

Reflections On Practice

VICTIM SERVICES

**BY REMEDI: RESTORATIVE SERVICES
VOLUME 7**

VICTIM SERVICES

A Collection of Case Studies and Reflections

Volume 7

By **REMEDI: Restorative Services**

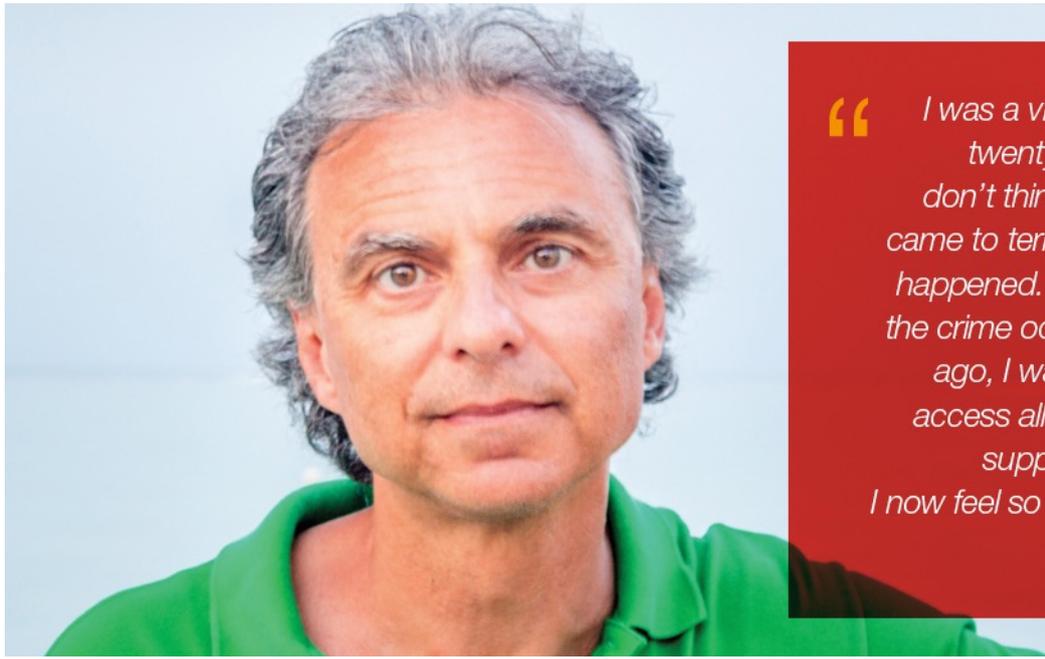
© Remedi

The purpose of this publication is to gather together reflections drawn from our team of Practitioners across the UK. Reproduction of any of the contents by documented permission only

Remedi

The Circle, Rockingham Lane, Sheffield, S1 4FW

www.remediuk.org



“ 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:

This young male's home was burgled whilst he slept upstairs. Offenders took car keys and burnt out the family car. After the burglary he was extremely anxious, experiencing panic and night terrors and could not be left in any rooms around the house by himself.

Support was given through weekly Zoom calls and work with school as that was his safe place. We worked on grounding techniques and managing his panic, we also worked on triggers and coping mechanisms. Communication was maintained with school and parents as they set him confidence building tasks for home.

IP saw being asleep in his room as a most likely time that something bad might happen because that is when it did and was terrified of being alone. He would only sleep in his parents' bed which advanced to him sleeping in his room accompanied by his dad when they boosted the security of the house.

Communication with school was brilliant as challenges for home were set. One challenge was to collect 5 golden tickets from upstairs without mum to get a prize at school. He also started attending a feelings class.

There were often a few steps forward and then a few back, he also started displaying some anger and controlling behaviour which we worked on. Eventually IP said that he would sleep in his room alone and did not feel worried – myself and his parents were so proud.

He continued gaining independence and it was very rewarding to see the change.

"without your help we couldn't have got through it", "we are really thankful for everything you have done, helping us get the right support at school and the work you have done with us, we can't thank you enough".

PRACTIONER/S: Lisa Hammond

Case Reflection 2:

The young person was the victim of violence with injury. This occurred as he was walking home from school and three people attacked him, leaving the young person physically injured.

Much of the work with the young person centred around improving their self-esteem and confidence levels in being able to walk to and from school, and in their sense of self. The work with this young person included weekly phone calls.

Comparing the initial conversation with this young person to the last, there was a clear difference in their self-esteem, confidence levels and attitudes towards school. At first this individual was quiet and did not feel particularly safe. However, after working with the young person and encouraging their personal interests in drama and online games, the young person began to become more confident in their sense of self, increasing their confidence levels and self-esteem. Furthermore, the young person began attending school again, which his parents would pick him up from. However, towards the end of working with this young person, he explained that he felt more confident in school due to the reduced capacity and closer contact with the teachers and had made other friends. The young person began walking back from school as he had previously, with new friends at his side.

PRACTIONER/S: Kyra Wardle

Case Reflection 3:

SU was receiving verbal abuse from a neighbour whenever they bumped into one another.

I provided regular emotional check in calls to SU, and we talked a lot around his confidence and coping strategies. I also helped SU communicate with the housing association to discuss his situation.

When I first spoke with this SU we immediately developed a good bond, and he confided in me about being a recovering alcohol and sober for 30 years. He told me a lot about his mental health and how he has good days and bad days and how he often withdraws when he feels low. He told me he felt bullied by his neighbour for no reason and this was really making him depressed. We contacted the housing association to report the issue and allow them to offer support. I then supported SU in recovering by focussing on his passions and hobbies. He mentioned a passion for painting and so I found and helped him enrol in an over 60s amateur painting club to make new friends and work on his art. He also mentioned a passion for motorcycles and the friends he had through the local club. He felt very isolated due to Covid, by I discussed different methods of contact with him, and helped him start to use whatsapp and facetime to have more contact with his friends and family.

PRACTIONER/S: Charlie Hamilton Kay

Case Reflection 4:

Family of 5 impacted by ASB from neighbour. Intimidation tactics, watching them, swearing over the fence. Neighbours dog breaking into there garden, chased by neighbour in car.

CHK supported mum, liased with PCSO, council, multiagency meetings. After 4 months mum referred 3 children and dad. DF opened all 4 cases. Dad refused to engage. Whatsapp v.call with YPs, mum then wanted DF as a fresh pair of eyes. DF took over from CHK. Weekly contact, emotional support.

Although the outcome for this family in the end was that they chose not to continue with the support provided by DVS as Dad didn't want it and mum felt that the kids needed more support then DVS due to the impact on there mental health, the team work between CHK and DF was strong and worth celebrating. Mum wanted to close the case but DF offered to take over from CHK first and offer a fresh take on things to be sure all possible support had been exhausted. This made mum feel boosted and showed the ASB team going above and beyond to try and help this family

PRACTIONER/S: CHK, DF

Case Reflection 5:

C was referred into us and was a victim of harassment by her partners ex partner.

C was in her own words a nervous wreck and was very anxious and felt like she was being stalked. I was there to help her feel calmer and offer advice and get her the right support at the right time.

C was an ex-alcoholic. Throughout the support C was conscious of her drinking and was finding it very difficult to deal with the stalking and not having a drink. As any problems previously she always dealt with by drinking.

Each session we would talk about how well she was doing and spoke about what she could not change but also about what she could change. This seemed to be working well.

One day I called her and she was very emotional and got upset and she told me she had relapsed. I showed no judgement and we spoke about whether she was ready for some help or not.

She was ready and so we planned that she would join AA and attend group. C did this and on the next session she seemed to be doing really well and did not drink again.

Next time we spoke she was doing really well and said that she was now doing the 90 meetings in 90 days and felt so much better.

C said that it helped that I did not judge her or tell her to stop I was just there for her at the right time with the right advice.

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 6:

This case involved husband – MA - and wife who reported that both of their vehicles had been damaged whilst they were parked at the front on his property- they live in social housing on a big estate and are of Arabic origin.

When first phoned MA said that he had reported several incidents of damage to the police and felt unsafe because other cars hadn't been damaged. He wanted caseworker support as he wanted to move.

I spoke to MA in more detail using an Arabic interpreter on the Language Line .

It was unclear whether this damage was racially motivated and therefore a hate crime. I contacted a PCSO from the area to see if she had any details and she said there was nothing to suggest this was racially motivated as other cars had also been damaged . The hadn't traced an offender. MA however felt the damage was targeted and he didn't feel welcome where he had been housed.

I offered to arrange more visits from the SNT as the damage had stopped for quite a while after the police had called and he thought this was a good idea but then he told me he was due to move next week- he is going to Wythenshawe. He gave permission for a referral to Victim Support in Greater Manchester . He asked about the damage to his vehicle because he says it has made it valueless, and he also asked about pictures he has of the damage. I wished him and his family all the best in the move and thanked the interpreter for her help. He thanked me for calling. After I made the referral and passed on the information to my SNT contact the case was closed.

PRACTIONER/S: Hilary Allwright

Case Reflection 7:

Got Your Back case involving a young person referred with emotional needs. Young person was removed from mums care at a young age and has struggled with fitting in and she doesn't feel that she belongs and has been said to seek adult attention from mum and others.

We have carried out weekly sessions with young person, building a relationship and gaining a level trust in order to enable young people to feel comfortable enough to be able to talk about any issues they would like supporting. Young person opened up about issued around stress and we are now planning sessions to identify triggers and safe coping mechanisms.

I feel this piece of work should be celebrated because as a practitioner I have had to use my skills and persistence to enable the young person to feel comfortable to start to open up in regards to their thoughts and feelings. This took multiple sessions and the young person decided they would like to video call in order to help build that face-to-face connection so they felt they were able to confide in me and now we can work together on the young person's needs moving forward.

PRACTIONER/S: Jodie Brunt

Case Reflection 8:

Young person had witnessed DV between his mum and dad when he was younger. The trauma young person had experienced ensued with young person fearing dad would return to the family home hurting him and siblings.

Completion of the needs assessment revealed young person wanted to feel less anxious they explained that the severe anxiety would result in them feeling physically sick controlling their everyday life. We decided that completing a strengths and difficulties an anxieties work sheet would map out where YP's triggers occurred and explore any patterns emerging.

Completing worksheets unveiled a strong correlation with YP's severe anxiety and his concerns for mum wellbeing due to her ill health and fear of fathers return. YP was socially isolated and spent the majority of time in his bed where he classed as his 'safe place'. I decided to work on establishing why he defined the areas in his house as safe and unsafe with sessions discussing this. Working with YP mum would initially have to be present for the session guiding YP in communicating his feelings and reassuring his safety throughout. Together we implemented techniques that aided YP to become more independent beginning with small tasks. YP now attends sessions via teams alone, which is a big step for them personally.

Mum "Thanks for taking the time to understand his needs your support has put us in the right direction your perseverance has helped us massively thanks for that"

PRACTIONER/S: Rebecca Carroll, Got Your Back.

Case Reflection 9:

ASB Nuisance – support provided to a single adult male in Willington, referred by the police, as one party consenting for a community resolution process. ASB between neighbours who live at the end of a cul-de-sac. Complaints around vehicles parked in the turning access area, which blocks access to SU's driveway.

The other party were not consenting, so emotional support was provided to this party only. Case worker managed the expectations of the SU with regard to not being able to participate in any resolution process, and provided a short, intensely focused support program, in order to restore confidence and empowerment.

The initial outcome of not being able to have his voice heard, and not to have had any opportunity to explore a restorative resolve with the neighbours, was not an easy acceptance for the SU. After explaining the person-centered emotional support that could be provided going forward, and discussing the benefits that this may bring, the SU was confident enough to share some information regarding underlying family circumstances, that he was finding extremely challenging and stressful at that time, and on a day-to-day basis. It appeared that the ASB had acted as the catalyst for the change in behaviour of the SU and his consequent focus on the neighbourhood parking activities.

The caseworker provided intense and sensitive telephone support, and also signposted professional counselling opportunities for the SU. This help and focused support was fundamental in terms of listening to all the SU's overall concerns, defining needs, and providing a safe environment for self-empowerment.

On closing the case, the SU reflected back on the ASB complaints, and made some positive choices to reduce his focus – and so the impact – in the future, if still necessary, and was encouraged to reach out again for support if required. A very positive outcome.

PRACTITIONER/S: Julie Gregory-Bateman

Case Reflection 10:

This was a case of Public Order whereby the victim (a staff member) was threatened with a weapon whilst detaining the offender who had been caught shoplifting.

Our work together involved mainly emotional support where we explored what happened and why it had such a huge impact on her wellbeing. We linked it back to some previous stress that had happened in the previous year. I also encouraged her to access help with her debt issues.

I am proud of this work because we developed a great rapport and explored a lot of issues surrounding the offence and also outside factors affecting their life. This case showed how once a good relationship is established, other 'unrelated' matters come to light and through talking about her struggles with debt, she then felt able to confide in her parents and be assisted by them to manage it. This has subsequently increased her quality of life. The victim really enjoyed our sessions and was sad for them to end, but also realised that she had successfully recovered from the crime and so was able to move on from what happened. She had lots of positive feedback to offer and was grateful for the support the organisation provides!

PRACTITIONER/S: Kayleigh Simmonite

Case Reflection 11:

My client was referred to me as a victim of assault after his neighbour attacked him. The police and area Housing Officer were also involved with my client and so there was quite a bit of multi agency working with this case.

My client identified to me that the assault had affected him mentally so I made a referral to Talking Mental Health for my client and he is now getting support. I also supported my client with engaging with his Housing Officer so that he could be moved properties.

My client really struggled after the assault but has not hidden away from the help and support received and is now engaging really well with his talking therapy sessions with his councillor. My client engaged really well with the multi agency working that took place between myself, the police and his housing officer. He is doing really well and is moving on positively with his adopted children in his new property.

PRACTIONER/S: Laura Ridley

Case Reflection 12:

Young person has witnessed domestic abuse between mum and partner including verbal and physical. YP is not presenting with the same behaviours towards mum showing aggression and physically assaulting mum

Completion of the needs assessment revealed young person wanted to sleep better and stop the nightmares and would like support with temper. We completed the matchstick work sheet would map out where YP's triggers occurred and explore any patterns emerging.

Completing worksheets revealed that YP would become angry when they were feeling overwhelmed and stressed about a situation. YP used the example of work in school being too complex and would trigger them to want to throw things and shout. After the assessment we discussed the importance of sleep and getting enough hours each night. We discussed techniques that we could use to help when the feelings of being overwhelmed occurred including colouring in her new journal and going for a short walk to diffuse the situation. YP was excited to try these things out as they were concerned for mum and own safety and was going to start her new routine of reading a book and turning lights off early to get a better night's sleep.

Mum " We have had a nice couple of days although she still gets overwhelmed she is trying her best to put the methods you have spoken about in place. Also for the past week she is going to sleep on her own and falling asleep before 9pm thankyou"

PRACTIONER/S: Rebecca Carroll, Got Your Back.



“ 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 13:

The young person has a history of being bullied in school as well as issues at home due to her brother having ODD and ADHD. The young person is also a carer for her Mum at home and so has a

This young person identified six needs in her assessment with us, we have been addressing these needs via face to face meetings, phone calls and texts and through talking sessions as well as theory based or paper based sessions.

This young person was having an awful time when she came to us and was struggling with a great number of issues within her life. Through working with Got Your Back she has been able to recover from some of these issues, for example she originally scored her feelings of safety around the home at 0 out of 10, then after some work together she was able to score this at a 6. Furthermore, she was very scared of going outside and found it very difficult to enjoy time outside due to her fears and lack of confidence however, this has increased from 0 originally and now to a 9. There is still a lot more work to be done with this young person on her other needs, yet through keeping in contact and regular check-ins and sessions she is really improving and gaining confidence within herself and her own abilities.

When I explained that I was leaving Got Your Back she said that she wanted to get me flowers saying "I am getting you them for being the best worker ever" which means a lot, this young person has made a lot of improvement and I believe that she will continue to blossom while working with a new young victim caseworker once I leave.

PRACTIONER/S: Evie Ainscough.

Case Reflection 14:

OS was referred to us due to Burglary but during my time supporting she was also a regular victim of Anti-Social Behaviour.

I spoke to OS in regards to how she feels, which was mainly unsafe and scared for safety of her young son. We both agreed that moving properties was the best option.

It was not an easy, straight forward task in helping OS into moving location. OS was a legal immigrant and due to the policy of Serco she needed their permission in order to move. With my support I was able to talk to the Migration Agency and ask what the protocol was for a migrant to move locations. OS was interested in the Birmingham area. Back and forth with conversations with Serco and Migration Team, I always kept OS updated and on where I was. If I could not make contact by phone then OS was happy it was by email. The end result was OS was offered a property in an area she preferred and also had relations nearby making her feel safer. I supported OS by writing a supported email expressing OS thoughts and feelings and also by informing the Agency of all Crime reference numbers to incidents that was occurring.

PRACTIONER/S: Leah Taylor

Case Reflection 15:

Assault and ASB, one client. Clients home in Derby city area.

Court visit/ support

Weekly check ins with client

Liaise with complex needs assistant

Referral to Adult Social Care

Timelines

Housing support letter

Client was referred Jan 2019. First meeting was at a court visit. Since then, client has been re-referred for ASB however wanted myself to continue with support. Client has emotionally unstable personality disorder and post-traumatic stress disorder. Client has overcome substance and alcohol addiction.

Weekly check ins with client complex needs assistant in order to get client moved from current property due to ASB, this was detrimental to her health and mental health.

Now support client emotionally to cope with past trauma and anxiety relating to assault and ASB.

Use of timelines to recognise client's resilience through life and to empower IP to recognise her own progress.

To engage with IP to recognise having a bad moment is not a step backwards but a part of her journey. Client has fully engaged in support and can recognise how far she has come and is continuing.

PRACTITIONER/S: Sophie Elsom

Case Reflection 16:

A 'friend' stole money from the victim's (M) purse in her kitchen while she was in another room with her Carer. M has cerebral palsy and is a wheelchair user.

The police officer had closed her case due to lack of evidence and M was not seeing friend.

Emotional/practical support provided.

Together we identified needs of feeling safer, happier and more confident. Scales 1 to 10 assessed where M felt she was so she could see an improvement over the support period.

We made small goals for each week as she said she was a list/goal type person.

She came up with ideas to help her meet people and feel less isolated for example setting up a uni group for students with additional needs and getting more involved with her church. Over the support period she felt she gained more friendships. M felt safer outside using a personal alarm I gave her.

She appeared much more resilient as the weeks went by and it was lovely to see her laugh and beginning to enjoy life again.

"I was rock bottom and about to ring you guys when I got your phone call and felt yes, great I can get support and stop her affecting my life. It has been so good to work through things and I now feel life is too short and I have to get on with it. I will never forget what she did but now I feel it won't stop me doing things and getting on with my life. Thank you so much you have really helped me."

PRACTIONER/S: Tanya

Case Reflection 17:

A young person that had been assaulted in the park by two peers. This had then been filmed and shared to social media.

The young person was refusing to engage with our service, he has totally refused to speak to me on the phone, and has ran away from the family home to avoid me. However after around 2 weeks of perseverance I have convinced him to engage and we now have our first session booked and he has had a conversation with me on the phone.

The young person feeling supported, and testing my commitment to helping. He had previously said he doesn't want to engage as he feels like everybody leaves him or doesn't make enough time for him. Young person seems really eager to partake in the sessions.

PRACTIONER/S: Terrienne Quigley

Case Reflection 18:

Violence without injury where the young person was in the family car when things were thrown at it and abuse shouted. This caused alarm and distress to the young person, whereby they felt physically sick and continued to be fearful following the incident.

KW rang and spoke with the young person and had a few whatsapp video calls due to COVID restrictions not allowing face to face support. KW worked with the young individual to encourage and help the young person recognise fear and develop support mechanisms around this.

Before the initial conversation, a needs assessment was completed with the young person's mum who explained that IP is rather shy and quiet. Following this, KW and the young person had a video whatsapp call whereby they spoke about things they had in common (love for Disney films) and established a relationship with the young person.

At first, the young person suggested that although they do not think often of what happened, they do still feel a little scared every now and then. KW praised the young person for recognising this in themselves and how far they have already come. The support focused upon encouraging and motivating the young person to focus upon the positive aspects of life, and shift focus from fear to excitement. The young person mentioned that they were moving houses soon and that this is providing them with excitement which KW encouraged and asked them several questions regarding this that will further support a positive mindset.

The support provided was brief, however, in this time frame the young person opened up to KW and developed a strong connection which empowered and encouraged the young person to no longer feel fearful.

PRACTIONER/S: Kyra Wardle

Case Reflection 19:

SU and family suffered ongoing ASB from neighbours next door who use CCTV to document the activities of everyone on the cul de sac and make malicious reports to different agencies.

I provided regular emotional check in calls to SU, gave him an outlet to discuss his frustrations outside of his family. I supported SU in contacting the ICO to discuss the intrusive surveillance, and also supported SU to work with local authorities.

SU and family felt they were unable to sit in their garden or even talk too loud as their activities were recorded by their neighbour. Neighbour then edited footage to try and incriminate SU in accusations she made to authorities. With my help the SUs contacted the CSP and a letter was issued to the perp informing them of their obligation to uphold GDPR and acknowledge any data requests, a letter was also sent to all residents advising them of their rights as subjects of surveillance and supported them in making data requests. I then supported SU to raise with the ICO when said data was not forthcoming. SU felt a lot better for having someone to listen and advocate for them.

PRACTIONER/S: Charlie Hamilton Kay

Case Reflection 20:

Repeat victim, harassment from neighbour, boundary dispute, IP has teenager daughter, son and military husband.

Research into boundary process by JAGB and supported in starting process whilst providing emotional support, DF took over case and provide ongoing emotional support, IP marriage broke down over it, Only support for IP is DVS.

Goal post have moved several times, first boundary dispute and depression, then this turned into harassment, then a difficult marriage breakdown to. Caseworkers have adapted to every change in needs for IP. Regular feedback that DVS support is all IP has and is her lifeline.

PRACTIONER/S: JAGB DF

Case Reflection 21:

R was woken in the early hours to find 4 men in his bedroom. He had a panic attack and when he came downstairs there were 4 more men and one had taken a knife from the kitchen.

R is an elderly gentleman.

R was very traumatised after the crime and no longer wanted to live in the house he was in.

Getting R a council housing home when he has been in private rented for many years, was going to be a challenge.

R would not talk to anyone about what had happened as it traumatised him going over it. We took this very slowly and at his own pace until eventually he told his GP that it was only me he wanted to talk to about the crime. He refused to talk to anyone else regarding this.

We undertook a needs assessment and as well as emotional support the biggest need was getting him a new house that he felt free from fear.

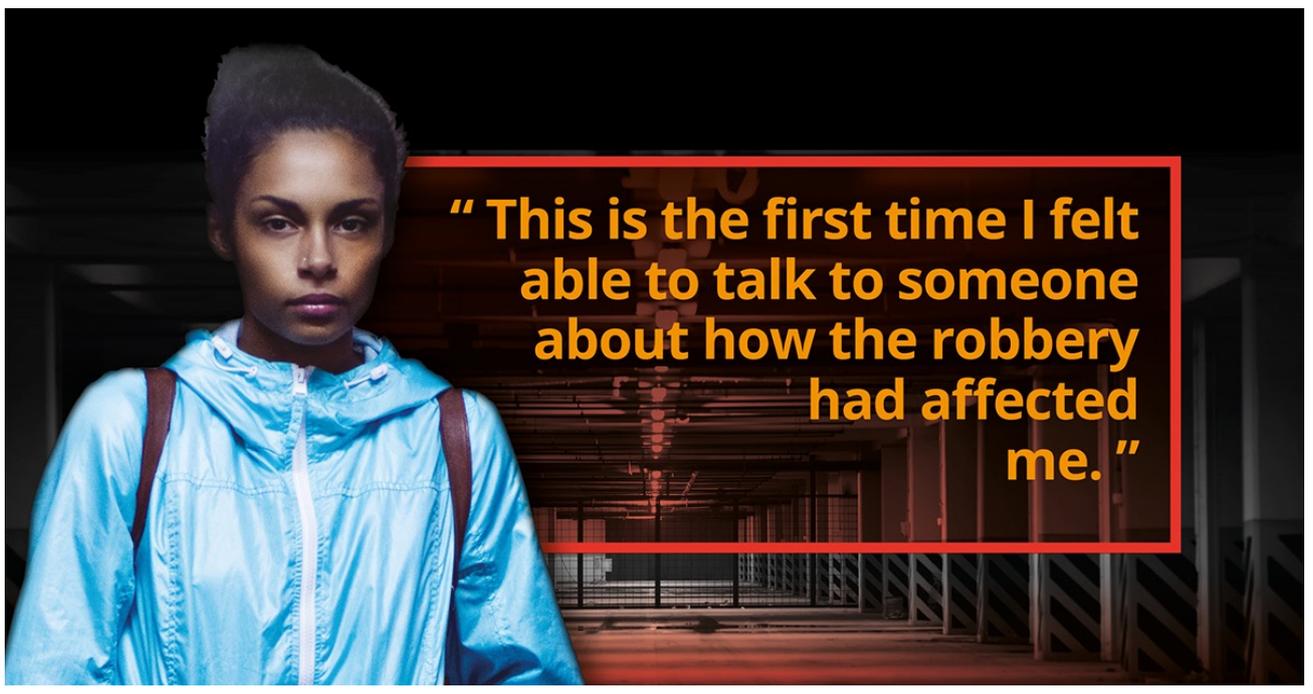
After liaising with other agencies and me and R working together, we managed to secure R a bungalow in a pleasant area.

We spoke weekly and before he said yes to the property I advised that he went and had a look around the neighbourhood first, which he did and then he said yes to the new bungalow.

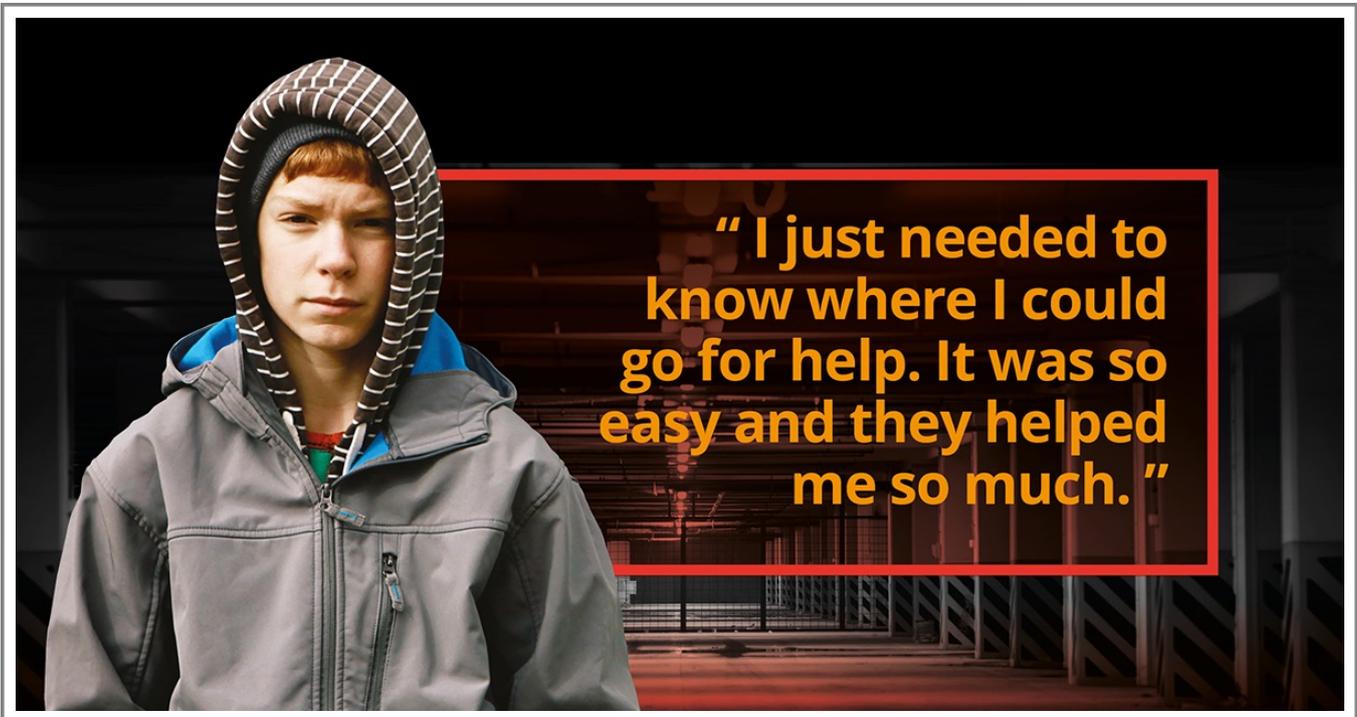
R has now moved and feels safe and happier than he has felt for many years (he was also a victim of ASB for many years)

I think this should be celebrated as even during lockdown we have still managed to give R the best support and got him his forever home, all over the phone.

PRACTIONER/S: 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 22:

DM self-referred after being given our helpline number by the police.

He is exempt from wearing a facemask and was verbally threatened by customers and shop staff in the supermarket. He is now barred from the store.

He is anxious about going out shopping .

DM was anxious about going out and worried about his partner and mother because he didn't think they would be able to cope in a similar situation.

He was given an opportunity to talk through what had happened and also to look at some possible solutions.

DM found the incident in the supermarket distressing and feels the staff were not helpful and dealt with it badly. He tried to keep calm despite being close to having a panic attack and did well to control his anxieties.

DM has some specialist scientific knowledge and holds strong views on who should and should not be wearing masks. He feels that people are complying who don't need to and would be better health wise if they didn't wear masks.

After some consideration DM made the decision to in future wear a lanyard. He hadn't been keen to do this as he felt it "labelled" him but after trying it found it much less stressful although he felt some people did react "badly" to it. He thanked me for suggesting a lanyard, although this was one of several ideas his choice does seem the most practical.

He has written to the supermarket head office to complain but now shops elsewhere.

He thanked me for the calls to check on his progress.

PRACTIONER/S: HA

Case Reflection 23:

ASB personal – support was provided to a single adult female in Ilkeston, who self-referred into the service. Ongoing ASB between neighbours who live next door to each other, leading to an assault on the SU, in her own home, by an unknown male whilst he was visiting the neighbouring property.

Emotional and practical support was provided to the SU who had lost confidence in agency support, and was struggling to maintain her management of alcohol and mental health issues, who felt that her voice was not being heard, and her concerns for her own safety were being disregarded and ignored.

The support programme primarily focussed on increasing the confidence levels of the SU, and helping her gain some self-esteem and empowerment, as she felt that she had been very unfairly and unjustly treated by other agencies. This was achieved through active listening, and providing a staged approach over a period of 6 months, of advice and guidance around other agency appeals processes, and working with her to support the outcome that she felt she needed, in order to move on from the assault.

On closing the case, the SU had regained control of her abstinence programme, and was continuing to contribute to, and be supported by on-line peer groups, and an assigned mentor. She had engaged with a new GP practice and was seeking support for her ongoing health and mental wellbeing matters. With support, she had completed two appeals for further investigation and action - on the case where an unknown male had entered her property and assaulted her without any provocation. She was pleased with the outcome of both of these appeals, one of which resulted in NFA, but with caseworker support, she was able to overcome and understand her feelings around this, and move her life forward.

PRACTIONER/S: Julie Gregory-Bateman

Case Reflection 24:

Criminal Damage – 1 person involved located in Chesterfield

Fraud

Theft

We worked on rebuilding her confidence following numerous incidents that had occurred around a similar time. We also worked on her feeling safe in her property again (liaised with Neighbourhood Watch and police) and being able to cope with what happened.

I think this work should be celebrated because the individual has grown in leaps and bounds. They now understand the offence that happened against them. My support has encouraged her to get back involved with Derbyshire Recovery to tackle her issues with alcohol and she has been doing really well with this. We worked on her self esteem and identifying her good qualities. She now has a better view of herself and how she deserves to be treated by others. I was so pleased when the IP revealed they no longer felt support was necessary as this meant she was feeling more independent and able to cope with what lies ahead (court case).

PRACTIONER/S: Kayleigh Simmonite

Case Reflection 25:

My client was referred to me as a victim of burglary. This was during lockdown so I have supported my client emotionally and practically by telephone. My clients case will be closed soon due to all needs being complete and she has moved on positively with her life.

My client identified to me that the burglary had affected her sleeping at night due to feeling frightened so I supported her to get a GP appointment and I also supported her to get a quote for cctv and security lights.

My client really struggled after the burglary and was prescribed medication to help her sleep and she is now sleeping really well and feeling less anxious at night. My client now has extra security at her house and says she feels so much better for this. What started off as 2 or 3 phone calls to my client a week is now a lot less and less frequently and we have agreed to close the case soon as she is feeling a lot more positive moving forward with her life.

PRACTIONER/S: Laura Ridley

Case Reflection 26:

C.F was referred to our services for two counts of Criminal Damage on her car. This stemmed from an on-going argument between C.F and her neighbours over Disabled Parking Bays.

Caseworker evaluated C.F's needs and recognised that there was a lack of patrols round the residential area. I liaised with Derby Homes to see if anything could be done and C.F feelings were being heard.

I identified that C.F was frustrated that tenants of the shared flats within the residential area was using disabled bays when they are not suppose too, this caused C.F to walk further then needed which did not help with her mobility problems. I contacted Derby Homes and spoke to the Area manager. I expressed to them about C.F's struggles and if patrols can happen around the areas so that disabled people are being thought of. I received an email from Derby Home Officer that they have now put in place Monthly patrols within the area and distributing tickets on cars that are parked within Disabled parking bays. These tickets are not enforceable but more of a reminder for car owners to be more considerate. I told C.F and she was happy with this as she felt like her voice was heard and hopes it will continue.

PRACTIONER/S: Leah Taylor

Case Reflection 27:

GBH with intent. Client was waiting for a taxi after night out. Two unknown males approached. One male punched client in the head three times causing him to fall unconscious and falling to the floor. Second male stomped on clients head causing uncontrolled convulsion and a second attempt was made.

Telephone support whilst client was in a mental health facility.

Home visits

Emotional support.

Talk client through court process during covid-19

Referral for RJ

Further support post court visit in coming to terms with what happened.

Client was referred as victim to an assault after a night out. Client had no recollection of what happened and was in a three day coma due to injuries (fractured skull, fractures to neck, bleed on brain).

Client had suffered with ill mental health and became dependant on alcohol. Client was later sectioned under the mental health act and stayed in hospital for four months.

Client has been diagnosed with PTSD and EUPD with psychotic episodes since being assaulted.

Client uses his own experiences to make posters and letter to put on bridges in the Derby area. Something he felt he needed since being in this position months before.

Client is now over 12 months sober and is a volunteer facilitator for Aquarius groups and hopes to gain full time employment with Aquarius. Client has recently attended court where his VIS was read and he viewed the CCTV footage of this assault. Client is processing this currently and is finding talking about it is helping.

One perpetrator was charged with GBH with intent and sentence to 5 years imprisonment. Another perpetrator was charged with GBH and was sentenced to 20 months.

Client would like to move forward with restorative justice.

PRACTIONER/S: Sophie Elsom

Case Reflection 28:

C was shot by a man who had been hanging around his property before. The man ran off and was arrested that day. C's family witnessed the shooting and it was on cctv. The injury was minor but the family were struggling to come to terms with what had happened.

Emotional support and practical advice was provided over the telephone for a year and a half. C was signposted to Criminal Injuries Compensation Authority for an injury claim and did not need support completing this application. Family support was offered but not accepted.

C was in shock for a while after the crime happened and at first wanted face to face support but then found that too stressful so accepted phone support. He struggled with the long wait following arrest where the man was being assessed for mental capacity and then coronavirus elongated the process further. He was moved between prison and mental health facility and was diagnosed with a severe long term mental health condition. C was unhappy with what he called 'the system' as the man had been charged with numerous previous violent crimes. The main area of support was allowing C to offload his feelings and by the end of support once he knew the man will be in a secure facility with no time limit he was pleased that the general public and the man himself will be safer.

PRACTIONER/S: Tanya

Case Reflection 29:

This young female was attacked on her way home from school by another pupil who had been intimidating her for a while. Perp was permanently excluded but perps friends remained in school and continued to make IP feel uncomfortable. IP's confidence was affected, and she struggled to concentrate at school.

Support was given through regular Zoom calls, working on processing emotions, managing anxiety, grounding techniques and many confidence building activities. IP initially felt uneasy about returning to school. By the end of our time together she was

IP engaged extremely well and was open about a lot of her struggles. She was able to forgive the perp for what she had done because she found out that the perp had a lot of troubles herself.

IP mum attended every session with IP and they had a really close bond. This was helpful because mum also got involved in some of the activities and they practiced some of the things they had learnt in between sessions.

IP has a close-knit friendship group. A lot of the work we did centred around IP instilling belief in herself and seeing in herself what her friends see. IP took a very mature approach to her sessions and would often say she had been looking forward to the next one.

IP learnt ways to check in with herself and practice self-care during a national lockdown. IP was really looking forward to going back to school, seeing her friends and having some routine after the lockdown. It was very rewarding working with her. Myself and her mum were very proud of her hard work.

"The service you have provided has been truly great and we are very grateful for your support."

PRACTIONER/S: Lisa Hammond

Thank you to all of our colleagues and service users

