

# MAKE AMENDS CASE STUDY

SEPTEMBER 2021

<p>Nature of case / Facilitators if relevant</p>	<p>Robbery at knifepoint</p>
<p>Narrative around situation</p>	<p>The person harmed was a single man in his late 50s living in Devon. The harmer was also a man in his 50s who is now in custody. The offence occurred in Devon.</p> <p>The harmed was working in his regular place of work, a corner shop, in the evening when the harmer stormed in and demanded the money from the till. He used a knife to intimidate the harmed. The harmer needed the money to buy substances for his addiction.</p> <p>The harmed was left physically unharmed, however the impact on him emotionally and psychologically was extremely significant. The process initially was focused on offering the harmed emotional support to help him gain the confidence he needed to face the harmer in a conference. We explored RJ, its voluntary nature, and the right to withdraw consent at any point. We explored the offence, thoughts and feelings around it, his needs and how to best move forward. The main question for the harmed was whether or not the harmer would have used the knife or if it was only a tool to intimidate the harmed.</p> <p>As the harmer was in custody, we were bound by the prison regime in terms of visits and timings. We worked under Covid restrictions, which added an extra layer of complexity to the case. The harmer was taking medication at the time but was considered 'stable'. When we met with the harmer, he seemed remorseful but we felt there was a piece of work to be undertaken to help him understand the impact of his actions. This was facilitated through phone calls and face to face meetings.</p>
<p>Organisations involved</p>	<p>This case was referred to us by a Victim Liaison Officer from the NPS. We liaised with a Prison Offender Manager as the harmer was in custody. The harmed was referred to Victim Support following the successful outcome of the conference.</p>
<p>Risks</p>	<p>The harmer was very direct in the way he spoke, the harmed in contrast presented himself as a very sensitive and emotive person. We had to make sure the harmed was aware of this, and we discussed with him how people can show remorse in different ways. The main question for the harmed was whether the harmer would have used the knife he threatened him with. We explored with the harmed how he would feel if the harmer answered yes. The question seemed to be motivated by his desire to know that he did the right thing in not</p>



	fighting back.
<b>RJ interventions provided and outcomes</b>	<p>A socially distanced face-to-face conference was held in prison with the support of a POM. No masks were used as the harmed wanted to see harmer’s face. The conference was a very positive experience for both the harmed and harmer. The harmed felt empowered to express his feelings and explain the impact of the harmer’s actions on him. The harmer took responsibility and came across as genuinely sorry for the harm he had caused and asked the harmed for forgiveness.</p> <p>We discussed an outcome agreement together and how they would like to behave in the unlikely event that they met again. They both said they would be open to acknowledge each other.</p>
<b>Learning from experience/case</b>	<p>What was interesting was to see how different the harmer looked after the conference. His seemed incredibly touched by the experience. We could see he was facing himself and that was a powerful thing to witness. We learned never to underestimate the power of a face-to-face meeting and no matter how much we try to prepare all parties involved, there’s always a degree of unpredictability that as practitioners we need to take into account.</p>
<b>Testimonials/quote from any parties involved</b>	<p>We asked the <b>harmed</b> “how did you feel after the process?”</p> <p>“I felt totally different. I felt like I had achieved something by meeting with the harmer face to face. To see what he looked like and put a face to him was helpful. I felt very well looked after.”</p> <p>The <b>harmer</b> commented:</p> <p>“The process helped me. I felt relieved after it had been completed. I felt it went well. I didn’t feel nervous but when we had the face-to-face meeting, I suddenly felt really nervous being faced with the person I’d harmed. I could see the harmed felt better by the end of the conference. I’m relieved that he and I both had some closure. I feel better now.”</p> <p>The <b>referring partner</b> stated:</p> <p>“I love the way that the staff at Make Amends always keep me informed so that I can understand how my clients have benefited which enables me to better discuss their experience with them.”</p> <p><b>A video has been produced about this case which shares the lived experience of the person harmed. This can be found on our <a href="#">website</a>.</b></p>

