

Results Summary

1. A – Information on your department

1. Have you ever assisted British nationals involved in terrorist incidents overseas?

		Response Percent		Response Total
1	Yes	100.00%	1	
2	No	0.00%	0	
		answered	1	
		skipped	0	

2. If you answered yes, how many times have you provided this assistance in the last two years?

		Response Percent		Response Total
1	Once	0.00%	0	
2	Two to three occasions	0.00%	0	
3	Four to five occasions	0.00%	0	
4	More than five occasions	100.00%	1	
5	Don't know	0.00%	0	
		answered	1	
		skipped	0	

3. Have you ever assisted British nationals involved in consular incidents overseas, other than terrorist incidents?

		Response Percent		Response Total
1	Yes	0.00%	0	
2	No	100.00%	1	
		answered	1	
		skipped	0	

4. If you answered yes, how many times have you provided this assistance in the last two years?

		Response Percent		Response Total
1	One to four occasions	0.00%	0	
2	Five to nine occasions	0.00%	0	
3	Ten to nineteen occasions	0.00%	0	
4	Twenty or more occasions	0.00%	0	
5	Don't know	0.00%	0	
		answered	0	
		skipped	1	

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2. B - The quality of the information the FCO provides

5. Have you ever contacted the FCO for information about EAM?

		Response Percent		Response Total
1	Yes	0.00%		0
2	No	100.00%		1
			answered	1
			skipped	0

6. If you answered yes, how clear was the information we provided on a scale of 1 to 10? (With 1 being very unclear and 10 being very clear.)

		Response Percent		Response Total
1	1	0.00%		0
2	2	0.00%		0
3	3	0.00%		0
4	4	0.00%		0
5	5	0.00%		0
6	6	0.00%		0
7	7	0.00%		0
8	8	0.00%		0
9	9	0.00%		0
10	10	0.00%		0
11	Don't know	0.00%		0
			answered	0
			skipped	1

7. How, if at all, do you think the quality of information we provide could be improved?

	Response Percent	Response Total
1 Open-Ended Question	0%	0
No answers found.		
	answered	0
	skipped	1

3. C – How the FCO assesses requests for EAM

8. How well do we communicate our decision-making criteria for assessing requests for EAM, on a scale of 1 to 10? (With 1 being very poor and 10 being excellent.)

		Response Percent		Response Total
1	1	0.00%		0
2	2	0.00%		0

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8. How well do we communicate our decision-making criteria for assessing requests for EAM, on a scale of 1 to 10? (With 1 being very poor and 10 being excellent.)

		Response Percent		Response Total
3	3	0.00%		0
4	4	0.00%		0
5	5	0.00%		0
6	6	0.00%		0
7	7	0.00%		0
8	8	0.00%		0
9	9	0.00%		0
10	10	0.00%		0
11	Don't know	0.00%		0
	answered			0
	skipped			1

Answers for: Why do you say that? 1 answers

12/02/15 3:45PM ID: 15062057 The qualifying criteria could be made clearer and definitive. British nationals qualify but the issue here is around the definition of a qualifying victim. A direct victim in the commonly accepted sense would be someone injured or killed as a result of an incident or their families. However if the primary victim was not British but they had a relative/dependant who was British then the case could be made that there was a British victim of a terrorist attack and that they may qualify for assistance under the EAM.

9. What factors do you believe should be taken into consideration when assessing requests for EAM? (Please tick all that apply.)

	Response Percent	Response Total
1 Age of person requesting assistance	0.00%	0
2 Nationality of person requesting assistance	0.00%	0
3 Nationality of person directly affected by terrorist incident (if relative is requesting assistance)	0.00%	0
4 Relationship to person directly affected by terrorist incident (if relative is requesting assistance)	0.00%	0
5 Country where incident occurred	0.00%	0
6 Other (please specify):	100.00%	1
	answered	1
	skipped	0
	1 answers	

Answers for: Other (please specify):

12/02/15 3:45PM ID: 15062057 it is right that EAM is considered on a case by case basis

4. D – Eligibility for EAM

10. Are you aware of any specific groups of people who are excluded from accessing EAM?

	Response Percent		Response Total
1 Yes	0.00%		0
2 No	100.00%		1
3 Don't know	0.00%		0

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10. Are you aware of any specific groups of people who are excluded from accessing EAM?

	Response Percent		Response Total
answered		1	
skipped		0	

11. If you answered yes, which groups do you think are currently excluded and do you think they should be included?

	Response Percent		Response Total
1 Open-Ended Question	0.00%	0	
No answers found.			
answered		0	
skipped		1	

12. Has your department ever been approached to support relatives of non-British victims of terrorist attacks overseas?

	Response Percent		Response Total
1 Yes	100.00%	1	
2 No	0.00%	0	
3 Don't know	0.00%	0	
answered		1	
skipped		0	

5. E – The level of assistance the FCO provides

13. What type of assistance do you think victims of terrorist incidents overseas and their families need most?

	Response Percent		Response Total
1 Consular support in-country	100.00%	1	
2 Medical support	100.00%	1	
3 Expenses, e.g. flights, hotels	100.00%	1	
4 Repatriation	100.00%	1	
5 Advice and contacts	100.00%	1	
6 Helplines and support groups	100.00%	1	
7 Other (please specify):	100.00%	1	
	answered	1	
	skipped	0	
Answers for: Other (please specify):		1 answers	

1 12/02/15 3:45PM compensation for injuries and bereaved families as is done under the Victims of Overseas Terrorism Scheme 2012
ID: 15062057

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14. Thinking about the times when the FCO has offered assistance to victims of terrorist incidents overseas, are there any additional services that you think the FCO should offer?

	Response Percent	Response Total
1 Open-Ended Question	0.00%	0
No answers found.		
	answered	0
	skipped	1

6. F – Services offered by Other Government Departments and External Partners

15. Which services, if any, does your department provide to victims and their families? (Please tick all that apply.)

	Response Percent	Response Total
1 Assistance in-country	0.00%	0
2 Medical support	0.00%	0
3 Expenses, e.g. flights, hotels	0.00%	0
4 Repatriation	0.00%	0
5 Advice and contacts	0.00%	0
6 Helplines and support groups	0.00%	0
7 Other (please specify):	100.00%	1
	answered	1
	skipped	0

Answers for: Other (please specify):

1 answers

12/02/15
 1 3:45PM
 ID: 15062057
 Government funded compensation under the Victims of Overseas Terrorism Scheme, emergency funds under the British red Cross Relief Fund and victims are entitled to enhanced services by CJ agencies under the Code of Pracrice for Victims

16. Are there any external partners who provide additional or complementary services to those your department provides?

		Response Percent	Response Total
1	Yes	100.00%	1
2	No	0.00%	0
		answered	1
		skipped	0

Answers for: If you answered yes, please state the organisations and the services they provide:

1 answers

12/02/15 3:45PM
 1 ID: 15062057
 British red Cross- administrayion of the British red Cross relief Fund
 Victim Support Homicide service

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17. How, if at all, do you think the FCO's use of OGDs and external partner services could be developed?

	Response Percent	Response Total
1 Open-Ended Question	100.00%	1
1 12/02/15 3:45PM ID: 15062057	To provide better information of how to access support and in particular the EAM and BRC Relief Fund as these two can be confused with one another.	
	answered	1
	skipped	0

7. G – Consistency of applying FCO consular policy

18. Thinking about when EAM policy is applied, do you think the FCO is as consistent in applying EAM policy, as it is in applying other regular consular assistance policy?

	Response Percent	Response Total
1 Yes	0.00%	0
2 No	0.00%	0
3 Don't know	100.00%	1
	answered	1
	skipped	0

19. If you answered no, why do you say that? (Please give examples if appropriate.)

	Response Percent	Response Total
1 Open-Ended Question	0.00%	0
No answers found.		
	answered	0
	skipped	1

8. H – Anything else

20. Is there anything else that you would like to add about the EAM policy?

	Response Percent	Response Total
1 Open-Ended Question	100.00%	1
1 12/02/15 3:45PM ID: 15062057	Ultimately it is for the FCO to consider the eligibility criteria for the EAM. Although the use of the term victim affected by terrorism means that the potential scope is broad.	
	answered	1

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20. Is there anything else that you would like to add about the EAM policy?

	Response Percent	Response Total
skipped	0	

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