

After a terrorist attack

Support available to anyone affected by the attacks in Mumbai

Aftercare – a series of web pages have been developed on the Directgov website that provide practical help and support following a major incident. These may be helpful if you have been affected by the attacks in Mumbai

www.direct.gov.uk/helpafterincident

The 7th July Assistance Centre and helpline were set up immediately after the London bombings as a single point of information and assistance for all those affected. The Centre has agreed to extend its support to those affected by the attacks in Mumbai. The centre's phone lines are secure and private and can provide emotional support, advice and information to those in need of assistance.

helpline: 0845 054 7444 / from abroad +442084517010

website: www.7julyassistance.org.uk

email: jo.best@7julyassistance.org.uk

Counselling is available through the NHS. You should go and see your GP in the first instance. The NHS should be your first point of contact for any ongoing medical support that is required.

Financial Support

The British Red Cross Relief Fund can provide immediate financial assistance to British residents who have been seriously injured or bereaved by terrorist attacks abroad.

For further information contact: **0800 072 5415**

If this disaster leaves you needing long-term financial support once you get home, your Local Authority social services can provide advice on how to obtain it.

There are various insurance policies that may cover you in the event of a major incident, such as personal accident insurance. Contact your insurer to find out if you are eligible.

Other useful helplines and websites

Foreign and Commonwealth Office The FCO can be contacted via their switchboard - 0207 008 1500

The Department for Culture, Media and Sport has responsibility within the Government for supporting UK victims of disasters. If you are having difficulty accessing any of the services above, or if you have any further questions about the support that may be available, you should contact the Department. Write to the Humanitarian Assistance Unit, DCMS, 2-4 Cockspur Street, London SW1Y 5DH, email hau@culture.gsi.gov.uk or ring **020 7211 6200** and ask to speak to someone in the Unit.

The **British Red Cross** - www.redcross.org.uk – has trained volunteers on standby to offer practical support and comfort to people affected by tragedies overseas. Contact its UK switchboard on **0870 170 7000**

Disaster Action - www.disasteraction.org.uk/ - offers support to bereaved and survivors of major disasters and other events. All members of Disaster Action have themselves been affected by major disasters. The website provides a series of leaflets offering advice and information. The website also provides contact details for further advice – Disaster Action does not run a 24 hour phone line, but there is always an answering service.

Guidance on dealing with the media

There is likely to be increased media interest following the attacks in Mumbai. Below are some tips that may help you when dealing with the media.

If you do NOT wish to speak to the media:

- You are under no obligation to speak to the media. Tell them you do not want to speak to them, perhaps saying something like:

“I do not wish to speak to the media about this issue. I will not be speaking to you or any other journalist about it. I understand that under the Press Complaints Commission Code of Practice you must not persist in contacting me if I have asked you to stop.”

If you still feel that you are being harassed, contact the Press Complaints Commission immediately.

Helpline: 0845 600 2757 or 0131 220 6652 (if calling from Scotland); 0292 039 5570 (if calling from Wales)

Email: complaints@pcc.org.uk

Similarly, if the media turn up at your home you are under no obligation to admit them. If you do not wish to answer your door, pin a short note to it saying that you do not wish to speak to journalists and do not want to be disturbed.

If you DO wish to speak to the media:

You should consider the following if you decide you do wish to speak to the media:

- always make a note of the journalist's name, media organisation and contact phone number at the outset
- consider appointing somebody as a spokesperson for you/your family - this could be a relative, friend, your solicitor or other trusted representative. Some support groups have appointed media liaison people who will field questions on behalf of the support group
- don't do anything in a hurry, whatever the journalist says about deadlines. Ask them what they want to talk to you about; ask them to write down the questions they want to ask you; give yourself time to think about what you want to say; write down your answers; ask the journalist to ring you back at a specified time
- ask if you can see what they wish to quote from you before it goes to press - they may not do this, but it will alert them to your concerns about what they are going to publish
- never say anything “off the record” unless both you and the journalist have a shared understanding of what this means
- be aware that your comments or quotes may be used in a context you did not intend, even though they are accurately reported.