

OPUS2

Manchester Arena Inquiry

Day 86

April 13, 2021

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Phone: +44 (0)20 3008 5900

Email: transcripts@opus2.com

Website: <https://www.opus2.com>

1 Tuesday, 13 April 2021
 2 (10.00 am)
 3 MS CARTWRIGHT: Good morning, sir.
 4 SIR JOHN SAUNDERS: Ms Cartwright, before we start this
 5 morning, I just want to make a brief reference to
 6 Dr Burke's evidence from yesterday. During his
 7 evidence, he and I were discussing the app, which has
 8 been designed to assist members of the public who may
 9 find themselves in the unfortunate situation of having
 10 to deal with casualties.
 11 Dr Burke referred to the author of the app as a
 12 major, I corrected him to say he was a colonel; I have
 13 since been corrected, he's a brigadier.
 14 Brigadier Hodgetts, for it was he, I apologise to him
 15 for demoting him unintentionally. I make it clear that
 16 he hasn't in any way complained about it, and I wouldn't
 17 expect him to, but I thought I should just correct the
 18 record.
 19 MS CARTWRIGHT: Thank you, sir. Can I identify that the
 20 witness in the witness box is Amelia Tomlinson and could
 21 I ask for her to be sworn, please.
 22 MS AMELIA TOMLINSON (sworn)
 23 Questions from MS CARTWRIGHT
 24 MS CARTWRIGHT: Could you please tell the court your full
 25 name?

1

1 A. Amelia Suzanne Ellen Tomlinson.
 2 Q. Thank you. I think you have asked today if we could
 3 refer to you as Millie.
 4 A. Yes, please.
 5 SIR JOHN SAUNDERS: Millie, do you mind moving your chair a
 6 bit forward? It then means people can hear more
 7 clearly.
 8 A. Is that okay?
 9 SIR JOHN SAUNDERS: Hopefully. I will tell you if it's not
 10 loud enough.
 11 MS CARTWRIGHT: Millie, you have provided a witness
 12 statement to Greater Manchester Police to assist the
 13 inquiry. I think it's right also that you have also
 14 contributed to two documentaries about your experiences
 15 on 22 May 2017.
 16 A. Yes.
 17 Q. Millie, the structure of your evidence this morning is
 18 going to be in three phases: first of all, your
 19 experience with Lucy Jarvis as you made your way to the
 20 arena and arrived into the City Room; secondly, your
 21 presence in the City Room immediately prior to and
 22 at the time of the explosion; and thirdly, to the extent
 23 that you wish to give that evidence, your experience
 24 in the aftermath of the explosion and any observations
 25 you have on the emergency response.

2

1 First of all, then, if we can deal with the first
 2 phase of your evidence. Can you tell us how it was that
 3 you came to be going to the Ariana Grande concert that
 4 night, please?
 5 A. Yes. Well, me and Lucy had grown up watching Ariana on
 6 the TV and watching on Nickelodeon and when we found out
 7 she was a singer, we was very keen to go watch her, so
 8 we was like, "Oh, shall we just buy tickets", so we
 9 bought tickets and my mum and my nan agreed to drive us
 10 on the night.
 11 Q. Thank you. You tell us in your witness statement about
 12 how you spent that day before going. Can you tell us
 13 a little about that, please?
 14 A. Yes. I was very excited to go and I took a long time
 15 deciding what outfit to wear, as you do when you're 17.
 16 I took a lot of time to choose a top and choose what
 17 pants I was wearing and Lucy came over to mine about
 18 1 o'clock and we started getting ready for the concert
 19 about 1 o'clock. We had, like, the album on while we
 20 was getting ready and, like, we had McDonald's for tea.
 21 It was a big thing.
 22 SIR JOHN SAUNDERS: We have very good transcribers and
 23 I suspect that they're finding it quite difficult maybe
 24 to keep up with you. If you could talk a bit slower and
 25 just take the odd gap.

3

1 A. Okay.
 2 SIR JOHN SAUNDERS: Thank you very much.
 3 MS CARTWRIGHT: Roughly what time, Millie, did you then set
 4 off from your home to head to Manchester?
 5 A. I would say probably about 4 o'clock.
 6 Q. What time then did you arrive in Manchester?
 7 A. Probably about half past 6, I want to say. I can't
 8 really remember, to be honest.
 9 Q. Can you tell us what you did then, you and Lucy Jarvis,
 10 before you went to the concert?
 11 A. On our way there, we was just listening to music and
 12 things in the car. Before we went to the concert, we
 13 just said goodbye to my mum and my nan and we said we'll
 14 see you when you pick us up later on tonight.
 15 Q. Do you remember where your mum dropped you off?
 16 A. Yes, she dropped us off at the bottom of the arena, near
 17 the Domino's bit.
 18 Q. So what did you and Lucy then do? Where did you go?
 19 A. We walked up to the main entrance and then went into the
 20 concert, where they was like searching bags where you go
 21 through the foyer, the main doors.
 22 Q. You have mentioned searching bags. Can you recall what
 23 happened when you got to that area?
 24 A. To be honest, they didn't actually search my bag.
 25 I went to college the previous day and I had -- because

4

1 I always remember this — I had a pasta for my lunch and
 2 I had a fork in my bag and they didn't take the fork out
 3 of my bag or check it. So I can't remember if they
 4 checked my bag, but — yeah.
 5 Q. Then roughly what time did you go through security and
 6 find yourself within the arena itself?
 7 A. I don't know, probably about 7, maybe.
 8 Q. Can you give us just some idea what the mood and
 9 atmosphere was like in the City Room as you went through
 10 that first time and into the arena?
 11 A. Everyone was excited, like everyone had all merch on
 12 them and they had glow-in-the-dark ears on and everyone
 13 was really excited, you could tell, for the concert to
 14 begin.
 15 Q. You've mentioned merch; had you purchased any
 16 merchandise?
 17 A. Yes, I remember that. We queued up for ages in the
 18 queue in the foyer where they were selling the merch and
 19 there was lots of — there was two different stands,
 20 I think, and we waited for ages to get the merch, but
 21 I bought the T-shirt.
 22 Q. Okay. So tell us just then a little bit about the
 23 concert from your perspective.
 24 A. The concert was really good, as a whole. Like, I really
 25 enjoyed it because we'd waited so long to see her

5

1 perform, we was really excited to see it, and I think
 2 you could tell that when the songs came on, everybody
 3 knew every song and everybody was really excited.
 4 Q. Had you made arrangements with your mum as to what time
 5 you would be meeting her or where you would be meeting
 6 her after the concert?
 7 A. I think we may have made arrangements for the time, but
 8 I can't remember, but we did arrange to meet, after the
 9 concert, where she picked me up — where she dropped me
 10 off, and I was going to phone her when the concert
 11 ended.
 12 Q. Could you then tell us at the end of the concert what
 13 you did and where you went?
 14 A. As the concert ended, we left just as the encore ended,
 15 so we was leaving the seats just as it finished. We
 16 went through the doors outside near our seats and the
 17 closest exit was the foyer, so that's why we went
 18 through there.
 19 Q. So now we're moving then to the second phase of your
 20 evidence, Millie, which is your presence in the
 21 City Room immediately prior to and at the time of the
 22 explosion.
 23 Could I ask you to tell us, as you walked towards
 24 the City Room and through the City Room, what happened,
 25 please?

6

1 A. As we came through the foyer, I remember I had my phone
 2 because I was going to call my mum to tell her that we'd
 3 done with the concert and I hadn't pressed call and
 4 I had my phone in my left hand. All of a sudden, I felt
 5 this warm gush of air hit me and I remember that it just
 6 felt really warm and like when you jump in a pool and
 7 you feel water in your ears and I remember just going in
 8 a ball because I didn't know what to do and I felt my
 9 body get thrown about.
 10 Q. In terms of — did you see what happened to Lucy?
 11 A. I didn't see, I had my eyes closed.
 12 Q. So having then described that, what happened after you
 13 described feeling those sensations?
 14 A. I remember I opened my eyes and I could see that there
 15 was lots of smoke, like on the floor, and I could see
 16 lots of people on the ground, like the victims on the
 17 ground. And I could see that Lucy and me had been blown
 18 apart in the blast. Lucy was a bit further that way
 19 (indicating) than I was — we was linking and so we had
 20 unlinked in the blast of the bomb.
 21 Q. Pausing there, please, you described that you and Lucy
 22 had been linking, so you had linked arms together as you
 23 walked across the City Room. Do you recall how far
 24 across the City Room you got before you felt that warm
 25 sensation of the blast?

7

1 A. I'd probably say we was near — do you know where
 2 there's a window on the side? We was near the side.
 3 Q. Shall we just look at a plan was provided by your mum?
 4 I think you indicated your position. Perhaps if we use
 5 that that you created, please.
 6 Mr Lopez, please could you put on screen
 7 {INQ022878/1}.
 8 (Pause)
 9 There's an X marked on that plan. Is that where you
 10 had got to?
 11 A. Yes, that's where we was, yes.
 12 Q. So you've described that you and Lucy had been linked up
 13 together prior to feeling the sensation.
 14 A. Yes.
 15 Q. But after then, when you had got yourself up, how far
 16 away from you was Lucy?
 17 A. I'd say she was about — she was probably the desk to
 18 the other desk (indicating).
 19 Q. Okay. So what did you then do, please?
 20 A. Well, we both just looked at each other and obviously
 21 knew something really bad had happened and we managed to
 22 get up and run back through the doors because in my mind
 23 I remember thinking that if there'd been a bomb, maybe
 24 there was another bomb, and I wanted to go back in the
 25 foyer because I thought, what if there was bombs at

8

1 other exits , so I wanted to go back through the foyer.
 2 Q. Pause there again, please. So when you say you wanted
 3 to go back through the doors, you're saying effectively
 4 back through the doors to the arena --
 5 A. Back to the arena, yes.
 6 Q. -- and the concourse?
 7 A. Yes.
 8 Q. And at that time as you made your way back towards the
 9 doors, did you notice whether you had any injuries?
 10 A. I remember feeling like I couldn't run, but I didn't
 11 know why I couldn't run because I couldn't feel that
 12 a bolt had gone through my foot -- went through my shoe
 13 and hit my foot and my legs. I didn't understand why
 14 I couldn't run.
 15 Q. At that time did you observe -- I don't want you to give
 16 any details about Lucy's injuries , but did you observe
 17 whether Lucy was injured at that time?
 18 A. I could tell Lucy was quite severely injured .
 19 Q. Can you then describe -- you ran back towards the arena
 20 doors --
 21 A. Yes.
 22 Q. -- into the concourse. And could you tell us what you
 23 did and where you went, please?
 24 A. We went back into the arena and I remember that Lucy at
 25 this point had fallen down because, obviously, of her

9

1 injuries she couldn't really walk --
 2 Q. Just pause there again, please. Millie , can I just be
 3 clear , when you say you went back into the arena, where
 4 exactly did you and Lucy go, please?
 5 A. We went back through the doors, through the concourse,
 6 and back through the doors to the main arena.
 7 Q. When you went through the doors into the arena, if
 8 I describe it as the arena bowl area, can you tell us
 9 whereabouts you went then when you went through those
 10 doors?
 11 A. We just went back into it and went down the steps as if
 12 you was going to your seats where we originally came
 13 from.
 14 SIR JOHN SAUNDERS: Were you meeting people coming the other
 15 way as you went back in or can't you remember that?
 16 A. I can't really remember that.
 17 SIR JOHN SAUNDERS: Thank you.
 18 MS CARTWRIGHT: Roughly how far down the steps did you go
 19 into the arena itself ?
 20 A. We only went a couple of steps, we only went about five
 21 or six steps.
 22 Q. And what happened at that time?
 23 A. At this point Lucy had sat down on the steps and she
 24 said that she couldn't walk and that she was going to
 25 die and I could tell she was losing a lot of blood, so

10

1 I knew that I needed to call someone because -- I don't
 2 really remember lots of people being around. So I knew
 3 that I needed to call someone, so I got Lucy's phone out
 4 of her pocket and I was trying to call my mum or her mum
 5 or someone, and I remember I couldn't unlock the phone
 6 with my finger ID, and it was because my fingers was
 7 injured and that's when I realised that my injuries ...
 8 Q. And I think you've indicated today that you would like
 9 to give brief evidence about your injuries , Millie ,
 10 is that correct?
 11 A. Yes.
 12 Q. So you had an injury to your finger; is that right?
 13 A. Yes, to my three fingers.
 14 Q. So did there come a time when you were able to make
 15 a telephone call?
 16 A. Yes. I called Lucy's mum and told her that there had
 17 been a bomb.
 18 Q. You were able to describe to Lucy's mum that there had
 19 been a bomb. Were you able to piece together then that
 20 that is what happened?
 21 A. Yes, I think I knew at that point that that's what
 22 happened.
 23 Q. After you made that telephone call, can you deal with
 24 what you and Lucy did?
 25 A. I took my jacket off and I tied it round Lucy's leg to

11

1 stop it bleeding but that didn't work because it was
 2 bleeding a lot. I don't know who there was, but there
 3 was about two or three people from the arena, I think
 4 they was from the arena, they came and look Lucy away,
 5 and I couldn't follow her because I couldn't run after
 6 her. She was gone at this point.
 7 SIR JOHN SAUNDERS: That's because of the injury to your
 8 foot?
 9 A. Yes.
 10 SIR JOHN SAUNDERS: So you had injuries to your foot and
 11 injuries to your hand?
 12 A. And my legs.
 13 MS CARTWRIGHT: You've described the individuals that came
 14 to help Lucy and you thought they were from the arena.
 15 Was there anything about what they were wearing that
 16 made you able to identify them as to where they'd come
 17 from?
 18 A. I vaguely remember maybe they had yellow high-vis on or
 19 something like that.
 20 Q. You describe them taking Lucy away: was that back the
 21 way you had come that you have described, through the
 22 steps?
 23 A. Yes, they just went through the doors and I don't know
 24 where they took her after that.
 25 Q. So what did you do after that time, please?

12

1 A. I was stood on my own for about 10 minutes and I was
 2 really thirsty, like really, really thirsty, but I think
 3 it's because I had breathed in all the dust from the
 4 floor, so I remember I just grabbed somebody's drink
 5 from under the chair that they'd left and just drank it
 6 all.

7 When I was on my own, this man, Rob, came over to me
 8 who worked for the staff at the arena, like the medical
 9 people, and he started to check me over and said that
 10 he was going to take me outside.

11 Q. And I think you've identified him as Rob?
 12 A. Yes.

13 Q. We've had a statement provided by Emergency Training UK
 14 first aider called Robert MacFarlane.

15 A. Yes.

16 Q. When Rob came to you, what help did Rob give to you?
 17 A. I remember that he told me that my fingers was very
 18 badly injured. He wrapped them up and he told me to
 19 keep them up in the air. He took my shoe off as well
 20 because my foot was very swollen and my legs — he
 21 didn't really do anything to my legs because I had my
 22 jeans on, but he just wrapped my fingers up.

23 Q. And then what happened?
 24 A. He took me back up the steps where Lucy had just been
 25 taken and took me round the concourse, round the arena,

13

1 past the foyer doors, and we went out a side exit and
 2 down some steps to the street.

3 Q. Do you know the layout of the arena?
 4 A. Yes.

5 Q. Did he take you out of the Trinity Way exit, do you
 6 know?
 7 A. No, it was a different one.

8 Q. Okay.

9 A. I can't remember which one, sorry.

10 Q. When you came out of the arena bowl and back on to the
 11 concourse and round the arena, did you identify or see
 12 Lucy at that time?
 13 A. No, I didn't see Lucy.

14 Q. So then when Rob took you outside, what then happened?
 15 A. I remember that we came out into the street and it was
 16 chaos outside because everybody was just outside, had
 17 just got outside of the arena and everyone was on the
 18 streets and there was lots of people trying to find each
 19 other. We just walked up to the street where there's
 20 a little car park on the left — hand side, and he sat me
 21 down against the wall and he told me to keep my arm up
 22 in the air and keep my leg out and he was going —
 23 I still had Lucy's phone at this point. He told me to
 24 remember my mum's number and call my mum, so we called
 25 my mum and he got through to her finally and he was just

14

1 trying to describe where we was in location to my mum so
 2 she could find us.

3 Q. Just pausing there, please: where Rob took you, you have
 4 described it was near a car park. Are you able to give
 5 us any other landmarks to identify where you were at
 6 that time?
 7 A. It was probably across from the other car park, the big
 8 car park. It's the outside car park.

9 Q. Was this anywhere near to the station or the arena?
 10 A. It was just across from the arena.

11 Q. Do you know how near it was to Victoria Railway Station?
 12 A. I think that ... No, I don't, sorry.

13 Q. Okay. Where you were, were there any other injured
 14 people near where you were?
 15 A. I just remember people walking past me and some people
 16 had bandages on.

17 Q. I think it's right, isn't it, that you were able to
 18 contact and get hold of your mum?
 19 A. Yes.

20 Q. Roughly how long was it before you were reunited with
 21 your mum and grandma?
 22 A. I'd probably say 15 or 20 minutes.

23 Q. Where was Rob at this time?
 24 A. Rob had stayed with me the whole time.

25 Q. I think he stayed with you the whole time on the

15

1 streets?
 2 A. Yes.

3 Q. Can you tell us what happened then when you were
 4 reunited with your mother and your grandma, please,
 5 Millie?
 6 A. When my mum and my nan found me, we began to walk down
 7 to the ambulances because at this point there was a few
 8 ambulances that had arrived, and we went to one
 9 ambulance and, obviously, there was someone already in
 10 it, so the man was like, "The ambulance is already
 11 full". Rob said that I needed to get to hospital and
 12 then we walked down where my mum had parked — she'd
 13 parked at the car park at the back of Domino's and that
 14 way. Rob walked down with me, my mum and my nan and we
 15 got in the car and Rob actually drove us to the
 16 hospital.

17 Q. Just pause there, please, Millie. When you described
 18 going to an ambulance and the ambulance saying
 19 effectively it wasn't able to assist you, can you recall
 20 whereabouts the ambulance was?
 21 A. It was just outside the entrance where you go
 22 underground.
 23 Q. Underground into?
 24 A. The arena.
 25 Q. Okay. Is that on the Trinity Way side?

16

1 A. Yes.
 2 Q. So you all managed then to get to your mother's car and
 3 in fact Rob agreed to drive you all to hospital --
 4 A. Yes.
 5 Q. -- in your mum's car?
 6 A. Yes.
 7 Q. Was there any other treatment or medical attention given
 8 to you at that time as you were making your way to
 9 hospital?
 10 A. No, I just kept my hand up in the air.
 11 Q. Is it correct that you were taken to Manchester Royal
 12 Infirmary?
 13 A. Yes.
 14 Q. And just briefly, I think it's right that when you got
 15 there, you were seen and treated by the hospital, but
 16 they advised you to go to your local hospital --
 17 A. Yes.
 18 Q. -- that night or the early hours of the next day, where
 19 you could then receive the surgery and the treatment for
 20 your injuries; is that correct?
 21 A. Yes.
 22 Q. Is there any other evidence that you wish to give about
 23 your experience that night?
 24 A. No.
 25 MS CARTWRIGHT: Sir, do you have any questions that you have

17

1 for Millie?
 2 SIR JOHN SAUNDERS: No, thank you.
 3 MS CARTWRIGHT: Millie, there may be questions from the
 4 barrister on behalf of the families.
 5 Could I ask whether Mr Weatherby has any questions?
 6 MR WEATHERBY: I have no questions, thank you very much, but
 7 on behalf of the families, Millie, can I thank you for
 8 giving your evidence; we know it's very difficult.
 9 MS CARTWRIGHT: Thank you.
 10 SIR JOHN SAUNDERS: Thank you, Mr Weatherby.
 11 MS CARTWRIGHT: Sir, there are no other core participants
 12 who have any questions under the Rule 10 process, so
 13 that then would conclude Millie's evidence.
 14 SIR JOHN SAUNDERS: Can I add my thanks. Thank you for
 15 coming to tell me of your experience. It helps give the
 16 complete picture to us all.
 17 MS CARTWRIGHT: The next witness is Suzanne Atkins and her
 18 evidence is not scheduled until midday. If there's any
 19 way that, when she arrives and she's ready, that we're
 20 able to bring slightly forward the next session, then
 21 we'll obviously notify you and notify all the core
 22 participants, but at the moment can I ask that we
 23 adjourn until midday?
 24 SIR JOHN SAUNDERS: Can I apologise to everybody for the
 25 stop-start nature. It's very difficult to know in

18

1 advance how long particular witnesses will take and
 2 again, because of the particular circumstances of the
 3 witnesses, we don't want to keep them waiting here.
 4 Believe me, running consecutively in any court is an
 5 unbelievably difficult thing to do without keeping
 6 people waiting. I apologise to people for the
 7 stop-start. We'll try and keep it flowing if we can.
 8 I think the rest of the week will be like that.
 9 MS CARTWRIGHT: Sir, there are developments with the
 10 evidence for tomorrow, we are doing what we can to
 11 usefully use the time, but we will perhaps update you
 12 and the core participants later.
 13 SIR JOHN SAUNDERS: I can assure you that all of us in the
 14 background have plenty to do, but I'm sorry for people
 15 who are here if it's stop-start. Thank you.
 16 (10.28 am)
 17 (Adjournment)
 18 (11.46 am)
 19 MR NICHOLLS: Sir, thank you. We are now going to hear
 20 evidence from Suzanne Atkins. Can I ask first that
 21 Ms Atkins is sworn, please.
 22 MS SUZANNE ATKINS (sworn)
 23 Questions from MR NICHOLLS
 24 MR NICHOLLS: Can I ask you to start by giving the court
 25 your full name, please?

19

1 A. Suzanne Elaine Atkins.
 2 Q. Thank you. Before I start my questions in relation to
 3 the statements that you have given, can I start with
 4 a few introductory comments, picking up on what the
 5 chairman's said. First, can I start by thanking you for
 6 coming to the inquiry to give evidence. We know it is
 7 not an easy thing to do and we are grateful to you for
 8 being here to do that.
 9 You know that my name is Mr Nicholls and I'm
 10 a member of the inquiry legal team. We met outside
 11 court and I'm going to be asking you some questions to
 12 take you through your account and to help you to do
 13 that. Do you understand that?
 14 Before I ask those questions, can I raise a few
 15 short practical matters. You have given two witness
 16 statements about your experiences that night and
 17 you have had the chance to review them prior to your
 18 evidence. If you need to look at them during your
 19 evidence, of course just say so, as the chairman has
 20 said.
 21 Second, so you're aware and so everyone is aware,
 22 I will not be showing any footage during your evidence.
 23 We may look at still images and the sequence of events
 24 of your movements prior to the explosion, but nothing
 25 after, just so you understand.

20

1 Third, you attended the arena, as we'll hear, with
2 your daughter, and a friend of hers, as well as your
3 parents. We've discussed this outside court.

4 I understand, for entirely understandable reasons, you
5 do not wish to name them and that is the approach we'll
6 take to your evidence, so everyone understands.

7 Fourth, I know that you suffered injuries in the
8 attack, as many did, and we have discussed how to
9 approach that and you do not wish to go into the details
10 of those injuries and again that is how I will approach
11 the questioning. I'm sure that is also how others will
12 approach any questioning they have as well.

13 Finally, if you need a break at any point during
14 your evidence, please do say.

15 Can I headline the areas that I'm going to be asking
16 you about so that you know where we're going before
17 I start. First, your experiences as you made your way
18 to the arena and first arrived in the City Room.
19 Second, your evidence about the atmosphere in the
20 City Room immediately prior to the explosion. And
21 third, to the extent that it's necessary to do so, your
22 account of the aftermath, and for reasons we've
23 discussed, that will be handled sensitively and
24 carefully and we've discussed that beforehand. That
25 will be clear from the questions that I ask you.

21

1 Can I first then ask you about your journey to the
2 arena and your arrival in the City Room under that
3 heading. I understand that you now, and then, ran an
4 honours course in graphic design at a university college
5 and that you were at work on the day of 22 May.

6 A. Yes.

7 Q. I understand from your statement that you were working
8 at the university campus until around 5 pm that
9 afternoon?

10 A. Yes.

11 Q. Is that right?

12 A. Yes.

13 Q. Your husband then drove to collect you shortly after 5
14 and chaperoned — you chaperoned, with him, your
15 daughter and her friend to the arena for the concert?

16 A. He took us to the tram station and he was looking after
17 my younger daughter at home. So I was chaperoning, so
18 yes, he took us to the tram station.

19 Q. I understand that the tickets for the concert were
20 a birthday present from your daughter's friend's father;
21 is that right?

22 A. Yes.

23 Q. As you say, he dropped the three of you off at the tram
24 station and you then took the tram into central
25 Manchester?

22

1 A. That's right.

2 Q. Are you able to describe in brief terms the journey that
3 you had on the tram and how that was?

4 A. It was uneventful. It wasn't that busy, actually.

5 I thought maybe it would have been busier with it being
6 5 or, it was just after, but we were going into
7 Manchester rather than coming out, so maybe that's why
8 it wasn't so busy.

9 The girls were talking about what songs would be
10 coming up and they were saying, "Do you think we'll see
11 any more people who are going? Maybe we need to look
12 for ears", the little cat ears that younger fans might
13 have been wearing. So yeah, they were looking out for
14 people they knew as well because they had some friends
15 from school going. We didn't see anyone. We were just
16 talking about that and the songs and what other concerts
17 they might go to.

18 Q. I think you say in your statement that they were very
19 excited —

20 A. Yes.

21 Q. — about going to their first concert together?

22 A. Yes, it was their first concert, yes.

23 Q. You arrived at Victoria Station at about 6 o'clock from
24 what you say in your statement.

25 A. Yes.

23

1 Q. And you made your way through the station and up the
2 stairs on to the footbridge and then into the City Room
3 shortly after you arrived; is that right?

4 A. Yes, we went straight up. They got off the tram in
5 Victoria and straight up the stairs, across the bridge
6 into the City Room, and queued up for merchandise.

7 Q. I think in your statement you briefly explain what you
8 noticed or didn't notice about security and policing as
9 you went into the City Room on that first occasion.

10 A. Yes.

11 Q. I think you said that you didn't notice any security or
12 police along the route, but you do later say that when
13 you were coming back, you recall that you had an easy
14 and safe journey from the tram platform to the arena.

15 A. Yes. I was comparing it to — I went to lots of
16 concerts when I was a teenager and they were places
17 where you'd sort of spill out on to the road afterwards
18 and you know, not particularly safe, I guess. I was
19 comparing it to that, thinking, this is really good, you
20 go straight from — you just walk through the train
21 station and you're there and I was just thinking how
22 safe a journey it was. But I didn't see any security or
23 police officers in the station or outside the City Room
24 or on the concourse.

25 Q. Thank you. You were, I think, moving on to talk about

24

1 what happened when you arrived into the City Room, so
 2 can I ask you about that now.
 3 You went to the City Room from the footbridge, as
 4 you have explained, and I think you were going on to
 5 explain that your daughter and her friend were excited
 6 about the idea of buying merchandise from the
 7 merchandise stall. Can you explain what happened
 8 in relation to that?
 9 A. We were there for quite a while, deciding, they were
 10 deciding what to get. [REDACTED] was going to buy something
 11 to wear, so she took some time over looking at
 12 everything. They were talking about which -- [REDACTED]
 13 didn't want anything to wear, she --
 14 Q. Can I pause you for a moment? I know it's an easy slip
 15 to make, but we mentioned at the start that you didn't
 16 want to mention names and I know it comes completely
 17 naturally.
 18 A. Yes, sorry.
 19 Q. We'll deal with that and it won't be an issue for
 20 reasons that we've explained outside court. But just
 21 for your benefit to keep that in mind.
 22 A. Yes. My daughter, she decided she didn't want anything
 23 to wear, but she really wanted a poster and she couldn't
 24 decide which one to get and we took ages over this -- or
 25 they took ages deciding. I knew she was going to get

1 one, so I thought -- I hadn't said but I thought I'll
 2 get the other one after. I'll just surprise her with it
 3 so she could have both. I planned to do that later.
 4 We queued. There was quite a queue for the
 5 merchandise. So we queued for a while. So by the time
 6 they bought them, the stuff, it was time to go in,
 7 really. I didn't want to wait until the queues were too
 8 big, I wanted to see them go in. So we went over to the
 9 doors where they go in.
 10 Q. And just so we understand, you went over from the
 11 merchandise stalls to the main entrance doors into the
 12 arena bowl?
 13 A. Yes.
 14 Q. And I think you explained that you queued there briefly
 15 and they were happy and excited about getting into their
 16 seats?
 17 A. Yes, it was probably only for a minute, really. There
 18 were only a couple of people in front. I watched them
 19 -- I did watch them go through. I took a picture, so
 20 I think -- it was -- 6.28 it was timestamped, so we were
 21 stood a little bit away when I took the picture and then
 22 they turned and went in. I said, "I'll be here, I'll be
 23 right here when you come out".
 24 Q. You showed them in, you agreed that you'd meet them
 25 at the doors when the concert finished, and they went in

1 to the concert. I think you were then going to go away
 2 and spend a couple of hours occupying yourself until you
 3 went back to collect them?
 4 (Pause)
 5 SIR JOHN SAUNDERS: Have a glass of water. It sometimes
 6 helps.
 7 (Pause)
 8 MR NICHOLLS: Can I take you to the next section of your
 9 statement? I think this is something I can go through
 10 fairly quickly. You describe noticing that there were
 11 security staff at the arena doors and I think you saw
 12 that they had high-vis and that is why you thought they
 13 were security staff; is that right?
 14 A. Yes.
 15 Q. You say in your statement that you didn't recall them
 16 checking people's bags at the time.
 17 A. No. I was surprised at that because I think we'd
 18 read -- I'd read some information before we went about
 19 you going to the arena, because I'd never been, I'd
 20 never been to a concert there and the girls hadn't, so
 21 I made sure that I knew what we had to do. And
 22 I remember reading that all bags would be checked and
 23 the size of bag was important. So I said to them, "Make
 24 sure your bags aren't too big and you've only got just
 25 what you need in there", expecting them to be checked.

1 Q. And I think you say your daughter later told you that
 2 they weren't checked.
 3 A. No, I didn't see them checked, so I asked her and she
 4 said no. They both had drinks and they had to throw the
 5 drinks away when they went in because you can only buy
 6 drinks from inside, but they weren't actually checked,
 7 they just said, "Throw your drinks away".
 8 Q. In your statement you describe the children's bags as
 9 "medium sized". In sort of rough terms could you
 10 explain the kind of bag and what sort of size you're
 11 talking about?
 12 A. Kind of (indicating).
 13 Q. I think you are indicating sort of a foot and a half by
 14 a foot and a half or something like that?
 15 A. Yes.
 16 Q. What kind of bag? Are we talking an over-the-shoulder
 17 bag?
 18 A. Yes, a shoulder bag. They both had a shoulder bag with
 19 a long strap.
 20 Q. You then left the City Room, as I understand it, and you
 21 went off to have your evening until you were going to
 22 come back and collect them. We don't need to spend
 23 a great deal of time on that. I understand you
 24 contacted your parents because they were going to come
 25 so that your dad could drive you all back at the end of

1 the concert and so you arranged to meet up with your
 2 parents in the area of the arena and work out where to
 3 park?
 4 A. Yes.
 5 Q. In your statement I think you indicate that you met up
 6 with your parents some time, it appears, after about
 7 9.45 in the evening?
 8 A. Yes.
 9 Q. That's also indicated in the sequence of events that
 10 Greater Manchester Police showed you, I think. We can
 11 see that you're on the station concourse of Victoria at
 12 about 10.10, with your parents. So that places us in
 13 terms of time.
 14 A. Yes.
 15 Q. In terms of your movements, if I can take it shortly,
 16 I understand from the sequence of events that you and
 17 your mother then left the concourse at about 10.15, you
 18 made your way across the footbridge to go to the
 19 City Room at 10.18, and you can be seen in the City Room
 20 at 10.19. You're nodding but, for the benefit of the
 21 transcript, is that right?
 22 A. Yes.
 23 Q. Can I ask you, and do take your time, how would you
 24 describe the atmosphere in the City Room when you first
 25 arrived back there on that first occasion at about

29

1 10.20?
 2 A. It wasn't that busy, actually, it was -- maybe it didn't
 3 feel as busy as I expected it to. It wasn't as busy as
 4 it had been earlier. There was general conversation
 5 going on, people were stood in pairs or small groups
 6 dotted around. I did walk around a bit. I wasn't
 7 particularly looking out for anyone, but because I knew
 8 some of my daughter's friends from school might be
 9 there, I suppose I was just looking to see if
 10 I recognised anyone, but I didn't.
 11 I just walked around a little bit and I was heading
 12 for where I said I'd be, I think.
 13 Q. Where you told your daughter and friend you'd meet them
 14 afterwards?
 15 A. Yes.
 16 Q. I understand you stayed in the City Room on that
 17 occasion for a couple of minutes and your mother needed
 18 to keep moving and so you actually walked back out on to
 19 the footbridge, didn't you?
 20 A. Yes, I can't remember why we did that. I think she was
 21 just a bit restless.
 22 Q. And I think you --
 23 A. We'd left my dad downstairs in the bar because he
 24 couldn't walk very well, so I think she was just seeing
 25 if she could see him.

30

1 Q. You had found a set for him and he had been waiting for
 2 you and then you were going to go back down and meet him
 3 after the concert had finished?
 4 A. Yes.
 5 Q. And I think you went back out on to the footbridge
 6 because we see in the sequence of events there is
 7 footage, isn't there, that shows you there from about
 8 10.21 to 10.23?
 9 A. Yes.
 10 Q. And I think you head back in, by yourself, to the
 11 City Room, at 10.24?
 12 A. Yes, I didn't want to miss them coming out. I was
 13 panicking about getting back in.
 14 Q. We see on the footage, again I don't think we need to
 15 bring it up, you can be seen back in the City Room at
 16 10.25?
 17 A. Yes.
 18 SIR JOHN SAUNDERS: I have lost it slightly. Where was your
 19 mother?
 20 A. She was still there. She was on the footbridge but
 21 I think I went ahead of her, I went back in ahead of
 22 her.
 23 MR NICHOLLS: She does come shortly afterwards, doesn't she,
 24 because we can then see that you are both in the
 25 City Room on that occasion?

31

1 A. Yes.
 2 Q. At 10.29, you can be seen heading to the merchandise
 3 queue. I think you were going to buy the other poster;
 4 is that right?
 5 A. Yes. I'd gone to stand where I said I would be, which
 6 was quite near the arena doors, but my mum shouted to
 7 me -- she'd just come back in, I think -- and somebody
 8 had told her it was about to finish. So she said, "Are
 9 you getting that poster you talked about?", and I said,
 10 "Yeah, I'll get it now". So I just shot over there
 11 to -- I went from where I was supposed to be stood to
 12 the merchandise stand.
 13 Q. If I can bring up a plan which I think you have marked
 14 showing where you were standing.
 15 Mr Lopez, {INQ037078/1}.
 16 It's just an overhead plan of the City Room where
 17 I think you have marked your location by the merchandise
 18 stall.
 19 I think we can see from the key at the bottom what
 20 you have described as the merchandise stall along that
 21 wall in the hashed red.
 22 A. Yes.
 23 Q. Then essentially the railings in front of it in the
 24 black and "SA" is you, that red dot waiting there?
 25 A. Yes, I was against the railings, really. It's difficult

32

1 to mark, but yes.
 2 Q. I think you described your mother being also against the
 3 railings but to your right—hand side?
 4 A. Yes.
 5 Q. So slightly further away from the arena doors?
 6 A. Yes.
 7 Q. You say in your statement that at that time you were
 8 standing against the railings facing out into the
 9 City Room?
 10 A. That's right, yes.
 11 Q. In your statement, you mention two matters in relation
 12 to your location here. One was your observations of
 13 security and the second was seeing a young male who you
 14 considered was the bomber. I would like to ask you
 15 about those two aspects, please.
 16 First, security. In your statement you say that you
 17 do not remember seeing any police or security apart from
 18 a couple of arena employees, but you also go on to say
 19 that you didn't feel that was a problem as you didn't
 20 anticipate any danger given why everyone was there.
 21 A. Yes. It's a public area. I expected to maybe see more
 22 security around the doors, the arena doors themselves,
 23 but not in the public area, because I know it's also
 24 access to car parks and things and anyone could be going
 25 through there. So I don't think I expected heavy

33

1 security, but maybe a bit, you know. I expected
 2 something because I did think it was light. I guess
 3 because it's a concert, you know, she's a really famous
 4 singer and maybe because it's such a high-profile
 5 concert, there should have been something. I just
 6 remember feeling it was light.
 7 Q. You do say that in your statement, and then give the
 8 explanation we've been through.
 9 A. Yes.
 10 Q. If I turn then to the young male you saw. I mentioned
 11 at the outset of your evidence, you gave two statements.
 12 In your first statement you recalled noticing
 13 a particular individual. Do you mind if I read an
 14 aspect of that statement so I have it clear of what you
 15 said. You say:
 16 "[You] noticed a young male walk from the right-hand
 17 side of me..."
 18 Just so we're clear you're facing out into the
 19 City Room and it's from the right-hand side of you,
 20 coming to the left towards the arena doors?
 21 A. That's right, yes.
 22 Q. "... from the right-hand side of me from the arena
 23 Victoria entrance and walked from right to left about
 24 a metre in front of me. He was stooped and had a bit of
 25 a swagger about him. I can't remember exactly what

34

1 he was wearing and I don't recall seeing his face but
 2 the way he walked and held himself, I could tell he was
 3 a young male of slim build, average height. His clothes
 4 just blended in like a student, but he was walking with
 5 a purpose and his shoulders were hunched over.
 6 I noticed the shape on his back, which now, recalling
 7 it, I would say was a rucksack. He looked out of place
 8 in amongst a crowd of young girls and families whilst
 9 everyone else was looking around and towards the exits.
 10 He just seemed to be different and have a purpose,
 11 knowing where he was going. I only saw him that once,
 12 for a matter of seconds, whilst I was crowd watching,
 13 but he stuck in my mind. He walked off towards the left
 14 of the exit doors in the corner past the merchandise
 15 area."
 16 You've explained in your subsequent statement that
 17 you think that was a sighting that you had after you'd
 18 bought the poster, so some time very shortly before we
 19 know the detonation took place.
 20 You have said in that account that I have just read
 21 out that the young male looked out of place to you.
 22 Am I right in understanding the reasons for that were
 23 that he was a young male in a crowd of young girls and
 24 families?
 25 A. Yes.

35

1 Q. Were there other reasons that you thought he was out of
 2 place?
 3 A. He looked like he was going somewhere but the direction
 4 he was going, he couldn't have been going anywhere. The
 5 only doors in that direction are the arena doors and
 6 there wouldn't have been anywhere else for him to go.
 7 I think maybe if he'd had been walking towards the car
 8 park side of the City Room or the other way, I wouldn't
 9 have thought anything of it, maybe I'd have thought
 10 he was a traveller, but there wasn't any reason for him
 11 to be going that way.
 12 Q. For completeness, you also say in your statement, and
 13 you say this:
 14 "Knowing the trajectory that the bomber walked after
 15 the event, you feel confident that it was the bomber
 16 [you] saw."
 17 Do you recall saying that?
 18 A. Yes.
 19 Q. I'm now going to move on to ask you a small number of
 20 questions about the explosion and the recollection that
 21 you have of the aftermath, but I want to be clear at the
 22 outset, as well as not showing any footage or stills, as
 23 I have said, I'm aware from the discussions that we've
 24 had that this is a topic that you find difficult to talk
 25 about but which you want to give your evidence about;

36

1 is that right?
 2 A. Yes.
 3 Q. So in the hope that it will help I'm intending to
 4 identify the key points that you've made in your
 5 statements and confirm that they represent your
 6 recollection. Of course, if you want to expand on those
 7 you must do so, but I'm not planning to pose you
 8 a number of open and lengthy questions?
 9 A. Yes.
 10 SIR JOHN SAUNDERS: And that's how you'd prefer it to be?
 11 A. I think so, yes.
 12 SIR JOHN SAUNDERS: If you want to expand, as Mr Nicholls
 13 has just said, feel free to do that.
 14 MR NICHOLLS: Thank you very much, sir.
 15 In your statement you describe standing in the
 16 position that we've just looked at on the screen with
 17 your back to the railings facing out into the City Room
 18 when the explosion took place and you describe an orange
 19 flash directly followed by a loud bang and a feeling of
 20 weight and pressure and heat. Is that accurate?
 21 A. Yes. I think the bang came first. I could only see
 22 orange in my field of sight, so it felt like a flash.
 23 It felt like something had rolled into me that was
 24 burning, into my legs.
 25 Q. The impact, as you describe, sent you backwards and you

37

1 hit the ground as a result?
 2 A. Yes.
 3 Q. You say in your statement that after looking up, your
 4 first thought was that it might have been an accident,
 5 but you fairly quickly considered it must have been
 6 something that was intended?
 7 A. Yes.
 8 Q. And at that stage, you became understandably afraid that
 9 there might be another explosion and you wanted to get
 10 your mother to safety and you wanted to find your
 11 daughter?
 12 A. Yes.
 13 Q. So my understanding from your statement is what you did
 14 first was you got your mother to her feet and you helped
 15 her over towards the exit from the City Room which you'd
 16 used to come in?
 17 A. Yes. She was lying on her back and not moving. But
 18 I could see her eyes moving. I thought she was awake
 19 then. She spoke, so I just felt I had to move her —
 20 I don't know if that was the right thing to do. She'd
 21 had a hip replacement the year before and I was just
 22 worried she'd done something. I think I just dragged
 23 her up, trying to drag her on to her feet.
 24 Q. You helped to take her over to that exit and I think you
 25 told her to stay there because you wanted to try and

38

1 find your daughter at that stage?
 2 A. Yes.
 3 SIR JOHN SAUNDERS: Is that the exit going out on to the
 4 bridge we're talking about?
 5 A. Yes, the City Room exit.
 6 SIR JOHN SAUNDERS: Thank you.
 7 MR NICHOLLS: Thank you, sir.
 8 A. We were quite near there when we landed so we must have
 9 moved a fair bit.
 10 Q. You say in your statement that you went into autopilot
 11 and went to look for your daughter and her friend and
 12 that involved going back through the City Room to the
 13 arena entrance doors because you thought maybe you
 14 should go inside the doors to try and find them.
 15 A. Yes. I didn't go straight there, I wasn't — I was
 16 a bit unsteady at first. I remember trying to climb up
 17 some railings to get on to my feet. So I don't know if
 18 I did that straightaway. I heard someone say there'd
 19 been another one.
 20 Q. Pause there. You explain in your statement, I think,
 21 that someone who you thought was a steward at the doors,
 22 you'd said you wanted to go in and they said you
 23 couldn't go in there as another one had gone off?
 24 A. It wasn't a steward, it was somebody else. The
 25 steward — this was before, as well, I heard that twice,

39

1 I heard... When I was still by the railings nearer the
 2 exit doors, after I'd picked my mum up, I'm sure I heard
 3 someone say something and, "There's been another", and
 4 that's when I panicked. I didn't know what to think.
 5 Q. Ms Atkins, can I help you with what you said in your
 6 statement, if that would help?
 7 SIR JOHN SAUNDERS: You carry on. The way you tell it is
 8 incredibly descriptive.
 9 A. I thought that something big had happened in the arena,
 10 so I had to do something — can we stop?
 11 (Pause)
 12 MR NICHOLLS: We can pause for a second or if you need to
 13 have a break, we'll break.
 14 SIR JOHN SAUNDERS: Perhaps it was a bad idea for me to get
 15 you to say it.
 16 A. No, no, I just need some time.
 17 SIR JOHN SAUNDERS: You tell us when you're ready. Do you
 18 want to go from there or are you happy to stay?
 19 A. I'll stay.
 20 SIR JOHN SAUNDERS: I'll leave and then just tell me.
 21 (12.14 pm)
 22 (A short break)
 23 (12.35 pm)
 24 MR NICHOLLS: Suzanne, we have spoken outside court and you
 25 indicated that you'd like to continue. I want to

40

1 emphasise that if you need to take pauses, if you need
 2 to take another break, tell us. It's a matter for you
 3 that you want to continue and we'll help you to do that.
 4 All right?
 5 We spoke briefly outside and I think you want to
 6 continue the account that you were giving, shortly
 7 before you got to the arena doors when you went back
 8 looking for your daughter, you wanted to continue from
 9 that point.
 10 A. Yes. I'd heard something else -- the words, "Another
 11 has gone off". I assumed that was inside the arena, so
 12 I thought that was worse, I thought what had happened
 13 inside the arena must be bigger, and I thought I might
 14 have lost my daughter and her friend, so I had to get
 15 in, I felt the need to get in. There wasn't anybody
 16 to... There was nobody to explain anything or to tell
 17 me what to do.
 18 So I made my way around the City Room, looking for
 19 someone to help. I saw what had happened and I realised
 20 at that point what had happened. I remember saying,
 21 "How do we get to them?", but people were staring at me
 22 and not saying anything. But nobody who would have
 23 known -- I couldn't see anybody in a uniform or...
 24 I was looking for someone in a uniform, I think. So
 25 I tried to get in the arena and I made my way round to

1 the arena doors. It was difficult to walk. I was
 2 unsteady. It was hard to navigate around the floor, but
 3 I got to the doors and said, "I need to get in".
 4 There was a steward at the door and he just shook
 5 his head. He was just sort of blocking the doorway and
 6 shook his head. Then there was a woman next to me,
 7 I think who had followed me, maybe, and the man with
 8 her, I don't know if he was with her, but he was there,
 9 and he said -- I think it was the same man as before,
 10 but if it was, he said again, "You don't want to go in
 11 there, it's worse in there". I think it was the same
 12 man. And I couldn't get in, so I started to search
 13 where I could in the City Room. I searched the floor.
 14 Q. I don't want to stop you, but I think I understand from
 15 your statement that you made those searches, you
 16 couldn't find your daughter, and you then tried to call
 17 her, to reach her on the phone, to find out if she was
 18 okay?
 19 A. Yes.
 20 Q. Initially, you couldn't get through when you were
 21 calling her phone. But I think you say in your
 22 statement, after what felt like a few minutes, one of
 23 them did answer the phone? Was that your daughter?
 24 A. It just kept ringing out over and over. It felt like
 25 the room had emptied a bit by this point. When I woke

1 up, the room never felt very full, actually. I've no
 2 concept of timings, but it felt like it had emptied and
 3 there was a woman in front of me, we were standing
 4 opposite each other, and she was on her phone as well.
 5 I remember this going on for quite some time. I don't
 6 know how long that was. We were doing the same thing.
 7 But her daughter answered the phone and mine was ringing
 8 out still.
 9 But then eventually, she did, she answered, and
 10 I just heard this quiet voice -- she's got a very quiet
 11 voice -- I think I just asked her if she was okay,
 12 I think, and then it went off again -- the phone kept
 13 going off, just kept losing signal or dropping, I don't
 14 know. I had to keep ringing.
 15 Q. I think you say in your statement that you felt an
 16 intense and almost unreal sense of relief when you heard
 17 her voice, and at that point the phone went off. You
 18 stayed on the line, I think you say in your statement,
 19 for as long as you could while you then tried to guide
 20 your mother back down the footbridge; is that right?
 21 A. Yes.
 22 Q. You stayed on the phone trying to call again?
 23 A. My daughter's phone just kept dropping, it kept cutting
 24 off. So in between I was trying to help my mum, who was
 25 still by the doors. I just... There was no one to do

1 anything. There was no one to ask or... I felt like
 2 I just had to deal with it because no one was coming.
 3 It felt like no one was coming. I don't know why it
 4 felt like that, but it just did. I felt like nobody was
 5 going to come and we had to deal with it ourselves.
 6 Q. You describe what you did to try and deal with that
 7 yourself, guiding your mother out of the City Room and
 8 towards the stairs?
 9 A. Yes.
 10 Q. While also trying to stay on the phone to call your
 11 daughter; is that right?
 12 A. Yes.
 13 Q. So we understand, you went back out through the exit
 14 doors, across the footbridge and towards the stairs that
 15 take you on to the concourse. That was the route you
 16 were taking?
 17 A. Yes.
 18 Q. You say in your statement you told your mother that she
 19 would have to go down the stairs because she couldn't go
 20 in the lift.
 21 A. Yes. I knew she was going to struggle with that and she
 22 was obviously hurt. I knew I couldn't wait for her as
 23 well because I still hadn't got my daughter back on the
 24 phone. I felt like I had to rush down, I had to get to
 25 the bottom of the stairs because maybe I'd be in with

1 a better chance of finding her. She'd said she didn't
 2 know where she was. They both said they didn't know
 3 where they were, but they were outside somewhere. One
 4 of the conversations -- they were really intermittent
 5 because the phone kept cutting out, so I thought if
 6 I can get outside, maybe I can direct them. But
 7 I couldn't wait for my mum, so she was really slow down
 8 the stairs, she was holding on and I thought she was
 9 going to fall.

10 Q. What you say in your statement is:
 11 "I looked around for help..."
 12 When you were towards the top of the stairs and
 13 dealing with the situation you have just described:
 14 "... and noticed that there was no one at that time
 15 on the stairs. It was just us and then some people were
 16 standing at the bottom of the steps watching, leaving
 17 this empty gap, which felt strange."
 18 You then say:
 19 "I shouted at a man at the bottom of the stairs to
 20 help my mum. I think I said something like, 'Please
 21 help my mum, she's hurt her head, I have to get my
 22 daughter', and he ran up the stairs to help her down."
 23 As I understand it, you then did receive that help
 24 to get down the stairs and went out on to Victoria
 25 Approach, outside the station entrance, looking for your

1 daughter and her friend, as you've just described?
 2 A. Yes. I checked that he was with her, the man who ran up
 3 the stairs, and that he was helping her down, he had his
 4 arm round her. I think she was really struggling by
 5 that point, but I checked he was with her and ran
 6 outside or got outside. I think I still hadn't got them
 7 back on the phone at that point. There was
 8 a policewoman stood outside the arch, where Starbucks
 9 is.

10 Q. The entrance into the station concourse?
 11 A. Yes, because they know -- my daughter knows where
 12 Starbucks is because my children have all played in
 13 brass bands and they have all played there every
 14 Christmas, so I was thinking, "Starbucks, she knows
 15 where that is", so I was heading for there and that's
 16 where the policewoman was, outside, she was standing
 17 against the wall.

18 Q. You say that you got outside, you didn't recall seeing
 19 any ambulances, but you saw this policewoman?
 20 A. Yes.
 21 Q. And you asked her for help?
 22 A. Yes.
 23 Q. And she checked your mother's head and said you should
 24 go to hospital, but if you could you should drive
 25 yourselves because they were going to have to focus

1 their energies on those who were more seriously injured
 2 at that time?
 3 A. Yes. She said -- I don't think she knew where we'd come
 4 from -- well, she didn't because she asked. She said
 5 that there's people been shot, so we have to look after
 6 them. And I... I thought maybe there had then, so
 7 I said, "Where?" I asked where and she said -- and
 8 I remember saying, "But we were up there, it was an
 9 explosion". She said, "Oh, have you come from there?",
 10 and so then she asked me what had happened. Then she
 11 checked my mum's head.

12 Q. Finally, you say in your statement that you did
 13 eventually manage to find your daughter and her friend
 14 and you got straight into the car with your dad.
 15 A. Yes. I had said to come to the sirens and the
 16 policewoman said, "Don't do that because you don't want
 17 them coming here, try and divert them away". And
 18 then -- because I still hadn't managed to get my
 19 daughter back on the phone, I had a call from an unknown
 20 number that I answered, and it was her friend. They'd
 21 made a note of my number, knowing that my daughter's
 22 phone was -- there was something wrong with it or it
 23 wasn't going to work, so while it was on, they'd made
 24 a note of the number and her friend rang me.
 25 Q. And through that call you were able to meet up?

1 A. Yes. We met at the end of the station where the car
 2 park -- opposite the car park.
 3 MR NICHOLLS: There were no other questions I was going to
 4 ask you about. I will check whether there's any other
 5 questions from the one barrister who's indicated they
 6 may have questions. That's Mr Weatherby, who represents
 7 a group of families. I will pause for a moment while he
 8 indicates whether he has any questions for you.
 9 MR WEATHERBY: No questions, thank you very much. Can
 10 I thank the witness very much for giving evidence.
 11 Thank you.
 12 MR NICHOLLS: Thank you, Mr Weatherby.
 13 SIR JOHN SAUNDERS: And can I say that as well. I'm really
 14 grateful. You have actually told the story in an
 15 incredibly graphic way, so I think we understand what it
 16 must be like for you better as a result. So thank you
 17 for that. I know it's been a real ordeal for you.
 18 Can I also say there have been a number of people
 19 supporting you, so thank you to them and to the Hub, who
 20 do so much as well. Thank you.
 21 MR NICHOLLS: The next witness is due to be called at 2.30,
 22 sir, and that's Lucy Jarvis.
 23 SIR JOHN SAUNDERS: Okay.
 24 (12.48 pm)
 25 (The lunch adjournment)

1 (2.30 pm)
 2 MS CARTWRIGHT: Sir, the next witness is Lucy Jarvis. She
 3 is going to be giving her evidence by video link. She
 4 should be at the end of the screen now if I could ask
 5 her to be sworn. She does have present with her in the
 6 room, but off camera, her father supporting her.
 7 MS LUCY JARVIS (affirmed)
 8 Questions from MS CARTWRIGHT
 9 MS CARTWRIGHT: Good afternoon, Lucy.
 10 A. Hi.
 11 Q. Can you see and hear me clearly?
 12 A. Yes.
 13 Q. Thank you. Could we then start, please. Could you
 14 please tell the hearing your full name?
 15 A. Lucy Helena Jarvis.
 16 Q. I think it's right that you'd like, throughout the
 17 course of your evidence this afternoon, to be referred
 18 to as Lucy?
 19 A. Yes.
 20 Q. Lucy, we've heard some evidence this morning from your
 21 friend Millie, who I think accompanied you on
 22 22 May 2017. The inquiry now wants to capture your
 23 recollection of that day and that night.
 24 So as I did with Millie, I just want to indicate the
 25 three areas I'm going to take you through this afternoon

49

1 by way of your evidence, please: firstly, your
 2 experience as you made your way to the arena and then
 3 first arrived within the City Room; secondly, your
 4 presence in the City Room immediately prior to and
 5 at the time of the explosion; and finally, your account
 6 of the aftermath of the explosion.
 7 A. Okay.
 8 Q. Could I ask you then first of all to tell us about that
 9 time during the day of 22 May as you made your way to
 10 the arena and the concert?
 11 A. I was at home that day, I usually had college, but I was
 12 on a study leave for exams, so I got up roughly around
 13 10.30, got myself ready pretty early in the day, and
 14 then I went to Millie's around 4-ish, where I waited for
 15 Millie to get ready, and we went in the car. Millie's
 16 mum was taking us. We were in the car with her nan and
 17 mum and obviously me and Millie were in the back. We
 18 stopped off at McDonald's on the way to the concert.
 19 Q. Thank you. From your perspective, what was the mood
 20 like as you made your way to the concert?
 21 A. It was really good. Like, we were really excited, we
 22 had her album on in the car to prepare ourselves.
 23 We were really excited to be going.
 24 Q. Where were you dropped off when you arrived in
 25 Manchester?

50

1 A. Millie's mum, Tina, dropped us off at --- I think it was
 2 just outside the Domino's, just a bit further down from
 3 the arena, and we walked up ourselves.
 4 Q. And when you say "we walked up", what route did you take
 5 into the arena, please?
 6 A. We walked through the train station and up the stairs
 7 and across the bridge into the foyer.
 8 Q. When you arrived in the foyer, roughly what time was
 9 that?
 10 A. I'd say about, like, half 6-ish.
 11 Q. What was the mood in the City Room then itself as you
 12 arrived at about 6.30?
 13 A. Really lively. There was a lot of people around.
 14 Because at this point the doors had just opened to let
 15 everyone in, so there was quite a lot of people gathered
 16 around and everyone was laughing and excited. There was
 17 people queueing to get merchandise at the merchandise
 18 stall that was in the foyer before you went in. So yes,
 19 there were a lot of people. It was very lively.
 20 Q. You have mentioned the merchandise stall; did you
 21 purchase anything?
 22 A. Yes. I bought one of the black T-shirts and Millie also
 23 bought, I think, the same one, or maybe a different
 24 colour, I can't remember, but yeah, we both bought a top
 25 and I remember, as soon as we got in to the arena,

51

1 I went straight to the toilets and changed into the
 2 T-shirt, so I put my original T-shirt in my bag and then
 3 swapped it.
 4 Q. Lucy, you have told us then about going through into the
 5 arena with the purchase you had made at the merchandise
 6 stall, but could I just take you back briefly. Do you
 7 recall going through the security through the City Room
 8 into the arena?
 9 A. I remember there being a few security people but they
 10 never really properly checked, like they do now anyway.
 11 I remember Millie had a fork in her bag and she went
 12 through the doors and was like, "I've just realised I've
 13 got this fork in my bag that I had from college for
 14 dinner and no one checked". And I was like, "That's
 15 a bit weird." They never checked me for anything really
 16 either (inaudible: distorted). They just asked,
 17 do you have anything on you, drinks or anything, and you
 18 said no. That was it.
 19 Q. Can I check, did you have any bag with you that evening?
 20 A. Yes. I had like a small shoulder bag.
 21 Q. Was there any check made of your bag?
 22 A. No.
 23 Q. So then having gone through the security and you've told
 24 us already you went and changed into the T-shirt you'd
 25 purchased, could you then tell us about the rest of that

52

1 evening as you went to the concert and your experience
 2 of the concert, please?
 3 A. Yes. Me and Millie went to our seats straight after we
 4 got changed in the toilet. We were sat in block 205,
 5 which is quite towards the back of the arena, so they
 6 weren't like the best seats or anything. We were four
 7 rows from the back, I think row M. And we were —
 8 because we were quite high up, during the concert no one
 9 really stood up and danced because I feel — like,
 10 because you're so high, everyone's a bit, like, too
 11 scared to stand up. So yeah, we kind of was dancing in
 12 our seats and so was everyone else.
 13 Q. Again, what was your experience of the concert that
 14 night, Lucy?
 15 A. I really enjoyed the concert, like the actual concert
 16 itself was amazing. She was a great performer,
 17 everything was great. I had such a good time, very
 18 lively, everyone was really enjoying themselves.
 19 Q. So can you then take us through the next bit of your
 20 evidence as to you leaving the arena to go home that
 21 evening, please?
 22 A. Yes. So me and Millie left just as the last song
 23 finished and she was saying goodnight to everyone, and
 24 as she was leaving the stage — because we were the last
 25 two seats on the row next to the steps, we decided to

53

1 get up and go first, so that everyone could get out
 2 quicker because we didn't want to be stuck in the
 3 traffic of people trying to get out. So we left and
 4 we were walking down the steps and we went through the
 5 foyer. We were going to leave down through the train
 6 station because Millie hadn't been to the arena for
 7 a long time and I'd been quite a few times, and
 8 I thought that was probably the quickest way and the
 9 only way I really knew. I hadn't really been out any
 10 other way before so I thought, well, we could just go
 11 through the train station and walk around the side of
 12 the building, we could meet her mum that way. So that's
 13 the way I thought we would go.
 14 So I remember we walked through the foyer doors and
 15 I was — I can't remember if we were linking or holding
 16 hands, but I was trying to drag her through because she
 17 was on her phone trying to ring her mum to say the
 18 concert had finished and we were on our way out.
 19 I remember, as she was about to ring her mum,
 20 obviously the blast happened and it was really weird,
 21 like I don't really fully remember — I didn't hear it.
 22 I just remember feeling really hot — like all of
 23 a sudden, like, I was really, really hot and felt loads
 24 of heat and I remember just being on the floor.
 25 Q. So what you describe is you didn't hear anything, but

54

1 certainly having entered the City Room, you then felt
 2 that heat and then you were on the ground; is that
 3 correct?
 4 A. Yes.
 5 Q. So can I ask you then, once you were on the ground what
 6 happened next, please, Lucy?
 7 A. So I remember hearing Millie shouting my name, but it
 8 was very, very faint and quiet because at this point
 9 I think I had all the blood rushing through my body. It
 10 was like a pounding in my ears. So I don't — it wasn't
 11 very loud, but I could hear her shouting my name and
 12 I remember looking around. I looked behind me because
 13 that's where the sound was coming from and I saw Millie
 14 get up off the floor and I could see her heading back
 15 towards the arena, back through the doors that we'd just
 16 come through. I was thinking, well, I don't want to be
 17 on my own here, I obviously don't know what's happened,
 18 so my first initial thought was to try and get up and
 19 follow her back into the arena. I don't know how
 20 I managed to do it, but I managed to get up off the
 21 floor and follow her in.
 22 Q. So you say you don't know how you managed to, but you
 23 got up. Why do you say that, Lucy?
 24 A. Because I later found out, when I was in hospital, that
 25 I had a really bad ankle injury and they were surprised

55

1 that I was even able to stand up on my ankle, let alone
 2 walk and run back into the arena.
 3 Q. Perhaps in a little time we'll just deal with those
 4 injuries, because is it correct that you wish to give
 5 evidence at a high level of the injuries that you
 6 sustained that night as a result of the attack?
 7 A. Yes.
 8 Q. So perhaps we'll come on to those in a little bit.
 9 You have described getting up off the City Room
 10 floor and, having seen Millie heading back through the
 11 doors into the concourse area, could you tell us what
 12 you remember about that time, please, Lucy?
 13 A. I remember seeing Millie running back in, but I don't
 14 really remember seeing anything else around me. It was
 15 almost like I had tunnel vision of just Millie. I was
 16 so focused on following where Millie was going that
 17 I didn't see anything else around me, it's like my brain
 18 blocked everything else out, which is quite lucky,
 19 obviously, that I didn't get to see some horrific
 20 things.
 21 I remember following Millie into the concourse area
 22 and she took me back up some steps, as if you were going
 23 to where the seats were again.
 24 Q. Pause there, Lucy. Are you describing a memory of going
 25 back into the arena bowl seating area?

56

1 A. Yes. I remember going back into where the seats were
 2 and, just before we got to the seats, where the little
 3 tunnel is, I remember sitting on the floor with Millie,
 4 being, like, "What has happened?" I was looking at my
 5 legs and I could see holes in my jeans and I was
 6 touching them to see, like, what had happened. At the
 7 time I had acrylic nails on and they were just covered
 8 in blood and it was just ... Yeah, I was saying to
 9 Millie, like, "Am I going to die?", because my vision
 10 was so blurry and so, like, it was like when you're
 11 really dizzy and you don't know what you're doing.
 12 That's exactly what it felt like. It was like flash
 13 vision -- like I could see things and then the next
 14 minute I couldn't. And I was just -- I'd never
 15 experienced anything like that before, so I said to
 16 Millie -- I was like, "Am I going to die? Has something
 17 happened? I don't know if I'm going to survive".
 18 Q. Pausing there, Lucy, you've identified at that time that
 19 you could see damage to your jeans. Did you notice
 20 anything else at that time about the injuries that you
 21 had sustained?
 22 A. Not at that point, no. At that point I couldn't feel
 23 any pain, like nothing at all, so the only thing I could
 24 physically see was my thighs and my jeans and stuff like
 25 that. So at that point, I thought it was just that.

1 Obviously, later on I found out there was more. But it
 2 was really weird that I didn't feel any pain at that
 3 point, because you would think that I would feel
 4 something.
 5 Q. So Lucy, you have told us at this point you're within
 6 the arena bowl area in the tunnel, sat on the floor,
 7 saying what you said to Millie at that time. What then
 8 happened next that you recall, please?
 9 A. So the next thing I recall is that Millie took my phone
 10 out of my bag because hers had gone, like, in the arena
 11 somewhere, in the foyer somewhere, sorry. She took my
 12 phone out of my bag and rung, I think it was my dad, but
 13 she couldn't really speak, so a woman who was coming
 14 past out of the seats, she took the phone off Millie and
 15 started saying to my dad, like, "There's been an
 16 incident at the arena, your daughter's injured", but
 17 obviously she didn't know what had happened, so she
 18 couldn't tell him. She just said, "Yeah, she's really
 19 injured". That's all I really remember. From that
 20 point, I think I just blanked.
 21 Q. Lucy, you describe a passer-by taking the phone and
 22 speaking, from your recollection, to your father. Were
 23 you able to speak with your father or mother at that
 24 time?
 25 A. No, I didn't speak to anyone. I think Millie might have

1 said something, but I can't remember what she said or
 2 anything.
 3 Q. So I think you're describing -- did you say it went
 4 blank after that?
 5 A. Yes. The next thing I remember after that was just
 6 being on the concourse floor with these two men from the
 7 arena. I didn't see Millie again after that. I don't
 8 know if it happened straightaway or if there was a gap
 9 in between or -- I just remember being with Millie and
 10 the next minute I wasn't.
 11 Q. Just pausing there, please. Your next recollection then
 12 is that you're describing you're on the concourse area
 13 and Millie's no longer there, but you're with two men
 14 from the arena?
 15 A. Yes. So I was --
 16 Q. Just pausing there for a minute, Lucy, I think you have
 17 been able to identify -- in the witness statement you
 18 provided the names of those two men.
 19 A. Yes.
 20 Q. Did they give you those names on the night or are they
 21 names that you subsequently learnt?
 22 A. They are names that I subsequently learnt. They came to
 23 see me in hospital. That's when they told me their
 24 names.
 25 Q. So as at the time you were with two men, but you learnt

1 their names subsequently?
 2 A. Yes.
 3 Q. You told us in the witness statement that they were, is
 4 it, Paul and John?
 5 A. Yes.
 6 MS CARTWRIGHT: Sir, for your note, those individuals are
 7 SMG Senior Event Technician John Clarkson and SMG Senior
 8 Engineer Paul Worsley.
 9 Lucy, your next recollection is being on that
 10 concourse area with those two males. Can you tell us
 11 what you recall from that time, please, Lucy?
 12 A. I remember being on the concourse floor and John and
 13 Paul were just sat next to me, talking to me, trying to
 14 just distract me, I guess, from everything that was
 15 going on at the time. Because obviously at that point
 16 I think police were there or paramedics were there.
 17 I remember a few people around me that weren't John and
 18 Paul, but I don't remember if they were police or
 19 paramedics or anything, I just remember seeing people
 20 walk past me.
 21 I remember a few people, like, bandaging me up
 22 a little bit on my arms. They were saying that -- when
 23 they bandaged my arm, they kept saying, "It's bleeding
 24 through already", and I was like -- I was a bit in shock
 25 obviously that I had another injury that I didn't know

1 about.
 2 Q. Just pausing there, Lucy, you have told us before that
 3 you had noticed the holes in your jeans, so at this
 4 point you noticed that you had an injury to your arm?
 5 A. Yes.
 6 Q. What did you see at that time, Lucy?
 7 A. So I didn't really see the injury on my arm properly
 8 because I had a denim jacket on. I think they were just
 9 wrapping it round the denim jacket, so luckily I didn't
 10 see it at that point, I only just saw the ones on my
 11 legs.
 12 Q. Can you continue to tell us what you recall at that
 13 time, please, Lucy?
 14 A. Yes. So I remember John and Paul being next to me and
 15 I remember them holding my hands and they kept saying to
 16 me, "If you feel like you're going to fall asleep,
 17 squeeze my hand". In my head I was thinking, "Oh, they
 18 think I'm going to die and they think if I squeeze their
 19 hand, that means I am going to go out of consciousness
 20 and they have to try and bring me back", which was quite
 21 scary, obviously. But I purposely made myself try not
 22 to go to sleep at all. And I remember eventually, maybe
 23 half an hour later, they ended up getting a stretcher
 24 and they put me on the stretcher, but it was one of
 25 those stretchers that lifts up quite high to wheel it.

61

1 I remember them saying, "The stretcher's not working",
 2 and they couldn't get it to lift up, so they had to kind
 3 of semi-lift it themselves and wheel it across the floor
 4 at a really low level.
 5 They took me back through the foyer to the lift on
 6 the end of the bridge, near the train station, and
 7 I remember them telling me to not look down, to just
 8 look up, because obviously they didn't want me to see
 9 what was on the floor around me and stuff like that,
 10 which I'm glad they did.
 11 Q. Again, just pausing there for a moment, Lucy, you've
 12 indicated that as well as those two males that you now
 13 know to be Paul and John, there were others that came at
 14 different times when you were on that concourse area.
 15 A. Yes.
 16 Q. But you describe in your witness statement at that time
 17 about a recollection about armed police coming.
 18 A. Yes. I remember people walking around, like... I feel
 19 like my memory's faded a bit more now and I forget who
 20 was around me.
 21 Q. I'm going to -- there's one detail that you provided in
 22 your witness statement and I want to see if you can
 23 assist us with that or if you can't -- so within your
 24 witness statement you describe the two males from the
 25 arena trying to keep you awake because you wanted to

62

1 just go to sleep, and they were talking to you and
 2 stroking your hand, but at one point the armed police
 3 came and asked them to leave the arena and:
 4 "The guys said the police that they weren't going to
 5 leave me."
 6 Do you remember you anything about that?
 7 A. Yes, I do. I remember them saying that they needed to
 8 leave and that paramedics would take over or the people
 9 would take over because technically they weren't trained
 10 at that high of a level. But they were saying, "I'm
 11 sorry, but we're not leaving her, we're not leaving her
 12 on her own", because they didn't know how long it would
 13 be until someone came and saw me. At this point I'd
 14 chatted to them a little bit, told them my name, and
 15 stuff like that, and they were just a bit like, "We
 16 can't leave this girl on her own", so they refused to
 17 leave.
 18 Q. I want to then continue with the story you were telling
 19 us, please. You describe being placed on that stretcher
 20 and then being taken through the City Room and both
 21 those males telling you not to look. Could you continue
 22 with your evidence, please, about that time, Lucy?
 23 A. Yes. They managed to get me to the lift in the train
 24 station. They had to kind of like get me in the lift
 25 very awkwardly because I was too tall to fit on the

63

1 stretcher, so they kind of had to lift me up at one end
 2 to fit me in. We eventually got down to the train
 3 station, I think it was like the triage area, and
 4 I remember -- sorry.
 5 Q. Just pausing you briefly, you are describing being
 6 placed on the stretcher into the lift, is that the lift
 7 just off the link bridge from the City Room that takes
 8 you then in the lift down to the station concourse?
 9 A. Yes.
 10 Q. So when you are describing placed in there on the
 11 stretcher was anyone else able to travel in the lift
 12 with you on that stretcher or was it just you?
 13 A. I can't remember, to be honest.
 14 Q. So then you've described being in the lift and going
 15 down in the lift. Could you tell us what happened next,
 16 please?
 17 A. Yes. So they took me to the triage area of the train
 18 station floor. I remember lying on the stretcher for
 19 quite a long time with John and Paul, and I remember...
 20 I don't know who came round at this time, but I remember
 21 them giving people colours. I could hear people saying,
 22 "That person's an orange, that person's a red", and
 23 I was a bit like, what does that mean. Obviously it
 24 meant how severely injured they were or who would go
 25 in the ambulances first. I was originally given an

64

1 orange label, which meant that I could wait a bit longer
 2 before I could go in an ambulance.
 3 I'd say after about nearly 2 hours of being on the
 4 train station floor, I was sick on John's shoes and he
 5 called someone over to check me out again, and they
 6 changed me to red straightaway.
 7 Q. So when that happened and you describe being changed to
 8 red straightaway, what then happened, Lucy?
 9 A. I remember them taking me outside and they put me in an
 10 ambulance pretty much straightaway after they put me on
 11 to a red label.
 12 Q. So then just dealing with that time when you're down in
 13 the station, are you still on the stretcher from your
 14 recollection?
 15 A. Yes.
 16 Q. Were you able, just to try and understand that period of
 17 time you describe when you were in that area, just so
 18 we can understand your recollection -- do you remember
 19 all of that time or just give us some idea about your
 20 memory and how that works for that period of time,
 21 please, Lucy.
 22 A. Yes. So I remember being there for quite a long time --
 23 well, it felt like a long time. I could hear people
 24 talking around me, a lot of people crying and shouting,
 25 like, that they needed help or they needed pain relief

1 or something like that. Obviously they couldn't give
 2 them that at the time, so it was quite stressful. I was
 3 trying to be as chilled as possible because I didn't
 4 want to stress myself out or I didn't want to cause
 5 anyone else issues around me.
 6 It were just, like, scary to know all these people
 7 around me were injured. I remember looking up at the
 8 ceiling for ages and on the side of the wall in the
 9 train station there is like a map, I can't remember if
 10 it's of the UK or the world, but I remember looking at
 11 it for so long and looking at different places, just to
 12 try and distract myself, because there was nothing else
 13 I could really think about.
 14 Q. Lucy, at that time when you were down in the station,
 15 were you able to appreciate or see what injuries you'd
 16 sustained when you were down in the station?
 17 A. I didn't see, but I remember at this point I started to
 18 have a bit of pain come through from different injuries
 19 that I remember. My stomach was really hurting me and
 20 I remember asking John for some paracetamol because
 21 I thought that would cure it. Then I remember my feet,
 22 both my feet, were throbbing, like really, really badly.
 23 I asked John to take my shoes off and he looked at my
 24 feet and was like, "We can't take your shoes off".
 25 Obviously now I realise that if he took my shoes off,

1 I probably would have bled to death because my ankles
 2 were so badly injured and, you know, just messed up
 3 badly, that if he'd taken my shoes off, I probably
 4 wouldn't be here.
 5 Q. I think you've described that you feel that there was
 6 some time whilst you were down in the station before you
 7 were taken to hospital, but there came a time when you
 8 were placed in an ambulance and taken to hospital;
 9 is that correct?
 10 A. Yes.
 11 Q. If I could ask you at this stage, because you want to
 12 tell the inquiry about the injuries you sustained, could
 13 you give an overview as to the extent of the injuries
 14 that you have suffered, please?
 15 A. Yes. So I had multiple shrapnel wounds on the upper and
 16 lower legs. I had to have fasciotomies on my right leg
 17 on both sides to stop swelling. I had an injury to the
 18 common femoral vein and vascular system in my upper
 19 right thigh, which meant I almost lost my right leg.
 20 I had life-changing shrapnel wounds, shrapnel lodged
 21 deep in my left ankle in my talus bone, which required
 22 removal and bone grafts, and I had a fixator on my ankle
 23 for 10 months. I had a partially severed right big toe,
 24 which required fusing. I had multiple shrapnel injuries
 25 on both feet, including my metatarsal on my left foot,

1 which -- I now have like a gap where there's a missing
 2 metatarsal bone. I had injuries to my left upper arm
 3 and forearm and my thumb. I had injuries on my left
 4 upper side of my torso, which went straight through my
 5 bladder into my right bum cheek. I had a damaged lower
 6 kidney, bowel and -- sorry, severed urethra tube, which
 7 had to be reshaped and repaired. I had several shrapnel
 8 injuries to the bladder, which also had to be reshaped,
 9 and I had blood clots on my lungs due to the blast.
 10 Q. In your statement, you describe that you were sick
 11 in the ambulance, but you don't really remember the
 12 journey to hospital.
 13 A. Yes. It was kind of like a very -- it seemed like it
 14 was so, so fast in the ambulance. I remember them
 15 trying to put a -- I've forgotten what it's called,
 16 a needle into my arm to try and put medication through.
 17 I remember being so confused it fell out and I was like
 18 throwing my hands around and I remember them trying to
 19 put that in quite a few times and I was sick, but it was
 20 quite -- it was a very short journey and I remember the
 21 man in the ambulance trying to distract me and he was
 22 trying to make a joke about going to see Ariana Grande
 23 and why would I do that and stuff like that. He was
 24 just trying to make it an easy journey for me.
 25 Q. I think it's right, is it, that you were taken to

1 Salford Royal Hospital and you then received your
 2 surgery for a period of time afterwards?
 3 A. Yes. So I got to Salford and I went straight into A&E
 4 and I remember them — loads of people around me and
 5 they put those things on your chest, you know, in case
 6 you have a cardiac arrest or something where they have
 7 to resuscitate you. I remember thinking, "This is
 8 really serious now, this is scary", but they were all so
 9 nice and obviously I think they were just all a bit
 10 panicked. I went for a scan and I remember them saying
 11 that I needed to go straight to theatre.
 12 Q. Thank you. I don't mean to stop you telling the
 13 inquiry, Lucy, about the extent then of the treatment
 14 and surgery and ongoing support you received, but would
 15 it be right to say that you have taken part in broadcast
 16 documentaries for both ITV and also a documentary about
 17 "Four Days that Shook Britain"?
 18 A. Yes.
 19 Q. One of the things in particular in the interview you
 20 gave to the media was you praised the hospital for the
 21 support and care they provided to you?
 22 A. Yes. They were amazing, really, I can't thank them
 23 enough for what they did for me. Every member of staff
 24 was lovely and so caring and thoughtful, and yeah,
 25 I just have to thank them all so much.

1 Q. Lucy, is there anything else about that night that you
 2 wish to tell the inquiry?
 3 A. I don't think so, no.
 4 MS CARTWRIGHT: If you wait there a moment, please.
 5 Sir, is there any question —
 6 SIR JOHN SAUNDERS: I just have a couple of things.
 7 How long were you in hospital when you were first there?
 8 A. So I had something like 14 hours of operations that
 9 first night and then I was in hospital overall for about
 10 8 weeks.
 11 SIR JOHN SAUNDERS: Okay. Are you completely recovered now?
 12 A. No, not completely, no.
 13 SIR JOHN SAUNDERS: Okay. Thank you very much for giving us
 14 your account of what happened.
 15 MS CARTWRIGHT: Sir, could I just check? Mr Weatherby on
 16 behalf of the families may have some questions.
 17 Mr Weatherby, if you have any questions, could you
 18 ask them now, please?
 19 MR WEATHERBY: No questions, but can I thank Lucy very much
 20 for giving her evidence. We all appreciate how
 21 difficult it has been for her.
 22 A. Thank you.
 23 SIR JOHN SAUNDERS: Okay, Lucy, that's it. Thank you very
 24 much for your evidence. We appreciate you doing it.
 25 Thank you.

1 A. Thank you.
 2 MS CARTWRIGHT: Thank you.
 3 Sir, that then concludes the evidence for today.
 4 There's been a change to the schedule for the witnesses
 5 tomorrow. At 10 o'clock tomorrow we're going to be
 6 hearing evidence from Mr Buckley and then we hope to be
 7 able to read or summarise a portion of the witness
 8 statements that have been indicated in advance would be
 9 dealt with as part of chapter 9. Then that will be the
 10 evidence for tomorrow.
 11 SIR JOHN SAUNDERS: Right. I think it's right to say that
 12 more evidence was planned. As it happens, the next
 13 2 days are going to be fairly short, but two witnesses,
 14 who will give evidence at some stage are, for very good
 15 reason, unable to give evidence at the moment.
 16 Am I right to say that?
 17 MS CARTWRIGHT: Yes, sir.
 18 SIR JOHN SAUNDERS: Okay, thank you.
 19 MS CARTWRIGHT: Could I ask then that we adjourn until
 20 10 o'clock tomorrow, please, sir?
 21 SIR JOHN SAUNDERS: Okay, thank you.
 22 (3.02 pm)
 23 (The inquiry adjourned until 10.00 am
 24 on Wednesday, 14 April 2021)
 25

1 I N D E X
 2
 3 MS AMELIA TOMLINSON (sworn)1
 4 Questions from MS CARTWRIGHT1
 5
 6 MS SUZANNE ATKINS (sworn)19
 7 Questions from MR NICHOLLS19
 8
 9 MS LUCY JARVIS (affirmed)49
 10 Questions from MS CARTWRIGHT49