

# Client Evaluation Report 2020 – 2021

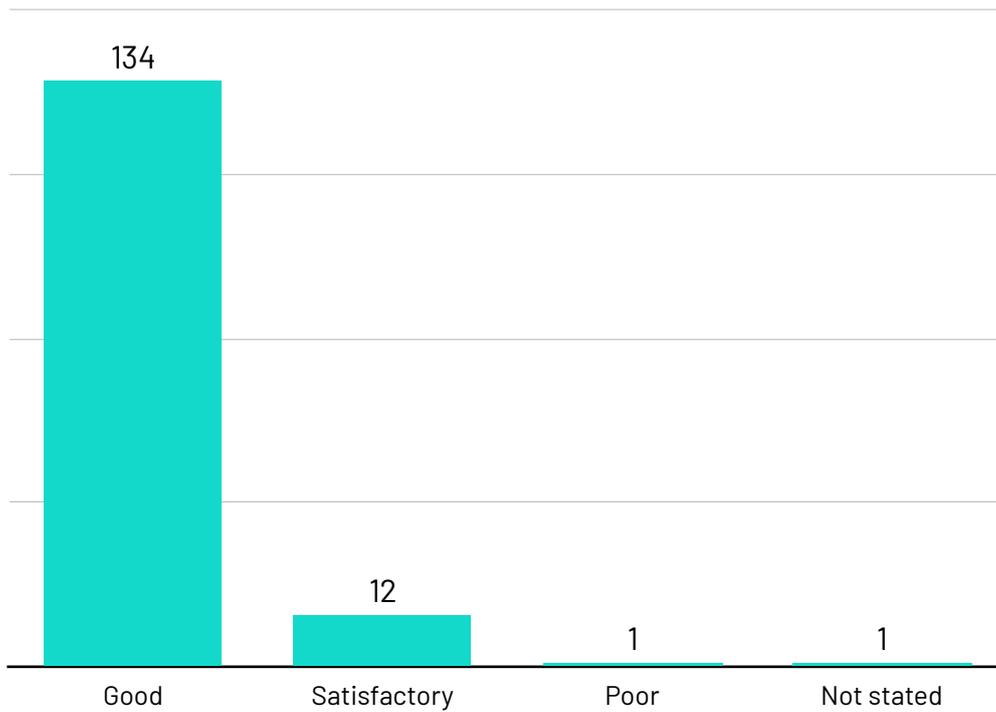


We closed a total of 341 cases between April 2020 and March 2021. Clients are given the opportunity to complete an evaluation after their case has closed. We received 148 completed evaluations. Therefore, the response rate was 43%.

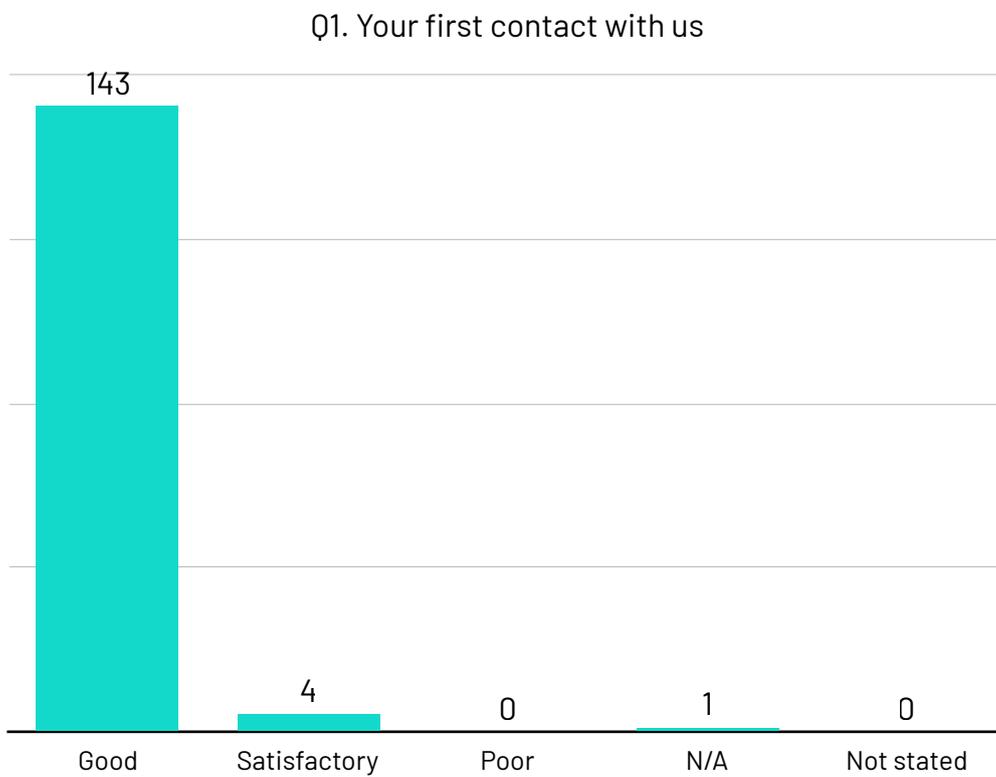
The following report includes the data we receive from each evaluation. We hope that this document shows the effect our work has for our clients, and why it is so important that we continue to provide this service.

**n.b. In Bristol we work with other groups as part of Bristol Hate Crime and Discrimination Services. Some hate crime cases within Bristol are delivered by our partners, Brandon Trust or Bristol Mind, and as such some evaluations will be based on the service delivery of those partner agencies.**

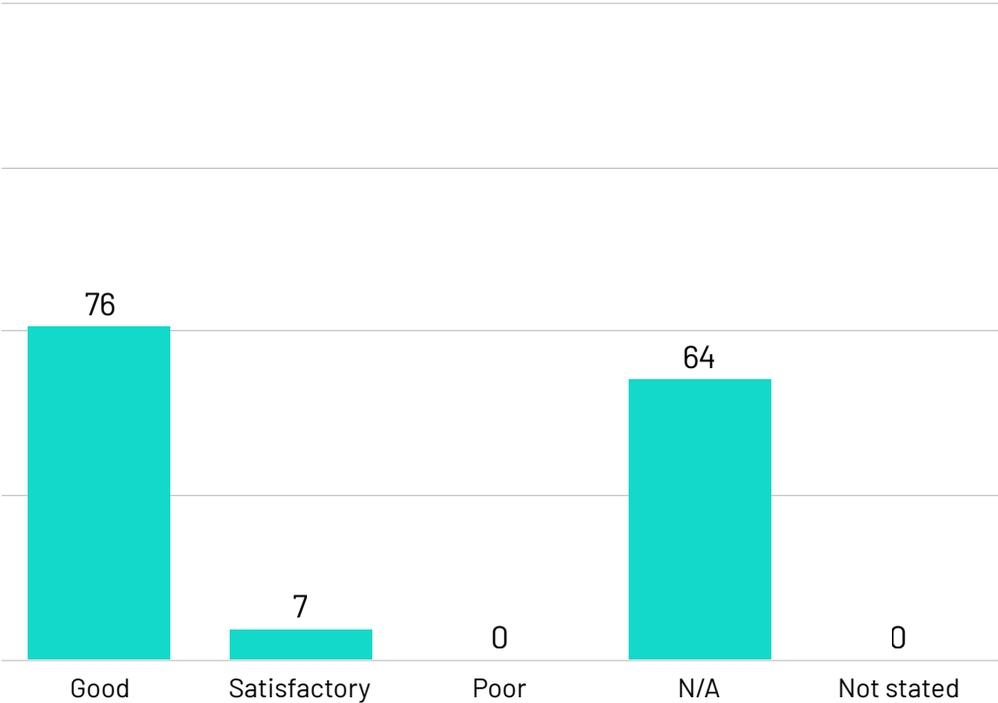
Clients were asked their overall opinion on the casework service that was provided for them; rating the service either 'good', 'satisfactory', or 'poor'. Some clients did not give an answer, and these have been recorded as 'not stated'.



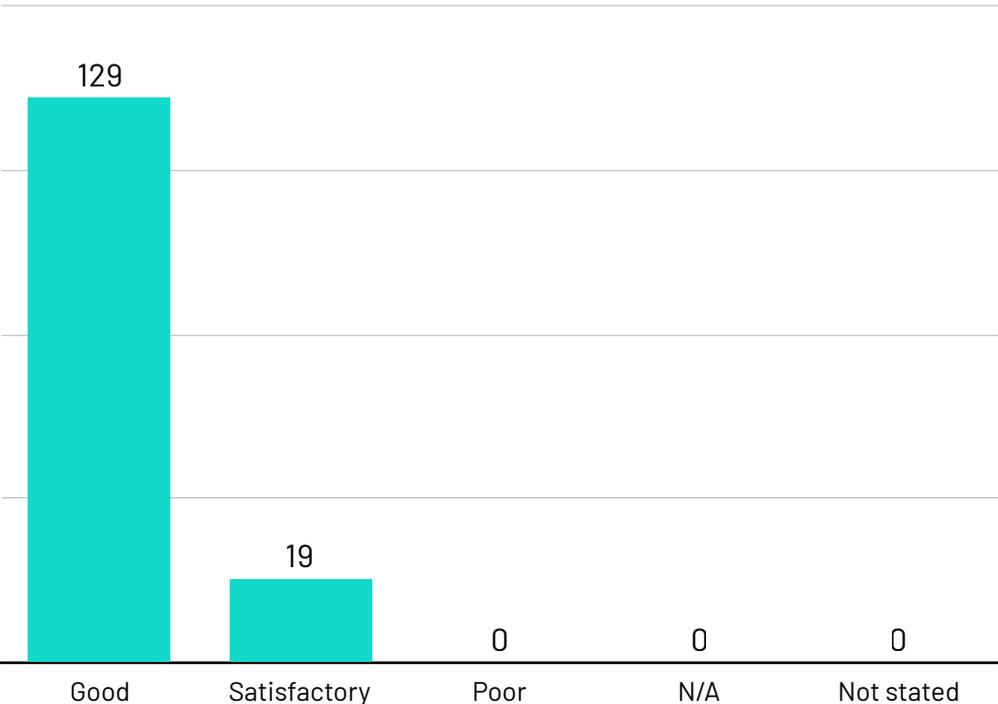
Clients were also asked to give a rating (good, satisfactory, poor, or N/A) that they believe best described each specific aspect of the casework service.



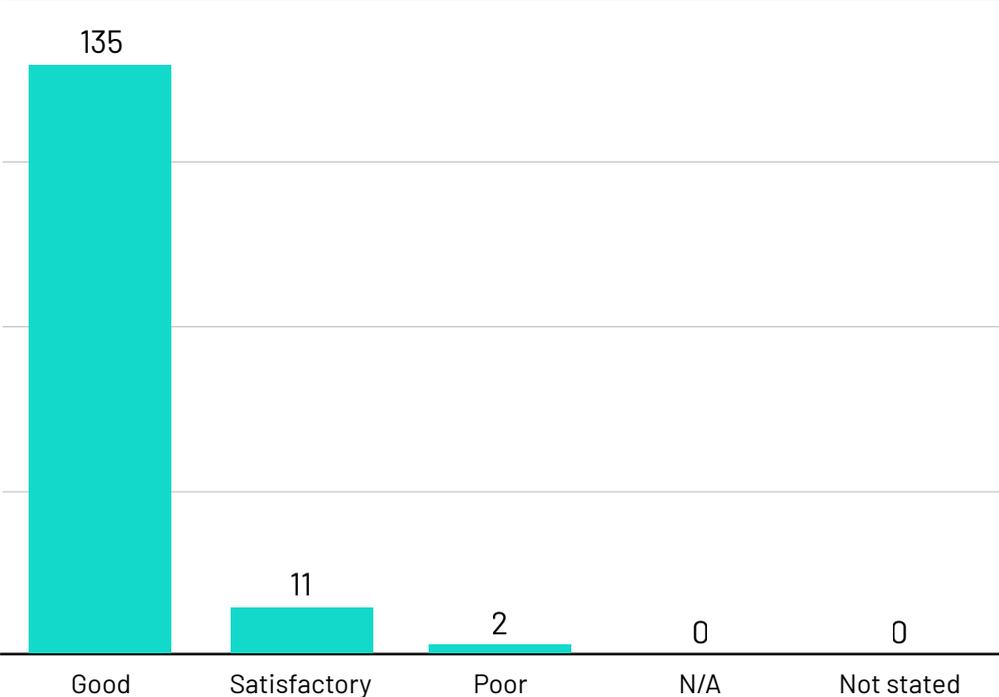
Q2. Our response to you in an emergency or crisis



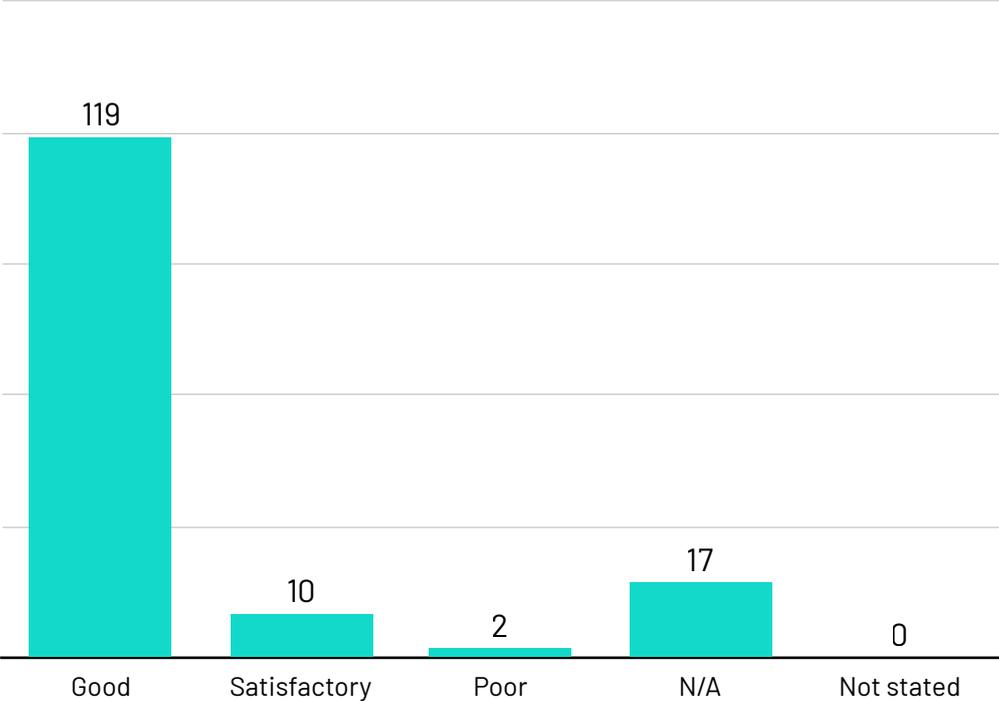
Q3. The methods of communication we used with you



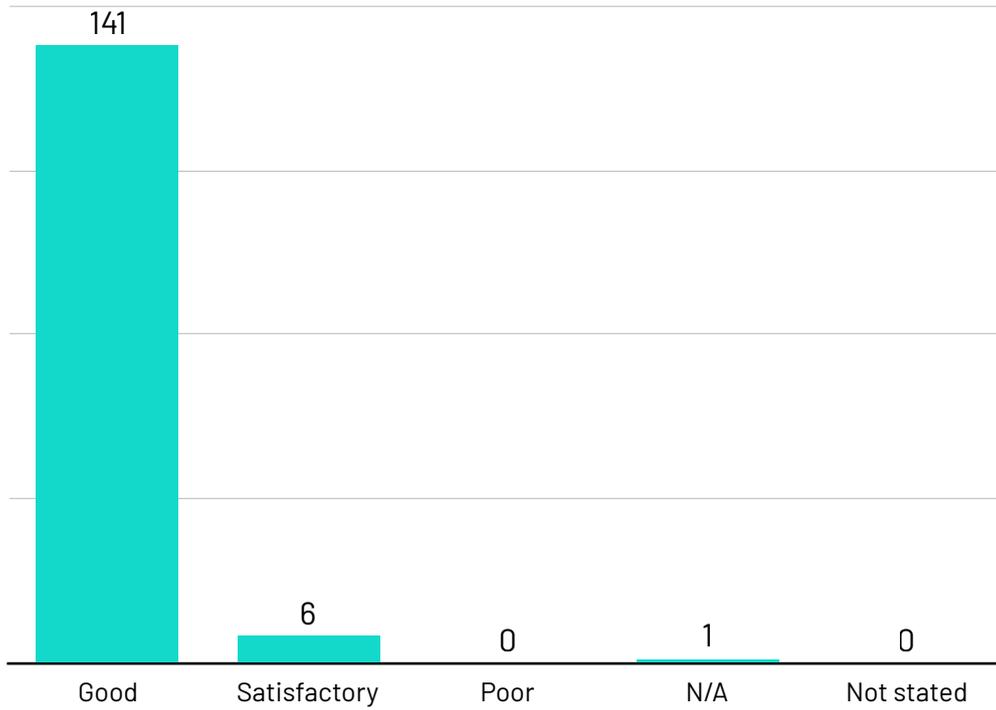
Q4. The information given to you about what we can and cannot do



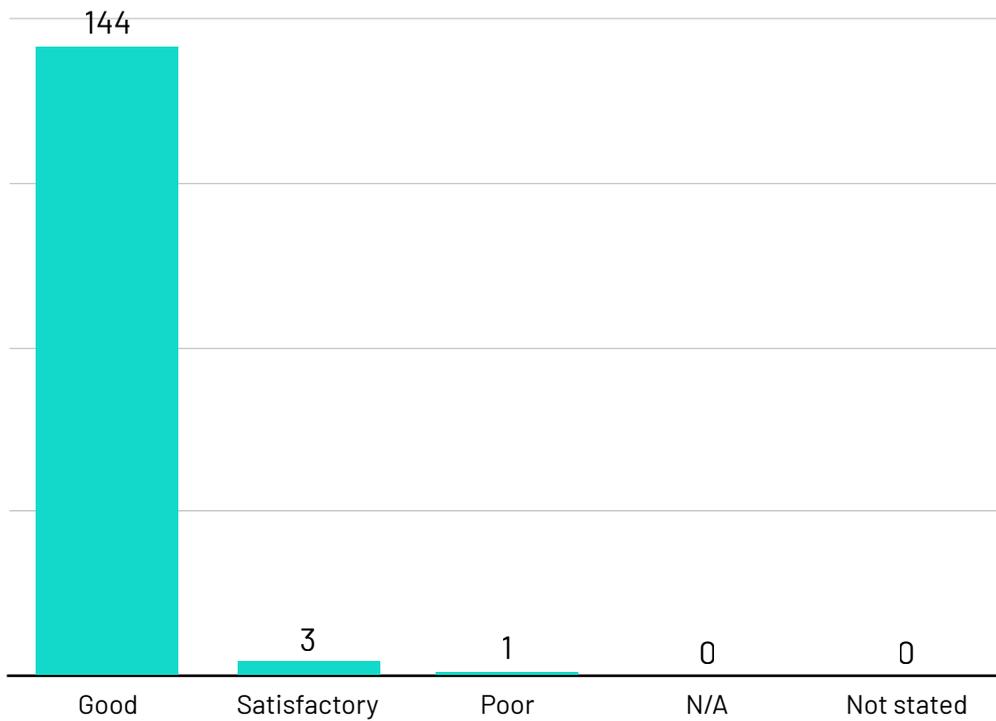
Q5. The information that SARl gave you about other agencies



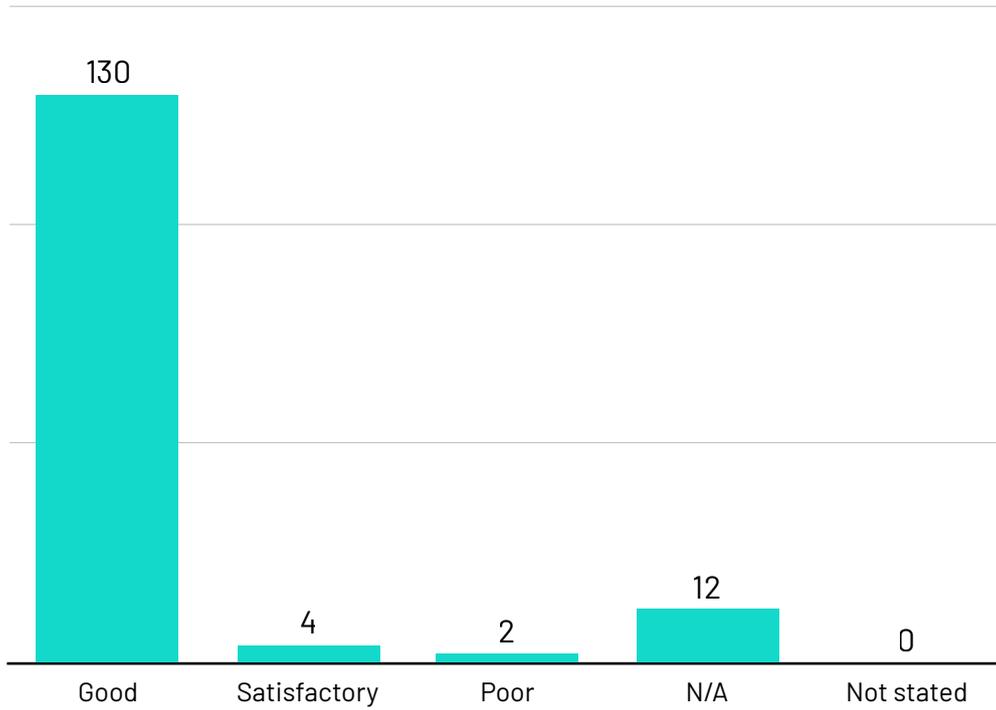
Q6. Being able to trust our staff with confidential information



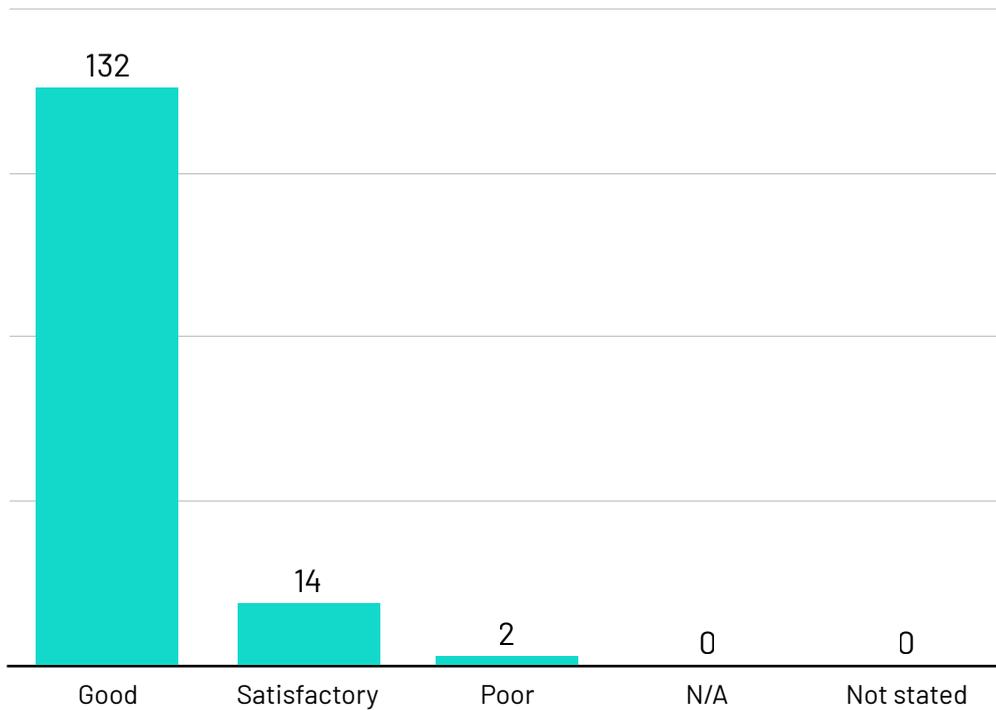
Q7. The behaviour of our staff towards you



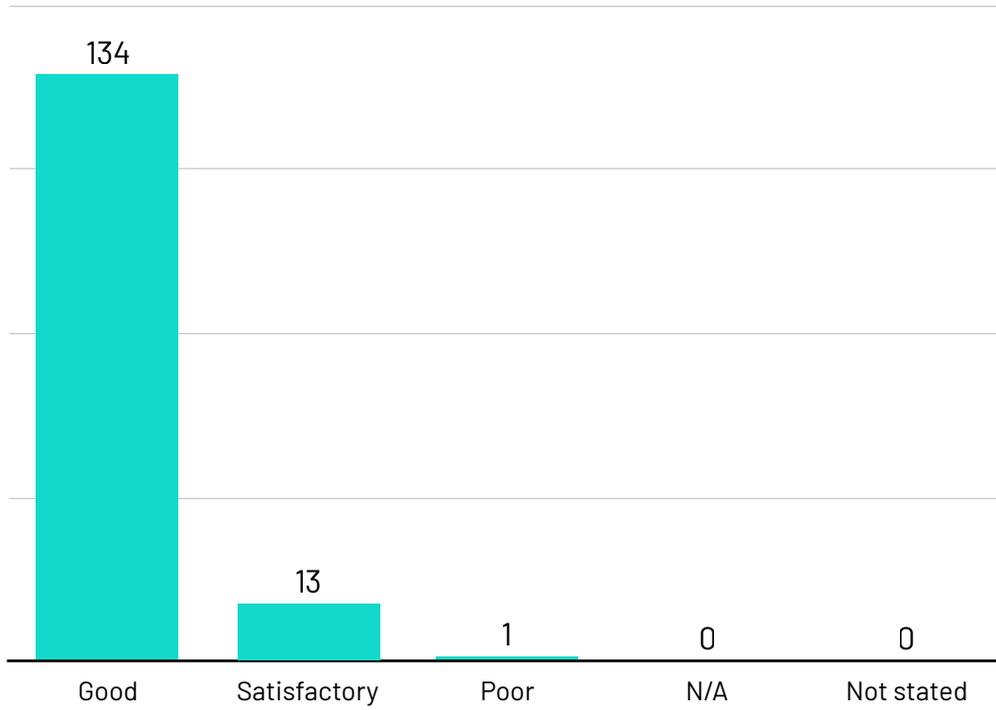
Q8. The emotional support you received from SARI



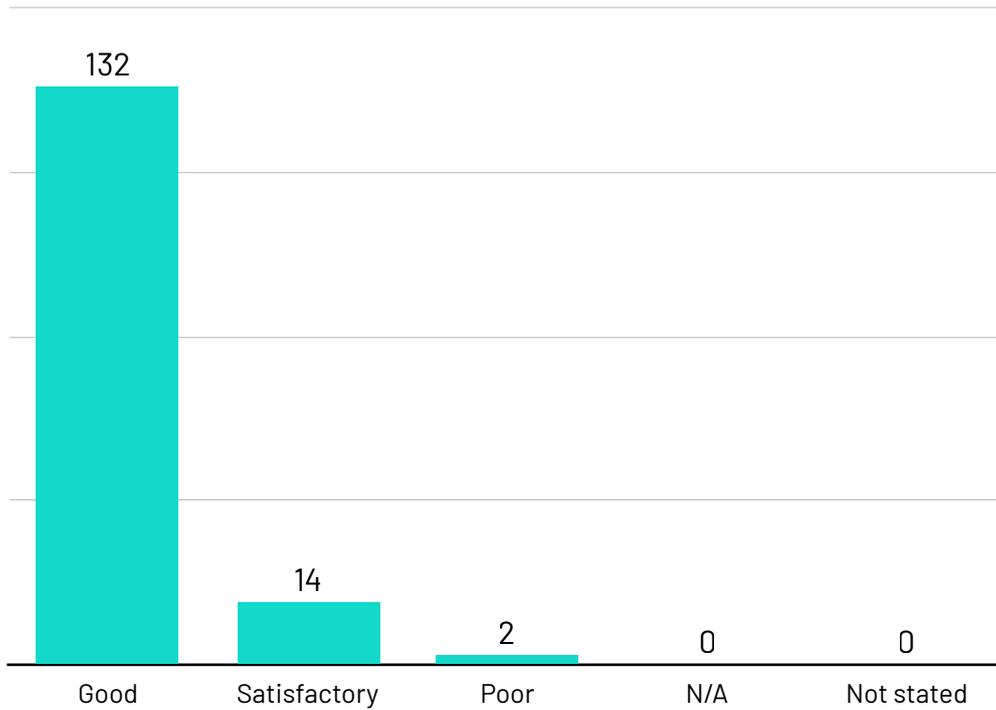
Q9. The advice given to you about the choices available



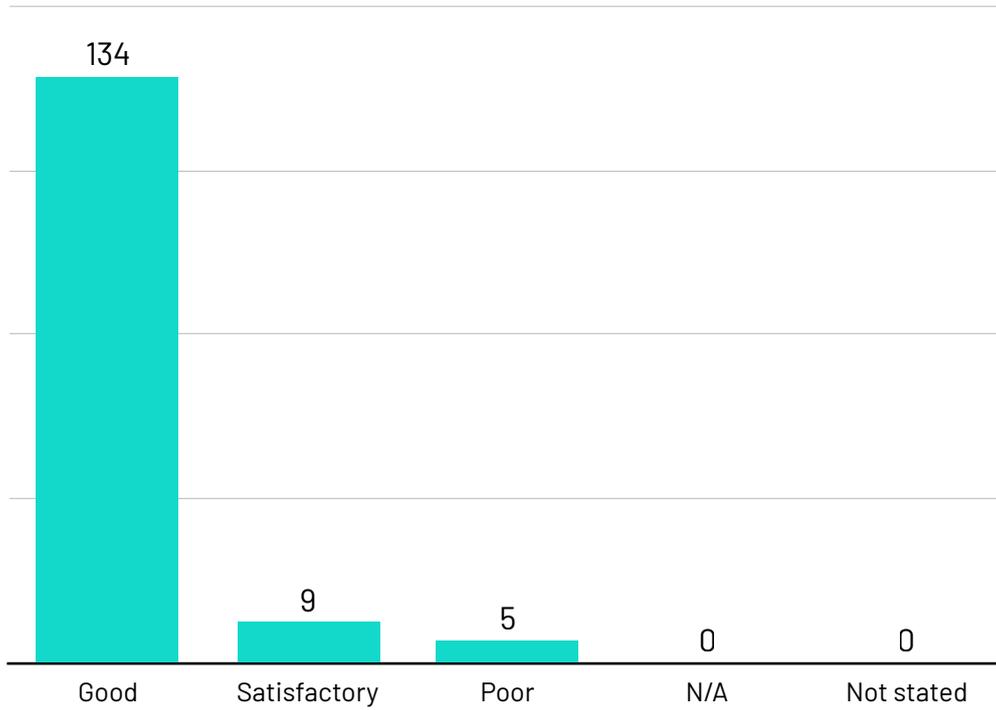
Q10. How we helped you to voice your own opinions



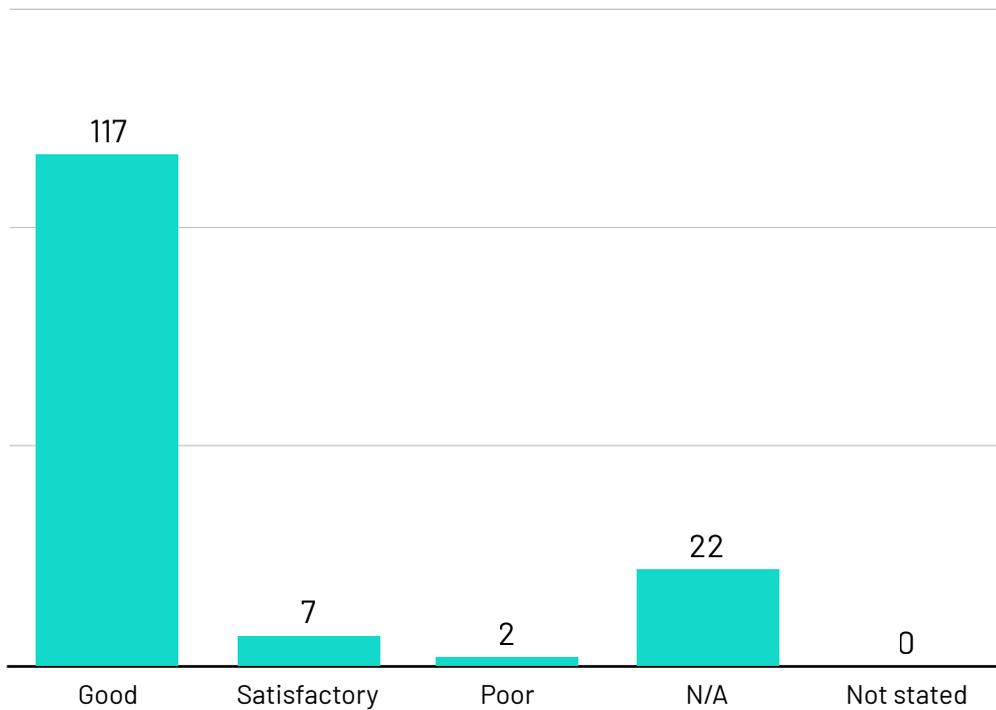
Q11. The way in which we involved you in decision-making



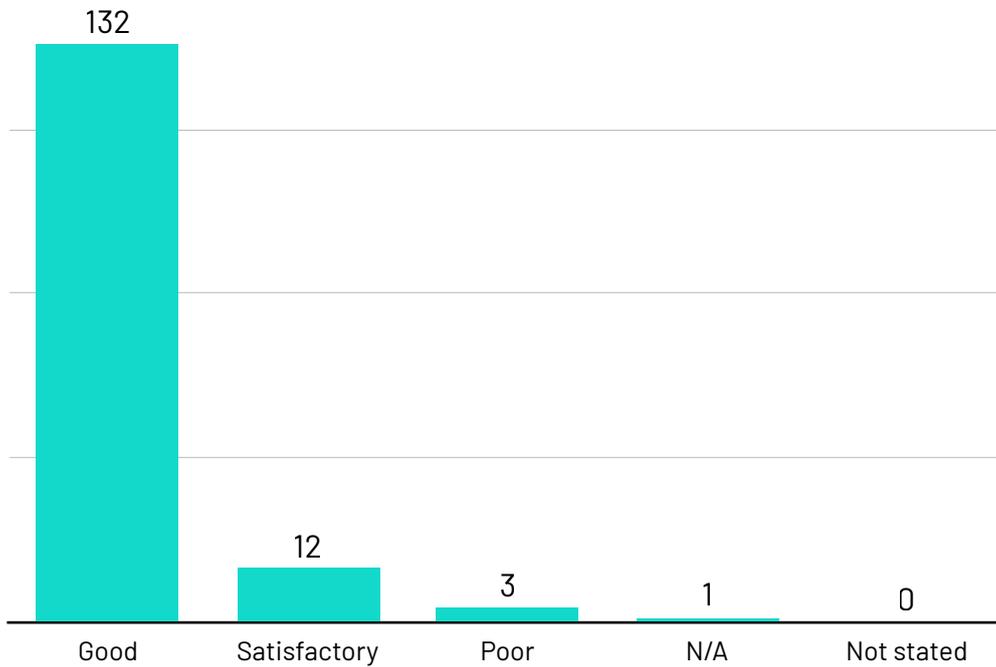
Q12. Our efforts to complete actions agreed with by you



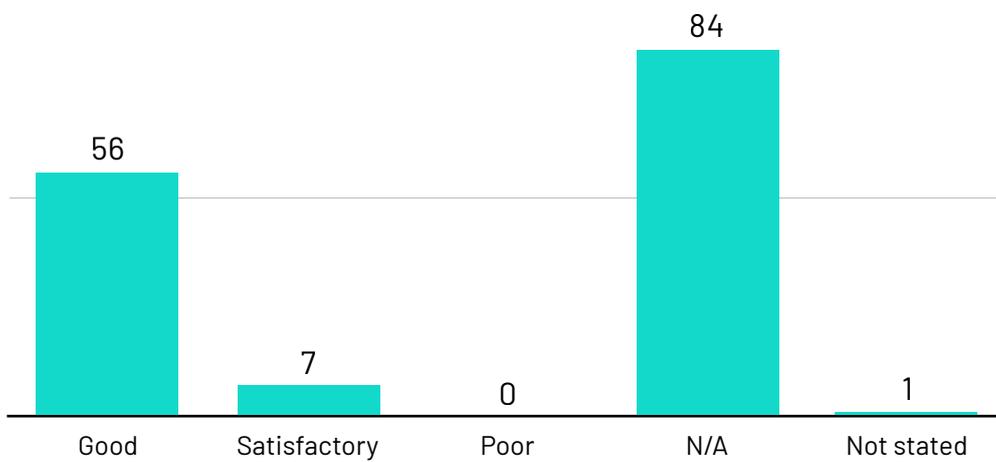
Q13. Our efforts to communicate with other agencies on your behalf



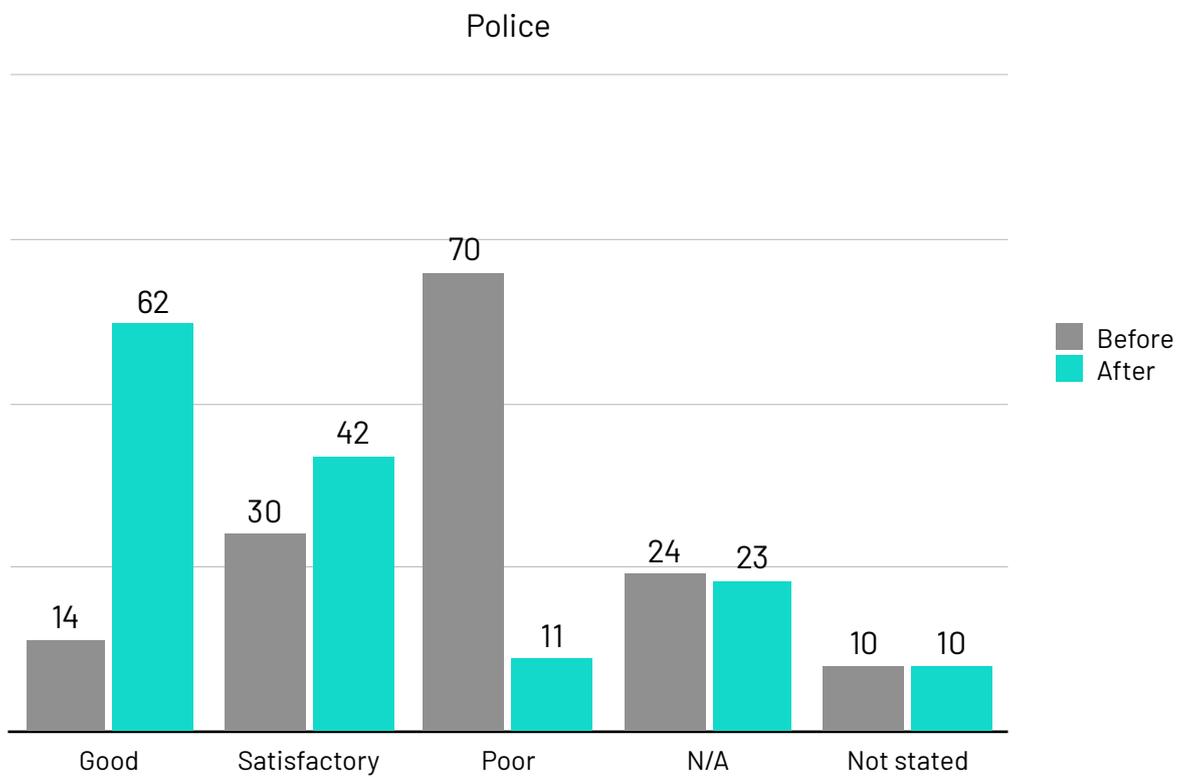
Q14. Our efforts to keep you informed about the progress of your case



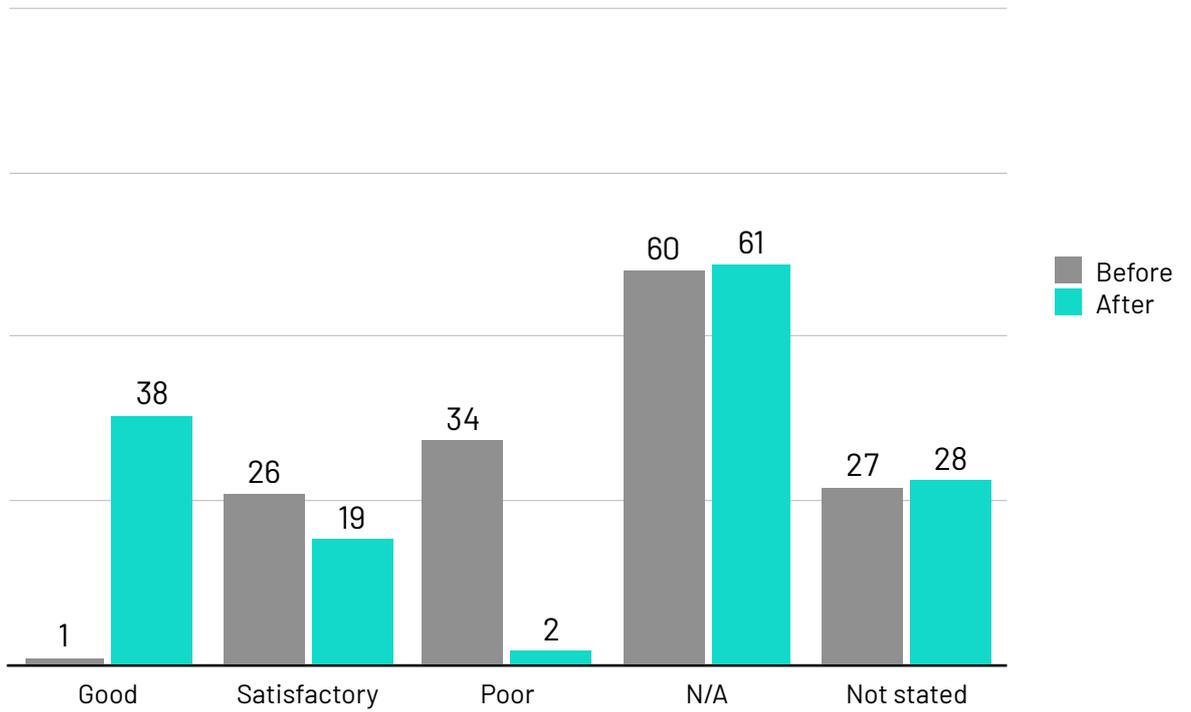
Q15. The support we gave you through any legal proceedings concerning your case



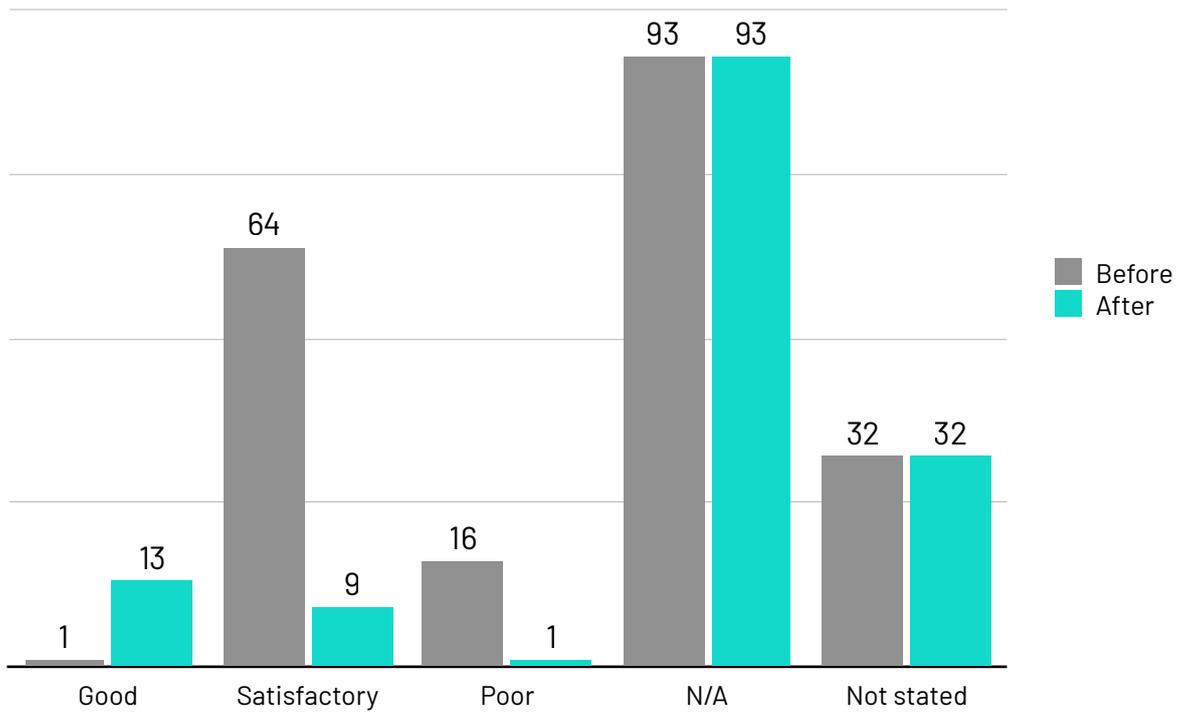
The next 7 questions clients answered related to their experience of other agencies before and after we took up their case.



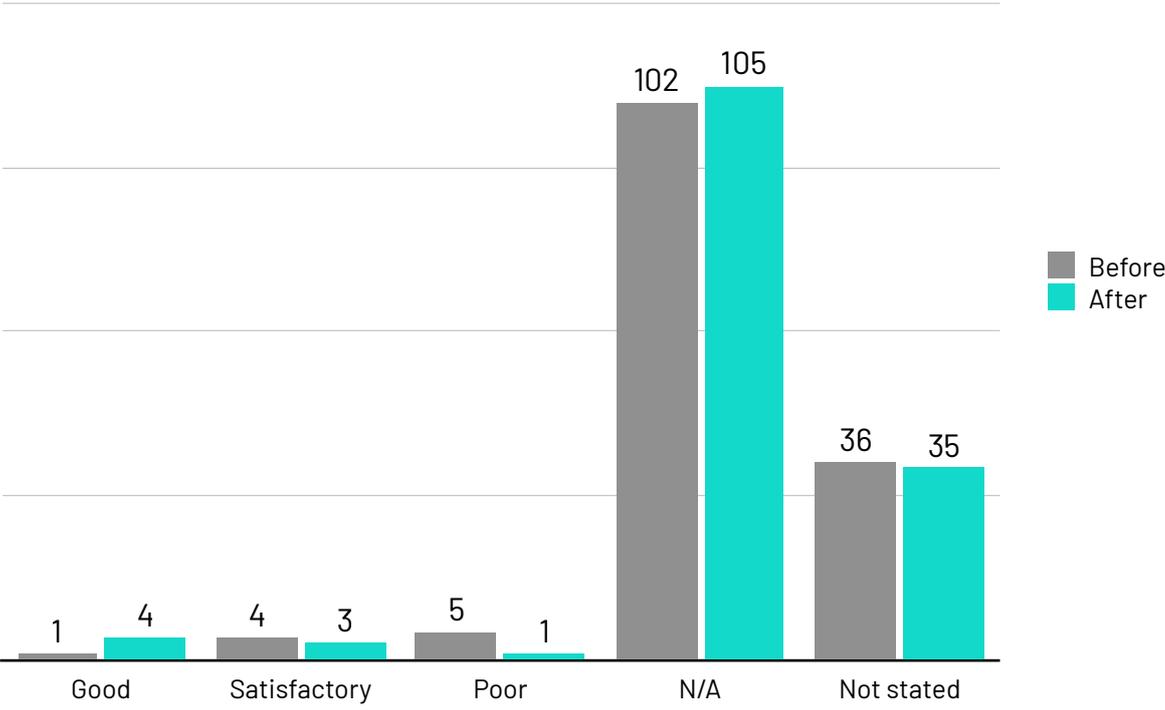
### Housing Providers



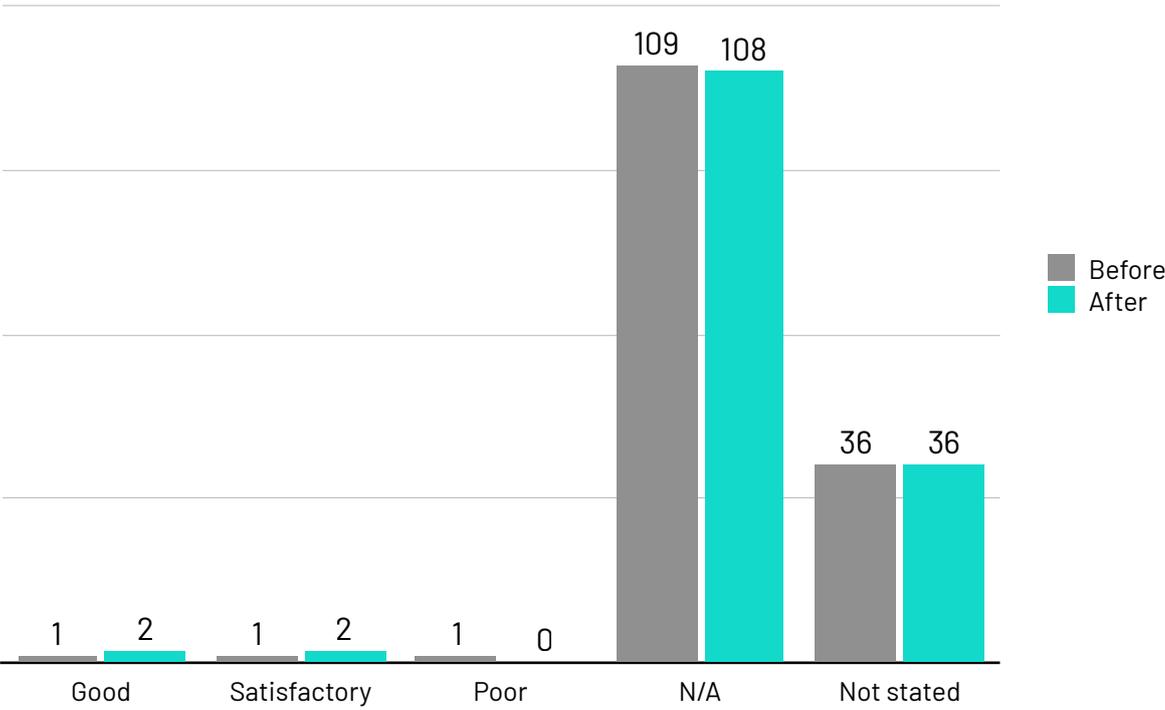
### School / College / Pupil Referral Units



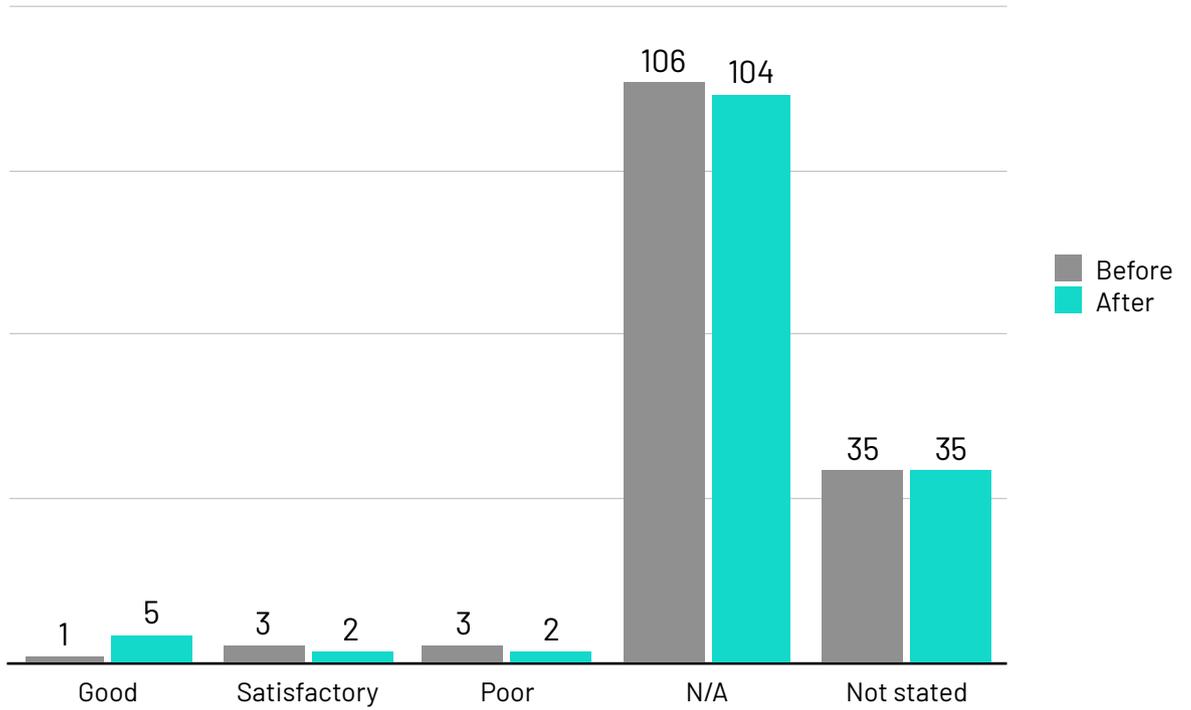
Local Education Authority



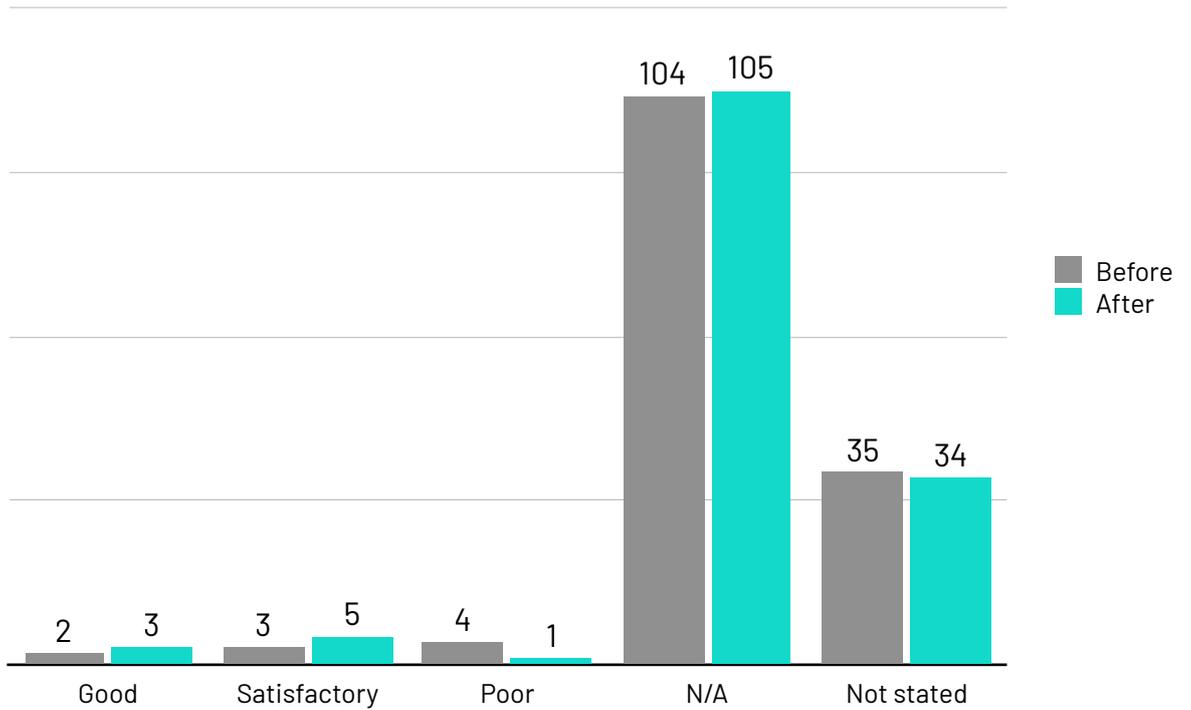
Healthcare Provider (e.g. GP or hospital)



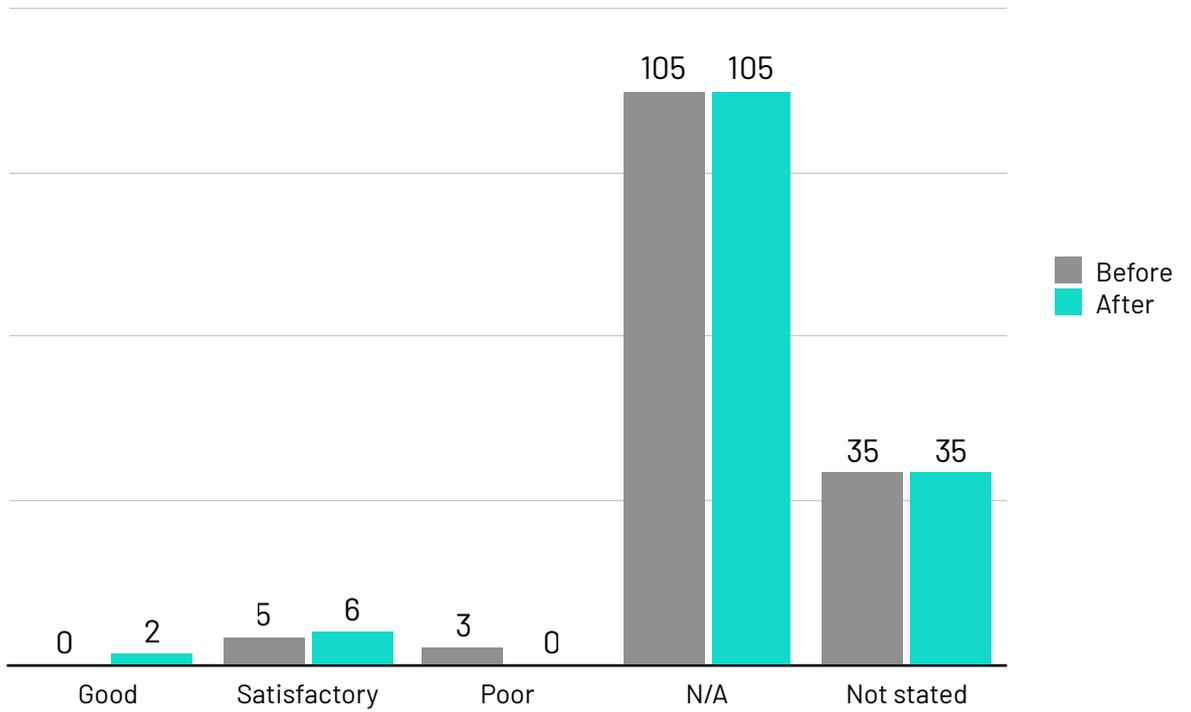
### Mental Health Provider



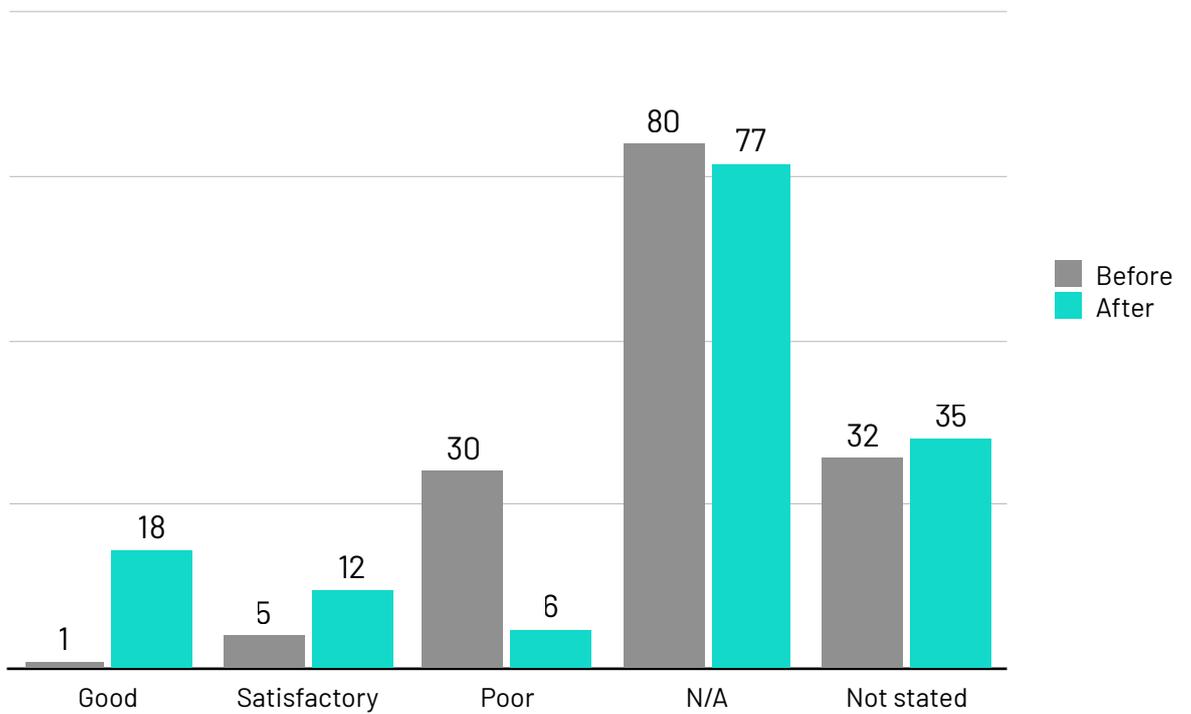
### Lighthouse



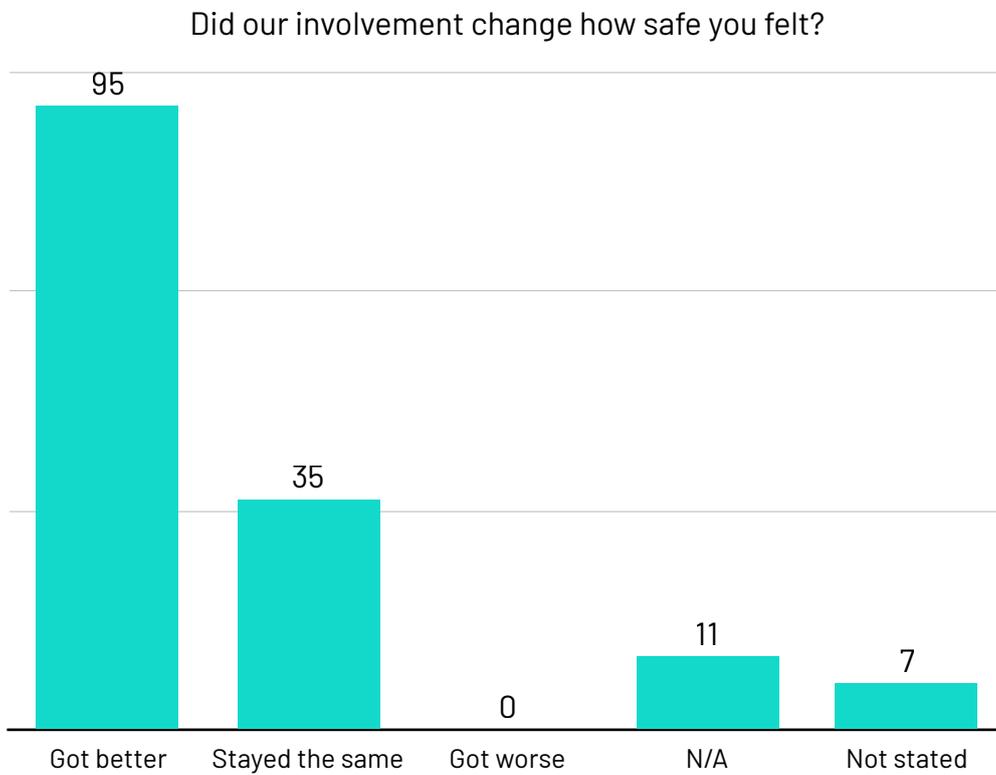
### Social Services



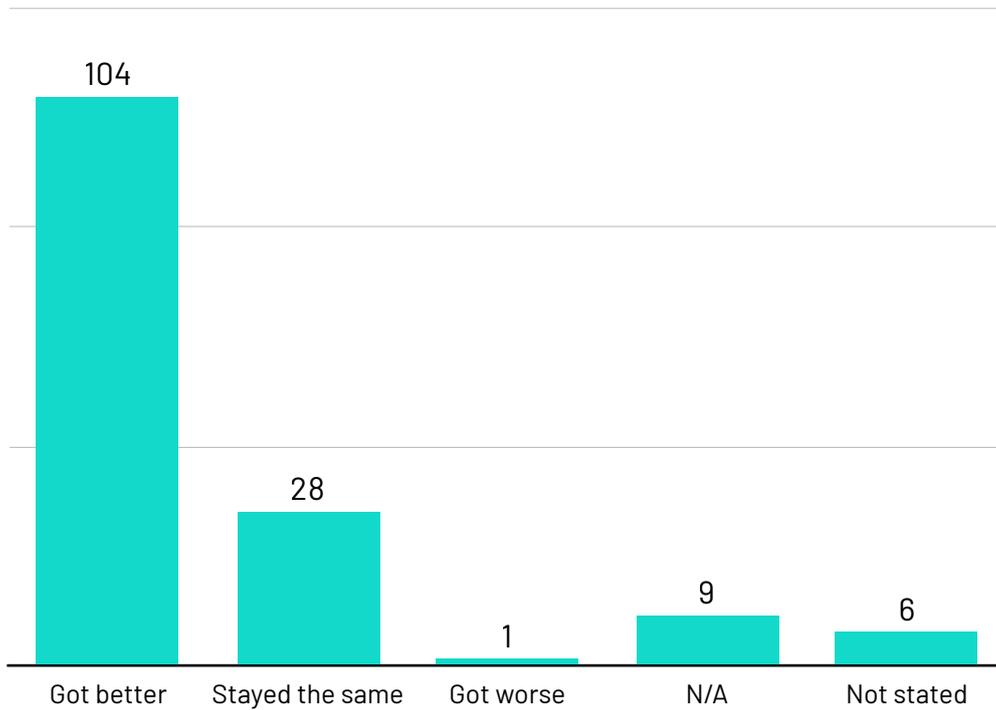
### Council



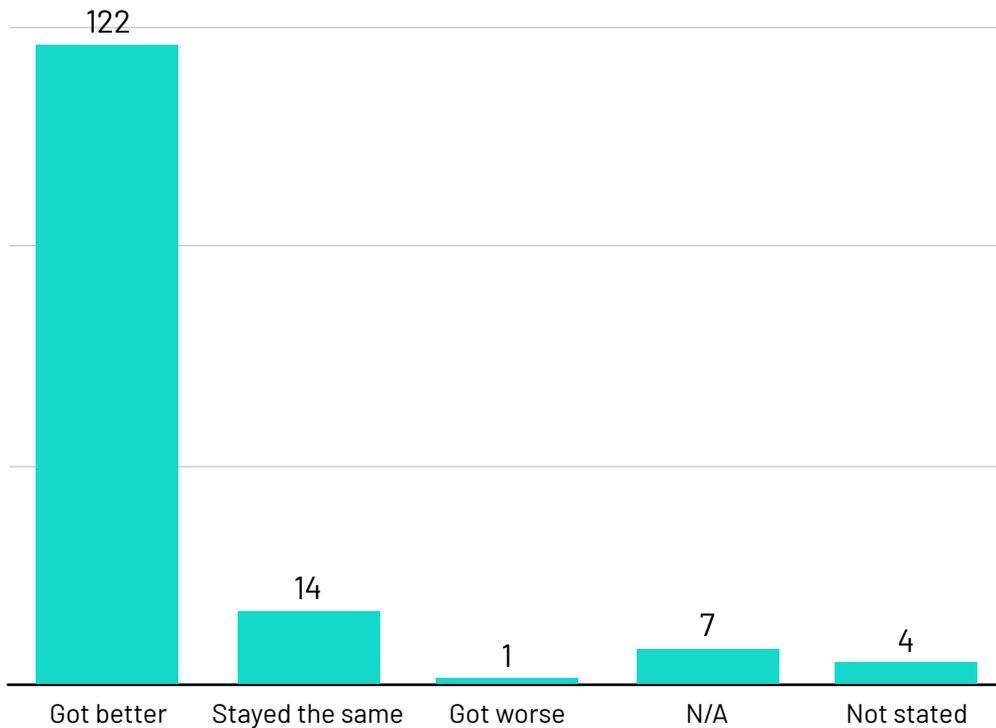
The final 7 questions reflected how our involvement affected the wellbeing of clients and their families.



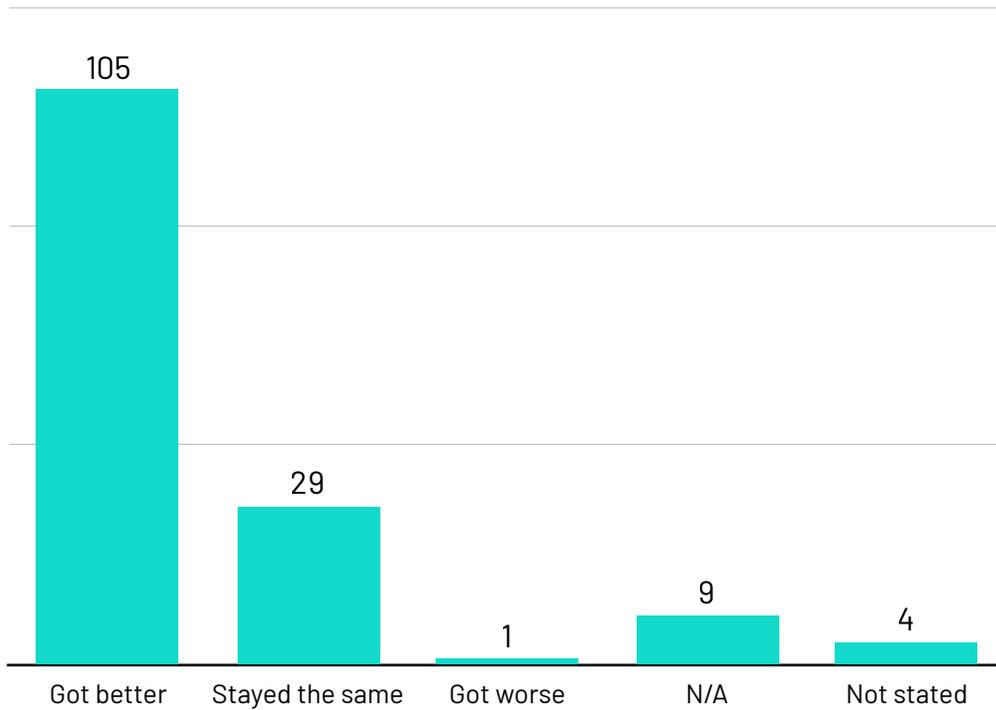
Did our involvement change how you cope with hate incidents?



Has your confidence in and knowledge of reporting hate incidents been affected by our involvement?



Did your quality of life change as a result of our involvement?



9 in 10 people said they felt healthier (physically, emotionally or both).



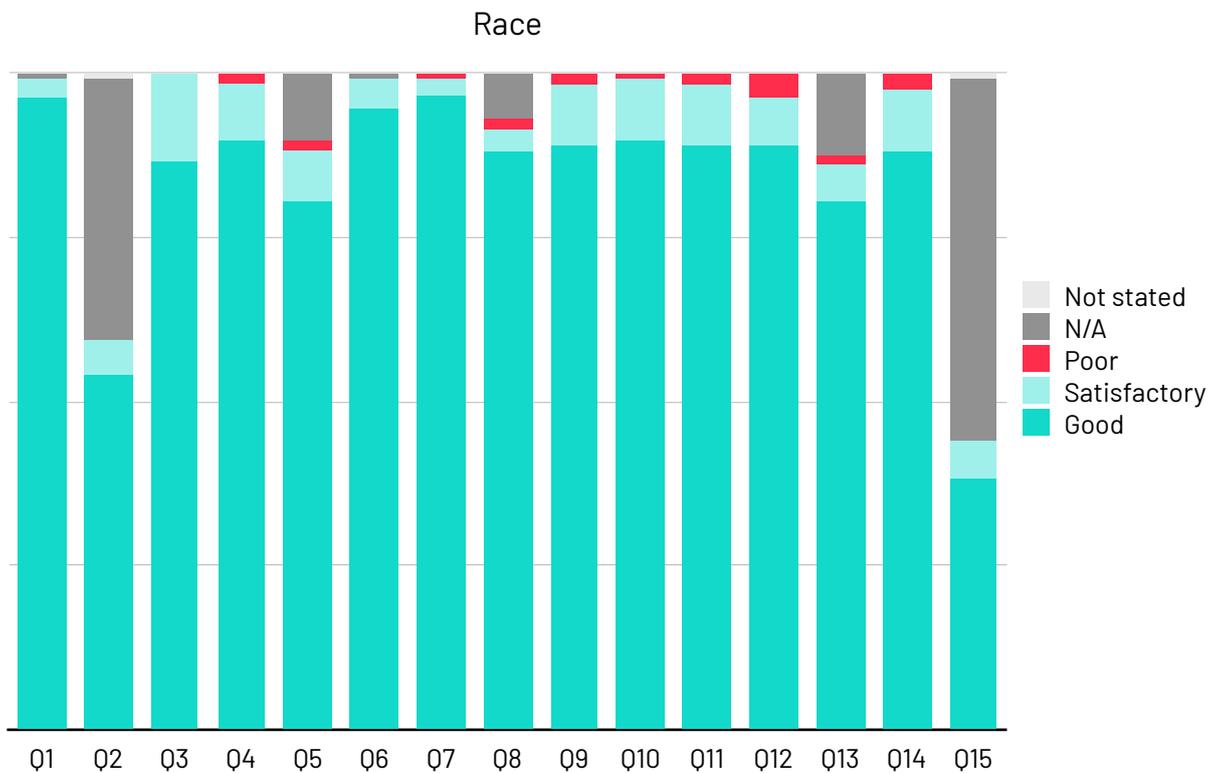
9 in 10 people said they felt more confident in dealing with agencies by themselves in future.



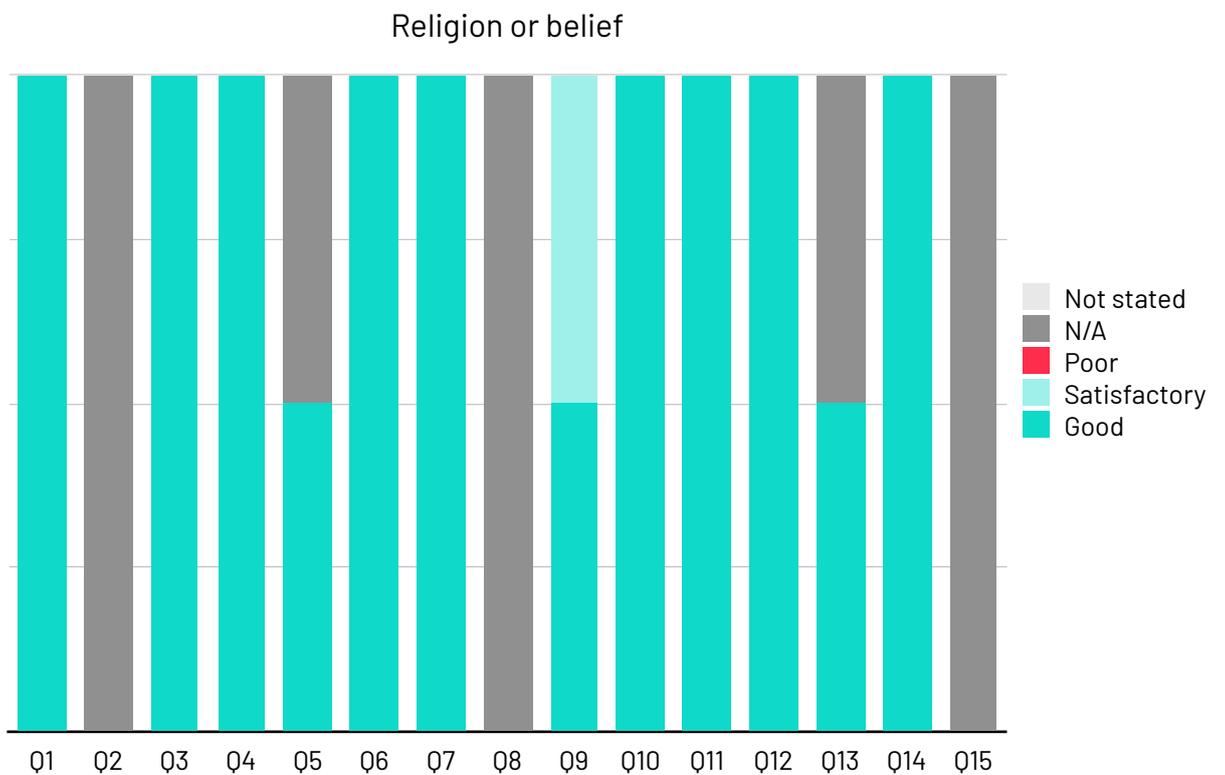
8 in 10 people said they felt more included in their local area.

The following graphs break down results by hate crime type, then local authority area. Race is still most prevalent in the cases we receive. We closed 256 race hate cases in the period, and received 128 evaluations.

**n.b. Each bar in the graphs below corresponds to the questions on pages 4–11. For example: 'Q1' is 'Your first contact with us', 'Q2' is 'Our response to you in an emergency or crisis', and so on.**



Attacks on people because of their religion or belief are difficult to distinguish from racial attacks (because race and religion are often seen as being intrinsically linked). We closed 10 religious cases in the period, receiving 2 evaluations.

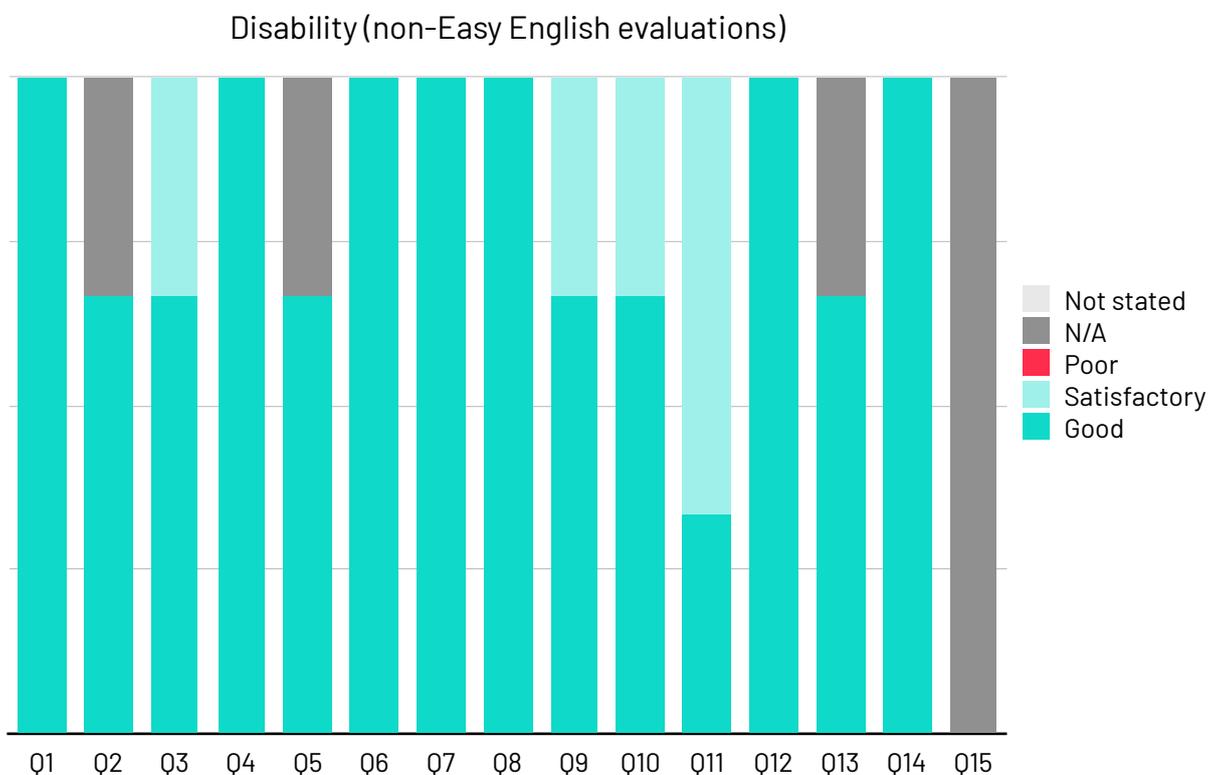


The majority of disability hate crime cases we open are because of a victim's physical disabilities. However, a number of the evaluations are completed by victims of learning disability hate crime.

Those evaluations have been simplified in order to make them easier to complete—they are written in Easy English, and are made up of a small selection of questions from the complete survey.

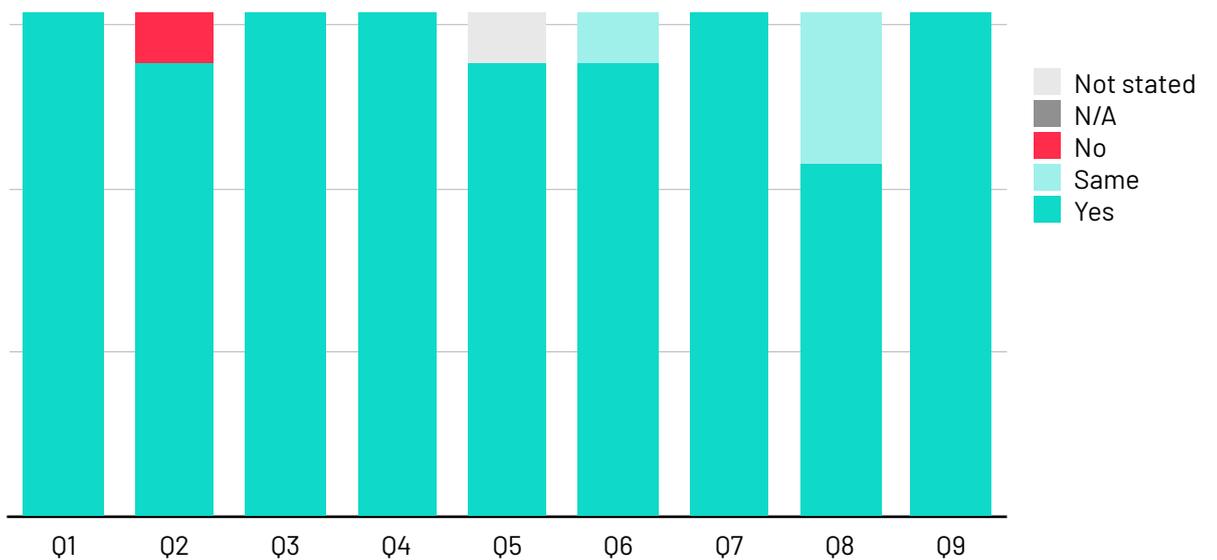
We have included a separate table on the next page for these evaluations.

We closed 48 disability cases in the period, receiving 3 standard evaluations.



- Q1. Did you find it easy to make contact with the service?
- Q2. Did you feel we listened to you?
- Q3. Did you feel that he helped you understand what was happening with your problem?
- Q4. Did you feel supported by us?
- Q5. Would you recommend our service to family and friends?
- Q6. Do you feel better able to cope?
- Q7. Do you feel your wellbeing has improved?
- Q8. Do you feel more able to take part in activities?
- Q9. Do you feel that your quality of life has improved?

Disability (Easy English evaluations)



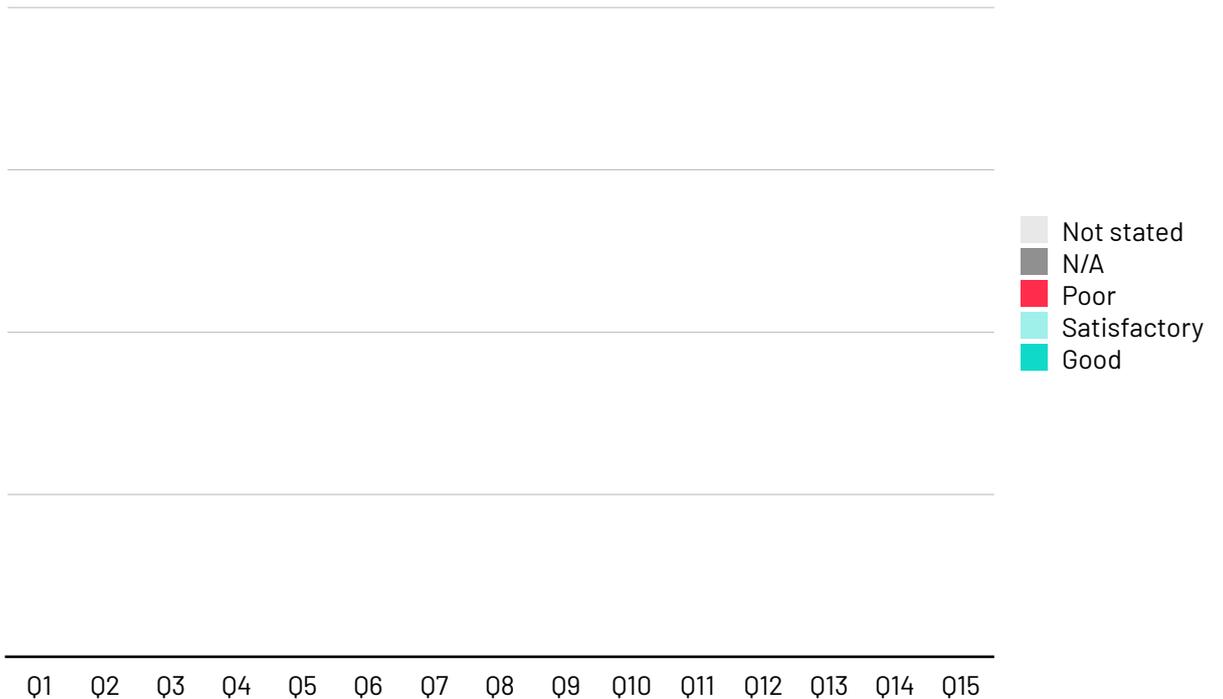
Lesbian, gay and bisexual cases do not include hate crimes committed against transgender people; they are recorded as 'Transgender', and can be found on page 26. We closed 19 LGB cases in the period, and received 13 evaluations.

### Lesbian, gay and bisexual



It can be difficult in trying to decide if someone's age has been a motivating factor; some clients feel that while they may have been targeted for other reasons (race, sexuality, religion) their age also plays a part. We closed no age cases in the period, receiving no evaluations.

### Age

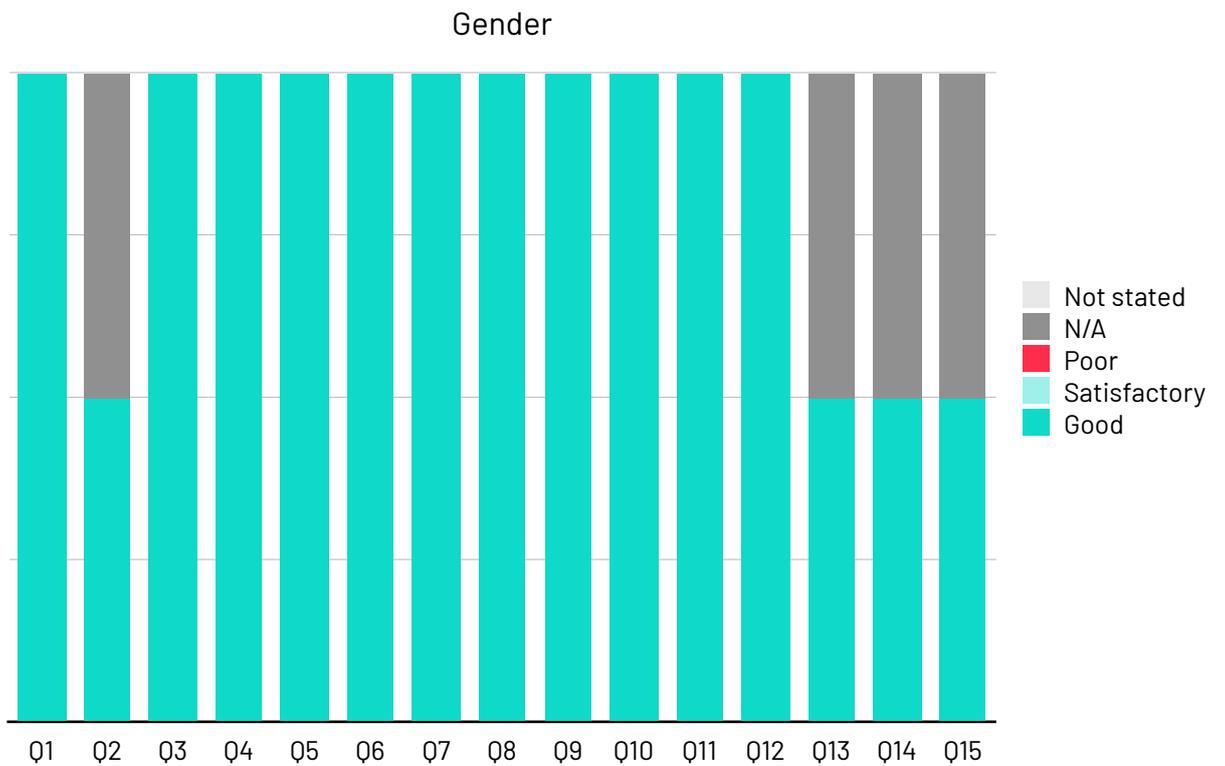


This chart includes clients that faced transphobic hate. We closed 4 trans cases in the period, and received 1 evaluation.





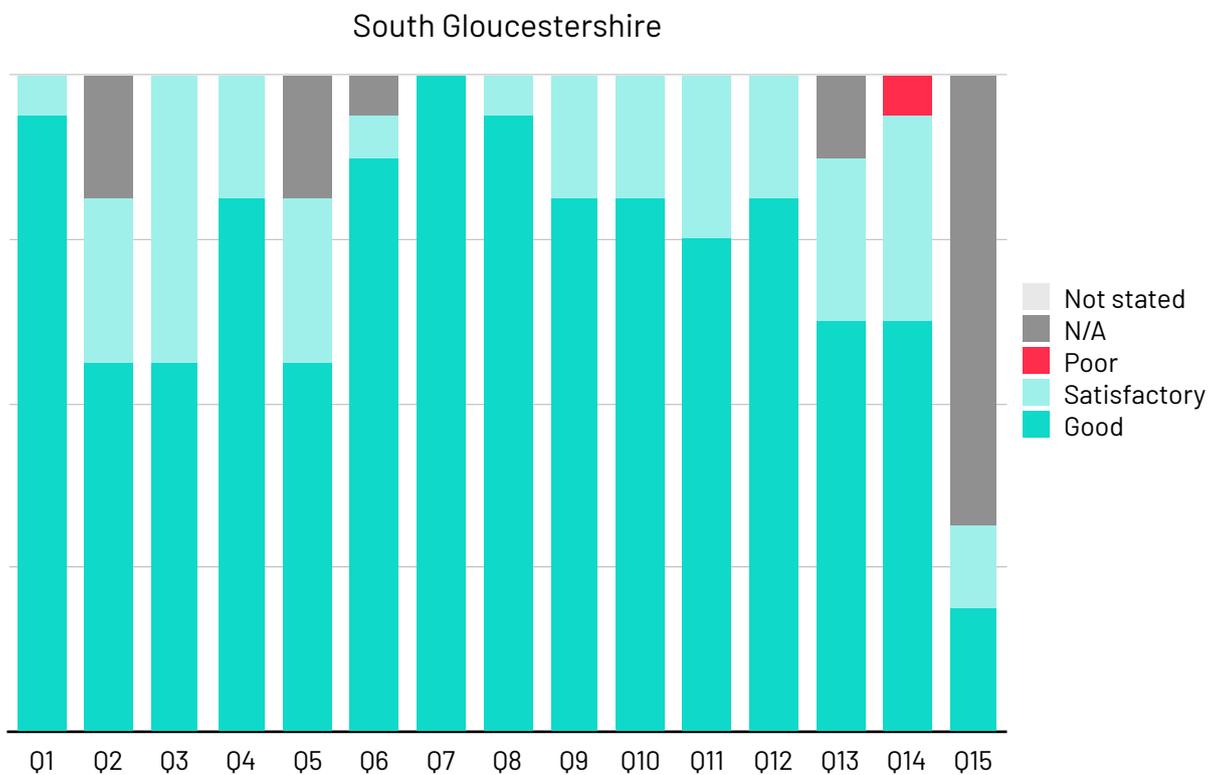
We rarely receive gender hate crime referrals; this is despite the fact that it is now an accepted protected characteristic. We know women are less likely to report hate crime committed by strangers in public, which could be because such behaviour is normalised for many women. We closed 3 gender cases in the period, receiving 2 evaluations.



Bristol is our largest reporting area. This year it accounted for 71% of the cases we closed. We closed 241 cases in the period, and received 94 evaluations (a 39% return rate).



This year South Gloucestershire accounted for 9% of the cases we closed. We closed 31 cases in the period, and received 16 evaluations (a 52% return rate).



This year Bath and North East Somerset accounted for 6% of the cases we closed. We closed 20 cases in the period, and received 13 evaluations (a 65% return rate).

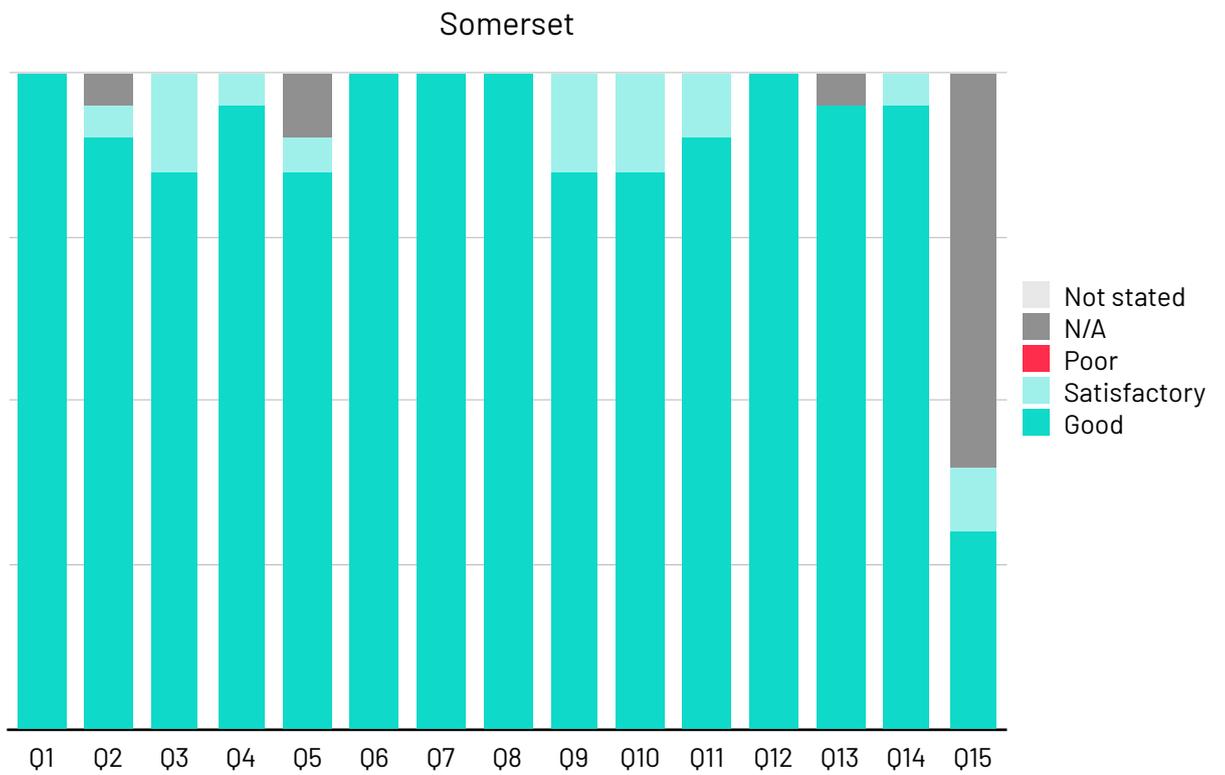


North Somerset accounted for 3% of the cases we closed. We closed 9 cases in the period, and received 5 evaluations (a 56% return rate).

### North Somerset



Somerset accounted for 11% of the cases we closed. We closed 39 cases in the period, and received 20 evaluations (a 51% return rate).



# Client comments

# Bristol

## Positive

001-2020/2021	Absolutely brilliant. Lucy is so calming, she has so much empathy it was unbelievable, couldn't fault her. I would recommend SARI to anyone who needs you, it is amazing what you could do. Thank you.
002-2020/2021	Thank you Lucy and SARI you've been great.
020-2020/2021	Thank you for everything.
025-2020/2021	There is care there for the community and for those who suffered. There are few people worse than me. So it is good that you were contacting me when I needed contact, was very comforting.
026-2018/2019	Mariya was great at handling my case. Thank you very much.
028-2020/2021	Thank you Lucy. I will let you know what happens in court.
031-2018/2019	Thank you for Mariya for what you have done for us. I know I didn't get what I wanted, but I know where to come if I need help again.
035-2020/2021	Unbelievable support, Lucy was absolutely fantastic and a star, I got called almost everyday with updates, without your support we would never have felt this safe or been taken seriously. You guys have been brilliant.
044-2020/2021	Thank you for your support.
052-2020/2021	Very good support and feel Mariya worked well on my case.
060-2018/2019	Thank you for the help. Now going through issues with noise nuisance.
060-2020/2021	Thank you Mariya for your help and thank you for doing all you could.
064-2020/2021	Thank you Lucy for your support. We have moved out of the property now with your help and haven't heard any more from our neighbour.
071-2019/2020	Thank you so much for the effort and time for being understanding and ever so patience and thank you for the service. Sacha is very good at bringing information across and it's great to talk to someone without the fear of being judged.
079-2020/2021	Hi Lucy, thank you so much for your help and support, I've appreciated it. No recent incidents, I think lockdown has really

helped with that. Once again thank you, I really am glad there are services like SARI out there, to help, kind regards.

- 081-2020/2021 Thanks for the support Mariya.
- 090-2019/2020 SARI's work is done very well, everyone is emphatic and friendly. I attended meetings in the past and I am 100% happy with the hard work you all have inputed, especially Anna but also other staff members. As soon as I'd entered the office I immediately felt like, I have known you all since forever, starting from the kind receptionist to other strangers passing by. Thanks for the support and care, I always recommend your service to other people.
- 096-2020/2021 Thank you for your help. We moved out in time for the new year.
- 097-2019/2020 Will continue to bid and will hopefully find something soon.
- 098-2020/2021 Mariya offered me good advice. I haven't had any more problems since. Thank you.
- 126-2020/2021 Thank you Mariya :)
- 128-2020/2021 Thank you for all your support.
- 129-2020/2021 Absolutely brilliant! SARI did well to help and support my family very well to move.
- 132-2020/2021 Thank you for the support "won't be living or visiting Hartcliffe anymore."
- 139-2020/2021 Very friendly staff and thank you for the support—slow response to start with.
- 148-2019/2020 The services is very good and helpful. I do highly recommend their services. They are very good.
- 148-2020/2021 I am very happy with the outcome for me and my family. We are now band 2.
- 149-2020/2021 Good service, thank you.
- 150-2019/2020 Thank you. All was good. Housing and police response was great after SARI got involved and Ali was very helpful, thank you Ali.
- 163-2020/2021 Thank you for your support Josiah - helped me with my housing situation a lot and to feel safer at home.
- 164-2019/2020 Ali was really helpful!
- 164-2020/2021 Thank you SARI for your support and time.

168-2020/2021	Thank you Lucy.
169-2020/2021	Very happy with the support from Lucy. Thank you for everything you've done.
175-2019/2020	Good to know there is service that helps us when experiencing Islamophobia.
176-2020/2021	You guys were amazing, I couldn't have done it without you. My Dad is really happy.
177-2020/2021	Thank you for supporting us with our housing and helping us with the police. The support we received was really good.
179-2020/2021	Thank you Lucy for your support, we are so much safer now.
192-2020/2021	I feel a lot better now, know where to go if I need support.
195-2020/2021	Police did not help but SARI help was good.
196-2020/2021	Lucy you've been fantastic, thank you so much! Although I didn't get the outcome I wanted you've been great.
198-2016/2017	I am happy with the way SARI dealt with my case, I found them supportive and always kept me updated. Informative.
199-2019/2020	I'm going to recommend you to everyone! You helped my parents and you were brilliant for me, it feels like you were always there for us.
206-2020/2021	We will use this service again. Thank you.
210-2019/2020	Was disappointed in the school but Yani made some promises about assemblies and they helped.
211-2019/2020	Thank you for your help. I know who to come to if I have any more incidents.
224-2019/2020	Outstanding support, thanks to Siful.
226-2020/2021	Thank you Lucy for all your help. I am waiting for HomeChoice to come back with a decision.
235-2013/2014	Thank you so much for your help and support Leon
242-2020/2021	I'm so much happier now all thanks to Lucy for getting me out of my house so quickly, you've actually been amazing. Felt so supported throughout, can't thank you enough for what you've done for me.
243-2020/2021	Thank you for your help with immigration.
262-2018/2019	I appreciate your hard work Anna and I want to say thank you.

266-2020/2021 Natalia was really good. She made me feel calm and comfortable.

274-2020/2021 Excellent service, thanks for listening to me. Natalia is very patient and very good at her job.

278-2018/2019 SARI is doing very well.

286-2019/2020 Leon was good, my daughter has moved to a different school now.

292-2020/2021 Thank you for everything Natalia for all your support and for further steps to improve the moving forward.

295-2019/2020 Thanks!

297-2019/2020 Thank you for your support, the neighbour has kept himself since you got involved.

323-2019/2020 Josiah was really great throughout. He communicated very well and was completely honest throughout the case which is all I could've asked for. I understand that wasn't SARI's fault.

325-2018/2019 Would like Elim Housing to take more action, but Ali was good.

325-2020/2021 Would like to move from this area. But caseworker was brilliant :)

330-2015/2016 Thank you very much for all the help! SARI are an excellent organisation and people who work there are very good. I am very very happy with the service which I received, so thank you again.

330-2020/2021 Natalia helped me a lot. Previously no one was interested and now my case is being treated seriously. I am still struggling but step by step I am feeling better. I really appreciate the service. No words to say thank you.

338-2019/2020 I have moved to Reading. Josiah was great and understands the impact of racism. Thank you very much. I am now safe.

340-2020/2021 Thank you for the help and support.

348-2019/2020 No further problem, thank you Ali for your support at court and everything.

350-2019/2020 Was really happy to move. Have felt unsafe for a while. Thanks for the help.

355-2019/2020 Thank you so much Lucy, thank you so much! Happy New Year!

362-2019/2020 Good service thank you. Will use again.

363-2019/2020 Thank you Lucy for your support.

- 368-2019/2020 Thank you for your help. Sam & I are not together anymore but things have gotten better since you were involved. I feel safer now.
- 369-2015/2016 SARI have worked very hard on my case. I'm very grateful for all the support they have given me.
- 374-2019/2020 Everything is great, it was just a pleasure & I have been well. I've had my baby and had a home and I'm feeling safe. Lucy was really good with everything and very helpful, she was the best. I'm very grateful with her & the SARI team as a whole. I was having a lot of problems, everything was very complicated and it has been much better, they did everything. To Lucy - very grateful, you're a wonderful person. I don't have much family here so it's difficult for me, you were the best with me and you are like family. I do not want to cry & get emotional when I do talk about our support. I am just very grateful.
- 380-2019/2020 I am looking to move very soon, thank you for SARI support.
- 381-2019/2020 Very helpful, SARI are very helpful and Lucy was really great and responsive whenever we needed her. She supported me every time—proud of the organisation. Thank you for all you do.
- 384-2019/2020 I am really happy with the support I got from Mariya. Thank you.
- 408-2019/2020 Shallah very happy with Mariya's support.
- 415-2019/2020 Thank you Ali! Great support from SARI—I will send you an email soon.
- 420-2018/2019 Leon was an absolute pillar of strength with all that we were faced with. Even though he was advocating, he was very honest and almost like a middleman through the process. He was always transparent & stood up to and for me when I needed it. I came to SARI in a desperate place, he managed to get me onto a talking therapy. He knew what we're facing and fought for us. It was just Leon either, there was Ali and even the gentleman on reception. We had so much on our shoulders and SARI was our place of sanctuary. We as a city are very lucky to have SARI and I will always look to repay what at you did for us. I am so touched and grateful for all the help I received. Thank you to everyone.
- 421-2019/2020 Thank you Mariya, [my daughter] is a lot happier in school now. We appreciate your help.
- 438-2019/2020 Mariya helped our family. Thank you very much for all your help. Mariya and the team really helped the whole family and changed our situation. We were in a really bad place and

Mariya helped get us out. We are very grateful for the support and happy in our new home.

### **Constructive**

- 253-2019/2020 Client was hoping for more from SARI as he is unhappy about outcome. He does however understand that SARI staff did what they could.
- 263-2020/2021 I would still recommend SARI to other people even if there was no outcome for my case. I think I was not always helped to the fullest but I understand why. Natalia was amazing.
- 323-2020/2021 Anna responded very quickly and contacted the police and council to discuss our case. We are not happy with the outcome of the police investigation and don't think they are taking our side at all, but we understand we need a referral to VOCAS.
- 364-2017/2018 Client feels that support workers need to stay more in touch and update them regularly.
- 385-2018/2019 Law Centre failed me, have put in a complaint, but SARI support was good, thank you.
- 388-2019/2020 Would suggest that SARI find alternative methods of communication for people who don't use technology like phones and internet, but for me these methods worked really well. Very happy with service.
- 418-2019/2020 Felt that communication could be more consistent.

## South Gloucestershire

### Positive

043-2020/2021	Thank you for your support and things are much better as the person I had issues with has been kicked out of the house or moved, either way I'm happy.
078-2019/2020	Thank you SARI for your support with the police investigation. Good service
212-2019/2020	Thank you for your support, it was a long wait for a outcome but now we just want to move on.
220-2019/2020	Very helpful and supportive also reassuring.
230-2020/2021	The family are really grateful for the help and support given by SARI & it has given my son a bit more confidence because it was taken seriously by other agencies e.g. police, school.
248-2019/2020	Shahd feels safer to go out and play since the person responsible moved out. Thank you.
273-2017/2018	I have been suffering for a long time, but eventually the neighbour got moved, but it took a long time. Thank you all the same.
273-2020/2021	Thank you ever so much for the patience and information, it is so good to have people like you around.
296-2019/2020	Thank you for your support.
313-2019/2020	We appreciate the support, even though not much was done by the school and police.
329-2019/2020	The support from Sacha was great, we had support in meetings with the school and the one to one sessions with LS were very helpful. We have also moved house now so thanks again.
333-2019/2020	When SARI got involved things at work changed for the better.
352-2019/2020	SARI's involvement in the school improved things and the one to one sessions were beneficial.
361-2019/2020	Thank you very much for all help from SARI. We couldn't manage without all your help!! We felt supported in every way. Very grateful.

## Bath and North East Somerset

### Positive

- 037-2020/2021 The support from SARI post incident and to the build up was great. The suspect was guilty and outcome of the case was very good, SARI viewed me as a "true victim" of crime. Thanks.
- 095-2020/2021 Thank you SARI, I have had regular visits from Bill and all is fantastic. I know where to go if there are any further issues as I have been supported by SARI before. Thanks.
- 112-2019/2020 Alessia really helped my son when he had no one else. He now has friends and is a lot more positive about life. I wish Alessia all the best.
- 132-2019/2020 Happy with all the support from SARI. B&NES council let the family down and are now much happier in Bradford, where they have large South Asian Community.
- 189-2020/2021 Hi Bill. I wanted to say thank you for taking on my case and helping me. The most important thing for me was to be able to talk to someone who got it. I really appreciated your persistence with the police and advocating on my behalf.
- I feel more empowered not only to challenge customers who may be derogatory but also to challenge my company to continue to do better.
- Thank you again.
- 203-2019/2020 Hello Bill. Thank you we are well. I appreciate everything you have done. It was really nice to meet you. Thank you for your help with the police.
- 209-2019/2020 Thank you
- 235-2020/2021 Dear Bill,
- Thank you so much for your help and support. Police in the future, any issue or problem around me or Sasha will look as a hate crime. In the present is quiet around house and Sasha.
- Thank you for all your help and support during at least 14 years.
- 236-2019/2020 SARI are a good service, the police were a let down, but SARI as a whole were great for me. Thank you.
- 268-2019/2020 Thank you for everything.
- 278-2019/2020 Greatly appreciate your support because it is nice to know that I was not in the wrong and that there are people looking

out for me, and people who understand me. Thank you again for everything, it was greatly appreciated.

316-2019/2020

All was spot on, once SARI got involved, things got better, Bill visited me many times and updated me, I have got my property back and I have no issues since SARI got involved. Thank you SARI.

318-2018/2019

My family and I suffered immensely from hate crime and after no luck with other sources I turned to SARI. Bill was our caseworker as we were suffering with hate crimes (Racist) from our neighbour. Bill was tentative, professional and reassured us that things will be ok with the support. Well I am pleased to say that he was right, the journey was intense and challenging but he was there all the way. There were numerous times I felt I wouldn't get the results and wanted to give up but Bill encouraged me to log all the evidence so we got CCTV and checked with the police. Bill represented us in housing meetings and liaised constantly with the police and got us in touch with PC McMillan and together we got enough evidence and we were rehoused. We won't forget what Bill did for us and would strongly recommend anyone who needs help in such a situation to contact SARI. We are now happy and our children are settled in and have a great new life and put the past behind us. We will be forever grateful. Thank you SARI and thank you Bill.

# North Somerset

## Positive

205-2020/2021

Hello Bill

I would like to thank your wonderful organisation for the incredible help and support you offered me during the tragic situation of my witness to a hate crime attack/murder.

I was thrown into a world I knew nothing about and with the added issue of being in an isolation due to the pandemic, I felt totally alone and out of my depth trying to deal with the whole situation.

However the support I received from you was not only incredible helpful but professional, information and compassionate.

I was told what to expect going forward to the trial and offered any help I needed, including asking for a screen to protect me from identity. This offer helped alienated my fear and anxiety greatly.

I was also kept up to date with the progress and final outcome of the trial and the conversations with you were so kind and caring.

Though I experienced something harrowing, the experience I has with SARI helped me to feel safe and cared for that I will be forever grateful. Thank you very much.

303-2019/2020

It does make a big difference SARI being there. You guys are all helpful and doing a great job, even when times are odd like now. You guys are doing excellent work. Thank you Bill for everything.

376-2019/2020

I can't thank SARI enough for the support I had and for that I am in a better place now. Thank you Bill for arranging the meeting with the police and having a closure to my case.

433-2019/2020

Thank you SARI. We have moved & settled in our new home.

## Constructive

126-2019/2020

First response was amazing but towards the end of the support felt like it fizzled out. We are still dealing with the effects of the hate crime and it would have been nice to have some more emotional support at the time.

# Somerset

## Positive

046-2018/2019	Life saving experience. Feel much better and safe. Thank you for all the support.
054-2019/2020	Thank you for your help.
100-2020/2021	After 3 years of continually asking the police for help it wasn't until SARI intervened, that we actually had any back up at all. That's how it felt to us. Can't praise Siful & SARI enough. Thank you so much.
101-2020/2021	Siful was kind, caring, and very supportive and helpful. Can't thank him enough for his support and help. We did not know you were out there before but it helped us so much to know we had someone to turn to and who listened. Thank you Siful, you made a huge difference.
158-2020/2021	I would like to thank SARI, especially to Siful who was always swiftly trying to support us and contacted the authorities on our behalf. I really appreciate the effort and time spent helping us.
168-2019/2020	Found the service very helpful.
275-2019/2020	10/10! Everything you've done perfectly. Nothing I can think to improve on.
292-2019/2020	Found the service very helpful.
320-2019/2020	There is no support with race equality in Somerset. SARI has helped me and dealt with the case very sensitively, very happy with the support.
330-2019/2020	Found the service very helpful
331-2019/2020	Good to know there is a service like SARI available to help.
341-2018/2019	Service is amazing, would suggest taking on more caseworkers to improve capacity.
345-2019/2020	Excellent services and advice.
388-2019/2020	Would suggest that SARI find alternative methods of communication for people who don't use technology like phones and internet, but for me these methods worked really well. Very happy with service.
398-2019/2020	SARI support great, but police was let down, but thank you for all your hard work.

399-2018/2019	Great support. Siful helped with a range of things.
408-2018/2019	Excellent, Siful was a superstar!
419-2019/2020	I think SARI is great and we need more agencies like this.