



Home Office

# Supporting Victims of Overseas Terrorism

## Advice for Local Areas

### **Victims of Terrorism Unit**

A cross-Government team based in the Home Office with the objective of ensuring effective, comprehensive and co-ordinated support to victims of terrorism.

<https://victimsofterrorism.campaign.gov.uk/>

**May 2019**

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# 1 The Current Situation – Sri Lanka

## **What is the nature of the attack?**

On the 21<sup>st</sup> of April 2019, six explosions (three in churches and three in hotels frequented by foreign visitors) occurred in Colombo, Negombo and Batticaloa in Sri Lanka. The official death toll is 253 (although this figure may rise), with around 500 reported casualties.

On the 26<sup>th</sup> of April 2019, the UK Government updated Travel Advice advising against all but essential travel to Sri Lanka, excluding flights transiting Colombo airport (providing passengers remained airside). This advice remains in place as of 10<sup>th</sup> May 2019 when this pack was distributed.

## **What is the impact upon British nationals?**

Authorities have confirmed eight deceased British Nationals (including two UK/US dual nationals where the UK are leading on consular support) with several others bereaved or witnesses. Formal identifications remain ongoing but all post mortems for British Nationals are complete and all repatriation flights have landed in the UK. While we cannot confirm for certain, we feel confident in assuming all affected victims residing in the UK will now have returned to the UK.

## **What support has been provided so far?**

UK Police Family Liaison Officers (FLOs) have deployed and are working with deceased victims' next of kin. The Foreign and Commonwealth Office (FCO) set up their Crisis Response Hub to coordinate effective short-term response to the attacks but have since moved out of this. Provisions were made at key UK re-entry points for the return of British victims and this process has now been completed.

## 2 Introduction

An overseas terrorist attack involving UK citizens presents unique challenges in supporting victims. Unlike a domestic attack, where support can be deployed within a designated area, returning victims are likely to be dispersed across the UK. This poses a challenge for local areas that may have victims in their care.

The Victims of Terrorism Unit (VTU) recognise victims as those who are injured, bereaved, or witness to terrorist attacks. We are committed to ensuring that the mechanisms of support are in place for victims for their immediate and medium to long-term requirements.

The following guidance is designed to support local areas in the aftermath of an overseas terrorist attack; in this case with specific reference to Sri Lanka. This guidance has been disseminated to all Local Resilience Forums (LRFs) in England and sent to the devolved administrations for information.

We do not expect authorities in each local area to take a “crisis mode” level response to this guidance. We are asking you to act upon the contents of this guidance where relevant and proportionate in your area. We also ask that you maintain an awareness of the issues raised and follow up with the VTU with questions or ideas for improvement. This is critical to the successful continuation of support for all victims.

Where the VTU receives information about victims’ UK home locations, we will communicate directly with the relevant local area(s) about their victim support approach. This will be done over the coming weeks. The very nature of an overseas attack, however, means that it is unlikely we will ever have a confirmed data-set for everyone affected; hence this guidance pack being shared more widely.

### **What is the VTU and what are its objectives?**

The VTU’s overarching objective is to ensure effective, comprehensive and co-ordinated support to victims of terrorism. The cross-government VTU was established in early 2017 to coordinate, at a system level, support to citizens affected by attacks at home or overseas.

The VTU includes staff from numerous HMG departments, including (but not limited to) the Home Office; Ministry of Justice; Foreign and Commonwealth Office; Department of Health and Social Care; Ministry of Housing, Communities and Local Government; Department for Work and Pensions; Cabinet Office; Department for Education, Department of Culture, Media and Sport and HM Treasury. The VTU operates in a ‘virtual’ structure but a co-located operational team can be activated depending on the severity and nature of an attack.

The VTU works with all areas of the UK whom may receive victims of a terrorist attack overseas, providing advice and guidance to ensure that victims receive the necessary support.

## 3 Agency Support for Local Areas

Depending on the nature of an overseas attack, and the likelihood of a victim returning to your area, support from agencies outside of the VTU could include:

- **Family Liaison Officers (FLOs):** These are police who are specially trained to provide a two-way flow of information between bereaved families and police investigators. They help support families through the investigation, answer questions, and gather important information about the person who has died. They will almost always be deployed to support bereaved families in local areas, and in some cases those with life-changing injuries.
- **Foreign and Commonwealth Office (FCO):** If the attack has affected foreign nationals, FCO Protocol will liaise with the relevant embassies on your behalf.
- **Homicide Service:** The Homicide Service is a nationally commissioned service that provides practical, emotional and informational support to bereaved families. Bereaved victims will be referred to the service by their FLO. The support is available for as long as it is needed. It is currently run by the charity Victim Support.
- **MHCLG RED:** The Resilience and Emergencies Division in the Ministry for Housing, Communities and Local Government (MHCLG RED) works directly with Local Resilience Forums (LRFs), supporting collaboration and co-operation in planning for wide-area high-impact events affecting more than one locality, including terrorism. RED has allocated Resilience Advisers to each LRF so that they have named contacts with whom to build working relationships.
- **Other victim support services:** In addition to the Homicide Service, Police and Crime Commissioners (PCC) also commission victim services at a local level. The Ministry of Justice has been in touch with each PCC regarding their readiness to provide support to victims of the Sri Lanka attacks. These services should provide free help and advice to anyone directly affected by a terrorist incident, including foreign nationals.

### Medical Records of UK Nationals Overseas

UK Nationals who are injured or hospitalised overseas may not automatically have access to their medical records. In such scenarios, the process of receiving these records is most likely to take place between healthcare services rather than via local authorities or the VTU. Should you become aware of an injured victim in your area, you should contact your local healthcare service in the first instance. The VTU has no evidence to suggest there are many (if any) victims suffering significant injury who have returned to the UK from the Sri Lanka attack.

## 4 Communicating Support to Victims

One of the lessons of the 2017 domestic attacks was the importance of being proactive in communicating the support available to victims. Both Southwark and Manchester found that they needed a dedicated communications officer. While this level of resource is unlikely to be necessary at local level following an overseas attack, it is nonetheless important to consider the importance of engaging with those affected by the incident. Particularly in high-profile attacks or ones which impact a large number of victims, proactive communication is key to reassuring the public of a strong local and national response.

Messages can affect the way victims feel, including whether the appropriate support and acknowledgement is received. There has been criticism following previous attacks that some individuals who were affected less 'seriously' (i.e. not bereaved or seriously injured, but nevertheless a victim of the attack) did not receive the information they needed and were not reached by authorities in their local area. It is therefore important to understand the diverse needs of victims and to deliver messages that address their specific issues.

Local plans will vary according to the nature of the incident, who has been affected and how, and local circumstances. The VTU has developed resources containing targeted information that can be used to communicate key sources of practical, emotional and financial support for victims. Much of the information detailed in subsequent sections of this document can also be used to provide more specific advice based on local victim's needs.

- The VTU has worked with the NHS, third sector, and government and local partners to create a 'single version of the truth' website outlining the support available to those affected by terrorist attacks: [victimsofterrorism.campaign.gov.uk](https://victimsofterrorism.campaign.gov.uk)
- We have produced a leaflet containing some of the most important, high-level information from the website. It is designed to be handed out very quickly by police, Family Liaison Officers, and other responders following an incident to signpost victims to support services straight away, or as something they can refer back to in the days and weeks following the incident (see **Annex A: VTU Leaflet**).
- **Annex C: Public Communication Lines** provides some high-level media comments which could be helpful in communicating the support available in local areas.

## 5 Third Sector Organisations

There is a network of third sector organisations equipped to support those affected by terrorist attacks. Many of these will be working in response to an overseas attack where British nationals have been affected. There may also be local third sector organisations already supporting, or in a position to support, victims from your area.

Nationally-commissioned services include:

- **British Red Cross:** The British Red Cross (BRC) provides immediate and short-term support to victims, including providing humanitarian assistance, supporting the NHS and signposting to other organisations.
- **Victim Support:** Victim Support can provide longer term support through their local services, which can be accessed at any time after an overseas attack.

• Victim Support's 24/7 free confidential helpline can be reached on **0808 168 9111**. Further information on the support available can be found online: **[victimsupport.org.uk](https://www.victimsupport.org.uk)**

- **Homicide Service:** The Homicide Service, commissioned by the Ministry of Justice and provided by Victim Support, provides bereaved families with a dedicated caseworker who can offer a range of practical, emotional and informational support and advocacy as well as referral to specialist support services dependant on need.
- **Peace Foundation:** The Ministry of Justice provides grant funding to the Peace Foundation for the provision of the Survivors Assistance Network, which provides specialist emotional and practical support to victims and survivors of terrorist attacks in the UK or overseas, who reside in England & Wales, to help them cope with the medium and long term impacts of crime, and as far as possible, recover from the harm they have experienced.

- The VTU, alongside some of our third sector colleagues, has compiled a matrix showing third sector services available to victims of terrorism, to whom they apply, and when they are available (see **Annex B: Third Sector Matrix**). The matrix highlights the work of a few organisations; of course, there are many other excellent providers. We would encourage you to view this as a starting point and to consider engaging with third sector partners in your own area to understand how they can work together to support your residents.

## 6 Mental Health

Victims of terrorism will often have been through highly stressful or traumatic experiences, and the depth of mental health support victims will need in the immediate, medium and long-term can be easily underestimated.

Victims may initially experience a post-trauma reaction, requiring help and guidance to understand and manage their reaction. Post-traumatic Stress Disorder (PTSD) can develop immediately, but also weeks, months or even years after a traumatic incident. Someone with PTSD may relive the traumatic event through nightmares and flashbacks, and may experience feelings of isolation, irritability and guilt. Symptoms may also include sleeping problems and difficulties concentrating.

- More information about mental health support for victims of terrorism, including a leaflet detailing common post-trauma reactions, **is available here**.

### Tailored support for victims of terrorism

There is a precedent in some local areas for bespoke mental health support services for victims of terrorism, in recognition of the distressing circumstances they have experienced and the need to avoid delays in providing support. You may wish to consider developing your own support pathways to support victims in your local area if this is proportionate to local need. For context, two examples of support provided by local areas following the 2017 attacks are below. To reiterate, there is no expectation for any local area to develop such a response unless it is proportionate to their local area's needs.

- **NHS Outreach, Screen and Support Service for the London incidents**

The NHS Outreach, Screen and Support Service is a free NHS service to identify and provide support to those who may need help with the emotional impact of the terrorist incidents in London.

- The bereaved victims of the Sri Lanka terrorist who are resident in the UK may access the NHS Outreach & Screen Service in London. This service also provides support over the phone, and via Skype, for individuals who live outside of London. The bereaved victims will be contacted by the service during May.

- **Manchester Resilience Hub**

The NHS Manchester Resilience Hub has been established in response to the Manchester Arena attack. The Hub is coordinating the care and support for children, young people and adults whose mental health and/or emotional wellbeing has been affected. The Resilience Hub has stated that victims of the Sri Lanka terrorist attack who are based in Greater Manchester may access their services.



## 7 Children and Young People

When a terrorist attack occurs, children will hear about it in different ways, some of which may be inaccurate, untrue, or based on rumour or speculation. Wherever they happen, events may create feelings of personal anxiety and fear that children can find hard to articulate.

- Childline is a free, private and confidential service for those under 19 in the UK, helping them deal with any issue which causes distress or concern: **0800 1111**.
- The NSPCC helpline can provide provides parents and carers with advice on how to speak to a child about a terrorist incident. This is also the number to dial if you are worried that a child is being radicalised or at risk of radicalisation: **0808 800 5000**

Schools and educational establishments are an important source of support for the children and young people they look after. This places unique pressures on the establishments themselves, especially if they are supporting a student who has been directly affected. It is important that they feel empowered by their Local Education Authority (LEA) to access the support they need to effectively care for their students.

Following previous attacks, affected schools have found that proactive contact from their LEA has reassured them of the support available and helped them navigate the recovery period with increased confidence.

- If you need advice on where to get further help, the Department for Education's Counter Extremism Helpline is open from 9am-5pm Monday – Friday: **020 7340 7264**

### **Safeguarding the wellbeing of affected school communities**

For children at school and young people at college, the local educational psychology services provide support and advice to individuals affected by a traumatic event, and help schools manage these situations.

- The PSHE Association has developed guidance and resources that provide practical suggestions for teachers on structuring questions, discussion or further learning about terrorist incidents:  
**<https://www.gov.uk/government/publications/support-for-children-parents-and-teachers-victims-of-terrorism/additional-advice-and-support-for-parents-children-and-teachers>**

## 8 Media Attention

Victims of terrorist attacks attract a lot of media attention. Although the press can play a positive role in communicating on behalf of families and in fundraising, there have been reported instances of intrusive and overbearing behaviour. This has been the case primarily following domestic attacks and the level of attention on victims of terrorist attacks overseas is likely to be less intense. However, it is important to bear in mind the effects of media attention on victims and their families particularly when they return home, during the repatriation and funerals of deceased victims, and during inquests and commemorative events.

Victims should be empowered to decide whether they want to speak to journalists. Communicating with the media in a controlled way can be a positive experience. It may also satisfy the media's demand for information and reduce the number of enquiries that victims receive. However, doing so can lead to unwanted additional coverage and interest. Victims should also be made aware of situations where they would want to exercise caution, such as when others are still at risk or if an investigation is ongoing.

The media may use information in the public domain, including the electoral roll and social media to find people, their addresses, and other personal details. They may also approach friends, family, colleagues and neighbours. Victims can be supported by being made aware of steps that they can take to reduce the access that the media have to this information, such as having someone they trust look after their phone and filter their calls, checking their online privacy settings, deleting certain content from social media, and telling their personal networks that they want their privacy respected.

- The VTU and the Department for Digital, Culture, Media and Sport (DCMS) have produced detailed guidance for those affected by terrorist attacks to help them handle media attention. This advice is available online: [victimsofterrorism.campaign.gov.uk](https://victimsofterrorism.campaign.gov.uk)

Most UK newspapers are members of the Independent Press Standards Organisation (IPSO). Newspapers who are members must comply with the Editors' Code of Practice, which means they must not engage in intimidation, harassment or persistent pursuit. If requested, they must identify themselves and whom they represent.

- If victims feel they are being harassed by a journalist, IPSO runs a 24-hour emergency helpline: **0300 123 22 20** or **07799 903 929** (out of hours). More advice on harassment can be found online: [ipso.co.uk/harassment](https://ipso.co.uk/harassment)
- Victim Support can also provide advice on talking to the media. They can be contacted on: **0808 1689 111**.
- Family Liaison Officers can also provide support to bereaved family members.

## 9 Local and Personal Networks

Victims of previous terrorist attacks have reflected that extended support to their own personal networks, such as family, friends, schools and workplaces, would have been useful from as early on as possible. These personal networks take on a supportive role for victims, both practically and emotionally, and are often the people who access support services to get advice on behalf of victims. It is also useful for these networks to be given information about how to identify that someone they know needs support, such as spotting warning signs of mental ill health. See section 7 for separate advice relating to children, young people and education.

### **Personal Networks**

The family, friends and colleagues of a victim are usually their first port of call for immediate support. As those closest to a victim, personal networks are often best placed to evaluate the progress that a victim has made and notice if further or professional support is needed.

### **Communities**

Networks can extend beyond family and friends and into the wider community. Victims could turn to local communities or faith communities for support; local areas should be aware of this and encourage where appropriate. This could also be a helpful feedback mechanism for the VTU to better identify victims' locations. If you are aware of a victim proactively seeking support from community groups in your area, we ask that you contact the VTU so that we can in turn provide you with more specific advice.

### **Faith Communities**

In times of tension or after a recent attack (including overseas), faith communities may find themselves vulnerable in a number of ways. This could include verbal or physical abuse or damaging places of worship or community sites. It is unclear whether this vulnerability will increase resulting from the Sri Lanka attack, so we are only asking for your awareness of this issue at this stage.

There are ways in which local areas can support faith communities to minimise this risk. These can include encouraging inter-faith relations or events, having frequent discussions with leaders of faith communities and acting upon guidance provided by faith communities.

### **Memorial**

There is a National Memorial to British Victims of Overseas Terrorism, located at the National Memorial Arboretum in Lichfield, Staffordshire. It is open to any member of the public as a dedicated place of remembrance, contemplation and reflection.

## 10 Financial Assistance

It can be difficult for victims of terrorist attacks overseas to obtain financial assistance in the short term, including from insurance providers. Charitable funds are often set up in response to a domestic attack but the coordination of such funds for UK victims of overseas attacks is much rarer.

The Government operates a statutory scheme that gives victims of overseas terrorism longer-term financial support to cover loss of earnings, compensation and expenses. This scheme is available for people injured in incidents outside the UK on or after 27 November 2012.

- Information about the Victims of Overseas Terrorism Compensation Scheme (VOTCS), including eligibility, is available online: [gov.uk/compensation-victim-terrorist-attack](https://gov.uk/compensation-victim-terrorist-attack)
- The Criminal Injuries Compensation Authority (CICA), which operates the scheme, can be contacted by telephone on Monday to Friday from 8.30am to 5pm (except Wednesdays, 10am to 5pm) on **0300 003 3601**

The British Red Cross has also set up a scheme that provides an immediate payment of £3,000 to support victims in the immediate aftermath of an incident. It is available to those who have been seriously injured or bereaved by a terrorist attack overseas.

- Information about the British Red Cross' relief fund is available online: [redcross.org.uk/get-help/relief-fund-for-uk-victims-of-terrorism-overseas](https://redcross.org.uk/get-help/relief-fund-for-uk-victims-of-terrorism-overseas)

# Annex A: VTU Leaflet

**Double click on the image below to open the leaflet in full (both sides).** Alternatively, the leaflet is available to download from the VTU website [here](#).



### Support for children

Childline have an online resource that offers information and tips on dealing with any fears children might have about a terrorist incident. You can find this by searching 'Childline terrorism support' online. Children can also get support from a counsellor by calling 0800 1111.

### Charitable Funds

Following a terrorist attack in the UK, charitable funds may be raised to help people who have been affected. Each attack is different. Details of any funds will emerge over the days and weeks following an attack, and these will be shared on the victims of terrorism website, given at the front of this leaflet.



### Compensation

Anyone who has been directly affected by a terrorist incident can find out about applying for compensation through the Criminal Injuries Compensation Authority (CICA) helpline on 0300 003 3601. You can also search 'compensation criminal injury' on [gov.uk](#). You can request support in applying to the scheme through

your local police and crime commissioner. Contact details are available from the Victims Information Service on 0808 168 9293.

### Foreign nationals in the UK

Foreign nationals in the UK affected by an incident may wish to contact their embassy, high commission or consulate, who may also be able to provide information or assistance. Search 'foreign embassies' on [gov.uk](#) to find a list of embassies and their contact details.

### Dealing with attention from the media

After a terrorist incident, the media may be interested in speaking to you. Sometimes, communicating with the media in a controlled way can be a positive experience. But you do not have to talk to the press if you don't want to. Many UK newspapers are members of the Independent Press Standards Organisation (IPSO), which means they must not engage in intimidation, harassment or persistent pursuit. You can contact IPSO on 0300 123 22 20. There is more advice on the victims of terrorism website, given at the front of this leaflet.



## Support for people affected by terrorist attacks in the UK



This leaflet contains information on where to seek advice and assistance following a terrorist attack in the UK. Further detail is available on the website [victimsofterrorism.campaign.gov.uk](#), which is updated regularly.

# Annex B: Third Sector Matrix

Double click on the image below to open the matrix in full. We would encourage you to see this as a starting point and to consider engaging with third sector partners in your own area to understand how they can work together to support your residents.

	CRUSE BEREAVEMENT CARE	SAMARITANS	VICTIM SUPPORT	BRITISH RED CROSS	PEACE FOUNDATION
Who can we support?	Specialises in those bereaved, but also provides psychological response to witnesses (may have injuries).	Bereaved, seriously injured & witnesses (may have injuries).	Bereaved, seriously injured & witnesses (may have injuries) in England and Wales.	Bereaved, seriously injured & witnesses (may have injuries).	Bereaved, seriously injured & witnesses (may have injuries), wider community including extended family, friends and professionals, survivors from historic incidents
How can we be contacted?	<ul style="list-style-type: none"> <li>Permanent Free helpline: 0808 808 1677 (open Mondays and Fridays 9:30-5pm, Tuesdays, Wednesdays and Thursdays 9:30am-8pm)</li> <li>Bespoke email depending upon incident</li> <li>Hope Again website <a href="http://www.hopeagain.org.uk">www.hopeagain.org.uk</a></li> <li>Humanitarian/Community Assistance Centre</li> <li>Local office (depending upon location of incident)</li> <li>Incident-specific outreach</li> <li>Accepts referrals from statutory/non-statutory agencies, including Victim Support.</li> </ul>	<ul style="list-style-type: none"> <li>Permanent Free helpline: 116 123 (24/7)</li> <li>Permanent Email <a href="mailto:info@samaritans.org">info@samaritans.org</a> (24/7)</li> <li>Permanent Text number: 07723 90 90 90 (24/7)</li> <li>Humanitarian/Community Assistance Centre</li> <li>Incident-specific outreach.</li> </ul>	<ul style="list-style-type: none"> <li>Permanent Free helpline: 0808 168 9111 (24/7)</li> <li>Webpage with form that generates an email to the Supportline (24/7)</li> <li>LiveChat with trained staff and volunteers (24/7)</li> <li>Social media</li> <li>Humanitarian/Community Assistance Centre</li> <li>Local office (where available);</li> <li>Incident-specific outreach (including hospital trauma wards)</li> <li>Routine referrals from the police and Family Liaison Officers (FLO) (those bereaved are referred through FLOs with consent to the Homicide Service) and non-statutory agencies.</li> </ul>	<ul style="list-style-type: none"> <li>Emergency Rest Centre(s): 0113 965 8308</li> <li>Free helpline (set up within four hours)</li> <li>Social media</li> <li>Humanitarian/Community Assistance Centre/Survivors Reception Centre</li> <li>Incident-specific outreach</li> <li>Local offices UK wide.</li> </ul>	<ul style="list-style-type: none"> <li>Permanent phone number: 01925 381 240</li> <li>Permanent Email: <a href="mailto:info@peacefoundation.org">info@peacefoundation.org</a></li> <li>Webpage with form that generates an email</li> <li>The Peace Centre, Cheshire</li> <li>Social Media</li> <li>YAMMER private social network</li> <li>Referrals from Victim Support.</li> </ul>
Physical health			<ul style="list-style-type: none"> <li>Liaise with health bodies on service users' behalf</li> <li>Aid application for Local Authority Disabled Facilities Grant.</li> </ul>	<ul style="list-style-type: none"> <li>First aid</li> <li>Assisted discharge, Home from Hospital and Support at Home services</li> <li>Mobility aids</li> <li>Ambulance support.</li> </ul>	<ul style="list-style-type: none"> <li>Liaise with health bodies on service users' behalf.</li> </ul>
Emotional support	<ul style="list-style-type: none"> <li>Immediate emotional support</li> <li>Further bereavement support provided face-to-face or via telephone (up to 6 sessions)</li> <li>Support for children and young people via the Hope Again web based peer support</li> <li>Produce resources.</li> </ul>	<ul style="list-style-type: none"> <li>Immediate emotional support</li> <li>Ongoing emotional support available via phone, email or text.</li> </ul>	<ul style="list-style-type: none"> <li>Immediate emotional support</li> <li>Referral to trauma first aid if needed</li> <li>Further emotional support provided face to face or via phone as part of support plan</li> <li>Support available at events likely to generate high levels of distress</li> <li>Assistance with developing coping strategies as part of support plan</li> <li>Produce resources</li> <li>Commissioning of or referral to psychosocial therapies &amp; peer support.</li> </ul>	<ul style="list-style-type: none"> <li>Immediate emotional support</li> <li>Potential further emotional support face to face or via phone</li> <li>Support available at events likely to generate high levels of distress</li> <li>Assistance with developing coping strategies</li> <li>Produce resources</li> <li>Briefing and debriefing responders.</li> </ul>	<ul style="list-style-type: none"> <li>Further emotional support face to face or via phone</li> <li>Help accessing appropriate psychological support</li> <li>Peer support &amp; online network</li> <li>Events covering trauma awareness, commemoration and sharing experiences</li> <li>Support available at events likely to generate high levels of distress</li> <li>Assistance to develop coping strategies.</li> </ul>
Practical health and safety	<ul style="list-style-type: none"> <li>Information and signposting to other organisations.</li> </ul>	<ul style="list-style-type: none"> <li>Information and signposting to other organisations.</li> </ul>	<ul style="list-style-type: none"> <li>Information and signposting to other organisations</li> <li>Arranging &amp; funding accommodation &amp; travel immediately or for inquest and coroners court</li> <li>Food vouchers</li> <li>Safety planning including travel buddy</li> <li>Liaising with housing provider on service users' behalf &amp; access to qualified housing advice</li> <li>Language support &amp; liaising with embassies</li> <li>Commissioning of cleaning &amp; removals</li> <li>Liaising with police &amp; FLO on service users' behalf</li> <li>Guidance on attending coroners court &amp; inquest, referral to Witness Service if attending criminal court</li> <li>Guidance on handling media attention.</li> </ul>	<ul style="list-style-type: none"> <li>Immediate practical support e.g. rest centre(s)</li> <li>Information and signposting to other organisations</li> <li>Safety messages</li> <li>Facilitating access to donated accommodation, travel and food</li> <li>Safe spaces for vulnerable groups</li> <li>Support to reunite families including international family tracing</li> <li>Liaising and working alongside other agencies e.g. NHS and Police to provide holistic care.</li> </ul>	<ul style="list-style-type: none"> <li>Information and signposting to other organisations</li> <li>Liaising with housing provider on service users' behalf</li> <li>Advocacy &amp; alumni work including help with establishing trusts &amp; memorials</li> <li>Guidance on handling media attention</li> <li>Liaison with police &amp; FLO on service users' behalf</li> <li>Advice on personal safety planning when travelling/ attending music events etc.</li> </ul>
Financial, work and education assistance	<ul style="list-style-type: none"> <li>Training and debriefing of major incident response staff and volunteers.</li> </ul>	<ul style="list-style-type: none"> <li>Training for emergency services, local authorities and others in dealing with suicidal contacts, trauma support and emotional resilience in the workplace.</li> </ul>	<ul style="list-style-type: none"> <li>Aid applications to welfare benefits, emergency appeal funds &amp; Criminal Injuries Compensation including liaising with agency on service users' behalf</li> <li>Liaising with employer on service users' behalf</li> <li>Guidance and liaising with schools for service user</li> </ul>	<ul style="list-style-type: none"> <li>Support with application and distribution of emergency appeal funding (if set up)</li> <li>Guidance and materials for schools</li> <li>Trauma education and a range of psychosocial courses and workshops.</li> </ul>	<ul style="list-style-type: none"> <li>Liaising with schools and employer on service users' behalf</li> <li>Aid applications to CICA</li> <li>Trauma education</li> <li>Advocacy relating to terrorism/ political violence and war.</li> </ul>

# Annex C: Public Communication Lines

These lines are suggestions for local use on social media sites, websites or anywhere else you deem appropriate to widen knowledge about the content of this pack in your area:

- Anyone affected by the Sri Lanka attacks can access practical and emotional support. Details about the support available can be found online at <https://victimsofterrorism.campaign.gov.uk/>
- Support services have been activated and are available across the UK to ensure returning victims have support in their local area.

## Home Office Central Communications

The Home Office intends to produce a small infographic with key messaging on the effect of a terrorist attack and the support available. This is likely to be produced on the week commencing 13<sup>th</sup> May and will be supplemented by tweets from the Home Office's central account and Ministers. Should you wish to use similar messaging, the wording for the infographic is below:

- The impact of a terrorist attack at home or abroad can last for many years.
- Anyone, anywhere, could be affected in a variety of different ways.
- Emotional and practical support, including a 24/7 helpline, is available here (hyperlink to website: <http://www.victimsofterrorism.campaign.gov.uk> – if hyperlink not possible then use full website link)