

## **Manchester Arena Attack**

### **Partner Update**

**26 May 2017**

Victim Support are providing:

- 24 hour national helpline with trauma-trained staff
- Local support teams of trained staff (Independent Victim Advocates or IVAs) in Greater Manchester, Lancashire, Merseyside and across Yorkshire and North Wales, who are taking direct calls and support cases referred on from Supportline.

The national Homicide Service, commissioned by the Ministry of Justice, which consists of:

- highly trained caseworkers who provide support for the long terms (typically 18 months+) including through immediate needs (media, funerals, etc), criminal justice processes including trials, inquests etc. and through trauma recovery.
- This also includes specialist sub-contracting eg working with Child Bereavement UK.

The support for the witnesses/non-bereaved, funded by Police and Crime Commissioners whose remit includes supporting terrorism victims, consists of trained staff available Mon-Sat:

- Immediate phone support.
- Access to emergency trauma therapy within 24 hours if required.
- Immediate practical support eg train fares, hotel, food vouchers etc.
- Longer term emotional and practical support eg if life-changing injuries affect someone's housing need or employment we can advocate with their employer or housing provider; after Tunisia we resolved issues about phone company charges and travel – support can be over many months.
- Advice and information eg we have been doing a lot of work with our partners in Victim Support Europe and America in recent years to learn lessons from terrorist incidents and how it affects victims, so we can help in understanding it's ok to feel how you do, it's normal etc.

Both are underpinned by a full recording system, and we're keeping a daily incident and lessons learned log. In both services we also refer people on as we try hard to make sure everyone works together around the victim. We have the capacity and readiness to deal with a further increase in numbers as experience shows this peaks over the 5-10 days after an incident.

## Our ask of partners

We are here to help anyone affected by this crime. Please could you:

- Make sure our contact details and service offer are circulated widely.
- Tell us if there's anyone else we need to speak to to get the message out.
- Get your press people to talk to ours if you want to look at joint campaigning – Greater Manchester have organised a radio/advertising campaign and we've got 10,000 Victim Support "postcards" being taken out by police etc., and very happy to look at similar arrangements in other places.
- Give us any information, resources or referral pathways you may have for this situation – particularly around young people and trauma support.
- Make sure you involve us in recovery planning and talk to us about learning from elsewhere.

## Our contact details

Supportline: 0808 16 89 111	Regional Director – Ellen Miller 07866559244
VS Greater Manchester: 0161 200 1950	Regional Manager North West – Claire Powell 07958 374 817
VS West Yorkshire: 0300 303 1971	Regional Manager West Yorkshire – Lesley McLean 07812 966 256
Lancashire Victim Services: 0300 323 0085	Regional Manager South Yorkshire and Humberside – Jo Parks 07891 581 946
VS North Yorkshire: 01609 643 100	Regional Manager North Yorkshire – Olwen Edwards 07793 624 159
VS South Yorkshire and Humberside: 0300 303 1976	Regional Manager Wales – Tom Edwards 07960 854 174
VS Merseyside: 0151 353 4003	
VS North Wales: 0300 30 30 159	
VS Press Office: 0207 268 0202	