



RESTORATIVE
CLEVELAND

Working together, repairing harm

Case study 2 – Shoplifting

Kindly provided by Stockton Youth Offending Team

In 2013 a referral was received by the Youth Offending Service for a corporate victim. Checking previous offences it was clear that this store had been targeted on numerous occasions, including by this young person.

The corporate representative (harmed) described the many impacts store thefts have in relation to the management of the store and to the individuals employed by the company.

Impacts that directly or indirectly affect employees were discussed to demonstrate that shop thefts have a wide ranging impact on members of the community and those who work in the store. Some of these included potential loss of bonuses, fear over the unknown in relation to the apprehending of a young person, closer scrutiny of staff where targets are not met etc.

The harmed said he was willing to meet the young person to inform them of how store thefts impact on individuals and he understood the benefits this may have on the young person, giving her the opportunity to repair the harm and see how thefts from stores are not a victimless crime.

The young person (harmer) and parent had the opportunity to hear the written impacts with work completed by the Youth Offending Officer and the Restorative Justice Officer.

With the support of the parent the harmer agreed to meet face to face with the store manager. All parties were prepared prior to the conference, risk and vulnerability checks were carried out prior to engagement.

During the meeting the harmed disclosed the impacts and revisited previous negative contact he had with the harmer and her peers, but also commended her on her placid reaction to being apprehended on the last occasion.

It was clear that he recognised that she was not a bad person and appreciated that it took courage to meet with him.

The parent talked openly about the embarrassment he felt and the financial impact that fines have had on the family.

This struck a chord with the harmed commenting that “it is nice to know he cares”.

The harmer apologised for her behaviour and explained what the order meant to her and the intervention plans she would be carrying out with Youth Offending.

During the meeting she explained the reparation she was doing as part of the order. It was agreed between them that rather than carryout direct reparation at the store it

would be nice for her to continue working with the disabled children on her current sessions.

An agreement was made that she would not commit any further offences and would try her best to comply with the order.

After the conference the young person stated "***I felt guilty after meeting the manager and I have not felt that way before***". She commented to her YOS Officer that she now has a better understanding of the impacts and asserted she will not offend again. To date this has been adhered to.

Reports from the contact during her reparation sessions have been really positive and she is engaging well.

The manager gave excellent feedback on his experience of the restorative process and wanted that to be passed on to the young person.