

# Exceptional Assistance Measures (EAM) Review - Questionnaire for External Partners

## 1. A – Information on your organisation

1. Has your organisation ever assisted British nationals involved in terrorist incidents overseas?

		Response Percent		Response Total
1	Yes	100.00%	6	
2	No	0.00%	0	
		answered	6	
		skipped	4	

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

		Response Percent		Response Total
1	Once	0.00%	0	
2	Two to three occasions	50.00%	3	
3	Four to five occasions	0.00%	0	
4	More than five occasions	33.33%	2	
5	Don't know	16.67%	1	
		answered	6	
		skipped	4	

3. Has your organisation ever assisted British nationals involved in consular incidents overseas, other than terrorist incidents?

		Response Percent		Response Total
1	Yes	100.00%	5	
2	No	0.00%	0	
		answered	5	
		skipped	5	

4. If you answered yes, how many times has your organisation 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	25.00%	1	
3	Ten to nineteen occasions	0.00%	0	
4	Twenty or more occasions	50.00%	2	
5	Don't know	25.00%	1	
		answered	4	

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

	<b>Response Percent</b>	<b>Response Total</b>
skipped		6

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

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

		<b>Response Percent</b>		<b>Response Total</b>
1	Yes	33.33%		2
2	No	66.67%		4
			answered	6
			skipped	4

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.)

		<b>Response Percent</b>		<b>Response Total</b>
1	1	0.00%		0
2	2	0.00%		0
3	3	0.00%		0
4	4	0.00%		0
5	5	33.33%		1
6	6	0.00%		0
7	7	0.00%		0
8	8	33.33%		1
9	9	0.00%		0
10	10	0.00%		0
11	Don't know	33.33%		1
			answered	3
			skipped	7

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

		<b>Response Percent</b>		<b>Response Total</b>
1	Open-Ended Question	100.00%		1
			answered	1
			skipped	9

26/01/15  
1 3:33PM  
ID: 14532205

Ensuring that understanding on the part of officials in overseas missions of EAM is very clear. Perhaps separating out information on EAM into a short leaflet that sits alongside Support for British Nationals Abroad.

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**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.)

		<b>Response Percent</b>		<b>Response Total</b>
1	1	0.00%		0
2	2	0.00%		0
3	3	0.00%		0
4	4	20.00%		1
5	5	0.00%		0
6	6	0.00%		0
7	7	0.00%		0
8	8	20.00%		1
9	9	0.00%		0
10	10	0.00%		0
11	Don't know	60.00%		3
			answered	5
			skipped	5

**Answers for:** Why do you say that? 2 answers

- 26/01/15 3:33PM ID: 14532205 When calls are made to the incident room following an incident, information should be provided to callers concerning EAM. The onus should not be on the caller to find out. Not sure if it is made sufficiently clear as to what support may be available..
- 02/02/15 2 6:06PM ID: 14761555 The EAM team does not communicate with **(REDACT)**

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

	<b>Response Percent</b>	<b>Response Total</b>
1 Age of person requesting assistance	57.14%	4
2 Nationality of person requesting assistance	71.43%	5
3 Nationality of person directly affected by terrorist incident (if relative is requesting assistance)	57.14%	4
4 Relationship to person directly affected by terrorist incident (if relative is requesting assistance)	71.43%	5
5 Country where incident occurred	71.43%	5
6 Other (please specify):	28.57%	2
	answered	7
	skipped	3

**Answers for:** Other (please specify): 2 answers

- 02/02/15 2 6:06PM ID: 14761555 If the terrorist incident involves a British National killed abroad, that should be the ONLY criteria for assessing requests for EAM. The age of the person requesting assistance etc is irrelevant.
- 2 17/02/15

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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**

8:52PM  
ID: 15198998

**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	57.14%	4
2	No	14.29%	1
3	Don't know	28.57%	2
		answered	7
		skipped	3

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	100.00%	4
	26/01/15		
1	3:15PM	British nationals affected by an incident overseas in which a non-British family member is killed. Yes, I think they should be included.	
	ID: 14530946		
	26/01/15		
2	3:33PM	British nationals whose family members are of another nationality and have been killed or injured in a terrorist attack or other form of incident overseas.	
	ID: 14532205	British nationals should be included as entitled to EAM whatever the nationality of the family member.	
	26/01/15		
3	4:01PM	British relatives of non-British victims of terrorism	
	ID: 14533654		
	17/02/15		
4	8:52PM	Are perpetrators relatives included - I was not sure? No view here although it may be open to challenge under HRA legislation	
	ID: 15198998		
		answered	4
		skipped	6

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

**Response Percent      Response Total**

1	Yes	71.43%	5
2	No	14.29%	1

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

	<b>Response Percent</b>	<b>Response Total</b>
3 Don't know	14.29%	1
	answered	7
	skipped	3

**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?

	<b>Response Percent</b>	<b>Response Total</b>
1 Consular support in-country	100.00%	7
2 Medical support	85.71%	6
3 Expenses, e.g. flights, hotels	100.00%	7
4 Repatriation	85.71%	6
5 Advice and contacts	100.00%	7
6 Helplines and support groups	85.71%	6
7 Other (please specify):	57.14%	4
	answered	7
	skipped	3

**Answers for: Other (please specify):**

4 answers

- 1 26/01/15 3:15PM  
ID: 14530946
- 2 26/01/15 3:33PM  
ID: 14532205 Please note, all of these forms of assistance may well be needed.
- 3 02/02/15 6:06PM  
ID: 14761555 UK police, Coroner, VS National Homicide Service, Trauma counselling.
- 4 17/02/15 8:52PM  
ID: 15198998 Return of personal effects [see NAO report after Tsunami]

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?

	<b>Response Percent</b>	<b>Response Total</b>
1 Open-Ended Question	100.00%	2
1 26/01/15 3:33PM ID: 14532205		
	A careful balance needs to be struck between what may be referred to by the FCO as 'managing expectations' and delivering a service that British nationals should be able to expect from their government following extreme events. The emphasis should be on 'what we can do for you', followed by information on what may not be possible, or within the UK government's gift, not the opposite which in our experience does happen. Better links should be established, and signposting offered to sources of support in the UK for UK nationals who have been caught up in an incident themselves when those individuals return to the UK. We are not confident that people are routinely referred to the Disaster Action website.	

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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?

		<b>Response Percent</b>	<b>Response Total</b>
02/02/15			
2 6:06PM	Assistance must be offered to victims of terrorist incidents consistently. Additional services are out there, families need to be told about them. One family who came to us was not told about (REDACT) and therefore did not get a (REDACT) nor access to (REDACT)		
ID: 14761555			
	answered		2
	skipped		8

**6. F – External partners and services**

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

		<b>Response Percent</b>	<b>Response Total</b>
1	Assistance in-country	33.33%	2
2	Medical support	16.67%	1
3	Expenses, e.g. flights, hotels	33.33%	2
4	Repatriation	16.67%	1
5	Advice and contacts	100.00%	6
6	Helplines and support groups	83.33%	5
7	Other (please specify):	16.67%	1
	answered		6
	skipped		4
<b>Answers for:</b>	Other (please specify):		1 answers

26/01/15 3:33PM ID: 14532205 Extensive relevant resources on (REDACT); information on legal complexities (not advice, but guidance on where the right kind of legal advice can be accessed); guidance on dealing with the media; ongoing emotional and practical support and signposting to specialist services as required.

16. Are there any other organisations who provide additional or complementary services to those your organisation provides?

		<b>Response Percent</b>	<b>Response Total</b>
1	Yes	50.00%	2
2	No	50.00%	2
	answered		4
	skipped		6
<b>Answers for:</b>	If you answered yes, please state the organisations and the services they provide:		1 answers

26/01/15 3:33PM ID: 14532205 (REDACT), though normally for individual traumatic events not major incidents.

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16. Are there any other organisations who provide additional or complementary services to those your organisation provides?

**Response Percent**

**Response Total**

**( REDACT )**

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

**Response Percent**

**Response Total**

1	Open-Ended Question	100.00%	3
	26/01/15		
1	3:33PM ID: 14532205	Standing stakeholder consultation group could be reconstituted.	
	02/02/15		
2	6:06PM ID: 14761555	Reinstating the FCO Stakeholder Panel so that the many organisations who support homicide victims (by terrorists or common criminals) are themselves aware of what is available from the FCOs funded external partners. Maybe with the imminent setting up of the Access to Justice Unit a Stakeholder panel is feasible.	
	17/02/15		
3	8:52PM ID: 15198998	Continue to develop travel and tour links	
		answered	3
		skipped	7

**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%	6
		answered	6
		skipped	4

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

**Response Percent**

**Response Total**

1	Open-Ended Question	100.00%	1
1	02/02/15	Q18 above assumes that other regular consular assistance is consistent and we know, following the Foreign Affairs Committee Inquiry, that for those affected	

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

		Response Percent	Response Total
6:06PM ID: 14761555	by murder and manslaughter the assistance policy is not applied consistently. Hopefully with the advent of the AJU, this will improve.		
	answered		1
	skipped		9

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%	3
26/01/15 3:15PM 1 ID: 14530946	British nationals who lose non-British family members are currently offered no support. This seems illogical given that they are British and may be in need of assistance during a terrible time. Without this assistance it's difficult for them to even know what options are available to them in terms of support. Changing this policy may be the difference between enabling someone to cope with what comes next, or not.		
26/01/15 3:33PM 2 ID: 14532205	The policy is clearly open to interpretation depending on the circumstances of an incident. I would reiterate that there should be clear channels of communication with stakeholders concerning policy, and with potential and actual beneficiaries of the policy.		
26/01/15 4:01PM 3 ID: 14533654	The policy excludes support for British relatives of non-British victims of terrorism. I have been in this situation myself, which made my already difficult situation far more complicated and hard to manage, especially as no other support was available to me.		
	answered		3
	skipped		7

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