

*Reflections On Practice*

# VICTIM SERVICES

**BY REMEDI: RESTORATIVE SERVICES  
VOLUME 1**

# VICTIM SERVICES

A Collection of Case Studies and Reflections

*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:**

Harassment and Criminal Damage – One victim and one offender. Location Derby. Victim called the police and informed them about her best friend who had told her that her partner was beating her up. The partner began to make 100s of calls daily to the victim and damaging her car and house.

Provided emotional support, gave victim a personal alarm, liaised with the OIC, wrote a housing support letter to help with victim wanting to move house, encouraged victim to keep reporting all incidents when she felt there was no point, encouraged OIC to do home visit to victim.

The victim was supported by me since August 2019 until last week. Victim started her road of recovery being extremely nervous and feeling alone. Victim ended up feeling that she was supported and listened to. Victim eventually began to feel safer and is optimistic that she will be moving house and out of the area. Victim no longer feels sad that her friendship has broken down and realises that she did what she felt was right and was being protective over her friend by informing police of her situation. Victim can go out alone now with her personal alarm and knows that should she ever need to offload or vent then she can always turn to us for that support. We should celebrate that the victim no longer feels scared.

**Practitioner: Hayley Rice**

## **Case Reflection 2:**

J was experiencing assaults and bullying from a group at his school. He also received numerous threats of violence to himself and his family. Both J and his Dad felt unsupported by the school and J felt unheard by the teachers.

I visited J and Dad at home, to agree that I would liaise with school and advocate for IP. I met with IP in school separately to plan what he would say to the teachers. After some communication with the head-teacher, we met in school and J expressed his feelings.

This piece of work utilised many aspects of what youth support can look like. It involved the parent, keeping them regularly informed about progress (which was important as they felt school had not done so). It involved meeting with the young person separately to give them independence and an opportunity to speak openly. It involved advocating for the young person and liaising with the school about next steps. Lastly, it involved restorative justice by enabling direct meeting between the IP and the head teacher. J felt the meeting went really well, and was really grateful to be listened to. The school's anti-bullying policy is now due to be amended, the head teacher checks in with IP personally on a regular basis, and the school are looking to bring in a police officer to give a presentation on the criminal consequences of assaults in or out of school. This case solidified a good relationship with the school, and enabled a young person to feel they have a voice.

**Practitioner: Abby Moralee**

### **Case Reflection 3:**

Service User and husband are regularly verbally abused by neighbour implying that husband fakes his disability and they are benefit cheats. Many reports made to police, culminates in service user's husband being physically assaulted by neighbour after confronting him.

Emotional support, ref to Trent PTS, help liaising with police and council, support through community trigger process.

This case initially started as emotional support for the couple, I helped them find ways to cope and adapt their habits to avoid any contact with the neighbour. However as things escalated it became necessary to practically support them in liaising with the police, and council as a previous CPW had been issued to the perp. After I did a bit of digging and talking to the CSP it was discovered that there had been an error when issuing the CPW so the CSP had essentially made it impossible for themselves to evidence any breaches and therefore couldn't take any action. The police closed the case despite there being a witness to verbal abuse from the neighbour. We decided to go down the community trigger route, and as this was happening, the service user's husband was assaulted by the perp.

The community trigger meeting was held, which I attended and it was determined that more action could have been taken. The police then pursued assault and harassment charges against the perpetrator, and he pleaded guilty. He was given a conditional discharge and since then there have been no further incidents.

**Practitioner: Charlie Hamilton Kay**

## **Case Reflection 4:**

R was assaulted by a fellow pupil, following conflict between their mums. R had been referred to wellbeing services through school but never received ongoing support. On meeting with R, he stated he felt bullied in school and wanted to feel more grateful and happy.

We met in school for 6 months. We made a gratitude journal, a confidence scale, and a token made of clay for R to keep & remind him to “just stay away”. We talked about anger. I spoke to Mum about ways I could reinforce what she was teaching him.

Initially, R was very shy and struggled to open up. By delivering reliable, structured support where R knew what to expect, he became more and more comfortable with me and would look forward to our sessions every time. Having an artistic activity to focus on, meant R was more relaxed to talk about family issues or his own emotions. The regular contact with family was important, as it helped Mum to know who was meeting her child, and helped me to know how R was talking about support with her. This support involved regular liaison with R’s school teachers, and consultation with Starting Point briefly. R enjoyed his gratitude journal so much this will be continued with future support workers as a way to establish consistency.

**Practitioner: Abby Moralee**

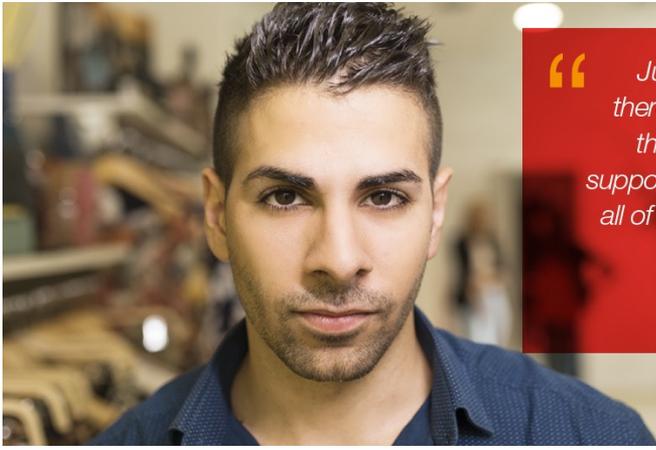
## Case Reflection 5:

The service user sat in the open doorway of his home address, enters into a verbal argument with a passing Male who is the partner of a neighbour. Following verbal altercation, offender punches service user twice to the face, causing minor bleeding to gums.

Mainly emotional support offered via fortnightly telephone support

This client has complex mental health needs, so the support that was provided was intense telephone support. The client would tend to go off on a tangent about things not relating to the crime and I feel as a caseworker I took the time to listen to this and tried to engage the IP back into conversation about the offence. I felt trust and rapport was built for the IP to feel they could talk to me about other pressing matters that was affecting their lives. This client does not have family or friend support so I encouraged him to access support from his GP around his Mental Health.

Practitioner : Jundy Fox



“ 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 6:**

Service User is suffering ASB including malicious communications on social media, verbal abuse and intimidation from the owner of the business next door to her house. Caused by a parking and access dispute.

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 as well as liaising with police and sourcing support for the service user's daughter

Service User lives next door to a chip shop and can't park on their drive due to debris from the extractor fans damaging their cars. They park outside their property in front of their own gate but chip shop owner believes this is to block access to the front of his premises. He has posted unpleasant accusations on Facebook, verbally abused and intimidated service user and her family, and deliberately reversed over traffic cones set out to protect their vehicles. Case is still ongoing, but I have been working with the police to support the service user and provide evidence to support possible harassment action. I have also liaised with the local CSP to review the case for any enforcement action they may consider. The service user is a victim of historic domestic abuse, and fled Scotland when leaving her marriage, the intimidation from the neighbour has triggered a lot of trauma for her and I have been supporting her in accessing appropriate help with this. She also has an 11 year old daughter who has been affected by this situation who I have referred and is now being supported by the GYB service.

**Practitioner: Charlie Hamilton Kay**

## **Case Reflection 7:**

Attempted burglary of a vulnerable elderly lady.

Provided emotional support, made sure victim was safeguarded, made sure she was safe, made sure she had further support.

The victim was supported by me due to being the victim of an attempted burglary. Upon first speaking to her, it became apparent that she was confused and I managed to find out she had dementia. This was concerning as she lived alone and said she had no care and was feeling unsafe as her back door had been left unsecure. I called social care and safeguarded her. I called the police and asked them to go and do a check on her back door and see if she was okay. I contacted NHS responders to find out if they could help get her food and prescription medications. I then gave her the emotional support and check in calls weekly until I knew she was safe and being cared for by the authorities.

**Practitioner: Hayley Rice**

## **Case Reflection 7:**

Young female is referred to GYB for being a victim of assault on bonfire night 2019, in Buxton in front of the general public.

I have been supporting the young person during home and school visits, helping boost her confidence and resilience through activities and by talking about anxiety. We have continued this through lockdown via WhatsApp video calls.

The young person has started going out after school (prior to lockdown) and felt less anxious at her Saturday job in the town, whereas before she felt too nervous to go to work some weekends for fear she would be jumped again.

The main focus with this young person was teaching her about her anxieties and where they stemmed from and how to control the feeling when it happens. She has commented during lockdown that she feels more in control and able to talk about her feelings with her mum which was a struggle before.

Young person's mum has texted to thank me for my support and said she can see a difference in her daughter's behaviours, attitude and confidence.

This has been a long piece of work with gradual progression, but the young person is getting more and more confident each week. She even said that after lockdown she might feel able to go into Buxton again, where the incident occurred.

**Practitioner: Sophie Wager**

## **Case Reflection 8:**

Assault - ABH/Common Suspect assaults the victim whilst stood in his doorway to his address. Suspect punched the victim twice in the face causing a split lip.

There were 4 perpetrators.

Ongoing face to face support at home. Emotionally supporting the service user. Mother referred to DVS. Service User signposted to CAMH's and MAT workers.

Service user was accused of rape and this was spread around school which caused the initial incident from a group who were friends with the girl. Initially the service user said he was fine but then started to refuse school and mental health took a down turn, would not get dressed or leave his room, very angry and abusive towards parents.

Hard to engage with young person but managed to signpost to CAMH's for his mental health. I expedited this appointment so he was seen immediately. Positive CAMH's involvement who completed home visits with support workers and psychiatrists. He is now on medication helping with his mental health.

Young person no longer attends school and is being home schooled which he and his parents are happy with. Continuing support with CAMH's but now a lot better and happier in himself, goes out and about and has a better relationship with parents. Mum states she now has her son back and is happy with the work that was done with regards to signposting as other agencies would not do this, exclaimed we have done more than anyone else.

**Practitioner: Charlie Walker**

## **Case Reflection 9:**

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 Gregory-Bateman**

## **Case Reflection 10:**

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**

## **Case Reflection 11:**

Harassment/criminal damage. 6 – 1 adult 5 children. IPs home. IP's 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**



“ 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.

”

## Case Reflection 12:

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**

## Case Reflection 13:

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 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:**

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 16:**

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 was 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 17:

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 18:**

As a victim of multiple accounts of bullying at school and in the community, the young person was struggling with a number of issues such as confidence and feelings of safety. He has been diagnosed with Autism since a young age and attends a school for SEN.

After an initial meeting with the young person and his family, we started arranging one to one sessions at school. Through a number of exercises such as timelines, supportive strategies and self-confidence skills, he has started to recover from the bullying and see the world in a more positive light.

During the first few weeks of this case, the young person was struggling with past experiences and haunted by the past bullying he had been a victim of. He was triggered by specific words or phrases which took him back to the place of trauma.

We worked every week, one to one, focusing on his emotional health and how he views relationships such as familial and others. He engaged specifically with the timeline and working through the years of incidents he had endured and how he had made it through these hard times. We focused on his coping skills and he learnt to identify his own coping skills such as playing guitar and immersing himself in technical drawings.

His Mum has been very happy with his progress and recently said “his confidence is really growing when he goes out the house” which is really encouraging. During lockdown he has been working further on his social confidence and I am really impressed by his progress.

**Practitioner: Evie Ainscough**

## **Case Reflection 19:**

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**

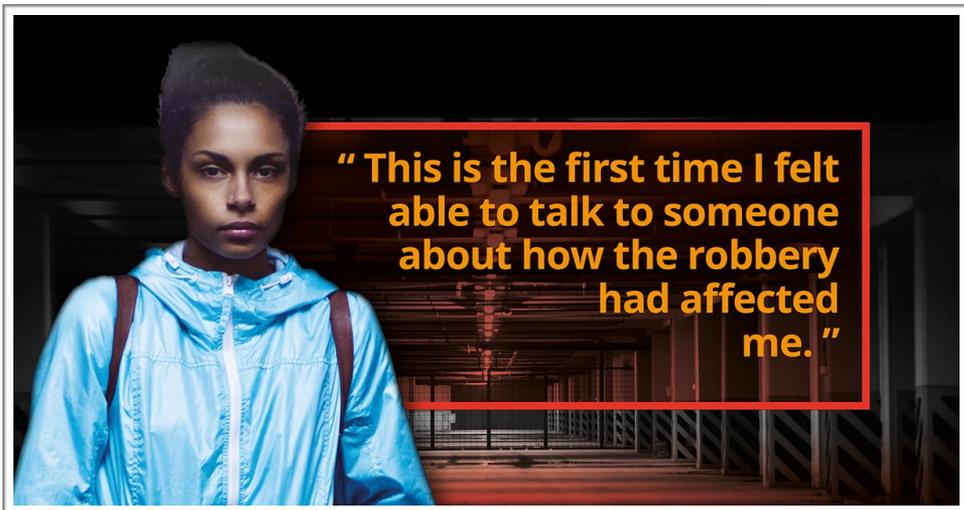
## **Case Reflection 20:**

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**



**“ 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. ”**

## **Case Reflection 21:**

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 22:

Victim was referred into DVS by West Midlands Victim Care Unit. She was assaulted by her current partner's ex-partner outside her partner's house one Sunday afternoon.

Emotional and practical support over the phone and f2f for 7 months

Signposting to counselling services

Helping her to have a greater understanding of anxiety and how to cope with panic attacks

Liaising with WM Witness Care

Support doing complaints for police, court and CPS over mishandlings of case

When we talked about feelings and how affected she has been by the and the criminal justice system she said although she now felt back in control the last year had been a constant struggle starting with so many adjournments, being promised outcomes that didn't happened and then she felt like they just wanted her to go away. However she said she felt stronger and she now feels even if nothing comes of the complaints, she has done all she can. We talked about how she has hopefully made things better for future witnesses even if nothing changes for her. She was very open and honest about her feelings and how she is getting stronger and more resilient emotionally gradually.

Feedback:

"It has been brilliant and exactly what I needed. You have gone at my pace and it has been good to decide face to face or phone support. You have been perfect, I can't find fault with anything you have done." Throughout the support Sarah stated that it was good to talk things through and she always felt better after our conversations.

**Practitioner: Tanya Earp**

## **Case Reflection 23:**

Violence with injury. Client and girlfriend were intoxicated at their own property after a party. When going to bed, clients girlfriend heard something downstairs. When she approached the situation was assaulted by a known male and their friends. Client heard this and then was also assaulted causing head injury.

Filled CICA form, Filled PIP form, Arranged for client to contact housing regarding semi permanent housing, Supporting letter, Support with claiming benefits, Support helping find the clients vouchers for furniture for their new property.

Upon meeting the client I had found out he had lost his job due to the assault that had taken place. He was then going to be made homeless during the Covid 19 lockdown. I had used my connections within the council to speak with a senior homelessness advisor and arranged an appointment for the IP to access semi-permanent accommodation. Upon recently speaking with him he now has a new property but is struggling for money. Researched the type of benefits client may be entitled to and IP is now applying for these.

**Practitioner: Sophie Elsom**

## **Case Reflection 23:**

Criminal Damage and ASB. Client was having trespassers using her back garden and gate as a right of way to get onto another street. Client's fence was damaged during this. Client is partially sighted and so was scared in her own home at night when she would hear the trespassers.

Trespassers used schoolfield, I liaised with the school about funding for their fence to be extended so that no-one can use garden as a right of way. School declined. Updated client and gave her emotional support and found other methods of how to keep garden secure and client safe.

Client was able to gain help from a friend of the family, who offered to build a fence for my client. My client was very happy and her mental health and well being improved dramatically knowing that she would be safe in her home. My client was very happy that I tried my best to help and appreciated the emotional support side of things too. It was nice to be appreciated for my hard work that I did to support my client even though I did not get the results I originally wanted. I am happy that my client was able to gain help elsewhere.

**Practitioner: Leah Taylor**

## Case Reflection 24:

Victim was referred in because it was believed she is a victim of financial exploitation by a 'friend' who is using her bank card and opening up numerous accounts in the victim's name. She has learning difficulties, struggles to process simple information and struggles to be part of the community.

Supported her on first visit to bank/Vodafone to model closing accounts. She then went to others.

Options explored of strategies when she feels like self harming/suicidal.

Increasing self esteem activities

Introduced her to community eg Women's Centre

Referral to LAC and mental health team for ongoing support.

The victim feels as though the service has really helped them to cope and recover. She said the support had ticked off all the things she wanted plus more. Her confidence grew so much during the support that she enrolled on a college course to improve her Maths, English and Self Esteem. On our last visit she was very proud because she had taken the step of applying to be a volunteer. She said she felt more in control of her bank account and had contacted agencies and companies by phone without feeling as anxious as before my support. She had also successfully stopped contact with the 'friend' who was exploiting her but understood if it starts again she can ring the police and if needed have our support again. I felt proud to have helped her and seen her confidence grow.

**Practitioner: Tanya Earp**

## **Case Reflection 25:**

Young female (14) is walking to friends house from her local park and is jumped by a girl she went to primary school with and the girls two brothers, who blocked the escape route. IP is assaulted causing a broken nose.

I have been setting goals with IP for her to focus her attention on one thing at a time. E.g. what I want to achieve by next week, next month, next year and in 5 years-time. This has also focussed her mind on other things than the incident and the effects from the incident. She would like to be able to go back to the location of the attack, so we are working together to build her confidence to be able to do this.

I can already see a huge improvement with IP's confidence. She has noticed this herself and begun writing a journal so that she can look back and see how far she has come emotionally. She engages really well with my support sessions and I am supporting her with a CICA claim as well as support when the case goes to court.

Her dad has been in touch to say how proud he is of her as she is now going on the park and has seen the perp a couple of time but has held her ground and not let it set her back.

**Practitioner: Sophie Wager**

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

