

Reflections On Practice

VICTIM SERVICES

**BY REMEDI: RESTORATIVE SERVICES
VOLUME 2**

VICTIM SERVICES

A Collection of Case Studies and Reflections

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By **REMEDI: Restorative Services**

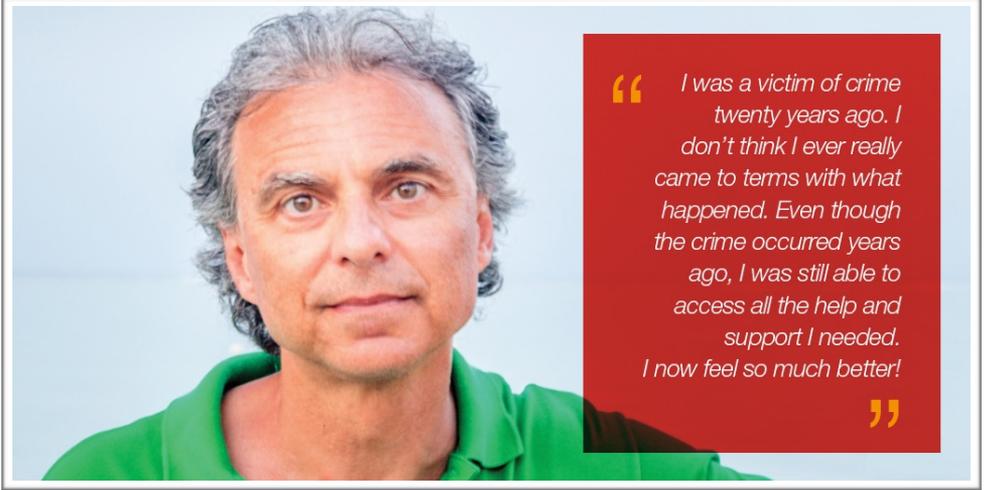
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“ I was a victim of crime twenty years ago. I don't think I ever really came to terms with what happened. Even though the crime occurred years ago, I was still able to access all the help and support I needed. I now feel so much better!

”



“ 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

Young person was being bullied, the older brother stepped in and so the young person was then witness to her brother's assaulted. The young person has since struggled with self-esteem, emotional regulation and self-harm.

We have been working one to one with this young person to build her self-esteem, we have also explored working on her anger. We continue to work closely with her to ensure she is learning more healthy emotional regulation techniques.

I have seen a real difference in this young person and she has noted how helpful our sessions have been so far in helping her cope and recover. She is learning how to cope with her emotions and she has also gained an understanding into how to keep safe at school. We have worked through a number of topics, worksheets and other exercises which has helped her gain knowledge of herself and others around her. We will continue to make progress and cover varying topics to keep improving her self-esteem, self-awareness and emotional regulation.

Comment from young person:

"I believe that you really helped me and I'm controlling my emotions better, I like your work since its fun and you have cool techniques. I'm really grateful for you helping me"

Practitioner: Evie Ainscough

Case Reflection 2

Violence with injury. IP was at work when a client kicked her in the head as she was trying to put his boot on. Two people involved

During visits with this client she had explained the worries she has had since being kicked in the head by a client.

She explained she lost her job, however, it wasn't not in the sector she was previously in. She had moved to Derby from Thailand 15 years ago with her husband and he had recently passed away, leaving IP with debts she could not pay off resulting in bankruptcy. IP also explained she has been having ongoing issues with anxiety and depression.

During visits with IP, we had discussed the ways in which I could support IP. During this IP had disclosed she would really like to get back on her feet and would like a job doing nails, eyebrows and beauty. Discussed the possibilities and routes IP could take to do so. Explained to IP she could get a qualification at college for this. Myself and IP called the college to explore the courses and I assisted IP with my laptop in filling in student profile and apply for the nails and eyebrows adults part time course at Derby college as well as the English course, for IOP to be supported doing English. However, this did have some knock backs. IP did not know how to access the student InTouch so arranged two weekly appointments with IP to check on this progress and check on IP. Throughout This time, some of the courses were not running so we had applied for three. IP is now waiting to go to college to do a to do a nails and eyelashes part time course. IP explained she feels meeting in public is doing good for her mental health, however she still has anxiety and depression its good to get out and meet somebody that is actually supporting her. Explained to IP the help she could receive for her mental health. IP explained she would like me to support her filling out Trent PTS form. I did so and IP is waiting on an appointment for this.

This case is still ongoing but throughout the IP has thanked me several times about all the help she has received and continues with ongoing support.

Practitioner: Sophie Elsom

Case Reflection 3

IP was originally referred to DVS as she was a victim of criminal damage. This happened in Bolsover In the North of the County. One unknown offender had climbed onto the roof of IP's shed and fell through before fleeing the scene. Unfortunately police closed the case due to insufficient evidence.

When I first went out to see IP we both agreed that she had some further support needs. These included mental health services referral, alcohol services referral and help and support with her finances. Within the first half an hour of our first support session we had completed a referral to Talking Mental Health Derbyshire and a referral to Derbyshire Alcohol Services. Over time I have also supported IP to prioritise her debts and set up payment plans for them.

IP admitted to me over the time I have supported her that she has always 'buried her head in the sand' and not accepted that she may need some support with various issues in her life. IP was drinking heavily when I first met her, this included 2 x 2ltr bottles of cider, and 1 and a half bottles of vodka a day. With the help of both myself, Derbyshire Alcohol Services and IP's own work and commitment she is now drinking less than a bottle of cider a day and nothing else. IP engages well with the help and support received from Derbyshire Alcohol Services.

IP also engages well with Talking Mental Health and her counselling sessions and each time I visit her she is vocal about how much more positive she is feeling due to talking about her feelings and emotions. I supported IP with getting her debts into a priority order and she now has a payment plan in place for them all and is paying them off well and has not missed a payment. IP took it upon herself to buy some files for all her paperwork and showed me her new filing system when I visited one day. I feel this has certainly helped her to keep on top of her bills/debts as this is something she admits she has never done before.

I see IP a lot happier and positive these days compared to the emotional lady I once used to visit. IP was recently diagnosed with COPD but she has not let this stop her and she still takes a positive outlook on life.

Practitioner: Laura Ridley

Case Reflection 4

J was assaulted by a group of boys in his school at a bus stop. He was struggling with assertiveness, and had also just been arrested for weapon possession because of a knife that someone put in his bag at school but pleaded guilty because he was scared of court.

Over 6 months, I met with J biweekly at home to work through a self-help course in assertiveness. J was given behavioural homework challenges to grow in self-confidence. Meanwhile, I liaised with both Mum and J's YOT worker to resolve conflict and ensure smooth process.

The work completed with J enabled him to grow significantly in confidence and assertiveness. He began as a shy, monosyllabic boy who would nod and agree with everything I said. Over time, he grew to speak louder, more freely and would engage in discussion of his genuine opinions. By the end, J stated his confidence had felt much better since getting GYB support. He explained that the head teacher of his old school came in the other day and J would never have been able to speak to him before his sessions with me, but he was able to now. The kids at school sometimes tease him about the knife incident, but J is able to just laugh it off. In the end, J decided he didn't need further support with his confidence as he felt he had reached his peak of confidence for now.

PRACTIONER/S: Abby Moralee

Case Reflection 5

SU lives in a bungalow next door to a boiler house and utility building for an energy company. Local youths use this as a hang out and perpetrate ASB and have also accessed SUs property from this site and caused damage.

Emotional support for SU and practical support in contacting relevant agencies to address the problems.

SU was at the end of her tether and didn't feel safe in her own home. Youths had gained access over her shed, damaged guttering and run around her garden. She was aware of gangs hanging around outside and came back to the property once to find it had been egged. I linked in with the local SNT and they contacted the SU and provided her with door and window alarms as well as identifying some of the youths involved and increased patrols in the area. I also contacted the community safety team who authorised a loan of CCTV to further identify perpetrators. The CSP also contacted the owners of the utility building and notified them of the issue and this week they have installed secure fencing and gates preventing any access from unauthorised individuals. IP is really happy and feels that her concerns have really been listened to and taken seriously. She feels much safer and confident.

PRACTIONER/S: Charlotte Hamilton-Kay

Case Reflection 6

Male (17) referred to GYB after robbery of property and assault by his best friend. IP was punched in the face, fell to the floor and his bag and belongings were taken.

He was living with his Nan and suffering from paranoia, depression, anxiety and regular panic attacks. He said he wasn't receiving any help for his mental health, so I referred him to Trent PTS and made social services aware of his suicide attempts.

My service user tried taking his life via overdose. He was in hospital for 3 days, during which I contacted him every day to see how I could help him. I had to safeguard him again after he said he wasn't ready to leave hospital and "would do something stupid either to himself or someone else".

He was discharged and told to stay with his maternal auntie in Rotherham to get him out of the county. He was still receiving threats from associates to the perp. I made the police aware of my support from day 1 and updated them with service users mental state and any disclosures that affected their investigation.

Since staying with his auntie, he has been more positive, he has made goals for the future and decided he'd like to stay in Rotherham and make a fresh start. He would like to make new friends there, get a new job and was going to look at agricultural courses at the local college.

He said he feels part of a family for once, they eat meals together at the dining table and talk about their day, and he has been sleeping better in a comfy bed.

PRACTIONER/S: Sophie Wager

Case Reflection 7

Assault - ABH/Common - Fellow pupil at school assaults IP by punching and kicking while on the way home from school. This was recorded by perps friends.

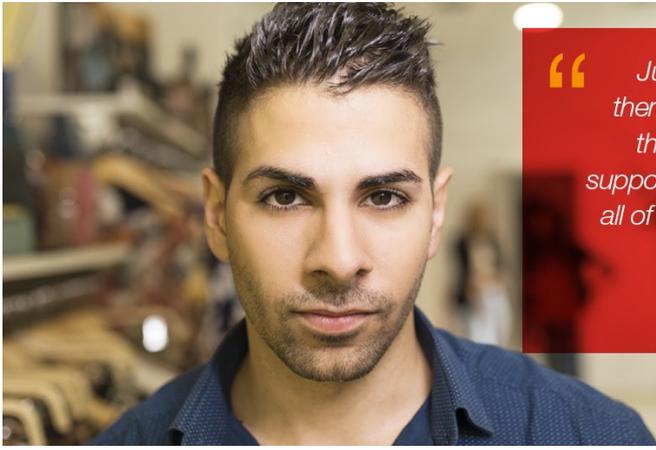
Ongoing emotional support. Liaising with the YOT for outcomes regarding the offence, advice and encouragement to family.

Service user was viciously assaulted while on the way home from school by 3 girls and this was caught on video. These girls were giving the family ongoing issues and were threatening her older brother who has specialist needs, they then decided to target the her as she was trying to stick up for her brother.

She did not want to go back to school as she was continually mocked and did not feel safe, they did not feel like the school were supportive. She was happy to move schools so we looked into this, managed to apply for another secondary school to move out of area and this was successful.

Now she attends the new school and is feeling much better, she enjoys this and is now not in fear of violence, her confidence and self-esteem has grown, there have been no further issues.

PRACTIONER/S: Charlie Walker



“ 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

Sister of service user has fraudulently transferred £5500 of premium bonds into her personal bank account from their late father a few days after he died and spent money from his assets. She had not obtained a death certificate or grant of probate.

Caseworker provided weekly telephone support. Caseworker advised on how to obtain updates from police and their complaints procedures as she felt she was not being kept informed of her case.

This is a very complex fraud case as this involved family member who used deception, extortion and intimidation to obtain funds that wasn't theirs to obtain. Service user was very dissatisfied with the police, they had not been keeping her informed of the case and found them to be unhelpful and unwilling to investigate the case. She was angry and upset, having to deal with this over Christmas, her sister is her twin sister and was hoping that their dad's death would help them to get close again and heal their rift. She felt very stressed and was not able to go through the grieving process properly because she had been focusing more on her sister and the will. Her sister didn't even allow her to have her dad's ashes. Therefore she was very appreciative that our service was providing emotional support during this difficult time. As support continued she was not as upset, although still feeling angry, she felt stronger and more able to deal with what she felt needed to be done.

"I appreciate your calls, thanks for letting me "waffle".

PRACTIONER/S: Jindy Fox

Case Reflection 9

ASB Personal/Crime offence - Emotional and practical support requested following a self-referral from Service User. Service User has been experiencing ongoing harassment from a neighbour in his block of flats for 4+ years. The neighbour purchased his flat in Castleton from the High Peak Housing Association over 25 years ago.

Caseworker has been involved in a multi-agency approach, working with the police and High Peak Borough Council to address the present and ongoing ASB issues. The case has been reviewed at local police Tasking level. Service User and his wife have been supported and signposted where possible and appropriate.

The Service User (SU) and his wife were extremely upset that no authority seemed to be able to take any action against the neighbour, who has been displaying varying levels of ASB in the neighbourhood for 20+ years. They were verbally abused and stared at when out into their garden, had never been able to park in front of their own flat, as the neighbour always made sure his vehicles were parked both there, and frequently had the access to their garage blocked. The SU's had stopped filling in diary sheets and evidencing the ASB as felt that it was futile, they received obscene hand gestures on almost a daily basis. They were encouraged them to continue to collate evidence of all incidents, including threatening behaviour, and report it to police and HPBC. As the majority of the ASB was low-level, the police and council felt that no single action could be brought and although the caseworker worked hard to explore all avenues for a possible resolve, the community trigger process was not possible to progress due to the outcome of a later physical retaliation made by the SU. The SU's are now looking to relocate away from the neighbourhood.

PRACTIONER/S: Julie Gregory-Bateman

Case Reflection 10

Service user was originally referred to me after being harassed by her ex partners new partner. The police were involved for a short time but the case was eventually closed. She required emotional support due to also being pregnant with her ex partners baby so needed to not feel stressed.

Service user had lost confidence and was anxious to leave the house so I supported her with walks out. Myself and her midwife worked together to get CAFCAS involved. She engaged well with her CAFCAS worker and we have taken part in 2 virtual meetings with them and her ex-partner.

She had lost a lot of confidence when I first met her and was really anxious about leaving the house so I helped her to build her confidence up by going for some little walks with her just around the housing estate she lived on and this has built her confidence up a lot, helping her go shopping on her own again.

After helping and supporting her with getting CAFCAS involved, she engages with her worker really well, engages with her support from me and always attends all her midwife appointments.

Although she was very stressed and felt under pressure when I first met her and there was concerns on how this may affect her unborn baby but she is now coping and recovering well from what she went through with the harassment and reports regularly to me how much positive she feels.

She is due to give birth over the next couple of weeks and reports that she is feeling very excited, something she wasn't feeling at all when I first started supporting her.

PRACTIONER/S: Laura Ridley

Case Reflection 11

Victim was referred into DVS by the police following threats made by her daughter (M) to stab her older sister (C) and step dad with a carving knife. M regularly verbally abuses the other members of the household (Mum (IP), Step Dad and C), trashes the house and physically attacks them.

Emotional and practical support over the phone

Completing Dash RA and sharing score with Social worker once allocated

Referral to Social Care and chasing up of Social Worker allocation

Liaising with SW to ensure ongoing support

Supporting IP to ring the police

Working with GYB worker who was supporting C

When I contacted IP it was very clear that the household were in danger and had no support in place. They were referred to Social Care but I had to chase up the allocation of a SW. The Dash RA showed victim at high risk. If this was a partner abusing her she would have been referred to Marac. The majority of this case was emotional support and raising her confidence to ring the police and accept support from the SW. Police attended the property including armed response but no further action was taken by them. Victim and her daughters had previously escaped an abusive relationship (M's dad) and fled to a refuge. M wanted contact with her Dad and decided to go and live with him. I contacted the SW to ensure she was aware of this to protect M if needed. My support was then helping victim come to terms with this. At the end of support she thanked me for helping her through this time. She said they are slowly getting through it and thanked me for the support both enabling her to offload but also liaise with the police and SW to help keep them safe.

PRACTIONER/S: Tanya Earp

Case Reflection 12

ASB – Service user lives in shared accommodation and is experiencing harassment and intimidation by 3 other males in the property.

Provided emotional support and wrote a letter to housing explaining the situation and how important it was for our service user to be moved due to her fear of what would happen next.

My service user was living in shared accommodation and was suffering from ASB from the others living in the property. She had become reclusive and was not eating well as she did not dare be in the kitchen for long periods due to the abuse, was not bathing as she was scared the males would try coming in, and her mental health was not in a very good way. Her landlord was aware but did not do anything and the local council were aware but she was getting nowhere with them either. I wrote a letter to the housing manager and explained my involvement and explained in detail what was happening to my service user and how it would be beneficial for her to be moved. Within hours of the housing officer receiving the letter he gave her the most amount of points he could and she could then bid on properties. She then found one that was ideal for her and she was offered a bungalow.

This should be celebrated as without our involvement the service user would likely to still be suffering the ASB, but instead she is happy that she has a new future ahead of her.

PRACTITIONER/S: Hayley Rice

Case Reflection 13

This case demonstrated some of the problems the lockdown caused.

My client and her son had been threatened and assaulted by a neighbour who has become besotted by my client. He is an alcoholic.

She is fearful going in and out of her flat and anxious about going to court.

I visited to explain the court process and refer to Witness Service. When court date was fixed my client requested I speak to her son as he was to give evidence too. The perp kept returning to his flat during lockdown, breaching bail conditions and causing anxiety/distress to my client.

The original trial couldn't go ahead because of Covid , My client had prepared herself for court was left with uncertainty and our support could no longer be visits but were replaced with phone calls and text messages.

She called when she was struggling with stress from her neighbour breaching bail and coming back to the flat. She was scared that he wouldn't social distance and would spread the virus, a particular issue as she works in a care home. She had been told not to discuss the situation at work where she was looking after elderly patients and was grateful for the chance to offload.

The courts seemed unwilling to remand until he broke in, got drunk and set fire to the flat did they remand in custody. Eventually the matter did come to trial but everyone had to be kept apart and we weren't able to go . He received custody but released due to time on remand. My client was pleased a restraining order was made and efforts to vary it were later refused.

Feedback " Thank you for all the fantastic work you are doing. You've been amazing to me and given me so much support"

PRACTIONER/S: Hilary Allwright



“ 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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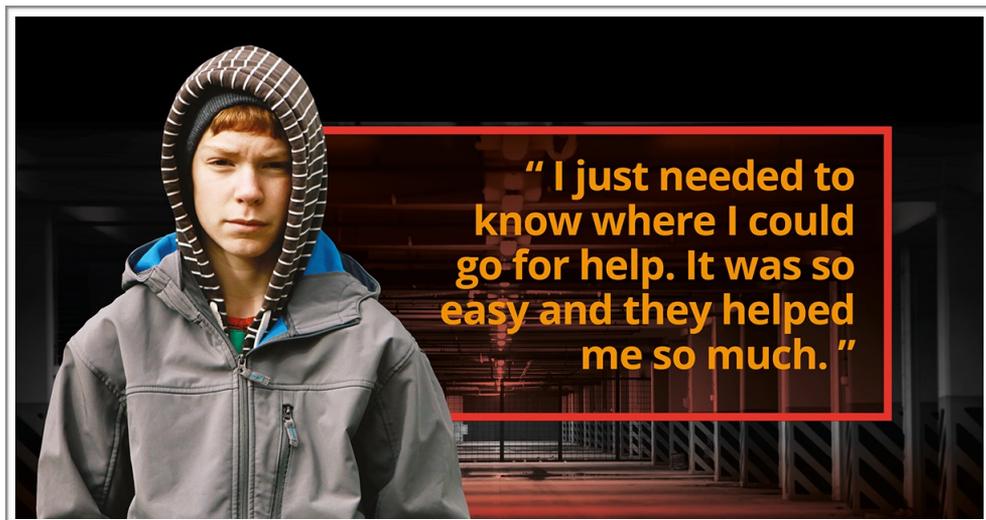


**Derbyshire
VictimServices**

Supporting Victims of Crime



**“ 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

