



Department
for Culture
Media & Sport



Foreign &
Commonwealth
Office

The National Memorial to British Victims of Overseas Terrorism

A Summary of consultation responses and the
Government's response

July 2016



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Introduction

by Tobias Ellwood MP, Parliamentary Under Secretary of State at the Foreign & Commonwealth Office



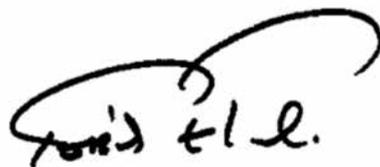
On 22 January 2016, I launched a consultation to help the Government to understand what would be important to people in a National Memorial to British Victims of Overseas Terrorism.

I am very grateful to those people who have responded to this consultation, as I am aware that it has covered some extremely sensitive issues. The responses to the consultation have given us a rich insight into what matters to people. Fundamentally, it has shown that the vast majority of respondents are wholly supportive of the Prime Minister's proposal to create this important Memorial.

This document summarises the responses, and captures the detail of what people think. Where possible, we have made firm decisions about what the Memorial will be like. Where we are not able to do that, we want to maintain momentum to deliver this Memorial, and to be clear about areas that we cannot currently answer.

We recognise that it will not be possible to deliver a Memorial that perfectly meets the wishes of all those with an interest. To aim to do so could potentially leave the Memorial unbuilt for a great deal of time. I hope for a Memorial that provides meaning for the optimum number of those who feel a connection with it, with particular emphasis on those most directly affected.

Overall, the consultation has shown strong support from the public. There was a clear sense that the Memorial should be a place of remembrance for the families, and for the public and society as a whole to pay their respects to the victims of overseas terrorism. Respondents felt that it was right and fitting to create this Memorial. I hope that the Memorial will become a meaningful location for both the families affected and the general public.

A handwritten signature in black ink, which appears to read 'Tobias Ellwood'.

Tobias Ellwood MP

Executive Summary

This document summarises responses to an online consultation on the National Memorial to British Victims of Overseas Terrorism which was open from 22 January to 4 March 2016.

- We received 474 responses to the consultation¹.
- Most of the responses (431) agreed or strongly agreed with plans to create a National Memorial to British Victims of Overseas Terrorism.
- Those who supported the proposal were most likely to note that the Memorial should be a place of remembrance for the public or society to pay respects to the victims of terrorist attacks overseas. Respondents felt that it was right and fitting to remember these victims.
- The most popular location was the National Memorial Arboretum in Staffordshire, with over three-quarters of responses (331) selecting this option.
- Our intention is that the Memorial should stand for both past and future events. Making a clear determination of which events constitute a terrorist attack can be a complex legal matter. To include names and events on the Memorial would introduce a complexity which we think could cause greater upset to bereaved families. We want everyone who feels the Memorial is the right place to honour their loved one to be able to do so.
- We have very much noted the wishes of families in the consultation, but are concerned not to exclude any past individuals or events for which we do not have records; nor to subject future events to a complex process to determine their inclusion or exclusion. Families may wish to leave appropriate tokens of remembrance at the Memorial. Through this opportunity we believe the Memorial should provide meaning for as many of those who feel a connection with it as possible.
- We have decided to establish a panel with experience of commissioning art to help us select the right artist and design.
- The National Memorial Arboretum, part of the Royal British Legion, offers a range of support packages to help groups organise their own events, and, in partnership with the Arboretum, we will ensure that information on these packages is made available.
- The National Memorial Arboretum already offers a range of learning programmes, and tours of the Arboretum. For these to be successful, the learning outcomes related to individual memorials need to be clear; and agreeing a shared understanding takes time. Once the Memorial has been built, we suggest that the National Memorial Arboretum is able to respond to public engagement with the Memorial to determine whether there is scope to include the Memorial in future learning programmes.

¹ We received 525 responses in total. However, only 474 of these responses contained data.

Who responded to the Online Consultation?

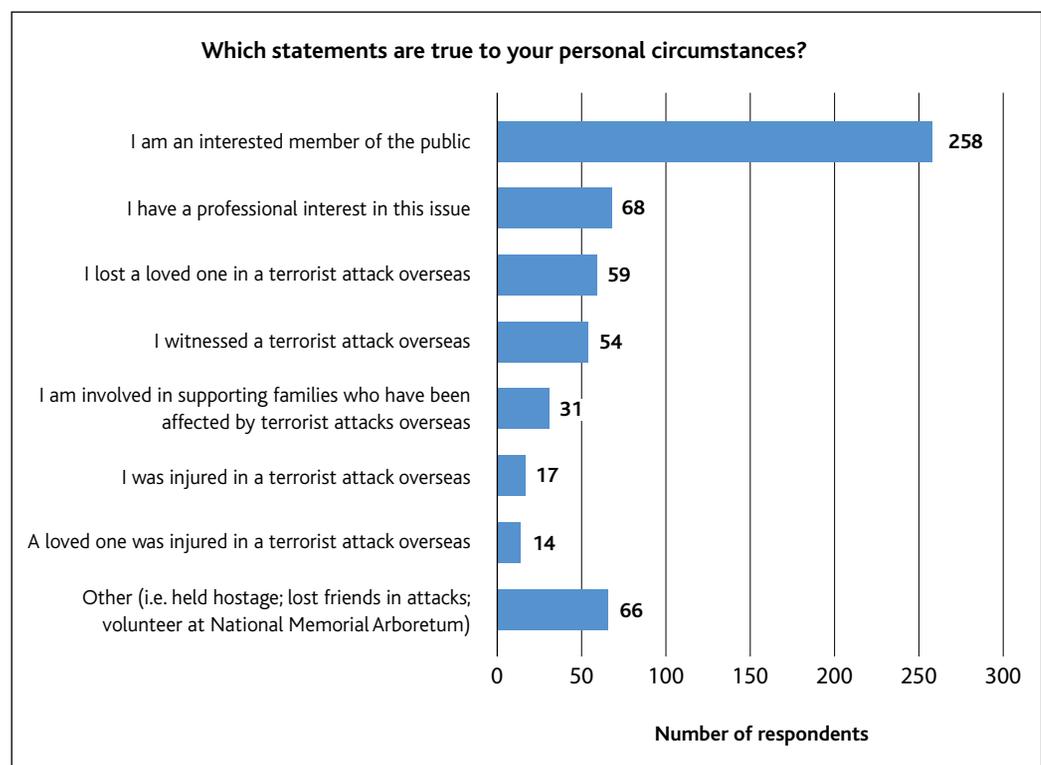
The online consultation ran from 22 January to 4 March 2016 and during this time, we received 525 responses. However, only 474 of these responses contained data.

Respondents were not obliged to answer any of the questions. Therefore, some responses were fully completed; others were partially completed; and some (51) responses were left completely blank. At the end of the consultation, all surveys were submitted automatically, regardless of how much or how little of the survey had been completed. Of the 525 responses, 437 were submitted by the respondent and 88 were submitted automatically at the end of the consultation period.

We asked people what connection they felt they had to the proposed Memorial.

Many of the respondents (258) identified themselves as interested members of the public. 59 respondents indicated that they had lost a loved one in a terrorist attack overseas and 17 respondents indicated that they had themselves been injured in a terrorist attack overseas. 68 respondents declared that they had a professional interest. See Figure 1.

Figure 1: Consultation question – We would like to understand your views in relation to what connection you feel you have to the proposed Memorial. If you feel able to, please indicate which of the following statements are true to your personal circumstances (select all statements that apply).



In this summary, we refer in places to certain 'groups' of respondent. What we mean is that we grouped respondents into three categories, based on how they themselves referred to their own connection with the Memorial. See Table 1.

Table 1: Respondent groups

'Group' description	How respondents identified themselves in the consultation	Number of respondents
Those who had lost a loved one	This refers to respondents who selected: 'I lost a loved one in a terrorist attack overseas.'	59
Those who were directly affected	This refers to respondents who selected one or more of the following options: 'I lost a loved one in a terrorist attack overseas.' 'A loved one was injured in a terrorist attack overseas.' 'I was injured in a terrorist attack overseas.' 'I witnessed a terrorist attack overseas.'	115
'All' respondents	This includes 'all' respondents in the survey who answered the question of interest. Respondents were not obliged to answer all survey questions and so base numbers vary for each question.	474

Note: Respondents had the opportunity to select one or more of the statements describing what connection they felt they had to the proposed Memorial.

All respondents had the option to select 'other' to add information about their connection with the proposed Memorial.² Responses³ here were diverse and included:

- being involved in an attack in the United Kingdom;
- having a connection through the armed forces;
- the death of family member in Northern Ireland;
- being held hostage;
- losing friends in attacks; and,
- volunteering at the National Memorial Arboretum.

² We recognize that individuals who selected the 'Other' category may also have been directly affected by a terrorist attack, but have chosen to describe their experience in a way more detailed than the options we provided, for example, being held hostage or losing friends in attacks. We have read every response, and have taken note of how respondents in the 'Other' category chose to describe their connection to the proposed Memorial. However, we have not re-categorised any responses based on additional information provided via the 'Other' category.

³ There were 66 responses under 'Other'.

Almost all (411) respondents answered the survey as an individual. Twelve organisations responded to the survey. See Table 2.

Table 2: Organisations that responded to the consultation

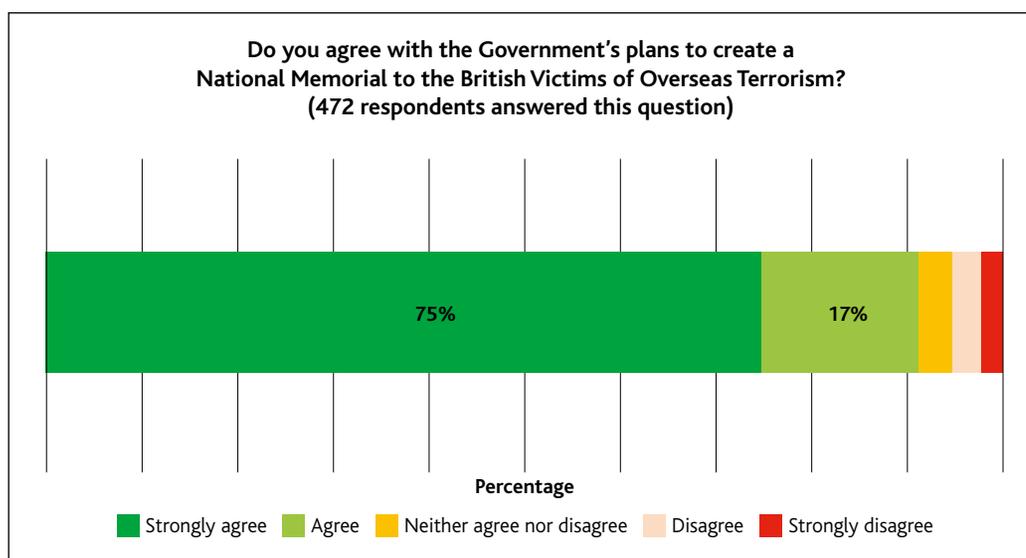
Name of organisation
11th Hussars PAO OCA
Armed Forces Memorial Trust
British Nuclear Test Veterans Association
Cruse Bereavement Care
Harrow Council
Merchant Navy Association. Mansfield and Ashfield Branch
RHQ RAVC
Royal Naval Association
September 11 UK Families Support Group
The Boys' Brigade West Midlands
The Emergency Planning Society
The National Forest Company

Support for the Memorial

Most respondents (431, 92% of those who gave a view) agreed or strongly agreed with plans to create a National Memorial to British Victims of Overseas Terrorism. See Figure 2.

Looking only at those who indicated that they had lost a loved one in a terrorist attack overseas, 51 respondents agreed or strongly agreed with plans to create a National Memorial. Five respondents disagreed or strongly disagreed with the proposed Memorial.

Figure 2: Consultation question – Do you agree with the Government’s plans to create a National Memorial to the British Victims of Overseas Terrorism?



"...I think a memorial is a fantastic idea and I welcome the fact that one is going to be put in place..." *A respondent who had lost a loved one in a terrorist attack overseas.*

"I feel that there should be a memorial to all those murdered by terrorists abroad. Some groups, such as Bali relatives, already have their own memorial, but there should be one encompassing all victims." *A respondent who had lost a loved one in a terrorist attack overseas.*

A number of respondents chose to comment on the justification for having a National Memorial as well as memorials to individual events such as Bali and Tunisia.

"...There are hundreds [of memorials] around the country for military [personnel] and yet we still have national memorials [for] them. As an ex-member of the Army I fully support this idea." *A respondent who had been directly affected by a terrorist attack overseas.*

"...Importantly, in incidents with low number of victims, or single victims, it is unlikely that a UK memorial would ever be erected – anywhere." *A respondent that supported families who have been affected by terrorist attacks overseas.*

Some respondents felt that the Memorial should also be to those injured in terrorist attacks overseas.

What reasons did people give for supporting the proposed Memorial?

Most of the consultation respondents (431) supported the government's proposal of a National Memorial to British Victims of Overseas Terrorism.

Two key themes arose from the open text responses around support for the Memorial:

- firstly, that the Memorial should be a place of remembrance for the public or society to pay their respects and that it was right and fitting to remember the victims;
- secondly, that the Memorial should be a place of remembrance specifically for the friends and family of those who had been killed, providing a place for them to share grief, to seek comfort and closure, and to mourn.

There were also a number of secondary themes which arose from the responses. Some respondents considered that civilians can be seen as victims of war and could be in the 'front-line' of 'the War on Terror'. These respondents felt that international terrorism was akin to war and that it was right to remember the victims as we do our service personnel. Some respondents indicated that the Memorial should be as inclusive as possible, that it should include all victims of terrorism – foreign nationals, victims of domestic as well as international terrorism, and those injured, both physically and mentally. Others chose to talk about their own experiences of terrorist acts, and the impact of these acts on themselves and those around them.

"I am a Widow of a British Serviceman killed in Iraq and feel it is essential that Civilians killed as a result of terrorism are remembered. It is important that their families feel that their relation has been recognised by the British Government." *A respondent who had lost a loved one in a terrorist attack overseas.*

Respondents to this question also chose to comment on the Memorial's location, where they supported the option of the National Memorial Arboretum, referred more generally to the importance of an easily accessible, geographically central location, or expressed concern or opposition to siting the Memorial in London.

Finally, there were a number of other, more minor themes in the open text responses to this question. Some respondents felt that the Memorial would stand as a statement of our resolve, resilience or unity against terrorism. And some considered that it would be a reminder to future generations of the terrorist events that have taken place. There were also those who thought that it was important to provide a Memorial actually in the United Kingdom with the implication being that either the site of death was inaccessible, or that it would be appropriate in situations where there were no remains or grave. Reasons for inaccessibility were around safety, expense with regard to travel, or the area not being open to visitors.

Where respondents neither agreed nor disagreed with the proposed Memorial, what reasons did they give?

16 respondents neither agreed nor disagreed with plans to create a Memorial and half of these respondents provided reasons for their view.

One respondent felt that a memorial "draws a line under an event" but indicated that it was impossible to know that there would be no more British victims of overseas terrorism. Another, who had lost a loved one in a terrorist attack overseas, thought that the greater priority should be on "fixing the problems causing terrorism"; and, also here, one respondent asked why the Memorial would not include victims of domestic terrorism.

One person indicated frustration that a memorial was only being considered now, many years after they lost a family member in a terrorist attack overseas; another that it may undermine memorials to those who died in service; and, another that it singled out terrorism as an issue over other causes of death.

Where respondents disagreed with the proposed Memorial, what reasons did they give?

25 respondents disagreed or strongly disagreed with the proposal to create the National Memorial and few provided additional comments.

Ten responses mentioned that victims of terrorist attacks overseas should not receive equal treatment with the Armed Forces because they were “victims of circumstance”. Related to this, some commented that the National Memorial Arboretum is for service personnel.

“Erecting a memorial for [victims of terrorism] undermines the value of the memorials to those in the armed forces who put their lives on the line in war zones.” *A respondent who had lost a loved one in a terrorist attack overseas.*

Finally, there were also a couple of more minor themes within the responses. Eight respondents felt that the Memorial was unnecessary, disproportionate, a waste of money or unwarranted. Five respondents felt that the Memorial should also acknowledge victims of domestic as well as international terrorism.

Where respondents disagreed with the proposed Memorial, what alternatives did they suggest?

21 respondents, who disagreed with the proposed Memorial, made suggestions of alternative ways that the victims of overseas terrorism could be remembered.

A range of alternative suggestions were proposed and these included:

- remembering the victims in the country where the incident took place;
- individual memorials located close to the family's place of residence;
- having an annual dedicated day or event to remember victims of overseas terrorism; and,
- establishing self-sustaining support groups.

It was also suggested that:

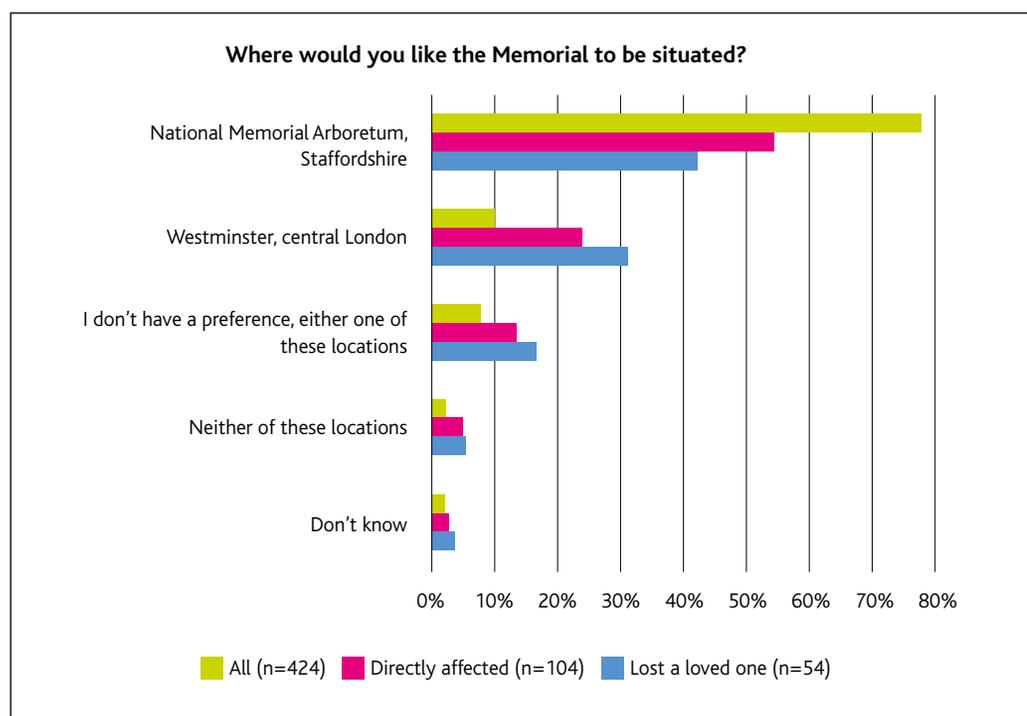
- government travel warnings should be more widely disseminated;
- that there should be a thorough investigation of the crime and conviction of the perpetrators;
- that more support should be given to other countries through the overseas development budget; and,
- acknowledging the victims of domestic as well as international terrorism.

What did respondents say about the options for the location of the Memorial?

The most popular location for the Memorial was the National Memorial Arboretum in Staffordshire, with 331 respondents (78% of those answering the question) selecting this option⁴. See Figure 3.

However, the picture was less polarised when looking at the different groupings of respondents described in Table 1. Of those who indicated that they had lost a loved one: 23 respondents preferred the Arboretum; and, 17 respondents preferred Westminster. Of those who were directly affected: 57 respondents preferred the Arboretum; and, 25 respondents preferred Westminster.

Figure 3: Consultation question – Where would you like the Memorial to be situated?

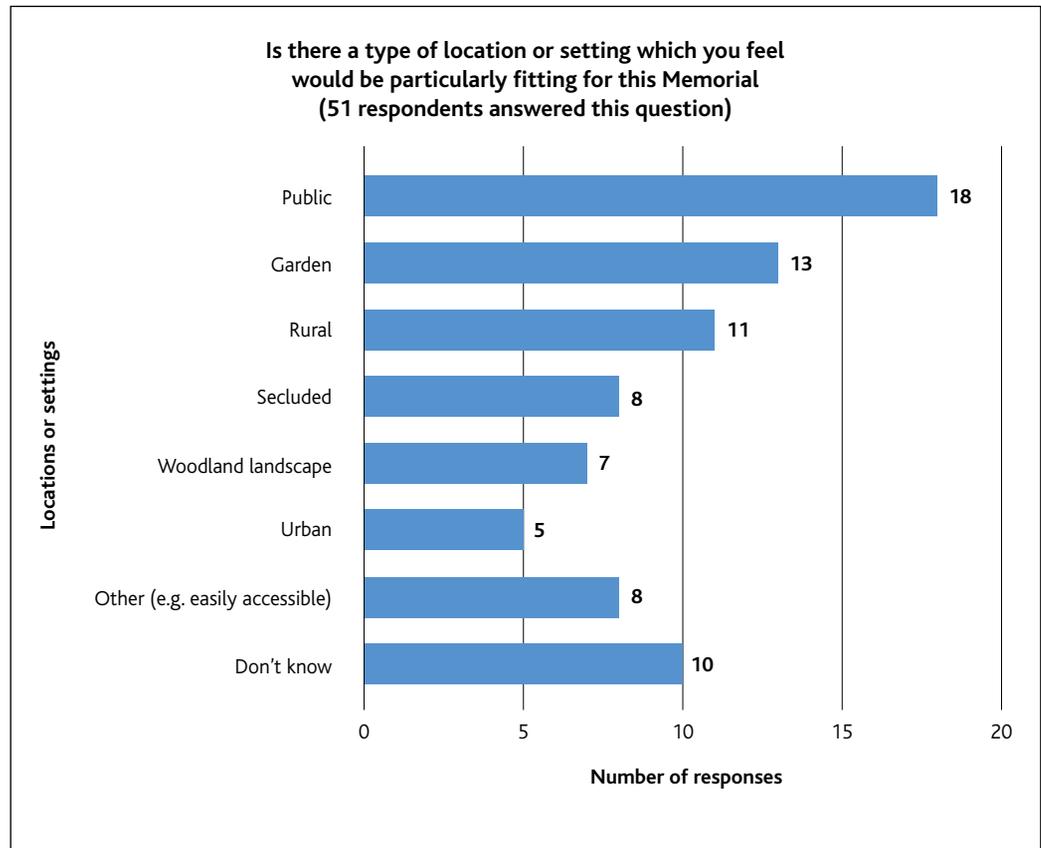


Where respondents selected locating the Memorial at neither the Arboretum nor Westminster, we asked whether there was a 'type' of location or setting which they felt would be particularly fitting for this Memorial. See Figure 4.

The most popular choices were 'public', 'garden', and 'rural'.

⁴The total number of responses to this question was 424.

Figure 4: Consultation question – Is there a type of location or setting which you feel would be particularly fitting for this Memorial? (Select as many as apply).



What did respondents say about how we could make a visit to the Memorial more personal, given that the Memorial will not be carrying the names of individuals or events?

Three key themes arose from the open text responses to this question.

Firstly, there was some support for a book of remembrance or condolence which could perhaps be open at the appropriate day or week or month and located in a chapel or tabernacle and may be able to include quotes or personal messages from the families affected.

One respondent said "...yes, maybe a book of remembrance would be suitable, but this needs maintaining and that needs consideration. Sometimes just to know it's there and be able to visit easily from anywhere in the UK is enough."

One respondent with a professional interest, and who was involved in supporting families who have been affected by terrorist attacks overseas, said, "a book of Remembrance would be very appropriate. However, do not underestimate the time, cost and effort of producing such a book properly and ensuring that it will be properly produced and regularly updated."

Secondly, there were suggestions for artistic or design solutions which could convey appropriate focus and meaning. These included ideas such as: the concept of an everlasting light; hanging meaningful objects on a tree; planting a tree; or, something alive or living, for example, water. Other suggestions included appropriate wording on the Memorial; a plaque detailing a list of incidents; the potential to leave a note or a personal quotation from every family; or, providing families with a badge to wear, such as the poppies on Remembrance Day.

And thirdly, although for some, it was felt that names, dates, places and/or events were important details for the Memorial, particularly amongst those who had lost a loved one, there were some respondents who agreed that there should not be names or events on the Memorial, or who thought that including this information was not crucial.

"If the names were inscribed and treated in the same way as those soldiers who have lost their lives. I do not understand why they cannot be treated in the same way, otherwise it may become just a meaningless monument. I can understand why it is difficult to include the events but I think the names are paramount to the families...you should listen to the family members and friends of those who have been killed." *A respondent who had lost a loved one in a terrorist attack overseas.*

"...It is important to me that specific events are recorded, even if you cannot record names of individuals. I am concerned a general memorial will become rather meaningless with people quickly forgetting the very events we are wanting to remember...." *A respondent who had lost a loved one in a terrorist attack overseas.*

There were also a number of secondary themes which arose from suggestions to make a visit to the Memorial more personal. Some respondents highlighted the importance of the Memorial providing a quiet and private space to sit and reflect. Some referred to being able to leave something personal there, including flowers, a cross, candles or photos. A few digital solutions were suggested, such as having the option to upload photos of victims; establishing a Memorial webpage; or, providing audio features at the Memorial. Some respondents chose also to comment in support of the National Memorial Arboretum as the location or to comment against choosing London as the site.

One respondent said "I saw my Grandad's name in a searchable list within a memorial to prisoners of the Far East at the National Memorial Arboretum. He died when I was a year old. To see his name listed and displayed up on a screen was an incredible moving experience for me."

Finally, a few respondents agreed that there shouldn't be names or events on the Memorial, or that these weren't important; and some stressed that it was important that the Memorial should be meaningful to families and that they should be consulted. And there were those who indicated that they would welcome the opportunity of holding anniversary services at the site.

Some comments from respondents suggest some of the difficulties with including names on the Memorial.

"[The event in which my family member was killed] may not be equated to "terrorism", but it is an act of terror and the heartbreak and horror, we have felt, reflects those who have had loved ones killed by "terrorism"." *A respondent who had lost a loved one in a terrorist attack overseas.*

"Who defines terrorism overseas and from what date? Do those UK victims of the IRA bombs in Eire qualify? Who defines what is terrorism to start with?... I think the whole idea will potentially upset grieving families whose loved ones are "deemed" not to qualify." A respondent who had lost a loved one in a terrorist attack overseas.

One respondent with a professional interest said, "I think it is a shame that victims will not be named as this would be my preference but can understand that unlike service dead, recording of names is likely to be incomplete."

Another respondent said, "By not having names the memorial will be valid for the future. Each and every person who visits can make their own visit meaningful for them."

What did respondents say about the sensory aspects of the Memorial?

Three key themes arose from the open text responses around the potential sensory aspects of the Memorial.

Firstly, respondents were most likely to offer specific design suggestions of appropriate imagery or symbolism. These covered a wide range and included: a globe or sphere; a statue, sculpture or relief, of figures or of a family or group; symbols – for example, a hand of peace, an olive branch, a dove, or a designed tree. Other comments suggested the opportunity to interact with, or move through, the Memorial. The importance of an emotional engagement with the Memorial was mentioned by some. Others suggested light, sound or music, whilst others stressed the importance of a design that was inclusive of cultures, nationalities and even of the events that the Memorial was intended to mark. Again, the suggestion of allowing visitors to leave something at the Memorial was mentioned.

One respondent stressed the importance of “A memorial that provides multiple opportunities for engagement in a place where people are able to feel uninhibited in demonstrating their preference for remembrance.”

However, some respondents said that there was no need for sensory aspects at the Memorial, or that they had no view or opinion. And thirdly, there were those who mentioned the importance of touch and rough and smooth textures.

A number of secondary themes were raised in response to this question. Some respondents chose to stress the importance of a peaceful and quiet location.

Others thought that the natural environment – a garden, flowers, trees and water – should be a key focus. Respondents also mentioned the importance of seating at the Memorial. Some respondents wanted to suggest specific materials to be used. And the importance of sensory aspects was mentioned by respondents in terms of recognising the needs of people with disabilities, or with visual, hearing or physical impairments.

There were also a range of more minor themes in response to this question. Some respondents chose to stress the importance of including names on the Memorial.

“It is good to be able to touch the words written there, at the September 11 memorial we can touch the names. As there will be no names touching a meaningful epithet will suffice.” A respondent who had lost a loved one in a terrorist attack overseas.

Others referred to scent as having particular meaning, and other respondents answered this question by commenting in favour of the National Memorial Arboretum, or a geographically central location, or against London as the Memorial's site. Others stressed the importance of a design that is meaningful and sensitive to the families of victims.

What did respondents say about what would encourage them to visit the Memorial?

Five key themes arose from the open text responses exploring what would encourage visitors to the Memorial.

Firstly, respondents to this question were most likely to mention the importance of the ease of access to the Memorial, preferring a geographically central location with good transport links and parking. And secondly, there was a focus on the importance of providing a place of remembrance, contemplation and reflection: a quiet, peaceful and tranquil place for families to visit and reflect.

Thirdly, the benefit of being able to visit other memorials was highlighted, and this was mentioned often in relation to the National Memorial Arboretum – a number of respondents said that they already visited the Arboretum on a regular basis. Fourthly, some chose to comment in support of the National Memorial Arboretum as the location, and of its onsite facilities. And finally, a number of respondents said that they would not need encouragement to visit the Memorial.

A number of secondary themes were raised in response to this question, for example, the importance of the design and setting of the Memorial itself; and, the opportunity to hold annual events or individual services on anniversaries. Some respondents simply stated their intention to visit the Memorial as a mark of respect.

There were also a range of other more minor themes, including the suggestion that the Memorial would need publicising to encourage visitors. However, most of the issues were mentioned at other points within the consultation responses, such as the Memorial being meaningful and personal; the issue of names on the Memorial; and, the location of the Memorial.

What did respondents say about what would discourage them from visiting the Memorial?

Three key themes arose from the open text responses exploring what would discourage visitors to the Memorial.

Firstly, respondents to this question were most likely to say that nothing would discourage them from visiting the Memorial. Secondly, some respondents said that they would be discouraged from visiting if: there was poor access to the location due to poor transport links or the high cost of travelling; and, thirdly, if the Memorial were in London.

"My family and I would visit the Memorial even if there was nothing but a stone on the ground." A respondent who had lost a loved one in a terrorist attack overseas.

A couple of secondary themes were raised. Some respondents were concerned with issues around the Memorial's immediate environment – for example, if it were noisy, busy, crowded, or if many others were present at the Memorial, including media. And there were some concerns over the design; if it were to be overtly emotional, "corny" or "tacky". And some respondents were concerned about inappropriate representations, a modern or contemporary design, or a design that was "shocking" or "harsh".

There were also a range of more minor themes. Those who had lost a loved one were more likely to be discouraged from visiting if the Memorial was deemed to be impersonal, lacking names or events. There were some concerns about religious or political propaganda, or commercialism; or having to pay to see the Memorial – including for parking. And for some, there were concerns about safety or security or inadequate upkeep of the Memorial, once established. Finally, some respondents chose to comment in support of the National Memorial Arboretum.

We asked: “Once the memorial has been built, in the years to come, how would you like it to be used?” What did respondents say?

Three key themes arose from the open text responses exploring how respondents would like the Memorial to be used in the years to come.

Firstly, respondents were most likely to say that the Memorial should be a place of remembrance, contemplation and reflection: a quiet, peaceful and tranquil place for families to visit, and sit. Secondly, respondents noted that it would be good to have the opportunity to hold annual events, or individual services on anniversaries.

One respondent commented that the Memorial could be used “By individuals perhaps on anniversaries or other days; By organisations / associations related to particular acts of terrorism as a place to gather for mutual support.”

Another said: “...I don’t think it would be appropriate to hold lots of services at the memorial – it would be difficult to commemorate every act of terrorism”.

And thirdly, some respondents suggested that school visits and an educational programme would be important aspects of the Memorial.

One respondent with a professional interest said “if it is to be built at the Arboretum, educational facilities there will play an important part for the benefit of younger generation[s].”

A number of secondary themes were raised. These included using the Memorial as other memorials – for example at the National Memorial Arboretum – are used: for private and group visits. Some respondents felt that the Memorial would stand as a statement or symbol of defiance, to strengthen society and encourage unity against terrorism. And some referred to the importance of the Memorial being fully accessible and open to the public at all times.

There were also a range of more minor themes such as having the ability to leave something at the Memorial, for example, candles, flowers or wreaths. And some respondents considered that it was important to be inclusive across cultures and religions.

Overall, there was not a strong demand for a heavily managed or orchestrated programme of events at the Memorial. The overriding view, as expressed by one respondent was that the Memorial should be used “mainly as a place of quiet reflection and remembrance.” A respondent who had lost a loved one in a terrorist attack overseas said: “just to make it accessible for all the grieving families whenever they need to visit.”

The Government's response

The following are the main themes raised in our consultation, and the Government's responses to these themes.

1. The purpose of the Memorial

Main themes overall

Responses to the consultation have suggested that the Memorial should be a place of remembrance for not only the families but also for the public, or society, to pay respects. Respondents felt it right and fitting to remember victims.

Respondents felt that the Memorial should be as inclusive as possible: all victims of terrorism, including foreign nationals, victims of domestic as well as international terrorism, and those injured, both physically and mentally.

There were mixed views on whether the Memorial should receive equal treatment with the Armed Forces. Some respondents were comfortable with this, highlighting that civilians can be seen as victims of war, or on the 'front-line' of 'the War on Terror'. Some felt that international terrorism was akin to war and we should remember victims as we do service personnel.

The Government's response:

We are pleased that the consultation has shown strong support from the public. There was a clear sense that the Memorial should be a place of remembrance for the public, families and society as a whole to pay their respects to the victims of overseas terrorism. Respondents felt that it was right and fitting to create this Memorial. We hope that the Memorial will become a meaningful location for both families affected and the general public.

We have considered carefully the question of whether the Memorial should also represent the victims of domestic terrorism. We felt that respondents to the consultation were able to identify with the specific focus of a memorial to victims of overseas terrorism. We do not wish to confuse that purpose at this stage. We have no wish to upset those who feel that the Memorial should have a wider meaning, but have decided to focus on the victims of overseas terrorism, as we originally stated.

We do not make any comparison between our service personnel who put their lives at risk in the line of duty and in service to their country and victims of terrorism overseas, some volunteering as aid-workers overseas, or working or holidaying abroad. We do not accept the view of a minority of respondents that it is less appropriate to remember these victims. Our view is that a terrorist attack on British citizens is an attack on our country and our way of life.

2. The location of the Memorial

Main themes overall

Respondents expressed views on the Memorial's location, in favour of: the National Memorial Arboretum; an easily accessible, geographically central site; or, commenting against London as the location. In addition, being able to see other Memorials (at the National Memorial Arboretum) was mentioned. There were also specific objections to the Memorial being situated in London, and concerns about environmental issues, for example the site being noisy, busy, or crowded by the presence of others, including media.

The Government's response:

We have decided that the Memorial should be located at the National Memorial Arboretum in Staffordshire, and are delighted that the team at the Arboretum will work with us to develop and present the Memorial there.

3. Making the Memorial more personal or meaningful

Main themes overall

A key theme was support for a book of remembrance or condolence: open at the appropriate day, week, month, located in a chapel or tabernacle (including quotes or personal messages). Appropriate artistic or design solutions, enabling a personal interaction with the Memorial were suggested. In addition, names, dates, places and/or events were deemed to be important on the Memorial, or elsewhere – some respondents commenting that the Memorial would be meaningless without them. Some respondents mentioned the complexities of including names on the Memorial.

The Government's response:

Our intention is that the Memorial should stand for both past and future events. Making a clear determination of which events constitute a terrorist attack can be a complex legal matter. To include names and events on the Memorial would introduce a complexity which we think could cause greater upset to bereaved families. We consider that these complications are also inherent with a book of remembrance, and have noted some concerns about ensuring that such a book would remain up to date. We want everyone who feels the Memorial is the right place to honour their loved one to be able to do so.

We have very much noted the wishes of families in the consultation, but are concerned not to exclude any past individuals or events for which we do not have records; nor to subject future events to a complex process to determine their inclusion or exclusion. Families may wish to leave appropriate tokens of remembrance at the Memorial. Through this opportunity we believe the Memorial should provide meaning for as many of those who feel a connection with it as possible.

4. Sensory aspects of the Memorial

Main themes overall

A key theme was the suggestion of an appropriate artistic or design solution suggested to make the visit more meaningful. Specific design suggestions of appropriate imagery or symbolism, and specific materials to be used, were put forward.

The Government's response:

We agree that an appropriate and sympathetic design will be essential, and this could contribute significantly to creating meaning for visitors to the Memorial. We have decided to establish a panel with experience of commissioning art to help us select the right artist and design.

5. Discouraging and encouraging visits to the Memorial

Main themes overall

Issues such as a geographically central location and ease of access with parking and other facilities, were important themes for encouraging visits to the Memorial, and conversely, poor access was mentioned as a discouragement to visit.

In respect of encouraging visits to the National Memorial, a theme was that the design or setting of the Memorial itself would encourage visits and conversely, concerns about the design would be a discouragement for some. Respondents concerns included that the design would be overtly emotional, "corny", "tacky", including inappropriate representations, or would be modern, contemporary, "shocking" or "harsh".

The Government's response:

As mentioned, we have selected the National Memorial Arboretum as the location, which we believe will meet what respondents said would be important in encouraging visits to the Memorial.

Also as mentioned above, we are establishing a panel to help us deliver an appropriate and sympathetic design.

6. Using the Memorial in the future

Main themes overall

The main points raised in response to this question were that the Memorial should be a place of remembrance, contemplation and reflection. Respondents were more likely to suggest that the Memorial should be quiet and peaceful, a place of tranquillity and quiet reflection; and for families to visit, and sit.

Secondary points raised in response to this question were the opportunity to hold annual events, or individual services on anniversaries; and, that the Memorial could be used in some way to further education, for example, through the provision of school visits and an educational programme, or that the Memorial should convey an educational message.

The Government's response:

We are pleased that respondents have expressed a clear view that the Memorial should be a place of remembrance, contemplation and reflection: people were more likely to suggest that the Memorial should be quiet and peaceful, a place of tranquillity and quiet reflection; and for families to visit, and sit.

We believe that the location of the National Memorial Arboretum is more likely to deliver that experience to visitors.

We also acknowledge the potential demand to host annual events at the Memorial. The Government will organise an unveiling event at a suitable moment. In the future, given the range of potential anniversaries, we consider that it is best for families and others affected to organise their own events at the Arboretum. The Arboretum already offers a range of support packages to help groups organise their own events, and, in partnership with the Arboretum, we will ensure that information on these packages is made available.

The National Memorial Arboretum already offers a range of learning programmes, and tours of the Arboretum. For these to be successful, the learning outcomes related to individual memorials need to be clear; and agreeing a shared understanding takes time. Once the Memorial has been built, we suggest that the National Memorial Arboretum is able to respond to public engagement with the Memorial to determine whether there is scope to include the Memorial in future learning programmes.

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