

Reflections On Practice

VICTIM SERVICES

**BY REMEDI: RESTORATIVE SERVICES
VOLUME 2**

VICTIM SERVICES

A Collection of Case Studies and Reflections

VOLUME 2

By **REMEDI: Restorative Services**

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Remedi

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“ I was a victim of crime twenty years ago. I don't think I ever really came to terms with what happened. Even though the crime occurred years ago, I was still able to access all the help and support I needed. I now feel so much better!

”



“ I didn't have anyone to talk to about what had happened and then I found you. Thank you for everything you have done.

”

Case Reflection 1

IP is harassed over social media and sent a series of messages threatening her. A couple of days later IP is out around Chesterfield Town Centre and walks past the perp who then attacks her from behind and assaults her requiring medical treatment

Continuous emotional support for IP both telephone and face to face. Signposted the IP to other agencies such as Trent PTS for support for her mental health, also communicated with IP's social worker. In order to increase IP's confidence we conducted many of our visits in the community.

When I initially met with the IP she was very scared to go out and about and wanted to move completely out of the area. Her mental health had taken a massive hit and she had only recently found out she was pregnant so the fact of this and the prospect of any repercussions from the offender scared her. The Police dealt with the case extremely well and the case was discussed in an OOCDC where the offender received a Youth Referral Order which the IP was happy with. I managed to contact the VLO and Offender Officers on the case and did some indirect RJ by asking anonymised questions to the offender and giving the IP an answer, this made her a lot more at ease.

When conducting face to face visits we did this in the community to increase the IP's confidence and gradually over time this came back. Now the IP will walk past the area in which it happened and has also seen the offender numerous times which she has ignored and carried on, this no longer affects her and now continue her day to day life.

Practitioner: Charlie Walker

Case Reflection 2

Harassment-Ex male friend sends IP and partners numerous messages, some are offensive and threatening causing alarm. The offender has also been to their house being abusive. Harassment is from IP deceased friend partner due to IP wanting to adopt their child.

Emotional support was provided to both the ip and their partner through telephone support.

Practical support was provided in sending a personal alarm, advising IP to block the numbers, encouraging IP to keep reporting messages to police and social care.

My observations of this work are as a caseworker I have never supported a case like this. It is quite a complex case due to IP not only trying to grieve for her friend but trying to fight to adopt her friends child to give her a secure and stable home environment, which the dad (offender) could not provide due to having a breakdown over his partner death. It was also interesting to find out more about social care involvement and the processes around emergency protection orders, foster carer assessment and adoption which I felt I didn't have knowledge on prior to this case. It was also very admirable to witness the determination, fight and love they had for their friend daughter to go through the harassment to ensure the child is well looked after. Quote by IP "I have to do right by my best friend". Because of this love this led her to not feeling frightened of the offender and feeling safer in her own home.

Feedback-"support has been really really good and we are very grateful for what you have done for us

Practitioner: Jindy Fox

Case Reflection 3

ASB between neighbours. Single party support being given – neighbour not referred for RA/RJ. New property development in DE73 and issues around boundaries, placement of residential bins and related fencing / plant pots, etc., resulting in verbal and written abuse, direct and indirect.

Emotional support being given to IP. Practical support is being provided via legal counsel. Impact is significant as has been bullied for most of her life, and new house was meant to be a new start, but now feels bullied by the neighbour's behaviour which is having major repercussions on her mental health and ability to cope on a day-to-day basis.

Outwardly, the case purported to be on ASB issues alone, but on further communication with the client, the underlying impacts are much more severe. Many years of bullying and abuse from former life experiences were hopefully meant to be overridden by a new start, in a new home and new location for herself and her family. Recent altercations with the immediate neighbour have negatively impacted and completely undermined the IP's confidence, to the point that she has had to seek both medical and counselling support in order to cope with running her home on a day-to-day basis. She feels totally isolated as has no family or social network in this area, and her husband is in military service and can only visit sporadically. She has a daughter living at home, 17 yrs, who is presently self-harming, and son, 6 yrs, who is moderately autistic.

The support being given is greatly appreciated by the IP in terms of having a genuine and compassionate person to 'listen'. The IP has been able to open up to conversation about how she really feels about the impact of the ASB on her personally, and her struggles to cope at home. The IP has worked hard to engage in discussing and accepting coping mechanism suggestions, and is very appreciative of the continued encouragement and focused approach that we provide as a service.

Much more to this case.....

Practitioner: Julie GB

Case Reflection 4

IP and his wife have been carers for his brother for over 10 years. Brother has psychosis and schizophrenia. There have been various incidents but recently his brother hid waiting for IP to come home, then jumped out and tried to strangle him.

Caring for his brother along with chronic pain from a neck problem and running his own business has exacerbated ongoing depression, his anxiety has got worse - having flashbacks and sensation of hands round neck. Provided details of Trent PTS counselling service.

IP's brother was sectioned soon after the incident, both IP's were anxious about him being released and whether they would be expected to take responsibility for him again.

IP struggled with self-blame and guilt. We talked about this for quite a while about how what happened couldn't be his fault and he said he would try to work on this. After speaking to the counsellor he realised that his brother not getting better was because he didn't appreciate he was ill and didn't want to get better not because he hadn't helped.

He looked at getting back to the business in graduated steps- he plans to incorporate a swim each day.

During visits we talked about his flashbacks as he "saw" his brother at times of stress at work- he said he found it particularly useful to understand why this happened and that there were strategies he could use to control this.

Case was closed but he felt that being able to come back at any point was helpful and allowed him to try things knowing there was a "safety net".

I was particularly pleased that in feedback he gave equal praise to myself and the counsellor.

Practitioner: HA

Case Reflection 5

Neighbours in Spondon, Derby, detached properties, one privately owned (1 x adult resident) and one social housing (2 x adult tenants). Both households complaining about damage to property, noise nuisance, verbal abuse, defamatory social media posts, use of CCTV camera's. Police and housing provider have been involved over several years.

Single female (home-owner) has been supported in establishing direct communications with the tenant housing provider, and follow-up with police and cyber-crime (on-line safety team) enquiries, and complaints to environmental health for caged bird cruelty. Emotional support has been provided throughout, including additional signposting. Impact on health, wellbeing has been significant.

This case has involved many different aspects of ASB behaviour, and wide-ranging complaints from both parties, including damage to vehicles and boundary fencing, verbal altercations between both parties and involving other visitors to the properties, reports of animal cruelty and alleged illegal bird breeding, and CCTV camera and social media posts. No formal actions or charges have yet been put in place by either the police or the social housing provider as non of the individual complaints meet the required threshold to constitute continuous and ongoing harassment and intimidation. The case worker has used a multi-agency approach to support the client with a view to finding a resolve, as neither party have been agreeable to restorative proposals.

As a result of this, the social housing provider has been directly involved in support of the client and has undertaken to make a number of significant and positive actions, when they are able, and this has brought some resolve. Some of these actions have already been taken. In respect of the social media posts, these have been further investigated and the client is now aware of what action she can take independently for her own comfortability. A successful outcome for the client.

Practitioner: Julie GB

Case Reflection 6

IP was initially referred to me for support due to being followed by a male in a car and verbally abused by the male as well. IP became extremely anxious and nervous after this incident took place. IP required emotional and practical support to help cope and recover.

I supported IP with a referral to Talking Mental Health as she informed me about the recent passing of her husband. I supported IP with bidding on council properties and then helped her with contacting various trusted tradesmen to complete work. I have also supported IP attending various health appointments/assessments.

When I first met IP she was very nervous and anxious about going out and about in the community due to recent events. I supported IP with various appointments for her physical health issues and she is now a lot more confident and now attends all appointments including a coffee morning local to her where she has met new friends.

IP also engaged very well with Talking Mental Health Derbyshire and completed 3 counselling sessions and is now learning how to move on with her life without her late husband. IP moved properties and took on a large garden and is now enjoying doing gardening again after stopping this when her husband passed away.

IP is a lot more confident and a lot less anxious even just going to the local shop, this is something she was not doing straight after the crime happened.

Practitioner: Laura Ridley

Case Reflection 7

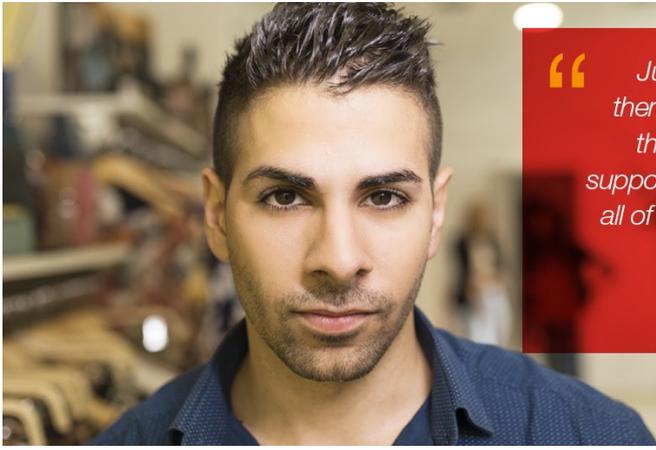
This YP suffered a traumatic assault and has since been working with our team to try and re-build her self-confidence and ensure she feels safe again. During our work with her we identified that she was struggling with anxiety and relationship issues.

We have encouraged this YP to outline a time-frame of her anxiety with our help, to make spider diagrams of her relationship issues which lead to a step-by-step self-help process and we've also discussed many coping mechanisms and techniques to overcome her anxiety in relation to the assault

From this YP's many needs she originally scored herself a 4 for anxiety (where 1 is unbearable and 10 is feeling brilliant). After months of hard work this YP has since scored herself a 9 for anxiety showing incredible improvement. This YP is now using coping mechanisms that we introduced and she is talking to her family openly about her issues which is fantastic progress. From the very anxious and shy young person we first met, this YP is now a talkative and open teenager who has a better understanding of safety in the community, self-worth and wellbeing and is no longer letting the assault or low self-esteem affect her daily life.

This work highlights how much a YP can change through the use of our service, she has stated how important this has been for her and she has also said that she finds it easy to open up to us. Through providing one to one support, working through safety plans and encouraging self-care and uplifting her self-esteem this YP has learnt skills that will last her a lifetime and improve her overall resilience to any future issues.

Practitioner: Evie Ainscough



“ Just knowing that there was someone there to listen and support me has made all of the difference in the world.

”



“ Being the victims of burglary affected our whole family. I wanted someone to help us all feel safer in our own home.

”

Case Reflection 8

Assault – 3 unknown adult offenders assault school boy while walking home from school

Emotional and practical support both at home and in school. This consisted of advice given, signposting and also referrals being made for mental health services. IP offloaded and interactive activities completed to help engagement and IP move forward

When I first visited IP he was scared to be in his own house and to walk anywhere outside on his own, we completed a number of activities regarding this such as 'My Safe Place' and utilised this. He found it hard to deal with his emotions and more often than not go angry and frustrated and would run away from certain situations, to manage this we completed activities such as the 'Anger-berg' to help the IP recognise his feelings and better ways to cope and deal with these instead of lashing out at his family. Support was ongoing for 7 months, to begin with in the home and then as IP was more comfortable this went to school where he felt he could talk more openly and honestly without his family being present. This came to an end as the IP had improved dramatically, he now felt safe at home and was going out and about on his own in confidence. He was able to recognise and deal with his emotions in a positive way which then made his relationship with the rest of his family a lot better.

Practitioner: Charlie Walker

Case Reflection 9

Young person was a victim of his father's crimes. Father was under investigation for grooming children online. The local community became aware and the young person was targeted by the community for this.

Provided emotional support to young person. Went for walks outside the community and got him to open up about his thoughts and feelings. Worked alongside social care as it became more apparent that he was not being cared for at home and he was placed on the child protection plan.

The victim was supported by me for 7 months. In those months I managed to get the yp to talk about his thoughts and feelings and why he was behaving in the way he was, taking knives into the community and running away. It became apparent by what this yp was saying, he was scared of the adults that were saying things to him about his dad and he felt unloved and uncared for. The yp lived with dad until his offences were made aware of and was then sent to live with mum. Mum did not want him and told him this on numerous occasions. I had to sit in on child protection meetings with mum present. I had to state that the yp was not a "naughty child" like the services labelled him but that he was crying out for attention, care and love. I worked alongside the social worker to get the yp to take part in therapy and the drop the knife project. I encouraged YP to log his thoughts and feelings. We got him attending school on a part time basis. Eventually social care managed to move the YP and he went into foster care.

Practitioner: Hayley Rice

Case Reflection 10

Young female is referred to GYB for being a victim of harassment, but this soon escalates to being a case of CSE involving two other friends from IP's school.

The police,, social services, GYB, doctors, CAMHs and IP's school all in support in this case.

IP's mum confiscated her phone and read some messages that were being sent to a group of men. She phoned the police and social services. IP's mum received emotional support from me following this discovery on IP's phone and I have sent IP information on how to stay safe online.

The feedback from IP's mum was "Thank you so much for all you've done Sophie, I feel like we can finally move on and try to be a normal family again".

I think by practically supporting the young person with online safety as well as ensuring they were kept updated by the police and providing IP's mum with emotional support meant that they both trusted me and this helped them move forward through what I can imagine to be a horrific time for everyone. IP's school have been good too in supporting her with online safety. As well as this, CAMHs have also got involved and are in the early stages of diagnosing IP with autism and ADHD which IP's mum said explains a lot about her behaviour. It shows good multi-agency working too.

Though the police weren't keeping the family updated in the early days, since my involvement this changed, and they have since updated IP's mum and said no further action was being taken. I supported mum when she had received this information, and feel she has taken it well.

Practitioner: Sophie Wager

Case Reflection 11

J was referred because of a theft whereby a known local criminal stole items from her car, but her primary focus was on ongoing conflict with her two adult children. J struggled with multiple mental health problems, including agoraphobia, and felt very let down by the police in her life.

I met/spoke with J every week for 6 months, assisting her practically with RJ and OIC inquiries, as well as liaising with social-care regarding the grandchildren, and J's suicidal behaviour. Support came in spending hours listening to J's life story and perspective non-judgmentally and accepting it as her truth.

Despite all the practical work and liaising with various agencies, this case was simply about listening. J felt she had been dismissed all her life. She witnessed DV as a child, going on to experiencing crime and DV as an adult. All the while, no service had truly empathised with her. It was important that time was spent actively listening and believing J. We openly talked about J's suicidal feelings, the need to safeguard her, and sometimes being tough with guidance and advice in J's best interests. Over time, J and I developed a positive relationship and she would look forward to our contacts. J would often break down emotionally with me, as she had no one else to express her distress to. J was very sensitive to any bad news, but had many positives show up at times. This support helped J to recognise and celebrate the blessings in her life, so that by the end of support, though the situation continued, J had a new sense of calm and confidence. "I've really appreciated it. It's been a massive support for my welfare. I have nobody else. Just to have you ringing has meant the world to me. "

Practitioner: Abby Moralee

Case Reflection 12

3 unknown suspects enter address and assault IP and her partner

Emotional support was provided via telephone support for both IP and their partner

My observations of this case are the complexity of the case. Both victims suffer severely with depression and anxiety, one of the victim's children at the time was very suicidal, the other victim close relative had passed away so there was intense emotional support provided for this couple. Support was provided for over a year to help them cope and recover from the anniversary of the assault. They were very afraid to leave the house and was suffering from witness intimidation, it was encouraged from caseworker to report this to the police and we also went through special measures. Their house was infested with rats so it was encouraged for them to seek support from Environmental Health, the council and Citizen Advice as the landlord was trying to evict them within an 8 week period which was not a legal notice. I am proud of this work as I felt this couple went through a very turbulent time in the year of the assault and they have come out the other side of this feeling very positive.

"Thank you so much for your support, you have been lovely to talk to and you have such a friendly voice"

Practitioner: Jindy Fox

Case Reflection 13

IP was referred to me as a burglary victim. IP was anxious and had low mood. IP had recently lost her husband and was struggling to move on without him and then the burglary added more emotions for IP and she was struggling to move on with her life due to this.

I worked with IP to get some security. I supported IP to get some window and door alarms. IP was off sick from work and her mental health was suffering more so I supported IP to make GP appointments and to also get some mental health services involved. IP was struggling financially so I supported her to make a PIP claim.

IP is more positive now due to having more income in place and also having other agencies involved. IP engages well with her health assessments to keep her PIP income in place and to keep on top of her mental health so as not to deteriorate again. IP is moving on well with her life now and although she sometimes has some low mood days, this does not last long as she has been prescribed medication and always remembers to take them. IP is now looking into doing some volunteering work so that she can get back out into the community and meet new people.

Practitioner: :Laura Ridley

Case Reflection 14

Harassment – male from past keeps stalking Victim.

Victim needed a lot of help regarding Universal Credits, Food parcel help and Mental Health. During my time in supporting victim I hit a lot of walls due to Covid 19 and services getting confused with the area my client lived due to the county border. I did a weekly check in call.

After a brief time of not talking due to my clients phone having problems. My client was able to inform me that his doctors have diagnosed him with Bipolar and changed his medication, he is sleeping better and also been referred to Mental Health Team and got his own CPN who has regular visits to him. My client had also gained a frequent food parcel service from the agency I had referred him too. His Universal Credit started paying him money again and was also able to claim PIP with all back payments from the last 2 months. His landlord had also said that his rent had been paid for by the government landlord scheme. He has not seen the man stalking him for quite some time. My clients neighbours had some spare cameras that they installed onto my clients house for him to make him feel extra safe. My clients mood and well being had dramatically changed and my client is a lot more positive and happier. My client is grateful for my help and I continue to support him.

Practitioner: Leah Taylor

Case Reflection 15

Victim was referred in because she had witnessed a fatal stabbing on her door step. She was at home with her mum who is deaf when it happened so she rang emergency services. She did not know the person.

Supported her to explore her feelings.

Options explored of strategies when she feels anxious especially during the night when she hears noises.

Helping her to have a greater understanding of what anxiety does to her body

Forming strategies to help with sleep

Increasing self-esteem activities

Apps/websites eg Young Minds

The victim feels as though the service has really helped them to cope and recover. She was very open and honest about how she felt during the support sessions and crafting while talking helped her to feel relaxed to talk through feelings and anxieties. She enjoyed colouring around positive mantras and making a 'worry jar' that she could add to during the week when she was by herself. Exploring the internet/apps together helped her to understand she was not alone feeling as she did and suffering with anxiety. As she started to cope and recover we made the time between sessions longer and eventually she said she felt much better and did not feel she needed support anymore. Her and her Mum said it had been very helpful and she was now able to get on with her usual activities, school etc without feeling as anxious. We closed the case but she knew if for example she is needed at a witness in court she can contact me to gain support through this time.

Practitioner: Tanya Earp

Case Reflection 16

K, single mum in her 40's lives with her daughter age 8. On the way to visit her father in hospital a stranger threw a glass at the victim and her daughter.

K has poor mental health and struggles to keep to routine

Emotional support, Daughter Z is already being supported for another incident by SW . She has done well and case has closed. Provide personal alarm. Liaise with SNT - PCSO KG is aware of IP and her vulnerabilities.

On my last visit K was much more positive and said she felt more relaxed-

She had applied for a part time job and didn't get it, but was confident that something would come up. She had been back to the scene of the incident, felt anxious but all was ok.

She had started on a de-clutter in the house and wasn't watching as much TV. Happy that Z was doing well.

K felt confident enough to consider closing the case but agreed a final phone call for reassurance.

When asked about feedback she said the support was "awesome" It was gratifying to see how a vulnerable person suffering anxiety due to vulnerabilities and the stresses of a chaotic lifestyle could gain so much confidence in quite a short period of time from feeling there were people there to support her and her daughter.

Practitioner: HA



“ I didn't have anyone to talk to about what happened. Then I found Derbyshire Victim Services. The support I received made a huge difference.

”

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Supporting Victims of Crime

Case Reflection 17

Harassment/criminal damage. 6 – 1 adult 5 children. IPs home. IPs daughters ex-partner continually harassed IP, and broke her windows in her house numerous times and threatened IP and her other children as he wanted to know where her eldest daughter lived.

Upon visit with IP it was clear she did not feel safe in the property or area.

With IP we created a support plan: IP to self-refer to Trent PTS. SE to write supporting letter for IP to move properties. Continued emotion support and practical support.

IP has 5 children who all receive free school meals. After speaking with the IP she was emotionally distressed as she had very little money to feed her children. After speaking further with IP I had mentioned the Swadlincote CVS service for a food parcel. IP explained she had gotten one before COVID but is currently unable to get to the CVS to pick up a parcel.

After speaking with the CVS I had gotten in contact a sergeant at Swadlincote SNT. After speaking with CVS I had arranged for them and a colleague from the SNT to collect and deliver the parcel to the IP.

After speaking with the IP she was extremely happy and explained hit was really good someone is trying to help and just to have the telephone contact with myself and face to face contact with the SNT had really lifted her mood and spirit as she felt as though this was the first time someone has looked out for her as she hardly can as she is constantly looking out for her children and often neglects herself or has anyone to talk to or lookout for her. Support is still ongoing.

Practitioner: Sophie Elsom

Case Reflection 18

Neighbours in Long Eaton, properties joined (semi-detached), 2 adults in both households complaining about noise nuisance, verbal abuse, use of CCTV camera's. Police and housing provider have been involved over several years. Court action taken to impose CPW and CPN on one household, both orders thrown out as insufficient evidence.

Family has been supported with court actions and appearances, follow-up with police and police solicitors, and case worker has re-opened up communications with the housing provider and attended several multi-agency meetings. Emotional support has been provided for both adults, including additional signposting. Impact on family morale has been hugely detrimental.

One household is owner-occupied and the other is social housing. Two very different families living next door to each other living opposite lifestyles. The scale and degree to the separate family dynamics has resulted in excessive amounts of complaints being made by both parties over several years, including direct involvement with social services, DWP, and environmental health. No formal actions or charges have been put in place with either party, due mainly to lack of evidence and the level of noise/ disturbance emanating from the respective children in the households.

The support for the IP commenced with DVS in September 2018, ASB present since 2015. The housing provider has recognised, in hindsight, that more could have been addressed to resolve the complaints early on in the tenancy, and largely due to this learning, have committed additional time and resource to supporting my IP's family circumstances. This has included weekly (sometimes daily) check-in calls, direct interaction with the police, and frequent updates with DVS.

Due to the escalating situation with both households, the housing provider has made an unprecedented approach in offering a family relocation opportunity, as opposed to further legal action. My IP is grateful for this outcome and DVS support.

Practitioner: Julie GB

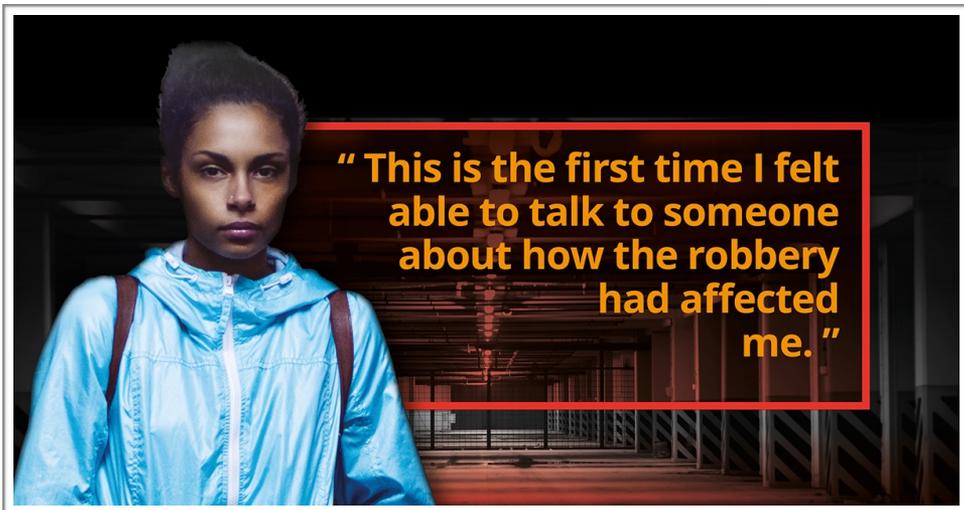
Case Reflection 19

IP was suffering ASB including noise, verbal abuse, being sprayed with a hosepipe, waste nuisance due to a renovation of the next door property. The perpetrator was the new owner of the property.

Provided emotional and practical support for IP. Linked in with partner agencies, encouraged IP to collect evidence and supported them seeing their GP for further mental health support.

IP and husband were very low, afraid to go into their garden, didn't know where to turn. We discussed the emotional side and anxiety and I encouraged them to see their GP, they got further support dealing with this. We discussed tools police and community safety partnership had to support them, and coping mechanisms around anxiety and day to day life. They were reluctant to press forward with any of these options, they were concerned about repercussions. They collated evidence of all incidents, noise, verbal, threatening behaviour and reported it to police. After incident where IP was sprayed in the face with an aerosol which was recorded on audio, but no further action was taken by police we considered the community trigger process. Then Covid-19 hit, IP became very depressed and anxious and didn't feel they could let dog out in the garden. I involved the local community safety officer, and contacted the police officer involved, explained situation was deteriorating. Then the perp, made verbal threats to infect them both with Covid. This was caught on audio and IP was served with a CPW for her behaviour. Since then things have been much better and IP feels much happier.

Practitioner: Charlie Hamilton Kay



“ This is the first time I felt able to talk to someone about how the robbery had affected me. ”



“ I just needed to know where I could go for help. It was so easy and they helped me so much. ”

Thank you to all of our colleagues and service users

