

# The Manchester Experience

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# Context

- On 22nd May 2017 at 10.31pm a suicide bomber detonated a device in Manchester Arena; capacity of 21,000, mainly young people and parents.
- A Multi Agency response led by GMP was activated immediately, supported by AGMA/MCC civil contingencies, and 24 hour command centre established at GMP Force HQ. Largest and most complex incident Manchester has ever dealt with.
- Consequence management hub established within to monitor impact at local level
- Response phase remained live until 1st June 2017, moving formally into recovery phase led by MCC.
- Recovery plan has 5 key sub-groups;
  - Welfare and health ( humanitarian aspects and including post discharge support)
  - Community (Community Impact undertaken – work will focus particularly on community cohesion aspects)
  - Business (economic)
  - Communications (consistency in messages and reassurance)
  - Finance (costs and donations fund)



# The Immediate Response

- Gold Command plans activated. Social Care managers on site 23:45hrs
- ASC volunteers begin to arrive 01:00hrs
- Rest centre to receive families of those involved set up 02:00hrs - key role was to receive distressed relatives taking their details keeping them informed whilst keeping the media at bay
- 06:30hrs first of the families arrived
  - Key role was to support offer food, drinks, access to IT, toiletries, medication etc.
  - Also key to keep them in one place as they were frantic, so was lots driving around the hospitals looking for their families.
  - Extra support given by British Red Cross
- 13:30hrs GMP notified centre staff known 22 deaths and that team were on there way to interview families.
- The last family arrived at 14:30hrs to report an 8 year old missing.
- 15:30hrs GMP arrived to inform the families they had now identified some of the victims and began to move relatives of the victims to another area of the rest centre to speak to them



# Staff Voices –the first 12 hours

*“The wait from 6.30am to the GMP meeting the families was one of the worst things to manage as the families were becoming more and more distraught for news”*

*“The next 2 hours were very difficult as families started to come to terms with the fact their relative was not coming home”*

*“I heard the news and just got in my car; I had to get there and help!”*

*“It was difficult to manage family expectations because of the fake news and trolling on Facebook”*

*“by now it was clear that GMP knew the identities of the bodies and the families in the room could feel it too some people were physically sick”*



# Operational Phase

In the following weeks a number of activities took place:

- Further 5 respite centres were set up to support families
- Support, in particular determining peoples post discharge care
- A small co-ordination and liaison team was initiated. Main aim was to work with the hospitals to determine how advanced each individual's discharge plan was, provide support to develop their plan, initiate community support where appropriate and work with the patient, family and hospital in order to identify an appropriate Lead Worker.
- For the severely injured this would include specialist rehabilitation and specialist social care and mental health services. The scope of the services to be co-ordinated via this route would include but not be limited to:
  - Ongoing secondary health care requirements
  - Primary Care Services
  - Mental Health support for all those affected
  - Community Health Services
  - Social Care Services
  - Counselling and Support Services



# Moving into Recovery

- Employee Assistance Programme set up
- City HUB set up to support wider population who may have been responders
- First responders met with the Leader of the Council and the Mayor
- The Prince of Wales and Duchess of Cornwall met with the responders
- Lessons learned sessions were held
- Staff were invited to and supported families on they day they came to the council meeting to hear Ariana Grande was to be made a honorary Manchester citizen followed by a reception
- This was the first time families and first responders had met since the incident.



People are still being supported who are in hospital and the employee assistance programme continues to offer support those who have been affected.

*“although we found this difficult it helped in the healing process as the families were wonderful with us”*

*Jill and Nicky, staff members who were there for the first 12+ hours*

# Final Thoughts

- Lessons learned from health and social care perspective will be shared.
- Response from the staff, volunteers and local business was amazing but it is important that staff need support as well as.
- There is a need to have events which help with healing process.



22<sup>nd</sup> May 2017



***“Always remember.  
Never forget.  
Forever Manchester.”***