



Superintendent Andy Bennett said: “We investigated a number of complaints made by Kamil Ahmad in the years prior to his murder. We were deeply saddened by his death and our thoughts continue to be with his family.

“There is never any excuse for hate crime in any shape or form and victims should feel confident in the belief that we’ll take reports seriously, protect them and make sure they get all the support they need.

“This case reminds us of the impact of mental health and highlights the importance of continuing to work closely with our partners in keeping everyone safe.”



**Avon and Wiltshire
Mental Health Partnership**
NHS Trust

Rebecca Eastley, Medical Director for the Avon and Wiltshire Mental Health Partnership Trust (AWP), said: “We would like to extend our sincere condolences to Kamil’s family and friends at this difficult time. This was a tragic and brutal death and we are deeply sorry.

“We accept the findings of the report in its entirety and feel it is a fair and comprehensive analysis of the circumstances surrounding Kamil’s death.

“After detailed scrutiny of the circumstances surrounding this case, we have been working closely with our partner organisations on a series of actions as well as reviewing our own internal processes.

“This includes the development of a new care model across the whole of the South West region which will provide specialist teams to support and co-ordinate the management and care of the most complex individuals.

“AWP takes the findings of this report very seriously and we are committed to doing all we can to prevent such an incident happening in the future.”



Jacqui Jensen, Executive Director Adults, Children and Education at Bristol City Council, said: “This was a terrible tragedy and I, on behalf of the council, wish to extend my deepest sympathy to Kamil’s family and friends.

“We have carefully read and considered the contents and recommendations contained within the comprehensive review and will act accordingly.

“This was a difficult and complex case, one where Kamil was being supported to live an independent life, but there has to be a balance between adults being independent and making choices for themselves and identifying when services need to step in to protect and deal with potential risk.

“The report highlighted that there should have been more communication with other agencies before the closure of the safeguarding enquiry. As a result our safeguarding procedures have been reviewed and staff working with adults at risk of harm will be given new training which incorporates learning from all recent SARs. Since 2017 we have implemented the Quality Assurance and Learning Framework. This sets practice standards, which are informed by statutory guidance. All staff employed in our Adult Social Care services are expected to meet these standards and are reviewed against them.

“We are also aware of the need to strengthen communication and information sharing across agencies – this is a common theme across many SARs. Adult Social Care is working alongside the Bristol Safeguarding Adults Board (BSAB) to support partners to undertake a review of the role of the lead professional in complex cases involving physical and mental health needs. This review is considering whether current structures are robust enough in identifying the complex cases that need a clear co-ordination role between agencies. We are challenging divisions and working towards developing solutions together.

“As a council we are committed to respecting diversity and understanding different cultures and values. The council expects social care professionals to understand the

complex landscape of diversity and challenge oppression, alienation and marginalisation whenever it occurs. It is our intention to promote the council as an employer that reflects the diversity of our population, and in this way we hope to further develop the culture of the organisation.

“The report talks about unconscious bias and we recognise that. We also recognise that the culture and practice within organisations needs to change in order to get to the root of this problem, as we want to tackle discrimination in all its forms. We need to make sure that in every case, all staff have access to relevant information and are not making assumptions based on people’s labels and circumstances.

“Eliminating hate crime is a key priority for the council and we remain committed to providing hate crime support services. A new city wide hate crime and discrimination service was launched in July 2017. This new collaborative service offers support for victims of any type of hate crime and will also deliver discrimination legal advocacy, restorative approaches, mediation and conflict resolution services.

“In addition, the council’s Asylum Team will be holding a session for Adult Care Managers and staff, focussing on how they work with refugees and asylum seekers so that everyone is clear on what services and support is available and how it can be accessed.

“Sadly these improvements cannot change what happened in this case, but they hopefully may prevent a future incident and we are always looking to improve our services, as protecting our most vulnerable has to be a top priority for us. “



Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group

Anne Morris, Director of Nursing at Bristol, North Somerset and South Gloucestershire CCG, said: “This is a particularly difficult and tragic case and our thoughts are always with family and friends at this time. As commissioners, we will be making sure that the recommendations from the review are taken on board and implemented by providers and partners.”



Beth Wilson, Director, said: “Bristol Refugee Rights staff, volunteers and members were extremely shocked and saddened by the death of Kamil Ahmad.

“We appreciate having had the opportunity to contribute to the SILP review and think it was a positive opportunity for statutory and voluntary sector organisations to come together, remember and learn.

“It is positive that the report highlighted the risk of unconscious bias affecting how agencies work with people designated as “failed asylum seeker” or “refused asylum seeker” and that there is a risk that this designation leads to an often incorrect perception that there is an intention to deceive.

“We further feel that it is positive that the report recognised Kamil was vulnerable because of his ethnic minority background. We strongly believe this vulnerability was exacerbated by his status as a migrant.

“Whilst the report did not criticise the support provided by Bristol Refugee Rights we have taken a number of steps to improve our working practices including building a partnership with SARI to ensure asylum seekers and refugees in Bristol have better opportunities to seek help against hate crime.”



A Cygnet Health Care spokesperson said: “This is a very difficult time for the family and friends of Kamil Ahmad and we would like to extend to them our sincerest condolences.

“The recommendations from the Bristol Safeguarding Adults Board (BSAB), following the independent review into this incident, highlighted only one aspect of Cygnet’s services, that we were required to address, which was our discharge procedures.

“We have acted on the BSAB’s advice and undertaken a number of measures. These include, launching a Cygnet central referral line in relation to Acute and Psychiatric intensive care (PICU) units, to enable a more cohesive approach to accessing and understanding pre-admission information on all our patients.

“We have implemented further training protocols so that all staff are more thoroughly familiar with patient discharge transfer documents and forms.

“In addition, we have established a new discharge policy which facilitates increased engagement with care coordinators and accommodation providers regarding the discharge of all service users.

“These measures we believe ensure that our discharge regime is among the best in the sector and that our patients receive safe handover to the most appropriate accommodation providers, which will have been fully briefed on their needs.

“The care of our patients, some of the most vulnerable of our society, is and will always remain our absolute top priority. We are committed to continuously improving our procedures, protocols and training, which we recognise are all critical to providing the highest standards of healthcare.”

John Hoskinson, CEO of Milestones Trust, said: “We recognise that this tragic event has had a huge impact on Kamil’s family and, indeed, all those involved, and we are profoundly sorry for their loss.

“We have spent many hours reflecting deeply on whether there were things we could have done differently and what we can learn for the future. In particular, we have considered whether we could have served notice to evict Mr X at an earlier stage or done more to challenge discrimination amongst residents at Wells Road.

“Our role is to provide support and stability for vulnerable people in complex situations, and whilst sometimes necessary, we never take eviction lightly. We recognise the need to better manage the tension between the rights and safety of the vulnerable people we support and are working closely with our partner agencies to achieve this.

“Many individuals we support experience prejudice on a daily basis and we remain committed to fighting injustice. In response to this event, we have strengthened our assessment process and improved training for staff to ensure they are equipped to identify and address any hate-based incidents in future.

“We welcome the report’s advice that the views of frontline organisations, such as Milestones Trust, are sought when needs and risk assessments are carried out, particularly for those living in shared accommodation. We fully accept all the recommendations in the report and are committed to playing our role in ensuring that they are implemented.”

FOR FURTHER INFORMATION

1. Milestones Trust is a registered charity supporting people with dementia, learning disabilities and mental health needs to live the lives they choose. Our work includes specialist residential and nursing care, supported living, elder and dementia care; providing services to around 750 people living in the Bristol area.

2. Supported Living is a model of support that enables people to receive care and support in their own home, to help them live as independently as possible. The amount of support each person receives is dependent on their needs and can range from discrete visiting support to in-situ support up to 24 hours.

3. Wells Road is one of our Supported Living properties. The property is not staffed 24 hours. The Trust is contracted for varying hours per week to support tenants with practical tasks such as emotional and wellbeing support, housing related support and completing forms. The package of support meets the eligibility criteria set by Bristol City Council based on assessment of needs of the tenants. The support offered to Mr X was 5 hours per week spread over 4 days and to Kamil was 4 hours per week.



Alex Raikes MBE, Strategic Director of SARI, said: “Stand Against Racism & Inequality (SARI) send our heartfelt sympathies to Kamil’s family who we continue to support to achieve justice in their brother’s name.

“We also supported Kamil two years before his life was tragically taken when he reported to us that he was suffering racist incidents at the hands of Mr X – who was later to take Kamil’s life in the most vicious of assaults.

“At the time we worked hard to get these incidents taken seriously but unfortunately did not manage to get the evidence needed to get Mr X evicted from the accommodation as Kamil would have wanted.

“We then closed the case as all incidents had ceased at that time.

“Whilst Mr X has serious mental health issues, his motivations for harassing, attacking and murdering Kamil included racism and this was not sufficiently taken into account by agencies that had a duty to combat this hatred. Kamil tried to speak out about how at risk he felt. He told those around him that Mr X hated him because of his ethnicity.

“We cannot bring Kamil back but we can and must learn from this tragedy. SARI has produced its own plan for reaching out into refugee and asylum seeker communities so they report to us more and to make it easier for them to trust and access our service. This includes new drop-ins by our service to local refugee centres. We have also amended our Hate Crime & Vulnerability Risk Assessment Matrix so that that when a victim is in shared accommodation with their attacker this must be treated immediately as high risk and a plan put in place by the authorities to ensure safety. Such cases must also now be reviewed for longer - after things appear resolved - if the offender and victim remain in the same accommodation.

“This tragedy also illustrates the vulnerability of asylum seekers placed in accommodation for people with complex needs and the need to always consider all

aspects to a person's identity or needs. Kamil had Post Traumatic Stress, he was disabled and he was a Kurdish, Iraqi Asylum Seeker.

“He suffered barriers and challenges both because of his disability and because of his language barrier, culture, ethnicity and experiences of torture that rendered him an asylum seeker. Kamil came to the UK to be safe. Instead he suffered further abuse, humiliation and ultimately lost his life due to an atrocity, while this country was still assessing whether he should even be granted asylum. We would like the government to seriously consider how they support asylum seekers such as Kamil and ensure they are placed in accommodation and support services that properly address racism.”