

The Survivor's Charter

A promise half kept

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The Survivor's Charter: A promise half kept

On the 21st of August 2026, the United Kingdom marks its first National Memorial Day for victims and survivors of terror attacks: a moment of reflection, remembrance, and national recognition.

It is a significant milestone, and one that many survivors, bereaved families, and campaigners have worked for over many years. Memorialisation matters. It tells those affected by terror that their suffering is neither forgotten nor marginal, and that the nation is willing to pause, remember, and stand with them.

But remembrance, on its own, is not enough. Commemoration must be matched by meaningful action. The inauguration of a National Day of Remembrance offers an opportunity not only to honour those whose lives have been changed forever by acts of terror, but also to take honest stock of the support provided to survivors and bereaved families.

In the aftermath of terror attacks politicians are often admirably clear: that survivors will be supported, that justice will be done and that the bereaved will be looked after. Sadly, we know from the bitter experience of our nearly 500 members that that is often not the case.

When Survivors Against Terror (SAT) was founded, we surveyed our members - people who have been bereaved, injured or otherwise directly affected by terror attacks. We found real areas of support and positive cases, for example the immediate medical response. But we also found major failings, most notably in mental health support and compensation.

To try and address these gaps and ensure the rhetorical support for survivors translated into tangible support, SAT published a landmark piece of research looking at the systems in place in seven other countries to support survivors. On the basis of this research, we proposed a new 'Survivors Charter' for the UK, a set of eight guarantees that we think every survivor of attacks should be entitled to.

Underlying this charter is the principle that the state has a particular responsibility to survivors of terror attacks. The targets of these attacks are in most cases not targets themselves, but are proxies for the state. Many other countries acknowledge that principle and the extra responsibility that that brings. It's time we saw that systemic shift here too.

We are now nearly seven years on from our initial call for the charter and today's day of memorial provides an opportunity to assess the progress we have and haven't made in the intervening years.

The first National Memorial Day should be more than a ceremony. It must also be a point of accountability. This report is therefore both a reflection and a challenge: a reflection on what has changed since the Survivors' Charter was published, and a challenge to ensure that remembrance is accompanied by action.

Below we examine each of the guarantees of the charter, assess the progress overall against the objective and provide an indicative score out of ten of progress made.

We find areas of real progress and others where there has been no progress at all. The good news is that the newly created Survivors Support Hub - first proposed as part of the charter - is now up and running and promises to be the single most transformative intervention. If it is delivered and funded properly it could revolutionise the support survivors get. Our main note of caution here is that until it is fully tested following a large-scale event - we can't fully assess its effectiveness and its ability to scale up in response. Although some of that is unclear, the Home Office and the Victims of Terrorism Unit deserve real credit for the progress they have made in this area.

At the other end of the spectrum there has been no progress whatsoever on reforming the compensation system for survivors, a system that is demeaning and broken. The Ministry of Justice despite knowing the scale of the failure and promising to introduce a new system have delivered no substantial progress and as a result survivors of attacks are having their lives and recovery made harder. It remains a national scandal that survivors of attacks are being mistreated and neglected in this way.

There are other areas, such a memorialisation where real progress has been made, but we hope there is still more to come.

The new Prime Minister knows this issue well and has worked closely with many of our members following the Manchester area attack. He has been an outspoken ally on campaign issues such as Martyn's Law. We hope he will use his new role to take the interests of survivors to the heart of government and demand that the bits of Whitehall who have failed to act so far do so before the second day of memorial.

The state has a duty of care for survivors of terror attacks. While progress has been made, they are not yet living up to that responsibility.

Acknowledgments

This report has been researched and written by Jo Berry (whose father was killed by a terror attack in 1984), Lisa Ghiggini (who was at the Fishmonger's Hall attack), Stuart Murray (who lost his son in the Manchester Arena attack) and Brendan Cox (whose wife was killed by a terrorist in 2016). The research has been contributed to by hundreds of survivors who make up SAT.

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Survivors' Charter Scorecard

Guarantee 01: Proactive personal support	8/10
Guarantee 02: Access to rapid psychological triage and services	8/10
Guarantee 03: Immediate financial assistance	0/10
Guarantee 04: State Compensation Fund	0/10
Guarantee 05: Legal support	2/10
Guarantee 06: Recognition	0/10
Guarantee 07: Memorialisation	7/10
Guarantee 08: Comprehensive long-term support	7/10

Guarantee One: Proactive personal support

Score: 8/10

The Demand:

The Survivors Charter called for a fundamental change in the way people affected by terrorism are supported. We asked for the creation of a Survivors of Terrorism Support Hub: a single point of contact that would ensure survivors did not have to navigate a complex system alone, but instead received proactive, coordinated and long-term support.

The Response:

The Terrorism Survivors Support Hub was launched on 1 June 2026, delivered by a Victim Support led partnership with Peace Collective and West London NHS Trust. It provides free, specialist and trauma-informed support to people in the UK affected by terrorism, including those who are bereaved or injured, witnesses, first responders and carers.

People can refer themselves to the Hub or be referred by a professional or supporter. This provides a clear route into support for people who might otherwise struggle to know where to turn.

The Hub has agreed key performance indicators with the Home Office, including a commitment to triage referrals promptly. Each survivor is allocated a dedicated caseworker who can remain alongside them, assess their needs, coordinate appropriate support and advocate on their behalf.

This is a particularly important development. Rather than survivors being given a list of organisations and expected to find their own way through different services, the caseworker can help them navigate that system. It should also reduce the need for survivors to repeatedly recount what happened to them to different organisations, which can itself be distressing and retraumatising.

The range of support available reflects many of the needs identified in the original Survivors Charter. It includes psychological and emotional support, physical health needs, financial and compensation advice, peer support, support for children and young people, assistance with workplaces and schools, help navigating the media, social care, and legal advocacy and support through inquests, inquiries and criminal proceedings.

The Hub also works with a network of local and specialist organisations, enabling survivors to be connected with services appropriate to their particular circumstances rather than being expected to identify those services themselves.

Importantly, preparations have also been made for future terrorist attacks. The Hub has established links with Counter Terrorism Policing to increase awareness of the service and encourage prompt referrals. Further caseworkers are being trained to provide additional capacity that can be mobilised following a future national terrorist incident.

This means that, rather than having to create a support system from scratch following each new attack, there is now an established infrastructure with contingency arrangements to increase its capacity when required.

Our Assessment:

We are extremely pleased to acknowledge the significant progress that has been made, with the Government adopting the central recommendation we made in this area.

The establishment of the Terrorism Survivors Support Hub represents a profound improvement on the situation identified when we developed the Survivors Charter. Too often, survivors were previously left to navigate fragmented services themselves, repeatedly recount their traumatic experiences, wait unacceptable lengths of time for help, or receive no appropriate support at all.

For the first time, survivors have a dedicated pathway through which they can receive coordinated, trauma-informed and potentially lifelong support, with a caseworker who can help them navigate the different services they may need.

This represents more than the creation of another service. It is a change in approach. Instead of asking survivors to find their way through the system, the intention is that the system should organise itself around the needs of the survivor.

Now there is also infrastructure and a contingency plan for responding to future terrorist attacks. This is extremely welcome. However, the effectiveness of these arrangements at scale cannot yet be fully assessed. We will only know how successfully survivors are proactively identified, referred and supported following a major incident.

It is also important that the Hub's performance against its agreed standards is monitored and that survivors' experiences are listened to as the service develops. The ultimate measure of success will not simply be the number of referrals received, but whether people affected by terrorism feel that they have been reached, heard, supported and accompanied for as long as they need help.

Guarantee Two: Access to rapid psychological triage and services

Score: 8/10

The Demand:

The Survivors Charter called for rapid access to appropriate psychological support following a terrorist attack.

Too many survivors had experienced unacceptable delays in accessing specialist mental health treatment, sometimes waiting many months or even years for help. We therefore called for a maximum six-week wait between requesting assistance and beginning appropriate psychological treatment.

We also highlighted the particular importance of rapid and specialist support for children, young people and other vulnerable people affected by terrorism, and called for greater preparedness so that appropriately trained psychological professionals could be mobilised quickly following a future terrorist attack.

The principle behind the guarantee was simple: survivors should receive the right psychological help when they need it, rather than being left to deteriorate while waiting for treatment.

The Response:

There has been substantial progress in creating a clearer and more coordinated pathway into psychological support.

The Terrorism Survivors Support Hub has agreed key performance indicators with the Home Office, including a commitment to triage referrals within 48 hours. This means that people approaching the Hub should have their needs identified quickly rather than being left without an initial response.

Where trauma therapy is needed, the Hub can help survivors access appropriate treatment and provide support while they are waiting for therapy, during treatment and afterwards. This continuing support is important: survivors are not simply referred elsewhere and left to navigate the next stage alone.

Survivors can also access emotional and peer support, including opportunities to connect with others who understand the particular experience of being affected by terrorism.

There has also been important progress in preparing psychological services for future terrorist attacks. The Hub has established links with Counter Terrorism Policing to increase awareness of the service and encourage prompt referrals following an incident. Additional caseworkers are being trained to create a reserve workforce that could be deployed following a future national terrorist attack.

Alongside this, specialist clinical capacity is being developed within the National Psychiatry Unit. A clinical lead and two psychologists have been appointed, relationships are being developed

with partner organisations, and work has begun to establish a register of appropriately qualified therapists who could be mobilised following a national incident.

These developments represent a significant improvement in preparedness. Rather than waiting until after an attack to identify appropriate psychological professionals and establish pathways into treatment, work is now being undertaken in advance.

Our Assessment:

We welcome the substantial progress that has been made. The creation of a 48-hour triage commitment, a dedicated pathway through the Hub and specialist clinical capacity represents a major improvement on the situation identified when the Survivors Charter was developed.

However, rapid triage is not the same as rapid access to treatment.

The original Charter called for appropriate psychological treatment to begin within a maximum of six weeks. At present, we cannot be confident that this can be consistently guaranteed.

The principal outstanding concern is capacity. Work is underway to develop a register of appropriately qualified therapists, but questions remain about whether there will be sufficient numbers of trauma-trained professionals available across the country, particularly following a major terrorist attack when many people may require specialist treatment at the same time.

This is particularly important for children and young people. Specialist trauma treatment for children requires appropriately trained practitioners, and sufficient capacity needs to be developed before another major incident occurs rather than in response to one.

Funding is also critical. Maintaining a network of appropriately trained professionals who can be mobilised when required will need sustainable funding between incidents, as well as the ability to rapidly increase resources following a major attack.

We recognise and welcome the commitment being shown by those developing these services. The infrastructure for identifying psychological need, supporting survivors and preparing for future incidents is considerably stronger than it was when the Survivors Charter was written.

The next challenge is to ensure that this infrastructure translates into timely treatment. The success of this guarantee must ultimately be measured not only by how quickly someone's needs are identified, but by how quickly they receive effective treatment.

Considerable progress has been made and much of the infrastructure we called for is now in place. Reaching 10/10 will require confidence that sufficient numbers of appropriately trained therapists, including specialists for children and young people, are available and sustainably funded, so that the Charter's ambition of treatment beginning within six weeks can genuinely be guaranteed.

Guarantee Three: Immediate financial assistance

Score: 0/10

The Demand:

We called for an expedited financial relief scheme providing immediate, non-means-tested financial assistance to bereaved families and victims hospitalised following a terrorist attack. The scheme would provide payments within the first days and weeks following an attack to help meet unexpected costs including travel, accommodation, subsistence, repatriation, funeral costs and other immediate expenses. This assistance should be separate from any longer-term compensation and should not need to be repaid.

The Response:

For most survivors of terrorism, money is the last thing they want to think about in the immediate aftermath of an attack. However, the practical consequences of terrorism quickly create financial pressures that survivors must navigate. Bereavement, serious injury, psychological trauma, witnessing an attack and being involved in the immediate response can disrupt every aspect of daily life. Survivors may face unexpected costs associated with funerals, travel, urgent practical arrangements, supporting family members, engaging with investigations and inquests, and managing the intense disruption that follows a terrorist attack.

There is currently no guaranteed mechanism providing immediate financial assistance to UK survivors of terrorism.

Other countries have created such a system. For example, following the Bataclan attack in Paris in 2015, French authorities provided immediate financial assistance to those affected by the attack.

Our Assessment:

The UK does not meet this Charter commitment.

While some financial support may be available following a terrorist attack, this does not amount to the guaranteed, immediate financial assistance envisaged by the Charter. Existing support is fragmented and may depend on individual circumstances, existing employment or pension arrangements, charitable assistance or subsequent applications for compensation.

The absence of a guaranteed mechanism means that survivors and bereaved families may face unexpected and significant costs at a time of profound trauma, without certainty about whether financial assistance will be available or when it will arrive.

Despite sustained campaigning by survivors and survivor organisations, the UK Government has not introduced a mechanism to provide guaranteed immediate financial assistance following a terrorist attack.

Guarantee Four: State Compensation Fund

Score: 0/10

The Demand:

We called for a dedicated state compensation fund specifically for victims and survivors of terrorism, providing fair and consistent compensation regardless of the type or location of the attack. The scheme should provide compensation that properly reflects the impact of terrorism, while allowing survivors to access other benefits and pursue civil claims where appropriate. The UK does not have a dedicated compensation system for victims and survivors of terrorism. Instead, survivors must seek compensation through the Criminal Injuries Compensation Authority (CICA).

The Response:

The UK does not have a dedicated compensation system for victims and survivors of terrorism. Instead, survivors must seek compensation through the Criminal Injuries Compensation Authority (CICA).

Few areas of support for victims and survivors of terrorism have attracted such sustained criticism. For many years, survivors, independent reviewers, parliamentarians and government commissioned reports have repeatedly identified the same concerns, yet meaningful reform has remained elusive.

Research undertaken by Survivors Against Terror, based on interviews with survivors of terrorism, identified profound dissatisfaction with the CICA process. Only 9% of respondents considered the claims process reasonable, while only 7% believed it was sympathetic to the needs of victims and survivors of terrorism. Survivors described lengthy delays, poor communication, repeated requests for evidence and a process that many experienced as retraumatising.

Case Study: Paul – A system that added to the trauma

In 2017, I was waiting outside the Manchester Arena with Elaine for my 13-year-old daughter and her friend to leave the Ariana Grande concert when a suicide bomber detonated an improvised explosive device.

The blast changed my life forever. I suffered catastrophic injuries that left me unable to return to work after a lifetime of employment. Alongside my own injuries and the months of hospital treatment and rehabilitation that followed, I had to face the devastating loss of Elaine.

I turned to the Criminal Injuries Compensation Authority (CICA) believing it would provide recognition and support as I tried to rebuild my life. Instead, the process became another source of trauma.

I was required to repeatedly revisit the events of that night and provide extensive evidence to prove the impact of what had happened to me. The delays, uncertainty and constant need to justify my injuries left me feeling as though I was not being supported, but questioned.

After surviving a terrorist attack and losing Elaine, the last thing I expected was to feel as though I had to prove my suffering to a system that was supposed to recognise it.

The CICA process was not just difficult; it felt dehumanising. It added another layer of distress at a time when I was already trying to cope with life-changing injuries, grief and loss.

My experience is not unique. Across the UK, survivors of terrorism have described similar experiences of a process that feels retraumatising rather than supportive.

Our Assessment:

The current system does not meet the Charter commitment and despite promises of change nothing has been delivered.

These concerns are not new. Baroness Newlove's 2019 review described the compensation process as "extremely traumatic, highly complex and retraumatising", identifying many of the same issues later raised by survivors through the Survivors Against Terror research.

Alongside concerns about the application process, survivors have questioned whether the structure of CICA adequately reflects the impact of terrorism. The tariff-based approach limits compensation to three injuries, with reduced awards for second and third injuries, despite many survivors experiencing multiple and complex physical and psychological harms. Survivors have also highlighted delays in reaching decisions, restrictions on loss of earnings payments and other limitations within the scheme.

The consequence of these limitations is that the compensation awarded does not necessarily reflect the severity of what survivors have experienced. After reliving traumatic events, gathering evidence and navigating a lengthy and often retraumatising process, survivors have described awards that bear little relationship to the devastating and life changing impact of terrorism. For some, the outcome has felt less like meaningful recognition of their suffering and more like a further injustice.

The need for fundamental reform has continued to be raised. Survivors Against Terror has engaged with parliamentarians and ministers all of whom agree the system is broken but seem incapable of fixing it.

Despite continued engagement, independent scrutiny and repeated calls for reform, there has been no fundamental overhaul of the CICA scheme. Changes made to date have not addressed the core concerns raised by survivors about the process they are required to navigate.

Guarantee Five: Legal support

Score: 2/10

The Demand:

We called for guaranteed access to free legal assistance and representation for survivors who wish to have it, throughout the judicial processes arising from a terrorist attack, including financial assistance applications, civil claims, inquests and inquiries.

The Response:

There are existing routes through which victims and survivors may be signposted towards legal advice and support, including through Family Liaison Officers, victim support services, peer networks and community organisations. Information about legal assistance is also available through the Support Hub.

The Support Hub is developing its role in connecting people affected by terrorism with appropriate services and providing support as they navigate the systems they may encounter. This is intended to improve access to support and help people understand and navigate the different services available to them.

The Independent Public Advocate (IPA), which was established under the Victims and Prisoners Act 2024 to improve support, advocacy and engagement for victims, survivors and bereaved families following major incidents, has highlighted concerns about legal support following major incidents based on its engagement with bereaved families and victims, including through its current live deployment.

The IPA understands that arrangements for directing victims and survivors towards legal advice are often informal and ad hoc, with no single mechanism or clear responsibility for ensuring that people are made aware of independent legal advice and can access it where needed.

The IPA has also identified concerns about the timing and consistency of information provided, including people receiving information in the immediate aftermath of an incident when they may be too traumatised to process it fully, without that information necessarily being revisited at a later stage. Through its engagement with victims and bereaved families, it has heard from people who were unaware that legal advice or representation was available until formal proceedings were already underway.

Our Assessment:

The current response falls significantly short of the commitment made in the Survivors' Charter. Signposting to legal assistance is not guaranteed access to free legal assistance and representation.

There is currently no clear, consistently applied mechanism ensuring that victims and survivors understand their legal options, are supported to access independent legal advice and representation, and can obtain that support throughout the processes arising from a terrorist attack.

This is particularly concerning in relation to inquests, inquiries and other formal proceedings, where survivors and bereaved families may be navigating complex legal processes alongside publicly funded bodies and other legally represented parties. The absence of consistent access to legal support can leave people at a significant disadvantage at precisely the point when they need to understand their rights and have their voices heard.

The development of the Support Hub is a positive step, particularly its role in connecting people with support and helping them navigate the system. However, while the Hub can signpost people towards legal support, this does not address the fundamental gaps identified above or provide the guaranteed free legal assistance and representation called for by the Charter.

Guarantee Six: Recognition

Score: 0/10

The Demand:

We called for a formal national honour to recognise those killed, injured or otherwise endangered by acts of terrorism, reflecting the lifelong impact of terrorism and the fact that such attacks are an attack against the state as well as individuals. The honour should be available retrospectively, including to those killed in previous terrorist attacks.

The Response:

This is modelled on other countries such as Spain and France who have such a scheme in place. As part of our research, we spoke to Nicolas Hénin. He was captured by ISIS in Syria on 22 June 2013, along with three other Frenchmen, and held hostage until 18 April 2014. He spoke passionately about the medal he was awarded in France.

Their system developed following the 13 November 2015 Paris attacks, the decision was made to establish a specific national decoration: the Médaille Nationale de Reconnaissance aux Victimes du Terrorisme (National Medal of Recognition for Victims of Terrorism).

The medal is awarded by the President of France by official decree and administered by the Grand Chancery of the Légion d'Honneur. Individuals can apply for the medal themselves, or family members can apply posthumously, provided there is no dispute within the family. It is available to French nationals affected by terrorist attacks in France or overseas, and to non-French nationals affected by attacks in France or while working at a French base.

Once a decision has been made, a ceremony can be held to present the medal, although attendance is not compulsory. There remain some controversies around the medal, but Nicolas's view was simple: would you rather have a system that recognises people, even if it has some imperfections, or have no recognition at all?

When asked what the medal means to him personally, Nicolas said: "For me, this medal is like the sign that my country considers that what happened to me is not normal. It is an act of recognition and solidarity." He also spoke about the importance of the medal as a reminder to his children and family that what happened to him was special, not ordinary.

Our Assessment:

There is currently no formal national honour specifically recognising people affected by terrorism in England.

The French model demonstrates that recognition can be more than a symbolic gesture. A national honour can formally acknowledge what happened, recognise the individual and provide a visible expression of solidarity from the state.

Guarantee Seven: Memorialisation

Score: 7/10

The Demand:

The Survivors Charter called for greater recognition and remembrance of people affected by terrorism, recognising that memorialisation and commemoration can play an important role in survivor recovery as well as in our collective public memory.

Central to this was the creation of a National Day for Victims and Survivors of Terrorism, providing an annual opportunity for the country to come together to remember those who were killed and recognise those whose lives have been changed by terrorism.

We also called for greater clarity and consistency around the commemoration of individual terrorist attacks. Too often there has been confusion about who is responsible for organising anniversaries and commemorations, resulting in significant differences in how individual attacks, and the people affected by them, are remembered.

Finally, we called for victims and survivors to be consulted on the creation of a permanent physical monument or living memorial honouring all British victims of terrorism. This would provide a national focal point for remembrance and ensure that recognition is not determined by the scale, location or public profile of an individual attack.

The Response:

We are delighted that one of the central recommendations of the Survivors Charter has now become a reality.

The UK's first National Day for Victims and Survivors of Terrorism will take place on 21 August 2026, aligning with the UN International Day of Remembrance and Tribute to the Victims of Terrorism.

The National Day will become an annual event, with the location changing each year to recognise the widespread impact of terrorism across the United Kingdom. It will remember those whose lives have been lost and recognise those whose lives have been changed forever by terrorism.

The day will also provide opportunities to amplify the voices and experiences of victims and survivors, raise awareness of specialist support and educate the wider public about the impact of terrorism.

Importantly, victims and survivors have been consulted about how the National Day should develop. Survivors Against Terror has been involved in these discussions and welcomes the Government's commitment to continuing this engagement as the day evolves. It is essential that the National Day remains shaped by the people it exists to recognise.

However, there has not been equivalent progress towards the Charter's call for a permanent physical or living national memorial.

Our Assessment:

The establishment of the National Day is a significant and important achievement, following sustained campaigning by Survivors Against Terror and the wider survivor community.

For too long, many people affected by terrorism have felt forgotten once the immediate public attention surrounding an attack has passed. National recognition matters because the consequences of terrorism do not disappear when the headlines move on.

A National Day sends a different message: those who were killed are remembered, those whose lives were changed are recognised, and survivors matter.

We particularly welcome the involvement of victims and survivors in shaping the National Day. This should remain fundamental to its development in future years.

However, the Survivors Charter asked for more than an annual day of remembrance.

We called for victims and survivors to be consulted on the creation of a permanent physical monument or living memorial honouring all British victims of terrorism. This recommendation has not been achieved and is no longer being actively progressed.

This is despite clear evidence of support from the survivor community. When Survivors Against Terror asked its members whether there should be a permanent physical or living memorial to all victims of terrorism, 78% said yes.

Survivors told us that there is a need for a cohesive and inclusive tribute to everyone affected by terrorism. While there are important memorials to individual attacks, those affected by smaller or less publicly remembered incidents can feel overlooked or excluded. The suffering and significance of an individual survivor's experience should not be determined by the scale of the attack, the number of people killed, where it happened or how much public attention it received.

A national memorial could provide something that individual memorials cannot: a place that explicitly recognises everyone affected by terrorism.

Our recommendation therefore remains unchanged. Victims and survivors should be formally consulted on the creation of a permanent physical monument or living memorial, including what form it should take and where it might be located.

We also believe further work is required to ensure greater consistency in how individual terrorist attacks are commemorated, so that recognition does not depend upon where an attack occurred or which organisations happen to take responsibility for remembrance.

Guarantee Eight: Comprehensive long-term support

Score: 7/10

The Demand:

Victims and survivors of terrorism can face a wide range of additional and changing needs depending on their individual circumstances. These needs may continue for many years or may only emerge months, years or even decades after an attack.

The Survivors Charter therefore called for guaranteed comprehensive long-term support, coordinated through the proposed Survivors of Terrorism Support Hub. This included psychological and physical healthcare, rehabilitation and physiotherapy, appropriate prosthetics, employment and welfare support, educational support for children and young people, and recognition of the particular needs of vulnerable groups and British survivors of terrorist attacks overseas.

Central to this demand was the principle that support should not end after the immediate aftermath of an attack. Survivors should be able to access appropriate help for as long as the consequences of terrorism continue to affect their lives.

The Response:

The establishment of the Terrorism Survivors Support Hub represents a very significant step towards meeting this demand.

The Hub provides a pathway for anyone affected by terrorism to seek support. People can refer themselves or be referred by a professional or supporter. Importantly, there is no time limit: someone affected by terrorism decades ago can approach the Hub for help today. At the time of our meeting, more than 60 referrals had already been received and processed.

Each person is allocated a dedicated caseworker who can assess their individual needs and remain a consistent point of contact. Support can include psychological and emotional support, peer support and help accessing other specialist services. Caseworkers can also advocate on behalf of survivors, reducing the burden on individuals of navigating complex systems themselves.

The Hub is developing support across the range of areas identified as important to survivors, including mental and physical health, financial support, social care and legal and inquiry-related support. It can also assist with issues involving workplaces and schools and help survivors navigate compensation and other practical difficulties.

This is particularly important because the needs of survivors do not remain static. Someone may cope well immediately following an attack but need psychological support years later. An injury may result in changing physical or rehabilitation needs. Bereavement, employment, financial circumstances and family needs can also change over time.

The availability of peer support is another welcome development. Survivors who wish to do so can connect with other people who have experienced terrorism, providing an opportunity for understanding and support from people with shared experience.

Our Assessment:

We consider this recommendation to have made substantial progress.

The fact that someone affected by terrorism 30 or 40 years ago can seek help today is particularly significant. It recognises a fundamental truth underpinning the Survivors Charter: the impact of terrorism does not have an expiry date, and neither should support.

The creation of a dedicated caseworker model is also an important improvement. Survivors should no longer be left entirely on their own to identify services, make multiple approaches to different organisations and repeatedly explain what has happened to them. Having one person who can understand their circumstances, coordinate support and advocate on their behalf has the potential to make an enormous difference.

We are encouraged that people are already coming forward and using the new Hub. However, it is still a new service and it is too early to assess how effectively it will meet the complex and changing needs of survivors over many years. In particular how much funding will be committed overtime is unclear.

One area that requires further scrutiny is long-term physical health and rehabilitation. The original Survivors Charter specifically called for survivors to have access to ongoing physiotherapy, appropriate prosthetics and other specialist treatment resulting from injuries sustained in terrorist attacks. While the Hub can identify these needs and help survivors navigate services, we are not yet in a position to assess whether survivors will consistently be able to access the specialist treatment, rehabilitation and equipment they require.

There is a similar question around psychological treatment. We strongly welcome the commitment to ensuring that survivors who need psychological support can access it. However, this depends upon there being sufficient numbers of appropriately trained trauma therapists throughout the country, including specialists able to work with children and young people, and sustainable funding to meet demand.

This distinction is important. Identifying a survivor's need and helping them navigate services is a major improvement, but ultimately the measure of success will be whether the treatment and specialist support they need is actually available when they need it.