

Building up a Single Point of Contact for Victims and Affected People of a Terror Attack in Berlin (Zentrale Anlaufstelle)

Meeting in Barcelona January 24th and 25th 2019

I. The Attack of the “Berliner Weihnachtsmarkt” at December 19th 2016

- at 20:02 a Truck, hijacked by Anis Amri, run into the crowded Weihnachtsmarkt, located in the in the center of Berlin. Amri killed the polish truck driver and 11 visitors of the Weihnachtsmarkt.
- about 55 people get injured, a lot of them heavily

- **on the scene** the psychosocial support worked well
- Berlin has about 150 members in its Psychosocial Intervention-team (“Notfallseelsorge”)
- a relevant number of these men and women did their job in an excellent way
- all injured people could be brought into hospitals within a very short time.

- the police hotline broke down within minutes
- it wasn't sure which person was brought to which hospital
- there was no central information about support especially for those, who didn't get physically injured
- there was no interface between acute support and the intermediate and long term support

- The **federal government** set up the former prime minister of Rhineland-Palatinate Mr. Kurt Beck, as a spokesman for the victims of the terror attack
- Mr. Beck **criticized** in two reports the failed communication between the different agencies, the misinformation of victims and other affected persons, the slow bureaucracy in matters of compensation etc.
- Mr. Beck gave the recommendation to set up “single points of contact” (Zentrale Anlaufstellen) at the federal level and at the state-levels.
- On November 7th 2017 the **Senate of Berlin** (the regional government – as you know Berlin is one of the 16 German states) decided to set up a “Zentrale Anlaufstelle for victims of terror attacks” in the responsibility of the Department of Justice

- **Recruiting staff:** It took about six months for recruiting the staff: head of the ZA is lawyer, her deputy a psychologist; further on are working in the ZA a social worker, a senior civil servant and a front desk officer.
- **Finding Facilities:** In the moment the situation is poor – we are located in the building of the Department of Justice. It is supposed that we will get proper rooms in 2019.
- **Money:** Situation is really good – there are enough resources for team-building processes, education and training etc.

- In the building up process it was a main subject **bringing together** the different perspectives of the different stakeholders: police, firefighters, the regional health system and a huge numbers of NGO, which are working in the victims support system
- The headline of this process was: “**What can victims and other affected people expect from a Zentrale Anlaufstelle?**” This headline was important for the following discussion because we wanted to set the focus at the expectations and not at the present possibilities. So we didn’t ask: “What can a Zentrale Anlaufstelle manage for victims?” because than we probably would get poor answers.
- We did a one day workshop in February 2017 for answering the question of expectation and fixed the results in a **policy paper**.

- Affected people shall be **informed** in a qualified way just within hours after the attack
- Affected people shall be **given contact** to psychologists, clinics, victim support centres etc.
- The **sustainability of support** shall be ensured
- The network of supporters shall be **coordinated**
- **Missing support** shall be identified
- The **polititians** shall be informed in a helpful and proper way

- connecting different authorities
- handling with different interests
- setting up a proper flow of information (data protection)
- directive?
- operational unit

- responsibilities
- information flow and data protection
- process
- which needs?

... y al final...

Muchas gracias por su atención