



# VictimServices

Supporting Victims of Crime

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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:

Burglary. Client and partner were both referred after their house being broken in to whilst is partner was home. No items stolen.

Telephone support

Home visits for support

Emotional support

Referral for my client to Trent PTS therapy service

Referral for my clients partner to Trent PTS therapy service.

Referral for couples therapy

Liaising with clients partners GP after clients partner having a baby and struggling

Ongoing telephone support through lockdowns

After meeting with client and his partner throughout the first lockdowns, it was clear to see his partner was mostly struggling staying at home as she did not feel safe after the burglary.

After speaking with SNTs I had arranged client be sent window and door alarms to aid with this. A personal alarm was also sent to clients partner.

Client and partner had explained they were struggling with their mental health in general and needed help with a referral to a therapy service. Filled out these forms with both clients as well as a couples therapy form.

After clients baby had been born, I check in via telephone every week and arranged one home visit through the lockdown. Clients partner had confided that she was struggling. Arranged to sit with client whilst she called the GP and make an appointment with them to speak about how she was feeling. Regular heck ins have taken place since then and clients have progressed very well and are currently looking to buy their own property with their now one year old daughter.

**PRACTIONER/S: Sophie Elsom**

## Case Reflection 2:

ASB Personal- X had been struggling with a neighbour issue, it was affecting many areas of their life and was also triggering past issues including PTSD from a previous personal experience. X lives in Social housing under Chesterfield borough council.

- Emotional support is being provided, working on coping mechanisms, grounding techniques and general support around the issues facing X on a daily basis
- Practical support on liaising with the council, mental health advocate and referrals into therapy services.

At the point where the caseworker took on this case, X was still struggling with getting answers from the council in regards to their housing situation, they were not receiving all the benefits they were entitled too and they were not in any therapy.

By providing emotional support, a sounding board and offering practical advice on how to access services, X has now put in their application for PIP, they are in counselling with Trent PTS, have had an assessment with SV2 and are on their waiting list. They are now able to apply numerous coping strategies, such as reframing negative thought patterns, looking at self-care, to their day to day life, and are definitely on the road of coping and recovering.

X has also put a complaint into the council about the way they were treated in a meeting and have received a response to that.

**PRACTIONER/S: Alix Oram**

### **Case Reflection 3:**

Violence without injury – emotional and practical support is being provided to Ms X who was referred into the service by the police. She has been the victim of a verbal assault and threats of violence from a known perpetrator, witnessed by work colleagues and clients.

- Emotional support is being provided, together with advice on coping strategies, confidence building techniques, and guidance around social networking and the benefits of peer support groups
- Practical help currently involves support with alternative career opportunities and signposting for additional professional support, together with suggestions around maintaining mental health and wellbeing

At the point of referral in July, the service user was extremely distressed and deeply personally distraught, not only by the incident itself, but also the wider impact on close colleague and client relationships. She felt that she was not able to face going to work and that her company were being unsupportive and vague around how they were handling the situation.

The case worker provided focused and frequent emotional support to help the service user to cope with the overwhelming emotions brought about by the incident, and to assist with identifying and managing unhelpful thought processes, which were stopping the service user from being able to move forward with the situation. Together, we are working towards a broader and more confident outlook.

The caseworker is continuing to support with a range of emotional and practical resolutions and offer advice and guidance around wellbeing coping strategies. The service user is back in her employed role and now comfortable to seek further support from her union and employers as required going forward.

The service user voluntarily attended an online OPCC hosted event, and was happy and confident to participate in providing feedback about the support she had received from the service.

**PRACTIONER/S: Julie Gregory-Bateman**

## **Case Reflection 4:**

My client was referred to me as a victim of harassment. Offender was an old friend and knew where my client lived so my client was extremely anxious that she would turn up to the property and harass her more and she was scared to leave the house too.

I supported my client both emotionally and practically by being on the other end of the phone for a chat/advice and also signposted her onto Talking Mental Health Derbyshire for some talking therapy to help manage her feelings and emotions. I also supported her to make GP appointments.

My client now feels a lot more positive with her life and moving forward. She engages very well with both myself, her GP and her counsellor from Talking Mental Health Derbyshire. My client leaves the house to go shopping now which is something she did not feel comfortable doing for a long while. My client is due to start a new job soon and also do her driving test, both of which she could not do for a while due to her mental health state. Also she has since seen the offender in the supermarket and felt a lot more comfortable when passing them. My client is also due to finish her talking therapy sessions soon and feels really good about this.

**PRACTIONER/S: Laura Ridley**

## **Case Reflection 5:**

GBH/ABH. Male assaulted by ex partners current partner causing minor injury.

Telephone support  
Emotional support  
Practical support:  
Trent PTS referral

Speaking with the client we identified clients current needs using a needs assessment. I discovered that the client would like to try for therapy due to an ongoing disagreement regarding childcare and a split in relationship with client and his ex-partner. Client explained he had been struggling over the past year trying to come to terms with the break in his relationship and to continue on with his life without ex-partner & ongoing issues with ex-partners current partner.

Client found talking about these issues helpful and found that this often gave them clarity and ease after speaking. Client explained they were going through some low moods and had spoke with the GP who suggested client signs up for therapy.

Client struggled to sign up to this alone as they were struggling to put into words how they were feeling about what had been going on currently in their life.

Helped client sign up for Trent PTS via telephone and went through one final check in call with client.

Client was doing a lot better upon final check in call and was able to think clearer.

Needs were met and client explained they felt they no longer required support from DVS.

**PRACTIONER/S: Sophie Elsom**



“ Being the victims of burglary affected our whole family. I wanted someone to help us all feel safer in our own home. ”



“ Just knowing that there was someone there to listen and support me has made all of the difference in the world. ”

## **Case Reflection 6:**

D was referred to DVS by the police following 2 years of stalking by a man obsessed with her. Bail conditions are now in place following him being found at her home and the case has been sent to Crown Prosecution Service (CPS) for a decision to proceed to court.

Emotional support around thoughts and feelings

Practical support putting together a safety plan

Signposting to stalking charities such as National Stalking Helpline

Providing a personal alarm to carry

Explanation of the court process and agencies involved such as  
Witness service

D had received no previous support from DVS or other stalking charities over the two year period. There were a lot of emotions to talk through over the time line. She now felt more heard by the police which was positive. We discussed her safety planning and more suggestions were given to her to help her feel more in control of her safety. I gave her the contact details and websites for stalking charities so she had somewhere else to call for advice if needed. We talked through strategies she had for her emotional wellbeing such as phoning friends when she was feeling anxious, distraction techniques and mindfulness. She felt DVS support was very useful and would see her through until the court case so her case with us was closed and she will get back in touch if needed.

**PRACTIONER/S: Tanya**

## Case Reflection 7:

The service user self-referred due to experiencing problems with neighbours regarding bird feeding attracting rats and keeping bee hives in the garden.

- Providing a safe place for the service user to discuss their feelings as they felt no one else cared.
- Liaising with other agencies to try and get a positive resolution

When I took over the case, the service user was still distressed and feeling very let down by the authorities. I gave them space to express those feelings and explore the effect they were having on their life.

For a time, the service user received a phone call every 2 weeks, checking in on any developments and how the service user was. In between calls, I spoke to the Environmental Health Officer, trying to find out the best route for a resolution.

The outcome from EHO was that there was nothing enforceable that they could do. This was not the answer that the service user wanted so we looked at ways that they could move forward with their life. I gave them details for the Derbyshire IAPT service as we discussed the service user's declining mental health. The case closed after a discussion between myself and service user where it was clear there was nothing else that I could support with at that time, however, they felt that they had been listened to and supported and were aware that they could refer back in if circumstances changed.

**PRACTIONER/S: Alix Oram**

## **Case Reflection 8:**

9 year neighbour dispute. ASB ongoing. Noise nuisance, property damage, verbal abuse.

Home visits and telephone support for both adults in the property. Signpost to counselling. Communication support with the police. Multi agency approach with housing provider to ensure everyone was on the same page and Mr and Mrs X felt supported and could see action being taken.

For 8 years this family felt like no one cared, no one listened and there was never any resolution. After 6 months with DVS to support them they finally felt supported and action was finally taken. The perp was taken to court and has now been issued with an injunction and the family now have confidence that if anything happens again the perpetrator will be taken to court and dealt with meaning they can live there life peacefully and with confidence they are safe and protected in future. Although the police and housing completed the injunction without DVS in the family's corner as a voice to speak for them and to challenge historic processes that have not worked I believe they would still be in the same circle and not living there lives happily again.

**PRACTIONER/S: DF**

## Case Reflection 9:

Police describe referral as a feud between ex friends, Single mum –D- is harassed and intimidated by N, a girl she knew at school. D has anxiety and panic attacks. Offences of harassment in September 2017, May 2018, September 2019, threats April 2019, and damage in June 2019.

- Initial support by AA liaised with school re drop off / collection child avoiding contact
- By June 2019 calls from Witness care and CPS confused D so I talked through the procedure in a simple manner , reassuring her particularly regarding her Victim Personal statement and the making of restraining orders.

The trial for D was delayed many times but when it went ahead D was sitting behind screens. Her evidence took 90 minutes to deliver and when finished she was shaking. She was too scared to sit and listen to the rest of the evidence but asked if I could stay and witness the rest of the proceedings. I reported back that N had been found guilty and adjourned for reports

The case was listed for sentencing -on the first occasion reports weren't ready, then N was self-isolating and on the third time a warrant without bail was issued.

I made check in calls until the warrant was executed. The police found N, however because she was sectioned the warrant wasn't executed. The case was due for mention at Chesterfield on the 13<sup>th</sup> Jan but was dealt with two days earlier in Derby with a community penalty, rehabilitation order and restraining order.

Despite there being no further problems check in calls continued as D's anxiety reduced and she was encouraged to be more confident - D felt that we had helped her to cope and recover from what had been happening and thanked us for all the support we provided.

**PRACTIONER/S: AA, HA**

## Case Reflection 10:

Harassment – emotional support provided to Miss X who was referred into the service by the police. She is in the Derby city area and the victim of harassment from unknown individuals who congregate in the immediate neighbourhood asking for money and food when she goes to and from her property.

- Emotional support was provided, focusing on the safety aspects of the client in her property and when out in the local community, and getting a secure home check completed
- Other help involved supporting the client with discussions involving the housing provider and re-homing opportunities to be nearer to her family.

The client lives alone and has recently been trying to exchange her social housing property to a location nearer her elderly and frail mother, and so this harassment and intimidation has impacted her significantly in terms of her feelings of safety and comfortability when frequently exiting and entering her house. She has also had frequent and unsolicited visits from unknown individuals who have knocked on her door and asked for her help with money, food, a bed for the night, and to use her bathroom facilities.

She has reported this to the police and her social housing provider and whilst attempts have been made to move the individuals out of the area on a number of occasions, there are still groups who gravitate to this particular neighbourhood on a frequent basis. The client was provided with a personal alarm and had a safe home check, which resulted in door and window alarms being fitted to her property. A letter was written to support the client's application to move to another location and she was assisted in obtaining additional support from her GP and local college, in order to maintain momentum with her positive actions to be able to move forwards.

**PRACTIONER/S: Julie Gregory-Bateman**

## **Case Reflection 11:**

D was referred to DVS by the police following an assault by a group of men which resulted in loss of one of his limbs.

- Emotional support around thoughts and feelings
- Signposting to Criminal Injuries Compensation Fund and explanation of application process
- Signposting to counselling services for help around sleeping and flashbacks

The support given was mainly a chance for D to offload and talk about the way forward. He had not accepted support from DVS as soon as the crime happened but then acknowledged it would be good for him to talk things through and gain practical advice for example applying for compensation. The perpetrators were not identified so there was no court process to go through. He was struggling with sleep and flashbacks to the crime so asked for details of counsellors he could self-refer to but was using sleep apps on his phone to help. Support was over a few weeks and when D felt he had the information he needed he was happy to continue feeling more confident. He thanked me for the opportunity to talk things through.

**PRACTIONER/S: Tanya**

## **Case Reflection 12:**

The service user referred themselves unto our service after they were verbally confronted by a motorist outside of a school and this had left them shaken and anxious.

AN provided a space for the service user to talk about how they were feeling as they were concerned it wasn't a 'serious' crime and didn't want to 'bother' anyone.

When I first spoke to them, they said they were feeling very anxious when out, avoiding any situations that could be confrontational. It had even impacted their confidence in walking their dogs.

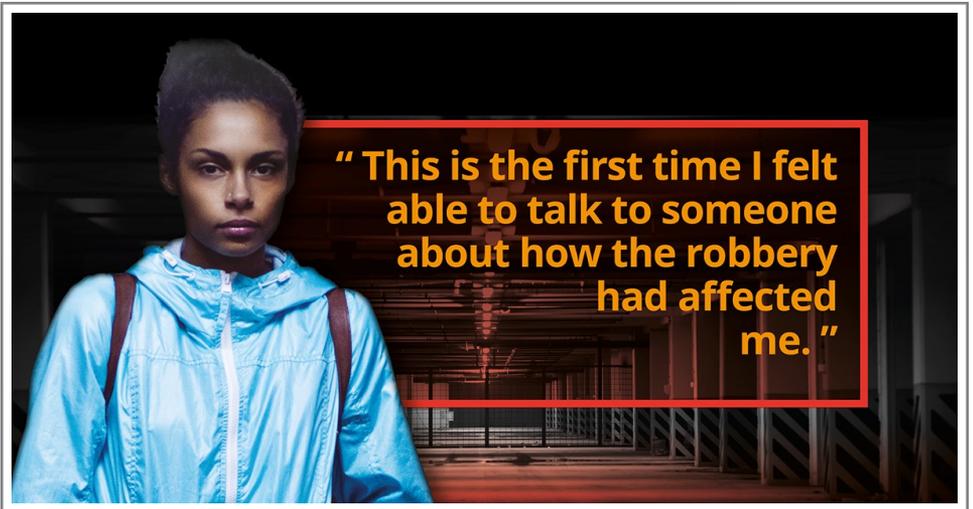
AN talked through some ideas on how to manage anxious feelings; sitting with him, looking at them, trying to look at what might be behind them. AN also talked through thinking about 'can I manage the feelings I'm feeling' when trying to do something that provokes those sort of feelings

When AN spoke to them on the next call, they said they were doing much better, they had tried out some of the things that we had discussed and they were really helping. They said they were really appreciative of the advice and it had really helped improve their confidence.

**PRACTIONER/S: Alix Needham**



**“ I just needed to know where I could go for help. It was so easy and they helped me so much. ”**



**“ This is the first time I felt able to talk to someone about how the robbery had affected me. ”**

## Case Reflection 13:

Repeat victim of verbal, racial and physical abuse due to her actively reaching out to people in the community and offering them her support in escaping situations they may not be safe in.

- Ongoing ES calls to make sure that IP is receiving support she needs whilst she is supporting other people.
- IP given information for agencies who support victims she is helping including DVS contact details so we can provide support
- Providing IP with safety tools to keep safe

IP said she felt empowered just from the emotional support calls that DF had provided through DVS. Not only is the support being provided helping the IP but it is also empowering her with the knowledge she needs to help her provide details for support services to other people within her community. IP is trying to help people in a positive way but with regular check in calls she can now do this safely with reduced risks. IP has shown a very passionate belief in helping individuals who feel they have no way out of a current situation due to conflict in religious beliefs, lack of confidence in themselves or because they can not see a way out of a negative situation they are in. The IP was spending so much time and energy helping other people she was neglecting her own wellbeing and then forgot how to promote her own well being and ensure that she stays supported and in a positive mind space. The IP has stated that the calls with DVS were the light she needed at the end of her own dark tunnel.

**PRACTIONER/S: DF**

## **Case Reflection 14:**

During the early hours of the morning offenders attempt to break in to a residential property. No entry is gained and offenders leave after seeing CCTV camera.

Resident of property, D, is anxious. No other people involved.

The CCTV cameras have picked up a couple of minor incidents, the trying of the door and a trespasser possibly casing the house.

D couldn't understand why he was so affected and anxious about these incidents.

Emotional support was arranged by phone.

On talking through the incidents with D it was clear that these were not major incidents that were unlikely on their own to cause such anxiety, but as there were several incidents this had had a much bigger effect on D. He also realised that they had triggered fear and anxiety he has suppressed from a previous, much more serious and violent incident many years ago when he lived in a more urban area and his home was targeted by a gang.

He now feels that understanding this he can now put these into perspective and can now move on.

He was provided with our number and the details of Trent PTS in case needed and thanked me for the call and the opportunity to talk things through.

**PRACTIONER/S: AA, HA**

## Case Reflection 15:

Sensitive and complex case – emotional and practical support being provided to 2 adults who were referred into the service by the Victim Care Unit. Unsolicited criminal activity in their elderly neighbours adjoining property resulted in the loss of life of one of their neighbours and life-changing injuries for the other.

- Emotional support is being provided focusing on the mental health and welfare of the individuals following a traumatic event in their lives, and the impact of this on their daily thoughts, feelings and emotions.
- Other support being provided includes signposting to additional agencies and guidance around police and CPS procedures.

Intense emotional care has been provided to support the service users on their own personal journey to come to terms with the trauma of both losing a beloved friend and neighbour, and the grief and guilt which they feel around the outcome for the surviving beloved neighbour. The impact of the event has affected every part of their daily lives, including relationships with family and friends and has led them to question their own faith and place in the community.

The caseworker has developed a safe and compassionate relationship with the service users in order for them to be able to discuss, question, rationalise, and process their thoughts and feelings, and to allow for wider context and perspective to be considered around being able to manage emotional reactions through coping strategies, and by introducing new routines.

The empathic work which has been completed with the service users to date, has enabled them to move forward into a positive place of acceptance, and where new values and renewed commitments are being contemplated, as they continue to realign and strengthen their lives with their family, their beliefs, their jobs, and their goals for the future. Caseworker support is ongoing at this time.

**PRACTIONER/S: Julie Gregory-Bateman**

## **Case Reflection 16:**

E was referred to DVS by the police following a burglary of her property and anti-social behaviour issues from a particular neighbour on her street.

Emotional support around thoughts and feelings

Practical advice on home security

Liaison with Housing Association Anti Social Behaviour (ASB) worker

The support given was a combination of practical and emotional. E could talk to me about her feelings and how vulnerable she felt. I was able to reassure her that the safety measures such as ensuring her doors were locked were a sensible routine to have. She had a good support network of friends and regularly met them for walks and shopping which got her out of the house and distracted her from the street issues.

Working with the ASB worker we were able to ensure she was moved to a more appropriate property where she was happy and felt safe.

**PRACTIONER/S: Tanya**

## **Case Reflection 17:**

Hate crime antisemitic comments and actions. The young person was subjected to comments around their religion on multiple occasions.

Provided emotional support and did creative tasks on how to feel safe and feeling less anxious in a school environment and on a bus

The service user had been supported since December 2021 by Callan the challenges with this service users were minimal only occasionally missing calls but would always rearrange using what's app. The service user would partake in the creative tasks and often ask questions, the service user would always engage in sessions and has used the coping mechanisms and now has shown that they can use these and cope without the support given, over the number of weeks the service user used a measurable scale on how they are feeling and over the weeks would see a steady increase of overall mood and wellbeing

On the last session service user asked about a situation at school and what they could do and then answered their own question, they then came to the conclusion they no longer needed support from GYB.

This service user is now much happier and less anxious and feels safe in a school environment

**PRACTIONER/S: Callan Hill**

## **Case Reflection 18:**

Assault within school by student

In depth conversation with young person – resulting in modification of school timetable (short term – to be reviewed after Easter)

Liaison with school to discuss support IP requires to feel safe in school

The young person had lost all confidence, felt embarrassed and ashamed that they hadn't retaliated when the assault happened, they were worried what other people thought about them and wouldn't attend school. The young person had stopped all contact with friends resulting in them feeling alone and isolated.

I spoke at length with the young person, listened and supported them further by liaising with staff at school to put a modified timetable in place to support them with their anxieties this was to be revisited after the Easter holidays.

The piece that needs to be celebrated is the young person is attending school regularly and is back in contact with their friendship group. They are feeling happier but still suffers with anxiety when alone. I will continue to work on building the young person's confidence levels back up

**PRACTIONER/S: Sara Pinder**

## **Case Reflection 19:**

Young male was photographed whilst urinating in public, this was shared to several WhatsApp groups, and he was subsequently bullied in school.

1:1 emotional and practical support from SW within school.

Sexting workshop to be delivered in school to make all students aware of impact of this crime. Drop-in sessions taking place in school to offer more support to other students involved.

SW is working closely with the school to ensure that all students are aware of the consequences of this sort of crime. They have been sent the workshop catalogue to choose workshops to be delivered to the students including the sexting workshop which highlights the law around this crime. This has also led to a member of staff being referred to DVS as he was unaware of the service.

SW has worked with the young person to build confidence and resilience. He now has more support in school and reports any further incidents to a member of staff. He checks in via text with SW weekly.

The drop-in sessions at school has enabled more students to come forward and share their experiences and get more support from GYB if needed.

**PRACTIONER/S: Sophie Wager**

## **Case Reflection 20:**

A young female was pushed down the stairs at school and assaulted by a fellow student. Referred to GYB for support from SW taking place over WhatsApp and face to face at school.

Emotional support has been provided by SW via WhatsApp video calls/messages and school visits. SW has worked with the school and her parents to get more support put in place to ensure no further incidents occur with the offender.

The young person was diagnosed with anorexia prior to the incident and her mental health had really suffered further since being assaulted. She's received further death threats from the offender and understandably wasn't happy with going to school. SW got in touch with her head of year and made sure that further sanctions were put in place so that the young person felt safe at school.

The parents of the young person have been in regular contact with SW and the OIC in the investigation and managed to contribute to evidence that shows the offender's statement to the police was false.

The young person sees her CAMHS worker once a week for support with her anorexia and mental health. She now has CBT and new medication which is helping with her anxiety and depression.

**PRACTIONER/S: Sophie Wager**

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

