

# CLIENT EVALUATION REPORT

2021 – 2022



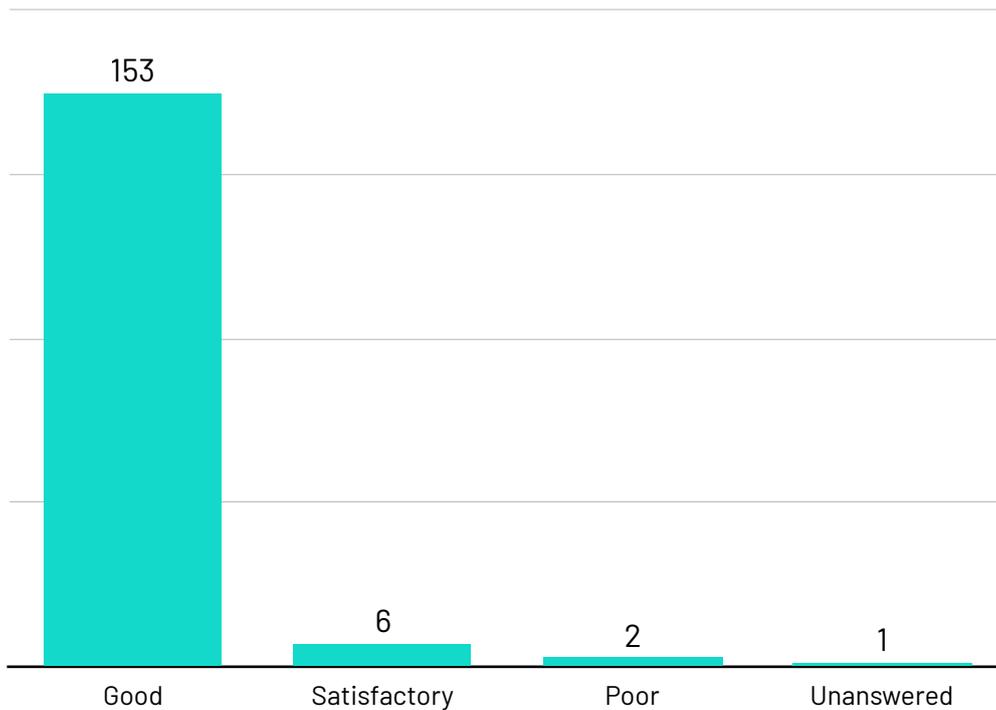
charity no. 1047699 / company no. 3060925

We closed a total of 385 cases between April 2021 and March 2022. Clients are given the opportunity to complete an evaluation after their case has closed. We received 162 completed evaluations. Therefore, the response rate was 42%.

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.

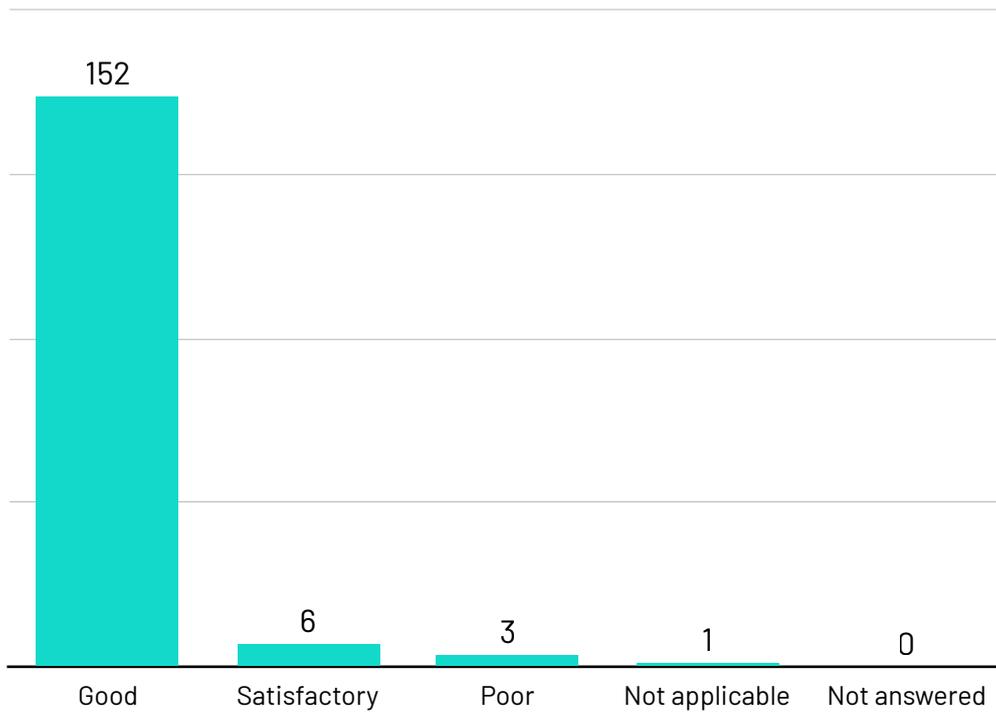
**n.b. In Bristol we work with other groups as part of Bristol Hate Crime and Discrimination Services. Some hate crime cases within Bristol are delivered by our partners, Brandon Trust or Bristol Mind, and as such some evaluations will be based on the service delivery of those partner agencies.**

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'.

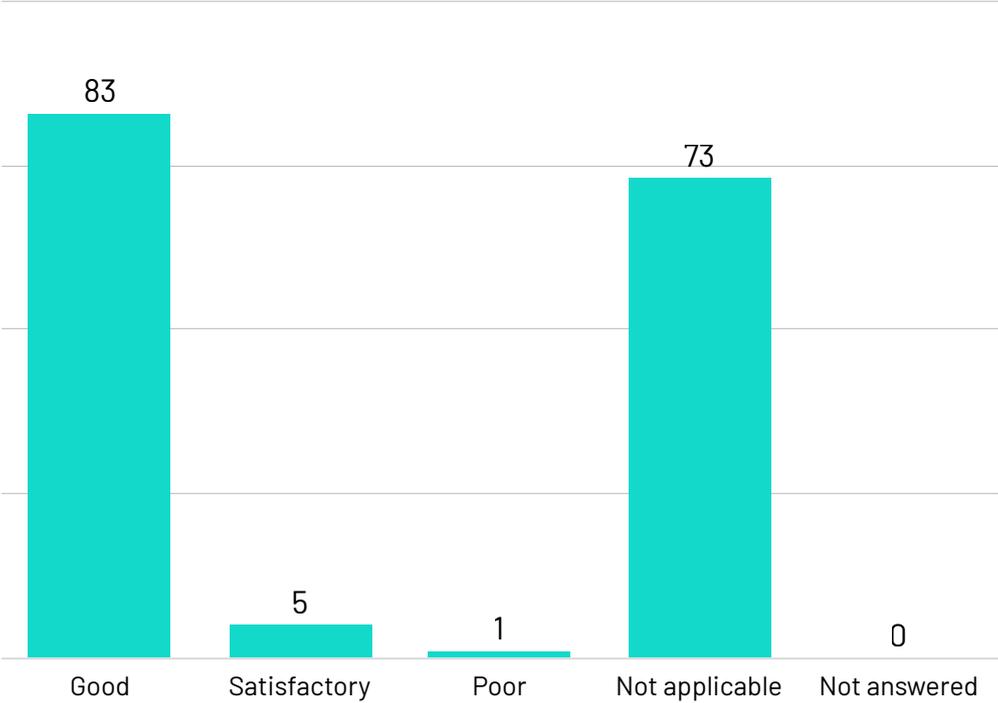


Clients were also asked to give a rating (good, satisfactory, poor, or N/A) that they believe best described each specific aspect of the casework service.

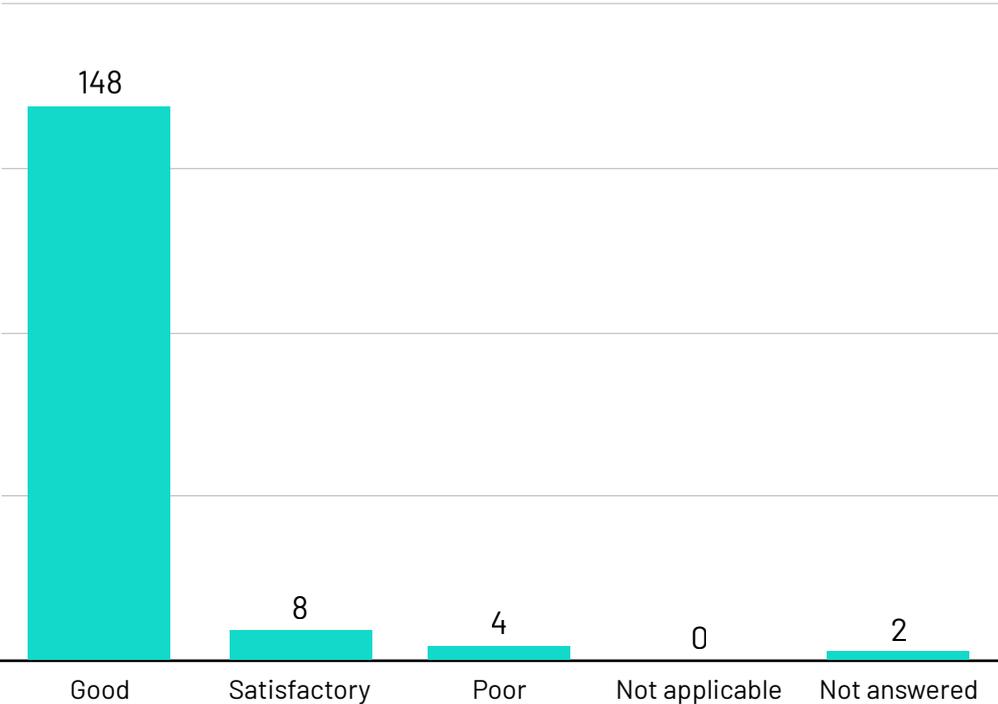
Q1. Your first contact with us



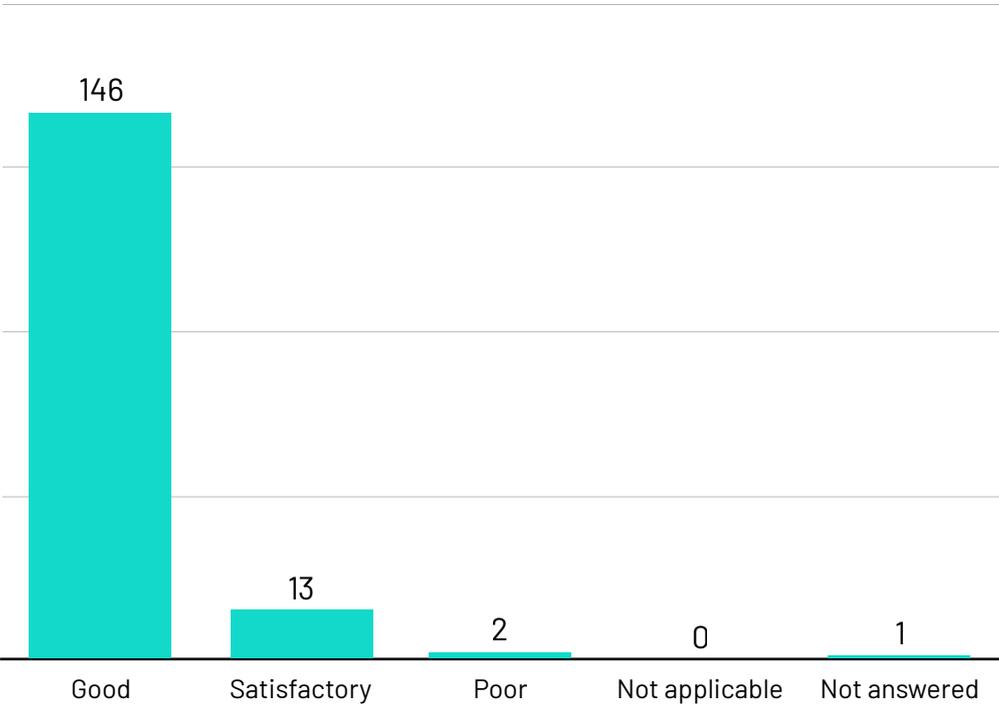
Q2. Our response to you in an emergency or crisis



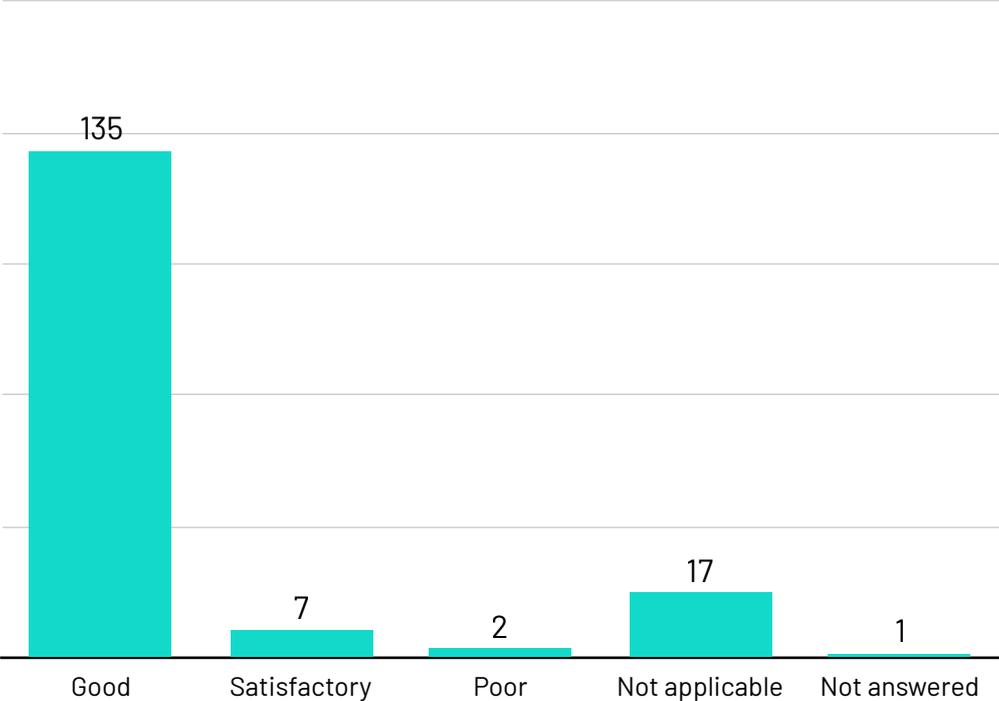
Q3. The methods of communication we used with you



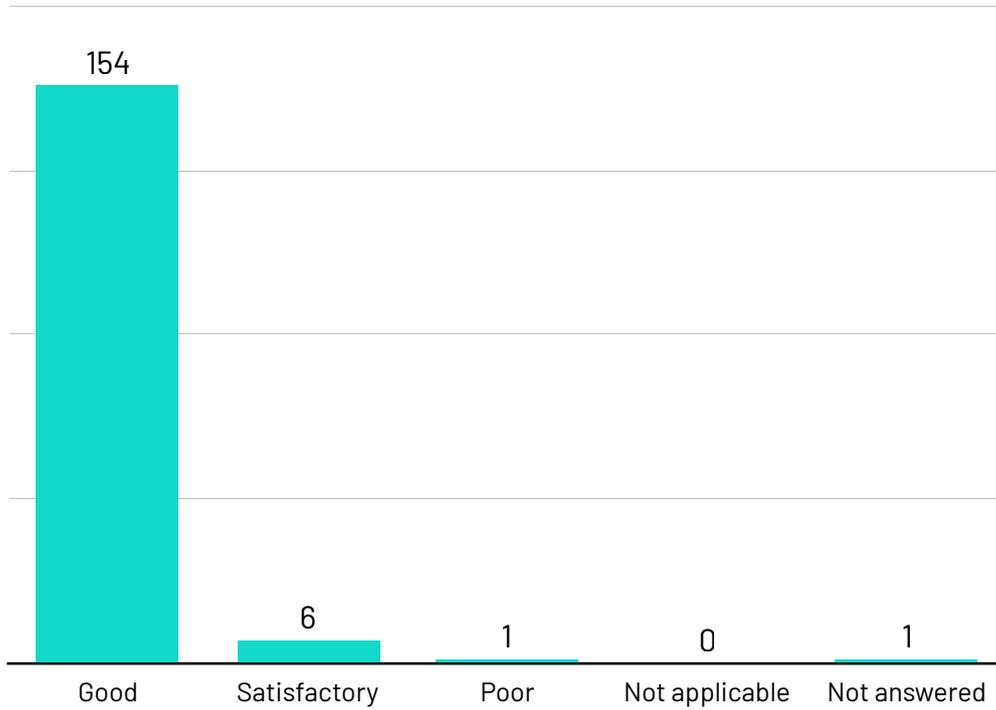
Q4. The information given to you about what we can and cannot do



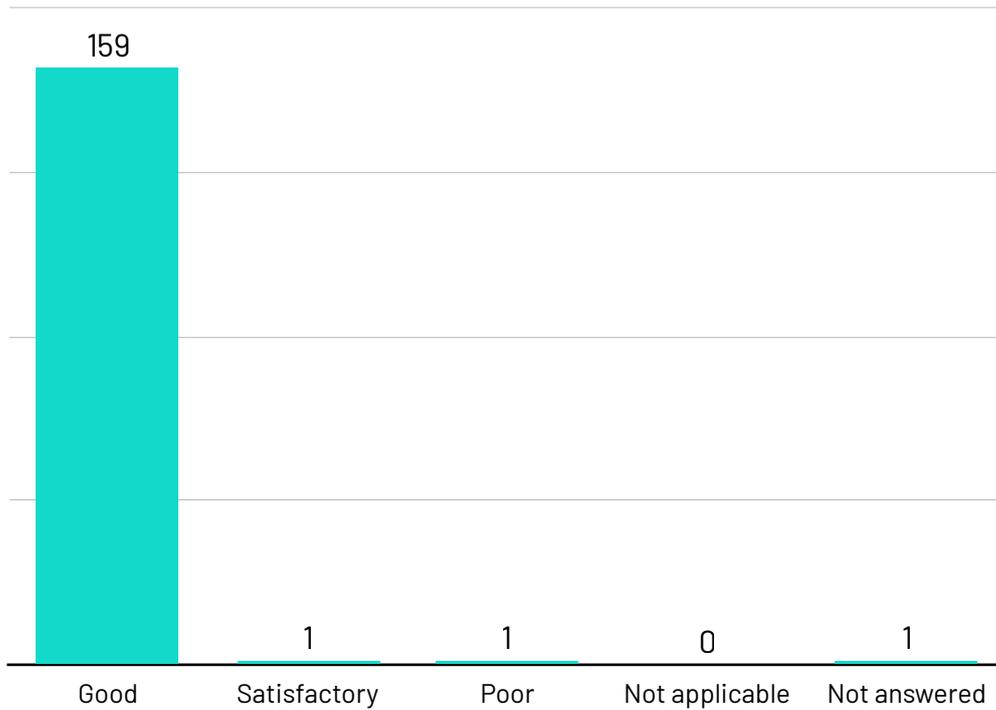
Q5. The information that SARl gave you about other agencies



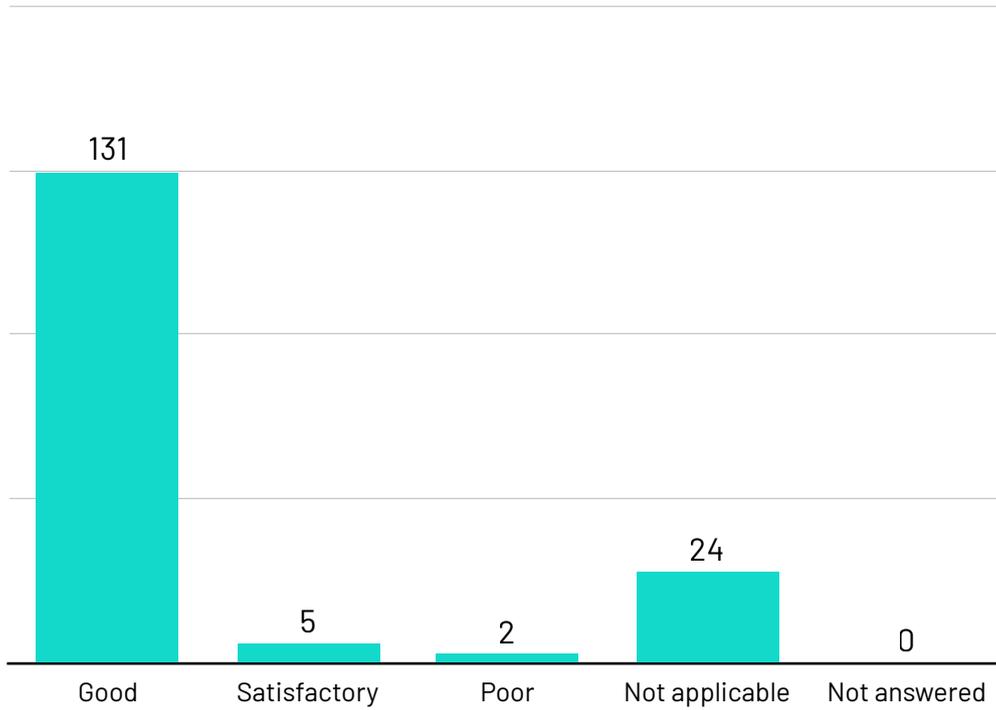
Q6. Being able to trust our staff with confidential information



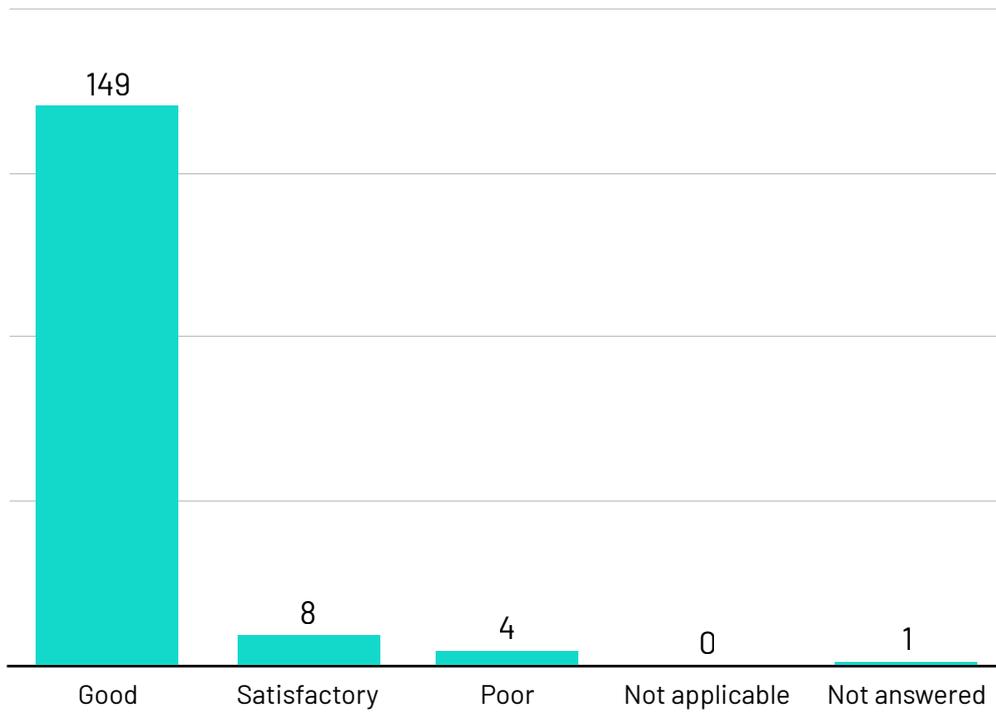
Q7. The behaviour of our staff towards you



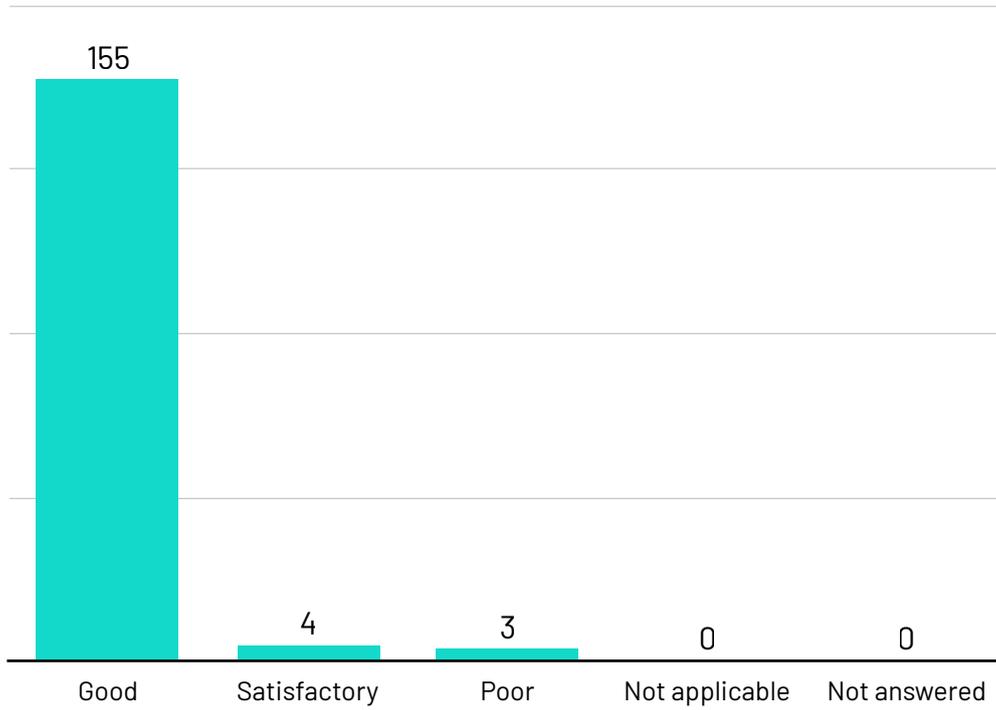
Q8. The emotional support you received from SARI



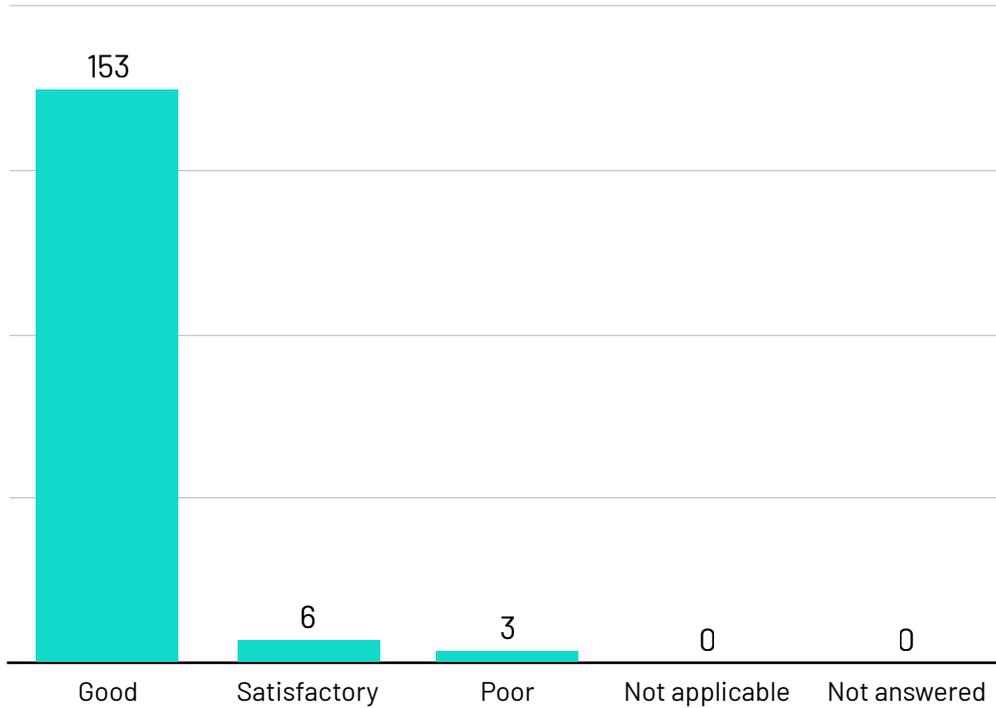
Q9. The advice given to you about the choices available



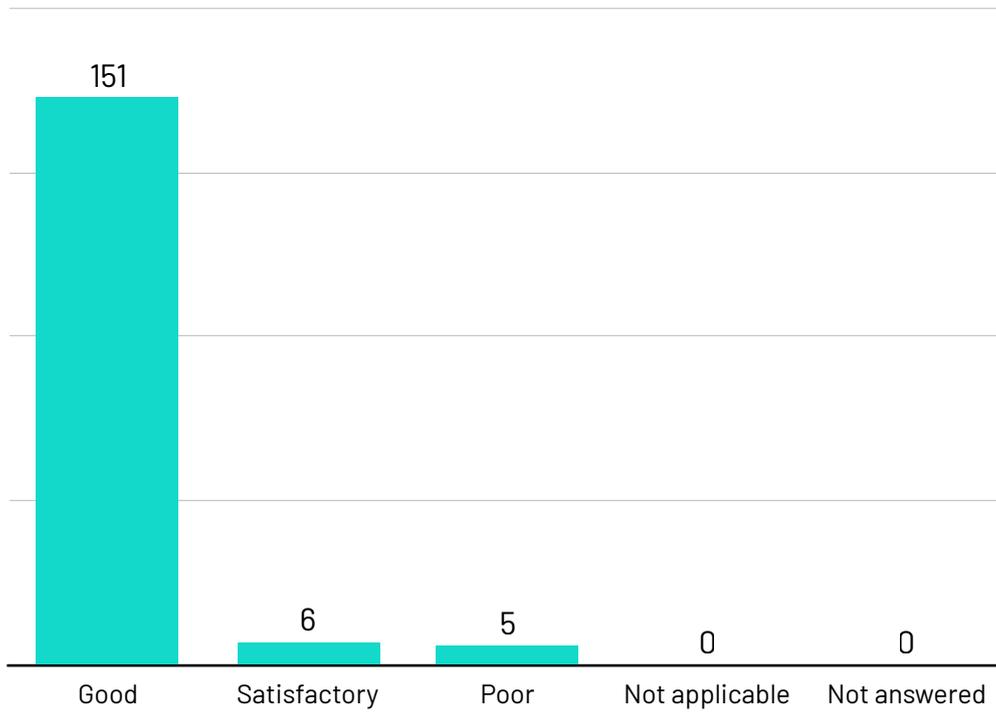
Q10. How we helped you to voice your own opinions



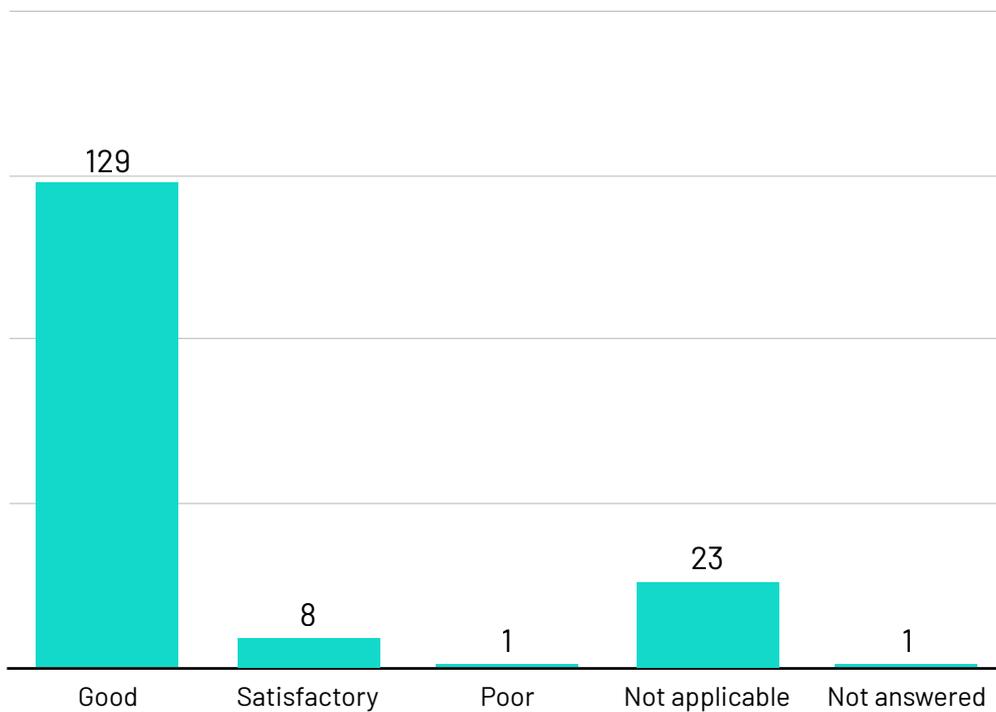
Q11. The way in which we involved you in decision-making



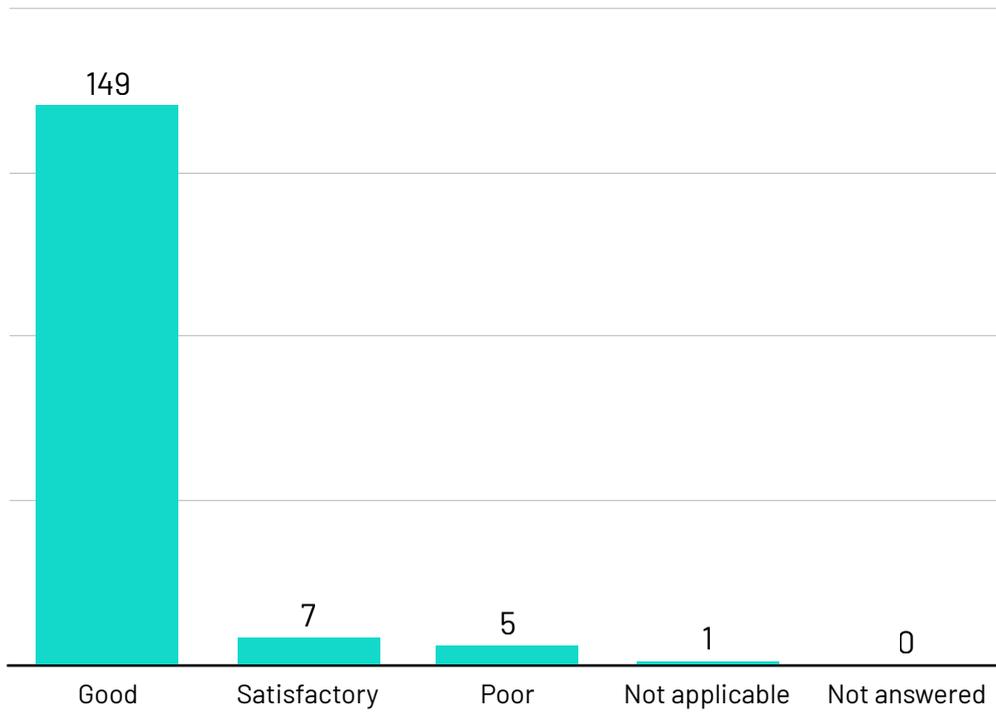
Q12. Our efforts to complete actions agreed with by you



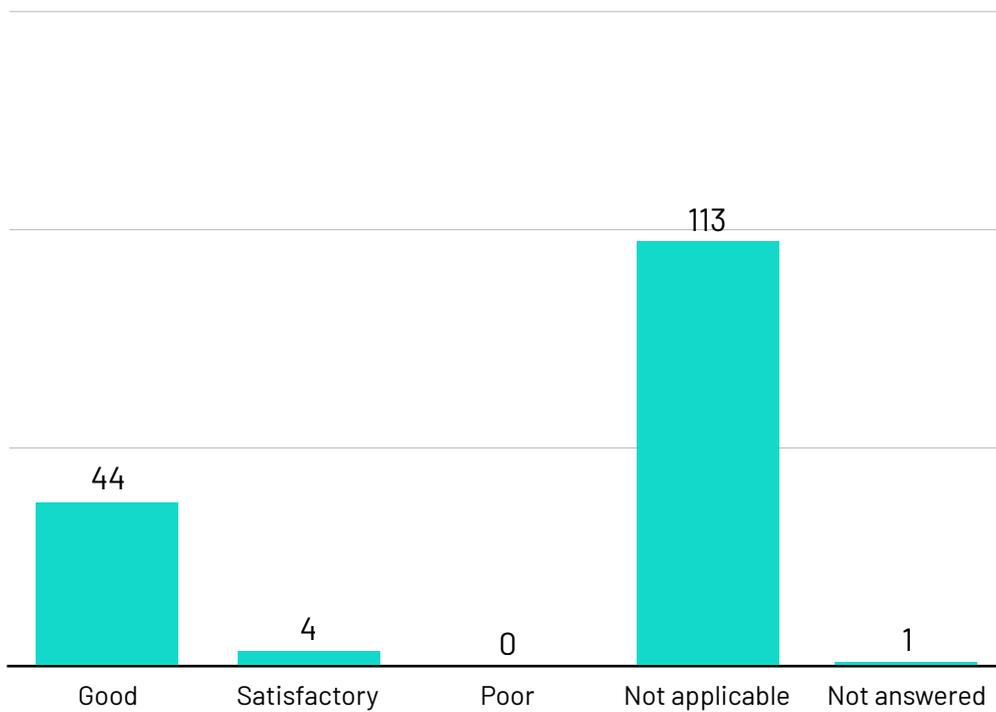
Q13. Our efforts to communicate with other agencies on your behalf



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

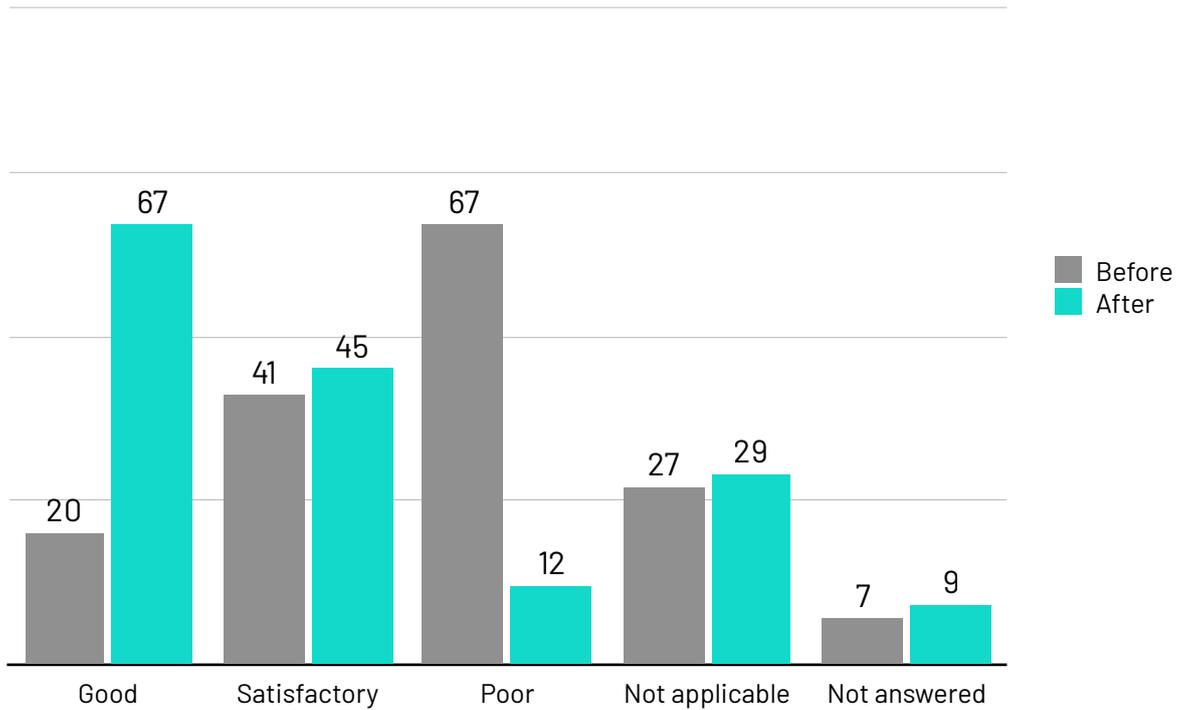


Q15. The support we gave you through any legal proceedings concerning your case

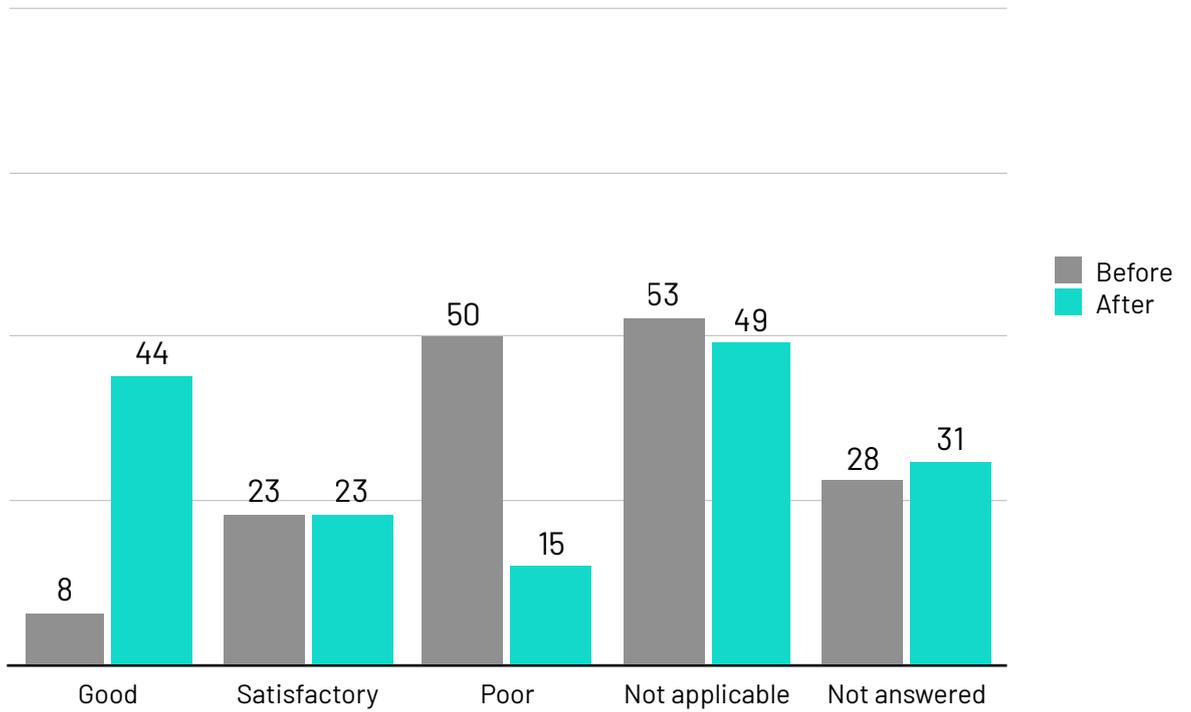


The next 7 questions clients answered related to their experience of other agencies before and after we took up their case.

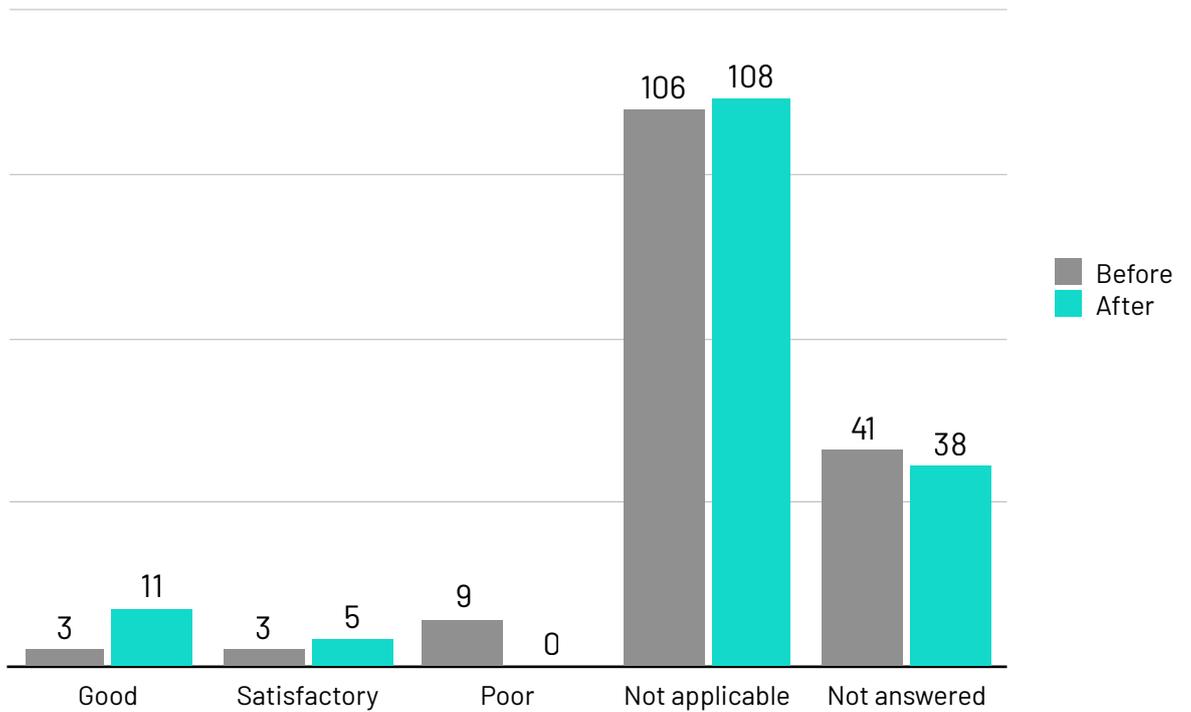
### Police



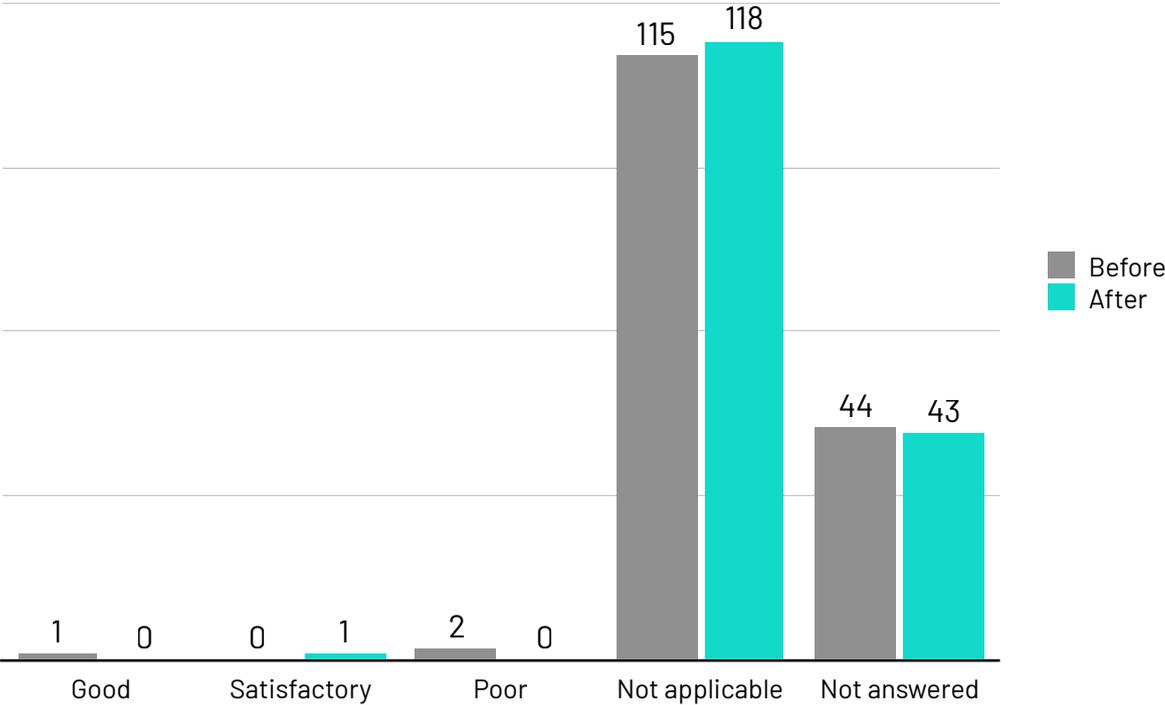
### Housing Providers



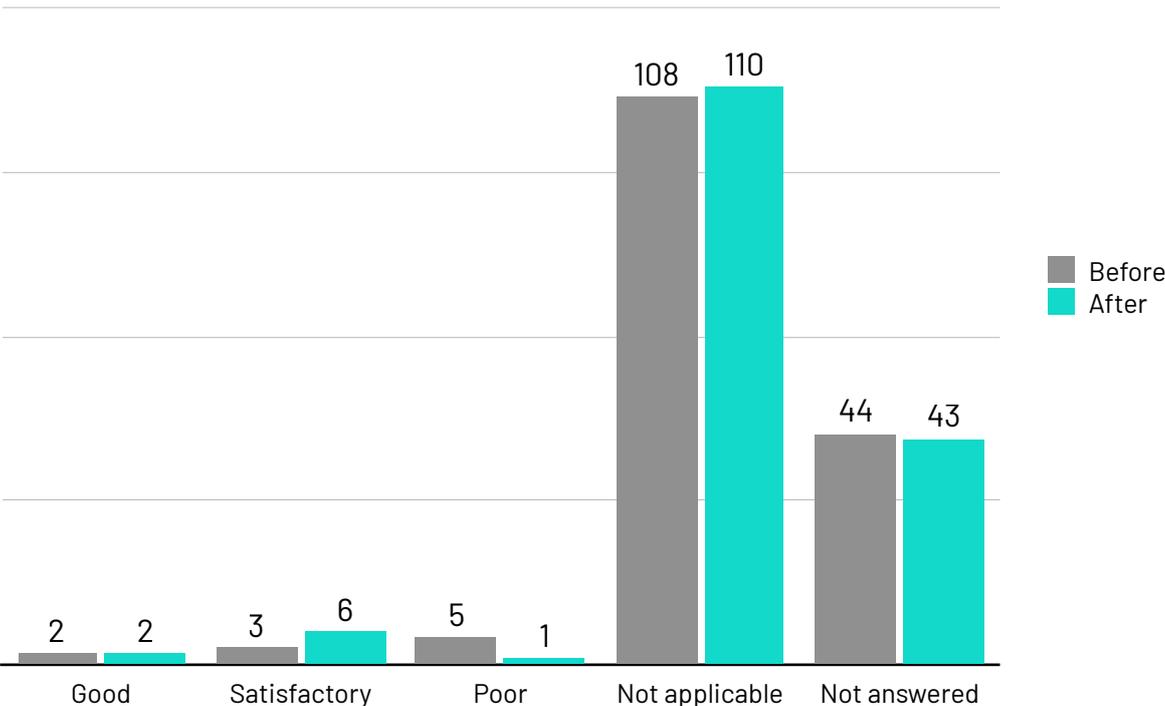
### School / College / Pupil Referral Units



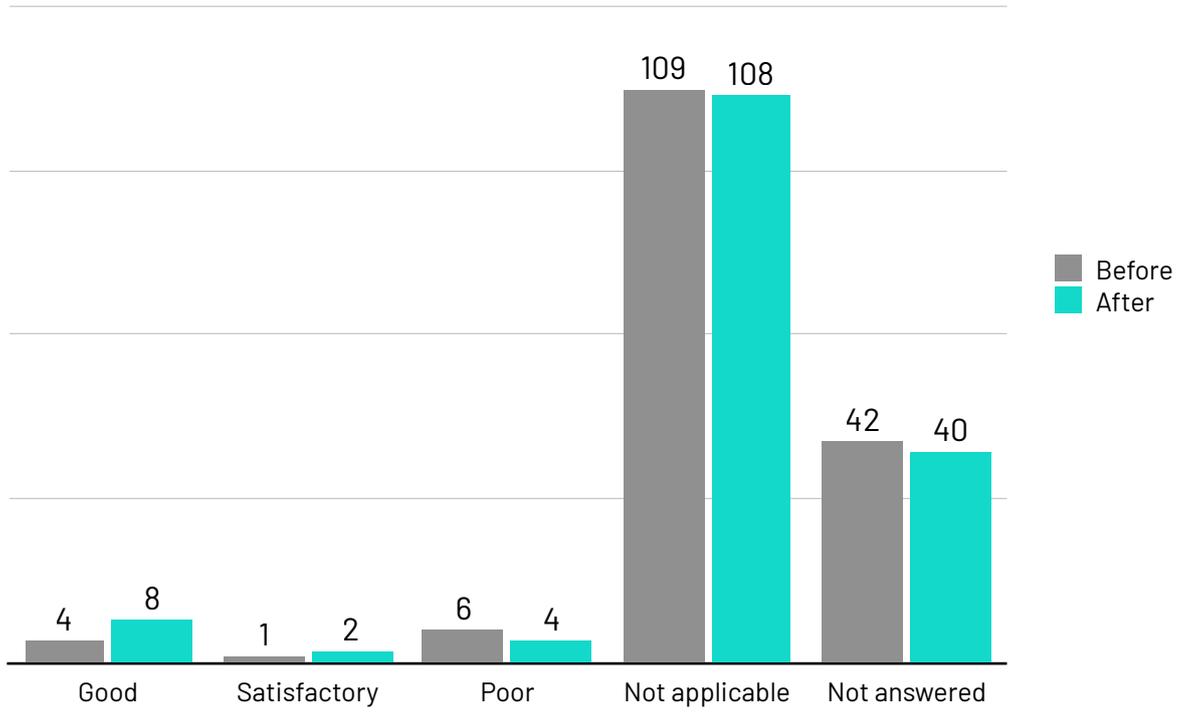
Local Education Authority



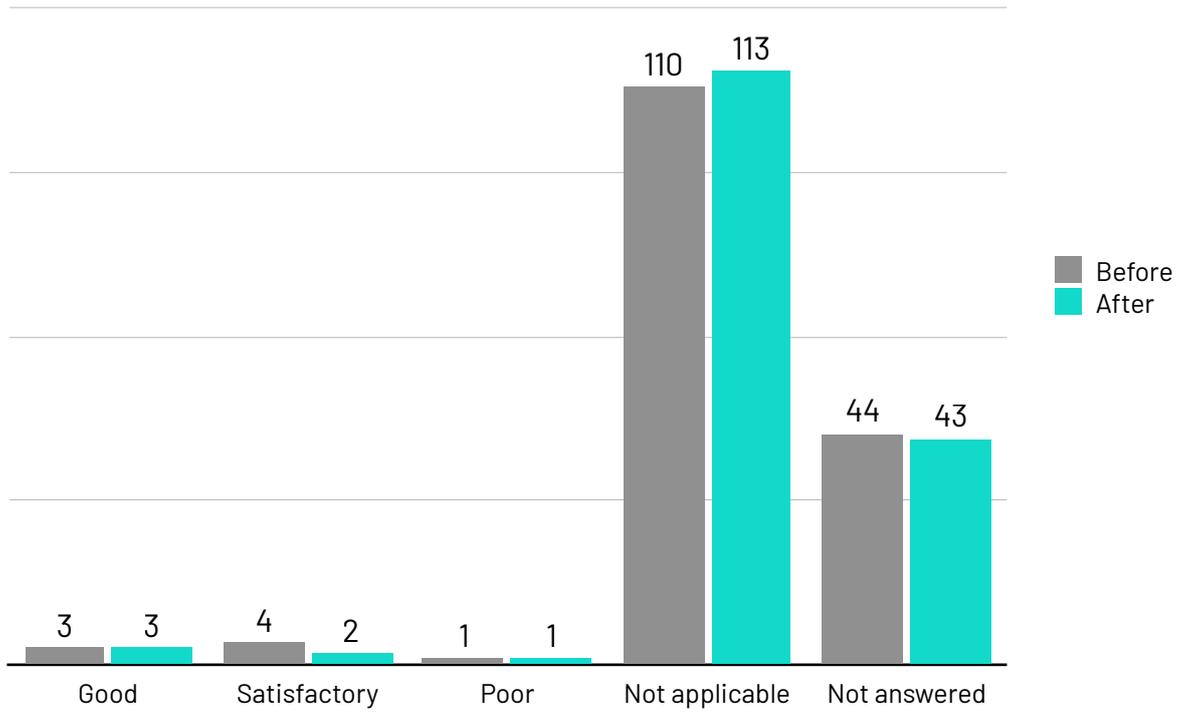
Healthcare Provider (e.g. GP or hospital)



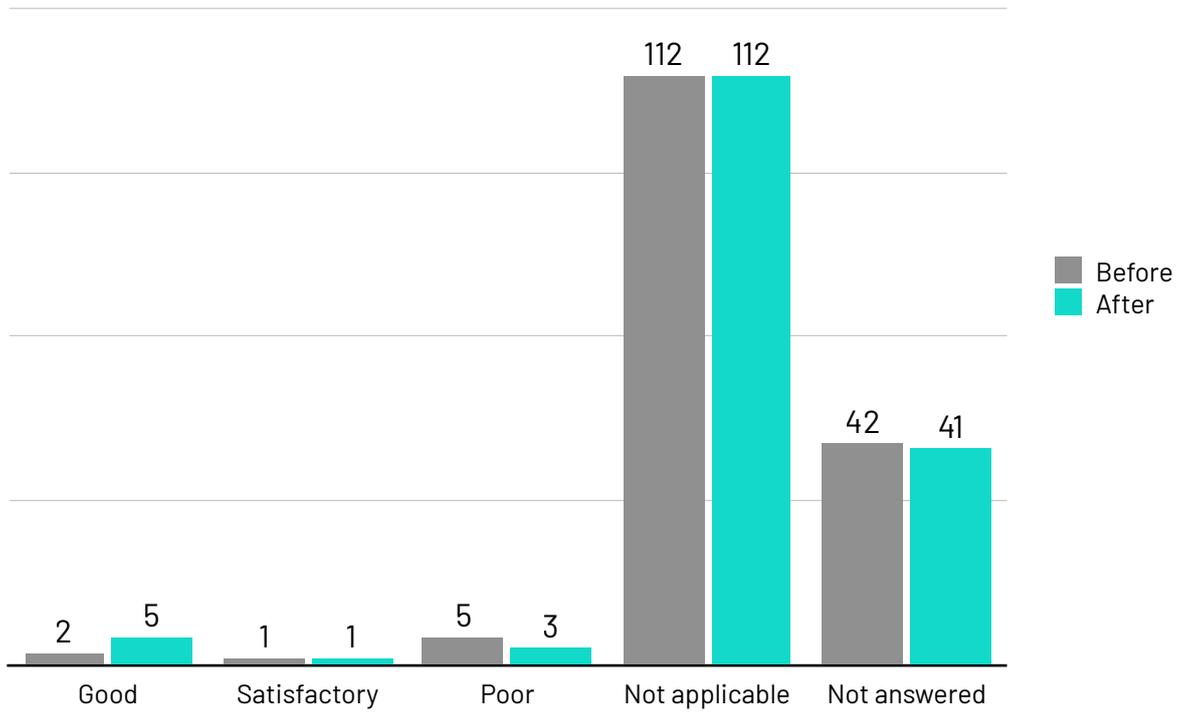
### Mental Health Provider



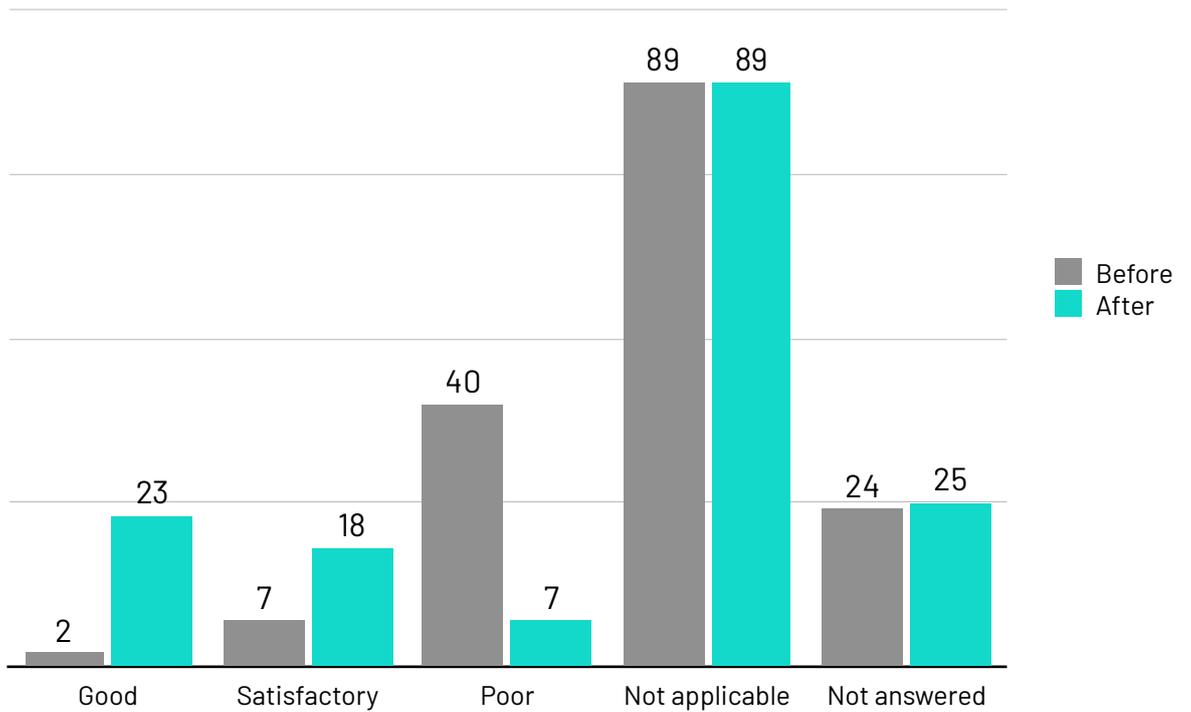
### Lighthouse



### Social Services

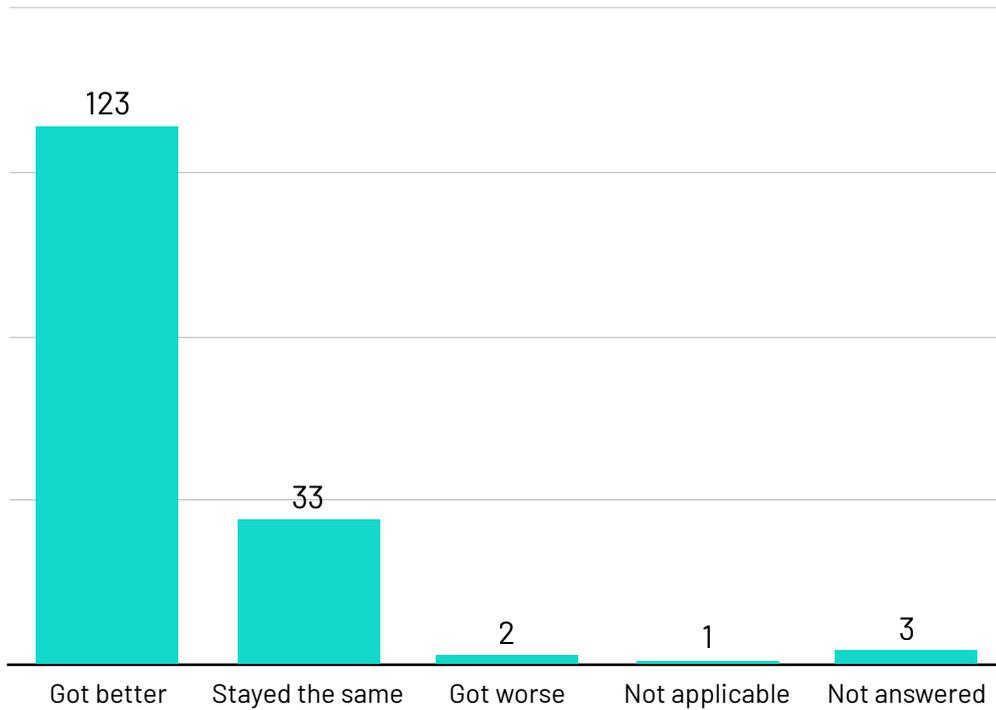


### Council

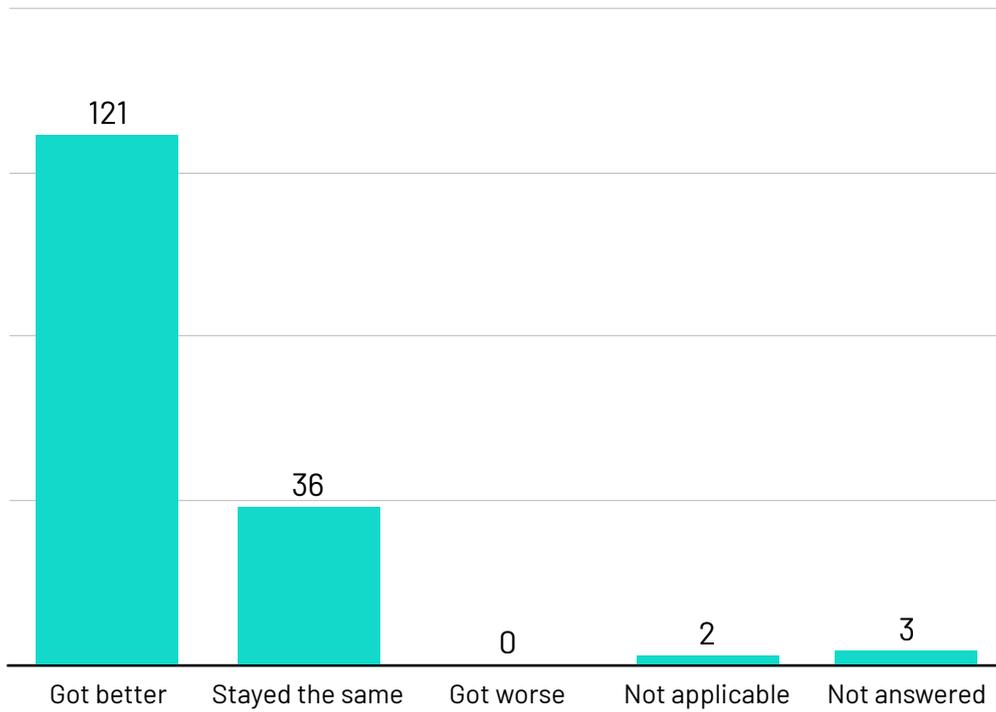


The final 7 questions reflected how our involvement affected the wellbeing of clients and their families.

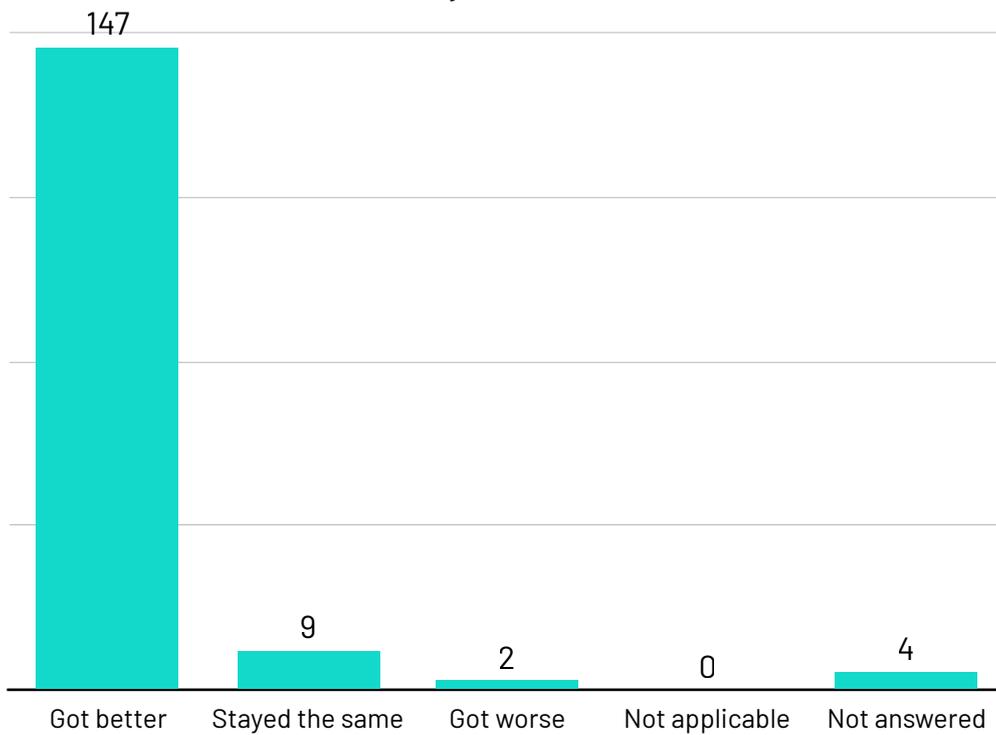
Did our involvement change how safe you felt?



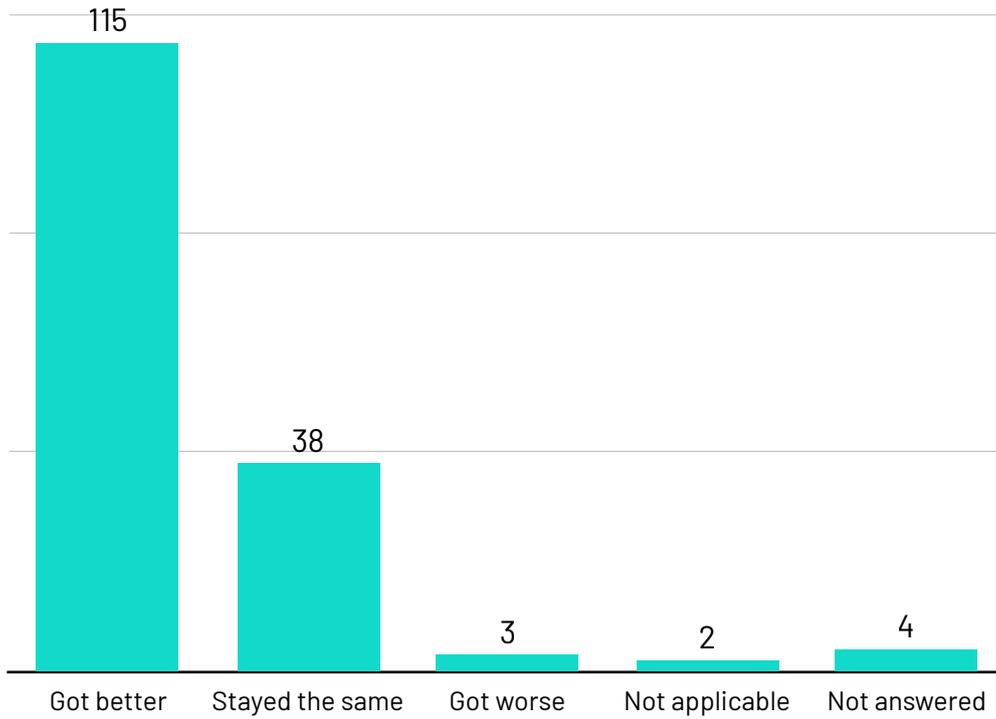
Did our involvement change how you cope with hate incidents?



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).



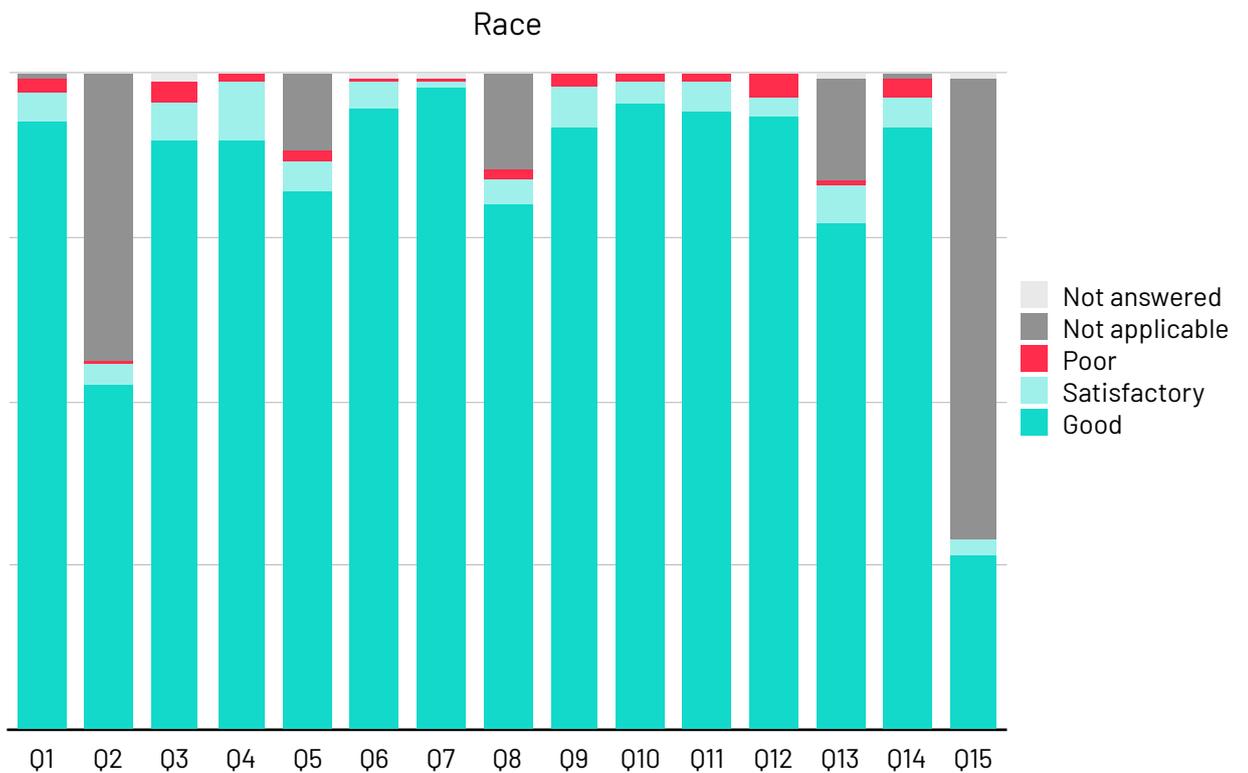
9 in 10 people said they felt more confident in dealing with agencies by themselves in future.



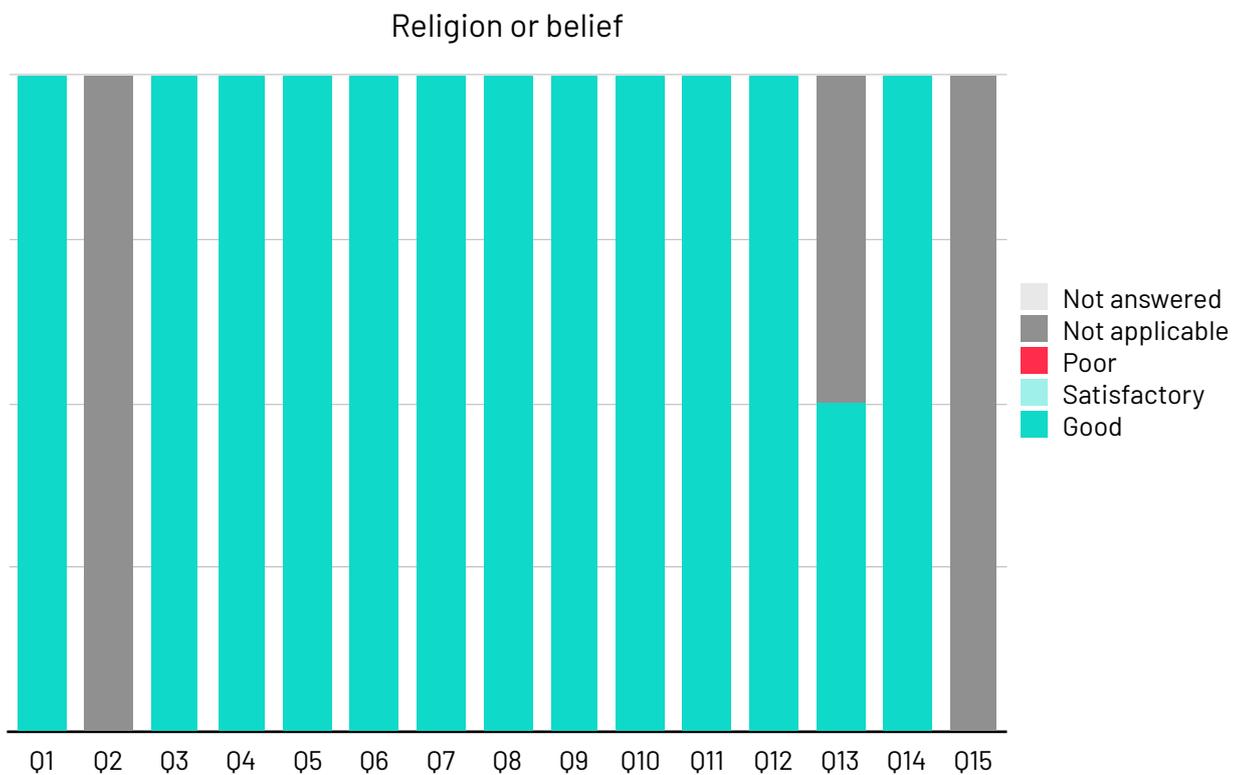
9 in 10 people said they felt more included in their local area.

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 293 race hate cases in the period, and received 135 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 3 religious cases in the period, receiving 2 evaluations.

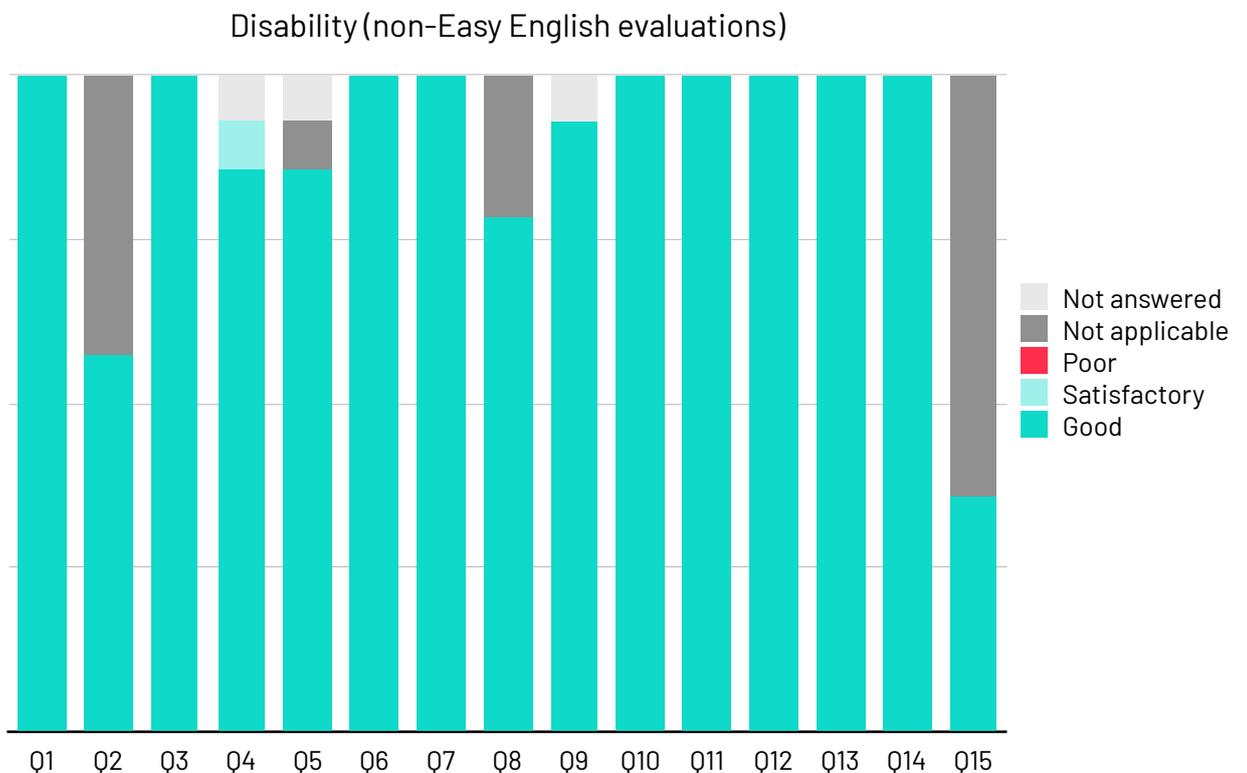


The majority of disability hate crime cases we open are because of a victim’s physical disabilities. However, a number of the evaluations are completed by victims of learning disability hate crime.

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.

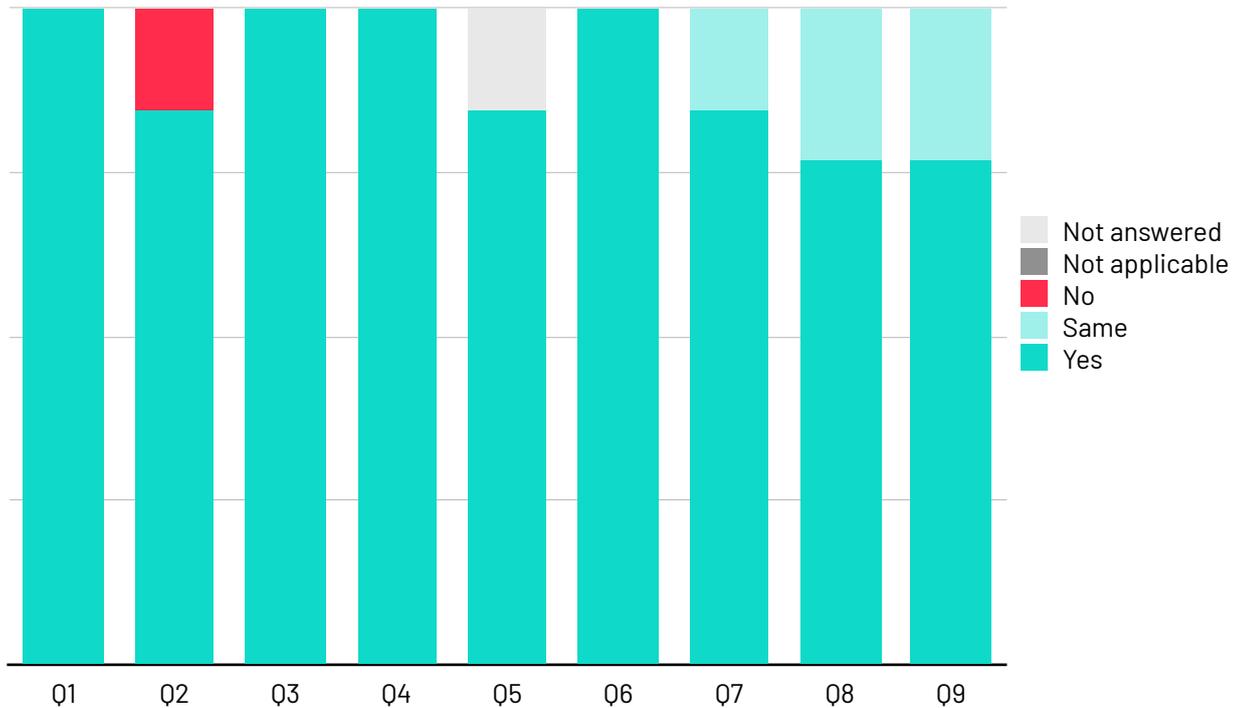
We have included a separate table on the next page for these evaluations.

We closed 57 disability cases in the period, receiving 14 standard evaluations.



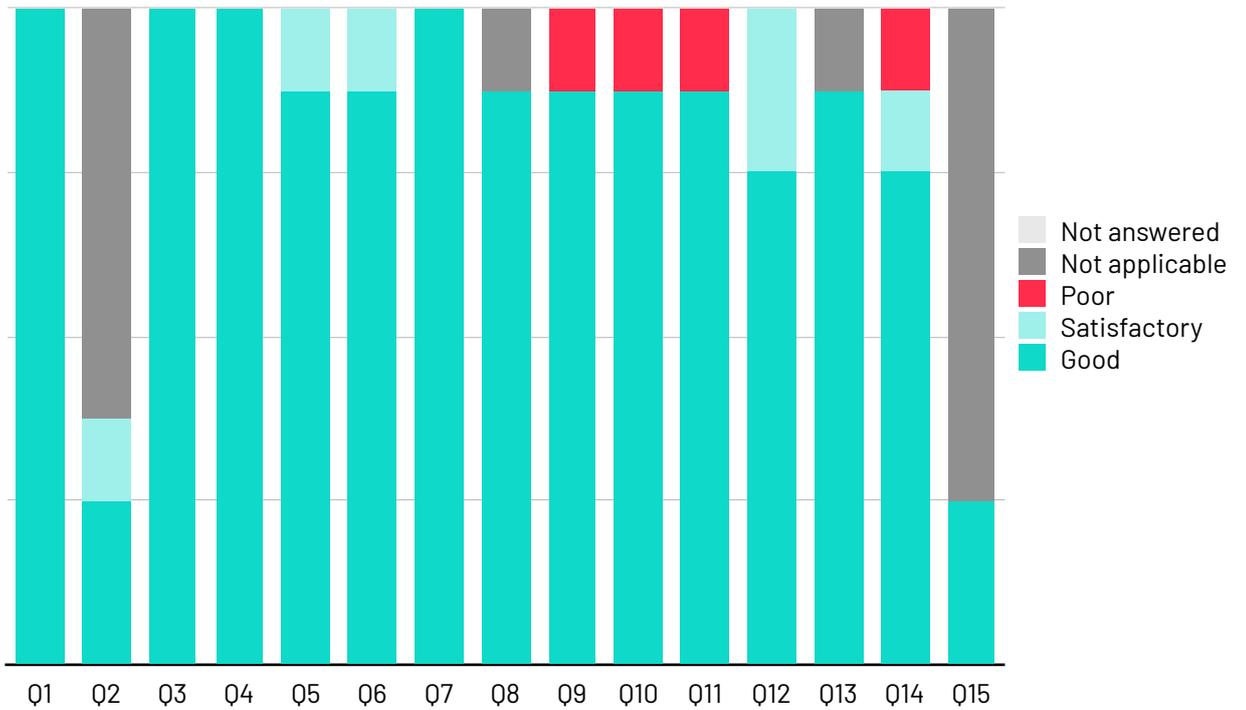
- Q1. Did you find it easy to make contact with the service?
- Q2. Did you feel we listened to you?
- Q3. Did you feel that he helped you understand what was happening with your problem?
- Q4. Did you feel supported by us?
- Q5. Would you recommend our service to family and friends?
- Q6. Do you feel 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 22 sexual orientation cases in the period, and received 8 evaluations.

Lesbian, gay and bisexual

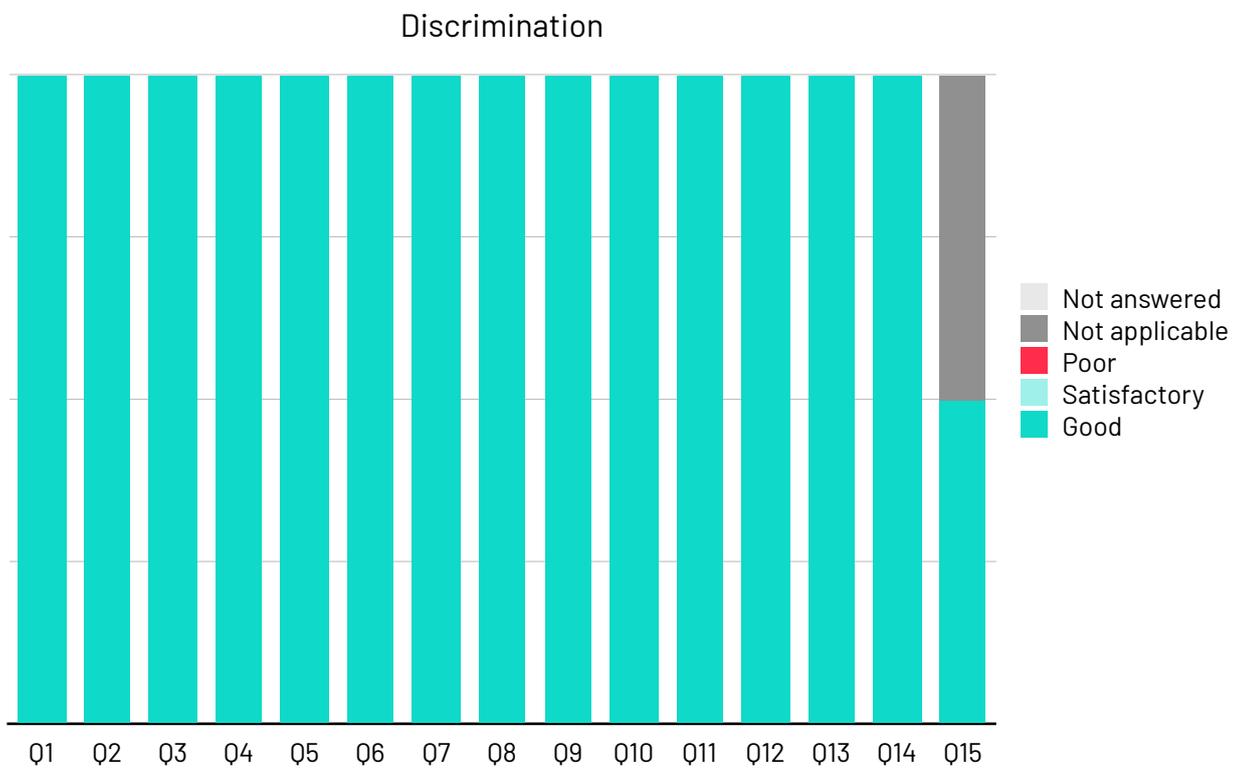




This chart includes clients that faced transphobic hate. We closed 5 trans cases in the period, and received 1 evaluation.

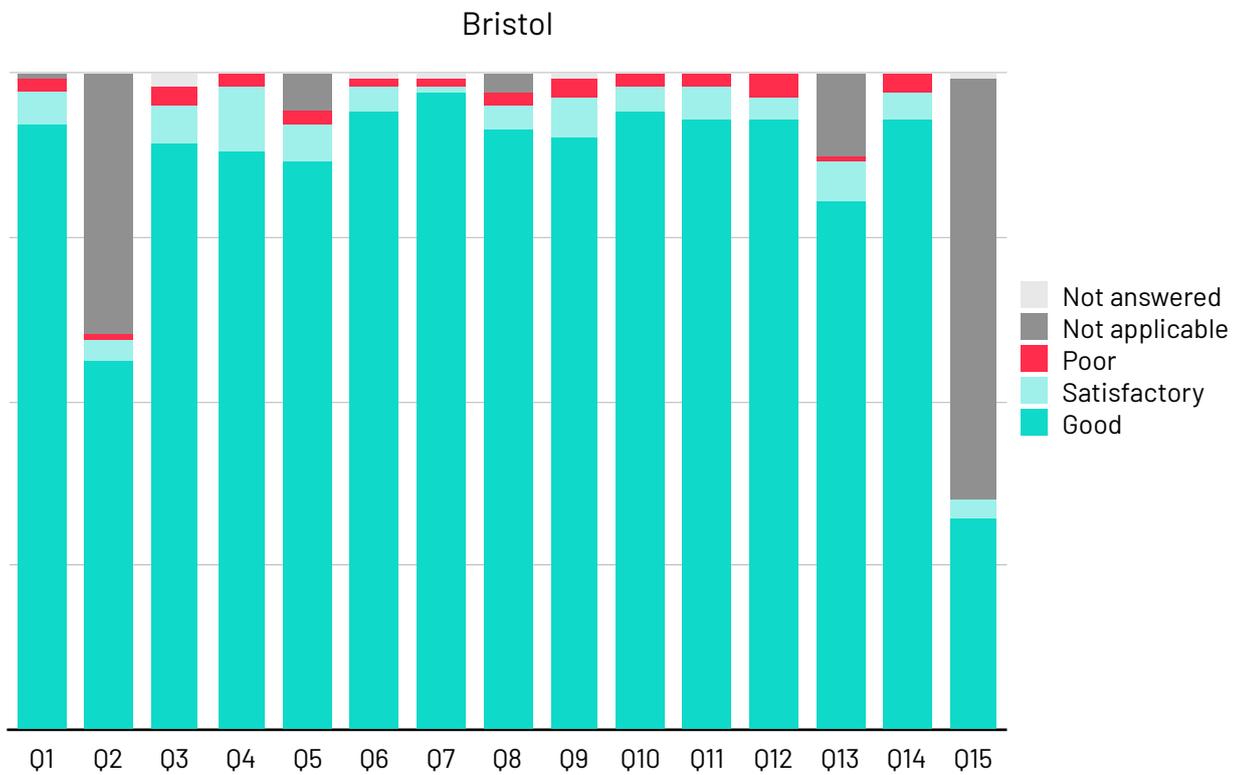


Typically we refer discrimination cases onward to legally trained professionals. In cases where the client is suffering emotionally as a result of discrimination, we will provide them with ongoing emotional support as their case progresses. We closed 3 discrimination cases in the period, and received 2 evaluations.

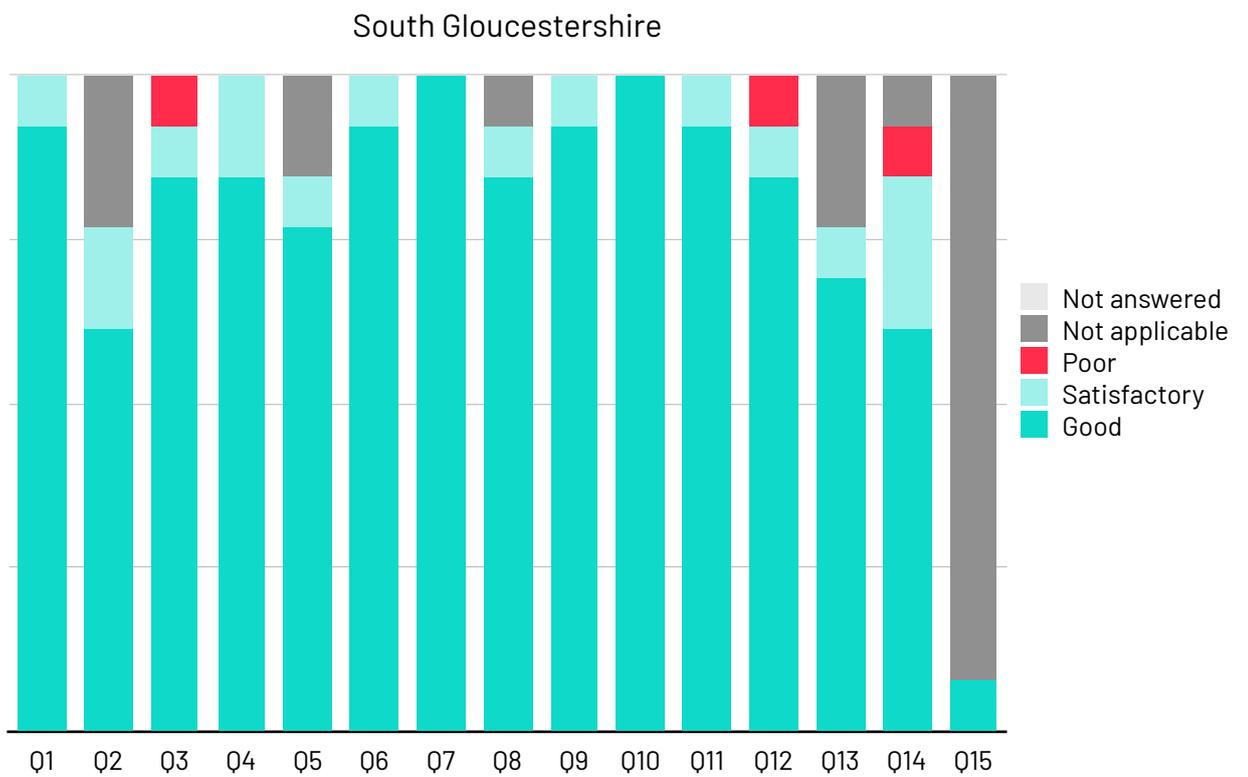




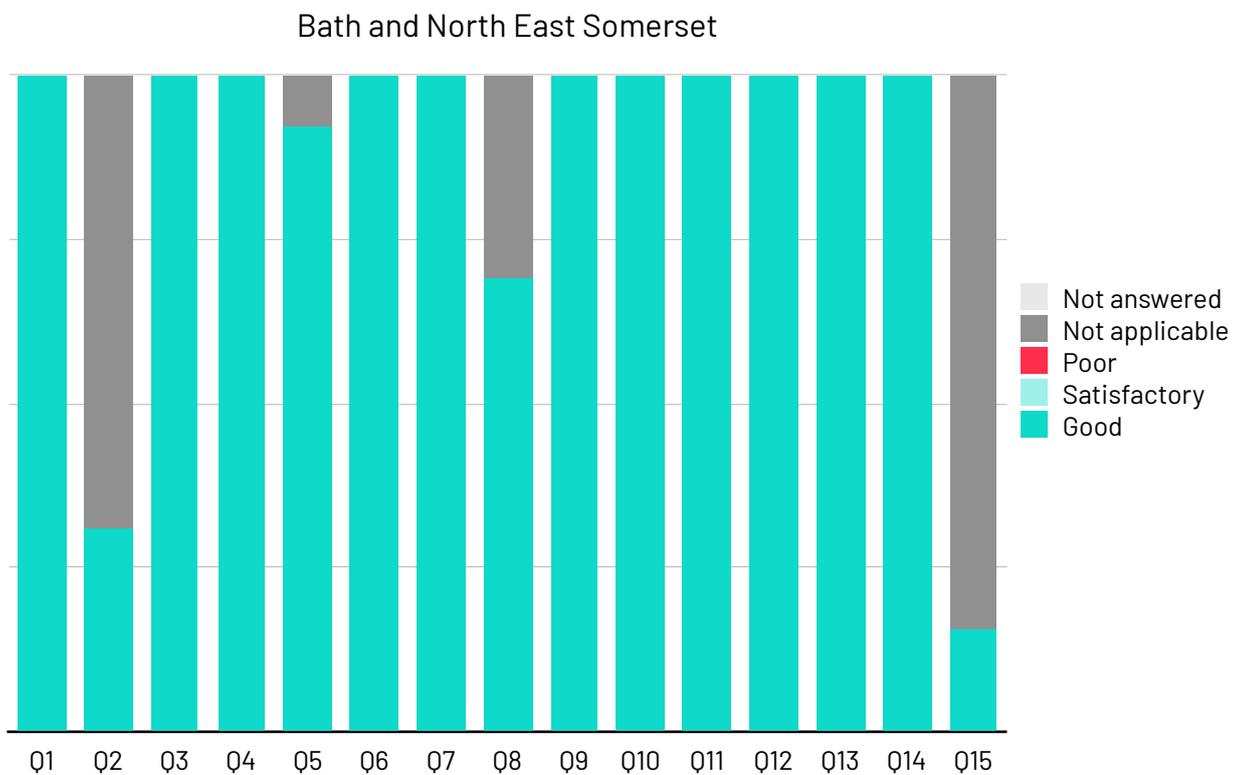
Bristol is our largest reporting area. This year it accounted for 70% of the cases we closed. We closed 267 cases in the period, and received 103 evaluations (a 39% return rate).



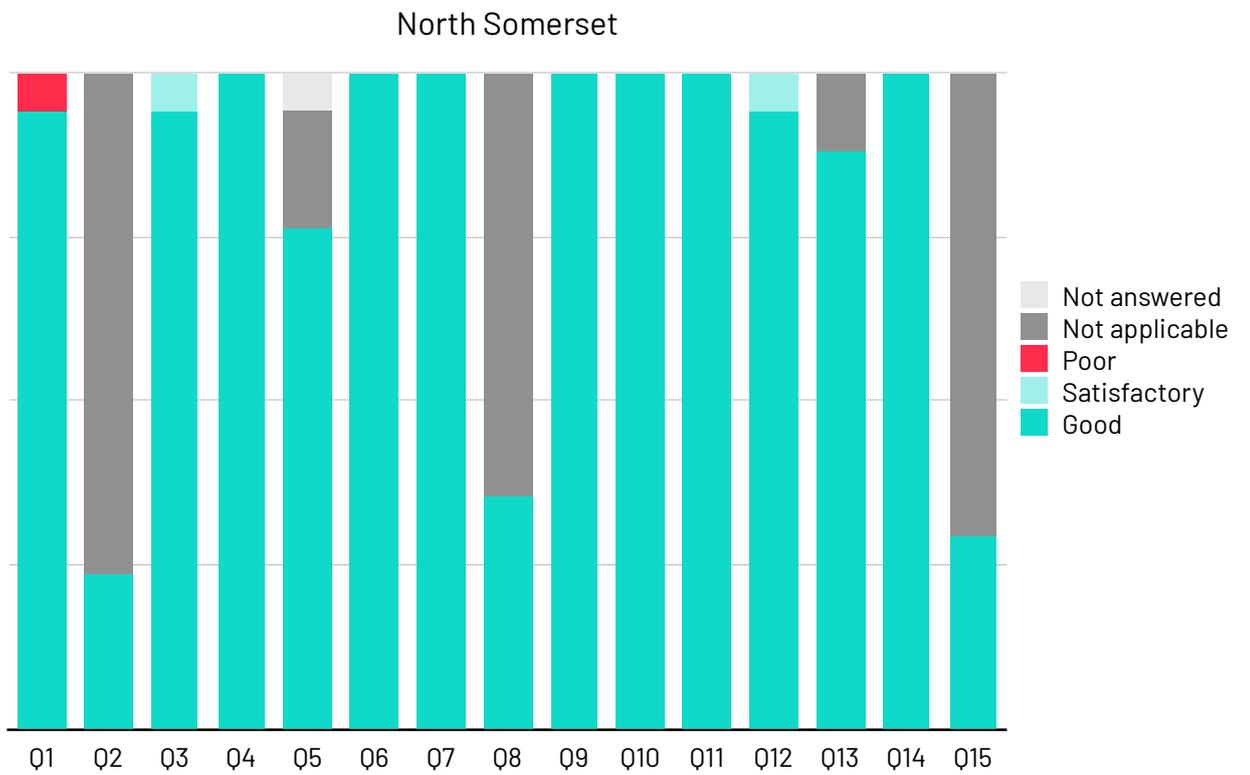
This year South Gloucestershire accounted for 7% of the cases we closed. We closed 27 cases in the period, and received 13 evaluations (a 48% return rate).



This year Bath and North East Somerset accounted for 6% of the cases we closed. We closed 24 cases in the period, and received 17 evaluations (a 71% return rate).



North Somerset accounted for 5% of the cases we closed. We closed 21 cases in the period, and received 17 evaluations (an 81% return rate).



Somerset accounted for 12% of the cases we closed. We closed 45 cases in the period, and received 11 evaluations (a 24% return rate).



# Client comments

# Bristol

## Positive

- 007-2020/2021      Excellent support from Yanet. Before SARI was involved I was broken and I kept quiet. Yanet has given me hope to speak up and not suffer in silence. Thank God for SARI and thank you Yanet.
- 009-2021/2022      It was a pleasant surprise with how great the service was. I had heard of SARI but I didn't really know what it was that you did until a friend recommended you to me, as a black person there is a lot of prejudice and all these micro-aggressions you experience everyday. Knowing that there is service like SARI is really helpful and I feel happier that SARI is there.
- 011-2020/2021      I wouldn't be where I am today without him (Josiah). He really helped me and I am so grateful for everything. I would 110% recommend you guys to anyone going through racism.
- 014-2020/2021      I think that SARI is such an incredible organisation and since being supported myself, whenever anyone I know has an issue related to hate crime I immediately refer them to SARI. Even though there was limitations with how far we could go with my case Anna did everything she could, and was extremely passionate about getting the outcome I wanted.
- 018-2020/2021      Thank you Josiah you were really supportive.
- 020-2021/2022      Things are still the same and I am still waiting to move house. But SARI really helped to get my banding changed, and Natalia would make sure to check in on me regularly and really pushed to get the banding changed.
- 026-2020/2021      Yanet is the greatest person I have ever worked with, she has done more for me than the local authorities has ever done for me. Every single community needs a Yanet.
- If it ever happens to me ever again, I know that SARI will be there for me.
- I have so much trust in Yanet, I would even trust her with my family.
- Yanet gave me hope when I was in a really dark place. She gave me confidence and helped me see that I do actually have rights as a disabled person.
- The Council and the police started taking my disability seriously once Yanet started speaking to them, this is something that they had never done before.
- Yanet is my family's hero.

Not only me but I have spoken to other people in the community, they say that they feel a lot safer after they saw what SARI did for my case.

On behalf of my family, thank you to the whole SARI team. You guys don't realise the big impact that you have on people's lives.

031-2021/2022 Thank you so much Natalia for all your support. She was great. I haven't met her in person but she was very good help! Thank you so much!

034-2018/2019 Everything has been great. Without help from Siful, the police would have never compensated us for the damages, the police had caused to me and my family. We are so grateful for Siful's help and we will be in contact to get more involved with SARI.

034-2020/2021 Thank you.

042-2021/2022 I felt very comfortable with Natalia, she was very helpful and I was very happy with the support she gave me. I am very happy with SARI and Natalia. She is very kind and good at her job. Natalia is very polite and I would recommend her to anyone who would ever need this type of support.

044-2021/2022 Natalia was fantastic.

048-2021/2022 Yanet was very understanding of my situation. I was in despair & stressed out to the max but she really took off the stress from me, she was almost like a safety blanket.

The council didn't want to be involved or care about what I was going through until they heard I was receiving help from SARI, I feel like they knew they had to take me seriously because SARI was involved.

Yanet gave me the right support, at the right time when I needed it.

I would recommend SARI to anyone going through the same situation as I was going through.

049-2020/2021 Mariya is very very helpful.

049-2021/2022 Yanet changed my life, I was depressed and I wasn't sleeping and the organisation really changed my life. I am even getting emotional thinking about the change in my life. It gave me hope. It is good to know that there is people that are out there that actually care. Yanet was very sympathetic to my situation.

050-2021/2022 Natalia showed a lot of empathy. Natalia restored my faith in SARI because the previous case with my son was not handled correctly and I was about to loose hope.

056-2020/2021 I feel very satisfied with everything SARI has done for me and I know I can rely on SARI to help. I hope I don't have to use SARI again but know that you are there.

061-2020/2021 Thank you once again for your help.

063-2021/2022 Yani is an amazing person, very good. If SARI was not involved I would be dead by now. Special thanks to Yanet and SARI in general, amazing services and specific case worker. Without SARI's amazing services victim feels they would be doing crime, be dead or their mental health would have spiralled. SARI should keep doing what they are doing - No improvements needed indicated. Victim did not deal with the police directly themselves after SARI's involvement, which is why N/A has been ticked for that question. But the victim received their passport back from the police due to SARI's involvement.

073-2021/2022 SARI were amazing when it came to helping my son. All it took was one email from SARI to get the school to pay attention and take the issue seriously. Yanet was really quick and efficient with the work she did. Within a day of the first contact we had with her she had arranged a meeting with the school for us and she represented my son so well in that meeting.

She reminded the school of their policies and what they were doing to my son wasn't very inclusive.

Yanet gave us lots of really good information and she was a great emotional support.

076-2020/2021 Thank You for everything you did, very grateful and very happy. Thank you Josiah - God bless you.

083-2020/2021 After getting support from SARI I feel more confident and happier.

089-2019/2020 Everything was good with Anna, she was lovely, she helped us out a lot.

091-2021/2022 SARI helped me with liaising with my housing officer which I really appreciate.

103-2020/2021 Thank you, you made me feel safe again.

105-2020/2021 I think that there should be another box to rate Excellent, on this form as the support and service that we received from SARI was excellent, thank you.

I also think that there should be a box to rate Victim Support Services.

113-2020/2021 Happily move on from all incidents thanks to Mariya's help. It's good you are there to support people in need, thank you again.

145-2013/2014 Just can't thank you enough for all you've done for us.

148-2021/2022 I couldn't have asked for a better service, he helped me 100%.

152-2020/2021 Thank you SARI and Josiah for everything, I felt really supported throughout.

172-2021/2022 Thank you for trying and working on my case, I was feeling helpless, and even just receiving phone calls from SARI made me feel better as knew that someone is fighting for me

173-2021/2022 Anna was very professional but approached my case with a personal touch, which I think really helped us to build a relationship. She was absolutely amazing in the work that she did to support me and she definitely deserves a promotion and was involved throughout. I just wish I knew about SARI earlier and got them involved sooner.

180-2020/2021 I'm really happy that she asked lots of questions.

182-2020/2021 Found having a diverse team, "not first English speaking", good as they know how you're feeling. I didn't have time, I didn't know what to do, I felt alone. She did all that she could even if some agencies didn't respond to her attempts and although disappointing results as agencies didn't really do much, Yanet still tried everything. "She's like a family" Even is she was sick she would still speak to him, "She's a nice, lovely lady".

187-2021/2022 Since SARI's involvement police response improved. Siful helped with writing a supporting letter and Siful's involvement was brilliant, he really helped.

190-2020/2021 Big thanks to Alex and Mariya, they were very supportive.

191-2018/2019 Natalia was fantastic and thank you so much for the help she gave us.

193-2019/2020 From the first person I spoke to my caseworker Mariya, the service was amazing. I am very happy that I contacted SARI, because of Mariya's support I feel confident living in my area and SARI is an amazing organisation, I would happily recommend it.

198-2020/2021 Josiah was always there to listen and help me out whenever needed, I really felt supported. SARI is always there for anyone who needs support - thank you.

201-2019/2020 I was very happy with your support and if not for SARI, the council would continue forgetting about my case. Thanks to your help, I was able to confirm that there is more to my case than anti-social behaviour. You are the connector between everyone and I am very thankful for always being able to speak to someone like Deepa years ago or currently Anna. It would have been so much harder without you.

207-2020/2021 Thank you so much Lucy for your help. My children can now get to school with their bus pass and the council gave me one too! I didn't expect that.

Thank you for the support with my Homechoice, things are looking up.

216-2020/2021 Very good, responsive and kind each time I called or had a conversation. They listened well and provided interpreters. They were very good and respectful. I was being disrespected and abused by neighbours and they supported me very well during this. My caseworker was really good and supportive. After SARI's involvement we are comfortable and we are good. I would to show my appreciation and gratitude for the support I received in my hard time.

224-2021/2022 Siful was very helpful in this experience.

225-2020/2021 It is good to have a support worker who is impartial. SARI gave me more emotional support than other agencies, especially than Early Intervention in Psychosis Team. Thanks for all your words of encouragement.

226-2019/2020 Thank you Mariya for keeping me constantly up to date about this.

229-2020/2021 Very proud of SARI and Yanet, they are very helpful. Yanet is not just like a caseworker but is like my family, she is very very good and I thank her.

233-2020/2021 Thank you Lucy for making the Council listen to me.

241-2020/2021 Hello Lucy. Thank you for your advice and help with my case. I had never been in this situation before and being in a foreign country makes things more difficult. Thank you for your hard work.

250-2020/2021 Thank you!

256-2020/2021 Although the case has not been fully resolved, Natalia was fantastic even though she was new to casework. Every time I spoke to Natalia, she was caring, kind and really empathetic. Natalia always listened to me and this was something that I needed as the case and my job were just being difficult. Please can this be sent to Natalia's manager as she was

fantastic and then some of the answers weren't just good but excellent.

- 265-2019/2020 Josiah was very helpful and very knowledgeable, he deserves a raise!
- 276-2019/2020 Things are really changing now SARI has become involved, it's not perfect but it's much better. Police deal with incidents much more seriously now, no longer view this kind of abuse as 'part of the job'.  
Mariya very good, hard worker.
- 283-2020/2021 Natalia was very good and really helped me.
- 285-2020/2021 I have to give SARI all the credit in the world as you have supported me when other people wouldn't.  
Yanet was incredibly helpful and she did everything from the depth of her heart. She is really passionate about her work and she would always take time for me. The way she worked with me was really good and I really appreciated it.
- 287-2020/2021 I was confused and didn't know what to do, SARI saved me. Without the support that Yanet gave me, I wouldn't have a house or be working. Yanet encouraged me and showed me that I have rights. I'm so glad SARI exist. My mental health is better and it's because of the support that Yanet gave me.
- 289-2020/2021 Resolve West was the other agency involved in their case. They rated their services as good also.
- 290-2020/2021 Thank you very much.
- 292-2021/2022 Really appreciated working with Sacha and found him very helpful. She said her and her family don't feel better emotionally fully yet, because her daughter is still suffering, but she is hopeful that this will improve over time.
- 293-2020/2021 Thank you for everything. I have moved now and I am a lot happier. Thank you Mariya for constant support.
- 297-2020/2021 I am extremely satisfied with the service that I received from SARI. It was the best support that I had during a very difficult time.  
Natalia was very caring and supportive throughout, she would call and check in at least once a week and do all the follow ups for us with the police and home choice to make sure that everything felt right for us.
- 299-2021/2022 Siful was really good, very professional, kind and listened to me. Knowing someone was there to listen was a really big

thing. Feel so much better after SARI's involvement. Siful has done an excellent job.

- 303-2020/2021 Just wanted to say thanks to Natalia and her time and support. She was really supportive throughout everything.
- 304-2019/2020 I was really happy with the way the service dealt with my case, Anna was very good and helpful. Even when Anna wasn't there I was able to speak to the manager and I wasn't left in the dark.
- 306-2021/2022 It was always nice to know SARIs there to help in difficult situation and Anna made me feel very heard. Throughout my experience, Anna was consistent, efficient and gave me great help/advice. I would always recommend SARI for anyone experiencing these kind of issues. Overall, I would say my experience with SARI was 10/10.
- 314-2019/2020 Thank you Mariya & SARI, you really helped with Malathi & his school. I just hope they take further training moving forward.
- 315-2019/2020 Thank you.
- 315-2020/2021 Natalia was a great help, she made everything so clear for me. Without SARI's involvement the council and the police wouldn't have taken me seriously.
- 319-2020/2021 I'm very satisfied, thank you for the support Josiah.
- 334-2019/2020 Josiah was really helpful - thank you so much for all the support.
- 334-2020/2021 Mariya is great.
- 341-2019/2020 Thank you Lucy.
- 343-2020/2021 Thank you for fighting my corner.
- 344-2020/2021 All good.
- 348-2020/2021 You pulled my heart and guts out for me Luce, you take care you're a spark in my heart. Thank you for your help.
- 355-2020/2021 If it wasn't for Natalia I would probably be in jail. She was amazing. She was there for me and really supported me when I was arrested three times wrongly. She helped me with the appeals and was just absolutely amazing through the whole process. I listened to any advice she had to give me , and it takes a lot for me to listen to other people, she told me to think about my carrier and think about the bigger picture. I just want to say thank you Natalia, she did amazing. If I win this tournament I'm taking part in I am going to help you out SARI.

- 362-2020/2021 Really want to praise Natalia and everything she's done. She was really understanding and did everything she could. She's an asset to SARI.
- 372-2020/2021 Thank you for your help.
- 375-2020/2021 Even though we got to a point in the situation where not much could be done, Natalia was really helpful. She was great at keeping in contact with me, when I was down she was always on the case.
- 383-2020/2021 Lucy, we hope and pray that you are doing well. My family, specially myself, cannot express how grateful we remain for the rest of our life for your kindness. Your hard work and support towards us made ourselves better in bitter mental conditions. I have just received an email from Home choice allowing us an extra bedroom. Had you not been here guiding and suggesting us, we would never have been able to have what we got now. I cordially thank you for being kind. Your precious support cannot be expressed in mere words. We all wish a best future ahead for you. Thank you Lucy.
- 385-2020/2021 She really respected me. Thank you for your support and good advice, big star for SARI. Thank you for your help.
- 394-2019/2020 Thank you SARI.
- 395-2020/2021 Anna is very organised, professional and very soft hearted. She has a big passion to help clients and listen to our situation.
- 396-2020/2021 I found SARI very helpful and Anna is very good at what she does. Thank you.
- 405-2016/2017 Without the help and support of SARI I would have been made a criminal under the eyes of the constabulary. The input that SARI had has ensured that no such criminal proceedings against me could take place.
- 408-2020/2021 Natalia worked very hard and was really good, she is a lovely person and very good to work with, she's very good at her job and I always felt better after speaking to her. Natalia gave me a very different experience of SARI (in a positive way) compared to what I have had in the past and I feel so much more supported now.
- 410-2020/2021 It is really good to receive support in our own language and I am very happy with Anna's help. We wouldn't know what to do otherwise.
- 413-2020/2021 I'm really satisfied with how everything was, as far as SARI being involved goes. Natalia was great and she was very supportive through the whole process.

- 414-2020/2021 Your organisation, everyone who first spoke to me and definitely Mariya do a really good job. Best agency I've ever used before even better than police.
- 422-2019/2020 Anna went above & beyond even when I was at my lowest. SARI do all they can to get people where they are now. I have moved now and I feel less scared. Now I know what I am doing.
- 428-2019/2020 Without SARI I don't know what we would have done, your service really helped us through a difficult time and really opened out eyes to the situation and gave us their support 100%. Yanet is the best person ever, even though we never met face-to-face she was amazing and I cannot thank her enough for everything that she did. Even when I wasn't expecting a call from Yanet she would get in touch to see how we were doing and to make sure that everything was ok, she could not have done more to support us. If anything like this ever happens again, I will definitely be reporting it to SARI and not the police.
- 439-2019/2020 Lucy, thank you for your endless support. I've had four months of bliss, it's been so good and I can now really relax and live here without the constant fear and disturbance. The news you brought me made my day, my year, my life! Thank you so much.

### **Constructive**

- 007-2021/2022 Overall service was good as the council started to listen more because of SARI involvement and take the abuse seriously and the family has now moved to a more diverse area and feel safe. However G\* feels the contact was not good, she was not updated enough and she felt as if she had to keep chasing for answers and updates.
- 153-2021/2022 I would have wanted for SARI to take it further. I knew that the police wouldn't do anything about it anyhow so that's why I didn't want to bother in the first place. I probably wouldn't come back.
- 227-2020/2021 Keep in touch with clients, keep them updated.
- 405-2020/2021 They could check in more with you and do so much more to help you get away from the situation as I'm still where I am and my mental health has become worse. SARI or the Police has not helped me more out of this situation. I only think I got help from my support worker and my son's school the most but still in the same situation.

### **Negative**

071-2020/2021

SARI was on the side of the police, I felt that the caseworker was on the side of the perpetrator. Caseworker kept defending the police when she said she didn't like them.

My caseworker and the police were forcing me to meditate, I did it and in the meeting they threw me under a bus. Me against the police, SARI and the council.

SARI is limited in what they can do, they have no power.

Asked for a new caseworker and didn't hear from anyone for 6 months.

Caseworkers should put their personal relationships aside with police and support the client.

## South Gloucestershire

### Positive

- 016-2020/2021 I'm really grateful for Sacha's help, he was supportive throughout the whole process and very vocal with me with the cases progress. He was understanding of my situation and very informative and honest about all the possible outcomes. He also made it clear that the door is always open even if the case is closed. Me and my family are so much happier, my boys are no longer anxious or scared to go home. I hadn't heard about SARI before and I am just so happy grateful that there is a company like you out there to help people.
- 038-2021/2022 Sacha gave me and my son confidence. Sacha was very understanding and listened to me. Sacha is one of the best caseworkers I've had, he adds value to SARI, he's there for the people.
- 080-2021/2022 Sacha was a friendly and our experience was good. However, since the client communication was mainly done through sister due to language barriers the client was confused with some of the information she was given.
- 082-2021/2022 Found Sacha very relaxed and understanding, felt very comfortable talking to him and he was very supportive. He kept her up to date and was very encouraging and patient with her. She is now so much happier having moved home and her children are doing much better mentally. She is still experiencing some anxiety due to her experience but hopes with time this will subside.
- 095-2021/2022 I appreciate the support from Sacha, the police were helpful and there were no more incidents from the unknown person online once SARI and the police looked in to the matter. My son and daughter feel a lot safer now.
- 138-2021/2022 We appreciate SARI's support and attending at the school to support me and my daughter. The school is a lot more on the ball now and there has been no further incidents, thank god.
- 141-2021/2022 Since SARI got involved things have been a lot better for my family, thank you.
- 231-2020/2021 Anybody going through racism and bullying should get in touch with SARI.
- 239-2020/2021 Mariya was really helpful and supporting throughout a difficult time, thank you Mariya and SARI.
- 283-2021/2022 Izzy was brilliant, called me and texted me whenever I needed and even went out of her way on days she wasn't working.

- 331-2020/2021 Thank you so much to Sacha and Jade (Next link worker) who helped me and my child move so quickly, looking forward to feeling safe again.
- 358-2020/2021 Thank you Natalia and Lucy for trying everything you could to resolve my case.
- 373-2019/2020 Sacha really took his time and explained how things were going on, even during Covid times he was patient and did everything he could to explain what was going on. I was getting to breaking point with what was going with my son and I was googling for help and came across SARI and everything that you could do was explained and right from the start SARI was incredibly helpful. Sacha is very professional and he brought a different perspective to the whole situation and he made me realise that the headteacher wanted to resolve the situation. If it wasn't for him I would have wrote of the whole situation off but Sacha made me realise that the headteacher also wanted to get to the bottom of the issue. Sacha is very confident and very knowledgeable in his role.

# Bath and North East Somerset

## Positive

- 006-2021/2022 I am very happy with the support and confidence SARI has given me and I can let my children play as children without worrying about complaints. I would definitely seek your help again if ever needed. Thank you SARI and Bill our caseworker.
- 158-2021/2022 Thank you SARI for your support and the work you have done to support me.
- 208-2020/2021 SARI & all the support workers I have had contact with have been fantastic. I felt listened to and my genuine fears taken seriously. My main support worker Bill understood immediately how my disability makes me feel vulnerable and due to my voice impairment, many statutory agencies think they can dismiss me because I cannot hide behind a job title at this moment in time. Bill kept me informed of what was happening and was able to help me to make informed decisions about how to protect myself and my family. SARI has been so kind to me that I have passed on details to other disabled people struggling due to discrimination. The letter of support Bill wrote made a real difference to my life. Since moving, simple things as leaving the door open on a sunny day is so freeing. Throughout all conversations via phone due to lockdown, Bill got the balance betwixt friendly whilst still being professional. He was also happy to switch to a different communication medium to fit around my disability without any issues. Thank you again to everyone in the team of SARI for helping us.
- 230-2021/2022 SARI thank you very much for your support over many years.
- 237-2020/2021 Thanks for the support and hopefully will be moving away from Bath.
- 260-2018/2019 I was really impressed by the ongoing support from Bill and SARI. If it was not for SARI I don't where I would have been by now. The perp has been moved and I can tend to my garden in peace without any fear. I am able to live in harmony now. Thank you.
- 264-2020/2021 I think Bill was great as he was always in contact and updating me. He managed my case very well and gave me good advice and what to do in the future. Thank you.
- 278-2020/2021 Bill was the caseworker and kept in touch all the time, the problem has quietened down but want to move as my son is 14 and my daughter is 9 and we are in a two bed and keep watching when any properties come up. Thank you.

- 296-2020/2021 Bill was very polite every time he called me. I have changed my telephone number so no more funny and abusive phone calls. Thank you.
- 308-2020/2021 The support I have received from SARI has always been great. They have always helped me get to the bottom of my issues with great support. I don't know what I would have done at times without SARI to turn to for help. Thanks for all you have done for me and the boys.
- Thanks Bill so much for the support you have given us throughout these years. So much appreciated. Shanna.
- 364-2018/2019 Hi Bill, Thanks for you and SARI help. Without your help police wouldn't have come, even calling them on 911, because we are not white, and they will not help us, because of SARI police responded. Thank you Bill and SARI.
- 381-2020/2021 I came across SARI referred to me by my university advisor. From the beginning Bill has been kind, communicative and understanding of my situation and experience. Unfortunately there was not much to be done as by the time I made contact with SARI, the police had dismissed my case. Bill however supported me with information of prospective jobs as I was struggling financially as well. I would completely recommend SARI to anyone experiencing any sort of discrimination. They will help and support you. Even if there's not much to be done as in my case, sometimes is helpful to have someone to talk to. Hope this will help this organisation expand and keep supporting others.
- 408-2017/2018 Communication at SARI is really good.
- 432-2019/2020 Mariya was amazing and I am really grateful for all her help.
- 503-2016/2017 SARI have been fantastic. I wouldn't have imagined that this level of support and practical help existed, especially over an extended period. I am deeply grateful to SARI and am convinced that without SARI I would no longer be in my job. As it is, my situation is all sorted out. Everyone in the University who has been involved has learnt a lot and the learning continues. Having SARI as an external and knowledgeable observer in meetings has helped tremendously and also as support for me in meetings. They have been daunting, but now I feel able to cope with them - I have the tools to and relationship with the senior people.

### **Constructive**

- 082-2020/2021 The people downstairs are owners of the flat and have turned it into an AirBnB. Bill contacted CURO & informed them and now they are dealing with the problem. CURO want me to take

my CCTV down but they had given permission for it. Thank you SARI.

448-2016/2017

Unfortunately due to the circumstances there has been no outcome even though Bill finally managed to contact the Fraud Investigation Team in Kent and made numerous calls and sent many emails. Thank you very much for your support, much appreciated.

# North Somerset

## Positive

- 030-2020/2021 We did not move but it is all sorted and things are fantastic. Thank you.
- 034-2019/2020 It was a good result as the suspect was sent to remand and I was awarded compensation and he was also evicted, all is well now. Thank you.
- 050-2020/2021 Right from the start Bill has been a big support to us. Especially when the trouble and abuse with neighbours got really out of hand in the height of lockdown May 2020. We felt we were much left fearful with all the emotional and racial abuse. It felt almost like we were the perpetrators and not the victims in this all. The police were on a difficult position because we were isolating and face to face contact was minimal. But the police best referral was they got us in touch with SARI and our contact with Bill Panesar has been one of comfort, support and understanding. Just to know I could pick up the phone and talk about my fears and concerns has helped us through a very dark period in our lives. The working together of Bill with Alliance Homes and police has improved the situation immensely. The checking with us in the last two years has been a real comfort to us. Just knowing there was someone there to help us feel better. Without SARI the coordination between Alliance Homes and police would not have worked. So we will forever be grateful to the support, understanding and friendliness of Bill Panesar.
- 053-2020/2021 I would like to thank SARI for the fantastic job and the support that they gave me. I had some fantastic chats with Bill and wish to inform you that he put a smile on my face as I was feeling down. I would phone him and he would always have me laughing by the end of the phone call.
- I will always keep in touch with Bill and once again thank you so very much for all the fantastic help.
- 059-2021/2022 Thank you Mr Bill of all the support and to arrange meeting with police.
- 061-2021/2022 Bill was my caseworker and he put a police complaint on my behalf especially then the police in via no entry to get their food & gave me a ticket. SARI did a report on my behalf and I was not satisfied by the outcome but SARI believed in me, thank you very much.
- 081-2019/2020 SARI was excellent, Bill use to vicit me regularly and kept in touch with the phone. SARI even supported me in Crown court

and am very grateful to SARI and Bill, we had very good results and we are in a better place now. Thank you.

109-2020/2021

Bill was very good. He has been very helpful and supportive. Thank you.

110-2020/2021

Thanks, I wish everyone at SARI good health.

188-2020/2021

Bill contacted the police in Staffordshire and got the updates for me as the offender lived there who racially abused us on social media, he was found guilty. Very good results, and no more problems. Thank you.

251-2020/2021

My younger son experienced racism from police and the police were not very helpful and did not seem to take me seriously, until Bill took up the case. A really good case of restorative justice happened and my son is no longer scared of police. Thank you Bill.

294-2019/2020

Thank you SARI.

299-2020/2021

I was fortunate to have been directed to SARI by the police officer who was supporting me throughout the incident I was involved in. Until then I had not heard of this organisation and the extent to which they support victims of Race Hate Abuse.

My case support worker Bill Panesar worked very methodically and carefully to help me build up my confidence to understand that what had happened to me should not be dismissed as just another act of racial verbal abuse. SARI gave me a safe space to discuss my fears and misgivings about the systems available for After Care. I was treated with utmost respect and allowed to take my time to process the information. As a result of SARI and the excellent service support I was afforded and the 'open door' policy I felt I could email/call my case worker if I felt unsure at any time during the process.

The involvement of SARI for me is what gave me the confidence to help change the behaviour of potential perpetrators (in a small way) through the justice system by making a stand against race hate abuse.

Suggestion - If I may suggest in the evaluation score could another category be added?

For your consideration: 'Excellent' or 'Very Good'.

As 'Good' did not adequately describe the level of service provided for some questions."

380-2020/2021

The police informed me that it was mistaken identity, but they were out of order to go to the workplace to do a search of the

car. SARI has supported me before, so thank you for always being there for us.

382-2020/2021 Hi Bill. Thank you for assisting us with our needs. We feel like someone is finally on our side. We very much appreciate having services like SARI to help where no one else seems able to. I find it difficult to accept that such as these do not get enough funding. We are finally on the road to harmony and peace and comfort of our own home! Many thanks Bill @SARI.

404-2020/2021 Thank you for your support.

424-2019/2020 My son experienced in equality from the police and the police were not very helpful and did not take me seriously, until Bill met Adam and they got on and he is a lot better now. A really good outcome. Thank you Bill.

# Somerset

## Positive

- 046-2020/2021 You just need to put your self out there a bit more because people don't know you exist. You guys are amazing.
- 065-2021/2022 The sessions that Natalia held with my daughter really helped her and it made her open up to me a lot more which was great . Natalia would keep me posted every step of the way through the work that she did with Ayesha and even after they had their one-to-one session, Natalia would ring me and just keep me in the loop which really I appreciated. She also provided us with a lot of information with things which could may be help in future which I am definitely going to keep hold on to.
- 110-2021/2022 Natalia was very helpful and she was very good.
- 127-2021/2022 "Your housing provider" = Land owners, not rented from them.  
  
"Police just being really slow and Lighthouse not responding, victimisation still on going. SARI services were good but other agencies still being slow, resulting in continuing victimisation and victim considering moving as a result. Safe guarding adults haven't contacted victims despite police referral. SARI offered a bit an emotional boost, calmed them down a bit, at a time when on verge of breakdown."
- 191-2020/2021 Siful went through the entire process in much more depth, about hearings and everything, really was exceptional. Siful provided so much emotional support which was great and very supportive. I can't fault the services. Thank you so much.
- 203-2021/2022 We have had on-going issues with our neighbour for years, but when they started to become racially aggressive towards me I didn't know what to do. SARI were so supportive and Tim went above and beyond to do what he could do to support us. He kept us informed at every turn and would check in with me after I was in hospital. He was of huge value to help us get the situation resolved and my wife and I cannot thank him enough.
- 223-2021/2022 Thank you very much for support because it felt very big to me, I know you have done everything you could and I wasn't left on my own.
- 356-2020/2021 Siful was very good and gave excellent support, he always communicated things to me and did all he could. Thanks for everything.
- 367-2020/2021 Siful had put me back on track. Bought back my confidence to walk here and there again. The thought that there are

organisations out there that care, understanding and willing to help. Thank you so much for the empathy, sympathy and wider outlook into human race and their mentalities. Thank you hugely.

### **Constructive**

375-2019/2020 Paul is still banned off of First Bus even though we had witnesses who said he did nothing, even a school teacher who said he sat with Paul every night no trouble. We are now working with Citizen's Advice to try and get the ban lifted with an MP helping. We are blocked by 2 bus drivers who were mates of the one who was abusing Paul, who left when he knew we were going to court. One of them has just taken Paul 7 miles past our stop. Very distressing.

### **Negative**

192-2021/2022 To be honest I don't understand why SARI were involved. They didn't do anything useful. Loads of phone calls and got nowhere. Sent me too much over the phone and to be honest I found SARI intrusive in a situation they weren't required.