



VictimServices

Supporting Victims of Crime

PROVIDED BY **remedi**

Volume 9

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:

K came through to us for harassment however wanted support as her brother has been murdered and she was going through the trial at the time of speaking to her.

Upon speaking with K it was apparent that she was struggling with a lot of things that had happened in her life. Her brother has been murdered, her children are in care at present and she is the survivor of sexual violence.

The first thing we did was identify K's needs and she was really struggling with grief. So we went through the grief cycle together and this helped her to make sense of her feelings. We then referred her into a grief counselling service.

We also had to address K's anger at the justice system when the offender of her brothers murder did not get long enough jail time in her eyes. Again I encouraged her to let those feelings out and let her get it off her chest until she accepted that her anger was not going to change the outcome and she became focused on getting herself better.

We then spoke about how the sexual violence and K agreed that I could refer her onto a specialist service to get the correct support for that.

We spoke about her children a lot and K knows that she may not get her children back into her care but she is still hopeful. On her low days I encouraged her to speak to mental health specialists and ensured she was given the correct numbers to call.

K was encouraged at all times to ask for help when needing it.

PRACTIONER/S: Hayley Rice

Case Reflection 2:

V is the victim of damage when cars parked on driveway are sprayed with blue and black spray paint. The words Paedo and Nonce are sprayed onto the side of her car

Neighbours identify the offender as boyfriend of V's son's ex girlfriend .

Because the offender(s) came back a second night V was particularly anxious about further damage to her property. She was also concerned that the graffiti might incite others to damage or cause injury to her family.

She felt the police weren't doing enough and wanted assistance liaising with them.

V was very anxious initially, wasn't sleeping , waiting for them to come back, and didn't know what to do . She was worried about her family, her son sitting up at night watching, another wouldn't stay because he didn't want his car damaged and her daughter was staying with friends. Emotional support by phone was offered.

I tried to contact the officer in the case on several occasions but she didn't get back to me however she did update V. She had spoken to a few of the neighbours who had all given the same name but none of them would make a statement. They believed he had taken the paint from work so are speaking to his employers about whether they will make a complaint for theft.

V said she didn't know what to expect next- the lad kept riding his bike past the house and was spreading rumours about her son.

On my last phone call V said that there had been no further damage, - he still rides up and down but they are getting better at ignoring him. She hoped things stayed calm and didn't need further support.

PRACTIONER/S: HA

Case Reflection 3:

ASB crime – emotional and practical support provided to a single adult female, 67 yrs, who was referred into the service by the police. She was the victim of targeted ASB from the immediate neighbours, which involved frequent noise nuisance from loud music, and verbal abuse on sight.

Focused emotional support was given over a period of approx. 2 months, including regular weekly calls to assess and address the impacts of the ASB. The practical support element involved signposting for professional counselling, the local Community Safety Partnership, the council rehoming advisory team, and a review with her GP.

The SU owned her own home and had been suffering from ASB for 3 years, since the neighbours took up residency. She had tried to approach them herself to politely ask if they would consider reducing the noise levels, but this was met with ridicule, threats of criminal damage to her property, and ongoing verbal abuse. She had made a decision that due to the ASB, and increasing health concerns, she wanted to move into social housing in an area close to her daughter.

The caseworker worked with the SU to provide a listening ear around all of her concerns, and to give reassurance that we would work together to achieve a positive way forward, which would allow her to be confident in managing and achieving her wished for outcome. The SU was introduced to additional and appropriate support agencies which were available to her, and she was assisted in the initial communication process.

The outcome of the case: the SU was offered free professional counselling within 4 weeks of the referral into DVS. She has been supported to complete an application for social housing, and is being supported at home with adaptations from occupational health and social care services.

PRACTITIONER/S: Julie Gregory-Bateman

Case Reflection 4:

Malicious Communications online against the family – 1 member supported – based in Chesterfield, Derbyshire.

Emotional Support

Built on Self Confidence

Help with registering for housing in a different area.

Appeal against housing decision which was won!

I am very proud of this piece of work because a real bond was built with the family when they realised that I was passing no judgement on their situation and genuinely wanted to help them move forward. Other agencies had not offered much assistance so when I stepped in to help them with their goal of moving they were extremely grateful. The family wanted to move to a completely different county to get away from the harassment and history in Derbyshire. This is something which is extremely difficult to do if you do not have local connections. Therefore, initially they were declined being able to register. However, I appealed this and got the decision overturned! We were all so shocked. Now the IP is looking forward to the future and making progress. The change I saw in his self-confidence was incredible.

PRACTIONER/S: Kayleigh Simmonite

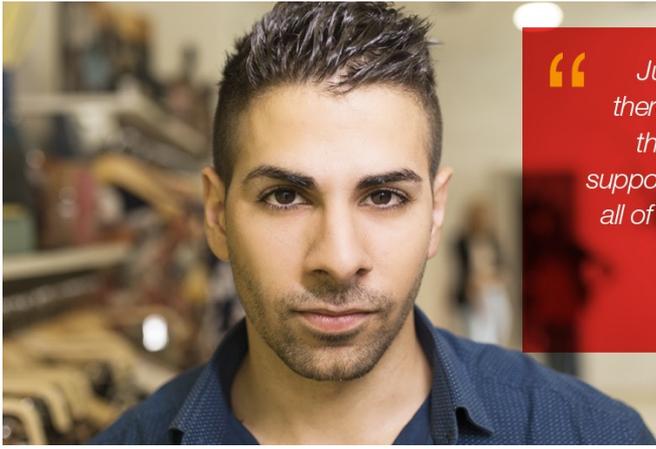
Case Reflection 5:

My client was referred to me as a burglary victim. My client lives alone and so struggled for a short while after the burglary. We completed a needs assessment and identified needs of counselling and extra security to be fitted at the property.

I supported my client in making a referral to Talking Mental Health Derbyshire and also helped her find a company to fit cameras and security lights. Both these needs were carried out in the space of a couple of months and my client started to feel a lot more positive.

My client really struggled after the burglary but with her great engagement with counselling sessions and some extra medication from her GP she started to move on with her life a lot more positively. My client also discussed all options of extra security with the company who fitted them and she said she has felt so much safer since having 2 cctv cameras and 2 security lights fitted. My client engaged really well with her support from me and I have recently closed the case due to all needs being completed and my client feeling so much more positive.

PRACTIONER/S: Laura Ridley



“ 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:

Whilst on Triage Call List I got speaking to the guardian of a GYB client. We got talking in regards to how R is feeling and mentions of Sexual Offences happened in the past. From what I could gather R has got PTSD from what has happened in the past. The offender of the theft is the same as the Sexual Offences.

I identified the needs and the main needs were recovering from the sexual offences. I called SV2 to ask how they can help R They suggested the therapy for 0-13 victims. I filled in the form with help from Guardian.

I think it should be celebrated because R seems to of suffered a lot from Sexual Offences in the past. I really believe SV2 will provide the service that R needs to recover. I think it will benefit Guardian of R too because her worries and stresses were surrounding R needs.

PRACTIONER/S: Leah Taylor

Case Reflection 7:

P was referred by the police following an incident where he intervened to help a young person in an altercation and ended up getting stabbed himself.

Emotional support and practical advice was provided over the telephone and face to face visits. Help referring into a counselling service was also provided together with housing, homelessness and debt advice services.

Support took place over many years as the crime had a huge impact on P's life resulting in relationship breakdown, loss of employment and homelessness. At times P was extremely depressed and suicidal. Emotional support was provided along with safeguarding when needed. Intense multi-agency working to place with the Homelessness department and counselling services to help secure a place to live after a period of sofa surfing and living on the streets. Once this was secured the emotional support shifted to building up confidence being back in crowds and ultimately a return to work. Practical support liaising with Police and CICA to secure some compensation was also provided.

At the end of support P stressed how thankful he was for Victim services consistent support during the difficult period in his life. He said if it wasn't for our service he didn't know what would have happened to him. He now has a place to live and a job and is slowly putting the crime and its' impact behind him.

PRACTIONER/S: Tanya

Case Reflection 8:

Mr X has been suffering from ongoing noise nuisance and verbal abuse for over a year and Mr X has been victim of a physical assault from the neighbour. This means they have had bad anxiety and not been able to sleep causing negative impact on their mental health.

- Referral completed for Mrs X to ensure she gets the support she needs to.

- Fortnightly emotional support calls for Mr and Mrs X

- Liaising with housing provider to ensure they receive regular updates they need to feel action is being taken.

- Support with getting police updates

Mrs X did not recognise her need for support initially but after one call realised she too needed support following what happened to her husband, now she feels more able to support her husband as she has someone to support her. Fortnightly emotional calls meant that they both had someone to offload to but also to empower them with the knowledge and the strength they needed to report incidents to the correct agencies or police to strengthen their case for the need of action to be taken. The initial call with both were very negative and emotional but now there is a sound of happiness in their voices once again. Action has now been taken against the perpetrators and now Mr and Mrs X are both able to sleep peacefully at night allowing them to return to work and also feel safe and comfortable in their own home once again. The feeling of being ignored or forgotten about has now gone and they can see the positive change in outcome thanks to the support from DVS and the multi-agency work that took place resulting in the perpetrator being relocated away from them. They can now live their lives in peace.

PRACTITIONER/S: Daryl Foran

Case Reflection 9:

Stalking – Stranger was stalking G for a number of weeks before getting referred to us.

G felt extremely vulnerable and did not know what help was available to her and needed someone to emotionally support her.

G was terrified of this person who was following her and looking into her windows. G felt unsafe and unsupported. I was there for her to be able to off load her feelings and thoughts to but we worked together to find out her needs.

I encouraged G to first of all make sure her home was safe, making sure her doors and windows were secure at all times even when indoors. I encouraged G to download the Hollie Guard app – this was done and G immediately felt safer.

G was encouraged to contact the police on all occasions she saw the perp even if she felt it would not be listened to.

I signposted G to the Suzy Lamplugh trust and also the National Stalking helpline.

G had missed deadlines at uni due to the stress so I wrote a letter of support to inform them of what had been happening and the stress that G had endured and this helped G get extensions on her work.

G eventually moved house and immediately felt safe as she was out of area so support was no longer required as the police were not taking the case any further.

PRACTIONER/S: Hayley Rice

Case Reflection 10:

Mrs H (aged 50) lives alone and has MS. Police referral states that on 11th June whilst she is on the phone to her daughter, daughter's boyfriend shouts abuse including calling her a bitch and saying she needs to die and threatening to go round and set her on fire.

Mrs H did not feel safe at home as she was vulnerable and the offender knew where she lived. A personal alarm was provided and attempts made to discuss her fears with the police. Emotional support was provided by phone rather than face to face due to covid.

Mrs H was very scared. She said the offender is capable of anything. She isn't confident the police understand and tried to tell them he had threatened her friend but they didn't seem interested- Her friend was scared and dropped the case but she was more determined. I made efforts to speak to the officer as I had also supported the other victim but no one got back to me. In December the police closed the case due to insufficient evidence.

She believes her daughter's relationship to be abusive. She can't understand why her daughter still sticks by him and believes every word he say.

An alarm was provided and her brother stayed with her and she didn't go out alone. She had made a suicide attempt in the past and keeps in touch with the doctors. They are unable to provide further medication.

She can't easily change her number and anonymous texts continued but although nasty they don't actually threaten. She appreciated my calls but accepted that at present there was little I could do to improve the situation and agreed I could close the case and she would contact us if there were further developments.

PRACTIONER/S: Hilary Allwright

Case Reflection 11:

ASB personal – emotional and practical support provided to Mr and Mrs X who self-referred into the service. They were the victims of targeted ASB from a large family, housed next door to each other in Derbyshire, involving noise nuisance (banging on walls), verbal abuse, nasty letters and damage to property.

- Focused emotional support was given over a period of approx. 7 months, including regular calls to assess and address the impacts of the ASB.
- The practical element involved signposting for wider ASB support and working with the housing provider to share information and provide updates on actions to the clients.

My clients purchased their first home together and invested heavily in internal and external renovations. Next door is social housing accommodation in which a family of nine were placed and initial incidents of low-level ASB were recorded and reported back to the housing provider. The complainants were disclosed to the neighbouring family and the ASB escalated as a result of this to a more targeted and complex regime of ASB, which led to the clients having to move out of their property, seek temporary accommodation, and eventually sell their home.

The caseworker worked with the clients to provide a listening ear around all of their concerns, and to give reassurance that we would work together to achieve a positive way forward. The caseworker focused on building confidence and resilience whilst the clients were both furloughed during the Covid lockdown and battling to get action taken against the ASB by the appropriate agencies.

The outcome of the case: the clients were fully supported through their emotional turmoil and practical challenges with the social housing provider, through to the sale of their own property. This has empowered the couple who are now able to move on with their lives and be happy.

PRACTITIONER/S: Julie Gregory-Bateman

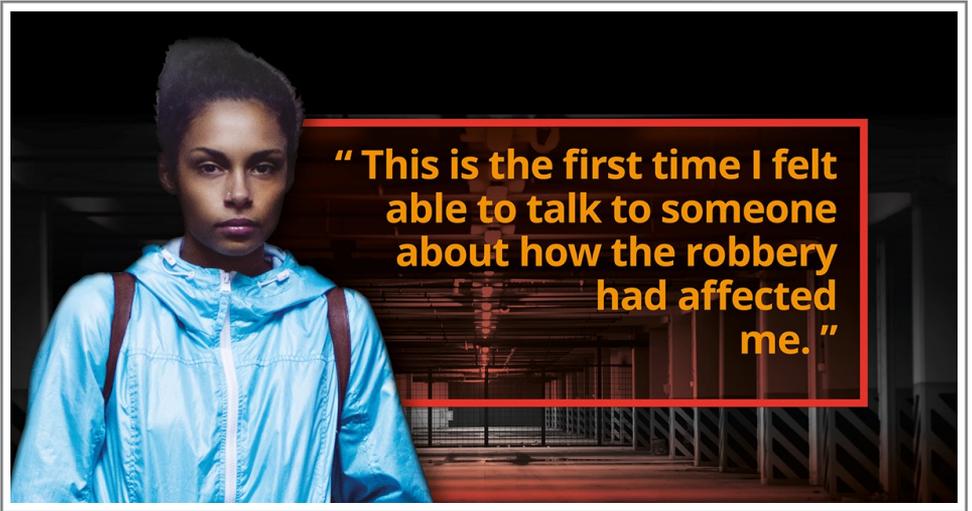
Case Reflection 12:

Anti-Social Behaviour – Noise Nuisance – Domestic rows, banging, parties during the pandemic etc. This all led to a verbal abuse incident at IP's place of work. Resulted in sleepless nights and a decline in mental wellbeing. Support for mum and daughter. Located in Derbyshire

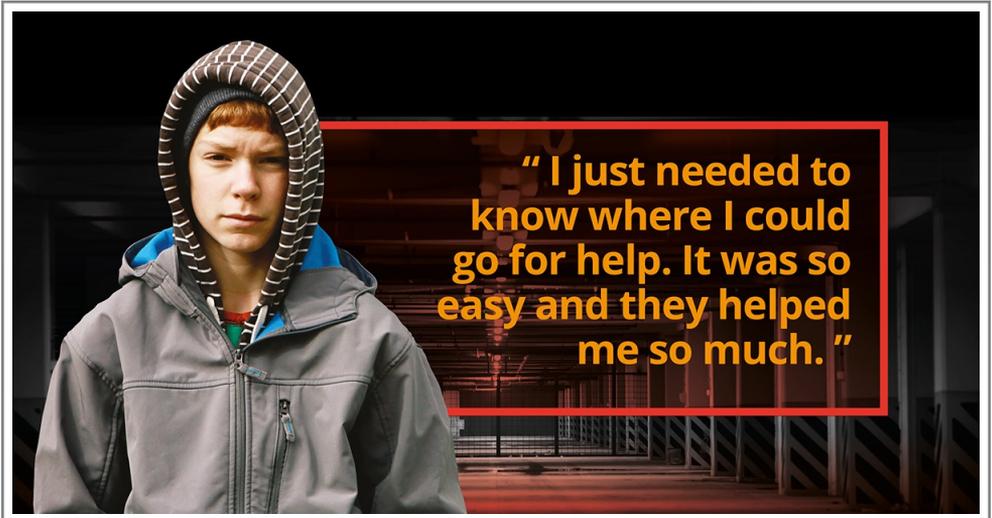
- Emotional support
- Coping mechanisms discussed
- Liaising with housing provider & improving communication between IP and housing
- Liaising with local PCSO (referrer)
- Housing support letter written up to evidence need to move

This case is a prime example of where our emotional support is really valued. ASB is really hard for victims to cope with and just by offering a listening ear, the individuals were able to process what was happening to them, work out how to move forward and know that somebody is there supporting them. Whilst I was unable to actively get them moved as that sits with the housing provider, the IP recognised that I had done all I could for them both and was advocating for them all the way. They get closer to being re-housed each week and thanked me for being there in the meantime to offload to. The ASB still exists on and off weekly, but they now cope much better with it and choose to take themselves away from the situation, rather than feeling trapped in their home. They have made a lot of progress over the months. They were very appreciative of our service and my support, finding that regular offloads allowed them to feel heard and feel able to cope.

PRACTITIONER/S: Kayleigh Simmonite



“ 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:

Following on from a verbal altercation my Client became a victim of Assault. My Client was injured badly and now has lost full movement in his right arm. Client was sofa surfing at a friend's house who offered to look after him until my Client became less dependent on others.

As said previously my Client was sofa surfing at friend's house, this was a short term offer that turned into long haul due to Lockdown. Although during lockdown it had its advantages of my Client not being alone, My Client would speak often of the future and about permeant accommodation.

My Client suffers from high anxiety especially when talking over the telephone to people he does not know personally. Our phone calls became longer within time, as I feel trust was built. My Client often spoke about how he is grateful towards his friends letting him stay at their house but was developing feelings that he was being a burden, especially when his friends had two small children. My Client and I spoke about finding his own place. Our plan of action was to wait until after Christmas and fill in forms for Social Housing. My Client had no access to computer so therefore I booked in a 2 hour call to my Client and help him fill in the Housing Forms.

Months had passed and my Client heard nothing from the Home Options Team. I chased up the referral form by calling the organisation. During my conversation with the Home Options Team I was told due to typo error they did not have the correct email address and that all this time my Client was able to bid on houses. I called My Client to update him with the good news. This has increased Clients health and well-being.

PRACTIONER/S: Leah Taylor

Case Reflection 14:

Client was referred in for criminal damage. Client disclosed criminal damage was caused by ex-partner. Ex-partner became very abusive throughout their relationship when she became pregnant. Client left ex-partner. Since then, her ex-partner has been harassing client. Breach of non-molestation order. Police have been informed of this awaiting FA.

Client outlined they do not have any referrals to domestic abuse agencies. Client explained she reported the breach of non-molestation order to police; awaiting further action.

Calls to DA agencies in Derbyshire: GLOW, Derbyshire Wish and Refuge. Referral to an Independent domestic violence advocate.

Continued support until IDVA gained contact

Client was referred after a criminal damage. Client disclosed this was from her ex-partner who was very abusive throughout their relationship. Client has removed herself from that relationship and is happy in her current relationship. Client gets support from current partner and family and feels empowered and confident. Client has received no support after leaving her past relationship and struggling with these ongoing issues. Referral to IDVA services have been made and final check in with this client after referral made due to nature of crime.

PRACTIONER/S: Sophie Elsom

Case Reflection 15:

M was on a night out with her partner when a woman smashed a bottle across her head in an unprovoked attack. The case went to court and the defendant pleaded guilty. M self referred into DVS and received eight months of support.

Most of the support was emotional, raising confidence and self-esteem together with supporting her to self-refer to counselling. I also helped her complete the compensation application with CICA, explained the court process to increase her awareness and supported her through the RJ process together with the RJ practitioner.

When support first started M would often become upset talking about her feelings. She was scared to go out even in the daytime so we talked about little steps and she gradually built back to being able to go shopping, to the gym and eventually on a night out.

She talked more about her work and how she was going to go for a promotion as her confidence developed again. She started to feel more positive about her life and her strength grew. She asked to meet less frequently and then was able to say she didn't need our sessions anymore.

At the end of support she said, "It's been really good to talk to you I don't know what I'd have done without you. I never felt alone and no matter how small something may have been the support was always there. I never felt like I was being judged which meant I could be honest about everything I was worried about. I felt like I was never judged by any feelings or worries I had."

PRACTITIONER/S: Tanya

Case Reflection 16:

Mrs X has been suffering from ongoing noise nuisance and verbal abuse for over 8 years on and off. and Mrs X husband has been victim of a physical assault from the neighbour. This has impacted mental health and standard of living

- Referral completed for MR X
- Fortnightly emotional support calls for clients
- Liaising with housing provider to ensure they receive regular updates they need to feel action is being taken.
- Working with Derbyshire police to gather evidence towards an injunction which has now been served.

Mr X did not recognise his need for support and this had detrimental affect on his mental health. Thanks to DVS support he now has someone he can open up to without worrying about the impact talking about his feelings could have on his family. The family now all have someone to support them. The housing provider have realised the serious impact this is having on the family. The police took time needed to gather all the evidence required to apply for and execute an injunction to the perpetrators without the families emotional support being impacted as DVS was able to provide this ongoing. There has been a real multi agency approach to this case and thanks to the team work of the police, housing provider and Derbyshire Victim Services, after years of suffering the families voices have been heard and action has been taken to improve there quality of life and protect there future.

PRACTIONER/S: DF

Case Reflection 17:

S came through to us as she was a victim of harassment and what she perceived to be racially motivated.

Upon speaking with S there was a lot more to the story. The offender was her brother's ex and they were fighting her for custody of the children who had been put in care after offender accused brother of rape and DV.

First thing I encouraged S to do was to download the Hollie Guard app. S felt safer when leaving the house and could also record any evidence that was needed if the offender verbally or physically assaulted her again.

S was also encouraged by myself to report each and every incident to the police as this would build a bigger case for them. S had stopped reporting some of the incidents as she felt they were too minor but I encouraged her to continue reporting all incidents.

S was disappointed after further incidents that the Officer In Charge was not communicating with her. I spoke to the police myself and expressed these concerns and S was then contacted which made her feel listened to.

I provided S with emotional support as she felt she could not offload to family as they were all involved and felt the same. The emotional support was of paramount importance and this helped S see that she was worrying about things that were out of her control (the court case regarding custody of the children) Once S recognised this she became calmer and less anxious and eventually support was no longer required.

PRACTITIONER/S: Hayley Rice

Case Reflection 18:

Police referral for malicious communications stating they were coming after K, a woman in her 30's with learning difficulties , refused to lend the offender £30 he called her and verbally abused her over the phone causing her alarm and distress.

Although K had help from carers and a support worker she requested support so she could talk to someone not connected with her day to day care , to offer emotional support and also support her in making a video statement to the police .

K had known the offender a while and he had borrowed money before and hadn't paid it back. When he asked for more she wouldn't give it him and he called and was abusive and also left an abusive voicemail.

The police requested the statement be done on video because of her learning difficulties- she was worried because she had been requested to do a video before when someone made an allegation about her so needed reassurance about the process . She said she would prefer me than one of her support workers, she was worried they would interrupt and she wouldn't be able to speak freely.

The police officer arranged to meet up and go to the police house where the video would be done together, this meant there was time for a chat. Despite K's nervousness she soon settled and gave a clear statement. As a result the officer was able to speak to the offender and deal with the case.

I checked in with K afterwards, she was pleased that he had admitted the offence, apologized and agreed not to contact her again, She thanked me for my help.

PRACTIONER/S: HA

Case Reflection 19:

Harassment – emotional support was provided to Miss X who was referred into the service by the police. She is the victim of ongoing targeted harassment and intimidation from an unknown perpetrator. She is receiving numerous items of unwanted correspondence to her current home address, including personal items of historical reference.

- Focused emotional support was given, with particular emphasis on confidence building, encouragement was given through discussions to reflect on positive life events, and current and continued personal success
- Mind-mapping exercises were used to expand the thought processes around the possible reasons for the communications and who could be behind them

My client has been receiving greeting cards, postcards, notes containing photographs of her and other family members, and cassette tapes of music tracks from the 60's and 70's, over a period of approximately 18 months. These have all been posted to her current home address and the communications are all handwritten. Some of the postcards have been sent from other UK regions. The wording is not malicious or malevolent, but some of the content is upsetting and untrue. The frequency of the communications is accelerating and the client has now taken all communications to the police, to see if any identification can be brought about through forensic testing.

The caseworker worked with the client through discussion and an introduction to mind-mapping techniques, to help expand and explore further avenues, and wider possibilities for who could be behind the uninvited communications. This allowed the client to apply more focus to specific links and timelines with the items received and helped her to funnel the possible senders and determine what they could be achieving from their actions.

Client feedback from the case: ***Your talking to me helped no end, because I realised the main thing is to get on with being successful!***

PRACTIONER/S: Julie Gregory-Bateman

Case Reflection 20:

Victim of Assault – GBH with intent. Serious injuries sustained. IP struggles severely with his memory since the attack.

- Emotional support for 8 months
- Liason with Police regularly + attended station for statement and Victim Personal Statement (VPS)
- Liason with GP to advocate health needs of the IP
- Signposting to other agencies for different needs – Headway for head injury, P3 for housing and mental health needs

This casework should be celebrated because the victim was supported intensely and creatively due to their memory loss issues. This required a more hands on approach and a real understanding of how to work 'with' in a way that was accessible to them rather than taking over and doing everything 'for' them – which is not our philosophy. Being able to support the IP in making their VPS, using my case notes and recollection of conversations was very useful for the IP to truly reflect how the crime has affected them, which may have not been possible if he was not supported by our service. The IP stated that our support had really made all the difference and were grateful for the signposting that allowed them to have all of their needs met (including ones not directly centred around the crime) making it easier to cope. They had gotten to the point where they were struggling to remember to pay their bills, to attend meetings etc and thankfully due to bringing in a support worker from P3 we were all able to work together to improve their quality of life.

PRACTIONER/S: Kayleigh Simmonite

Case Reflection 21:

My client was referred to me as a victim of burglary. My client was left feeling anxious and even though the perpetrator had been seen on a neighbour's CCTV, she informed me that she felt the police weren't interested and she felt she needed support.

I supported my client emotionally and also spoke to the police on her behalf. I also supported her to make a police complaint as she felt let down by them as they hadn't been to see her or take a statement.

My client started to feel a lot better once she had been receiving my support and her anxiety reduced after we had made the police complaint. My client was quite withdrawn to begin with and wouldn't leave the house much but she is now back at work where she also has had some promotion so that made her feel good, and she is also going to stay with some family at weekends and reports she worries a lot less now. My client also had a good outcome from the police complaint she made and this made her feel a lot more positive. It was agreed between myself and my client that we would now close the case as Needs had been met and she felt a lot more positive about moving on with her life now that she was coping a lot better.

PRACTITIONER/S: Laura Ridley

Case Reflection 22:

My Client had come to Derbyshire Victim Services due to Criminal Damage and Theft to her garden. The referral was made by her Doctor as she was struggling.

My Client had very high anxiety due to the Criminal Damage and Theft. Due to my Client not able to take medication for her anxiety her doctor thought our services would help so that she had someone to talk too to help her cope and recover.

My Client strongly believed that the perpetrator was her ex-husband but due to lack of evidence this could not be proven. As said previously my Client suffered greatly from high anxiety and depression, due to my Client having Cancer (and also not been given long to live) she cannot take any medication. My Client had struggled with certain antidepressants and therefore had to stop.

We spoke about none medical route to help with her anxiety. Counselling was out of the question. I went on YouTube and looked up some videos of self-helping videos and meditation videos. I also researched on the NHS website for self-help on Anxiety. I also sent the link for SANE website. My Client appreciated that I took time to find these for her and was very interested in trying them.

My Client likes to spend time talking to me as she does not have family that live close by. Her relationship with her ex-husband is very hostile which does not help coming to terms that her life isn't going to last long due to her Cancer. We have spoken about certain ways to sort out her belongings ready for her daughter and to help keeping busy.

PRACTIONER/S: Leah Taylor

Case Reflection 23:

Harassment. Client received several unwanted messages over a period of time.

Telephone support

Emotional support

Support client applying for counselling services

Practical support – How to contact police for updates.

Client was referred as victim of harassment from his ex-partners mum and current partner. Throughout support harassment continued until a physical assault from clients ex-partner's current partner. Client was hit with a car.

Client has been struggling due to recent split with ex-partner as well as ongoing harassment and legal custody battle for his son. Client expressed he had been to the doctor due to having thoughts of taking his own life. Client explained the doctor had given him information to self-refer to counselling service but client struggled to bring himself to make referral. Discussed filling out an online application whilst on the phone with client (I will ask the questions and client will answer as truthfully as possible). Client explained this is very helpful as he finds talking about it easier when someone is asking about it.

Client is now referred to mental health services and is currently undergoing counselling. Client still receives ongoing emotional support.

PRACTITIONER/S: Sophie Elsom

Case Reflection 24:

P fled the area of the country he was living in to Derbyshire for his safety and was referred in to us by the Victim Services from where he fled. He received two months of support to help him settle and feel safer.

- Emotional support over the phone
- Referral to local food bank
- Signposted to alcohol support service
- Signposting to a job club

On the first conversation P was understandably stressed and upset about having to leave his life behind and start again but as the calls continued he became more relaxed and proud of how he was coping. The first conversations were about his safety which he gradually became more confident about but also settling into a new area with little money. Working with him he was able to register at a GP and he was also able to apply for relevant benefits. I researched and found a local food bank who delivered parcels to him until his benefits started. With the help of the job club I signposted him to he was able to find work and this immediately made him feel like he was coping and settling more. Before closing his case I ensured he had relevant support agency details he said he may need such as the alcohol support service. He said the support he received made him feel very relaxed and he was able to offload the rollercoaster of emotions he was going through.

“Your support has exceeded everything I imagined it was going to be. You've gone above and beyond and I really appreciate all your help”

PRACTIONER/S: Tanya

Case Reflection 25:

- YP (6 years old) being affected by next door neighbour's anti-social behaviour.
 - YP is scared of the neighbours and the police.
 - Police have been to the property a few times, which has had a negative impact on the YP fears towards the police.
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- Face to face meet in a public park with myself, the young person, mum, 2 police officers and the therapy dog.

The YP has been significantly impacted by his next door neighbour's behaviour, who shout and scream at each other. The police have made visits to the property.

To help overcome this fear of the police I initiated a visit to a public park where the YP met 2 police officers and their therapy dog. The police officers came without uniform on to make the YP feel more comfortable. They spoke to the YP about his fears towards police officers and what he believes police are here to do. The police reassured the YP that they are here to help the community and prevent crime from happening.

The YP engaged in this meeting really well and it was a huge success. I asked the YP how it made he felt, he said "I'm not so scared of police officers anymore, I know they're here to help and nice to talk to". Since this visit the police have been back to next door and the YP feels okay with this now, as he understands the police are here to help him and put a stop to the noise.

PRACTIONER/S: Becky Smith

Case Reflection 25:

- Bullying in school
 - The young person has been a repeat victim to bullying in Primary school before.
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- Video calls – ongoing 1:1 work with young victim.

The victim has been significantly impacted by bullying they have experienced in both Primary and Secondary school. Such experiences has made them feel like it's their own fault for being bullied, ultimately leading to them feeling as though they are a target for bullying and it will never stop. It's got to the point where the young person does not feel safe in school and has hugely impacted their trust in friends/others, confidence and overall happiness.

The 1:1 video calls have been a brilliant way for the young person to offload and have targeted sessions to support with confidence, happiness and the understanding of bullying, friendships and trust. The level of engagement has been very high, the young person has looked forward to these sessions each week. School are very supportive and have lots of measures in place to minimise this from happening again.

The feedback from the young person was “I can trust you, I feel like a weights been lifted off my shoulders when I speak to you”.

PRACTIONER/S: Rebecca Smith

Thank you to all of our colleagues and service users

