



VictimServices

Supporting Victims of Crime

PROVIDED BY **remedi**

Volume 8

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:

1 Young girl been attacked in her local community.

We have been having sessions with the young person every week and building on her confidence and resilience.

The young person has built up a lot of trust and has now opened up a lot more about her father's criminal past which she has never been able to discuss with anyone. We are now exploring options of having a mediation type meeting with Dad to repair the relationships. Young person now believes her trouble with peers and building/maintaining friendships stems from her relationship with Dad, which she says she would never have realised without undertaking our support.

PRACTIONER/S: Terrienne Quigley

Case Reflection 2:

Bullying and naked photo being shared online.

The young person was too scared to talk to me at first, after a few conversations with her mum and the YP and building of rapport and trust, she began to engage with me. We completed sessions weekly over the phone and video call.

When the YP started to engage with me she said that she rarely leaves the house, due to the bullying having had such a detrimental impact on her self-confidence and overall happiness. We began to speak every week and then the YP informed me she has been taking her dogs for walk as she feels her confidence has improved with the support. YP said she is also getting dressed for the first time as she normally just stays in her pyjamas as she is so unhappy with her body.

PRACTIONER/S: Terrienne Quigley

Case Reflection 3:

Young person witnessed DV in the house from her Dad to mum, she no longer has contact with Dad.

We have been having weekly sessions working on learning triggers, as the young person feels anger, once we broke this down it is because she is overwhelmed.

When a young person says they feel angry and they don't know why, sometimes it's about breaking it down and stripping it back so that it is easier to understand why they are angry. This helps the young person realise they are not a 'bad person' but there are reasons why they are feeling overwhelmed.

This is the work that has been completed with this YP, with them engaging really well with me and openly talking about the impact of the DV on them. They have been extremely appreciative of the support provided, and like having someone outside the family to talk to on a regular basis.

PRACTIONER/S: Terrienne Quigley

Case Reflection 4:

Criminal Damage whereby a vehicle belonging to the young person's family was damaged by two unknown individuals. Similar incidences had occurred to other people within the area also. This caused alarm to the young person regarding their safety at home.

KW rang and spoke with the young person through Whatsapp video calls due to COVID restrictions not allowing face to face support. KW worked with the young individual to encourage and support them in feeling safer at home.

KW and the support with the young person largely focused upon feeling safe within the family home and being able to cope with the anxiety with what happened. Whatsapp video calls were set up weekly. Within these calls, KW encouraged IP to draw the house and to comment on each room and how safe they feel out of 10 (10 being not safe at all). Initially, the young person felt rather unsafe in several areas of the home, especially at the front and would describe feeling 8/9 out of 10 (rather unsafe).

Weekly, KW and the young person would discuss how the previous week has been and discuss their safety for different areas within the house. Through supporting this individual in encouraging them to talk to their family about their safety, and developing coping strategies, the young person began to feel safer.

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 feel safer, and also talk about further worries in the young persons life.

PRACTIONER/S: Kyra Wardle

Case Reflection 5:

This young male was assaulted by a friend after being set up by his friendship group. The police told perp to stay away from IP and said perp would attend a workshop. IP was then intimidated via social media by the group leaving him feeling very low, confused, and angry.

We worked on processing feelings, anger management and coping strategies. There was a period where IP felt suicidal, and actions were taken to safeguard him. By the end of the support IP was looking forward to his future and felt that he had recovered from what had happened.

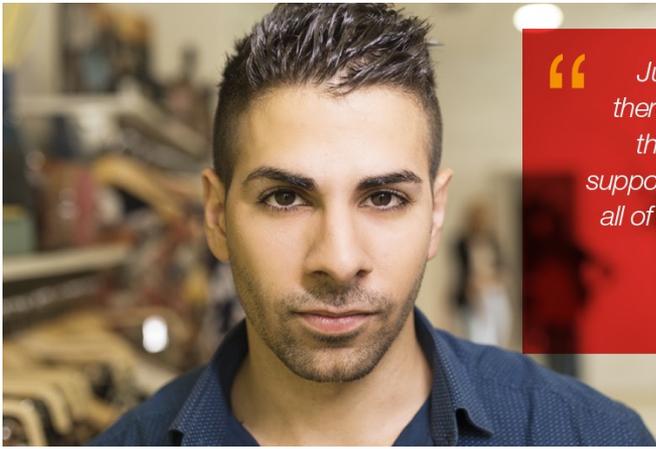
IP engaged really well and said that talking through things had helped him to understand what had happened. He was able to see that his friend had been a burden for some time and that they no longer shared the same values.

Not only was IP trying to understand the incident, but he was also grieving a friendship. We worked through different stages in his recovery such as confusion, shame, anger and upset. We did this through talking and through practical activities in a creative way.

When IP was at his worst, he began to open up about his suicidal thoughts and I supported him and his mum to help him get the right support. IP mum was very thankful for this and wrote into the service to show her appreciation. IP was also encouraged to continue reporting incidents of harassment to the police, he was uneasy about this to begin with but end up reporting.

IP had a strong idea of what he wanted to get from life. By the end of our support IP believed in himself and knew that he was a good person, which is something he doubted at the start.

PRACTITIONER/S: Lisa Hammond



“ 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:

Violence without injury whereby the young person overheard a threatening conversation to a close family member and felt unsafe in the home. This caused alarm and distress to the young person whereby they would often have nightmares throughout the night.

KW and the young person spoke through WhatsApp video calls due to COVID restrictions. KW and the young person discussed dreams and nightmares. KW worked with the young individual to encourage the young person to feel safer in the home and to develop trust in authorities to keep them safe.

KW's support with the young person largely focused upon reducing the nightmares as a result of what had happened. This encompassed encouraging the young person to feel safe within the home, think positively and develop trust in authorities. Weekly WhatsApp video calls were set up so that the young person was able to engage with support.

At first the young person was having several nightmares each night, with the lights on and not sleeping throughout the night. KW and IP initially discussed nightmares that IP was having through drawing and understanding the anxieties behind these nightmares. Following this, KW and IP completed several activities to encourage positive thinking and safety. These consisted of drawing anything that made the young person feel happy throughout the week and sharing these in the WhatsApp video calls, alongside others.

Over time, the young person was not having regular nightmares and found themselves drawing happy, positive dreams. The support provided was over a period of time and varied each week. The young person began to feel much safer in the home, didn't think about what had happened anymore and was able to sleep throughout the night again.

PRACTIONER/S: Kyra Wardle

Case Reflection 7:

J, a young male, was subject to racial abuse and threats to life from other students at his school. J and his family were terrified to leave the house, J had long periods of time off school and there was a lot of emotional distress following the persistent threats.

- Communication with school to help voice the needs of J
- Support was provided to other family members that were struggling
- Communication with the Police
- Regular virtual sessions with J to help him understand his experience
- Ensured J was informed of the severity of hate crime, importance of reporting and legalities

In the beginning J had gone inside himself. He didn't see the point in anything and was confused about his thoughts and feelings.

Communication with school from myself and J's mum, who was also being supported by our service, meant that school could understand J's needs as he couldn't express them himself to begin with.

Eventually he began to let people in and together we highlighted his interests, qualities, and things that he values and respects. Eventually J was able to see all the great things in himself and this was largely due to the amount of time we spent together uncovering layers and listening.

There were ongoing issues with his friendship group where they would say things that they thought were funny which were actually triggering for J. I helped him to understand the roots of those triggers and to communicate those to his friends.

J has a much better understanding of hate crime, the importance of reporting and the seriousness of it. He settled back into school, has a girlfriend and is making new friends.

“When I have a small problem, it feels like a big one and it feels better when I talk to you about it.”

PRACTITIONER/S: Lisa Hammond

Case Reflection 8:

Robbery of Personal Property and Assault. The young person was approached in their local area whereby they were robbed of personal possessions and assaulted.

KW and the young person spoke weekly and fortnightly through phone calls due to COVID restrictions. The support focused on empowering the young person to feel confident and safe in the local area again, and to return to school safely.

KW's support with the young person encompassed both emotional and practical support to encourage the young person to recover from injuries sustained, feel confident and comfortable in the local area, and provide information for other services and legal proceedings of a court process.

Initially the young person did not feel confident or safe in the local area and therefore prevented themselves from doing what they would like to do. KW's emotional support focused upon talking through worries and anxieties and developing strategies for these. Practical support was offered whereby the young person was signposted to a safety app (Hollie Guard). This safety feature encouraged and empowered the young person, and their parents, to feel safer so they began meeting with their friends in the local area more often.

Once the young person's injuries had begun to heal, KW provided practical support in helping the young person begin a transitional phase in returning to school. KW and IP produced a support plan together so that they felt safe and healthy in their return to school.

PRACTIONER/S: Kyra Wardle

Case Reflection 9:

Young female was assaulted in an unprovoked attack by a girl that has targeted her in the past. 3 years ago the offender poured a drink over the young person and pulled her hair. This time, the young person had significant injuries and needed hospital treatment.

Emotional support has been provided by GYB via telephone calls. Practical support is on-going; the young person has been given a personal alarm to help her feel safer in the community and a safety plan was done. Explained about the CICA scheme and how the youth panel works.

This case is on-going but a great example of teamwork with DVS/ GYB and the Derbyshire RJ team. LR kindly helped out the GYB team and took on the case on top of her DVS case load. She has been providing emotional and practical support both over the telephone and face to face. Whilst LR was off work, SW helped the young person do a victim impact statement so that the youth panel could hear how the crime has impacted her and her family. LE helped support the young person by informing her of the possible outcomes at the youth panel and clarified details with Mike Oxley (DCC). SW and LE helped the young person and her mum feel more comfortable and informed with this information and LE explained that she sits on the youth panel and will push for this case to go to court. SW offered to do a further check in call with the young person should LR not be back at work on the day of the panel hearing.

PRACTIONER/S: Laura Ridley, Sophie Wager, Laura Esty

Case Reflection 10:

SU was attacked by a neighbour with a wrench during an argument. He was left with injuries to his head and back which have left him physically struggling while he recovers.

I provided regular emotional check in calls to SU, where we talked a lot about the SUs emotions, and struggles with feeling safe. I supported him with various communications following the offence such as compensations claims, court dates and speaking to the police.

SU has a keen interest cycling but has not been able to ride his bike since the attack. We talked about other forms of exercise that SU could do while he recovered and not pressuring himself to run before he could walk. I supported him with talking to the police when the offender returned to the address to intimidate SU, and was able to help him get reassurance that he was safe. Encouraged SU to speak to the owner of next doors property about the offence and he was able to find out the offender had been evicted which gave him some reassurance. I encouraged SU to focus on taking a positive step each day, whether this be a walk to the shop, or to have a brew in his garden, each of these things would push his confidence and allow him to start taking his life back.

PRACTIONER/S: Charlie Hamilton Kay

Case Reflection 11:

Witness intimidation. IP lives with partner and 2 year old daughter. 2 perps in case live either side of the IP. Indirect threats made as court case approaches

Emotional support & contact housing provider regarding there need to move. It became clear IP was so worked up and overwhelmed with emotion he had not explained the depth of situation to them. Once this was clear to them within 24 hrs a management move was approved.

Within 24 hours of DVS support the IP needs were met. Ongoing emotional support will continue to be provided to the IP until the move is complete. However just by talking to DVS and them communicating to housing on there behalf any confusion was resolved and a property move was secured ensuring the families future safety.

PRACTIONER/S: DF

Case Reflection 12:

Assault - ABH/Common Victim is released from prison, makes his way into Derby city centre and meets friends, he collapses in the street and needs medical help to come round, reports being injected with drugs and having property stolen

Upon speaking with K it became apparent that he was homeless and the shelter he had been in before his prison stay had disposed of his property, leaving him no clothes and someone had taken his bank card and pin and stolen his last bit of money.

The first thing we needed to do was help K with his finances so I got him an appointment at the council finance hub.

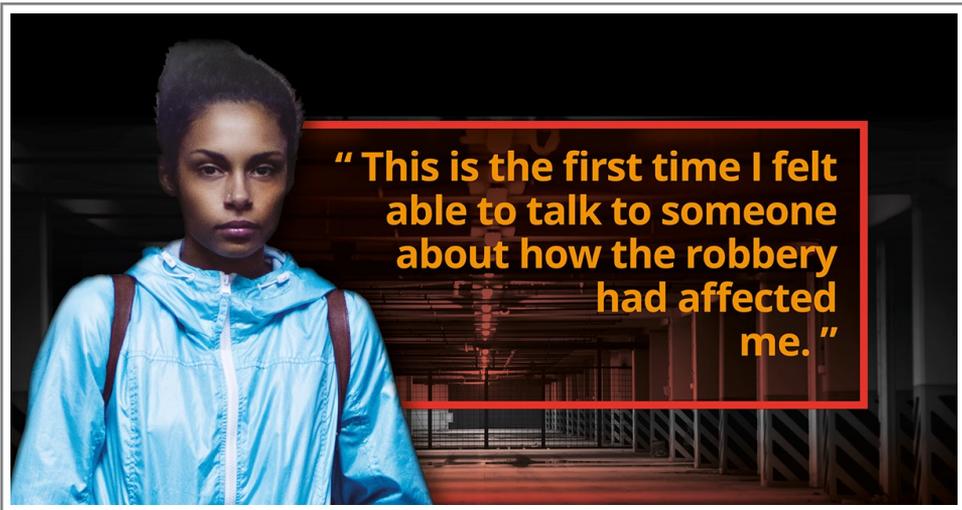
I then contacted the local food bank and ensured that K could get vouchers so he could eat.

We then needed to get him housed. K was very good at doing what he needed to do with guidance and the correct information on who to contact.

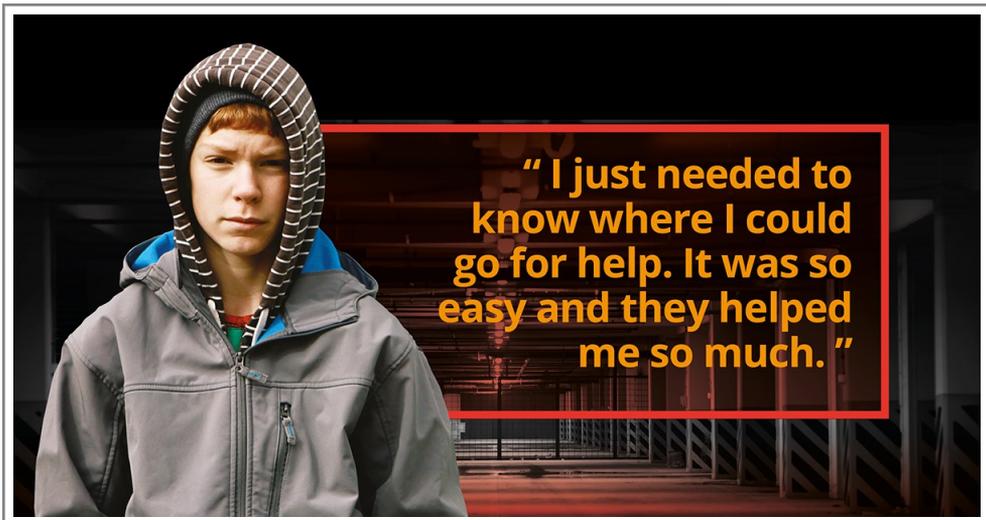
On one occasion I called IP and he was in a panic as he had an appointment with housing but he had got lost. So I pulled up google maps and with some difficulty of understanding where he actually was I managed to navigate him to the right street, however I could not find the building he needed to be in. I then put K on hold whilst I called the housing agency and explained the situation and they went out onto the front to try and find him, which they did! He was then offered accommodation.

IP felt that he was finally being listened to and helped and no longer required our services but he made me proud of how far he had come.

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 13:

DVS- 46259- A Police referral for harassment – on three occasions whilst on the local bus an unknown male verbally abuses and stares causing alarm and distress.

J- a lady in her 60's lives alone, is very anxious and doesn't have support locally.

Initially we started talking about the incidents on the bus but it was soon apparent that this wasn't J's main issue.

Her anxieties go back several years to when her daughter was sexually abused . The abuser is now out of prison and lives not far away.

J told me that going shopping in another town by the bus was the only way she would go out, she was too anxious to go out locally. She took medication to help her but was running out of tablets and was too anxious to go the surgery.

I spoke to the doctors who checked their records and realised she had "slipped under the radar". They arranged for fortnightly calls and prescriptions to be delivered.

The next call she talked openly about her anxieties, attempts to put on a brave face and her children's suicide attempts and fears they would one day succeed. She agreed to counselling and a referral was made to Trent PTS.

Trent contacted her quickly with an appointment and I was able to close the case, leaving her with our number. The following feedback was received:

Thank you for getting me the help I needed. You have a kind voice and it gave me the confidence to be honest and tell you how I felt- I've never told anyone before. I've got my first counselling appointment next week and I think it's because you got the ball rolling. Thank you for being so kind.

PRACTIONER/S: HA

Case Reflection 14:

ASB personal – emotional and practical support provided to a single adult female, 81 yrs, who was referred into the service by the social housing provider supporting the perpetrator. She was the victim of continual targeted ASB from this immediate neighbour, leading to a suicide attempt and severe depression.

Intense emotional support was given over a period of 10 months, including signposting to professional counselling and peer support groups. The caseworker arranged a multi- agency meeting and supported the client to present her concerns to the referring agency, and the police, and worked to support her wished for outcome.

The SU owned her own home and had lost confidence in the referring agency as her constant reporting of ASB regarding their tenant was being met with neither empathy or action. She felt that her voice was not being heard, and concerns for her safety were being ignored.

From being a healthy, socially active and outgoing individual, the powerful impact of the ASB had reduced the SU to living in fear for her life, trying to cope with high levels of anxiety and stress on a daily basis, leading to a suicide attempt and having to be temporarily rehomed, by weekly moves between other family members.

The caseworker worked with the SU to build confidence and coping mechanisms, whilst supporting the communications with all agencies, culminating in the SU being able to voice her concerns in person, and challenging the lack of accountability, support, and missed actions that could have been taken to ensure her safety and wellbeing.

The outcome of the case: the SU was offered the chance to sell her property to the referring agency and offered support to be rehomed either in their own stock, or assisted financially if considering private rented and/or owned accommodations going forward.

PRACTIONER/S: Julie Gregory-Bateman

Case Reflection 15:

Assault-GBH: Victim hit on the head with a glass bottle and hand bitten by known offender (next door neighbour/friend). Based in Ripley.

We worked on the victim feeling more safe/secure/informed and able to cope. I made sure she was supported during the court process and kept informed the whole time. I got her safety devices for her home. I also informed her of her CICA eligibility.

This work was really rewarding as I could see over the months how the victim was recovering more and trying to get over the trauma of what happened. I helped her through the complex nature of having a close friend commit an assault against her, whilst helping her feel safe within her home given that he lived next door. Whilst Restorative Justice was not chosen in the end, we did explore it and it may be something that is revisited in the future to help the friendship heal. The victim seemed very grateful to have such consistent care throughout her experience and I think this helped her feel more able to cope with it all.

PRACTIONER/S: Kayleigh Simmonite

Case Reflection 16:

My client made a self referral to the service after becoming the victim of criminal damage. Unfortunately the police had never attended the incident so my client referred herself to our service to ease the stress and pressure, whilst receiving some emotional and practical support from me.

My client identified to me that she felt let down by the police and wanted to make a complaint to them. I supported my client to do this and when nothing came of the complaint we escalated this but unfortunately it went no further. I also supported my client emotionally.

My client really struggled after the criminal damage to her windows and campervan and she felt very low when the police complaint went no further. After months of emotional and practical support she now feels a lot more positive. Whilst my client is not happy with the end result regarding the complaint, she does feel like she is moving on positively in the life now. My client thought she would always need support but after identifying her needs and now completing these needs, the case is now being closed.

PRACTIONER/S: Laura Ridley

Case Reflection 17:

T.L was referred to Derbyshire Victim Services for harassment. She was receiving letters through the post of threatening nature and Police are investigating who is sending them.

Caseworker evaluated T.L's needs and recognised that she did not feel safe within her home as the Offender was sending the letters using Royal Mail, so they knew T.L's address. The fear of being home alone was not good for T.L's mental health and feeling of safety.

I came up with ideas for my client to stop seeing the letters. Request them to go to another address and her friend sends them to police, I thought best not to see them at all for her own peace of mind but T.L did not like this idea. I also suggested to make her home more secure to make her feel extra safe but financially T.L could not do this. I emailed the local SNT within the area and asked if it was possible to donate some alarms or anything to make T.L home safe. The local SNT said they would be happy to help and went to the house and gave T.L window alarms, a motion sensor alarm, personal alarm and door alarm, all which were free. This has given T.L that extra feeling of safety within the home.

PRACTIONER/S: Leah Taylor

Case Reflection 18:

GBH with intent. Client was in own home when a gang of males attended his home and stabbed him in the face. Clients partner was also assaulted by strangulation. Perps charged with GBH with intent and assault by battery. Currently waiting for court outcome October 2021.

Face to face support in clients

Emotional support

Support with applying for PIP

Support with applying for benefits

Support applying for CICA

Support with housing

Support with MH (referrals to Trent PTS)

Support regarding inadequate housing (damp)

Client was referred in 2019 after an assault took place in his home. Client moved in to his fathers home temporarily as did not want to return to the property. Client and partner became homeless as his dad had sold his house. Put client in touch with a senior homelessness advisor in Derby city council. Client was put in a hotel until a flat became available. In this time face to face visits took place where I filled out online forms for benefits, CICA, PIP etc for client due to him not having access to a laptop to do so. Client is now living in his own flat with his partner and their first child. Support is no longer needed, however will make contact with client in September where he will require support in court in October.

PRACTIONER/S: Sophie Elsom

Case Reflection 19:

R reported to the police that items such as teddies had been stolen from her baby daughter's grave. She was referred to DVS.

Emotional support and practical advice was provided over the telephone and face to face visits. Help referring into a bereavement counselling service was also provided.

R talked about how her baby had died six years ago and it had upset her when items had gone missing from her grave. Her daughter had severe disabilities and was undergoing operations in her few weeks of life. The recent crimes at the cemetery had impacted her by bringing back all those feelings of loss.

We talked about the impact of the thefts and the feelings of loss that resurfaced. She said she didn't want it to affect how often she went to the grave and we discussed her going there with a friend or mum. R also thought taking a photo so she could ascertain if any had been taken. We talked about having a special place within her home with photos and memorable items where she could celebrate her baby's life. I advised her to report any losses to the police as there may be ongoing problems in the cemetery which the police will identify.

I also supported her to access bereavement counselling.

"Thank you for coming and talking to me and giving me the phone numbers. It is good to know you are there if I need you again."

PRACTIONER/S: Tanya

Case Reflection 20:

ASB from the neighbour living upstairs including dog faeces smeared on the clients window and a target of verbal abuse as the perp uses the IP size and disability to personally verbally attack her.

Emotional support has been provided to the IP ongoing. Multi agency work with the housing provider has been key with this case to emphasise the desperate need of this individual because of the level of abuse and the impact it is having on the client.

The client felt alone before DVS and has never been more grateful for regular phone calls and to have someone to talk too. The process for a CPW can take time and gathering evidence can also take time so emotional support was key in helping this client feel like she is not alone and also like she is being heard. I also feel the positive approach to multi agency working with the housing provider meant the partner agency also felt supported knowing they could focus on the CPW process why we provided the emotional support. Multi agency working has been important to ensure the IP is getting support whilst processes are put in place so further action can be taken as some times these processes can take time. The case is ongoing but a CPW will be issued to the perp for her behaviour however support is now also going to be put in place for the perp as it has become clear she has her own mental health needs to. Hopefully this will lead to two people getting the help and support they need to improve their standard of life.

PRACTIONER/S: DF

Thank you to all of our colleagues and service users

