



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:

Other Offence- the service user self-referred into DVS. They disclosed that as a teenager, they were the subject of a serious false allegation, which has had a lasting effect throughout their life.

- Providing a holding and safe space for the service user to explore their feelings, the Caseworker providing grounding techniques and offering possible suggestions/ links as to why they are feeling the way they are.
- Practical help has involved supporting the service user in getting support from their GP/mental health services.

When the service user first referred into DVS, they struggled to open up about their experience and how it has been affecting them. They were holding a lot of negative emotions; that no one can be trusted etc. The caseworker was the first person that they had ever spoken to about their history and current emotions/ feelings.

The service user has been receiving phone calls every two weeks, focusing on helping them to face their intrusive thoughts, using grounding techniques to make sure that they were emotionally safe at the end of the call.

With the support of the caseworker, the service user is now being supported by their GP, who was previously unaware of the service user's struggles.

The Service user is currently awaiting an appointment with mental health services. The caseworker will continue to support the service user until the necessary external support is in place for them.

PRACTIONER/S: Alix Oram

Case Reflection 2:

ASB-Personal Crime- Ms M was experiencing ongoing antisocial behaviour from a neighbour- it appeared targeted as no other neighbours were involved. Police and Chesterfield housing were involved.

- Emotional support was provided, providing Ms M with grounding techniques for panic attacks and anxiety, providing a holding, safe space to talk whilst they were waiting for counselling appointment.
- Practical help involved liaising with the tenancy manager at Chesterfield housing to provide the best outcome for Ms M.

At the point of referral, Ms M was very distressed at her current situation. She felt that nobody was truly listening to her and she was worried for not only herself, but also for her children's safety and wellbeing. Throughout working with Ms M, the caseworker went through some grounding techniques to enable them to cope better with day-to-day life.

The caseworker also set up a meeting with the tenancy manager, to find out all the relevant information relevant to the situation and through subsequent meetings and advice given to Ms M, Ms M was able to find a house swap and is currently in the process of moving house. This situation was the favourable outcome as the ASB Ms M was experiencing will not continue at her new address as both themselves and the neighbour have agreed this was a personal thing between the two of them.

PRACTIONER/S: Alix Oram

Case Reflection 3:

Repeat victim of harassment from neighbour. Started as boundary dispute but has led to verbal and physical damage to property confrontations.

Ongoing emotional support provided to IP. Children innocently unaware but GYB details provided in case. Advice on concerns with OIC conduct and how to have this reviewed.

Despite the ongoing boundary dispute being the main issue which DVS can not help solve the IP has still received life changing support that has allowed her to feel safer and more relaxed in her own home just through the power of talking. She has felt alone and unheard for so long that she was in a dark place but thanks to the consistent emotional support and sharing of knowledge from DVS she now see a light at the end of the tunnel and even though some days are harder then others she will not let them get her down again. She has stated herself that without DVS she would have no one and she would not be feeling safe enough to leave the house again and live her life her way whilst the court case continues.

PRACTIONER/S: DF

Case Reflection 4:

Police referral for Stalking. The stalker J, is a resident in supported housing. She becomes obsessed with K one of her support workers. J sends numerous social media posts and letters, puts K's picture up all over her flat and writes her name on her walls and body.

K felt unsafe at work. She initially took time off work - her manager suggested taking holidays or going off sick.

Support included

- 1) Liaison with police ensuring K's safety
- 2) signposting for advice due to lack of work support
- 3) continuing emotional support by phone

K continued at work however things escalated with more incidents and the police were called. The police entered J's flat. K described writing on walls, including her personal mobile number and pictures including one with a knife through it.

K took leave until police were able to interview J. She didn't move away as suggested but her boyfriend stayed and I talked her through safety planning.

K was signed off to give further time for the police interview. J made admissions but said it was due to her learning difficulties and was bailed until a decision whether to proceed was made.

With her stalker on bail K returned to work and was able to speak to J's social worker which gave her more control. K was told if a restraining order was made she would lose her job.

At court a probation order was made and the restraining order worded that contact permitted only for unavoidable work purposes. Adult care were expediting moving J out. K kept her job and was in line for promotion. She didn't feel she needed more calls, but was pleased she could come back to us if necessary and thanked me for the support.

PRACTIONER/S: HA

Case Reflection 5:

ASB personal – emotional and practical support was provided to Mrs X who self-referred into the service after finding our details online. She is the victim of harassment via bullying from known neighbourhood perpetrators, and also a young male whom she alleges to be a ‘peeping-tom’.

- Emotional support was provided, together with signposting for additional help and awareness of professional counselling opportunities
- Practical help involved supporting the client through discussion, to approach her need to take action in a different way, and to seek to clarify how positive and appropriate action would offer a different outcome.

The SU felt overwhelmed with thoughts that she had been branded a ‘liar and a fantasist’ by neighbours in her immediate community, and felt ‘bullied and humiliated’ by the actions of one young male and his family.

The caseworker worked with the SU to provide a listening ear around all concerns, and gave reassurance that we would work together to achieve a positive way forward. The caseworker encouraged the client to consider what outcome she would like, and introduced and discussed a range of potential options to empower her to do so. This gave the client the opportunity to reflect on the facts of the case and for further clarity around possible appropriate and proportional responses.

The SU has been resident in the community for little over a year and felt that her actions needed to be honest, fair, and without fear of repercussions or further confrontations. With the guidance of the case worker, the client concluded that her way forward was to be in the spirit of a restorative approach and to use letter writing as her resolution.

The feedback from the client on closing the case was: “All is sorted. Thank you for all your help - much appreciated.

PRACTITIONER/S: Julie Gregory-Bateman



“ *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:

Referral into the service by the police for restorative approach support. One half of the residential dwelling and land is a home to a working farm, with various livestock, the other half is purely a family home.

- Restorative support was provided to both parties, including in-depth and guided discussions around the challenges of living with the farm business, whilst being able to maintain safety and security for the private household
- Emotional support is being provided to one party by another caseworker, together signposting advice for further help.

Both families have been living side-by-side for the last 6 years, the party in the family home took the property over from a prior relative, and it has undergone major renovation works to expand and update the building. The farming business has been passed down through generations of the same family with little changing in respect of the activities and processes.

Challenges have arisen in respect of the use of land access and legal easements, resulting in gates being installed between the properties, which are seen as a practical and safety solution for one party, and an unnecessary hindrance by the other. This issue underpins the main complaints, and as this has never been resolved, wider impacting behaviours have been building and direct communications have broken down.

The case worker supported both parties to identify the root cause of their thoughts and feelings around the challenges, to create a safe and appropriate environment for them to come together, and to discuss how they wished to contribute to a resolve, and move to a more peaceful and harmonious existence for both families.

The outcome of the process was clarification for both parties and an agreement for further considerations to move forward.

PRACTIONER/S: Julie Gregory-Bateman

Case Reflection 7:

My client was referred to me because her car was stolen from her drive and she saw this happen on her CCTV. My client was struggling with feelings of anger at what had happened and the lack of support she has received from the police.

I supported my client by telephone and she told me her feelings of anger and anxiousness. I advised her to speak to her GP with regards to raised feelings of anxiety. I informed her how she could make a complaint about the police.

At the start of the support my client was angry and disappointed. She was unsure if she wanted emotional support as she felt let down. Everything I tried to advise, my client said she had tried or couldn't do (getting through to make a doctors appointment). By the end of the support my client had a fresh perspective and started to make all her necessary appointments/contacts which is something she felt unable to do at the start of support. We discussed the anger could be related to grief as it is possible to grieve for loss of a belonging. My client understood her feelings were normal and thanked me for calling and listening. We arranged a time suitable for us both so emotional support can continue and my client feels supported as she copes with her loss.

PRACTIONER/S: Linda Hogg

Case Reflection 8:

Criminal damage. Criminal damage was caused by ex-partner and her younger sister. Client stated her ex-partner began a relationship with her sister whilst with client. Client since left this home with child but has since been receiving threats from sister and ex-partner as well as damage to client's property.

Client outlined client does not have any referrals to domestic abuse agencies.

Contact with police regarding support letter for moving (requested by council)

Signposted to DV agencies in Derbyshire

Signposted to Trent PTS

Temporary emotional support whilst waiting for polices response to supporting letter for housing.

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 her family. Client has received no support after leaving her past relationship and struggling with these ongoing issues. Client has been made aware of some agencies and have also signposted client to further agencies as well as Trent PTS if needed.

Client had explained the council have requested a supporting letter from police regarding housing. Client has been told by 101 this is not the case but cannot contact the officer in the case for further support. Caseworker has made contact with officer to gain this support and supporting letter for the council to enable a move for client in order to feel safe.

Case to be closed upon next check in with client after speaking with the officer in the case.

PRACTIONER/S: Sophie Elsom

Case Reflection 9:

Burglary. 2 clients

Weekly check in with client starting with telephone then eventually moving on for face to face home visits with client, his partner and daughter present.

Referral for counselling through Trent PTS for client and partner and for couples counselling.

Positive encouragement

Timelines of his journey

Client came through as self-referral from partner. Client was feeling very stressed. Client outlined his sister had pressed charges against his brother for sexual assault and client was supporting his sister with this.

Client had progressively become more stressed. He lost his job; his partner was in the last few weeks of pregnancy and they were waiting for his partners visa to come through.

Upon meeting client, I spoke with him alone, his partner alone and them both together. His partner was suffering with post natal depression and was told to refer herself to counselling but had not found the time to do so.

On this visit, I went through referral forms and filled them out for his partner. I then filled them out for client also.

Client explained he had tried counselling before but this did not work. Explained to client he could always try it and if it is not working for him, he did not have to continue.

Upon last check in, client has now got full time employment, and himself and his partner are on last counselling session. IP has a positive mindset and is looking forward to future with his partner and his daughter.

PRACTIONER/S: Sophie Elsom

Case Reflection 10:

E was referred to DVS by the police following her son being assaulted and suffering life changing injuries. She required support around coping with changes to their lives and also support around her alcohol misuse and mental health.

Emotional support around thoughts and feelings

Signposting to alcohol support agency

Ensuring she had a plan with who to phone if she was depressed or suicidal and that she was in regular contact with her GP

Signposting to a charity who could support the family while son rehabilitating from injuries

The support given was mainly a chance for E to offload and be honest to herself about her feelings around herself and her family moving forward. She understood there were a lot of changes coming once her son was out of hospital and wanted to be in a good place herself to be able to cope. She accepted she wasn't coping and needed support around alcohol misuse and her mental health. Working with E empowered her to contact a charity that supported people and their families with these types of long-term injuries and another charity for help with alcohol misuse. This helped her feel empowered and back in control. Once specialist support was in place DVS was no longer needed.

“Thank you so much for your calls. I am so grateful for the charities you referred me onto. I now have a key worker with a charity and we can work together to help me move forward. You have helped me overcome the biggest hurdles I have so thank you so much for pointing me in the right direction and giving me the support to move forward with my life and not give up on myself.”

PRACTIONER/S: Tanya

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:

YP has been victimised at various stages in their life and has a habit of stealing items from home, shops, school and friends. PSCO has been involved but The YP has detachment and other issues. No support from any outside agencies other than social worker involved.

SP with consent of YP and Carer referral to Build Sound Minds has been made.

SP has been invited to a CIN meeting

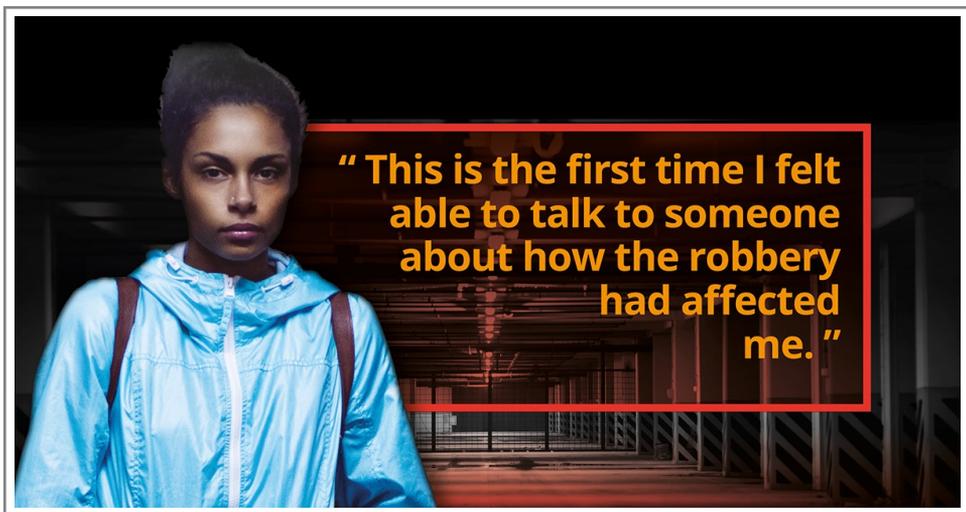
SP in contact social worker

Carer has really engaged with the service and is totally appreciative of the support being put in to place for YP as no other services are involved. Carers struggling to meet the needs of YP and are really hopeful the referral to Build Sound Minds will be beneficial. SP is happy to attend CIN meeting in order to find out what additional support can be provided/ identified to support the needs of the YP. This is a case of a referral being put through for a young person and subsequently support being provided to the parent/carer.

PRACTIONER/S: Sara Pinder



“ 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:

Young male was a victim of assault and robbery in school. Supported by SW and Witness Care, Witness Service. The case was heard at court in April.

1:1 emotional and practical support from SW over telephone. SW supported IP's mum too who had a lot of questions about going to court. SW got special measures put in place at court for IP.

SW checked in with IP over telephone and WhatsApp regularly. He and his mum both had a lot of questions about going to court so we did a lot of preparation work around this. IP was anxious leading up to the court date and SW helped by offering coping mechanisms for him to try.

SW also spoke to IP and his mum about CICA and how they can make a claim for his injuries.

SW liaised with Witness Care to arrange for IP to use the side entrance in court and answer any questions about court that were outstanding. SW sent a screenshot of the side entrance to IP's mum so it was very clear where they had to go.

SW checked in with IP after each court day and debriefed with him and his mum.

Both the young person and his mum have said the support was invaluable and thanked SW for going above and beyond to make them feel better about the court case.

PRACTIONER/S: Sophie Wager

Case Reflection 15:

M was referred to DVS by the Victim Liaison Officer at Probation Team following the sentencing of a man who threatened her with a weapon at work and demanded money. He was found guilty of doing this at more than one venue.

- Emotional support around thoughts and feelings
- Talking through breathing techniques to do when in an anxiety attack or unable to sleep at night
- Signposting to local counselling services
- Explanation of Restorative Justice (RJ)

The support given was mainly emotional around the impact of the crime especially at work. M was able to talk to me about her feelings and the anxiety responses she had in certain situations. We talked about how different breathing techniques may help her. She practised them in situations where she wasn't stressed in the hope that if she became anxious she would be able to do the practised breathing.

I explained the work of the RJ team but she decided that wasn't going to help her but she knew if she changed her mind she could explore this further.

At the end of DVS support she felt an increase awareness of calming techniques she could use herself and if she felt she needed further help I ensured she had details of her local counselling services she could self-refer to.

M thanked me for the support and said "it's been greatly appreciated having someone to talk to about how I'm feeling".

PRACTIONER/S: Tanya

Case Reflection 16:

Referral received due to the service user being assaulted at a pheasant shoot hunt. He was also verbally abused.

AN provided a space for the service user to speak about their experience, how it had affected them and their partner and what would help them to cope and recover. AN also helped liaise with the police for the service user.

At first contact, the service user was notably emotional, the incident had had a great impact on both themselves and their partner.

The service user was also concerned with the lack of communication from the police so with the consent from the service user, AN contacted the OIC. The OIC confirmed that they would be contacting the service user promptly.

In our final call, the service user was disappointed as they had been told that the police were not taking the incident to court, due to a lack of evidence. We discussed what it felt like to sit with that disappointment. We concluded that even though it wasn't the result they were hoping for, at least they can start to put the incident behind them and start to move on.

PRACTIONER/S: Alix Needham

Case Reflection 17:

GBH/ Victim had received phone calls with threats to kill them and their partner

Callan first started support in January 2022, working with the IP. Callan did a range of activities ranging from creative tasks to talking through situations the IP has faced over recent months. All work has been done remote using what's app video for support.

This support had very little challenges, the IP would sometimes have to rearrange times that they could call but always had good communication, throughout the work that Callan did with the service user they would use a valuable measure on how safe and happy the service user felt that week and would then, make a plan of action. During this work Callan covered some work on confidence and how to feel happy with who we are, the service user gave feedback on these sessions and said how much of a difference they made to their outlook on them self and how they felt others saw them. This is one of the positives I would take away from this case. This case has now been closed as the user feels they have overcome the feelings of fear and is much more confident again.

PRACTIONER/S: Callan Hill

Case Reflection 18:

Police referral for harassment . Over a period of time R is harassed by neighbours who call her names, spread lies and intimidate her causing alarm and distress.

R is a vulnerable single woman and a repeat victim who has had mental health struggles in the past.

R was appreciative of phone support which concentrated on her recognizing and utilizing the positives particularly supportive family and friends.

Her self esteem and confidence had taken a severe dip due to the attitude of her neighbours

She also needed help liaising with the SNT, housing and the council.

R said that her neighbours are "picky" and get at her for every little thing. Issues came to a head when complaints were made when she tidied an area of waste ground and planted it up to make a "green space" .

She recognises this as bullying and feels many see it as trivial and don't see the bigger picture and how it affected her mental health. She is unhappy how some neighbours have tried to influence other residents against her.

R has started work on her "green space" again. She is going to see if the space can be included in the open gardens trail.

She put notes through the neighbours doors during anti bullying week – she found once people realised what was happening that many were supportive and asked what they could do to help. R was keen to work with our media team to share what she had done in the hope that it would help others.

She was grateful for the calls which had helped her be more positive and pro-active.

PRACTIONER/S: HA

Case Reflection 19:

Neighbour harassment- IP and her family are experiencing bullying from neighbours in the form of child harassment and assault on their child from theirs. Perps are always staring into their home and recording them.

Provided emotional support, wrote a housing support letter for the IP wanting to move house, encouraged IP to continue to report any incidents to the police when she felt there was no point, referred IP's daughter to GYB, liaised with SNT for support.

IP has been supported by DVS since 24.09.2021. The incidents have been occurring since May 2021. IP's daughter has been getting bullied at school and in and outside of her home. IP's daughter has been receiving support from GYB and now has good support from her school which is helping her get through the bullying. IP has said that the only way this can get better for her and her family is to move house. IP has been put up to band B with the council to continue to bid to be able to move. IP feels that the incidents have affected her and her family and her daughter has previously not been able to go out and play on the street due to perp's children bullying her. IP said the bullying has affected her daughter's mood and emotions which has been affecting IP. Since school have started to be more supportive and proactive and due to GYB and DVS, IP said her daughter does now sometimes go out and play on the street and is starting to feel more confident. IP said she is grateful for the practical and emotional support this service has offered.

PRACTIONER/S: Hollie Orton

Case Reflection 20:

Emotional and practical support being provided to lady who was referred into the service by the police. The SU was the first person to arrive at the scene of a crime to discover that one of her neighbours had been killed and one was incapacitated through critical injuries.

- Intensive emotional support is being provided to the SU following this traumatic event.
- Practical help is being given to plan work and home life balance, going forward, to allow for reflection and recovery.
- Other support being provided includes liaising with the police, WCU and the CPS around the trial requirements.

Having witnessed the outcome of such a tragic event and then raising the alarm to the emergency services, the SU was required to give formal statements and interviewed by the police, but not offered any victim support during this critical time. As a result of this, the SU found it difficult to cope with the thoughts, feelings and emotions which had been raised by this and as her GP had signed her off work, she had felt somewhat isolated with no one to talk to.

The caseworker is providing intensive emotional support to redress this with extended home visits allowing the SU the time that his needed to talk through the impacts that this has made on her mental health and wellbeing, and by offering sensitive advice and guidance around appropriate coping and recovery strategies. Together, we have reviewed what the SU presently needs to begin to move forward and have put a plan in place to support this outcome.

The effect of the support provided has enabled the SU to feel heard, valued, cared for, understood, and empowered to face how she copes in the future, both during and after the trial. Caseworker support is ongoing at this time.

PRACTIONER/S: Julie Gregory-Bateman

Thank you to all of our colleagues and service users

