

Reflections On Practice

VICTIM SERVICES

**BY REMEDI: RESTORATIVE SERVICES
VOLUME 4**

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

Young male was being bullied at school for being different in the way he dressed, and music he listens to. This continued outside of school where he was threatened with knives on a couple of occasions. It got to the point where he wanted to carry a knife for protection.

I worked with the client around the effects of knife crime and the consequences of carrying a knife. I referred him to CAMHs for mental health support. I had a few meetings with his mum and the school to ensure that they were putting measures in place to protect him.

When I safeguarded the young person on my very first visit to him at school, both the safeguard lead at the school and his mum was fully cooperative and supportive. We arranged meetings to continue in depth support and kept each other updated on progress.

The young person has been working with me for over a year and has made huge progress. He no longer takes his ADHD medication and has found that he no longer feels depressed or suicidal because of this. His relationship with his mum has improved too. She has said that they both communicate more since the initial safeguarding call from myself and their conversations are more open and honest about feelings.

There was another safeguarding issue with IP's dad and since doing some work with the young person and his mum, his mum was comfortable working alongside social services and is now able to manage their supervised contact without a social worker.

He always reports any incidents that happen to either the teachers or the police and no longer retaliates as he would have done before. He has really matured in this time and is now focussed on a bright and prosperous future!

PRACTIONER/S: Sophie Wage

Case Reflection 2

A was badly assaulted in 2019 by a group but due to miscommunication between the police and CPS, the trial was dismissed based on a lack of evidence.

Initial home visits followed by telephone support to complete CICA and Victims Right to Review application. Liaison with GP regarding A's mental health and substance misuse. Emotional support for A, who felt abandoned and angry with the system.

A was understandably extremely angry about the court outcome and the numerous mistakes along the way that left him without a conviction or compensation for the crime. For a time, A was abusive towards DVS staff so we had to end home visits and I had a frank conversation with A about his behaviour. Following this, A continued to be irate about the situation but would regularly apologise to staff for letting out his frustrations on them, as he knew we were only trying to help. Eventually, the Chief Prosecutor confirmed to A that the court outcome was wrong but cannot be overturned. After some heavy liaison with A's GP, we succeeded in submitting the CICA application and A was able to get to a place where he could put the court case behind him and moved house for a fresh start.

Feedback: I'm sorry about the way I was, I really appreciate you doing this for me. Thank you for everything you have done for me

PRACTIONER/S: Abby Moralee (and every DVS practitioner who answered the phone to him!)

Case Reflection 3

This young person has a history of health ailments such as extreme eczema which has impacted her physical and emotional health, meaning lots of time off school. She was being badly bullied and had 7 months off school due to this.

This young person has engaged with us at every stage, wanting to positively change aspects of her life such as gaining confidence, feeling less lonely and being happier. Got Your Back have supported this YP one to one, suggesting methods and coping skills.

Since lockdown this young person has implemented coping skills and methods of improving her mental health despite the issues with Covid and the difficulties she faces with her own physical health. She has been working on positive self affirmations to improve her confidence and has been making progress in terms of her hobbies during lockdown to keep her spirits up. I believe this young person has really engaged with our suggestions and we look forward to being able to progress further very soon when we start visiting our young people again. There is still work to be done to help support this young person but she has been focusing on the positives in a difficult situation, keeping in touch with friends and working really well with us.

PRACTIONER/S: Terrienne Quiggley and Evie Ainscough

Case Reflection 4

This young person was being crowded by older boys and intimidated, she then had her older brother coming to support her but instead witnessed him being beaten, kicked and assaulted by the older boys. Her brother had to move schools but she still

As we started working together more issues became apparent, while the young person felt unsafe at school there were also issues with her anger and past self-harm. She was struggling to sleep and had no real sense of wellbeing, so this was all the focus of our work.

We completed work on 'sleep hygiene', anger, managing emotions, shame cycles and confidence builders. We explored wellbeing and what this meant for her and discovered her love of art could act as a therapy alongside her support systems. Throughout lockdown she continued to stay in touch and even sent in her latest artwork. We were very proud of her as she continued to progress even through the difficulties of lockdown, especially as both of her parents were key workers.

We met recently to conduct a review and the improvements were immediately visible. This young person seemed talkative and in such high spirits. When I asked about her safety in the beginning she scored it a 4 out of 10, on review she scored it a 10. When I asked about her feelings of confidence in the beginning she scored herself at 3 out of 10, on review it was 7. Lastly, she reported her anger was hardly even surfacing, although she also said when it did surface she knew exactly what to do.

YP: "you were really nice from the start. It's helped a lot to make me feel safer and just happier, I'm more confident and happy".

PRACTIONER/S: Evie Ainscough, Got Your Back.

Case Reflection 5

J was referred for mentoring after she experienced domestic abuse from her partner. J's partner controlled what she wore, who she saw and mentally and verbally abused her. When J ended the relationship her ex harassed her, sent her threats and smashed her father's car up.

When meeting J, her confidence was low and was not positive about her future. J was unclear on the CJS process, leaving her feeling scared, frightened and alone. I have been supporting J with building her confidence for her self-esteem, future healthy relationships and her understanding the CJS process.

Although I am still supporting J, her confidence is growing daily. To help J feel safer, I felt there was a great need for J to know more about the CJS and what this meant to her. Now J has an understanding of this process, knows her rights as a victim and is aware of what is happening with her case moving forward, she is starting to feel safer. J said 'Thank you for all your support, I feel safer now I know what is happening'.

When I first met J, she did not want to leave the house in case she saw the male; she was unsure of what he would do. Although J gets scared and worried at times, she has started leaving the house and feels safer knowing she has a personal alarm if she needed to use it. J has also got back in touch with some friends she was excluded from when in the relationship.

Seeing J moving forward is great and hearing her saying she has future goals and feels 'these are becoming more reachable every time we speak' is amazing.

PRACTIONER/S: Chelsea Lambert

Case Reflection 6

Malicious Communications known offender keeps messaging service user abusive messages although she has asked him to stop.

Emotional support was provided through weekly telephone support. Although client has been a victim of crime, it was apparent during our initial conversation she was feeling very low within herself and had suicidal thoughts. As a result I had to contact safeguarding, 111 and social care.

This client has a history of suicide attempts and has made a number of attempts in the past, the most recent being the month prior to the offence. On my first telephone conversation with this client she told me she planned to do hurt herself that day and had a plan in place. I contacted safeguarding, 111 and was put in contact with the Mental Health Team. I learnt this client had a JET plan (Joint Engagement Team) in place created by professionals as a response to IP when she states she has suicidal thoughts. The plan involves how the services would respond to her feeling this way. This also includes strategies of how to calm herself down. She also has a CPN and social worker. I am proud of this piece of work because I worry that if our service had not been in contact with client, I fear what she would have done to herself without that immediate intensive support. Although Mental Health support is not within our remit I feel like we approached this case with a positive attitude and helped to create effective Multi-agency working.

PRACTIONER/S: Jindy Fox

Case Reflection 7

The service user came through to us as a victim of ASB & harassment. This was an ongoing issue for the client and was having a negative effect on her life.

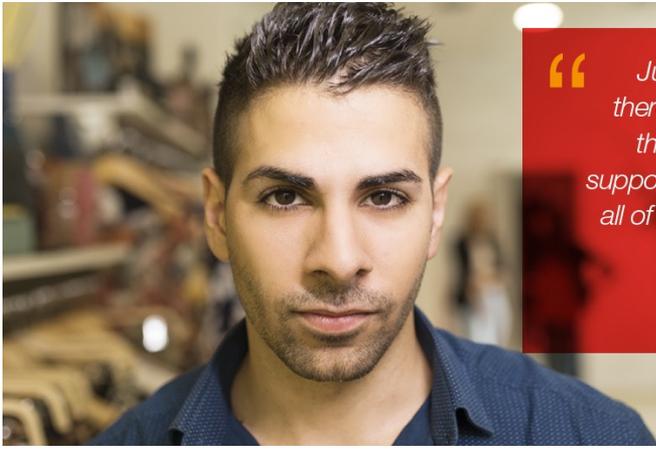
I liaised with the police and the council to evidence the case enough to be able to take the case to court. Throughout the year I was working with the client it became more apparent that she required further support in an emotional format but also signposting to other agencies.

My client deteriorated mentally during the year I was working with her. The stress of the court case and ongoing ASB was having a detrimental effect on her mental health. The time I went to her home and knew she had alcohol in her coffee cup and not coffee was when I knew that she needed some other support for her mental health. After approaching my client in a non-judgemental way she admitted that she was drinking too much and was feeling suicidal at times. With her consent we managed to get her support from the Mental Health services and from the local alcohol services.

By the time the case went to court my client was engaging well with the other services and even though the case ended in a not guilty verdict, she was okay with this and she continued to get herself well.

By the time I ended the support, my client was no longer drinking and had no further suicidal incidents thanks to the support from the agencies and also her own determination.

PRACTIONER/S: Hayley Rice



“ 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

Dangerous driving and GBH offences by someone who drove into a queue of people. Two people seriously injured and air lifted to hospital and one went to hospital in an ambulance. Others had minor injuries or witnessed crash. Ten adults/young people supported emotionally and practically, individually and in groups.

Emotional support individually eg offloading and coping strategies.

Practical help eg writing personal statements, court visits

Working with local community centre setting up drop-ins to promote DVS support available. Organising a peer support coffee morning and inviting an RJ practitioner to explain role.

Working with Witness Care and Witness Service.

This was the first time I had supported a community which brought challenges such as reminding them of confidentiality regarding my support. I treated each person as an individual and we worked together how best suited them. A lot of the work centred around coping with anxiety attacks and identifying how they were being affected physically and emotionally by stress. Some of the people liked to work creatively and we made worry bead bracelets to twiddle when anxious on pavements, coloured positive mantras and created collages of feelings. Another part that was important was helping them to move forward eg encouraging a young person to attend college, find a part time job. I also supported one lady to attend a self-esteem course including meeting her from the bus to build confidence.

Working with other organisations was a big part including making links with the local community centre and using their facilities. Peer support was developed by a coffee morning and meetings in their café.

The offender has now been sentenced so referrals have been made to the RJ team for those that are interested. They have all valued support over the last year to enable them to cope and recover.

PRACTIONER: Tanya Earp

Case Reflection 9

Burglary. One person. This client was a victim of burglary in the lockdown. This client was originally from Birmingham and has fled to Derbyshire due to domestic abuse which she endured for 12 years from her ex-partner.

Weekly check ins whilst in lockdown
Safeguarding x2
Refuge referral
SV2 referral
Trent PTS referral
Ongoing face to face support

Although one visit has been had with this client, a successful visit with support plan has been put in place. I believe this client should be celebrated for their ongoing drive to keep moving forward despite everything they have been through over the last 13 years. This client explained the burglary took her back to when she was with her ex partner but is slowly getting there and is supporting herself as well as fighting to get her son back from social care and battling extreme PTSD and EUPD as well as often feeling suicidal. The support will continue further with the client.

PRACTIONER/S: Sophie Elsom

Case Reflection 10

DJ is a victim of fraud . He is a 60 year old , living alone and described as vulnerable

He struck up an online relationship with a woman he believed to be US military working for the UN and provided monies for the transportation and storage of gold bullion.

DJ was convinced this was legitimate – his concern was that he couldn't access £250,000 in a German bank that was "his share of the sale of the bullion ". He needed money as he had debts resulting from the fraud.

He consented to a referral to Scamwatch.

This is a good example of partnership working and using contacts for the benefit of our service users. I had met Angela from Scamwatch at an event and called her to ask if she could help discuss with him he was the victim of a scam and not to send further money in an attempt to access "his" bank account which he told me had seen online .

We not only talked to him about the fraud but linked him to a colleague who assisted him with debt management .

During lockdown I continued with check-in calls during which he told me about health issues, benefit problems , difficult family relationships which in the past had led to some suicidal thoughts and relationships that had gone wrong once they found out he had been to prison . He now spoke to a psychiatrist and was encouraged to continue this and also to try to make some links with family to reduce his isolation .

Once lockdown was relaxed it was explained that none of the above issues were our remit and the case was closed with his agreement

PRACTIONER/S: Hilary Allwright

Case Reflection 11

ASB Personal - Emotional and practical support was requested following a self-referral from Service User. Client has been experiencing ongoing verbal abuse, intimidation and harassment from a neighbour for 2+ years, since she first purchased the property. She has not yet moved in because of the neighbours focused threatening behaviour.

Caseworker has provided guidance and advice to the client in respect of her approach with the police, safer neighbourhood team and local council. She felt that she was being pressured into participating in a Restorative process, and had not been given adequate information on appropriate support for other opportunities.

The client was having difficulties with a neighbour, suffering constant harassment to allow her free reign over her property. This has had a very bad effect on her mental health and wellbeing. After requisitioning a fence between the two properties – due to being afraid to go to her own property for weeks - my client was forced to call the Safer Neighbourhood Team because of his subsequent vicious and angry behaviour. The SNT and council offered a resolve via mediation and presented this as the only opportunity or way forward for the client.

The caseworker discussed the process of a restorative meeting and explained the possible outcomes, together with other options, in terms of how she would like to go forward with her own lifestyle and comfortability for the future. After considering these alternative options, she decided to rent out the property, with the help of the council, rather than live in it, and has a much more positive and confident outlook on life because of this.

My client kindly said that this was as a direct result of the support received and thanked the caseworker very much and said it could be counted as one of my success stories.

PRACTIONER/S: Julie Gregory-Bateman

Case Reflection 12

Client suffered ongoing harassment and ASB from next door neighbour, including deliberate waste over the boundary, noise nuisance, blackmail, threats and intimidation.

Supported client in liaising with both police and Community Safety Partnership to report and record offences. I coordinated a multi-agency meeting to discuss the case as the offender was becoming increasingly erratic. Supported the client in providing a formal statement to support a civil injunction against the offender.

My client has been suffering from the behaviour of this individual for nearly 10 years, after several reports she made which were supported by video evidence the offender was cautioned for harassment. When this did not stop his behaviour my client was becoming increasingly desperate for help. Together we presented all of her evidence and record of incidents to a multi-agency panel including police and CSP. It was decided a civil injunction application would be made against the perp, however before this could be processed the offender was arrested under investigation of other offences. Unfortunately this meant that the CSP were unwilling to proceed and the police then put the harassment case to the CPS in addition to the other charges. Although this was good news this obviously presented a huge delay (especially given Covid) whereby the client was forced to endure the ongoing behaviour. During this time I provided regular emotional check ins and supported SU in requesting updates from the police. Perp has now been charged and is due in court in December.

PRACTITIONER/S: Charlie Hamilton Kay

Case Reflection 13

When I first met IP we discussed her needs and she required some help and support to address her alcohol issues and mental health needs in addition to the original offence of criminal damage.

I supported my client to make a referral for Derbyshire Alcohol Service and also to Talking Mental Health Derbyshire for help and support with her alcohol consumption and for some talking therapy for her mental health issues.

I feel that this piece of work should be celebrated as my client has worked so hard and engaged so well with myself, Derbyshire Alcohol Services and Talking Mental Health Derbyshire. Her continued effort and engagement has resulted in her being signed off from Derbyshire Alcohol Services and clean of alcohol for the past 28 days and also being signed off by her talking therapist at Talking Mental Health Derbyshire. She has come so far since I first met her and is extremely proud of herself.

PRACTITIONER/S: Laura Ridley

Case Reflection 14

A young male was shouted at by his next-door neighbour for playing football on the driveway (not belonging to the neighbour). This led to further ASB disputes with the neighbour and the young person felt scared and threatened by him.

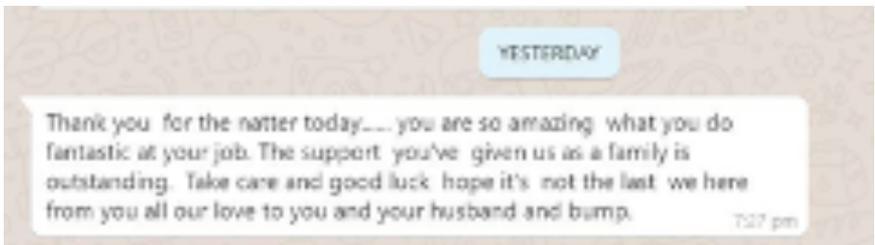
We did activities on the feeling of worry and how to cope with these feelings. We discussed strength statements that he could recite, and this made him feel more confident. We did a letter following the RJ template to the neighbour and this made the young person feel empowered.

The young person did really well when writing the letter to his neighbour. Despite knowing that he wasn't going to physically give this to the neighbour (as we hadn't gained permission from the neighbour to facilitate RJ), it still made the young person feel more confident as he was able to write down how the neighbour had made him feel.

I supported the young person further by getting in touch with his Head-teacher following a disclosure from the young person that he was being bullied. The Head-teacher replied very quickly to my concerns and support and protective measures we immediately put in place which made the young person feel comfortable and safe at school.

The young person's mum was being supported for the ASB by CHK and we kept each other up to date with the progress on the case.

This was the feedback from the young person's mum;



PRACTIONER/S: Sophie Wager

Case Reflection 15

X2 Assault – One in the community following a verbal altercation and the other at school leading onto ongoing bullying towards JG.

Continued face to face support given to JG. This was emotional support which was completed both in school and at home. JG enjoyed talking about her feelings and discussing the issues.

JG to begin with did not engage extremely well, she felt she was doing ok but wanted our sessions to talk about any worries she had and just to make sure she had someone to talk to. She was due to attend court as a witness for another assault by the same perpetrators but they befriended her at this time causing her to retract her statement hoping that the good feelings would continue. Once this passed they then assaulted her again causing JG to begin to refuse school and behaviour to decline, she was very vulnerable and at risk of CRE. Social care became involved due to the break down in family so ongoing emotional and practical support was given to JG by myself to try and bring awareness to the CRE and help the family dynamic. Fortunately, this was successful and now JG no longer has social care involvement and has moved forward from the issues, acquiring skills from support she can continue to use and no longer needing Got Your Back support.

PRACTIONER/S: C. Walker

Case Reflection 16

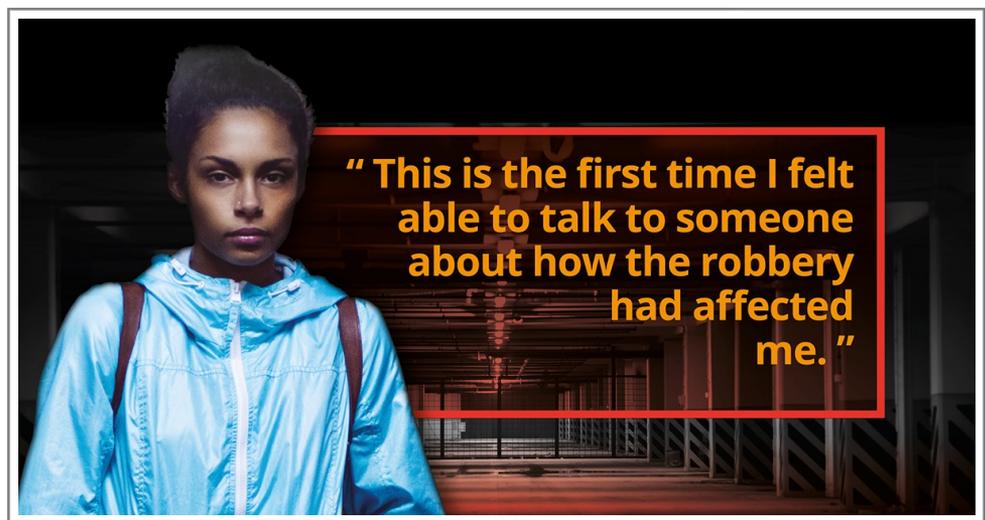
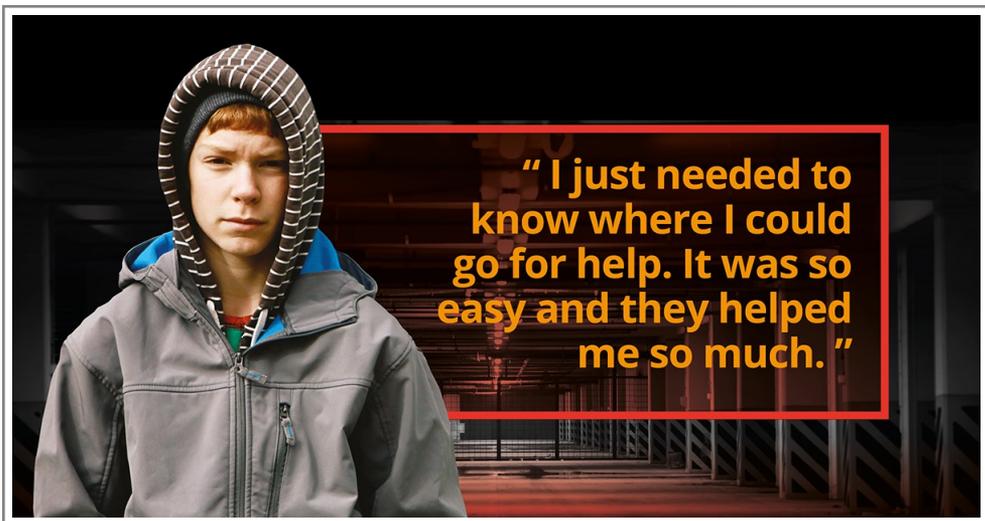
ASB Personal – two neighbouring properties in South Derbyshire, referred into the service by Environmental Health for a Community Resolution via a restorative approach. 2 adult males/2 adult females. Properties are both privately owned, detached, complaints around noise nuisance from dogs, CCTV camera privacy issues and other multiple low-level ASB incidents.

The restorative process was followed with both parties on a caseworker-advocacy basis (communicating between, and on behalf of, the service users). Liaisons on a multi-agency level were managed with an aim to restore direct communications between the parties and resolve and/or mitigate their concerns to an acceptable and agreeable level.

This case was referred into our ASB service by Environment Health, after they had reached their own conclusions, that they could take no action to uphold any of the complaints which they had received. This was due mainly to a lack of evidence provided by either the complainant or gathered from their own findings. Specific concerns were raised around alleged illegal dog breeding activities, grooming services, and running an unlicensed business from a residential dwelling, noise nuisance, invasion of privacy (CCTV), and boundary and parking objections have also been cited. Each complaint has been investigated where necessary by the appropriate authorities, the outcome of which has seen none of these complaints upheld, and no consequential action taken.

The case has now been resolved to the satisfaction of both parties, having reached successful and agreed resolutions for the main issues. The caseworker effectively assessed the needs of the individual households and tailored a series of approaches and strategies for both to work with going forward. The outcome of the restorative work completed has been to restore an opportunity for face to face communications between the two parties, at a level to be determined by themselves, for their own comfortability and safety.

PRACTIONER/S: Julie Gregory-Bateman



Case Reflection 17

My client was referred to me as a victim of Fraud. She had been working for a gentleman who owned a holiday business and had a hen party booked for her and her friends and he had not paid for the holiday, resulting in my client/friends losing money.

I supported my client with writing her witness statement and although I didn't attend the court date with her, I was on the other end of the phone for emotional support. I then supported her to make a claim for the loss of money and the loss of the holiday.

I feel this piece of work needs to be celebrated as when I first met my client she was suffering badly with her mental health due to the crime that had taken place. My client had just started some talking therapy sessions with Talking Mental Health Derbyshire and she has recently had her last session and feels a lot less anxious and depressed. My client has also been told from the organisation dealing with the compensation claim that her and her friends will get some money back so she feels she will now be better off financially too.

My client is now in a new job and feels a lot more positive about working again and is starting to regain her trust in people. After some discussion with my client we have both agreed to close her from our service now and she said she feels without our service and support she would not feel as positive as she does now.

PRACTIONER/S: Laura Ridley

Case Reflection 18

Service user has had Green Sony camera taken from her room at Centenary House (hostel for homeless people).

Provided intense emotional support through weekly telephone support as the service user was made homeless after the offence. Therefore I looked into emergency housing and with our support and encouragement she presented herself as homeless to the council and was placed in temporary accommodation.

Before the offence, the service user suffered with depression and has physical health problems. The offence affected her mental and physical health and she could no longer live in the accommodation as she did not feel safe. However she was kicked out of the housing because of false allegations they made against her. Therefore she was made to sofa surf during the first couple of days of being made homeless. Allegations involved her taking drugs, even though she has been clean from drugs for 13 years. She believed the drugs were planted in her room and £600 was stolen from her room. I worked with the service user and encouraged her to present herself as homeless to the council so they could place her somewhere safe temporarily. She was very reluctant to do this and suffered a panic attack whilst she was there but was glad of our encouragement as they helped her to feel safe again by temporarily rehousing her.

"Thank you so much I have never had help like this before it is so appreciated, thank you for ringing me; it is nice to know someone cares about me asking how I am"

PRACTIONER/S: Jindy Fox

Case Reflection 19

My client came to our services for being a victim of Fraud. She was scammed out of her savings worth £63,000. She never told family members, just a close friend and needed a lot of emotional support from myself as a way to express her feelings.

I gave my client telephone support every week, then changed to fortnightly. I contacted the Action Fraud team regarding the investigation as no updates after 4 months was given. Fraud officer who was able to retrieve £6500 of GM's money. The remaining is still being investigated.

GM has been left feeling more hopeful and her mood has increased enormously. GM was very worried that Christmas was due soon and was very worried that the fraud would ruin it. GM has said her mental health has improved. GM has really appreciated my telephone support especially with majority of my support was during Lockdown so she always had someone to talk to through the difficult times. This case has helped me gain a better understanding on how we can help victims of fraud.

PRACTIONER/S: Leah Taylor

Case Reflection 20

J was referred to DVS by Victim Liaison Officer at Probation Service following her being shot at close range by her nephew and left to die. She was lucky to survive and has relocated to Derby away from family. Nephew received a 12 year prison sentence.

Support was in the form of telephone calls as J did not want to meet. Along with emotional support talking through feelings and the physical injuries she received I signposted her to Criminal Injuries Compensation Authority (CICA) and a counselling service for when and if she is ready.

This was quite a short piece of work for such a serious crime but I stressed to J that she can phone back in if her needs change. She is learning to cope with the long term impact of physical injuries and restarting her life away from London with her two sons. I ensured she knew how to put in a claim to CICA as there is a time limit and helped her with what to fill in the boxes on the form. She did not feel she needed counselling because she said she has her faith but accepted my email link for the self-referral in case she changed her mind in the future. She said she liked talking to me and it was good for her to know there are people to support her. She said she is a strong woman but it is always good to talk things through and nice to know there is support available.

PRACTIONER/S: Tanya Earp

Case Reflection 21

ASB case, threats were made by the neighbours to kill JS and they put her windows through and terrorised her in the community.

I worked with JS to help build her confidence up so that she was strong enough to go through the court case and to help her move house.

JS is a vulnerable lady with learning difficulties. She was terrorised in her community and was getting no support. When JS came through to us she was frightened and scared to go out of her house. Neighbours threatened to slit her throat, intimidated her, put her windows through, and set their dog on her. I supported JS and managed to encourage her to press charges. I encouraged her to take the witness stand with me supporting her. The verdict was guilty and the relief and pure joy was amazing to see. I attended VARMs & housing meetings and had to fight to get her moved. I managed to get her social care involvement and she finally had some much needed further support.

After the court case I suggested that she needed to be moved for protection, she was then rehoused. Once settled in her new home, all of her worries and fears went, she started volunteering and meeting friends again. It was a hard case to close but everything was in place for her to live a happier life so eventually I let her know I was closing the she knew it was the right thing to do.

PRACTIONER/S: Hayley Rice

Case Reflection 21

Service user lent money to grandson over a long period. Service users grandson promised to pay the money back. Grandson took his own life as a result of debts, not only to service user but to debt collection agencies, he forged his grandmas signature to be the guarantor.

Case taken from previous caseworker Natalie.

Contact to debt collection agencies and provide supporting letters to evidence client had been a victim of fraud.

Contact to Titan private investigators (Graphologist)

Ongoing emotional support over a period of three years.

Contact to banks to ensure they know of grandsons passing.

After a period of three years, this service user has overcome a lot of hurdles including financial, grieving the death of her grandson and family issues. This client came to Derbyshire Victim Services struggling to pay off her grandsons debts after he passed away. This client has shown resilience and strength and eventually has had all but one debt has been waived with the support of caseworkers involved. This client has also grieved the loss of her grandson and also resolved issues with her daughter regarding her grandsons death.

The client has now finished support with ourselves and is going to continue on her journey with support from family.

This case shows that not all support is short term and that support is truly tailored to the clients needs.

PRACTIONER/S: Sophie Elsom

Case Reflection 22

SU was involved in a low level parking dispute with a neighbour which escalated dramatically when the neighbour deliberately hit SU with his car. Offenders family then continued to intimidate SU while offender was awaiting sentencing.

Supported SU in accessing counselling support to deal with trauma, and liaising with her workplace over a phased return to work. Supported SU complete CICA application and improve security at her home. Helped SU build confidence with local SNT and liaised with them both over ongoing intimidation from offenders family.

SU was left extremely traumatised by this event. I was able to encourage her to open up and access help to deal with this. I helped her build confidence when speaking to her employers as she was concerned she would return to work too quickly and she was able to negotiate a suitable timeframe that she was comfortable with. I provided emotional support while the offender was awaiting sentencing, due to COVID this was postponed several times which put a lot of emotional pressure on SU. Together we prepared a victim impact statement for court and SU found this very useful in verbalising the impact this incident had on her. With my encouragement SU built a rapport with the local SNT officers and felt confident speaking to them about any incidents with the offenders family, we arranged door and window alarms and SU installed CCTV. Offender has now been sentenced and is subject to a 3 year restraining order and SU feels much more confident to get on with her life.

PRACTIONER/S: Charlie Hamilton Kay

Case Reflection 23

AP is a lady living alone has had problems with local children kicking footballs against her property and into her garden. She reports that she has been hit (deliberately) by a football and racially abused. Police have said they are unable to do anything as the “ringleader” is 9.

Phone calls and visits were made to provide emotional support as AP had severe anxiety and would rarely leave her property. Once lockdown came check in calls continued which dealt with practical issues like provision of food and medication.

Contact was made with the police and housing provider.

Initially AP was very anxious, wasn't sleeping and barely able to cope with everyday tasks including looking after herself. She didn't want to move because she would only be given a flat and she wanted a second bedroom so her daughter could visit.

It was hoped that information about what advice and warnings had been given to the children involved and their families would help reassure and prevent further issues but this was complicated by the number of agencies involved – police, housing (where they were landlords) and eventually YOT.

Surprisingly lockdown was the breakthrough in this case. AP was dog sitting when lockdown started and couldn't return the dog due to Covid restrictions, and by mutual agreement the dog has become a permanent fixture. She slept better (with the dog) and it also meant she had to take it out each day.

Eventually new neighbours arrived and she said that things were now ok- the children next door were better behaved and played with the dog instead.

She still had some issues with the housing provider about repairs that hadn't been completed but was able to cope with these herself now.

She was very thankful for the visits and calls.

PRACTIONER/S: HA

Thank you to all of our colleagues and service users

