

Who Cares For The Families?

**Experiences of SAMM Abroad Members
After Murder, Manslaughter or Suspicious Death Abroad**



SAMM Abroad
SUPPORT AFTER MURDER &
MANSLAUGHTER ABROAD

Foreword

SAMM Abroad (Support After Murder and Manslaughter Abroad) is a registered charity providing peer support for families, partners and friends of the victims of murder and manslaughter abroad. It is also an action group, working for improvements in the support UK agencies offer families after their loved one is murdered abroad.

This report covers the experiences of 50 families in the UK following a survey of SAMM Abroad members in October 2010. Their cases cover the period from 1990 to 2010 and involve the deaths of loved ones due to murder, manslaughter or suspicious circumstances, in 26 countries around the world.

Some of the key data from the survey includes:

- 82% consider that they or their family were victims/secondary victims of the murder, manslaughter or suspicious death abroad, however of these only 13% felt they were treated as victims by the UK authorities in general.
- 85% were unaware when they made the decision to repatriate, that if they didn't repatriate there would be no inquest or investigation in the UK.
- 68% had a verdict of unlawful killing following an inquest in the UK, however 19% had an open verdict.
- 45% said they or a close member of their family left work following the death.
- 25% made a complaint about the Foreign and Commonwealth Office, 23% about foreign authorities, 15% about the Coroner and 13% about the UK police.

“SAMM Abroad provides a real lifeline for bereaved families who have suffered murder or manslaughter of a loved one abroad. This report reveals important insights into the issues and problems faced by these families. I have argued that victims of crime are the poor relation in the criminal justice system; and families of victims are often left feeling powerless. For those families where the crime is committed abroad, this report shows how that sense of powerlessness is even greater. This report also highlights that, quite apart from the obvious grief and personal loss, being bereaved in this way can have devastating and long term impacts on many areas of life for those left behind.

We owe it to these families to ensure that they are given the right kind of help during a really traumatic time - practical information, advice and assistance as well as emotional help to cope. I commend SAMM Abroad for heading up the campaign to provide this better response.”

LOUISE CASEY CB
Commissioner for Victims and Witnesses

“The evidence in this report poignantly highlights the complex difficulties faced by families following the murder, manslaughter or suspicious death of a relative abroad. Importantly it also illustrates how gaps and shortcomings in services to these families exacerbate these difficulties, with significant consequences.

By taking better account of the needs of the bereaved, services could be made more effective with a view to ensuring improved outcomes for families and also in terms of making more efficient use of the resources required to support families in dealing with the aftermath of such traumatic events. I therefore urge the use of this report to bring about improvements in provision.”

LORD CHARLES FALCONER of THOROTON, QC
SAMM Abroad Patron

“I commend SAMM Abroad for their work in completing this report. It is all the more effective in its findings as it is commissioned by those who have experienced a tragic loss. The numbers of homicides and suspicious deaths abroad is thankfully very small and this makes it all the more frustrating that the public authorities who should care about this seem unable to get it right. I passionately believe that British citizens should be able to rely on their representatives in a foreign country to support them at times of such trauma. Back home, victims’ families should be able to access standard agreed service levels from coroners, police and FCO officials.

Much good work has taken place over the past 10 years to improve the support to victims but this report starkly reminds me of how much more there is to do. I strongly recommend ministers and senior leaders of organisations to take note of how the services they provide are perceived and to take positive steps to put in place robust and equitable services for victims regardless of the geographical location of the crime.”

COMMANDER DAVID JOHNSTON QPM
Head of Homicide and Serious Crime, Metropolitan Police Service (retired)
SAMM Abroad Patron

“It can be difficult to adjust to the death of a loved one. That adjustment can become more difficult if the death is by murder or manslaughter and the adjustment is further complicated if it happened abroad. Those of us involved in helping such families will not be able to “make it better”, but by listening carefully to the voices of those that we are trying to help, we may be able to avoid making it worse, and may even be able to make it “less bad”. In particular, having accurate appropriate information delivered sensitively can be very helpful in the adjustment.

Following such a bereavement, even the previously familiar and relied upon things can seem incredibly unpredictable, so knowing what can be expected from whom can be particularly valuable, and clear guidance can make for consistent provision which takes away the further problems associated with different families receiving different levels of help. Inquests can be incredibly therapeutic in many ways, so it is very important that families are able to make very well informed decisions about repatriation of the body, as this may have significant repercussions.”

DAVID TRICKEY
Consultant Clinical Psychologist

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1. Executive Summary

A relatively small number of families are affected by the deep trauma of a murder, manslaughter or suspicious death abroad of a loved one, but they are extremely vulnerable and need practical as well as emotional support in order to cope.

This report gathers an overall picture of the kinds of problems families in the UK experience after the murder, manslaughter or suspicious death of a British national abroad, as a result of conducting a survey of SAMM Abroad members in October 2010.

The evidence from this survey demonstrates that the support needed is not being provided in a clear and consistent manner and this is further traumatising families unnecessarily. It is also placing additional burdens on the system via both complaints, and with families approaching a wide variety of sources for help in desperation, due to the absence of clear service standards across the board to guide them as to where to direct their requests.

In light of this lottery of provision we urge that the following recommendations, taken from the key findings of this survey are given urgent consideration to bring about improvements in the system, which will benefit all concerned.

2. Recommendations

These recommendations arise from the main themes in the research, with detailed conclusions on specific issues contained at the end of each section of the report.

Overall recommendation

The implementation of a Memorandum of Understanding agreeing the roles and responsibilities of all the key agencies assisting families following a murder, manslaughter or suspicious death abroad and how they will most effectively work together, is urged as an overall recommendation.

Key recommendations

1. Recognition by all agencies of the need for additional specialist support for families where the murder, manslaughter or suspicious death is abroad rather than in the UK, e.g. translations and overseas legal systems.
2. Introduction of a culture of seeing families as victims and of proactive cooperation across all agencies to prevent families from having to drive processes at a time of enormous stress.
3. Provision of full and frank information about the nature of the death and consequent implications for families from all agencies, to assist with families' coping ability and their long-term recovery.
4. Issue of clear and transparent service standards by all agencies plus qualification criteria for specialist support, such as a Family Liaison Officer (FLO), to families as a matter of course to reduce the potential for case confusion and complaints.
5. Provision of clear and transparent complaints procedures with response times at the outset of all agencies' contact with families, to encourage stakeholder feedback particularly where there is dissatisfaction.

6. Centralised monitoring of the overall experience of this vulnerable group of families with complex, multiple needs and of the outcomes for this specific group, to inform best practice.

Further recommendations

In addition to the broad recommendations above there are a number of specific recommendations contained in the report including exploration of the need for:

- a. A central information resource of suitable sources of legal advice and representation in the UK and abroad.
- b. A strategy specifically to ensure that all families have support with dealing with the press/media throughout their case.
- c. A fund to cover the costs of repatriation to the UK of a British national without insurance following their murder, manslaughter or suspicious death abroad to assist the small number of families who may need this annually.
- d. Guidance on the provision of specialist NHS counselling for families where there has been a murder, manslaughter or suspicious death abroad.
- e. Briefing for all MPs on the particular help needed by families where there has been a murder, manslaughter or suspicious death abroad and on how they can inform improvements to services.

3. Introduction

This report presents the findings of a research study undertaken on behalf of SAMM Abroad members.

There is roughly one homicide death of a British national abroad per week - approximately 50 to 65 per year. In addition there are an estimated further 50 to 100 suspicious deaths of British nationals abroad per year. These figures do not include mass disasters, acts of terrorism or road deaths.

SAMM Abroad was founded in 2001 and currently has over 170 families as members. SAMM Abroad provides emotional and practical support from committee members and volunteers who have been similarly bereaved by murder, manslaughter and suspicious deaths abroad. As a self help group, its strength lies in supporting each other. The aim is to put bereaved families in touch with others in a similar situation wherever possible, for example where the death occurred in the same country. SAMM Abroad holds regular meetings across the UK. Members meet for mutual support, to discuss common difficulties, and look for ways to overcome them. SAMM Abroad is a registered charity, Charity Number 1111724, and is affiliated to SAMM National who refer their 'abroad' cases to SAMM Abroad.

4. Research Background

Objectives

Through the support services SAMM Abroad provide they have an in-depth understanding of the great difficulties families experience in getting information, practical assistance and emotional support following a murder, manslaughter or suspicious death abroad, both immediately and in the long term.

This survey was conducted in order to help policy makers and providers to reach informed decisions about the services provided to the family and friends of someone who has died in suspicious circumstances abroad, by providing key facts and figures about changes that would improve the systems in the UK.

The questionnaire was designed to establish where the key pressure points in the system are and how families think that things need to be improved, in order to elicit evidence about priorities for change from the perspective of service users.

Methodology

The questionnaire collected information on the experiences SAMM Abroad members have had in their connections with a variety of agencies both here in the UK and abroad. As well as rating their experience, families were asked to rank the importance of the help they required. Respondents were also given the opportunity to comment further on their particular case and to suggest how SAMM Abroad might work with government agencies in the future to improve the services provided.

138 questionnaires were sent via email or by post in October 2010. Respondents were asked to send one reply per household that covered the collective experiences for each murder, manslaughter, or suspicious death abroad. 52 completed questionnaires, covering 50 families, were returned and analysed. The cases concerned cover the period from 1990 to 2010 and involve 26 countries from around the world including Europe, Africa, Asia, the Middle East, North America and Australia.

The response of the SAMM Abroad membership in completing the survey illustrates the families' significant concerns about how they were treated in their case and a strong desire to ensure other families are better helped in the future.

The figures quoted in the charts are percentages. Please note that the base size may vary, as some questions are asked only of a proportion of the sample. Where percentages do not add up to 100% this can be due to a variety of factors – such as the exclusion of 'Don't know' responses, multiple responses or computer rounding.

Where several options were available in answer to a question, a capital letter is used in the report to distinguish between the different categories being referred to. A copy of the questionnaire is included in the Appendix.

Acknowledgements

We would like to thank all of the SAMM Abroad members who completed the questionnaire, particularly when many found it difficult to report their experiences and some potentially found out that they had missed out on key services that they were unaware of at the time.

Thanks also go to SAMM Abroad trustees who provided guidance on conducting the questionnaire, in particular Eve Henderson, and to SAMM Abroad members Rachel and Anthony who designed the questionnaire, analysed the results and produced this report. Anthony is a statistician who manages surveys in the Civil Service. Rachel is experienced in managing services for vulnerable people and in policy implementation.

5. Key Findings

The key findings appear at the top of each section of the report with the related data below this. The page number for each section is shown in brackets below here.

- *News that a loved one has died abroad in suspicious circumstances can be delivered by a variety of people/agencies leading to an urgent need for clear and accurate information. (page 10)*
- *The overall satisfaction levels with the Foreign and Commonwealth Office (FCO) are very poor which is of great concern given the pivotal role that the FCO play when there is a murder, manslaughter or suspicious death abroad. (page 10)*
- *Help from British Embassies/Consulates abroad compares more favourably than from the FCO despite being from a wide range of sources across different countries, although there is considerable room for improvement. (page 13)*
- *A serious lack of information persists for those making the decision to repatriate which has potentially devastating consequences for families who later discover the implications. This is despite repatriation being the area that the FCO is most often involved in. (page 14)*
- *Half of families repatriating had to find a way to cover the cost of the average amount of £3,800. (page 14)*
- *The route to obtaining a UK police Family Liaison Officer (FLO) is unclear and therefore prone to considerable chance for families. Where families have contact with a UK police Senior Investigating Officer (SIO) they tend to find it very effective. (page 16)*
- *Finding suitable legal representation abroad is a clear need with high costs and yet is not made straightforward and easy to access. (page 19)*
- *It is of great concern that families have to rely as heavily on getting information from the press/media as from the FCO. (page 19)*
- *Families often actively engaged with the press/media regarding their case but found this to be a varied experience. (page 20)*
- *Legal costs in the UK tend to be lower, with more pro bono help available than abroad, but are still a significant difficulty for families. (page 22)*
- *Many people turn to their MP for help, but more consistent help needs to be available. (page 22)*
- *Victim Support appear to have limited experience in dealing with murder, manslaughter or suspicious deaths abroad prior to April 2010. (page 23)*
- *Funeral directors and employers can be important sources of support. (page 23)*
- *There is a huge disparity between how bereaved families perceive themselves as victims and the way they are actually treated by the statutory agencies in the UK. (page 24)*

- *Nearly half of families reported that someone had to leave work following their bereavement. There was also a strong demand for counselling. (page 24)*
- *Trials abroad often take several years to reach a conclusion. Two thirds of families got a guilty verdict(s). (page 25)*
- *Respondent's experience of the Coroner's Office was worryingly mixed despite the statutory requirement for an inquest following repatriation. (page 26)*
- *There is strong evidence of dissatisfaction with statutory services in the UK amongst those surveyed. There is also evidence of more than half of families pursuing one or more complaints about their experience. Complaints at a higher level, e.g. to the Independent Police Complaints Commission (IPCC), appear difficult to pursue. (page 27)*
- *When asked about the overall experience of their case families reported that they needed help with a range of issues. There were twelve key areas that half or more families required help with. There was significant variation in whether families received the help in the areas they required. The types of help that families ranked as being of most importance to them were focussed on the overseas element of the murder, manslaughter or suspicious death. (page 28)*
- *Families surveyed were keen that lessons be learned from the problems they experienced with the system. Families described the long-term impact of not only the murder, manslaughter or suspicious death abroad but also the legacy of the failings of those they expected to receive help from. (page 30)*

6. Notification of the death(s)

Key finding(s): *News that a loved one has died abroad in suspicious circumstances can be delivered by a variety of people/agencies leading to an urgent need for clear and accurate information.*

People most commonly find out from a Friend or relative of either themselves or the deceased (42% of respondents), although a quarter (27%) were notified by the UK police. One in ten (12%) found out from an Agency in the foreign country (often the police).

Respondents expressed ineffective communication at the time of notification of the death which exacerbated their distress:

“I was in deep shock at my daughter’s murder - I had no idea who would help me.”

“The way we were informed by the UK Police was diabolical with no after care or follow up.”

“I was in a daze of complete disbelief and grief. Our lives have never been the same since, and never will be.”

“No contact during the first few days following the death of our daughter – when a death occurs, particularly in another country and with so much media involvement the least a parent should expect is urgent contact from a police officer or a government representative to confirm the death.”

Conclusions: Hearing of a murder, manslaughter or suspicious death abroad throws people into deep shock and trauma. Clear information is therefore immediately required about what has happened, and what needs to be done, both in the short and long-term plus practically and emotionally, from the agencies in contact with families.

7. Foreign & Commonwealth Office (FCO)

Key finding(s): *The overall satisfaction levels with the FCO are very poor which is of great concern given the pivotal role that the FCO play when there is a murder, manslaughter or suspicious death abroad.*

Contacting the FCO

A majority of members (60%) tried to contact the FCO for information upon hearing of the deaths, with a small minority saying that they were contacted by the FCO.

A third of respondents (32%) were able to speak to someone in the FCO the same day. A quarter (26%) made contact the next day with a further 15% making contact within 3 days. A quarter (26%) made contact after a longer period of time – in some cases even months or years later as they weren’t aware of (or made aware of) the role of the FCO.

Some respondents reported having to wait in order to make contact due to FCO staff not being available out of office hours. Respondents also raised issues with communication by the FCO at every stage of cases:

“The FCO failed to tell us that they had given a statement to the media about the case, consequently we discovered by accident that the case was being reported across the world, which caused us major stress – particularly as the FCO were closed for the weekend by then.”

“The only time I ever contacted the FCO was regarding getting out to attend the trial, however they were no help whatsoever.”

“The FCO were only involved when we initiated it (usually with the prompting of the media or our MP).”

“I have had no contact from the FCO since 2005! I have no idea who is dealing with the case.”

“The FCO need to communicate better with families. The first thing we were asked for was [our daughter’s] insurance number for repatriation.”

Guidance booklet

In 2007 the FCO produced a booklet ‘*Guide for Bereaved Families*’. Only half (50%) of the families with cases since 2007 had received the booklet. Those who did receive a copy usually did so within 10 days of being notified of the death abroad.

Two-thirds (67%) found the booklet ‘useful’, with the other third finding it either ‘not very’ (22%) or ‘not at all’ (11%) useful. No one reported finding it ‘very useful’.

Service provision

Not all of those who made contact with the FCO reported getting some type of help from the FCO, overall only around half (54%) reported getting some help. For those who received help, this was most commonly in the form of Repatriation arrangements (78% of those receiving help), followed by Processes in the foreign country (41%), then Dealing with the press and Lawyers in the foreign country (both 22%).

Around a third (36%) reported having no contact from the FCO.

Families said they were frustrated by the evasive nature of assistance from the FCO:

“The FCO avoided most of our questions, including whether we could have an FLO, by being vague so we gave up dealing with them after a couple of weeks as we simply didn’t have the energy to pursue this with them.”

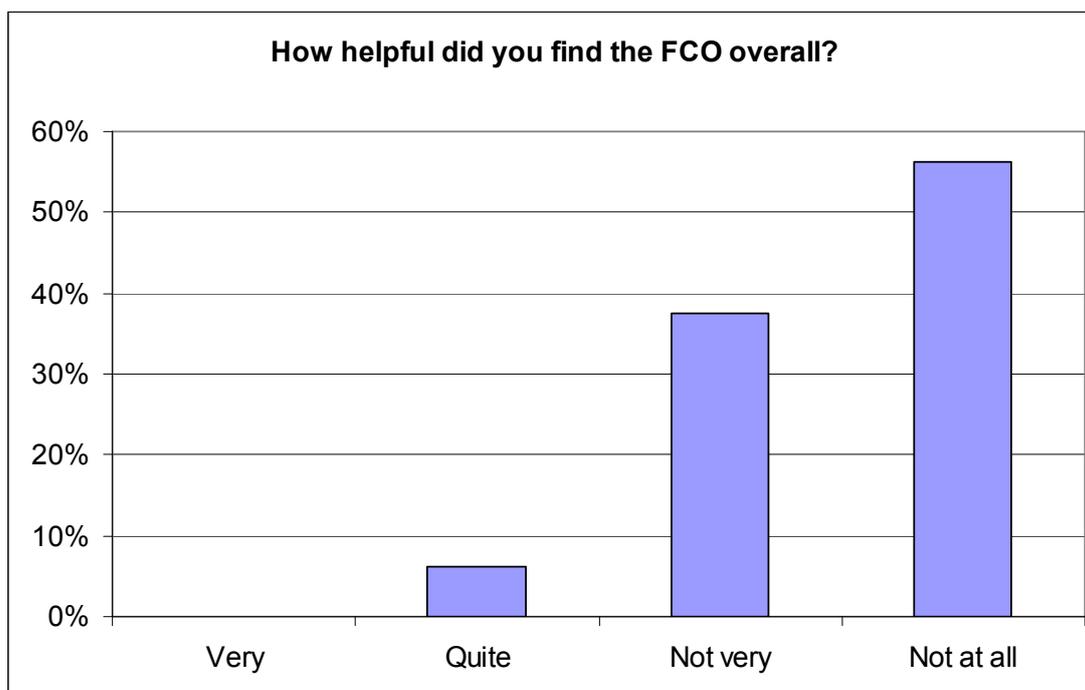
“Need to put pressure on FCO to do more, fed up of hearing ‘not my jurisdiction’, ‘cannot interfere in another country’, ‘we have no power’. Murder and manslaughter is a serious crime but is treated equally alongside a lost passport or broken arm.”

“The FCO merely gave us the phone numbers of some international funeral directors and left us to get quotes although we were clearly out of our depth. We eventually discovered through a family friend that a local funeral director could organise repatriation for almost half the price – saving us several thousand pounds.”

Satisfaction Levels

The vast majority (94%) of respondents were negative about the service provided by the FCO. When asked how helpful the FCO was, 56% of respondents said ‘not at all’ and 38% said ‘not very’. Only 6% said the FCO were ‘quite helpful’, whilst no one said that the FCO was ‘very helpful’.

Chart 1



Respondents indicated deep dissatisfaction with the support from the FCO in practice:

"The FCO were obstructive in their approach."

"[The FCO were] helpful for first few days & after that not very."

"FCO - no support but a continuous resistor to receiving information."

"The Foreign Office failed to inform us of the trial dates, despite promises and we missed the trial."

"We feel very strongly that as far as [the foreign country] is involved that no one [at the FCO] wanted to 'rock the boat'."

"I felt the FCO did do a number of things that were helpful, including raising the investigation regularly, lending me a translator when being questioned, accompanying us to the trial (although this seemed to be more for local diplomatic / death penalty reasons), arranging visas in London and helping us with an initial press statement. However there were a number of things which were harmful to the investigation. This included misinformation about evidence (fingerprints, camera), lack of / confusing communication with the family, general rudeness, hurtful remarks and lack of empathy."

"The handover of our case was badly handled. The replacement was not fully briefed and he made errors."

"I was at times ignored - and also treated as a person who was wasting FCO's time"

Conclusions: There is overwhelming evidence of the need for significant improvement in the quality of service from the FCO to families following a murder, manslaughter or suspicious death abroad. Once families have been notified of a death they want and need assistance from the FCO in the form of full and clear information about the implications of the situation they find themselves in, which is provided in a quick and meaningful format.

Contact from the FCO does not constitute assistance as is shown by the disparity between the contact families had and levels of satisfaction with that contact.

Clear service commitments relating to response times, ongoing case contact, frank disclosure of information and liaison with other parties involved in the case are urgently required given the unsatisfactory experiences of the vast majority of SAMM Abroad respondents regarding the hit and miss nature of contact with the FCO and the lack of substance to information given.

A clear complaints procedure regarding these service standards should also be made available to all concerned as a matter of course to monitor the implementation of the service commitments and to demonstrate improvement in the poor experience of families illustrated by the SAMM Abroad questionnaire, where failures of the FCO were considered by families to be worse than those of other agencies involved.

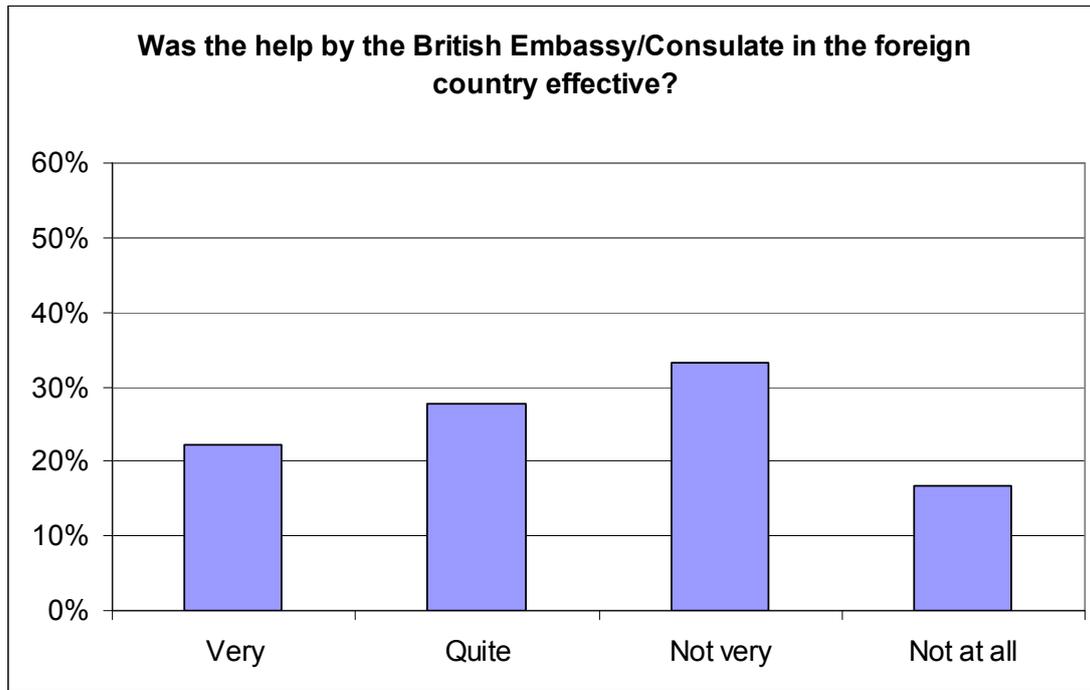
8. British Embassy/Consulate Help

Key finding(s): Help from British Embassies/Consulates abroad compares more favourably than from the FCO despite being from a wide range of sources across different countries, although there is considerable room for improvement.

Half of the responses (50%) were negative about the help received from the British Embassy/Consulate.

Two-thirds (68%) of families were assisted by the British Embassy/Consulate in the foreign country. Half described the help they received as being effective – 22% reporting it as ‘very effective’ and a further 28% saying it was ‘quite effective’. The other half were less satisfied with 33% reporting it as ‘not very effective’ and 17% as ‘not at all effective’.

Chart 2



The lack of help with practical issues in a foreign country whilst being grief stricken was expressed:

“I was made to take a ticket, wait in line with passport/visa application people, and talk to the clerk through glass at a counter. The vice consul made it clear they couldn't help me with anything that cost money. My daughter and I struggled with the language and distance to the hospital which was on the outskirts, the police were distinctly unhelpful to me, and as we had only intended staying for the weekend, we had no accommodation for our extended stay. The Embassy didn't help me find an alternative place to stay.”

“I wandered about in a state of shock, unable to sleep or eat, and all I could think was that this must be a regular occurrence every day because no-one was showing any urgency or concern about what had happened. My husband had been murdered and who cared except us as a family.”

Conclusions: Service standards from the FCO should cover what families can expect from the British Embassy/Consulate in the foreign country and how to complain if these are not met.

9. Repatriation

Key finding(s): A serious lack of information persists for those making the decision to repatriate which has potentially devastating consequences for families who later discover the implications. This is despite this being the area that the FCO is most often involved in. Half of families repatriating had to find a way to cover the cost of the average amount of £3,800.

Information

Only a small minority (15%) were aware when they made the decision to repatriate that if they didn't repatriate then there would be no inquest/investigation in the UK. Some respondents were actively dissuaded from repatriating the deceased, only to later discover that an inquest would therefore not take place.

Families expressed the pain of living with later learning the consequences of not repatriating.

“Most importantly the bereaved must be informed as a priority of the implications involved when the decision to cremate, rather than repatriate, is to be made, at a time when one is not in their right mind to make these decisions. If we had been informed that an inquest would not be able to take place without repatriation then we would never have cremated the bodies! The authorities must be advising the bereaved that for any inquest or investigation to take place in the UK, then there must be bodies.”

“The funeral director in [the foreign country] informed me that repatriation was too complicated and despite telephoning the British Consulate to inform them of the death, we were not told that there could be no inquests / investigations back in the UK without bodies. Therefore we had both the bodies cremated in [the foreign country]. As a result of this there have been no inquests or any investigations of any kind in either the UK or [the foreign country].”

Costs

Whilst those who had help from an insurance company often didn't know the cost of repatriation, those who were able to say so, reported costs averaging £3,800 and varying between £1,500 and up to £8,000. This is in addition to any funeral costs in the UK.

Only one in nine (11%) received state help with the costs of the funeral in the UK, e.g. from the Social Fund (Funeral Payment).

Two-thirds (67%) of respondents incurred costs in repatriating the deceased person back to the UK. For those who did, this was most commonly paid for by an insurance company (51% of cases), followed by using their own savings, or with help from an employer (both 17%). In other cases people had to get help from their family and friends (11%) or take out a loan (9%).

The costs of repatriation are a major consideration for families faced with a situation of the deceased having no insurance cover.

“Local funeral directors were extremely helpful, even taking the ferry and driving to [the foreign country] to collect [my son's] body to reduce the cost.”

“I covered the costs of repatriation through fundraising.”

Conclusions: Families must receive clear and accurate information about the crucial issue of repatriation. It is not acceptable for 85 per cent of respondents to have been unaware of the implications of not repatriating, particularly in terms of the consequent lack of UK inquest/investigation into the death. The emotional impact of making a decision regarding this without the full facts can be lifelong and can have a serious negative bearing on recovery from the bereavement, which can be prevented.

As half of those repatriated were covered by insurance consideration should be given to establishing a State fund to cover the minority of families who potentially are unable to bring a loved-one home or who will face difficulty doing so because of cost. The average figure of £3,800 would equate to a relatively small fund for the State to support given the average number of deceased, due to murder, manslaughter or suspicious death, abroad per year who are not insured. It would, however, make a huge difference to the small number of families who find themselves in an impossible position through no fault of their own. It is unlikely that establishing such a fund would lead to people not taking out insurance considering they would have to suffer murder, manslaughter or suspicious death abroad and no one anticipates that.

10. UK Police help

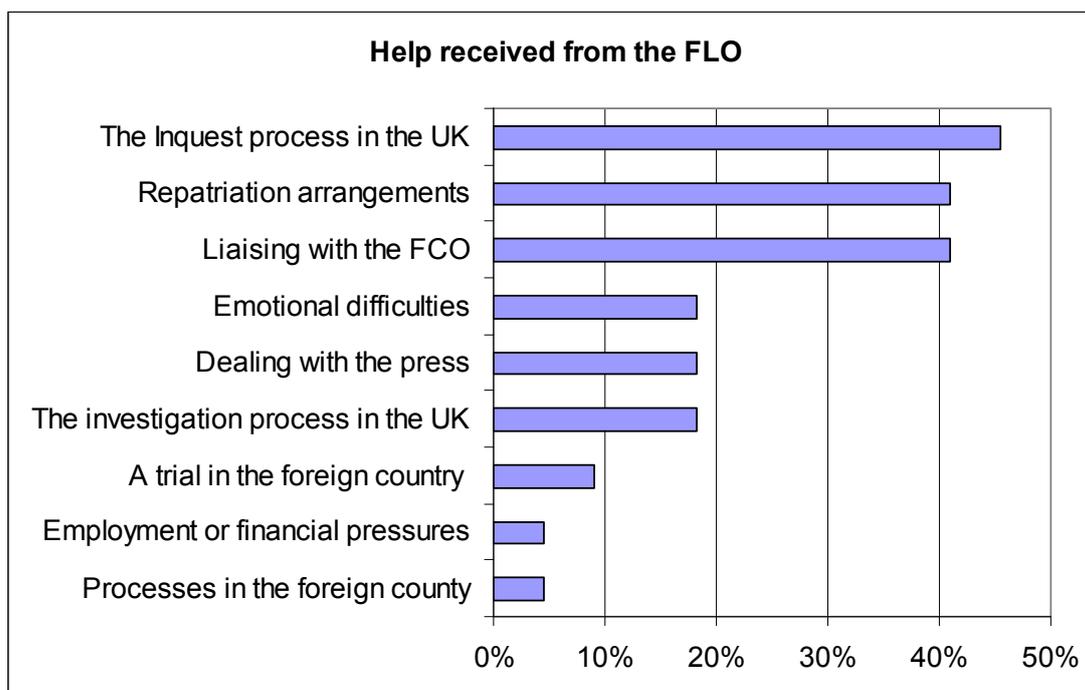
Key finding(s): *The route to obtaining a UK police FLO is unclear and therefore prone to considerable chance for families. Where families have contact with a police SIO they tend to find it very effective.*

Family Liaison Officer (FLO)

Half (47%) of families were assigned a Family Liaison Officer (FLO) in the UK. This was most often arranged by their Local police force (46% of those who got an FLO), with a quarter (25%) having it arranged by the FCO and a further quarter (25%) by some Other means such as by themselves or a family member directly asking, or by a third party such as the coroner or a funeral director. In a further 13% of cases it was instigated by a Charity or support group (including SAMM Abroad).

Those who got an FLO were helped in a variety of areas. This was most commonly in relation to the Inquest process in the UK (45%), Repatriation arrangements (41%) and Liaising with the FCO (41%). Nearly one in five (18%) reported help with each of: Dealing with the press; the Investigation process in the UK; and Emotional difficulties.

Chart 3



Families expressed concern about FLO's experience to deal with suspicious deaths abroad:

"The FLO didn't have experience in dealing with a death abroad and so wasn't able to provide much practical help. Some of the information she gave us about the death later turned out to be inaccurate which re-traumatised us."

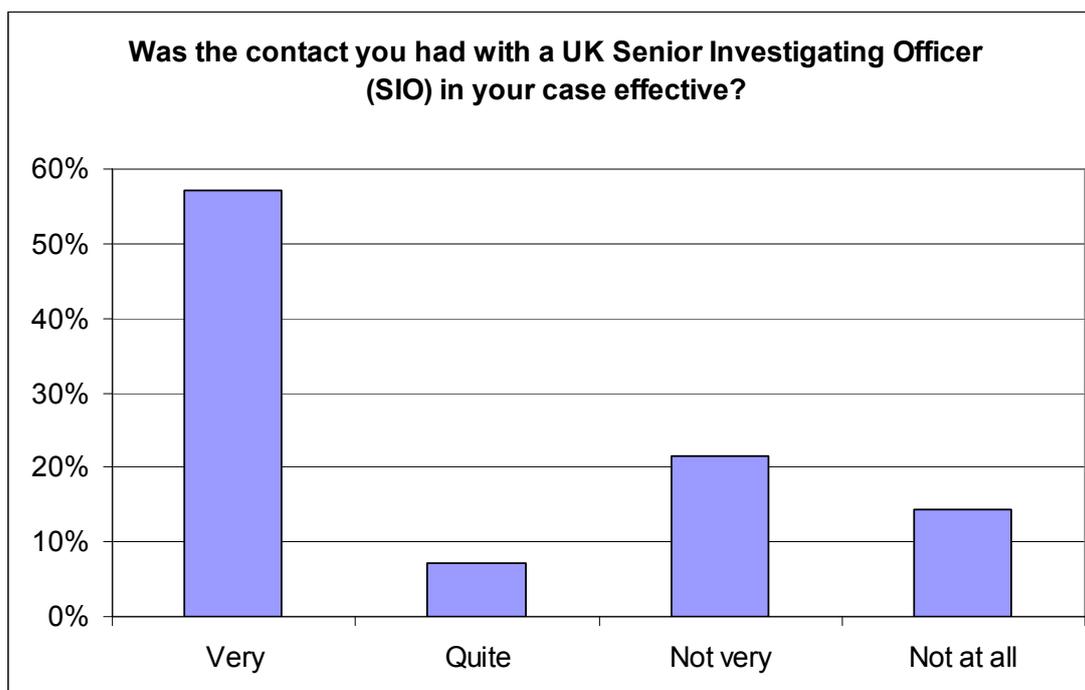
"[The FLO] tried to be helpful but we felt he was untrained regarding a murder overseas and, therefore, 'out of his depth'."

Senior Investigating Officer (SIO)

Only a minority (33%) had a UK Senior Investigating Officer (SIO) in their case, with most (80%) of those who did, having contact with them during the investigation.

Respondents were mostly positive about the effectiveness of this contact with more than half (57%) describing it as 'very effective' and a further 7% as 'quite effective'. One in five (21%) felt it 'not very effective' whilst 14% said it was 'not at all effective'.

Chart 4



Respondents stressed the value of full and frank information as early as possible:

“People bereaved by murder need as much information as possible about what happened, however upsetting that may be. It only damages us further when information is withheld.”

“But most of all to talk to someone who was in the same boat would have really helped in the early days. All I got was the FCO number and I was never contacted by the police again.”

“The fact that our family had to manage my sister’s murder investigation re-traumatized me again and again.”

Conclusions: Due to the lack of clarity clear criterion should be available regarding who qualifies for an FLO and how this should be instigated, so a consistent approach is in place. Families should also be informed of the role of FLOs so they are clear what help can be expected and therefore the whole situation is less of a lottery in terms of this assistance.

Clear and transparent guidelines as to when a family can expect to have an SIO should also be available for the same reasons. Given that the respondents valued contact with an SIO so highly, when this was available, this should be available as a rule unless specific reasons why it is not appropriate are given to the family. This is particularly recommended given the survey evidence that shows that only one in five families who had an FLO got help from them in relation to the investigation process in the UK.

11. Foreign legal help

Key finding(s): *Finding suitable legal representation abroad is a clear need with high costs and yet is not made straightforward and easy to access.*

Half of respondents (50%) appointed a solicitor/legal representative in the foreign country. There was no clear route for finding a solicitor – a quarter (23%) had one recommended by Family or friends in the foreign country, 15% were recommended by the British Embassy/Consulate in the foreign country, but more than half (54%) of respondents reported they found one through some Other route such as an employer or insurer.

In many cases the legal costs abroad have run into thousands of pounds, up to as much as £50,000 in one case. Only a small minority (7%) have received any pro bono (free) legal help abroad.

Families reported not necessarily having much choice over their legal representatives:

‘imposed by the insurance company.’

“We were desperate for an English speaking lawyer and originally appointed a Spanish speaking lawyer, translation was difficult so we finished up with the only English speaking lawyer we could find by ourselves.”

Conclusions: Given the potentially large costs and high stakes in appointing a solicitor in a foreign country, up-to-date lists of appropriate legal representatives should be made available to all families from the FCO and Embassy/Consulate to ensure that families have access to improved help when they are making decisions at such a vulnerable time.

12. UK help general

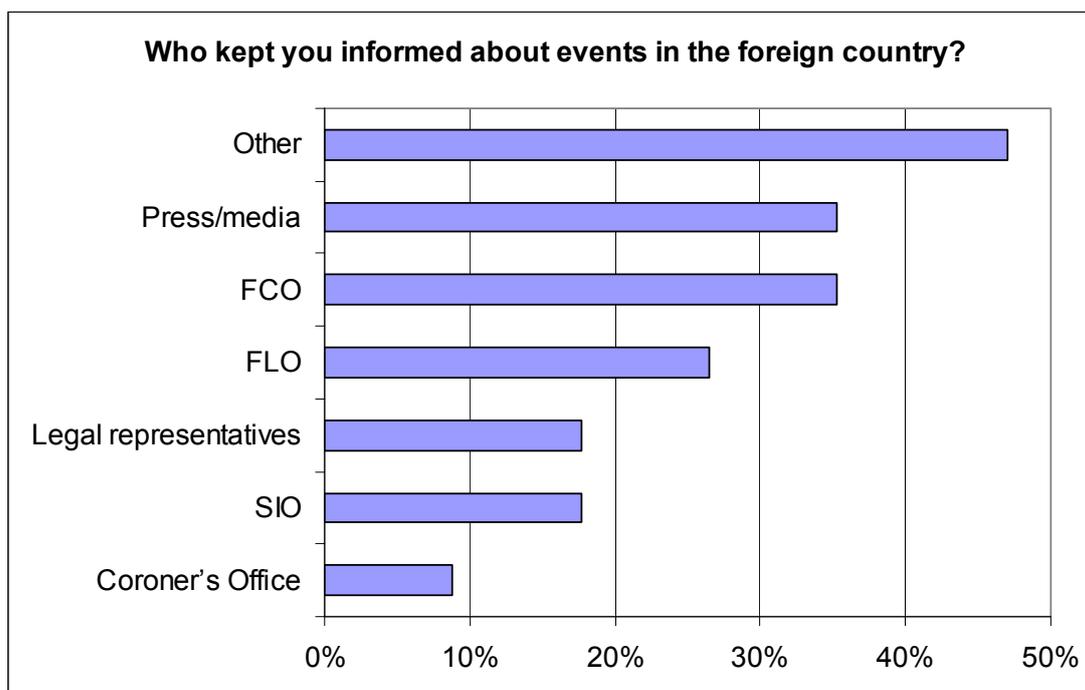
Case updates

Key finding(s): *It is of great concern that families have to rely as heavily on getting information from the press/media as from the FCO.*

Information about events in the foreign country came via a variety of routes.

A third (35%) of people said they were kept informed through the Press/media, with a similar number (35%) receiving information from the FCO. This compares to 26% by an FLO, 18% by an SIO, 18% by Legal representatives and 9% by the Coroner’s office.

Chart 5



Respondents described having to rely on getting information from whatever source they could, frequently including the press/media:

"little information from the FCO."

"I always had to chase for information."

"I have nothing but praise for [my local newspaper] who gave me more information than the FCO. Of course other members of the press were like ravenous wolves at the door."

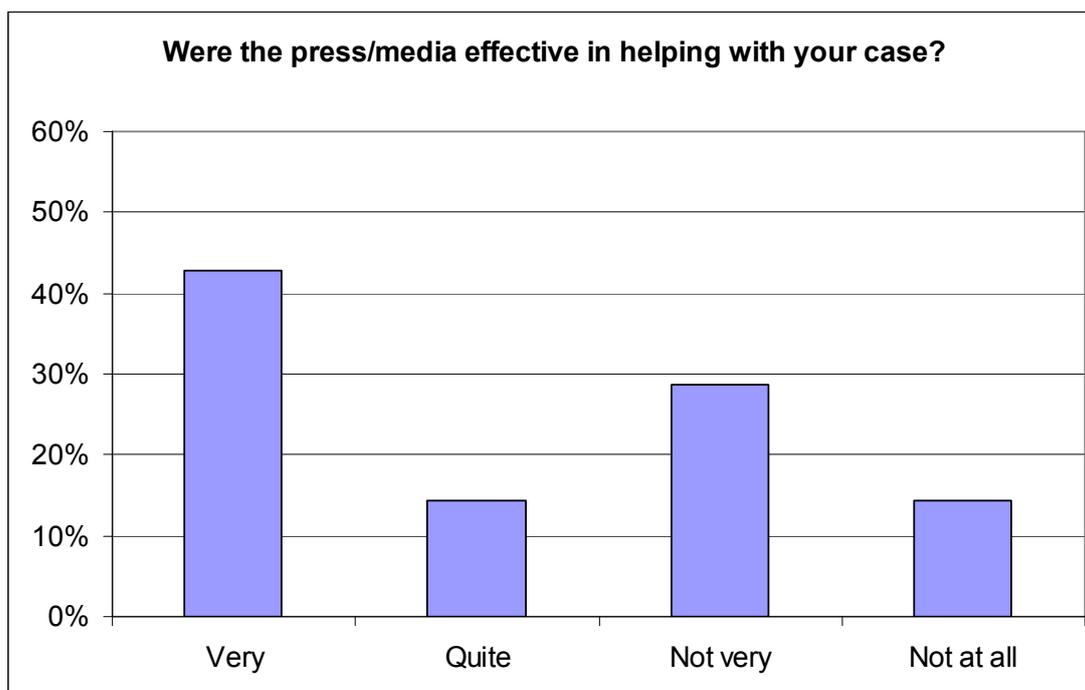
Conclusions: Information from the press/media should not be a substitute for families getting up to date and accurate information about the case from the UK statutory agencies.

Engagement with the press/media

Key finding(s): Families often actively engaged with the press/media regarding their case but found this to be a varied experience.

Nearly half (44%) reported that they actively used the press/media to help with their case. Many of those who chose to engage with the media were positive about its effectiveness: 43% regarded it as 'very effective' and 14% as 'quite effective', whilst 29% described it as 'not very effective' and 14% as 'not at all effective'.

Chart 6



Families expressed the real difficulties in dealing with the press/media:

“British press only interested in story, i.e. in selling papers, not interested in pursuit of justice.”

“Using the media has been a double-edged sword. They are often inaccurate and hurtful but we have also found they can be extremely useful in keeping pressure on the investigative and judicial authorities. On the whole we have found them to be a positive influence.”

“My Mum had the press round hers and I had a phone call. It’s unbelievable how they got my married name and home phone number. This worried me because I had teenagers and I didn’t want the papers questioning them. They said it was a tribute but we now know [different].”

Conclusions: All families experiencing a murder, manslaughter or suspicious death abroad should be offered assistance with dealing with the media/press at the outset due to the high-profile nature of these cases and the deep shock and trauma that they will be in when stories are run. A statement to the press from the FCO is not sufficient to address the likely interest in the case.

Families also need to be provided with ongoing assistance with the media/press until after the inquest process is concluded. The survey results demonstrate risks and opportunities for families in using the press/media to assist with the case. There needs to be support for families choosing to actively engage with them due to their vulnerability, e.g. from an FLO.

There also needs to be recognition that the families should not feel forced to seek information from the media/press due to inadequate updates from the statutory agencies. Nor should they feel in the dark if they feel unable to engage with the press/media.

Legal help

Key finding(s): *Legal costs in the UK tend to be lower, with more pro bono help than abroad but are still a significant difficulty for families.*

42% appointed a solicitor/legal representative in the UK, with costs most commonly around £1,000 and up to £26,000 in one case.

In a quarter (25%) of cases they received some pro bono (free) legal help in the UK. This was often following a referral from a Charity or support group (45%), or by directly approaching companies themselves (36%).

Respondents reported having to be extremely resilient in order to get pro bono help:

“by calling about 70 solicitors.”

“by writing to all human rights lawyers myself.”

“I had to retell the whole story again and again to complete strangers in order to get the help which was really difficult.”

Only 13% have received Criminal Injuries Compensation. This was from the foreign country in each case.

Conclusions: As with foreign legal advice, families should be provided with an up-to-date list of approved and appropriately experienced solicitors in the UK as a matter of course. This should include firms in their local area willing to consider pro bono assistance. It is much more economic for this information resource to be centrally compiled than to have families approaching dozens of companies, particularly when they are grieving.

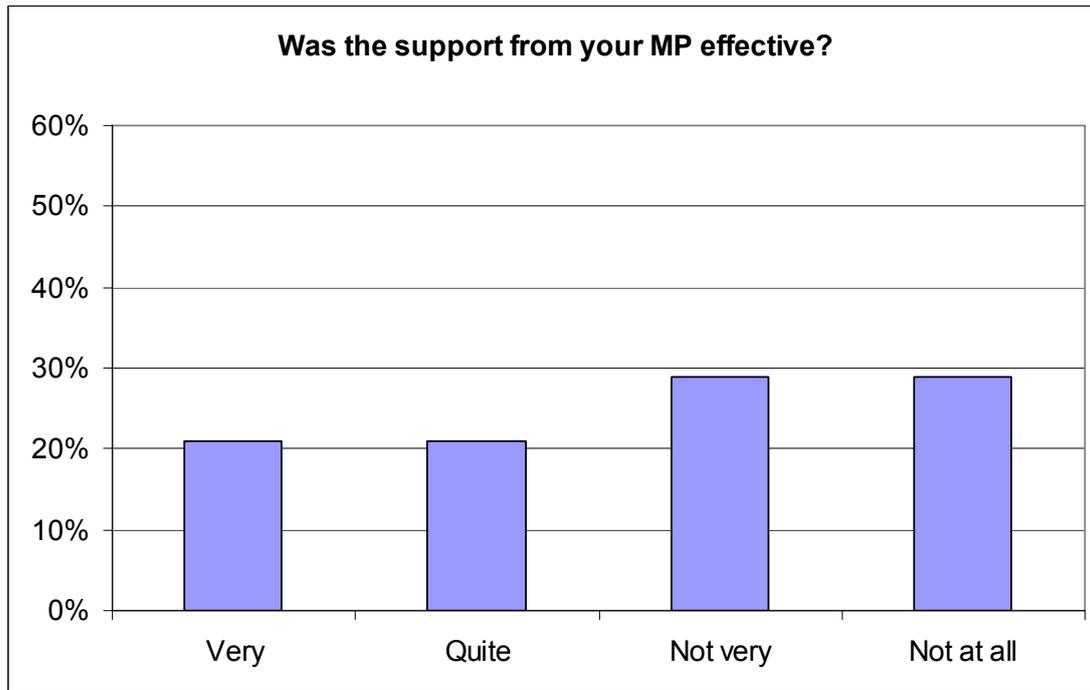
MP help

Key finding(s): *Many people turn to their MP for help, but more consistent help needs to be available.*

Three quarters (76%) approached their MP for support although opinion was divided over the effectiveness of the support received. Of these, 21% said this support was 'very effective' with the same proportion saying it was 'quite effective'. 29% said it was 'not very effective' with the remaining 29% saying it was 'not at all effective'.

One third (33%) are currently still in contact with their MP.

Chart 7



“the only time FCO responds is if [my MP] contacts them.”

“The support from my MP was very effective, as well as his brilliant PPS.”

Conclusions: All MPs need to be suitably briefed regarding the complexities of dealing with a murder/manslaughter or suspicious death abroad (which are additional to those which take place in the UK) and potential problems within the existing system so that they are equipped to deal with desperate constituents who are likely to approach them not knowing where to turn for help, and also so they can provide feedback on how the system can be further improved.

General Support

Key finding(s): *Victim Support appear to have limited experience in dealing with murder, manslaughter or suspicious deaths abroad prior to April 2010. Funeral directors and employers can be important sources of support.*

A small minority (16%) had received help from Victim Support with one family reporting that this was under the National Homicide Service introduced in April 2010.

Some respondents expressed concerns about the organisation’s experience in relation to suspicious deaths abroad:

“ineffective.”

“I ended up trying to support the woman assigned to me who was very upset by the fact that she could not help me as she had never dealt with a murder abroad before.”

“We were very lucky in getting the help of our local Victim Support manager whose intervention was exactly what we needed at the time.” [2006]

“A Victim Support lady is the one who really saw me and my Mum through this. She has done everything, sent letters, spoke to people, she really has been the biggest help.” [since April 2010]

“I would like to press that the newly established Homicide Team of Victim Support here should be supporting anyone that has an ongoing case that has not been finalised in an inquest irrespective of [the service’s] April 2010 start.”

Some important help came from a range of people in contact with the family, particularly including employers and funeral directors:

“The Funeral Directors were very helpful in the early days.”

“The help with organising repatriation was done by our undertakers and they were brilliant.”

Conclusions: In the 50 cases during the last 20 years covered by the survey a very small minority were helped by Victim Support. The expertise of SAMM Abroad in this specialist area therefore needs to be utilised to ensure suitable provision for families, where there is a murder, manslaughter or suspicious death abroad, under the recently introduced National Homicide Service delivered by Victim Support.

13. Health and wellbeing

Victims

Key finding(s): *There is a huge disparity between how bereaved families perceive themselves as victims and the way they are actually treated by the statutory agencies in the UK.*

Most people (82%) consider that they or their family were victims (or ‘secondary victims’) of the murder, manslaughter or suspicious death abroad. However, only 13% of these people said that they were treated as victims by the UK authorities in general.

Conclusions: As the vast majority of the 50 families covered by this survey believe they are victims of the murder, manslaughter or suspicious death abroad but said they were not treated as victims by the UK authorities, a culture change in perception of the needs of such families is urgently required and needs to inform all service provision.

Counselling and Employer support

Key finding(s): *Nearly half of families reported that someone had to leave work following their bereavement. There was also a strong demand for counselling.*

Nine in ten (88%) respondents said that they or a close member of their family needed time off work. Whilst 45% said they or a close member of their family left work following the death.

Three quarters (73%) said they or a close member of their family received

counselling. This was most commonly organised through the NHS (68% of those receiving help), through a Charity or support group (27%) or was Organised privately by themselves (27%), or by their Employer (14%).

Families reported needing specialist support to cope with the death abroad:

“In the absence of any information for the first 2 years, I could not help but complete the gaps in my own head, and sometimes this was worse than the facts when we finally received them.”

“the impact of [our daughter] dying is still as strong today as it was in 2002.”

“I didn’t find Cruse very effective – they listened, but the case was too unusual and I had to later seek cognitive behavioural therapy through my GP to cope with the lasting trauma.”

Conclusions: With nearly all families surveyed needing time off work and almost half having a family member leave work as a result of the murder, manslaughter or suspicious death abroad, early and specialist intervention in terms of counselling is required to ensure the best recovery and help reduce the impact on other areas of the lives of the bereaved. The high numbers receiving NHS counselling as well as counselling from another source suggests that current NHS help is not early enough or sufficient on its own.

There also appears to be a critical link between recovery and families receiving full and frank information about the death which needs to be reflected in service provision from all the agencies in order to ensure that families stand the best chance of recovering.

14. Trials Abroad

Key finding(s): *Trials abroad often take several years to reach a conclusion. Two thirds of families got a guilty verdict(s).*

In just over half (54%) of cases, someone had been charged with a crime in connection with the death/s.

Where there was a trial abroad the length of time they had to wait before it started varies: 25% said it was less than 18 months; 50% that it was 18 months to 3 years and 18% said more than three years. 7% were still awaiting a trial.

The length of time that the trial abroad took to be completed varied enormously - from 1 day, to several weeks or months to even several years.

Where there was a trial abroad, two thirds (65%) reported that there was a ‘guilty’ verdict. 19% of defendants were ‘not guilty’ and 16% were ‘acquitted’.

“My feelings are that I often get overwhelmed by my lone fight.”

Conclusions: The rates of convictions following a murder, manslaughter or suspicious death abroad need to be monitored, as does the time taken for the trial.

15. UK Inquest

Key finding(s): *Respondents' experience of the Coroner's Office was worryingly mixed despite the statutory requirement for an inquest following repatriation.*

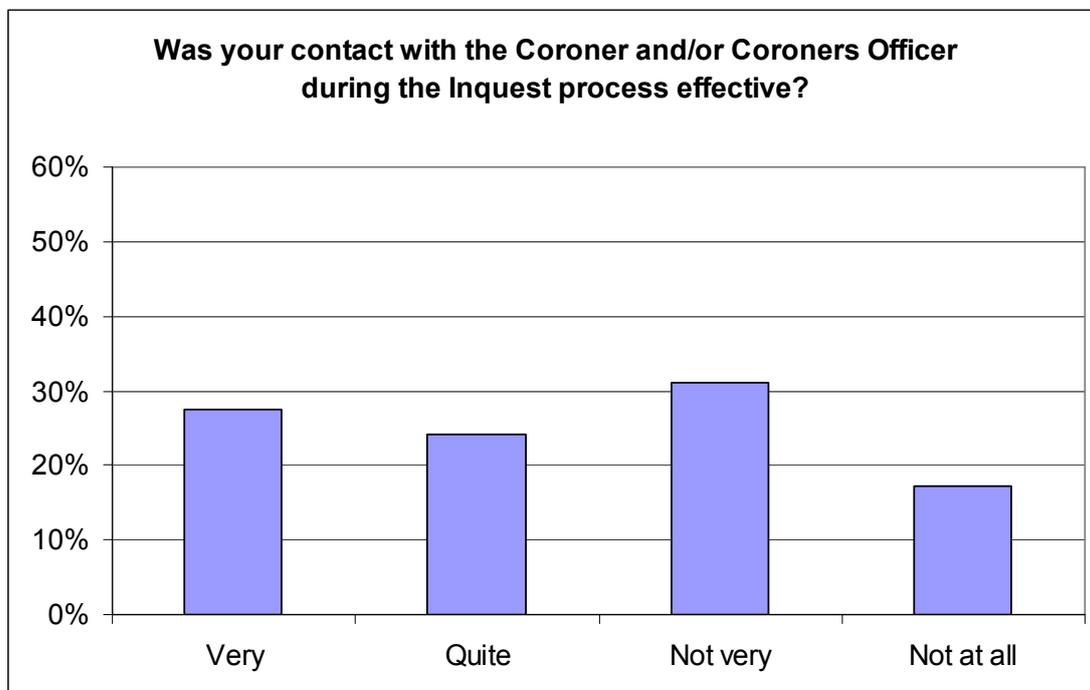
Where there was an inquest in the UK the length of time families had to wait before it started varies: 46% said it was less than 18 months; 29% that it was 18 months to 3 years and 14% said more than three years. 11% were still awaiting an inquest.

The UK inquest most commonly lasted a day but ranged in length from a few hours to a few days.

"Coroner has said it will take about 20-30 minutes when it happens!"

Eight in ten (80%) families had contact with the Coroner and/or Coroner's Officer during the Inquest process. Of these, 28% said this contact was 'very helpful'; 24% said it was 'quite helpful' but 31% said that it was 'not very helpful' with a further 17% saying it was 'not at all helpful'.

Chart 8



The most common verdict following an inquest in the UK was of Unlawful killing (68%), followed by a significant proportion that were an Open verdict (19%).

Conclusions: With almost half of respondents giving a negative response to the helpfulness of the Coroner's Office, where there was contact during the inquest process, clear service standards and complaints procedures need to be in place and monitored to measure improvements in this statutory provision which is currently also hit and miss.

The evidence of open verdicts for almost a fifth of families surveyed needs to be monitored, as does the time that inquests take.

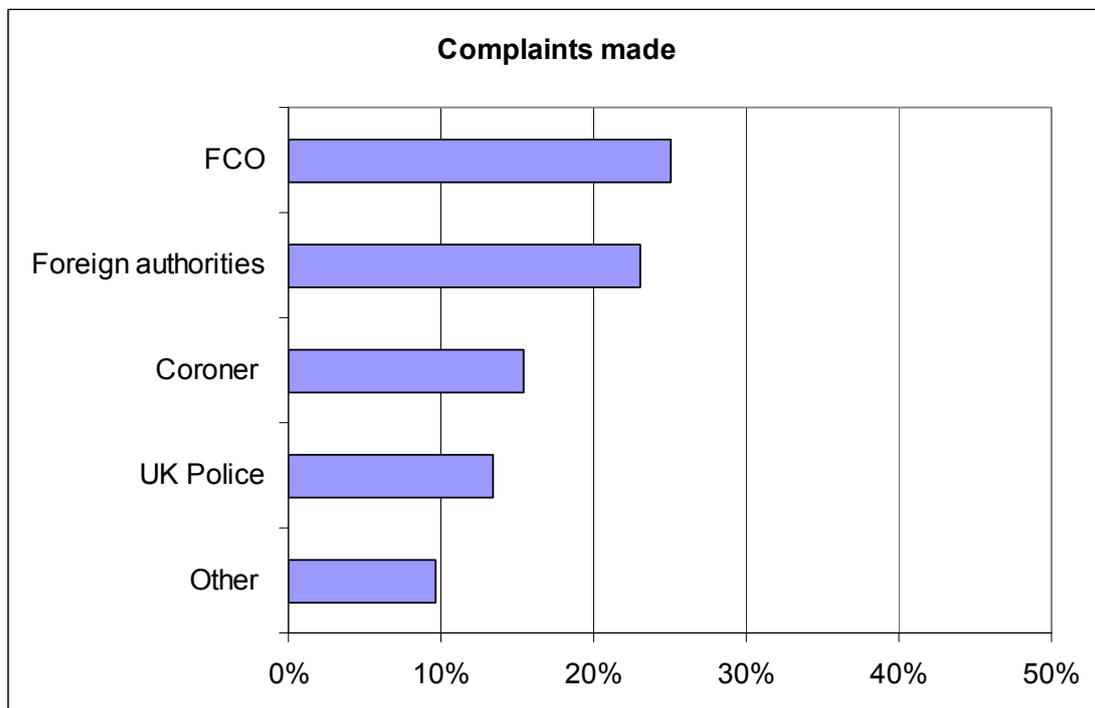
16. Complaints

Key finding(s): *There is strong evidence of dissatisfaction with statutory services in the UK amongst those surveyed. There is also evidence of more than half of families pursuing one or more complaints about their experience. Complaints at a higher level, e.g. to the Independent Police Complaints Commission (IPCC), appear difficult to pursue.*

More than half (58%) have made a complaint relating to their case against one of the official agencies. Of those who have made a complaint this was most often in relation to the FCO (43%), followed by Foreign authorities (40%), with around a quarter complaining about the Coroner (27%) and the UK police (23%).

Overall, a quarter (25%) of respondents had complained about the FCO, 23% about Foreign authorities, 15% about the Coroner and 13% about the UK police.

Chart 9



7% made a complaint to the IPCC (Independent Police Complaints Commission).

No one reported having applied for Judicial Review.

Only one respondent made a complaint about the press or media to the Press Complaints Commission.

Families reported being frustrated in their attempts to have their needs met and in complaining about this:

“no route for a formal complaint was open to us.”

“The [foreign] authorities refused to give information to the British Coroner failing to let us know of the trial date until it was too late. We desperately wanted to attend.”

“I feel the FCO were covering their backs. Anything they said was qualified. The fact that during the time I was trying to get help I had to deal with 4 different people as they swap people around eventually got to me and I stopped phoning.”

“The officers in question had left the Force so no further action taken.”

“The IPCC said it's too long ago - police officers retired.”

“Coroner refused to meet family and discuss concerns.”

Conclusions: It is unclear how stakeholder feedback is being channelled into service improvement for this vulnerable group with multiple needs. There also needs to be clarity regarding the possible outcomes of complaining as there is some evidence that this does not lead to action and that families are not able to pursue higher levels of complaint. This amounts to a failure of families who require enormous resilience in order to pursue their needs in a climate of having to initiate help constantly while being under massive personal stress.

Central monitoring of families' experiences needs to be urgently put in place (e.g. by the Victim Support National Homicide Service) to address this fundamental indicator of the experience of families being re-traumatised by the system that is expected to support them.

17. Overview

Key finding(s): *When asked about the overall experience of their case, families reported that they needed help with a range of issues. There were twelve key areas that half or more families required help with. There was significant variation in whether families received the help in the areas they required. The types of help that families ranked as being of most importance to them were focussed on the overseas element of the murder, manslaughter or suspicious death.*

Three quarters of respondents said that they needed help with Visiting the foreign country (77%) and with Counselling (also 77%), with nearly as many respondents reported needing help with: Dealing with the press; Arranging repatriation; and Getting legal representation (73% in each case).

More than half reported that they required help with the following: Arranging the funeral (69%); Understanding the Inquest process (67%); Understanding case documents (67%); Taking time off work (60%); Understanding a trial abroad (60%); Financial pressures (56%) and Attending a trial abroad (50%).

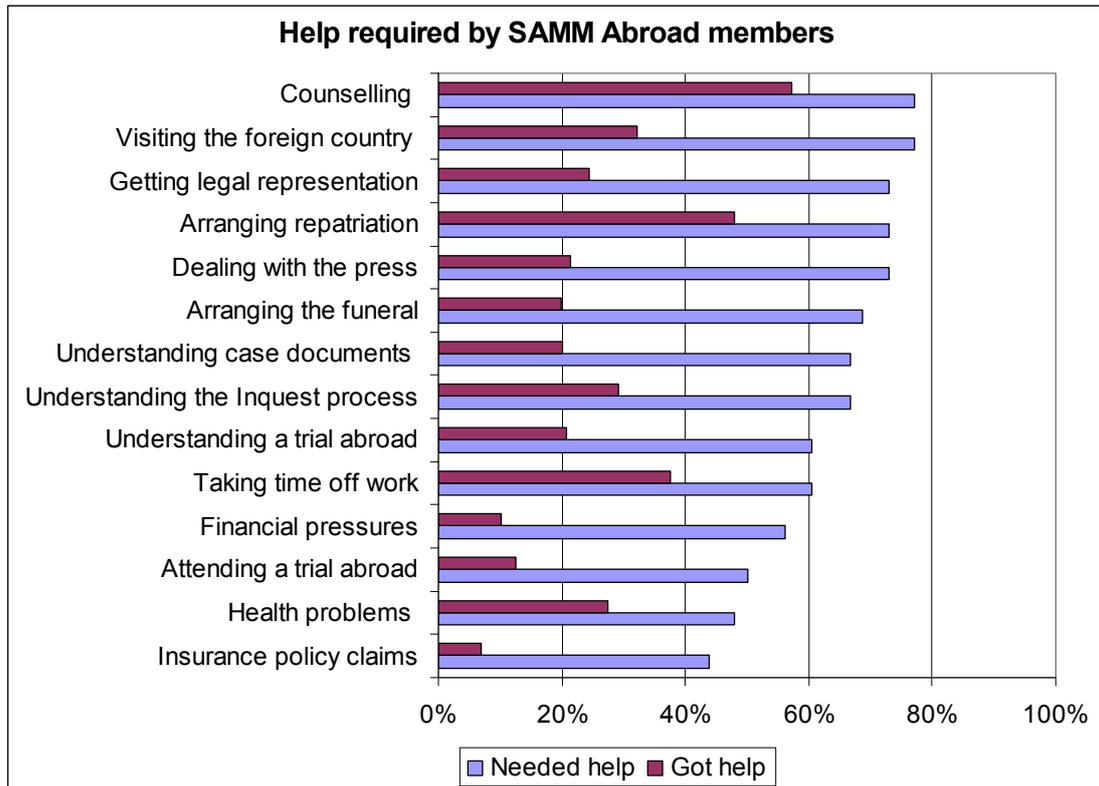
The remaining options were still required by a substantial minority of respondents: Health problems (48%) and Insurance policy claims (44%).

Those who said they required help in a particular area were then asked whether or not they received such help. There is a large disparity in the provision of help across the different areas.

Help was most likely to be received for Counselling (74% of those who needed help), followed by Arranging repatriation (66%), Taking time off work (62%) and Health problems (57%).

Only a minority of respondents received the help that they required in the areas of Insurance policy claims (16% of those who needed help), Financial pressures (18%), Dealing with the press (29%) and Understanding case documents (30%).

Chart 10



Finally, respondents were asked to rank the overall importance of the needs that they had reported. The most important were: Visiting the foreign country (ranked 1st), followed by Arranging repatriation, Getting legal representation, Attending a trial abroad, and Understanding a trial abroad.

Table 1

Help needed following the death	Rank of needs
Visiting the foreign country	1
Arranging repatriation	2
Getting legal representation	3
Attending a trial abroad	4
Understanding a trial abroad	5
Financial pressures	6
Arranging the funeral	7
Understanding case documents	8
Dealing with the press	9
Understanding the Inquest process	10
Counselling	11
Health problems	12
Insurance policy claims	13
Taking time off work	14

Conclusions: There is a wide disparity in the extent to which members' needs are being met. For health related needs such as Counselling and Health problems where support organisations exist, their needs were often met.

However, when families' needs were specifically related to the extreme circumstances of a murder, manslaughter or suspicious death abroad they tended not to be met. This appears to be reflected by the high ranking of importance given to these needs by respondents.

18. Lessons for the Future

Key finding(s): *Families surveyed were keen that lessons be learned from the problems they experienced with the system. Families described the long-term impact of not only the murder, manslaughter or suspicious death abroad but the legacy of the failings of those they expected to receive help from.*

87% would consider providing a case study with more detail of their experience.

A recurring theme was that the failings of the authorities compounded families' grief:

"There should be a holistic approach to the problems faced by families bereaved by murder, both practical and emotional."

"I am in tears to think how alone my family was in dealing with the traumatic death of a much loved husband, father and papa. The police should know about SAMM Abroad. They should give the family telephone numbers and pamphlets. To have something to hold on to would have helped."

"More help should have been given to us and perhaps we would not be suffering quite so much."

"After losing our son ten years ago we are still experiencing great difficulty dealing with the [foreign] authorities."

"My wife had to leave her job to look after our grandson, who was only 8 months old at the time of his mother's death. He is 19 years old now and still lives here with us."

"There have been times where it's felt like it's not important who we are or what we've been through."

"We also feel very strongly that we did not get sufficient support from 'the powers that be'."

Conclusions: The evidence gathered and summarised in this report amounts to a wealth of information regarding current problems with the ways in which key agencies have dealt with families where there has been a murder, manslaughter or suspicious death abroad in the last two decades. It also creates an opportunity to shape provision in such a way that families are better assisted, recover better, and the potential for complaints, due to dissatisfaction with services that fail to meet the needs of their users, is reduced.

Dear SAMM Abroad Member/s

Why have we sent you a Questionnaire?

We would like to enlist your help in gathering an overall picture of the kinds of problems families in the UK experience after the murder/manslaughter or suspicious death of someone abroad through a questionnaire we have produced. **If this is not a good time for you to look at this we understand completely.**

Through the support services we provide we have an in depth understanding of the great difficulties families experience in getting information, practical assistance and emotional support following traumatic events, both immediately and in the long term. We now need to be able to provide key facts and figures about this to policy makers in order to bring about changes to the systems in the UK, as well as having case studies of people's experiences.

What we would like you to do

Please complete the questionnaire and return it to us **by Thursday 21 October**. If you would prefer to print out and complete a copy by hand please post it FAO Eve Henderson. We estimate that it will take you about 30 minutes to complete it.

We would like you to complete the questionnaire as a household even if there is more than one person involved at your address, as we want to gain an overall picture of each case. At the end of the form there is space to include any other key points you want to add, and to indicate if you are willing to provide a more detailed case study about your experience.

Most of the questions ask you to just highlight answers from a selection of options as we are looking for facts and trends here. Some of the questions ask for details such as who helped you with information and some ask about how you feel about the help you received. Please answer to the best of your ability but do not worry if you cannot provide all the details.

Any information that you provide us will be confidential and will be used to generate an overall picture rather than to discuss your case specifically.

What we will do!

We want to bring feedback on the completed questionnaires to our SAMM Abroad meeting, on 6 November at New Scotland Yard, where we will discuss next steps.

Many thanks & good wishes,

Eve Henderson
SAMM Abroad

A. Background information (for SAMM Abroad reference only)

Name of the person/s who died:

Country where the death/s occurred:

Year of death/s:

Where you lived in the UK at the time of the death:

Your name:

Your current postcode:

B. Notification of the death/s

1. How did you first find out about the death/s? (please highlight one)

- a) Friend or relative
- b) UK Police
- c) Foreign & Commonwealth Office
- d) Media
- e) Overseas agency
- f) Witnessed the death
- g) Other – please specify:

C. Foreign & Commonwealth Office (FCO) help

2. Did you try to contact the FCO for information upon hearing of the deaths? Yes/No

If yes, how long was it before you were able to speak to someone in the FCO?

- a) Same day
- b) Next day
- c) Within 3 days
- d) Longer – please specify:

3. Did you get the FCO booklet ‘Guide for Bereaved Families’? Yes/No

If yes, approximately how long after notification of the death was it? (please highlight one)

- a) Within 10 days
- b) Within a month
- c) Within 3 months

And, how useful did you find the booklet? (please highlight one)

- a) Very
- b) Quite
- c) Not very
- d) Not at all

4. Did the FCO give you any help with the following (please highlight all that apply)

- a) Repatriation arrangements
- b) Dealing with the press
- c) Processes in the foreign county
- d) Lawyers in the foreign country
- e) The investigation process in the UK
- f) The Inquest process in the UK
- g) No contact from the FCO

5. How helpful did you find the FCO overall (please highlight one)

- a) Very
- b) Quite
- c) Not very
- d) Not at all

D. British Embassy/Consulate Help

6. Were you assisted by the British Embassy/Consulate in the foreign country? Yes/No

If yes, was this help effective? (please highlight one)

- a) Very
- b) Quite
- c) Not very
- d) Not at all

E. Repatriation

7. Did you have to pay the cost of repatriation to the UK? Yes/No

To the nearest £500 how much was it?

And, how did you cover the costs? (please highlight all that apply)

- a) Insurance
- b) Savings
- c) Loan
- d) Friends/family help
- e) Employer help
- f) Other – please specify

8. When you made the decision to repatriate were you aware that if you didn't repatriate then there would be no inquest/investigation in the UK? Yes/No

If you were aware of this how did you find out? (please highlight all that apply)

- a) UK Police
- b) Family Liaison Officer
- c) FCO
- d) Charity/support group
- e) Other info source – please specify

F. UK Police help

9. Did you get a Family Liaison Officer (FLO) in the UK? Yes/No

If yes, please specify from which Police Force

And, who organised for this to happen? (please highlight all that apply)

- a) FCO
- b) Your local Police Force
- c) Charity/Support Group
- d) Other – please specify who

10. Did the FLO help you with the following (please highlight all that apply)

- a) Repatriation arrangements
- b) Dealing with the press
- c) Liaising with the FCO
- d) Processes in the foreign country
- e) A trial in the foreign country
- f) The investigation process in the UK
- g) The Inquest process in the UK
- h) Employment or financial pressures
- i) Emotional difficulties

11. Did you have a UK Senior Investigating Officer (SIO) in your case? Yes/No

If yes, did you have contact with them during the investigation? Yes/No

And, was this contact effective? (please highlight one)

- a) Very
- b) Quite
- c) Not very
- d) Not at all

Which UK Police Force was the SIO in?

G. Foreign legal help

12. Did you appoint a solicitor/legal representative in the foreign country? Yes/No

If yes, who recommended this solicitor? (please highlight one)

- a) British Embassy/Consulate in the foreign country
- b) FCO
- c) Friend or family in the foreign country
- d) Solicitor in the UK
- e) Other – please specify

And, how much to the nearest £500 has the solicitor abroad cost you?

13. Did you receive any pro bono (free) legal help abroad? Yes/No

H. UK help general

14. Were you kept informed about events in the foreign country by any of the following? (please highlight all that apply)

- a) FLO
- b) SIO
- c) Coroner's Office
- d) FCO
- e) Press/media
- f) Legal representatives
- g) Other – please specify who

15. Have you appointed a solicitor/legal representative in the UK? Yes/No

How much to the nearest £500 has the solicitor in the UK cost you?

16. Did you receive any pro bono (free) legal help in the UK? Yes/No

If yes, how did you get the pro bono help here? (please highlight all that apply)

- f) Referral from a charity/support group
- g) Via an employer
- h) By appealing to companies yourself
- i) By raising funds
- j) Other – please specify

17. Did you get UK state help with the costs of the funeral e.g. from the Social Fund?
Yes/No

18. Did you approach your MP for support? Yes/No

If yes, which constituency did they represent?

And, what was their name?

Was this support effective? (please highlight one)

- a) Very
- b) Quite
- c) Not very
- d) Not at all

Are you still in contact with your MP? Yes/No

19. Have you actively used the press/media to help with your case? Yes/No

If yes, was this effective? (please highlight one)

- a) Very
- b) Quite
- c) Not very
- d) Not at all

20. Did you receive any help from Victim Support? Yes/No

If yes, was this under the Homicide Service introduced in April 2010? Yes/No

21. Have you received Criminal Injuries Compensation? Yes/No

If yes, where was this from? (please highlight all that apply)

- a) The UK
- b) The foreign country

I. Your wellbeing

22. Have you or a close member of your family needed time off work? Yes/No

23. Have you or a close member of your family left work following the death? Yes/No

24. Have you or a close member of your family received counselling? Yes/No

If yes, who organised the counselling? (please highlight all that apply)

- a) The NHS
- b) Your employer
- c) A charity/support group
- d) A church
- e) Private medical care/insurance
- f) Organised yourself privately
- g) Other – please specify

25. Do you consider that you/your family were victims (or 'secondary victims') of the murder/manslaughter/suspicious death abroad? Yes/No

If yes, were you treated as victims by the UK authorities in general? Yes/No

J. Trials/Inquests

26. Has anyone been charged with a crime in connection with the death/s? Yes/No

27. If there was a trial abroad how long did you wait before it started?

- a) less than 18 months
- b) 18 months to 3 years
- c) More than three years – please specify
- d) Time to date if awaiting a trial

And, how long did the trial abroad take (approx number of weeks/months)?

28. If there was a trial abroad what was the verdict? Please specify the number of defendants for each category

- a) Guilty
- b) Not Guilty
- c) Acquitted

Number of defendants
Number of defendants
Number of defendants

29. If there was a UK inquest how long did you wait before it started? (please highlight one)

- a) less than 18 months
- b) 18 months to 3 years
- c) More than three years – please specify
- d) Time to date if awaiting an inquest

And, how long did the Inquest take (approximate number of days)?

30. Did you have contact with the Coroner and/or Coroners Officer during the Inquest process? Yes/No

If yes, was this contact helpful? (please highlight one)

- a) Very
- b) Quite
- c) Not very
- d) Not at all

31. If there was an Inquest in the UK what was the verdict? (please highlight one)

- a) Unlawful killing
- b) Accidental death
- c) Misadventure
- d) Open
- e) Suicide
- f) Natural Causes
- g) Narrative
- h) Other – please specify

K. Complaints

32. Have you made a complaint relating to your case against any of the following?
(please highlight all that apply)

- a) FCO
- b) UK Police – if yes which force/s
- c) Coroner – if yes which area/s
- d) Foreign authorities – if yes please specify who
- e) Other – please specify

33. Have you made a complaint to the IPCC (Independent Police Complaints Commission)? (please highlight one)

- a) Yes
- b) No
- c) Decision whether to complain is pending

If yes, what was the outcome?

34. Have you applied for Judicial Review? (please highlight one)

- a) Yes
- b) No
- c) Decision whether to proceed is pending

If yes, what was the outcome?

35. Have you made a complaint about the press or media to the Press Complaints Commission? (please highlight one)

- a) Yes
- b) No
- c) Decision whether to complain is pending

If yes, what was the outcome?

L. Overview

36.	What help have you needed following the death? (please insert a letter 'X' in all that apply)	Did you get help? (please insert 'X')		Rank your top five needs (1st-5th)
		Yes	No	
	Visiting the foreign country			
	Dealing with the press			
	Arranging repatriation			
	Arranging the funeral			
	Insurance policy claims			
	Taking time off work			
	Counselling			
	Understanding the Inquest process			
	Understanding a trial abroad			
	Attending a trial abroad			
	Health problems			
	Financial pressures			
	Understanding case documents			
	Getting legal representation			

M. Other information

37. Would you consider providing a case study with more detail of your experience? We can provide more information on what would be involved. Yes/No

Please use the space below to expand on any of the questions above or would like to comment on how SAMM Abroad should campaign for changes.

THANK YOU.



SAMM Abroad
SUPPORT AFTER MURDER &
MANSLAUGHTER ABROAD

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