SUMMARY OF REPORT:

The report highlights the health and care input during the immediate response and recovery phases following on the Manchester Arena incident on 22 May 2017. This includes the delivery of actions within the Health and Welfare plan focused on identifying and ensuring provision of appropriate immediate and longer term psychological, physical, practical and social support for those affected and their families.

KEY MESSAGES

The immediate health response saw 65 ambulances deployed to the scene of the incident within 31 minutes.

In total 59 individuals were taken to local hospitals depending on their particular injuries and which hospital was most suitable.

Now in recovery phase the health and care response is providing support to bereaved families, individuals injured as a result of the incident and public service staff involved in the response.

A GM Resilience Hub has been established to provide support for people psychologically affected by the incident.

Following the independent review lessons learnt will be used to inform responses to any potential future incidents.

PURPOSE OF REPORT:

To provide an update for Strategic Partnership Board on the health and care input in response to the Manchester Arena Incident.
RECOMMENDATIONS:

The Strategic Partnership Board is asked to:

- Note the health response to the Manchester Arena incident during the immediate and recovery phases
- Note the actions delivered through the Welfare and Health plan in particular the establishment of the GM Resilience Hub
- Note the involvement in the independent review and lessons learnt process which will influence responses to future incidents

CONTACT OFFICERS:

Nicky O’Connor, Chief Operating Officer, GMHSC Partnership
nicky.oconnor@nhs.net
1.0 BACKGROUND

1.1. On the evening of 22 May 2017 an explosion was reported at the Manchester Arena resulting in 22 deaths and around 200 casualties, many of which were serious, life-changing injuries.

1.2. The Civil Contingencies Act and the Health & Social Care Act set out the responsibility to ensure effective coordination of the NHS in an emergency situation in Greater Manchester this is delegated to The Greater Manchester Health & Social Care Partnership (GMHSC Partnership). In line with this GMHSC Partnership has standing arrangements to ensure it can assume effective command and control of the NHS in response to an emergency affecting GM and these were put into effect following the incident.

1.3. As time progresses, the immediate emergency response phase moves into a recovery phase, at this point the Police hand over the overall coordination responsibility to a Local Authority, in this case Manchester City council. The GMHSC Partnership continues to hold the accountability for the effectiveness of the NHS contribution within GM.

2.0 GM RESPONSE

2.1. Immediate Emergency Response Phase

2.1.1. North West Ambulance Service (NWAS) was the point of contact for the NHS during the immediate response and as per standing procedures they alerted GMHSC Partnership via the on-call team. At this point the GM on-call team took over as the Tactical and Strategic Commanders with immediate effect, responsible for the overall coordination of the GM NHS response.

2.1.2. NWAS responded extremely efficiently to the incident deploying 65 ambulances to the scene within 31 minutes. A major incident was declared and our Acute Trusts put on standby to receive casualties in line with our agreed Mass Casualty Patient Dispersal Framework. This ensured casualties were successfully directed to the right hospitals for their specific injuries. In total, 59 patients were taken by ambulance from the scene to hospitals within Greater Manchester.

2.1.3. Wider considerations were actively pursued such as auditory and blood borne virus risks and processes put into place with partner agencies to mitigate those. Additional support was sought and provided from NHS England nationally to focus expertise on ballistic injuries and specialist equipment.

2.1.4. Throughout this phase patient data was obtained from Acute Trusts initially twice daily, and subsequently once daily from 27 May 2017 until there was a formal handover to the recovery phase on the 31 May 2017. This data helped to ensure a collective response from services across GM.
2.1.5. Media interest on a national and international scale was high, this alongside a number of VIP visits to the conurbation placed additional demands on all services responsible for supporting the injured and their families.

2.2. **Recovery Phase**

2.2.1. As set out in the GM Recovery Guidance, the coordination responsibility passed from Greater Manchester Police to the Local Authority for the recovery phase on 31 May 2017.

2.2.2. Although the immediate response phase was stood down the impact for the injured, their families and GM health and social care has continued. The ongoing remedial treatment and psychological support needs are likely to be a significant factor some time to come.

2.2.3. GMHSC Partnership continued to take the lead in coordinating the health response, working closely with colleagues from the GM Clinical Commissioning Groups and healthcare providers to ensure a high standard of care and support was given to those affected by the incident.

2.2.4. Within this phase of the operation a Recovery Coordination Group has been established to develop a recovery action plan with a specific work stream on welfare and health aimed at identifying and ensuring provision of appropriate immediate and longer term psychological, physical, practical and social support for:

- Bereaved families
- Injured and their families, ranging from those with minor to life changing injuries
- Children and young people
- Public service staff including CVS
- The wider audience at the arena and their families
- Wider public

3.0 **WELFARE AND HEALTH PLAN**

3.1. There are a number of specific areas contained within the welfare and health plan that have already been delivered:

- **Data** – during the initial phases of the recovery work a number of services collated lists of individuals affected by the arena attack. It was acknowledged there would be duplication of individuals across these lists. As a result a single database has been developed. The content will be continually reviewed as more people come forward with psychological issues for example.
• **Coordination and liaison team** – this team worked with hospitals to identify patients who have had at least an overnight stay. Assurance has been given that a long term commitment has been made to all of those admitted to hospital following the incident, particularly those with the most serious / life changing injuries. This team will continue to provide ongoing support and assurance in the months and years to come.

• **Staff welfare** – It was clear in the aftermath of the arena attack there would be a need to provide swift, high quality welfare to staff from all partners involved. An Employee Assistance Programme offering structured counselling has been established both for those who had friends and family directly involved and those individuals who had worked as immediate responders.

• **GMP Family Liaison Officers and Survivor Assistance Network** – FLOS have had direct engagement with the bereaved families and provided consistent support and contact. The creation of a Yammer account for the injured and bereaved has been helpful in sharing updates and information. The Survivors Assistance Network, which receives resources from the Ministry of justice to support victims of terrorism, have facilitated the Yammer network and provided case workers for those who have been referred of self-referred.

• **Website development** – An immediate web presence on the Manchester City council web site was established to provide a quick point of reference. Subsequently a bespoke web site acting as a cross agency information hub has been developed which launch in August 2017. It is intended this is further developed into an interactive site allowing individuals to register and set up their own networks. The site will also link to the We Love Manchester Fund.

• **Arena Reopening** – The Arena was reopened on 09 September 2017. A quiet room was provided for those bereaved families and injured.

• **Family conference** – Three full day conferences to share information with victims of the attack have been held. These were aimed at providing an update on the police investigation as well as providing information on the Emergency Fund, Resilience hub (see below) and the upcoming independent review.

### 3.2. GM Resilience Hub

3.2.1. The Manchester Resilience Hub is a significant part of the overall health and welfare response. It has been established to provide an enhanced screening and support service for people psychologically affected by the Manchester Arena attack.

3.2.2. The Hub offer is being launched in phases. Early priorities were to:

  • Provide targeted support/outreach by request to people who are currently experiencing high levels of distress which is not being addressed by core services they are already engaged with.
• To support advice and consultancy to professionals, including within community/voluntary sector organisations, offering support to those affected.

3.2.3. The model has been developed by representatives from across child, adolescent and adult mental health services within Greater Manchester and nationally, through the GM Mental Health Clinical Oversight Group. The team includes clinical leads for adults and children/young people, senior mental health practitioners and psychological therapists, pathway managers and a support team.

3.2.4. Over time, the Hub offer will be stepped up to reach all people who may have been affected by the attack in a phased approach.

4.0 LEARNING THE LESSONS

4.1. Health and care organisations involved in the response across GM will be involved in the upcoming independent review commissioned by the Mayor of Greater Manchester and led by Lord Kerslake. The multi-agency debrief currently underway will also feed into this process which is due to provisionally report in March 2018, pending the Coroner’s inquest.

4.2. As part of GMs learning from the Arena incident we are also working with London to share our responses and lessons with those involved in the London Bridge attack and the Grenfell Tower fire. The lessons learnt from these reviews will inform our approaches and responses to future incidents.

5.0 RECOMMENDATIONS

5.1. The Strategic Partnership Board is asked to:

• Note the health response to the Manchester Arena incident during the immediate and recovery phases

• Note the actions delivered through the Welfare and Health plan in particular the establishment of the GM Resilience Hub

• Note the involvement in the independent review and lessons learnt process which will influence responses to future incidents