Restorative Justice) was discussed. Both parties agreed to a Direct meeting. I visited them at their home addresses and risk assessments were undertaken. No barriers were found to prevent the meeting going ahead. A direct face to face meeting took place.

The offender now recognises when he is intoxicated, his awareness and sensitivity are heightened, whereby he can take things the wrong way. He admits now he doesn't drink to excess anymore and is more focused when he is out. He also understands the repercussions for himself and the victim could have been much worse. The offender offered his hand and apologised which was accepted by the victim. It was evident the offender felt relieved this was over and we could visibly see a change in his body language, he looked relaxed. Equally for the victim, again it was noted he too looked more relaxed and empowered. Both agreed to acknowledge each other when out and about.

**Offender feedback:**

'I'm happy I met him and feel I can put it behind me. I feel like I have suddenly 'grown up' and I'm proud of myself for being adult enough to have done this. Thank you.'

**Victim feedback:**

'It felt good to meet him and I feel happy to move on and so glad I took part, thank you for your support.'

**PRACTIONER/S: Diane Williams**

**OFFICE:****Derbyshire Restorative IDVA**

YP was being harassed by her father, after fleeing 9 years of abuse from him towards her and her mother.

YP completed the CEASE Educational programme in three school visits across two weeks. She already had advanced knowledge around a lot of domestic abuse purely through her own experience, but had never looked at it within the context of all domestic abuse and the patterns that exist.

This YP had witnessed and experienced some horrendous abuse at the hands of her father, and yet was able to conceptualise and discuss what those experiences had taught her about abuse and how they fitted with the patterns shown in the CEASE programme. She was able to watch and appreciate the Rapman video despite viewing it and relating most to the baby in the character Sarah's womb. She was able to think about her Mum's experience and why she was unable to leave her father for so long. YP was able to reflect on her friends' experiences and opinions which she now understood to be high risk. YP stated she would be quicker to leave a relationship in the early red flag stages now having done the programme and seeing the escalation. She was also able to consider more deeply how she can safely and lovingly approach friends who are in worrying relationships, or displaying worrying behaviours. At the start of the programme, YP felt she did not know what to do if she or her friends/family were in an unhealthy relationship. By the end of the programme, she scored herself as a 'Completely agree' for having this knowledge now.

**PRACTIONER/S: Abby Moralee**

**OFFICE: Derbyshire Restorative IDVA**

YP stopped younger sibling from self-harming and is then punched and kicked in the head and body multiple times. Sibling then writes messages threatening to kill the family and is removed by uncle.

The YP disclosed that her and her family live in fear of the sibling. She also disclosed the youngest sibling (11) had been followed home from school by the sibling that day. I explained that I would have to pass the information on. I contacted 101 and social care and created a safety plan with the YP. I now plan to complete the CEASE educational programme and refer parents to PEGS.

YP felt as though her situation wasn't being taken seriously and the sibling was always seen as the victim from other services. The sibling was being made to stay in the home even though it was dangerous for the family. Since our call and contacting 101 and social care, the sibling is not to return to the address tonight (even though he was meant to) and a social care will be talking through next steps with the family. The YP feels better about the situation knowing that the sibling is not returning to address currently. This is important as previously the YP said she was fearful of her or a family members life being taken and now it is being dealt with appropriately. The YP also now has a safety plan and code words if the sibling does return back to the address. Throughout our educational programme we will go over and make any changes needed to this plan.

**PRACTIONER/S: Jasmine Millward**

**OFFICE: Greater Manchester**

Malicious communication: this was a case in which the situation had escalated to a point where the parties were avoiding each other whilst living next door.

It took over a month of prep work and a lot of phone calls to facilitate the direct, which surprised both parties in its success.

Both parties were incredibly nervous going into the direct, as they were mindful that when it was over, they would have to continue living in close proximity to each other. The issues seemed to have been exacerbated by the victim's landlord.

The direct went very well, with both parties ending up apologising to each other, and agreeing upon actions that would enable them to move on and live peacefully next door to each other. The feedback from both parties was extremely positive, with everyone feeling supported throughout the process. They both also stated their shock at how well the meeting went, as neither expected it to be so positive, but both parties came away with a much more positive outlook on the situation and hoping to develop a friendship moving forward.

**PRACTIONER/S: Katie Smyth**

**OFFICE: West Midlands**

The case caused public fear, alarm and distress. This involving 1 Offender and 2 Victim's, and 5-10 members of the public. The offender was in a 3-store sorting out his phone to which he got angry. Victim tried to calm him down, then Offender attempted to throw stools at V.

The aim from the beginning was to complete a direct meeting so Victim's can talk to Offender about the fear he caused to the public. Offender wanted to explain that it was out of character for him, and he was not a monster. Preps were done with all.

Offender was very remorseful for his actions and was very embarrassed that it happened. I had no concern throughout these processes. However, it did take a lot longer than needed due to Offender's lack of engagement when I come to organising the direct, this being because he was opening up multiple cafes. The direct itself went very smoothly. They both agreed to move past it and was more than happy to acknowledge each other if they were to ever come across one another. There was an indirect also discussed due to one Victim being ill at the time. This was to discuss the safety of the customers at the time of the offence. Offender took full responsibility and promised to never act like that again.

**PRACTIONER/S: Georgia Snelling & Alexis Savage**

**OFFICE: West Midlands**

This was a threat to kill offence involving two school children. A young person sent emails with threats to harm two individuals at her school after ongoing. Involved in this indirect shuttle process was one guardian of the offender, and one guardian of the victim.

The original aim was to complete a direct meeting between parents, to discuss how they may communicate if their children had continuing issues in school. They did not wish for their children to be directly involved. After indirects, all were satisfied enough to end their RJ process.

The offender's mother expressed responsibility and remorse on her daughter's behalf. She wanted to take part in RJ to express their remorse and a want to be civil, but also highlight the bullying she felt her child received which led to the offence. The offending party asked for this to be shared with the victim. The victim's father wished for their children to have no further issues, and although had differing opinions on the bullying, wished for civil grounds between their children. After receiving the message from the offending party, the victim's father asked practitioners to share the civil grounds he would like and state he was glad to receive the apology.

After shared messages, the victim's father stated he was 'glad there will be no further issues, and to know they are all on the same page'. The offender's mom was very thankful towards practitioners and felt 'the process allowed her/ her daughter on the offending side, to be listened to, which she did not expect'.

This was a positive indirect process to witness, as although the offender's mom was willing to do a direct meeting, all felt satisfied their children and themselves could move forward on civil grounds.

**PRACTITIONER/S: Nicole Mclean and Mellissa Andrews**



## **OFFICE: Sheffield Youth Justice**

One YP and three victims

The offence, in this case, was assault a person thereby occasioning them actual bodily harm, against three teachers at school with a racist remark being made towards one of the victims

YP was issued with a youth caution

I contacted the victims who provided me with a victim impact statement

Victim's views were represented at panel

Victim awareness and a one punch session was completed with the YP. Victim was kept updated

As part of the YC I attended the YP home to deliver Victim awareness session, the case manager asked me if I could also complete some work around one punch

When I arrived the YP was polite and listened intently. We discussed what a victim is-and using different scenarios. who is the victim and how these may be affected. We discussed the difference between direct and in-direct victims. YP identified how each victim could be affected (physically,emotionally,financially)

We discussed his offence and how he thought the victims might have been affected by what happened, together with indirect victims such as their families, other students and their families. We spoke about how the YP and his family have been affected and he said his family have been worried but supportive.

I played a 10 min film about how a young man was killed with one punch. The film is narrated by the victims father who explains how their family and friends have been affected. Afterwards i discussed with YP how he thinks the young person who was the offender felt, how his life would have changed and how his family would have also been affected. The YPs grandad entered during this time and he joined in by saying that it had happened to one of his friends and told YP it can happen to anyone.

YP engaged really well, we discussed RJ and either writing a letter or direct meeting with his former teachers (victims) however he said he did not feel he wanted to do this. He did say that he had been accused of a racial remark which he did not mean, he said it in temper, and asked if i could relay that.

During evaluations the YP said

**“ I know I did wrong, I was angry with a lad at school and when the teachers came I just saw a red mist, I'm upset that I got accused of being racist to MR,,,,,,..... I have nothing against the teachers and the comment I made was in temper, I am sorry and would like for you to tell them this”**

During evaluation the victim said

**“ thankyou for keeping us informed, I am glad that the YP understands now the impact his actions could have and that he is receiving some education around this**

**PRACTIONER/S: Tracey Reynolds**



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**“I have slept for the first  
real time in six months”**

Jane, victim of burglary

**OFFICE: Rotherham Restorative IDVA**

I received a referral from Early Help to offer a young person our CEASE mentoring provision, which is up-to 12 weeks of holistic support. The young person had been subjected to sexual abuse and so Early Help wanted to put some support in place for this young person following their recent disclosure.

**Outline of the work undertaken:** The young person identified on their support plan that they wanted to learn more about domestic abuse and do some work around confidence building. We completed the 4-session CEASE programme and myself and the young person had some great discussions around different types of abuse. The young person provided some brilliant feedback on how beneficial they found the programme.

During the support the young person suffered a bereavement in their family and this led to a deterioration in their mental health. The young person disclosed that they were struggling with their intrusive thoughts and this led to us doing a piece of work around finding local sources of support for mental health, which the young person went onto utilise. I also worked with Early Help and the young person's school to make sure support was put in place around mental health and dealing with bereavement.

Myself and the young person are now focusing on work around self-esteem and general confidence building as this is something which the young person would like to address. Referrals have already been completed for when I close the case after our 12-weeks have been completed.

**Feedback from Service User:**

"I would say that I feel more in control after this session as I know now what red flags can look like. I would also say that I feel more informed on what abusive relationships may look like."

"I feel more aware of what domestic abuse is now. I would also say that I feel more secure because if it happened to myself or a friend, I would know how to spot the signs. I wish that they would teach this in PSHE classes as they really don't go into detail about stuff like this. I would score myself as a 10/10 for now having more of an understanding of domestic abuse."

"I wasn't aware of the legal ages around sending or receiving explicit images, I thought that it was 16. That's something new which I learnt from the session."

**PRACTIONER: Laura Ridal**

**OFFICE:     HumberSide**

Robbery of a business. One offender and one victim (business). Offender enters building through the night causing no damage and takes a large amount of stock and exits through fire escape leaving the doors wide open.

Victim awareness session delivered over the telephone followed by the offender agreeing to progress on to RJ. Practitioner contacted victim and facilitated a shuttle exchange.

Offender engaged really well in the victim awareness session which led to his desire to engage in RJ. Offender really wanted to explain his actions and apologise.

Victim said – Everyone deserves a second chance.

**PRACTIONER/S: Lindsey**

**OFFICE:       HumberSide**

This case was a referral from the police and centred around a long-standing neighbour dispute between two couples which culminated in a low-level assault. Police had been to both addresses on several occasions to reports of allegations and counter allegations.

I visited the victims and identified what the issues were from their perspective, they complained of harassment, invasions of privacy and bullying tactics. They just wanted to be left alone. I spoke to the offenders and they denied any wrongdoing claiming the assault was an accident.

One of the victims was suffering from anxiety as a result of their experiences with the neighbours which was affecting their mental health. Whilst the incidents that had occurred between neighbours, when taken in isolation, seemed quite minor, when looking at the overall picture it became clear that tensions had been steadily rising and were in danger of reaching boiling point if not addressed. It became clear that there was a disparity between each party's perception of what had occurred. When trying to piece together a sequence of events from both sides it appeared that accounts were different and there were some assumptions made which resulted in escalation and retaliation. I felt that focusing on future behaviour rather than past actions would be a more effective method of moving both parties forward. I worked with both parties to examine previous incidents and behaviour that had caused problems for both couples and utilised these points in an outcome agreement which, if complied with would prevent further incidents. Both parties agreed and signed up to the agreement.

Since signing the agreement there have been no further incidents and the victim states she is very happy with the outcome

**PRACTIONER/S: Gary Herbert**



**OFFICE:           HumberSide**

The offence involved two people, one victim and one offender the offence type was fraud and the offence happened in Grimsby.

The offender said that he would like to do it to hear what the victim has to say and he would be happy to write a letter to his victim. The victim when approached was happy to receive a letter from the offender.

This case was challenging as the offender was particular challenging to get hold of by phone to write the letter. However, once I did manage to get in touch I was able to pass back the impact it had on the victim, with this past on I was able to write a really good letter with the offender.

I past the letter on to the victim and they were happy with letter, even though they were not sure the offender has changed.

In the end this case was as success despite the early challenges, this case was facilitated during lockdown so was delivered completely remotely.

Feedback:

**Victim:** “Its been a good process, you kept tabs on on the situation where as the police can be hit and miss and you kept me in the loop. You have also been helpful.”

**Offender:** “It has taken the weight of myself and gave me the chance to hear their side’.

**PRACTIONER/S: Jamie Russell**

**OFFICE: South Yorkshire**

This was a street RJ case referred to us by the Police. Neighbours had been involved in a dispute involving parked cars while the road was being renovated. During the disagreement one of the neighbours referred to the other parties using racially homophobic language.

Both parties wished the matter to be referred to Remedi to be resolved in a restorative process. Both parties were spoken to and the full facts established. The victim wished for a formal apology to be received in order to help them move forward.

After discussions with both parties, it was deemed appropriate to deal with the matter by way of an indirect email exchange. The perpetrator sent an email to the practitioner dealing with the restorative process, The victim acknowledged and accepted the letter of apology. Then responded with an email to the perpetrator, both parties were happy with the outcome and agreed to try and get along in the future.

Feedback from the victim stated “ I am glad that it was sorted this way and wanted nothing more than to be good neighbours and put the past behind us”.

This matter could have resulted in a criminal conviction for a hate crime over words that were spoken in haste and through frustration and did not represent the genuine attitude or feelings of the perpetrator. Furthermore, the victim did not believe that the perpetrator was homophobic but still felt offended that such a phrase had been used.

**PRACTIONER/S: Mark Winrow**



**OFFICE: South Yorkshire**

The offender was a long-term resident at a community hostel for young homeless individuals. He had been drinking heavily with some of the other residents which resulted in him becoming abusive and aggressive to the hostel staff, this followed the police being called and him been arrested.

The victim was taken by surprise by his behaviour, as this was extremely out of character, this led to him wanting to seek an understanding as to why he acted the way he did. The perpetrator did not normally drink and felt extremely remorseful for his actions.

After seeking an understanding as to why he acted the way he did, both parties agreed to meet in person and discuss the events of that evening.

The preparator was extremely engaged in the process, " I was utterly ashamed by my actions towards the staff that had supported me from day one, I believe that due to not normally acting this way that maybe my drink may have been 'spiked' and this brought on my aggression".

The victim accepted the apology and agreed that it was unusual behaviour from the perpetrator.

Both parties gained a true understanding of the events that occurred that evening, allowing the preparator to apologise towards the staff member, it also allowed him to reflect and want to change to be a better person and move forward for his own mental wellbeing.

**Victim Comments:**

" Thank you for contacting me and allowing this process to take place, I have known the perpetrator for some time and never seen him react the way he did and wanted to understand his behaviour on that evening towards me as we had always had a positive relationship previously".

**PRACTIONER/S: Mark Winrow**



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**“Every victim of every  
crime should get the  
chance to choose if RJ is  
something you want”**

Cathy, victim of arson

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

