



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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Hate Crime - Disability causing intentional harassment, alarm or distress

The work undertaken included emotional support. The victim was signposted to mental health services and adult care services for a long-term support due to her disability. I worked with the victim to try and find options that would help her feel safer in her house, for example using Dummy CCTVs

The feedback the victim gave was “you have been a major help”, “I appreciate everything you did” and “it has been nice to have someone to talk to”.

The victim gave some feedback about the service and said, “this is a very good service, I would recommend it to everybody”.

All the other cases that I closed were due to disengagement or the victims just needed a short-term support, so this case allowed me to have my first long-term support with a victim. It was important for me to be able to practise more the ability to assess victim’s needs and to be able to know when the victim doesn’t need any more support around the Hate Crime and signposting the victim to the appropriate services.

Catarina Soares

Young perpetrator was referred for the Hate Crime perpetrator programme for 3 x 1 hour sessions due to racial language both at school and home.

I completed 3 sessions with service user where we looked at case studies, examples of hate crime and compass of shame.

Service user became very aware of what he was doing and the impact it has on victims and other people including families and communities. He engaged really well and completed activities asked of him in a timely manner. After I had completed all the sessions with the service user, his mum gave me some great feedback..."Thank you so much for working with him, he is so much better now and more aware, we've had no calls from school to say he has been involved in anything of a hate crime nature since he has been back at school after the holidays"

Laura Ridley

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

- Emotional support around thoughts and feeling
- 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

My client had an altercation with her neighbour whereby the perp got in my client's face and pushed her to the ground. This came after a long-standing issue with her neighbour and my client eventually moved out of the area to avoid any other contact with the perp.

Initially, the support provided revolved around listening to them and validating how the crime had made her feel and the impact it had had on her life. We worked together on reframing how they perceived situations and started to look for the positives in their day-to-day life.

The incident itself was hard for the client, but what she struggled with the most was the fact that she felt she had to sell her 'dream house'. It was something that they really struggled with and we worked through those feelings; I continuously acknowledged that enormity of the situation. They began to find that these feelings were affecting other aspects of their life as she found it hard to feel optimistic about anything. They would frequently use words like "lost" and say things like "nothing ever goes right" for her. Together we derived the phrase "little wins", for example, they fixed the fence in her garden so she could sit in her garden and relax with her dogs. We acknowledged this as a 'little win' as it meant they could relax in her new property and not worry about her dogs escaping. Recently, they have told me that they are constantly looking for 'little wins' and when she does find them, she writes them down in her journal. They have said this has helped them when she's feeling defeated as it acts as a reminder that she constantly experiences positivity.

EW

My client referred themselves to the service as he was being harassed by a group of males. The males were accusing him of being a paedophile

Provided emotional support

Liaised with the police for safety support and for thoughts and feelings to be recognised

Safeguarding report made to the police as there were risks to my client's safety

Building confidence to report any further incidents to the police when he felt it was pointless

The incidents that have occurred had a really big impact on him and his thoughts and feelings. My client was homeless when support first started and was staying in different hotels which were provided by the council. IP was fearing for his safety as he would see the perpetrators regularly and they would often chase him or cause him fear for his life. My client felt unsafe where he was staying. He would contact the police when the incidents happened, but by the time the police were able to get there, the perpetrators had gone. A multi-agency approach has been put in place so my client's thoughts and feelings were being heard. They have now been put in temporary accommodation and is starting to feel like he is getting his life back on track. With support from DVS, he has started seeing his GP and mental health worker as he felt his mental health had been impacted. My client is currently bidding on properties for a more permanent home. Despite not moving house, my client has started to feel safer and more stable with his mental health due to being heard and supported by services.

Hollie Orton

Single female self-referred into the service after reporting a racially motivated hate crime incident whilst she was out in public and wearing a traditional head scarf as part of her religious beliefs. She had comments directed at her in relation to terrorist activities and this caused significant alarm and distress.

- Emotional support has been provided to address the impact on the client's day-to-day thoughts, feelings, and behaviours, mental health and overall wellbeing as a result of this recent incident
- Practical help given by signposting for additional information and support in the local community from other agencies and faith-based peer organisations.

The client reported a racially motivated hate crime incident to the police and made a formal statement to support this abuse. As the incident took place in a very publicly populated area the client expressed huge shock with the personal impact around her traditional dress. The client travels on the bus quite a lot and has been surprised and upset by how people have physically moved away from her.

The client has family and friends and a network of support but not all wear the hijab and so she feels that they do not understand her point of view. She has experienced problems with some of her neighbours in Derby and this has made her feel particularly uncomfortable.

Despite feeling very discriminated against and that the Muslim community are largely being targeted since the Covid pandemic started, the client has a generous and rational perspective on life and grounds herself within her own boundaries, faith teachings, and values. Together, the client and caseworker have worked to address her challenges and strengths and the client has felt sufficiently empowered to continue to wear her hijab when out in public.

The client has expressed her gratitude for the support of DVS services.

Julie Gregory-Bateman

My client was referred to me in March 2022 as they were experiencing ASB. It started due to a parking dispute but escalated to verbal abuse, loud music, food and cannabis butts being thrown into my clients garden and the neighbour using her dog to intimidate them and their family

Provided emotional support to my client by telephone first weekly and currently fortnightly as per support plan. This helped them feel listened to and supported.

Spoke with ips housing officer to share concerns raised by my client.

When support started, my client was very distressed and this was having a wider impact on her family. They felt scared to leave the house and felt intimidated and targeted by the neighbour, the children were not able to play outside due to objects being thrown in the garden. It was alleged the neighbours has been contacting social services multiple times and although this was all marked as malicious, my client was upset by this as she felt watched by social care.

My client did not want to report the issues to the police as she felt there would be nothing they could do. With support and guidance, she contacted the police and was happy with their response. The police spoke to neighbour and there have been no incidents since.

Although the incidents had stopped, my clients did not feel safe in her property. I contacted their housing association and informed them of what had been happening. Housing offered a managed move and has found someone to exchange with. My client is counting down the days until they move, but already feels safer and feels they have a part of their lives back thanks to the support they received.

Linda Hogg

My client was struggling due to the behaviour of her son who had been running away, and the son had been the victim of assault and bullying.

AN provided a safe space for the them to express their feelings. My client was struggling with the conflicting feelings of really disliking her son's behaviour but still loving him. His behaviour towards his mum had been escalating, he was being supporting by GYB

AN worked with some grounding techniques with parent, enabling her to cope better

When AN first contacted the client, she was very distressed, struggling to cope due to not having a support network to talk to about what she was experiencing. She felt very alone and was blaming herself for her son's behaviour. Through our work together, we were able to explore her feelings, reassuring her that none of this was her fault. We also spoke about ways for her to explain to her partner how she was feeling and what support she needed from him to help her cope with what she was experiencing.

To help my client feel supported with what she was experiencing, I referred her to PEGS which she was grateful of to be able to speak with parents who were experiencing similar things. My client felt she wasn't alone and people understood her.

In our last call, she said that she had found the support so useful-having a space to talk without judgement enabled them to cope and recover.

Alix Needham

Mr X was walking his dog when another dog attacked him and his dog. Mr X required medical treatment following the attack. Mr X then received abusive messages on Facebook from the other dog owner causing feelings of anxiety and distress.

Home visit attended by caseworker to help Mr X complete referral forms for further support with the impact on his mental health. Local groups and activities found and provided for Mr X to join to help make new friends, increase support and help with confidence and feeling of being alone.

Mr X was referred to DVS because he was left with physical injuries after a dog attack. Once he had support in place, there were other needs identified. Mr X had needs around his mental health that were longer standing than the recent attack but he never felt able to get support for them until now. Mr X had struggled with his own mental health for many years alone with no idea who to turn to, but during the support he felt comfortable to talk about them and is now receiving ongoing professional therapy to help him with his current and past battles. Mr X has also started to make new friends, I helped Mr X find local social groups who have the passions as he does and this has helped build his confidence to leave the house. Mr X no longer has to suffer in silence and no longer feels alone. The police also provided the outcome he wanted, and that was to reduce the chances of this happening again which he feels confident has been achieved. Mr X feels he has a journey ahead still, but thanks to caseworker support is now on the right path to success.

DF

Mr X and his family have been victims of anti-social behaviour from their neighbour 3 years with incidents of verbal abuse, criminal damage and threats of violence causing alarm and distress. This has impacted his mental health and standard of living.

Mr X felt like he had been forgotten about by other agencies. Contact was made by caseworker to environmental health and the local police team. All these agencies reached out to Mr X following this communication which meant a support network has started building for him. Emotional support continues weekly.

Mr X was referred to DVS for the second time due to this ongoing anti-social behaviour. During his first support period, Mr X was already heard and things started to improve. Unfortunately, as time progressed things started to get worse and when his support started with DVS again Mr X described himself as being “forgotten and his voice no longer heard”. Mr X felt very distressed and stated his mental health had began to decline and he no longer felt safe in his own home. However, thanks to DVS being able to provide him not only with support but a voice when he felt like he could no longer speak anymore he was heard once again and within a matter of a couple of weeks he felt a support network around him and his voice was heard. This is Mr X second time with DVS and from the first call he felt confident in the service as he remembered from his previous support how much better it made him feel. He now feels comfortable in staying in the home he did not want to leave and the ASB has reduced thanks to police and DCC acting. ES continues.

DF

- Offence type: Violence without injury, client was threatened to be stabbed and threatened to have the house set on fire
- Client & husband were both victims, perps were neighbours who they had had ongoing issues with
- Provided a safe space to explore their feelings around what had happened including them feeling anxious about being alone in the house
- Provided practical support around what to expect from court hearing, supported the client to have support from witness service and witness care.
- Client was provided with an emotional support plan after expressing feeling anxious when home alone
- The emotional support plan was gone through verbally with client, exploring suggestions of things that would help IP feel safer especially when their husband is not at home.
- It was then emailed to client for them to look through in their own time- this helped them both support one another as they knew what they had both agreed what could help them to support their needs.
- Client said that it was really helpful to have that to go through when they were struggling and feeling anxious.

Feedback from the client- "Alix has been absolutely amazing and the support she has provided has been incredible. She worked wonders with my wife who had no one as due to her mental health she is unable to go out and she was her only support and without her she would never have been able to cope. Please thank her for me because we did not know support like this was there but it has been wonderful"

Alix Needham

IP was assaulted twice by his ex-partners brother

Provided emotional support

Provided practical support – GP, mental health, CAB

Encouraged IP to continue to report any further incidents to the police when he felt it was pointless

The incidents that occurred had a big impact on his thoughts and feelings and this had left them feeling scared. My client was struggling with their mental health and was unable to sleep. Due to the breakdown in the family, they had not been able to see their son and this was also a contributing factor to the declined of their mental health. My client was struggling to go out because he feared for his safety. My client had no support from his GP and mental health services, we worked together to support client's mental health needs. My client has started seeing his GP regularly and has been put on medication for his struggles with sleeping and his anxiety and is now getting support again for his mental health. With support, my client said their mental health is increasing and he is able to sleep and focus more. Because of this he said he has started going out more now and is starting to feel a little bit safer. My client can see things moving forward and has said he has started the process through court to try and get contact with his little boy.

Hollie Orton

My client was referred to me in July 2022. My client was a victim of robbery of personal property. My client's phone was stolen by a neighbour and in the process my client was also assaulted in front of his wife and young child

Ongoing weekly telephone support

Personal alarm sent

Contacted police on ips behalf for update

Firetext and emails sent to ip to keep them informed

Contacted Derby Homes

Housing support letter sent to Derby Homes and my client

Although I have only been working with my client a short while. I feel a lot of practical and emotional support has been provided and my client always tells me how grateful he is for the support. My client was concerned about him and his family leaving the property as they would have to walk past the neighbour's property. By sending ip a personal alarm ip feels it has helped them to feel a bit safer. My client was worried that they wouldn't remember everything that had happened as the police took a while to take statements. We spoke about making a journal and to write things down as they remembered them. When the police took the statements, they looked back at the journal to support them; my client is relieved about. My client has adult social services and Derby Homes working with the family to support the familys needs and a house move. To support this, I have sent a housing support letter to Derby Homes. My client has recently started a new job so is looking forward to the future and I will continue to support my client while he copes and recovers from the crime.

Linda Hogg

The victim was assaulted at her work place by a group of young people. The victim was injured in the attacks and they reported that it wasn't the first or last time that it has happened.

I signposted them to relevant resources such as her union and ACAS so she was able to feel empowered and heard by her employer. I also introduced her to Step Change as the incident at work had added onto her previous stress of money troubles.

During my first call with the victim, I could tell she felt defeated and not listened to by her employer. After a chat about the resources out there, they sought specialised advice around employment. They reported to me that she felt empowered by the knowledge she had gained from ACAS and following her own research. They spoke to her union and now she feels able to communicate how she's feeling to her employer and doesn't feel so alone following the incident.

In addition to this, the victim and I discussed Step Change and their role around informing people with debt. They looked into what they could do and discovered "Breathing Space", a government debt respite scheme that allows people to have 90 days 'breathing space' where they can get their finances in order and they don't have to pay any of their debts in that time. They has been accepted for this and now feels a lot more at ease with her finances which has helped decreased the stress she was experiencing.

EW

ASB personal – emotional and practical support provided to single female referred by the police. She has been the victim of targeted ASB from a female neighbour in the same housing complex which has involved noise nuisance, verbal abuse, harassment from people visiting the property to engage in alleged criminal activities.

- Focused emotional support has been provided over a short period, including regular calls to assess and address the impacts of the ASB.
- The practical help has involved multiagency engagement for wider ASB support, working with the Community Safety Partnership, and housing provider, to bring about positive and planned enforcement actions.

The SU lives in social housing accommodation and has been suffering from ASB perpetrated by a female neighbour and the frequent and numerous visitors to the property. The residents of the wider social housing complex are also being impacted by this behaviour but have been reluctant to report incidents for fear of reprisals. The SU does not feel that their collective concerns are being sufficiently addressed by the housing provider and feels powerless to find any resolve or anyone who can take action to help them.

The caseworker has worked with the SU to provide a listening ear around the concerns, and to give reassurance that we would work together to achieve a positive way forward. The caseworker opened up a direct line of communication with the housing officer and community safety partnership to support the voice of the SU, which has resulted in a planned enforcement route to be taken against the perpetrator, and also facilitated a more focused support process for the SU from the housing provider going forward.

The outcome of the case: the SU is presently continuing to be supported to feel more empowered to be able to move on with her life and be happy.

Julie Gregory-Bateman

C self-referred to DVS following her daughter being referred in by the police. This was following a serious assault where the daughter was stabbed causing life changing injuries.

Emotional support around thoughts and feelings

Signposting to counselling services in her area

Liaising with Housing regarding possible move

Signposting to drug support agency

Supporting C to apply for council emergency payment due to hospital visiting parking and fuel costs

The support given was a combination of emotional and practical. C needed to talk through what had happened to her daughter, her concerns and how to move forward. She was having difficulties with the family generally following the assault and a referral was made to local counselling services for group therapy. C was also coping with financial difficulties due to driving to a hospital out of her local area so I supported her to apply for emergency help from the council discretionary fund and she was successful. It became clear as the months passed that it was not suitable to live in the same area due to ongoing threats so work took place with housing to secure a move.

At the end of DVS support C was very thankful for the support and felt able to move forward with the ongoing counselling and imminent house move.

Tanya

The SU was referred for support from the police as they were a victim of a burglary by unknown suspects.

From the first call with the SU, I had to safeguard him due to him expressing suicidal thoughts. Together we discussed his mental health and feelings of safety and identified where he needed support from other agencies and DVS.

From our first conversation, I identified that the IP had complex needs. He was suffering with delusions and was hearing voices. He also claimed to be being attacked regularly outside his property which exacerbated his delusions and paranoia. We concluded that he needed some specialist mental health support and assistance moving out of the area as that would help him with his feelings of safety.

I sent in a professional referral to Adult Social Care and he was allocated a social worker. I worked closely with the social worker, informing her in detail of the IP's needs and how he could best be supported. Following the referral, the SU received help with housing and was placed on a high priority list. He was also assigned to the mental health crisis team who worked to help him in addition to his medication. I expressed concern that the SU was self-medicating with class A drugs and so IP was referred to a specialised drugs and alcohol team who assigned him a caseworker to assist him with that. Following the support put in place, I was able to withdraw my support as all his needs were being met by specialist teams.

EW

Harassment – emotional and practical support was provided to Miss X who was referred into the service by the police. She is in Derbyshire 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.

Julie Gregory-Bateman

M was referred to DVS by the police following her reporting stalking by an old boyfriend from school which was also involving her family and had recently escalated to threats to harm her and kill himself.

Emotional support around thoughts, feelings, safety planning

Signposting to the National Stalking Helpline

Liaising with Witness Care over court decisions

Explaining criminal justice procedure and acronyms used by professionals that people do not know the meaning of

Providing a personal alarm and supporting her to buy CCTV for her home

M explained the perpetrator got back in touch with her after many years of no contact. She was clear she did not want a relationship which resulted in him harassing her with multiple threatening messages, contacting her family to ask questions about her and finding out her workplace.

We discussed her support needs and started with a safety plan which she devised with my support and suggestions. I provided a personal alarm and she arranged for CCTV which helped her feel safer. I encouraged her to talk to her manager at work to explain why she wasn't herself and also because he had found out where she worked. We also discussed changing routines regularly and checking in with family and friends.

We explored her wellbeing. She was lucky that she enjoyed exercise and saw value in how it could help her cope through her current situation.

M was very thankful for the support and being able to ask questions which enabled her to understand the process. Talking things through had helped her see his controlling behaviour. Following the court case and a restraining order being implemented she felt relieved and able to relax more in her day to day life.

Tanya

The service user was a victim of verbal abuse due to their disability.

The work undertaken included practical support and coping mechanisms. I liaised with the OIC and the housing officer as the victim struggled to communicate with them. This ensured frequent updates were relayed between all parties. In addition to this, a variety of different coping mechanisms were provided to the victim.

The feedback I received was “I cannot thank you enough, you are the only person that has been bothered to help us and actually care.” My observation of this case included seeing the benefits of liaising with several agencies to ensure the best outcome for the victim. Even though the victim stated he only required practical support, it became apparent emotional support was also needed. Informing the victim about the coping mechanisms allowed the victim to ease the stress caused by the hate crime.

Sabaa Fiaz

SU and her family had had malicious messages sent to them

-SU's daughter had been dragged out of her car by the perps

-Perps were neighbours who lived up the street who used to be friends before daughter's relationship with their son broke up.

-AN liaised with the OIC to help the SU understand what was happening

-AN explained the victims rights when the SU was not happy with what was happening with the police

-AN provided a space for the SU to explore their feelings, providing coping strategies to help manage their emotions

When contact was first made with the SU, they were very distressed and upset, they didn't know what was happening with the investigation and they were still receiving malicious communications. AN provided SU with coping strategies to help when SU became overwhelmed with the situation. We also talked through grounding techniques such as '5 senses', concentrating on what we can see, touch, hear, taste and smell to help bring the IP back to the here and now

The SU wasn't happy with the way that the police had dealt with the whole situation, we discussed the process of them making a complaint after informing them of their rights as per Victim Code Of Practice. The SU then felt that was the right course of action and we spoke about the potential outcomes of this and coping strategies to support potential thoughts and feelings. The SU decided that they actually just wanted to put the whole situation behind them and work on looking to the future, with support from DVS.

When closing the case, the SU said that they wouldn't have been able to get through the last 9 months without the support of AN

Alix Needham

- Police referral received due to ongoing incidents of ASB and verbal abuse from neighbours aimed at Mr and Mrs X
- Referral to DVS for Mr X for ES
- Both parties referred to Trent PTS for counselling support
- Multi agency work with DH to offer support to ensure other neighbours have DVS support
- Working with the police on behalf of Mrs X for updates

When Mrs X first came to DVS she felt like she had no one to talk too and no support. As her caseworker I was the only person outside of the situation she felt she could discuss the impact with without feeling like she was adding pressure to her husband.

Once her husband could see the positive impact DVS support had had on his wife, he too wanted to be referred as he said “I need to feel as good as she does right now”.

Both parties then were referred to and are now currently being supported by Trent PTS through counselling. After discussing the incident with DH, it became apparent that other neighbours were also feeling the negative impact from the perpetrator. Outreach work meant that two more parties are now also receiving DVS support whilst the relevant agencies proceed to work towards resolving the problem. A community that once felt alone and unheard now feel like their voices are being heard, in their own words “I feel like someone wants to listen to me” and “I can talk to you about what is going on without fear of repercussion or anxiety”

DF

The service user was a victim of racial abuse

Emotional support and coping mechanisms during face-to-face visits at her school. It was quickly noted that the victim's confidence had been severely impacted. To address this, self-care and words of affirmations were used. Journaling and watching YouTube videos of the victim's role models allowed the victim to express herself.

The feedback I received was "I cannot put into words how much you have changed my life; you have been like a best friend and helped me become a better person. I have gained so much confidence with your help and I feel as though I can do anything. I will never forget you." My observation of this case is that, moving forward I will use more creative emotional support methods such as watching YouTube videos as they really benefitted the victim.

Sabaa Fiaz

Thank you to all of our colleagues and service users

