



# VictimServices

Supporting Victims of Crime

PROVIDED BY **remedi**

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A Collection of Case Studies and Reflections

*By* **REMEDI: Restorative Services**

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Remedi

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My client came through as a self-referral for being a victim of stalking and harassment by a tenant that rented my clients property. The tenant's ex husband had made threats of violence to my client and perpetrator threatened to make false rape allegations against my client.

- supported by telephone weekly since September 2021
- texted ip before calling as ip was worried about answering withheld numbers
- signposted ip to 101
- provided information about SV2
- advised ip to speak with GP
- goal setting for the client to move forward from the crime

My client was one of my first cases as a caseworker. In order to keep my client feeling safe while the stalking and threats were taking place. I sent a text to ip every time I was going to call and we have weekly contact at the same time and day every week. Now the stalking has stopped my client realised that the crime had impacted a lot of his life and was feeling overwhelmed. We discussed what areas of ips life needed work on. The main ones were health, socialising and getting back in to work. We broke it all down into small manageable steps and each week ip sets a small goal to achieve by our next call. Ip has gone from looking for a gym to attending multiple times a week. Ip was struggling with his cv so has allowed an hour a day to work on it. This has helped relieve the pressure ip was putting on himself as ip felt nothing was getting completed due to having too much to do and not knowing where to start. Support is ongoing and ip is a feeling a lot more positive than when support started.

**Linda Hogg**

Hate Crime - Racial causing intentional harassment, alarm or distress

The work undertaken included emotional support by providing signposting to creative mental health agencies and practical support by liaising with school and getting police updates

The support first started off with us providing emotional support as this was the first need but after conversations with the victims mum, we realized there was practical support needed so once we liaised the victims worries and concerns about returning to school it meant that better communication was being facilitated. The school replied promptly outlining all of the support which is in place while the victim is at school and engagement from the police. Feedback from the victim included: 'Thank you, for the first time in 6 years some action is being taken against the bullies. You have come to us with support from every angle possible.'

Feedback from mum: 'Many thanks again for your support and help, both my child and I are very grateful'

**Maya Patel**

Racial harassment – victim being targeted by neighbours based on their ethnicity

Partnership working with GP, Mental Health team, social services, housing provider and multiple signposting provided. Emotional and practical support provided to the victim.

This case should be celebrated owing to how far the victim has come on their journey. Initially the victim was feeling suicidal and suffering with depression. The Hate Crime has made this much worse. With the support I provide alongside the partnership working, the victim went from being extremely vulnerable and hurt, to achieving goals they had set as part of their support plan. The victim now describes themselves as being at peace with themselves and the positive outcome achieved by partnership working.

Feedback: “I feel better and you have been a miracle, I just want to praise you. Other organisations knew about it [the hate crime] but since you started to support me, things went so fast. It might be a miracle! I owe you a lot of thanks, I feel better. The experience has been 10/10. I want to say thank you and I'm very grateful. You helped me with the mental health team and housing, thank you. Now I can start living in a home.”

**Parriss Williams**

Racial Hate Crime – Violence against the person. 1 individual involved. Dudley.

Communication with partner agencies; Police and Housing.

This piece of work should be celebrated because of the practical support that was demonstrated in this case. The victim had felt unheard by a lot of different agencies and when this case came to me, we sat down and made a strict action plan of whom we wanted to speak to and what the end goal was. I gained communication from multiple officers and housing which resulted in the victim's case is reopened and the victim being able to take a statement. The victim felt heard and there was a large amount of communication between the victim and housing which allowed the victim and their housing officer to come up with a plan which would benefit them.

The feedback given on this case was: “Knowing that you’re there for me to have discussions with has been great. My health and wellbeing has improved, and that it down to only you. Speaking to you has helped. Thank you.”

**Parriss Williams**

Racial Hate Crime – Violence against the person. 1 individual involved. Birmingham.

Emotional support, Communication with partner agencies; Police and Housing.

This piece of work should be celebrated because of the interlock of emotional support and practical support this case demonstrates. This individual was firstly a victim of a Racial Hate Crime as well as a Sexual Orientation Hate Crime also. The needs were assessed at different times due to this and emotional support was needed throughout. Communication was done with both the Police and Housing which resulted in the victim getting more communication from both agencies and results. The feedback I was given by the victim was: It is nice to have a support service available as I felt like you were my ally.

**Parriss Williams**



Homophobic abuse towards the victim in Walsall

Emotional support was provided to the victim on the phone.

This was an individual who came on triage. When speaking to the victim they were in high spirits and explained that they would not be letting the Hate Crime have an impact on them. We had a conversation about how it made them feel at the time and reflected upon this and is proud of how they handled this. When ending the conversation, the victim said the following "I was absolutely satisfied".

**Parriss Williams**

Strand was sexual orientation, offence was causing alarm or distress, unknown offenders and two victims.

The victims were harassed by text messages having homophobic slurs sent to them. They said they kept changing their number but texts kept being sent to them and the police advised block the number.

On the triage call, emotional support was provided by listening to both victims over speaker phone, we discussed how the victims felt they hadn't heard previously so they asked me to help them get a police update which I obtained for them.

This case should be celebrated as the victims are now moving forward with their lives. Both victims stated that they previously hadn't heard of the service and were pleased to be able to self-refer. The victims believe the service is a great resource.

Another part of this case that should be celebrated, is how quick and efficient the victims found the service to be. The victims felt they were listened to and their needs were met. Victim feedback: "Thank you so much for listening and taking the time to get the update. It's so appreciated."

**Victoria Anderson**

YP has been bullied in school repeatedly since primary school.

Worked through needs assessment in a face to face meeting.

YP has not been going out in public since she was taken out of school due to bullying. YP suffers with anxiety and cannot face meeting with other people. In order for me to engage the YP we started by, first speaking to mum, then listening to me on speaker phone, then joining in a little over the phone and eventually meeting face to face, so we could complete a Needs Assessment and put a Support Plan in place. Being able to take the time, and patience to understand the YP is so important, she was totally overwhelmed at first but is now willing to engage.

**Terrienne Quigley**

- YP victim of assault.
- 1:1 sessions with YP focusing on feeling safer in the community.

The victim has been significantly impacted by the assault and has left her not wanting to go out into the community.

The 1:1 sessions I have been undertaking have focused on safety. This involved creating safety plans and looking at ways to make the YP feel more comfortable when out in the community.

The feedback from the young person was “I feel a lot safer after working with you. I now feel I can leave the house and be comfortable. Thank you for your help”.

The feedback from mum “you’ve had such a positive impact on my daughter, thank you”.

**Rebecca Smith**

YP was targeted by a group of peers in school.

YP supported through GYB support and provided RJ service. Identified needs, YP wanted to do a face to face with each individual to wipe the slate clean.

Carried out 5 direct RJ meetings in one day. YP fed back afterwards that she would never have been able to do that without the help of Remedi. She now feels confident and able to go back to school having sorted things out and is looking forward to getting back to normal.

**Terrienne Quigley**

Slurs shouted about the victim's disability causing intentional harassment, alarm or distress. Two people involved: victim and offender. Victim had attempted suicide a week before coming in to support.

- Emotional support offered by listening to victims' thoughts and feeling
- Signposted coping strategies, mental health services and emergency numbers Initiated contact with third-party agencies, including the victim's doctor, mental health nurse and care support team
- Safeguarding and an emotional safety plan were put in place

This piece of work should be celebrated due to the emotional and practical support demonstrated throughout the case. At the start of the case the individual felt extremely down and depressed, after working with them they decided to use all resources they were provided and kept communication open with all professionals involved. Another reason to celebrate this case is our involvement with third party agencies where rapport was built and how this had such a great impact on the victim. The victim has been offered to come back into support when case comes to court.

The feedback given: "I am so grateful for our chats; I'm going to miss you".

**Victoria Anderson**

YP was referred for GYB support as they were attacked by a group of young people. These young people used weapons which resulted in the yp having severe injuries and mental health needs.

Callan first started support in January 2022. CH and the YP completed a range of activities from creative tasks to coping strategies with the YP. This work was completed virtually and focused on building confidence and supporting mental health needs.

YP's support plan focused on support during the CJS process and to help YP cope and recover from the crime. Callan would video call weekly with the focus on being able to leave the house without being in fear. Ways in which we completed this was using worksheets and creative tasks. YP wanted to work towards a target and we put little challenges in throughout the support to help YP reach these goals. YP was able to meet these goals and felt comfortable and safe to leave the house without being in fear. Support was but on hold, as YP felt they did not need further support until the court date.

Months after the last support session, the YP reached out to Callan once they had a court date and asked Callan to support them through this.

A big positive I would take away from this work is the YP feeling confident enough to contact me and ask for further support when they needed it.

This case is still on going

**CALLAN HILL**

Adult neighbour shouting and swearing at YP over the garden fence. This left the YP feeling scared, isolated and unsafe in their own home.

When contact was made with the YP, they agreed to support if this could be accessed via video call with mum being present. Support and safety plans were put together to help mum and YP manage and cope with current incidents and any potential incidents in the future.

YP was frightened to go out into the garden as this is where the verbal abuse from the neighbour has been. The neighbour kept any footballs that went over the fence.

SP and mum discussed the security measures they had put into place in the back garden so that the YP could feel safe to play outside. Mum had security cameras with audio fitted in the back garden so that any further incidents would be captured.

YP felt happier about this and was going to try and play outside with younger sibling and friend. We also talked about positioning the goal post in the garden so that the ball wouldn't end up over the fence. We put together a safety plan with the YP and mum that included coping mechanisms to help YP cope with incidents.

Weeks into support, the YP had been going back out into the garden when someone else was present with them. We spoke about the thoughts and feelings around this and the yP felt this was a huge step forward. Mum said since the safety measures are in place, there hadn't been any other incidents of verbal abuse from the neighbour.

**Sara Pinder**



YP and family had an ASB incident with their neighbour. YP is a repeat victim and were supported by SW a year ago. YP requested SW for GYB support after this incident. Support put in place for YP who was struggling with his mental health.

SW empowered YP's mum to get back in contact with the GP to help YP's mental health. She had faced many barriers from services and needed support. YP still not in education, SW empowered YP's mum to get help from education welfare officer.

YP was first supported by SW last year after being bullied at school. YP is out of education, has additional needs and mum was struggling to cope.

SW empowered YP's mum to contact Education welfare to get support as she had committed to home schooling YP, but was struggling to get him off his Xbox. SW completed some 1:1 work to establish YP's needs and to see what the underlying issues were. He was showing signs of PTSD from the original incident of bullying and harassment, so SW empowered YP's mum to contact their GP to get some mental health support.

SW encouraged YP to reach out to his old friends and this built up his confidence, he is now going out instead of being inside all the time and playing on the xbox.

YP has additional needs and really struggles to open up and communicate with SW, so a lot of the work has been done through YP's mum. Mum was grateful for SW support and patience as she has said that a lot of people would have given up by now.

**SW**

Stolen moped ploughs in to a group of students on a zebra crossing outside of school

1:1 emotional support via Teams once a week

Discussed how the incident had affected YP emotionally and physically, supported YP with processing their emotions they were experiencing throughout, as the case progressed to court.

At the start of support, YP was struggling to process how the incident could happen as they were crossing the road using the pedestrian crossing outside of the school gates.

Throughout support the young person was at times angry and frustrated due to the lack of information they were receiving from the police on how the case was progressing. The support was based around the young person being able to talk freely and honestly about the incident if they wanted to or they would talk about school, moving house or their hobbies. During the sessions I could see YP had started to overcome their feeling of anger and had started to move on from the incident. Once the outcome of the case had been disclosed to the YP, I could see how relieved they felt knowing the perp had been prosecuted and was being made to take responsibility for their actions.

I feel it should be celebrated on how the young person was able to process what had happened to them, through talking about how it had affected them both emotionally and physically. This enabled them to build up their resilience and move in from what had happened to them.

**Sara Pinder**

Young female was sent unsolicited nudes from a male (same age). Both attend a sports club outside of school together. She told a friend and was encouraged to tell a trusted adult. School informed SW at GYB and the young female's mother.

YP came to the GYB drop-in session and referred for support. SW safeguarded the YP and informed the sports club that both young people attended. SW informed the school that the young male attended to safeguard. Sexting workshop to be delivered in school to make all students aware of impact.

SW is working closely with the school of the male 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.

SW informed the sports club where the two young people met, and they have informed all staff and volunteers. They also briefed the young people before the sessions to make sure they know that they can talk to any of their staff/volunteers confidentially if they have any concerns that they want to share.

SW has worked with the young person to build confidence and resilience. She now feels in a place where she doesn't feel uncomfortable at the sports club and feels better for talking about it.

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.

**Sophie Wager**

Young person was referred as they were a repeat victim of ABH and assaults in a care facility.

Callan first started support in January 2022. Working with the young person, Callan completed a range of activities to engage them and to get an understanding of how the crime have left them feeling. The creative tasks and talking through situations they faced over recent month has been done remotely.

This support had challenges, as the young person was not attending appointments they have arranged and at times it was hard to contact the YP. At times we would have to rearrange times that they could speak. Throughout the work that Callan provided, they would use a valuable measure on how safe and happy the service user felt that week and discuss why they had these emotions. During this work, Callan covered some work on confidence and resilience, the service user gave feedback on these sessions and said that they really enjoyed work together and would recommend GYB to other victims. 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 safety again.

**Callan Hill**

Harassment – YP was repeatedly being harassed by two people who were sharing and making malicious posts on social media platforms.

1:1 Emotional support via phone – weekly

YP finds it difficult to trust people, so every week I ring them to build up a relationship.

At the start of support, Incidents were still occurring around the village and on social media that were aimed not only at YP and their family but also other residents within the village. YP seemed to be consumed by the on goings in the village and would feel like they had to be involved even if the abuse and negative comments on social media weren't aimed at them.

Throughout the support YP has become more open and trusting and has spoken about other issues in their past that have had negative impacts on their mental health. I have spoken about services that can support their mental health, however they feel they receive this support from GYB and being able to talk things through.

With the ongoing support, I have started to see YP become more positive and focused about their future and what they want that to look like. YP has applied to become an Apprentice Dental Nurse and is looking to start driving lessons when they turn 18 in October, this will enable YP and their partner to get out of the village more.

Support is ongoing

**Sara Pinder**

YP assaulted and robbed of chain. Repeat victim, supported by SW three years ago. Requested SW for GYB support after this incident. Social care support in place and school supporting – Regular TAF meetings. Support put in place for YP's mum who was struggling with her mental health.

SW contacted YP's school and helped understand why he isn't attending. SW contacted social care to get support for YP's mum who said she wasn't coping.

SW worked closely with these partner agencies to organise TAF meeting and support the whole family.

YP was first supported by SW 3 years ago after a similar incident. YP is out of education, has additional needs and mum was struggling to cope.

SW contact IP's school to enquire what work they have done with the YP and his family, they had tried compromising with him to get him into school, but it hadn't worked so SW did some 1:1 work to establish YP's needs and to see what the underlying issues were.

YP has additional needs and really struggles to open up and communicate with SW, so a lot of the work has been done through YP's mum. She has said that a lot of people would have given up by now. He used to have a 1:1 tutor when he left his last school and she didn't stay around for long.

A TAF meeting was held, and the Early Help team assessed mum's situation to help her.

Mum was able to open up to SW and explain how the crimes had impacted her. She said she hadn't done that before and felt better for having someone to talk to.

**Sophie Wager**

Young male, repeat victim, previous GYB service user. Assaulted and robbed by unknown male. Social services, Kingsmead School and SW working with YP and his mum.

1:1 emotional and practical support from SW over telephone. SW supported YP's mum too who explained she was struggling to cope. SW got social services involved and encouraged the school to work closely with the family.

SW checked in with YP over telephone and WhatsApp regularly. YP struggles to be apart from his mum so SW shared some coping mechanisms with him to help his anxiety. This helped him feel more confident going to school. He has missed over 5 years' worth of education.

SW also spoke to YP and his mum about CICA and how to claim for his injuries.

SW helped YP's mum with her mental health by getting her to open up and communicate how she feels. She had explained that she no longer feels like herself and is constantly dealing with the issues of YP and he follows her around the house everywhere so she never gets time on her own. She said by talking about it to SW meant she didn't feel she was going insane.

SW has worked closely with Kingsmead school and social services to hopefully get an ECHP put in place and to encourage YP to work with the school and increase his attendance.

SW had previously worked with YP when he was assaulted 3 years ago, he specifically asked for SW to be his caseworker, showing a good working relationship and that they would recommend the service.

**Sophie Wager**

Ongoing bullying issues at school which has resulted in the yp not attending school.

1:1 Emotional support via phone and text

Practical support liaising with school to feel listened to and supported.

At the start of support YP's attendance at school was very sporadic. YP felt unsupported and not listened to. SP supported YP emotionally by listening to their issues and anxieties around school and how they want to feel.

SP practically supported YP, by contacting the school to discuss how YP was feeling and what support needed to be put into place to ensure they felt safe within school.

To help reintroduce YP back into school, YP accessed the library for their lessons and was supported by the librarian on a daily basis. YP is now attending school more frequently and has felt comfortable going back into lessons, she has also undertaken the Y10 mocks which is something she did not feel she would be able to do. YP is feeling much more positive, she still has the odd day where anxiety takes over, but uses her coping mechanisms to help focus her. YP can see how much progress she have made so far and feels positive about this.

**Sara Pinder**



ABH/ Victim had been a repeat victim of bullying in school.

Callan first started support in May 2022. Support focused on different activities ranging from creative tasks to talking through situations the IP has faced over recent months.

At the start of support the young person felt it difficult to engage with the service as they felt they had been let down by services before. To build the relationship, I ensured my contact was at a time that suited them. We would use a valuable measure on how safe and happy they felt that week and discuss why they had these emotions- this helped scale where they were currently, where they had been and where they want to be.

During support, Callan covered some work on how the bullying had affected them in school and at home; the yp had also been having behavioral issues at school leading to them being excluded for a long period of time. Callan worked with the school and had a TAF meeting with all involved to find a solution and plan for the young person's education.

This is one of the positives I would take away from this case as services were working together to meet the need to of the yp. This case is still ongoing, but the service issuer is feeling happier and more confident within the school setting.

**Callan Hill**

Young person had self-referred into GYB as they had been a victim of bullying. The bullying happened mainly in school, however this had started out of school hours. The bullying had been ongoing for 6 years and had a huge impact on the young persons mental health.

- Activities to support us getting to know each other and building the relationship
- Worked together to put a through support plan in place to meet the needs of the yp
- Worked with early help to ensure streamlined support
- Referral to CAMHS to support mental health

Because the bullying had been occurring for so long, the yp at first struggled to engage in support. They had little trust in professionals and thought nothing would change. The young person felt the only thing that could change was them having a 'quick fix' to support them and the issues they were facing. To build the trust, we completed getting to know each other exercises and this helped the young person know I was there for them. Throughout the support, we would use a valuable measure on how safe and happy they felt that week and discuss why they had these emotions; what had happened? How did they feel? Who can help? This helped talk about how the bullying had affected them in school and at home. The yp felt they needed support with their mental health and possible PTSD they were experiencing and we made a referral into CAMHS. I regularly speak with with the yp's early help worker to share work completed and next steps. This communication is helping the young person get the best outcome and is supporting them to move forward from the crimes.

**Callan Hill**

My client had received threatening text messages towards their family over a two-week period this had caused alarm and distress.

**Location** - Derby

Provided emotional support

Support with communication skills

Encouraged and referred SU to counselling support from specialist counselling providers.

Encouraged and supported SU to continue to report any further incidents to the police

My SU has been supported by DVS since 07.02.2022. The incidents that occurred had a really had a big impact on her thoughts and feelings. My SU was struggling with coping with the incidents and that the incidents were perpetrated by her ex-partner. My client is autistic and struggles with their mental health and felt she was really struggling to come to terms with her ex-partner harassing her more so as she had no support to help her manage her thoughts and feelings. At first my client struggled to understand the seriousness of the crime and how important it was for her to not message her ex-partner too this was to support my client's safety.

To support my client's safety and mental health needs, I referred my client to Trent PTS and CEASE. My client said they really benefited from the support from signposted agencies and also support from DVS. My client said having someone to speak to regularly about her emotions and communication skills helped her cope with the situation move forward with the best support in place.

**Hollie Orton**

D was referred to DVS by the police following her reporting that someone she knew had used her bank details to open multiple mobile phone contracts and then were threatening her.

Emotional support around thoughts and feelings

Providing a personal alarm for her to use when out in the community

The support given was mainly emotional around the impact of the crime as this was someone she thought was a friend. Because of receiving threats via messages on her phone she was scared to go out but the alarm I sent her made her feel more safer. She felt confident to contact the police officer dealing with her case as needed with reassurance from myself. This gave her a sense of empowerment and as her confidence rose she was able to make changes to her life which she had been holding off from for example starting a college course.

At the end of DVS support D felt able to carry on with her life and was enjoying the changes she had made. She no longer felt threatened and had stopped all contact with the 'friend' recognising this was not a healthy relationship.

**Tanya Earp**

Client was referred to DVS by the police following an assault near his home

Emotional support around thoughts and feelings

Providing general information about security options for his research

Signposting to counselling services in his area

Signposting to live chat function on police website as an alternative to calling 101

Informing him of Hollie Guard app which he downloaded onto his and wife's phone

The support given was a combination of emotional and practical. S had accessed counselling in his past so was confident to re-refer himself and know it would help him. We talked about strategies he could use when he was anxious and techniques that had worked for him in the past. As the assault took place near his home he felt unsafe at home also. He also had concern for his wife's safety while he was at work at night but a change of working pattern helped that and in turn his sleeping improved and he started gradually to feel better with each phone call to him. He also felt more in control looking at security measures he could install to help them feel safer at home. S felt confident to contact the police officer dealing with his case and I suggested the option of the live chat function on their website as an alternative to phoning 101.

At the end of DVS support S felt he had turned his life around again and DVS support in conjunction with counselling helped him move forward. He was grateful to DVS for the support through the times that felt tough.

**Tanya**

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**Tanya**

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

