

# Casework

## End of year report 2013

January 2014



**Peter Tatchell Foundation**

Speaking out for Human Rights

# Peter Tatchell Foundation – Casework

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The Peter Tatchell Foundation (PTF) receives requests for help from all over the UK and around the world. Very often people contacting us are depressed, harassed and are emotionally drained. The PTF is a very small organisation with very limited resources, we cannot take up individual cases but we assist people in a number of ways by:

- Listening to their concerns
- Providing moral support & hope
- Guiding them with information and advice
- Referring them to appropriate specialist agencies

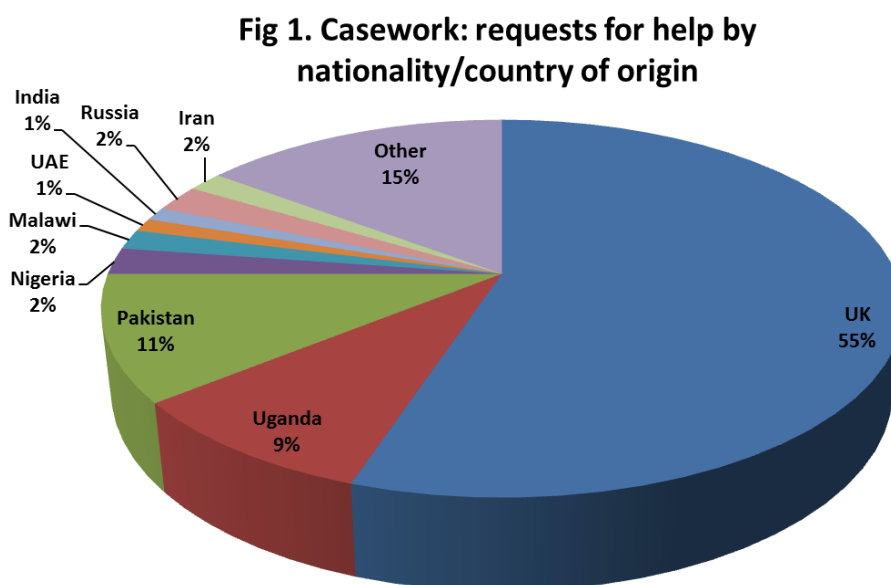
This casework service is provided free of charge.

### Why do people come to us?

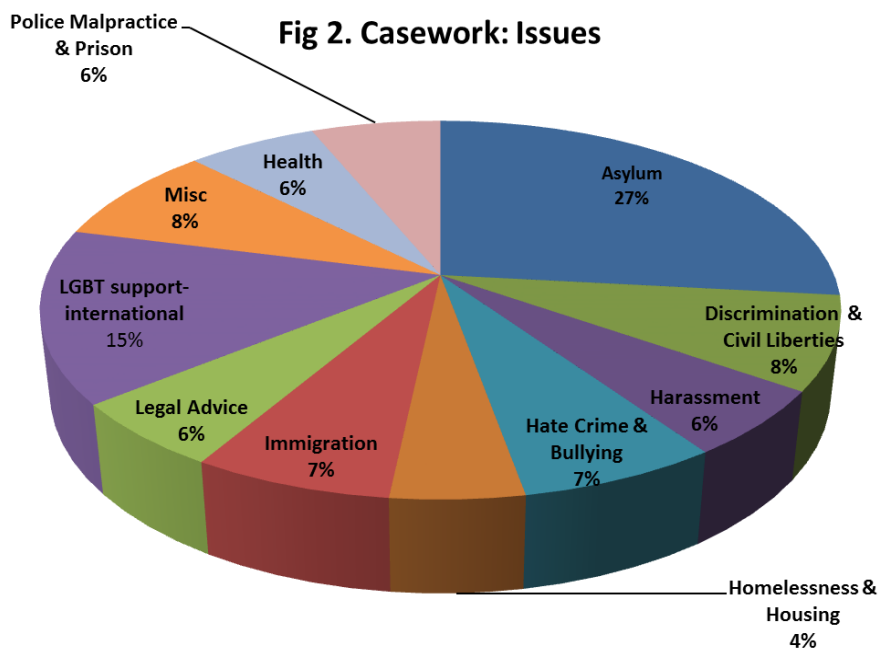
Peter Tatchell is a nationally and internationally renowned campaigner for over 46 years. He is thus seen by many people as a first point of contact for help on issues such as discrimination, asylum, harassment and hate crime. A high proportion of the people who contact the PTF for assistance don't know anyone else.

### Casework in figures

We receive requests for help, mainly from the UK but increasingly from around the globe. In 2012, we dealt with 110 appeals for assistance. Many of these individuals required extensive multiple correspondence and personal support – running into several hundred email and phone exchanges. Demand for this service is rapidly expanding. For the year 2013, we have supported 176 people, representing an increase of 60%. Fig 1. below illustrates the nationality/country origin of the calls for 2013.



The nature of the individual requests from the PTF is detailed in Fig. 2. The two major issues that we had addressed were queries regarding asylum (27%) and support to LGBT people internationally (15%).



### Feedback: What did the people we helped say?

“Thanks for giving us hope and restoring our human dignity” **Joseph.\***

“Million thanks. We are ever grateful to PTF for your support and help” **Adil& Kiran.\***

“Thanks for your speedy response, I greatly appreciate you for taking the time and energy to write me back, I am very grateful for the information and advice you provided” **Livia.\***

“Thanks for your reply and for the information which is very useful. You and other activists are doing a great job” **Brandon.\***

“I thank you so much for all the advice you emailed to me.I feel a comfort from you and The Peter Tatchell Foundation” **Asha.\***

\*Note: Names have been altered

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