

Results Summary

1. A – Information on your FCO role

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

		Response Percent		Response Total
1	Yes	77.78%	7	
2	No	22.22%	2	
		answered	9	
		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	57.14%	4	
3	Four to five occasions	14.29%	1	
4	More than five occasions	28.57%	2	
5	Don't know	0.00%	0	
		answered	7	
		skipped	2	

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

		Response Percent		Response Total
1	Yes	88.89%	8	
2	No	11.11%	1	
		answered	9	
		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	28.57%	2	
3	Ten to nineteen occasions	14.29%	1	
4	Twenty or more occasions	42.86%	3	
5	Don't know	14.29%	1	
		answered	7	
		skipped	2	

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

5. Have you ever sought guidance on the FCO's EAM policy?

		Response Percent		Response Total
1	Yes	55.56%		5
2	No	44.44%		4
		answered		9
		skipped		0

6. If you answered yes, how clear was the information you received 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	20.00%		1
6	6	20.00%		1
7	7	20.00%		1
8	8	20.00%		1
9	9	20.00%		1
10	10	0.00%		0
11	Don't know	0.00%		0
		answered		5
		skipped		4

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	100.00%		8
	27/01/15			
1	5:20PM ID: 14535119		Clarity on how the decision is made and what the family can be told	
	26/01/15			
2	4:28PM ID: 14535214		decisions need to be taken more quickly. a standard format for what is 'on offer' would also be helpful	
	26/01/15			
3	4:31PM ID: 14535244		Ministerial decisions requested and clearly communicated at teh early stages of a crisis	
	26/01/15			
4	9:47PM		What I have read is well written but I see how we've been challenged on this given that the wording says that it applies to British Nationals affected by terrorist incidents overseas. It doesn't explicitly state it shouldn't apply if the BN is outside the country where the terrorist incident took place	

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

	Response Percent	Response Total
ID: 14542109 27/01/15 5 4:42PM	Not in a position to provide a view.	
ID: 14568529 16/02/15	1. Better communicated that it exists to all consular staff.	
6 1:07PM	2. Easier to find.	
ID: 14753947	3. Increase understanding of how to get it approved.	
02/02/15	1) Communicate the existence of the policy more broadly within the Consular community	
7 9:17PM	2) Make clearer who can approve the application of EAM.	
ID: 14772448		
08/02/15		
8 11:57PM	A clear guide - akin to the normal chapters of consular guidance, owned by the policy team (with CMD updating)	
ID: 14940757		
	answered	8
	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
3 3	0.00%	0
4 4	25.00%	2
5 5	0.00%	0
6 6	12.50%	1
7 7	12.50%	1
8 8	12.50%	1
9 9	0.00%	0
10 10	0.00%	0
11 Don't know	37.50%	3
	answered	8
	skipped	1

Answers for: Why do you say that? 3 answers

1 26/01/15
4:31PM There seems to be confusion among CMD staff interms of what's possibel and what isn't. Clearer guidance needed for core staff needed ton improve departmental messaging

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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
ID: 14535244		
26/01/15		
2 9:47PM		
I've rad what's on .GOV.UK but have no idea how it is perceived by readers		
ID: 14542109		
02/02/15		
3 9:17PM		
It is clear that it will be discretionary, but because of that, it seems we cannot know exactly when it would be applicable and not. Would like to know how much past precedent dictates the approval of an EAM submission to ministers.		
ID: 14772448		

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	75.00%	6
2 Nationality of person requesting assistance	87.50%	7
3 Nationality of person directly affected by terrorist incident (if relative is requesting assistance)	87.50%	7
4 Relationship to person directly affected by terrorist incident (if relative is requesting assistance)	100.00%	8
5 Country where incident occurred	50.00%	4
6 Other (please specify):	25.00%	2
	answered	8
	skipped	1
	2 answers	

Answers for: Other (please specify):

1 26/01/15 9:47PM		
ID: 14542109	Do they really require assistance, they may be able to resource the required assiatnce on their own	
2 08/02/15 11:57PM		
ID: 14940757	The situation of the person affected: do they have family around them etc	

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	12.50%	1
2 No	62.50%	5
3 Don't know	25.00%	2
	answered	8
	skipped	1

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

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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%	1
1 08/02/15 11:57PM ID: 14940757 Non-BNs		
	answered	1
	skipped	8

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

	Response Percent	Response Total
1 Yes	50.00%	4
2 No	50.00%	4
3 Don't know	0.00%	0
	answered	8
	skipped	1

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%	8
2 Medical support	75.00%	6
3 Expenses, e.g. flights, hotels	62.50%	5
4 Repatriation	87.50%	7
5 Advice and contacts	62.50%	5
6 Helplines and support groups	37.50%	3
7 Other (please specify):	0.00%	0
	answered	8
	skipped	1

Answers for: Other (please specify):
No answers found.

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	100.00%	5
1 27/01/15 5:20PM More money		

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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
	ID: 14535119		
2	26/01/15 4:28PM ID: 14535214	support to their family members during eg seige situations needs more resource and exercising	
3	26/01/15 4:31PM ID: 14535244	No	
4	26/01/15 9:47PM ID: 14542109	Support with the media	
5	08/02/15 11:57PM ID: 14940757	Counselling through the ICRC on the ground. And a similar arrangement in the UK (not simply NHS/GPs)	
		answered	5
		skipped	4

6. F – External partners and services

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

		Response Percent	Response Total
1	Yes	100.00%	8
2	No	0.00%	0
		answered	8
		skipped	1
		6 answers	

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

- 1 26/01/15 4:28PM
ID: 14535214 Red Cross; MoJ VOTCS; Victim Support
- 2 26/01/15 4:31PM
ID: 14535244 Hostage UK, SO15
- 3 26/01/15 9:47PM
ID: 14542109 Police, Red Cross, Victim Support
- 4 02/02/15 9:17PM
ID: 14772448 I've replied yes, because I'm sure there are, but I am not familiar with any at this point.
Would suggest that insurance industry could be one, another med-evac companies, trauma and victim support groups.
- 5 03/02/15 5:48PM
ID: 14807031 Victim Support, Police
- 6 08/02/15 11:57PM Hostage UK

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

	Response Percent	Response Total
ID: 14940757 ICRC		

16. 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%	4
27/01/15		
1 5:20PM		
ID: 14535119		
26/01/15		
2 9:47PM		
ID: 14542109		
02/02/15		
3 9:17PM		
ID: 14772448		
08/02/15		
4 11:57PM		
ID: 14940757		
	answered	4
	skipped	5

7. G – Consistency of applying FCO consular policy

17. 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	25.00%	2
3 Don't know	75.00%	6
	answered	8
	skipped	1

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

	Response Percent	Response Total
1 Open-Ended Question	100.00%	2

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

		Response Percent	Response Total
26/01/15 1 4:31PM ID: 14535244	Because it depends on whether an incident is judged to be terrorist related or not, which is often subjective and almost always fluid. It often takes much longer for people to be able to access this kind of help than regular consular response. Some people don't get it at all		
08/02/15 2 11:57PM ID: 14940757	Because once you make an exception it gets more difficult - given Ministerial concerns. Precedent is always difficult to find. And never the same		
	answered		2
	skipped		7

8. H – Anything else

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

	Response Percent	Response Total
1 Open-Ended Question	0.00%	0
No answers found.		
	answered	0
	skipped	9

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