

# OPUS2

Manchester Arena Inquiry

Day 89

April 19, 2021

Opus 2 - Official Court Reporters

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1 Monday, 19 April 2021  
 2 (9.30 am)  
 3 (Delay in proceedings)  
 4 (9.46 am)  
 5 MS CARTWRIGHT: Good morning, sir. The witness in the  
 6 witness box is Janet Senior. Could I ask for her now to  
 7 be sworn, please.  
 8 MS JANET SENIOR (sworn)  
 9 Questions from MS CARTWRIGHT  
 10 MS CARTWRIGHT: Could you please tell the court your full  
 11 name?  
 12 A. It 's Janet Senior.  
 13 Q. Thank you. Mrs Senior, there's going to be three areas  
 14 of evidence I would like to cover with you this morning:  
 15 first of all, your experiences that day as you were  
 16 present with your niece and your sister heading to the  
 17 concert; secondly, your final entry into the City Room  
 18 immediately prior to and at the time of the explosion;  
 19 and then thirdly, your account of the aftermath of the  
 20 explosion, including any evidence you wish to give about  
 21 the emergency response.  
 22 I think you've already indicated outside that you  
 23 would wish to refer to your nieces simply as your nieces  
 24 rather than give their names?  
 25 A. That's correct.

1

1 Q. If I could take you back now to 22 May 2017, could you  
 2 tell us how it was that you, your sister and your nieces  
 3 came to be going to the Ariana Grande concert, please?  
 4 A. My nieces had been given tickets for a Christmas present  
 5 to go to the concert. I personally don't go to concerts  
 6 and never have done, I think maybe once in my life,  
 7 but --- I have two sisters and one of them who had  
 8 planned to go was ill, so I was there by default. I was  
 9 asked to drive them there, so obviously do the driving  
 10 for the night. And that's why I embarked on that  
 11 journey.  
 12 Q. I think we can see from your witness statements that you  
 13 tell us, I think, that you drove and parked in the car  
 14 park at the arena itself?  
 15 A. That's right.  
 16 Q. I think you're able to recall it was level 3?  
 17 A. Yes.  
 18 Q. Can you help us, roughly, with what time you, your  
 19 sister, Mrs Howarth, and your two nieces arrived at the  
 20 car park that afternoon, please?  
 21 A. I wasn't really taking much notice of the time, but the  
 22 plan was to get there for lunchtime or around lunchtime  
 23 and then we would spend the afternoon as a treat in  
 24 Manchester. So I estimated, at the time you asked me  
 25 this, it was about 1 o'clock. But I'm not quite sure if

2

1 it was 12.30 or 1 o'clock. But it was definitely around  
 2 lunchtime.  
 3 Q. Thank you. So parking in the arena car park, did you go  
 4 through the City Room at any point before later on?  
 5 Could you tell us the route you took when you parked,  
 6 please?  
 7 A. We sort of went round the whole thing, went outside and  
 8 looked at where those big stairs are, and the kids were  
 9 so excited, because they are concertgoers, so we went  
 10 back and we did go across what I know now is the foyer,  
 11 the City Room, sorry, and of course we had a look round,  
 12 as you do, went out over the bridge and down into the  
 13 train station, and then disappeared into Manchester for  
 14 the rest of the day, really.  
 15 Q. Thank you. Just then taking you back very briefly, that  
 16 first time you went into the City Room was --- can you  
 17 describe what the City Room was like at that time,  
 18 please?  
 19 A. We entered via the car park, so there was a box office,  
 20 which was closed, on the right and the doors in front of  
 21 us --- it was like a bit of a circular type thing ---  
 22 a set of stairs on my left and, of course, another set  
 23 of stairs on the left going out. And it was empty at  
 24 that point. I didn't really take much notice. As I say  
 25 I'm not a concertgoer; I just wanted my lunch.

3

1 Q. So then could you give us an overview of how you spent  
 2 the afternoon?  
 3 A. We had a lovely afternoon.  
 4 Q. Did there come a time when you went to take the girls  
 5 into the concert itself?  
 6 A. Yes. We went back ---  
 7 SIR JOHN SAUNDERS: Can I interrupt you for a moment? We're  
 8 not going to identify them or give the names, but could  
 9 you tell me the rough ages of the girls?  
 10 A. At the time, 13 and 18, I think.  
 11 SIR JOHN SAUNDERS: Thank you.  
 12 MS CARTWRIGHT: I want to deal with the time when you came  
 13 to take the girls to the concert itself. Can you recall  
 14 roughly about what time that was, please?  
 15 A. Yes, it'd be coming up to teatime, maybe 5-ish,  
 16 something like that, but they'd obviously been treated  
 17 to things in the town, so we wanted to get rid of the  
 18 bags before then coming back. Again, I wasn't really  
 19 clock-watching, but I think it was about 5.30/5.45 when  
 20 we came back into the foyer for the last --- before the  
 21 concert.  
 22 Q. You've described you treated the girls and so once you  
 23 went back into the City Room, was it a case that you  
 24 stayed there or did you all go back to the car?  
 25 A. No, no, we'd already been to the car, now we were on the

4

1 point of getting them into the concert safely. So it  
 2 was a -- the merchandise stall was open, there was  
 3 a little bit of energy in the room, not a lot at that  
 4 point, it was still quite quiet, and of course as  
 5 children are, they wanted some memorabilia of the event,  
 6 so they started queueing to buy these hoodies that they  
 7 wanted to get.

8 Q. Thank you. Can you give us an idea as to how busy the  
 9 City Room was at that time, please?

10 A. It wasn't really what I'd class as busy, but it was  
 11 starting to fill. I can't honestly say, but there was  
 12 activity. There was people sat about on the outskirts  
 13 and of course there was people starting to form a queue.  
 14 The queue for the merchandise is always busy by the  
 15 looks of things, so I would say it wasn't by no means  
 16 full, but it certainly wasn't empty, if that makes  
 17 sense.

18 Q. It does, thank you. Can I ask, did the girls buy things  
 19 from the merchandise stall?

20 A. Yes, unfortunately! Sorry, but I think they're highly  
 21 overpriced for what they are, personally, but that's  
 22 just me being a typical aunt.

23 SIR JOHN SAUNDERS: I will bear that in mind when I write my  
 24 report!

25 MS CARTWRIGHT: And was it the aunt that purchased the

5

1 goods?

2 A. A bit of both. They'd been given money from every  
 3 family member so they could treat themselves.

4 Q. I think the girls had some particular tickets, didn't  
 5 they, that they had for the concert, they weren't  
 6 standard tickets. Could you tell us about that, please?

7 A. They were VIP tickets so it would hopefully get them  
 8 a little more closer to the stage. As I say, I'm not  
 9 sure what VIP tickets actually include, but it sounds  
 10 that they're supposed to be a little bit better than an  
 11 average ticket.

12 Q. So could you just assist us, after they had been to the  
 13 merchandise stall, the time then before the girls went  
 14 through into the arena itself for the concert?  
 15 Could you just describe that, please?

16 A. Yes. They were really excited, put their shirts on, had  
 17 a picture taken so we could send it to their mums, and  
 18 obviously, they were buzzing and of course they wanted  
 19 to go and get in the queue.

20 Q. Did you queue up with the girls?

21 A. Well, as they was -- just before they'd bought the  
 22 things, I'd said to my sister, Josie, I'll just go check  
 23 where do they go, because obviously they've got VIP  
 24 tickets, do we form a queue with everybody else or what.  
 25 I went on my own across to the -- one of the centre

6

1 doors, because they'd just started opening, and asked an  
 2 attendant on the door where they had to queue.

3 Q. Were you given the information of where the girls needed  
 4 to go?

5 A. Yes, obviously she was a bit flummoxed, she was very  
 6 young and very flummoxed and of course she just stopped  
 7 what she was doing to my answer question, but there was  
 8 no one else to ask that I could see, so she just --  
 9 would you like me to tell me what she told me?

10 Q. If you just describe that encounter. But first of all,  
 11 was that a member of staff? Help us identify who --

12 A. Sorry.

13 Q. You have told us that you went to speak to a member of  
 14 staff --

15 A. Yes.

16 Q. -- who then became quite flummoxed. Can you tell us  
 17 about what you asked and what you were told about that  
 18 encounter?

19 A. Okay, love. She was actually responsible for checking  
 20 people in, so she was an attendant on the actual door,  
 21 not a bystander. And so of course, I sort of stood near  
 22 the people that was in front of me and she was sort of  
 23 checking tickets and people were rushing past her. So  
 24 when it sort of got to my turn, then of course she had  
 25 to stop because I was next in line, and I told her we'd

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1 got these tickets, where should we go, and she signalled  
 2 to my left, which is her right. There was a little  
 3 taped off area, and there were some young girls already  
 4 sat on the floor. She told me to wait -- that they  
 5 should wait there.

6 Q. Okay. So can you help us, as you were then proceeding  
 7 to approach this member of staff, were you able to  
 8 observe what was happening with those in front of you  
 9 in the queue?

10 A. Of course. They were, as young children do, sort of  
 11 rushing past to flash their tickets and definitely  
 12 people were carrying bags and nobody was being bag  
 13 stopped. And when it got to my turn, as this young lady  
 14 was addressing me, people continued to go in behind her,  
 15 because, of course, she was a bit, "What shall I do?",  
 16 but people just rushed past her. So there was quite  
 17 a portion of young people that went in without any stop  
 18 or any ticket look or anything.

19 Q. Okay. So you describe this is when you were asking the  
 20 question about where your nieces should go?

21 A. Where my nieces should go, yes.

22 Q. And you're saying that whilst that's taking place others  
 23 were going through into the arena?

24 A. Yes., yes.

25 Q. So then, having identified where it was that your nieces

8

1 needed to queue, what did you then do, please?  
 2 A. Well, for a little while Josie and I were sort of -- we  
 3 sort observed what was happening. It was quite clear  
 4 that they was very casual -- people were going through  
 5 on the doors and nobody was really -- I think I saw  
 6 maybe one/two people get stopped by another attendant  
 7 and their bag was just literally put on a table, they  
 8 went like that (indicating), and that was it.  
 9 Of course, Josie and I were passing comment on, if I may  
 10 say, these places are an accident waiting to happen.  
 11 That's what I said to her at that point.  
 12 However, the kids came back to us and we said,  
 13 right, we're leaving now, we know where you are, we'll  
 14 come back to this same point on our return, be careful,  
 15 have a good time. And that's where then they sat on the  
 16 floor and Josie and I disappeared for a few hours.  
 17 Q. I'm going to ask you some questions about the evidence  
 18 you have just given, please, Mrs Senior. You have  
 19 described a time where you were with your sister  
 20 observing the flow of people into the arena.  
 21 A. Mm--hm.  
 22 Q. How many members of staff did you observe at that time?  
 23 A. Plenty on the merchandise stands, plenty. Because  
 24 I actually went over there first to try and ask them  
 25 where we should go because I couldn't -- no one else

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1 stood out to me that there was someone to ask this  
 2 information. Then because of the queues, it was quite  
 3 clear that I was going to have to wait quite a while,  
 4 hence my direction then was to go to the doors because  
 5 that's the only place I could see other people that was  
 6 in charge, shall we say. I would think that -- the all  
 7 the doors weren't open but, if I'm honest, let's say  
 8 half of them with young -- every assistant looked very  
 9 young on those doors and on the one at the far end with  
 10 the little table where they were allegedly doing some  
 11 bag checks.  
 12 Q. Okay. So just to give us an idea then, you have  
 13 described these individual members of staff you say were  
 14 quite young. Roughly how many did you see then at that  
 15 time?  
 16 A. I would think maybe three or four.  
 17 Q. You describe a recollection of a conversation with your  
 18 sister where you said, "This is an accident waiting to  
 19 happen".  
 20 A. "These places are accidents waiting to happen."  
 21 Q. Putting yourself back to that time, what did you mean by  
 22 that when you were saying that to your sister?  
 23 SIR JOHN SAUNDERS: I think we can probably understand  
 24 what's meant by that, can't we? You thought the  
 25 security was very poor?

10

1 A. Yes. Too many people in a crowded space, not enough  
 2 people in control. Certainly bag checking -- my view  
 3 has always been you can't be safe if everyone isn't  
 4 checked, if that makes sense, and certainly security  
 5 like at an airport is more definite that people can't  
 6 get in and out without taking anything in and these  
 7 auditoriums have so many people in there, if there ever  
 8 was a panic, you know, it's -- they're just not... Too  
 9 many people in such a small space and not enough  
 10 structure to protect them. That's what I think is the  
 11 best way I can describe it.  
 12 MS CARTWRIGHT: You told us then that there came a time when  
 13 you sent your nieces forward to queue in the area where  
 14 you had been directed for the VIP tickets. Could you  
 15 then deal with that, please? You told us a moment ago  
 16 that there came a time when you said to the girls that  
 17 they were to leave then. Can you tell us about that?  
 18 A. Yes, because the doors had opened or some of the doors  
 19 had opened and clearly people had been allowed in and  
 20 then this small area of children sat waiting, who  
 21 I presume had VIP tickets, so I suppose once we saw them  
 22 through the crowd, they were there, they were safe, and  
 23 obviously you don't want at that age to look like you  
 24 daren't let go, so it's a bit -- personally, Josie and  
 25 I would prefer to stand there until they went in the

11

1 door, but you know what children are like, children like  
 2 to feel grown-up --  
 3 SIR JOHN SAUNDERS: Well, one of them is 18.  
 4 A. I know, but they'll always be children, our children.  
 5 SIR JOHN SAUNDERS: Okay.  
 6 MS CARTWRIGHT: Did you then see your nieces go in or was it  
 7 a case that you told them, "This is where you'll go in",  
 8 and then you left them?  
 9 A. They sat on the floor. We sort of turned away at the  
 10 same time, and then, as I say, Josie and I went to --  
 11 I went to do some emails. I had brought my laptop with  
 12 me because I had some work to do. One of the bars down  
 13 in the bottom of the train station, we used the toilet  
 14 several times during the evening, and they had a Wi-Fi  
 15 system, so we sat outside there doing -- I did some  
 16 work.  
 17 Q. Okay. So where else did you spend the time as you  
 18 waited for your nieces to finish the concert?  
 19 A. We went to Greggs and bought some snacks for when they  
 20 came home because we have a long drive home from where  
 21 we live, so we got some snacks in case they wanted  
 22 something to eat on the way home. We went back to the  
 23 car park, because Josie was tired, and I wanted to do  
 24 some more work and of course we stayed in the car park  
 25 then in the car until we returned for the final time.

12

1 Q. Can we move then to the time when you left the car and  
 2 you entered the City Room for that final time?  
 3 A. Josie was getting a little bit anxious that she wanted  
 4 to go back. She's always worried about how we might  
 5 miss them. As I say, we're very protective. I was of  
 6 the mindset that we know they're not going to come out  
 7 just yet so there's no point in rushing, otherwise we'll  
 8 only be stood round there, when we can sit here. It  
 9 was -- at about 9 o'clock we'd received a text message  
 10 from my niece showing us a picture of where the seats  
 11 were and how close to the stage they were. They told us  
 12 that Ariana Grande had only just come on at 9 o'clock  
 13 and therefore not to rush because they thought it would  
 14 finish about 10.30. So that sort of paused Josie and  
 15 I from then making a dash down and I would say  
 16 approximately we decided to finally go down about  
 17 quarter to 10.  
 18 Q. So did you enter the City Room then -- I think again  
 19 stills have been obtained as to your journey from the  
 20 car park into the City Room. Then perhaps can you just  
 21 describe then what happened, please?  
 22 A. We entered the City Room via the car park steps coming  
 23 back up, and there was a few people stood at the edges  
 24 and a few people sat on the steps. Clearly it was quite  
 25 empty. So we sort of contemplated, shall we stand here

1 near the box office, and then I needed to go to the  
 2 toilet, so we had time to go down to use our favourite  
 3 toilet, and on return then we came back into the  
 4 City Room.  
 5 Q. Thank you. I think we've had screenshots that capture  
 6 this entry having been back down on the station. It's  
 7 about 9.58, or just a little bit after, when you enter  
 8 the City Room, you and Josie together.  
 9 A. Yes.  
 10 Q. Could I ask you then to give your evidence about what  
 11 happened after that time, please?  
 12 A. As I said, we sort of strolled across the centre and  
 13 took a spot near one of these columns near the box  
 14 office.  
 15 As you look round, you think, well, nothing's going  
 16 to happen just yet, so let's sit on the steps. So we  
 17 went towards the steps, the first ones as you come in,  
 18 which I presume is the JD Williams steps or whatever,  
 19 but the first steps on the left as you come in through  
 20 the car park.  
 21 Q. Yes.  
 22 A. So there was a few other people sat on those steps, so  
 23 we walked up them and then sat at the top of them.  
 24 Q. Was there anything in particular that you observed from  
 25 being up on the steps?

1 A. No, no. Everything was quiet, very silent, really.  
 2 Q. Did there come a time when you left the steps?  
 3 A. Yes.  
 4 Q. Please tell us about that.  
 5 A. Of course. A few more people started to come in.  
 6 A chap behind us came to the top of the steps --  
 7 I didn't see where he came from, so he had to have come  
 8 from the mezzanine area. He was in a jacket, so he  
 9 clearly was something to do with the arena. He just  
 10 asked us would we please all move off those steps  
 11 because there was going to -- the doors were going to  
 12 open and people would be coming down them. I'll be  
 13 honest with you, everybody, we looked at each other and  
 14 nobody -- because he went away, nobody hurried to move.  
 15 So, a bit naughty, but we sort of all stayed there for  
 16 not very long.  
 17 And then there was three people who sort of merged  
 18 together at one specific point and the middle chap had  
 19 a coloured coat on and I believe I saw some sort of  
 20 earpiece or something here (indicating), which made me  
 21 think he had to be security.  
 22 The other two males at his side were very young and  
 23 looked more like they were following him, but they  
 24 didn't stay long. The chap, the centre chap, said to us  
 25 could we please leave the steps. However, we could go

1 sit on the other steps, that wasn't a problem. So Josie  
 2 and I, we all did what we were asked and we moved from  
 3 that set of steps and Josie and I went up the next set  
 4 of steps.  
 5 Q. Again, there are stills that capture this movement.  
 6 Have you heard reference to the McDonald's steps?  
 7 A. I have now, yes.  
 8 Q. Are those the steps you and your sister approached?  
 9 A. Yes.  
 10 Q. Can you then tell us about what happened when you went  
 11 to the other set of steps, please?  
 12 A. There was a couple of people sat on the steps as well.  
 13 We went to the top and to the balcony at first, just  
 14 briefly. We went on the balcony, looking, and you could  
 15 see all the floor from that point. It was all there.  
 16 There was nothing that you couldn't see, so it were  
 17 quite clear -- I do believe I looked at my phone at that  
 18 point and we had still a ways to wait, so we ended up  
 19 sitting on the top steps then rather than stand.  
 20 Q. Perhaps if I give you another time. We know from the  
 21 work that's been done around the CCTV that at 22.30.36,  
 22 we can see you and your sister appear from those stairs.  
 23 So during the time when you were in that area was there  
 24 anything that you noticed whilst you were up there?  
 25 A. At the time, I can honestly say that I didn't give any

1 reference to who this person may be. Somebody walked  
 2 past us, quite huddled over, and sort of really fast,  
 3 plonked themselves down a few steps below us. The  
 4 reason why he caught my eye was because of how — it was  
 5 red hot that night, it had been a lovely hot day, and  
 6 again you're observing things and... I just definitely  
 7 saw this chap, very heavily — bag and coat and hat on  
 8 his phone. I think I've slightly jumped ahead of you  
 9 there. Are you thinking about the other two males?  
 10 Sorry.  
 11 Q. No. Let's just finish what you've just told us about  
 12 the man that you say you saw. It's right, isn't it,  
 13 I think there's no reference to this man in the first  
 14 statement, but in the second statement that you provided  
 15 to the inquiry, I think you describe it as — you  
 16 believe it to be a flashback of the bomber that you saw  
 17 that night?  
 18 A. Yes.  
 19 Q. Just so we're clear, at what point do you see the male  
 20 that you've described as being heavily clothed and  
 21 stooped over?  
 22 A. And his bag. Literally, as he sat down, Josie and  
 23 I were already on our way standing up, so our paths sort  
 24 of — he sat as we walked past him. It was split  
 25 seconds.

17

1 Q. So this is just when we would see you at the bottom of  
 2 the steps leaving to enter into the main foyer area and  
 3 wait for your nieces?  
 4 A. That's correct.  
 5 Q. So in describing it in your second witness statement as  
 6 a flashback, is this something that you're certain  
 7 happened, that you saw?  
 8 A. Yes.  
 9 Q. So it's just recollection, he was ahead of you and sat  
 10 on the steps; is that correct?  
 11 A. Yes. He sort of hurried past, plonked down, and  
 12 literally seconds — we'd already decided to get up to  
 13 go nearer to the doors now because the room was starting  
 14 to be more fuller.  
 15 Q. Just so we're clear, did you say anything to your sister  
 16 about that male or is it a thought process you had?  
 17 A. No, in that split second I just definitely noticed that  
 18 he was out of place as in he was so heavily suited up  
 19 and hunched and obviously clearly a very big bag on his  
 20 bag.  
 21 Q. Then a moment ago, you mentioned having seen some other  
 22 males. Would it be fair to summarise it in this way,  
 23 that you, as part of providing information to the  
 24 police, identified two other males that you had seen  
 25 coming from the arena itself?

18

1 A. Yes.  
 2 Q. And that the Greater Manchester Police have provided you  
 3 stills of individuals that could fit the description of  
 4 those men, but I think that's been investigated; is that  
 5 fair?  
 6 A. That's correct.  
 7 Q. Just so we're clear about the timings of when you saw  
 8 those other males, could you give us some idea of where  
 9 that happened in the chronology, please?  
 10 A. There was one door on the left — to the left of centre  
 11 that opened first, and some staff were stood at it.  
 12 These two males appeared from my angle, because I was  
 13 looking directly at the doors, these two males sort of  
 14 came out in a hurry and zigzagged their way through the  
 15 room, and had quite a good swagger walk about them, but  
 16 a hurried walk about them. As I said, watching around,  
 17 looking, observing, they just looked out of place and in  
 18 a hurry, which again Josie and I was, "Oh, strange,  
 19 where have those two been?", and we had a bit of  
 20 a discussion about, "Imagine them coming to a concert  
 21 like this", but we didn't give them any more thought  
 22 than that and we never saw them again after that.  
 23 Q. Thank you. So could I then just take you back as to  
 24 when you came down the steps from where you'd been on  
 25 what we've been describing as the mezzanine area.

19

1 Could you describe your coming down those steps and then  
 2 what you did, please?  
 3 A. Okay. Got to the bottom of the steps, Josie was not  
 4 behind me but not quite at the side of me, and we  
 5 started — she said, "Let's stand over where we actually  
 6 saw the children go to", the taped-off area. And I just  
 7 said, "No, let's not go there, it's going to get busy  
 8 there, we'll go this way", and I sort of kept moving  
 9 towards the box office, which meant then she sort of  
 10 changed her mind from going where she wanted to go to  
 11 going where I wanted to go.  
 12 Q. As you made that journey across the City Room, was there  
 13 anything you noticed at that time?  
 14 A. As we got towards what I would class as the centre of  
 15 the space, still heading towards the box office side,  
 16 I just got a really strange whiff of something that  
 17 really stung my nose. I did describe it to the police  
 18 as petrol but I knew it wasn't petrol, but it was the  
 19 only thing I could relate to what the smell was. And  
 20 I just said to Josie, "Cor, what's that smell?" I have  
 21 lived on a farm and I'm well used to machinery and  
 22 having to fill machinery up with different liquids, so  
 23 I knew it wasn't petrol, but it just was a very sharp  
 24 petrol-y type smell. As I say, it's not petrol, but  
 25 I don't know another word to describe it. I just said

20

1 to Josie, "What's that?", and she said, "That'll be the  
 2 trains below", and I said, "No, no" -- and of course  
 3 in the next split second we stopped and literally in the  
 4 next split second, the explosion happened.  
 5 Q. I think you have identified on a plan where you were  
 6 at the moment of the detonation.  
 7 A. Mm--hm.  
 8 Q. Mr Lopez, could I please ask to display {INQ036671/1},  
 9 please.  
 10 Perhaps if you could expand, please, where the --  
 11 thank you -- cross is.  
 12 Mrs Senior, does the cross mark the position that  
 13 you and your sister were in at the time of the  
 14 detonation?  
 15 A. I would say so. As I say, it's approximate. I'm not  
 16 familiar with the arena, but I have got good  
 17 photographic memory type, so I would definitely think  
 18 that's more or less where we were.  
 19 Q. Thank you. I think you just used where you were just  
 20 before the detonation as when you raised with your  
 21 sister about the distinctive smell. Would it be in the  
 22 same position where you commented on that smell?  
 23 A. Yes, it was as we were coming to a stop. It was  
 24 basically, I would say, 1 or 2 seconds before we stopped  
 25 and turned to face the arena doors side by side.

1 Q. Could I ask you then to describe what you experienced of  
 2 the detonation, please?  
 3 A. I've described it as -- it was a bang, but it was  
 4 a crack bang. It was not just a bang, it was a crack  
 5 bang, and a flash, and of course the impact, the energy,  
 6 gave you a knock. Smoke, like a pinky smoke, but the  
 7 lights from the other side of the doors were bright,  
 8 because I was facing the doors at the time, and  
 9 obviously it certainly knocked me about. But I don't  
 10 believe I fell over, I just believe that I stood against  
 11 the energy. And within a second, I felt the most  
 12 horrendous impact into my chest and neck, and of course  
 13 it was extremely, extremely breathtakingly painful, and  
 14 of course your ears -- a bit like being underwater and  
 15 everything seemed to move in slow motion for a few  
 16 minutes.  
 17 People ran and pushed and knocked everybody about  
 18 in the panic, and obviously the pain and trying to  
 19 process what the hell has just happened... I truly  
 20 thought at that point it was an explosion of some sort.  
 21 And of course, the impact of what had happened, without  
 22 saying any more, my brain was trying to stay calm, stay  
 23 focused, stay on your feet, trying to take it all in,  
 24 and I'm also trying to absorb what I can taste and what  
 25 my body's going through.

1 So for a while, it just seemed a bit like everything  
 2 was in slow motion, and without saying any further  
 3 detail, my brain was -- I'm a bit of a tough person,  
 4 I work in a high-risk sport, so I'm well used to what  
 5 happens in an emergency and impact, stay calm, think  
 6 about your breathing, don't panic, because that will  
 7 make your body shock more. Yes, I was torn between --  
 8 I've still got one side that's working, can I help  
 9 anybody, and in the same period of time I could hear  
 10 someone shouting my name and shouting for help. I'll be  
 11 honest with you, for that moment in time, I'd forgotten  
 12 I was with my sister and when I had a choice between  
 13 helping or who's shouting me, and when I turned then,  
 14 I realised my sister was sort of now semi behind me,  
 15 stood up, but of course severely injured as well.  
 16 Q. I think in giving us that account of what happened to  
 17 you after the detonation, you've given some reference to  
 18 the injuries you sustained.  
 19 A. Mm--hm.  
 20 Q. You don't want to give full detail of the injuries you  
 21 sustained that night or what happened to you  
 22 subsequently in terms of the ongoing and lasting effect  
 23 and treatment that you've asked me to summarise in that  
 24 way; would that be fair?  
 25 A. Yes.

1 Q. But in terms of the physical injuries you sustained that  
 2 night, you are happy and you would wish for them to be  
 3 referenced as a penetrating chest injury?  
 4 A. Mm--hm.  
 5 Q. An injury to your neck, but also to your clavicle?  
 6 A. Mm--hm.  
 7 Q. And I think you also describe some other impact injury  
 8 as well?  
 9 A. Mm.  
 10 Q. Mrs Senior, before asking you to continue to give your  
 11 account about your experience of that night  
 12 subsequently, I'm going to give some timings now that we  
 13 know from the inquiry's investigations assist us with  
 14 waymarkers as to the next portion of evidence I'm going  
 15 to ask you to deal with.  
 16 We know that the detonation occurred at 22.31 hours.  
 17 We also know from investigations that your and your  
 18 sister's evacuation from the City Room commenced around  
 19 23.14 hours. Then your journey down, arriving into the  
 20 casualty clearing station, was at around 23.18 hours.  
 21 We also know that in respect of yourself, you then  
 22 left the casualty clearing station and were placed on an  
 23 ambulance at around 42 minutes past midnight, leaving at  
 24 around 45 minutes past midnight from the station.  
 25 I just want to set those times first of all.

1 A. Mm—hm.  
 2 Q. Having done that, could I ask you now to give your  
 3 account about what happened after you've described  
 4 hearing your sister calling for help, please?  
 5 A. Okay. Of course, my initial then thought was: Josie had  
 6 been hit and had heavy blood loss and obviously  
 7 arterial — I feared it may be arterial. She was saying  
 8 to me she couldn't stand up and she had to go down.  
 9 In the next split second, something hit me on my left  
 10 arm and it just stung. It stung, which of course  
 11 then — something knocked my thumb and knocked my phone  
 12 out of my hand. So naturally, in that split second  
 13 I thought, whatever's just happened is still happening.  
 14 I could hear things sort of (indicating) buzzing around,  
 15 so my reaction was to tell her to get down because  
 16 clearly I'd just been hit with something else.  
 17 And of course, because of where we were,  
 18 I suddenly — Josie was very shocked at the time and  
 19 wanted me to go and get the kids and stuff like that,  
 20 but I clearly felt that we can't sit down here.  
 21 And because of just being hit again, my reaction was  
 22 that we need to get out. So I tried to grab on to her  
 23 and she grabbed on to me, and we struggled a few steps  
 24 forward towards the doors over the train station, but we  
 25 only got a few more steps and she said she couldn't go

25

1 any further, so I helped her and she fell down.  
 2 At that point then, I just looked round and  
 3 I thought, we need help, everybody needs help, help  
 4 should come — and clearly sat there at the side of  
 5 Josie.  
 6 It weren't coming in. I've got a good deal of basic  
 7 first aid treatment — knowledge, shall we say, and  
 8 of course, time is of the essence with these things. So  
 9 because I felt nobody was coming in, I looked to see  
 10 where my phone had landed, I got back up and went across  
 11 and grabbed my phone and came back to Josie, phoned 999,  
 12 and I couldn't hear what they were saying back to me  
 13 because the siren was going off and of course my ears  
 14 were still very muffled, so I just said there'd been an  
 15 explosion and we need help, we need help, there's  
 16 people... Sadly, there's people not here and there's  
 17 people still here and we need help. We just sat and  
 18 waited and listened and waited.  
 19 Q. I think you reference in your witness statement a voice  
 20 message that you'd picked up where the emergency  
 21 services had called you back; is that correct?  
 22 A. During the time that followed the event and the police  
 23 visiting at home, of course our items were confiscated.  
 24 The time frame of what happened became quite important  
 25 to me because I never lost consciousness throughout the

26

1 whole event and, obviously, I needed to settle my mind  
 2 if things happened as they did and whatever.  
 3 There was no call log on the phone of my 999 call,  
 4 to which I embarked extensively trying to trace in the  
 5 cloud of the phone company to try and find that call  
 6 because it was crucial to me to show what time I had  
 7 made it. It isn't there and it's never been found.  
 8 However, I did discover quite some time after I had  
 9 a voicemail back from the emergency services about  
 10 quarter to 11 or whatever —  
 11 Q. I think you gave a time in your statement of 10.44.  
 12 A. Thank you. And of course, they said, "It's the  
 13 emergency services, 999, could you please call us back?  
 14 We've lost connection." And therefore that gave me some  
 15 peace of mind that there was a query that I hadn't used  
 16 my phone, the police were adamant that I must have  
 17 picked up somebody else's phone and things and obviously  
 18 that just give me a little bit of comfort knowing that  
 19 my phone did make that call. And of course, my nieces  
 20 had left the same messages, telling us they were okay  
 21 and they were worried because they couldn't find us, do  
 22 you know what I mean, so my phone definitely did work.  
 23 SIR JOHN SAUNDERS: Just help me: the police took your phone  
 24 off you?  
 25 A. Yes.

27

1 SIR JOHN SAUNDERS: So you didn't have it and they obviously  
 2 had it examined?  
 3 A. Yes.  
 4 SIR JOHN SAUNDERS: And they couldn't find a 999 call  
 5 either?  
 6 A. No.  
 7 SIR JOHN SAUNDERS: It's never actually been traced, just  
 8 a call back?  
 9 A. Yes.  
 10 SIR JOHN SAUNDERS: Okay. Thank you.  
 11 A. Excuse me, sir. It was — confiscated, I don't know  
 12 what the word is, taken when I was in hospital and  
 13 obviously for evidence, apparently they said everybody's  
 14 phone has been taken. They had it for about 7 or  
 15 8 weeks and I became quite upset about phoning them  
 16 regularly, "Can I have it back please? Can I have it  
 17 back please?" When it came back, it clearly wasn't set  
 18 out as I had it set out and I did question, had it been  
 19 looked into or touched. I was told clearly by the  
 20 police that it had never been looked at, they just  
 21 cleaned it up and passed it back. So I argued with the  
 22 police, why have it 7 weeks then and not look at it if  
 23 there was no purpose.  
 24 However, that aside, there's no log of that  
 25 999 call, but I do to this day still have the response

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1 back —

2 SIR JOHN SAUNDERS: Yes, I'm not doubting it. I was just  
3 remarking on the fact it wasn't there.

4 A. It was a very upsetting time for me, especially after  
5 how I was injured in the aftermath, recovery, so it did  
6 become a little bit of an obsession to find the  
7 definites of what happened.

8 SIR JOHN SAUNDERS: Okay, thank you.

9 MS CARTWRIGHT: You have mentioned, linked to that phone  
10 call, about the first aid knowledge you had from the  
11 work you do in a high-risk sport.

12 A. Mm—hm.

13 Q. So you have given us an overview of your injuries. What  
14 were you witnessing in terms of the injuries of your  
15 sister, please?

16 A. She'd been hit in the thigh and of course we've got the  
17 femoral artery there, and the speed of her blood loss  
18 was rapid, so of course when I got her on the floor,  
19 I did try to put my one hand on to try and pressure —  
20 Josie was saying, "You need to press". Then obviously,  
21 I couldn't even press with that hand, and Josie has  
22 always gone on about tourniquets and handbags, and  
23 through our experience, she always has a handbag with  
24 a long strap. She came up with the idea that, "Get me  
25 bag, get me bag, get the strap", and I have to be honest

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1 for a moment I thought, "What the hell do you want your  
2 bag for and what the hell do you want your strap for?",  
3 then of course she said, "Take it off and put it round  
4 my leg." Then you think, of course, God, yeah. But  
5 I just couldn't work my hands, so she had to take it and  
6 do it herself. We tried to semi-pull it together. But  
7 she had to tie it in a knot and to be honest, she kept  
8 going in and out of consciousness then.

9 Of course, I was concerned. I knew that my injuries  
10 seemed very close to my throat, and obviously breathing,  
11 keep your breathing going, so I knew the pair of us  
12 weren't in a good place, injury-wise, and obviously  
13 that's what made me feel like it was forever, waiting  
14 for someone to come.

15 SIR JOHN SAUNDERS: You really don't need to tell me, so  
16 please don't if you don't want to, but what do you do  
17 what did you do? What was the high-risk sport? It's  
18 entirely up to you whether you tell us or not.

19 A. I work in the equestrian industry and I've done it all  
20 my life. Therefore of course horses and animals and  
21 people, they can give you some challenges sometimes when  
22 you're training and coaching.

23 SIR JOHN SAUNDERS: Yes. People do fall off.

24 A. Unfortunately they do.

25 SIR JOHN SAUNDERS: Had your training — had you been

30

1 trained about tourniquets?

2 A. Many years ago. It's a compulsory part of your role as  
3 a coach. You have to do a refresher first aid course  
4 every second year. When I look back in time,  
5 tourniquets once upon a time were the ultimate thing  
6 that you always applied if you had heavy bleeding and  
7 there was a portion of time when tourniquets became  
8 a worse problem because of lack of blood flow —

9 SIR JOHN SAUNDERS: They went out of fashion, didn't they?

10 A. I have to be honest, my view has always been if  
11 someone's going to bleed to death, you're not going to  
12 save them anyway, so if they lose a limb because you've  
13 put a tourniquet on that's better than them dying  
14 through bleeding.

15 SIR JOHN SAUNDERS: So this was at the time when tourniquets  
16 used to be released after a bit and then put back on?

17 A. Yes. So general first aid up to the point of that night  
18 had talked against tourniquets now, but I must admit  
19 I wouldn't hesitate, my sister wouldn't hesitate, if you  
20 need one when someone's heavily bleeding —

21 SIR JOHN SAUNDERS: As we have heard, you clearly had the  
22 right view about that. I can ask her, but you say your  
23 sister had some knowledge of first aid as well?

24 A. Yes, because she's had a similar career. She's been a  
25 horse —

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1 SIR JOHN SAUNDERS: So you both work with horses?

2 A. Yes.

3 SIR JOHN SAUNDERS: Thank you.

4 MS CARTWRIGHT: You have already described in respect of  
5 that tourniquet, the injury you had meant — could you  
6 help us as to what assistance you were able to give your  
7 sister with that tourniquet, the application of it and  
8 the tension of it, please?

9 A. If I'm honest, she didn't know I was injured and it was  
10 when I couldn't get the strap undone, she sort of looked  
11 a bit, "What's the problem?", and I said, "I can't do  
12 it, Josie, I can't, you're going to have to help me."  
13 That's when she went, "God, you're injured, Janet,  
14 you're hurt." So I don't think I was a lot of use to  
15 the tourniquet; Josie definitely had to do it herself.

16 Q. Okay. Thank you.

17 You reference in your witness statement  
18 a recollection of a dog. Could you tell us about the  
19 evidence about the dog, please?

20 A. In the time that passed, and obviously I'm sure we can  
21 all get a picture of the aftermath, then eventually, if  
22 I skip past who I think came in and came out and stick  
23 to the dog first, if you want, when I was finally told  
24 by someone to lay back, "You need to lay back", for  
25 a moment then, when I slightly looked round the room, it

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1 had cleared of everybody that was in, apart from those  
2 of us that was involved in the incident.  
3 As I laid back I was at a slight angle now to Josie  
4 and the silence and my memory of the sound and the  
5 listening of everything, I were praying for more people  
6 to come and help people because time was clocking on  
7 here. In that moment in time, I really was concerned  
8 that people were dying, they clearly were — the silence  
9 was getting ... sound was getting less.

10 As I laid on the floor there and thinking, where's  
11 everybody gone, I heard a dog panting. And as this dog  
12 panted, I clearly thought, "What the hell?" Well,  
13 I won't repeat what I thought, but, "There's a dog.  
14 What's a dog doing?" And as I looked slightly to the  
15 left, a man and a dog walked straight past me and went  
16 straight into the centre and disappeared into the —  
17 through the doors.

18 At that point, it was the only time then I thought,  
19 "Christ, it's a bomb", and I thought everybody's gone  
20 because clearly there's more danger. And up to that  
21 point, I really felt that we were going to get home that  
22 night, we were injured but we were fighters, we were  
23 going to get out. And for that moment in time when  
24 I saw that dog, I feared then that we weren't going  
25 home. If I may say, I shouted to Josie and I asked her

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1 to give me her hand because I felt myself give in that  
2 they're not coming in because we're obviously not going  
3 to make it, there's going to be another explosion, and  
4 at that point my whole life went past me, my family  
5 wouldn't know what happened, they'd never see us again.

6 At that point, my legs worked, and I had an  
7 overwhelming — I could have got out and I could go home  
8 to my family, but then I looked at my sister and  
9 I thought, "How can I leave her?" And if she died on  
10 her own — and I made a choice at that point, seeing  
11 that dog, that I either stay here and die with my sister  
12 or I get up and I save myself. And I asked my sister  
13 for a hand because I thought, "Well, I may as well, if  
14 I'm going to die with anybody, I may as well die with  
15 her", and I chose to not go home and stay with my sister  
16 because of that dog and I truly at that point —  
17 everything I hold dear, I sank into that floor like  
18 a lead weight, and I just thought, that's it, hold your  
19 breath, because we're not going out of here.

20 SIR JOHN SAUNDERS: Do you want a break? Are you all right?

21 A. Now I've said that, I'm all right, thank you.

22 SIR JOHN SAUNDERS: You know that — I'm not in any way  
23 doubting what you're saying, but you know that there  
24 have been enquiries about the dog, intensive enquiries,  
25 and you know there's a lot of CCTV —

34

1 A. Yes.

2 SIR JOHN SAUNDERS: — and no one can trace the dog. As

3 I say, I'm not for a moment saying it wasn't there, but  
4 you're aware of that as well?

5 A. I am. I am, and that's true.

6 SIR JOHN SAUNDERS: That's not the important part of your  
7 account in any event.

8 A. I understand that and I'm not... You know, I see sense.

9 However, for me, it's the depth of my giving in to life.

10 I wouldn't have felt that if I'd have seen that dog when  
11 I knew we were going home because we were down near the  
12 ambulance. Once we got down near the ambulance, there's  
13 the hope that we're going to go home as people are  
14 helping us now.

15 SIR JOHN SAUNDERS: That's when you time the dog as  
16 happening to be in the City Room?

17 A. Yes. That's why everybody I hold dear — before the  
18 inquiry started, I've been in contact heavily with the  
19 police, they've tried their best to try and tell me  
20 things were different than what I saw, but all I hold on  
21 to is, in my heart, the depth of giving in to my family  
22 or staying with my sister, I would never have had that  
23 depth of thought if I was sat at that ambulance — the  
24 exit, the war memorial exit, knowing that paramedics  
25 were now coming and we were now getting helped. That's

35

1 the thing.

2 SIR JOHN SAUNDERS: I do entirely understand that and it's  
3 your account generally which matters rather than  
4 necessarily individual details. But it's obviously  
5 right, the police, when going through it, should have  
6 gone through what they have seen and what the CCTV  
7 displayed.

8 A. I understand, but I still can't change my mind.

9 SIR JOHN SAUNDERS: No, don't. It's your account that  
10 matters.

11 A. Thank you.

12 MS CARTWRIGHT: Mrs Senior, as you've just confirmed, your  
13 recollection of that is that it was when you were in the  
14 City Room?

15 A. Yes, love, yes.

16 Q. And I think you've been shown stills from CCTV that  
17 actually show a dog passed you when you were down in the  
18 casualty clearing area at 11.45, when I think the BTP  
19 dog handler, PC Healy, walked past where you were with  
20 his dog, but you're clear it's not at that moment?

21 A. No. If I may say, at the point with the dog walking  
22 past, and all the mindset of realisation about what's  
23 definitely just happened, when I asked for Josie's hand,  
24 it was quite funny and we do laugh about it, because  
25 I couldn't move this side at all (indicating) and she

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1 was obviously near this side (indicating), because if  
 2 I moved I clearly bled out more, so I had to do  
 3 something funny and she ended up reaching between my  
 4 legs, so we were holding hands between my legs, which  
 5 I do often think was quite funny, and if that dog went  
 6 past me down at the war memorial entrance, Josie and  
 7 I were split up at that point, I was in front of her,  
 8 I could not have reached her, so that's a little bit of  
 9 how I try to process if am I right.  
 10 SIR JOHN SAUNDERS: Okay. We'll keep looking for the dog.  
 11 A. Thank you.  
 12 MS CARTWRIGHT: Sir, if it assists, we have captured on  
 13 body-worn footage that there was a dog outside the  
 14 City Room that is captured barking on body-worn footage,  
 15 just to perhaps complete the search for the dog.  
 16 SIR JOHN SAUNDERS: We'll move on from the dog now.  
 17 A. Thank you.  
 18 MS CARTWRIGHT: Mrs Senior, you've told us about that  
 19 feeling and sensation you had at that time in the  
 20 City Room, but there came a time when help did come to  
 21 you and your sister and I think in particular there's  
 22 one gentleman who was a Travel Safe officer, Mr Clegg,  
 23 who spent a period of time with you and your sister.  
 24 A. Mm—hm.  
 25 Q. I've already given you the timings when we have seen you

1 assisted by that Travel Safe officer and also Greater  
 2 Manchester Police PC Thomas Ho—McKenna and your sister  
 3 was assisted a GMP police sergeant, PS Prince, and a  
 4 ShowSec employee, Jade Samuels, leaving the City Room at  
 5 23.14 hours, so some 43 minutes after the detonation.  
 6 A. Mm—hm.  
 7 Q. Can I ask you, is there any other evidence you wish to  
 8 give about the time and your recollection in the  
 9 City Room, please?  
 10 A. Yes. I think we're all well aware that in the  
 11 City Room — well, I speak for myself here — help was  
 12 very slow in coming. When it did come, it was only one  
 13 team of paramedics. I just took everybody as police  
 14 officers, I didn't know there was a British Transport  
 15 Police and a police on the night, they all looked like  
 16 police people. There was people dotted about, lots of  
 17 people stood about, but nobody really actually doing  
 18 a lot.  
 19 I did continually say to myself, where the hell —  
 20 we need — what good is one team of people — where  
 21 do you start? We all need help and everyone's slow in  
 22 coming in. And I won't go on about any more of that.  
 23 The only person that finally stopped and gave me —  
 24 answered to, "Please could you help me", was  
 25 Philip Clegg. And of course, he did keep coming back to

1 me and reassuring me and my sister and he did say that  
 2 he would get help and he was my knight in shining armour  
 3 and he did help me out.  
 4 But there's an important point, again that I stand  
 5 strongly — as we were being carried, semi—walking,  
 6 carried, over the bridge, the train station clock was  
 7 between 20 and 25 past 12. And I have this strong clock  
 8 there that says that was the time I was coming over that  
 9 bridge. Now, again, CCTV footage and all of rest of  
 10 it — but I strongly questioned as I was being sat down  
 11 and sat there waiting for someone to come then and look  
 12 at me, because nobody had really — I was calm, I didn't  
 13 have a great deal of blood loss because of how the heat  
 14 had cauterised it, and it saved my life, actually,  
 15 because it slowed my breathing down because of the  
 16 shrapnel being so hot. I kept sitting there thinking 25  
 17 past 12, it can't be, it can't be, so I do believe  
 18 that's what the train station clock said and it's been  
 19 in my statements right from the very beginning, right  
 20 from the very first statement I gave, which was about  
 21 5 days after and then, of course, the Kerslake. I've  
 22 never changed that because that's what I believe that  
 23 clock said.  
 24 Q. Can I ask you then, if we deal with the time down in the  
 25 station when we can see that with the assistance of

1 Mr Clegg and PC Ho—McKenna, we can see from the stills  
 2 that have been captured — I am not going to display any  
 3 of those — that you were seated on a plastic sofa near  
 4 to the exit doors of the station.  
 5 A. Mm—hm.  
 6 Q. And I think, as you have described, you weren't able to  
 7 physically able to touch your sister at this point, but  
 8 she was effectively to your left, sat on the floor with  
 9 her back to the exit wall of the station?  
 10 A. Yes. Josie, the people who were semi—carrying her, were  
 11 in front of me, so Philip and this other person — I'm  
 12 sorry, I can't remember the names — we were behind her.  
 13 They put Josie right in the corner of the doorway so she  
 14 was semi—sat up against the wall and they went and  
 15 rushed for this settee from the station and put it in  
 16 front of Josie — sorry, in front of me, so I couldn't  
 17 turn round at that point anyway because, as I say,  
 18 I couldn't move without bleeding out, and so she was  
 19 behind me, way behind me.  
 20 Q. Can I ask you about your experience then, please, when  
 21 you were down in what we've been describing as the  
 22 casualty clearing station in the exit area of the  
 23 station, please?  
 24 A. Okay. I know a lot of people by all accounts did some  
 25 good stuff on the night and I don't want to discredit

1 them for their effort . However, from my seat, it was  
 2 organised chaos. It was this particular person spinning  
 3 round, giving lots of instructions , but really , clearly ,  
 4 I felt making everything a little bit more spinning.  
 5 And so teams of paramedics started to trickle in slowly,  
 6 and every time somebody came in, then this chap would  
 7 sort of bounce on them and with them further up the  
 8 slope. And eventually, a chap came over to me and said,  
 9 "Are you all right , love? You're quite. Has anybody  
 10 looked at you?", and I said, "Not really, no". I knew  
 11 Josie was all right because I could hear them with her,  
 12 as in I felt relieved because they were definitely with  
 13 Josie. She was not doing well --  
 14 Q. Just pausing there, when you say "them", it was  
 15 paramedics that were with Josie?  
 16 A. Sorry, yes. When a paramedic finally came to me, I said  
 17 I hadn't been looked at, no, but however -- and this  
 18 chap appeared and whizzed him off me, never even gave it  
 19 a second thought, just whizzed him off me, but it was  
 20 quite clear , no, off he went. And then another team  
 21 came in --  
 22 Q. Can I just pause you there for a moment? When that  
 23 paramedic came to you, was there any -- we've heard of  
 24 triage cards. Was there any label placed upon you at  
 25 that point?

1 A. I believe my triage card was done upstairs in the foyer .  
 2 Q. Do you know what triage status you were given?  
 3 A. I was given a 2.  
 4 Q. A P2?  
 5 A. Well, a 2 --  
 6 Q. (Overspeaking). So you believe that you had that 2 with  
 7 you when you were down --  
 8 A. Yes.  
 9 Q. -- when you came down from the City Room?  
 10 A. Yes.  
 11 Q. Sorry, I interrupted you. You said the male paramedic  
 12 came but was whisked away again.  
 13 A. Yes.  
 14 Q. Continue, please.  
 15 A. Another team arrived of two men and a young girl. I've  
 16 related to her as a trainee just by watching the poor  
 17 lady's -- how she were coping with everything. She  
 18 clearly was a trainee, I'd be pretty confident that she  
 19 was. The lead man asked me if I was all right, had  
 20 anybody looked at me, so I repeated, "They'd just  
 21 started but he has been whizzed away", and of course he  
 22 asked could he have a look and could he look closer  
 23 because he'd have to remove some clothes. And then, lo  
 24 and behold, the chap came again, and said, "Leave her  
 25 come with me." He politely debated with him and he did

1 as he were told and he left , but before he left he told  
 2 the second chap to get a line into me and give me some  
 3 pain relief and get oxygen, do the finger thing, and  
 4 stuff like that.  
 5 But he'd only just started . So he took my band off  
 6 to get my clothes out and started to put a line in. And  
 7 he just got to that point and this chap appeared again  
 8 and insisted he now leave me. So I had a bit of a bumpy  
 9 time where everybody -- I finally thought somebody were  
 10 going to look at me but before they could do very much  
 11 they were taken away.  
 12 Q. Then I think we can see that the time came when you were  
 13 wheeled out of the casualty clearing station and I think  
 14 we can see that at 00.39 hours.  
 15 A. Mm--hm.  
 16 Q. And we know that you were assisted by emergency  
 17 technician Angela Batchelor and paramedic Ashley McComb.  
 18 Could you deal with that time, please?  
 19 A. If I may, can I just go back? Because I want to give  
 20 credit to this last paramedic. He did return to me and  
 21 obviously the chap who was putting the cannula thing in,  
 22 he left , but the first chap did come back to me and  
 23 asked me how I was doing. And he then removed more  
 24 clothes and looked at the wound and the reason why  
 25 I mention him is because this chap in charge appeared

1 again and insisted that he leave me again, to which then  
 2 he stood strong against this chap and said, "Look", and  
 3 I believe he said, "We have a sucking chest wound here  
 4 and she has to go", and at that point the man in charge  
 5 totally panicked, started getting very distressed why  
 6 I hadn't gone sooner, what the hell, get her gone, and  
 7 at that point then I thought I might be in more trouble  
 8 than I realised I was because -- and it was thanks to  
 9 him that made the stand that then made them both look at  
 10 my wound and then go, "Right", and of course then, yes,  
 11 the very next person who stepped through the door was  
 12 given me to deal with.  
 13 Q. Okay. Those are the individuals that then took you to  
 14 hospital?  
 15 A. Yes.  
 16 Q. Can I ask you, you described the cannula. Were you  
 17 given pain relief before you left the station?  
 18 A. No, because before he'd got to that point, the chap in  
 19 charge took him away from me and of course he just said  
 20 to the trainee, "Stay with her, put the oxygen mask on  
 21 her, you stay with her until I come back." I was never  
 22 given anything at all until I got to hospital.  
 23 Q. Perhaps then if we deal with that. We can see you're  
 24 lead loaded on to the ambulance and that the ambulance  
 25 is captured on the CCTV making its way slowly down

1 Hunts Bank at 00.42. I think North West Ambulance  
 2 Service have now confirmed that you left the scene at  
 3 00.45. We also know from additional work that's been  
 4 done, and I think also from medical records you've  
 5 obtained, that your arrival at hospital is timed from  
 6 NWS's perspective at 01.40, and I think you also, from  
 7 your triage documentation that's been provided, that's  
 8 captured at in hospital at 01.44 hours.

9 So we've got a time of about an hour to get from the  
 10 station to the hospital.

11 A. Mm—hm.

12 Q. Could you tell us, please, about that journey to  
 13 hospital? Did you know which hospital you were being  
 14 taken to?

15 A. Not when I left the war memorial. These two ladies,  
 16 bless them, got me on to the stretcher and they didn't  
 17 stand around as in stood around forever, they just  
 18 didn't move me. I shouted to Josie, I shouted until she  
 19 opened her eyes, "I'm going, I'll see you soon." The  
 20 chap came back in charge and pressurised them, why  
 21 weren't they moving me, to which she said, "Someone's  
 22 using our ambulance." He said, "I don't care, get  
 23 another."

24 So I was put into — they both looked at each other  
 25 and they both said, "Let's just get her in a van." So

1 they moved out of the war memorial and into an  
 2 ambulance. The lady embarked on looking in the  
 3 cupboards, she couldn't open them. She said, "I'm  
 4 really sorry, Janet, we can't give you anything, we're  
 5 in someone else's van, someone is using our van and  
 6 therefore we don't have access to pain relief, however,  
 7 don't worry, you're in good hands, we're going to look  
 8 after you."

9 I must be honest, it seemed like an eternity because  
 10 I felt like, "Come on, why aren't we moving then",  
 11 you've been given a flag that something's a bit more  
 12 worse than I thought it was. She said, "We can't move  
 13 because we don't know where to take you", and that's why  
 14 they didn't move for a while. Then the call came  
 15 through from the lady, the driver, saying Wythenshawe  
 16 Hospital and then we embarked on blue lights and sirens  
 17 to get out of Manchester, which didn't work very well  
 18 because we seemed to — the lady — I could clearly hear  
 19 when was going off and the lady kept winding her window  
 20 down and asking, I presume police, and saying, "Can we  
 21 get out this way?" and I won't say why they said we  
 22 couldn't get out that way and we were turned around  
 23 several times from different points, which threw me  
 24 about. Unbelievable: no, you can't get out here, try up  
 25 there, no, you can't get out here, try up there. So it

1 did seem to take some time to get out of Manchester.

2 Q. Is that because of the road blocks?

3 A. Yes. That's what I could hear, that you can't come out  
 4 this way because of whatever.

5 Q. And I think you also set out in your witness statement  
 6 that there was another difficulty with finding the way  
 7 to the hospital —

8 A. Yes.

9 Q. — that you heard. Can you tell us about that, please?

10 A. Because it wasn't their van, the ladies were having  
 11 a conversation — the lady in the back with me, which  
 12 I have to say, they were both amazing — the lady in the  
 13 back with me was, through the bobble(?) that there is,  
 14 talking to the driver while the driver was driving and  
 15 she was saying, "I don't know which way to go", because  
 16 the satnav in the vehicle wasn't giving them what they  
 17 needed. So the lady in the back embarked on her phone  
 18 and she was relaying directions from the back on her  
 19 phone to the lady in the driver's seat, and so it took  
 20 a while.

21 I have no idea until I saw the clock and obviously  
 22 my medical records show what time I got to hospital, but  
 23 they did find it difficult, Wythenshawe Hospital is  
 24 where they took me and they had to rely on that lady's  
 25 phone in the back to get me there.

1 Q. We won't deal with what happened when you arrived at  
 2 hospital in the treatment because you don't want to go  
 3 into the detail of that. Would it be fair to say that  
 4 you give high praise to the hospital staff that received  
 5 you and treated you for your injuries?

6 A. I must say this because I'm very critical of certain  
 7 aspects of my journey to get to this point, but the  
 8 minute I got through them doors, there was one chap  
 9 at the bottom of the bed in a vest, red, whatever, a  
 10 whole team of people around me and they worked so hard  
 11 as a team. I can't praise them enough.

12 Q. I think you don't want to go into details, but you do  
 13 want it to be made clear that the impact of the  
 14 detonation of the bomb and the injuries you sustained  
 15 continue with you to the present day.

16 A. They do. They do. That's — I've been a very fit lady  
 17 all my life, I've no intention of hanging up my boots  
 18 just yet, I love life, I've worked to get to the top of  
 19 the tree in my specific career, and I'm a changed lady,  
 20 physically. I'm going to carry these injuries, which  
 21 will affect me and my work in particular, going forward.  
 22 I live on a daily basis — I'm sat in agony because  
 23 obviously of complications to my neck and I've got more  
 24 treatment, COVID has obviously delayed other stuff, and  
 25 certainly I thought I would be back on a horse within

1 3 months. I thought I'd be back up there because I've  
 2 always been knocked a bit in my career but you get back  
 3 up and you go and I just can't believe that I'm not  
 4 there, and the PTSD — oh, I just... Yes, my family  
 5 have suffered the consequences of watching me, I know  
 6 they do, because obviously my strength has gone.  
 7 I usually was the leader and the matriarch of the pack,  
 8 and, yeah, it's been difficult and it is a difficult  
 9 journey for me and my family, and it's impacted on a lot  
 10 of other people. And obviously, I'm afraid I'm sensing  
 11 after 4 years, I'm not getting any better, so I'm  
 12 finding it hard to realise that this is what I've got to  
 13 go forward with.

14 So it's not easy, not easy. I don't want to give  
 15 in, but it's a struggle.

16 MS CARTWRIGHT: Thank you, Mrs Senior.

17 Sir, there are a number of core participants who  
 18 have indicated they have questions. I'm conscious of  
 19 how long we've been going. I wonder whether we could  
 20 get an indication as to how long each advocate will be  
 21 or whether we take a break at this stage.

22 SIR JOHN SAUNDERS: Let's find out.

23 MS CARTWRIGHT: Could I ask if my learned friend  
 24 Mr Weatherby could indicate how long he would be,  
 25 please?

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1 MR WEATHERBY: Only a couple of minutes, thank you very  
 2 much.

3 MS CARTWRIGHT: Can I ask how long my learned friend  
 4 Ms Roberts for North West Ambulance Service envisages  
 5 she will be?

6 MS ROBERTS: Currently I have no questions, but I will  
 7 inform you, Ms Cartwright, nearer the time if I may.

8 MS CARTWRIGHT: Thank you.

9 And then Greater Manchester Police indicated they  
 10 may have some questions. Can I check whether there are  
 11 any questions on behalf of Greater Manchester Police?

12 MR LADENBURG: There are no questions, thank you.

13 MS CARTWRIGHT: I'm wondering, sir, if in reality it's just  
 14 my learned friend Mr Weatherby's questions, whether we  
 15 should try and continue to try and conclude the  
 16 evidence.

17 SIR JOHN SAUNDERS: That's fine by me. Just before we do  
 18 that — and I'm not doubting your memory in any sense,  
 19 and please understand that — but you know there's this  
 20 issue about when you actually came out of the City Room  
 21 because you have this memory of the clock, which is  
 22 contradicted by the CCTV.

23 A. Yes.

24 SIR JOHN SAUNDERS: You did say to me — and I will ask for  
 25 this to be checked — that you've always said it, in all

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1 your statements, about coming out then. I can't  
 2 actually find it in your first statement. Please, I'm  
 3 not doubting your memory in any sense.

4 A. Could I ask which statement are you referring to?

5 SIR JOHN SAUNDERS: It's in the second statement. I've got  
 6 two. There's one of 27 May 2017, which is a couple of  
 7 days later. And at the moment, I can't find it in that  
 8 one.

9 A. Okay.

10 SIR JOHN SAUNDERS: I may be wrong and I certainly don't  
 11 want to make what is actually not — it's certainly in  
 12 the second one. But that one wasn't made until 2020,  
 13 I think.

14 A. Okay. Can I come back on that?

15 SIR JOHN SAUNDERS: Yes. That's why I've said it.

16 A. In my dealing with Greater Manchester Police at my home  
 17 and obviously at hospital, I went through a phase of the  
 18 officers that came to take detailed statements —  
 19 sometimes for up to 2 to 3 hours when I was obviously  
 20 really in a bad place. However, I mentioned all these  
 21 details at that point right from the very first  
 22 conversation I had and I was continually told: those  
 23 sort of things, we don't need, this is just a brief  
 24 outline, it's just a little bit —

25 SIR JOHN SAUNDERS: Can I stop you? I do understand that

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1 sometimes things are said which don't get included in  
 2 statements for whatever reason and that's what you're  
 3 saying that right from the outset you were saying it,  
 4 but for whatever reason —

5 A. Absolutely.

6 SIR JOHN SAUNDERS: — if I'm correct in my reading of the  
 7 statement, it didn't find its way into the statement?

8 A. I'm under oath and I'm a religious person.

9 SIR JOHN SAUNDERS: I'm absolutely not doubting your  
 10 recollection. Please don't think that I am. That's not  
 11 the point of asking.

12 A. This is what's sort of obviously got me really  
 13 frustrated with the police because they continually  
 14 changed my statement and I refused to sign them because  
 15 they weren't saying what I'd said. So times were  
 16 mentioned and when I then got the chance to do the  
 17 Kerslake Report, I felt — I wouldn't speak to anybody  
 18 else and I felt that was my opportunity to put these  
 19 details down so that they wouldn't be lost. So you're  
 20 right, it isn't, but it's not because it wasn't said.

21 SIR JOHN SAUNDERS: No, okay. I just wanted to clarify  
 22 that. Obviously so far as we can, we have to get the  
 23 details right.

24 A. I agree.

25 SIR JOHN SAUNDERS: I hope I made it clear to you, I am not

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1 doubting your recollection in any way.  
 2 A. No, love, no.  
 3 MS CARTWRIGHT: Sir, for your note, the account is contained  
 4 within the Kerslake account that's given by Mrs Senior.  
 5 A. Yes.  
 6 MS CARTWRIGHT: It sets out that:  
 7 "The train station clock, to my disbelief, showed in  
 8 between 12.20 and 12.25 am."  
 9 Sir, if you want the reference, it is {INQ000511/5}.  
 10 SIR JOHN SAUNDERS: Thank you. Can you tell me the date of  
 11 that?  
 12 MS CARTWRIGHT: It was October 2017.  
 13 A. And I do hold some comfort with that, that long before  
 14 the inquiry started, I've kept my log of what I believed  
 15 happened when the police wouldn't take it on board  
 16 because, "That's not the time to do it, you'll get the  
 17 chance to do this." The Kerslake Report to me was my  
 18 first chance to give these details, it was done more  
 19 before -- is it controversial? Everyone has their own  
 20 idea about what happened, so I feel quite happy it was  
 21 not in the police ones, not because of my choice, but it  
 22 was in the Kerslake.  
 23 SIR JOHN SAUNDERS: Obviously, I accept that.  
 24 A. Yes, love, thank you.  
 25 SIR JOHN SAUNDERS: Please don't think I'm asking because

1 I doubt it. It's just important that when we have  
 2 details in the inquiry, they are checked, as far as they  
 3 can be, to be accurate.  
 4 A. Absolutely, thank you.  
 5 Questions from MR WEATHERBY  
 6 MR WEATHERBY: Mrs Senior, I'll only be a couple of minutes  
 7 if that's okay with you. I represent a number of the  
 8 bereaved families.  
 9 On behalf of the families, first of all, can  
 10 I thank you very much for coming to give evidence.  
 11 I think everybody realises how difficult it is. It's  
 12 also very important that you can help everybody and fill  
 13 in details that we didn't already know.  
 14 A. Thank you.  
 15 Q. Can I just ask you about being in the City Room and  
 16 being injured. You've given evidence that it took some  
 17 time before anybody came to you. You have referred to  
 18 a number of people coming to you in the City Room.  
 19 Can you just help me with this? You assisted Josie with  
 20 the tourniquet, although she had to apply it herself as,  
 21 because of your injuries, you couldn't really assist her  
 22 in tightening it. But apart from that, was there any  
 23 first aid applied to you whilst you were in the  
 24 City Room for that period by anybody?  
 25 A. The person who came and put the cards on us, at one

1 point this chap, Phil, came back with, I presume,  
 2 a medic, and he did look over at Josie and he briefly  
 3 looked at her tourniquet and put something else round it  
 4 and pulled it so tight that it made -- obviously she was  
 5 laid with her eyes shut at the time. Whether she were  
 6 fully conscious at that point, I'm not sure, but she  
 7 screamed out, so he put something over the top of the  
 8 bag strap, wrote something and put something on a card,  
 9 put it on her hand, arm, and then he looked over at me,  
 10 and as I've said, I was sat on my knees very quiet.  
 11 I didn't have a great deal of visual blood loss. So he  
 12 just quickly pulled my cardigan away and, if I'm honest,  
 13 I think he just put -- I don't think he put anything on  
 14 it, but he did have a quick look and it was so quick,  
 15 I remember thinking, it can't be that bad because it was  
 16 so quick and he put the card on me.  
 17 That's all anybody did, nobody else touched us or --  
 18 I'm aware of top to toe in first aid. No, nobody else  
 19 touched us or assessed anything else than that.  
 20 Q. Okay. We know from the CCTV images that a number of  
 21 people came to you and Josie in the City Room, mainly  
 22 police officers. There was also an arena medic and  
 23 I think he had a green top on. Do you think it might  
 24 have been him that you're talking about with the  
 25 tourniquet?

1 A. Yes.  
 2 Q. Yes, okay.  
 3 A. Yes. I took it from Phil that he had this help, if that  
 4 makes sense. So, as I said, I couldn't say if it was an  
 5 ambulance or a paramedic, I don't know. I don't know  
 6 the different codes of uniforms, if you like, but Phil  
 7 clearly gave me the impression, "Here you are, we've got  
 8 you help".  
 9 Q. Okay. I'll be corrected if I'm wrong, but I think from  
 10 the CCTV we know that there was a medic from the  
 11 arena -- a first aider from the arena who assisted you.  
 12 A. Okay, yes.  
 13 Q. I don't think in fact any paramedic from the  
 14 Ambulance Service did so in the City Room.  
 15 Can I ask you about the casualty clearing station  
 16 downstairs. When you had been assisted by police  
 17 officers down to the floor of the station, you have  
 18 given evidence about a number of people starting to help  
 19 you and then being taken away from you by somebody who  
 20 was apparently in charge. Is that a fair summary?  
 21 A. Yes.  
 22 Q. So in terms of the time that you were at the casualty  
 23 clearing station, which was, I think, from about 23.18,  
 24 from the CCTV, until you were taken to the ambulance,  
 25 approximately 00.40, during that period a number of

1 people tried to help you, but then were moved on from  
 2 you to other people. During that period, what did any  
 3 of those people do in terms of treating you?  
 4 A. Obviously, they removed clothing, opened clothing up so  
 5 they could see better. And a chap put a dressing on,  
 6 which I believe -- I heard him something about it had  
 7 a different valve on it, because at the time they  
 8 thought it had clipped the top of my lung. So they put  
 9 a dressing on it, and of course oxygen mask -- I won't  
 10 go into that with the trainee -- and the cannula.  
 11 MR WEATHERBY: Right. Mrs Senior, can I thank you very  
 12 much, again, for giving your evidence. Those are all  
 13 the questions that I have.  
 14 A. Thank you.  
 15 MS CARTWRIGHT: My learned friend Mr Cooper has just  
 16 indicated there's one area of questioning he wanted to  
 17 ask about: blankets. I wonder if that short topic would  
 18 be permitted.  
 19 SIR JOHN SAUNDERS: I will permit it. Keep it reasonably  
 20 brief, can you?  
 21 Questions from MR COOPER  
 22 MR COOPER: I will, sir. It's in this witness's statement,  
 23 it was not referred to. It's simply this. Again, I ask  
 24 questions on behalf of the families.  
 25 It's paragraph 128 of your second statement, I've

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1 read it, it's a perfectly proper paragraph to refer to,  
 2 so no one should worry about it. It's this. You said  
 3 that your chest was covered with your cardigan, which  
 4 cardigan had been removed from your left arm, and other  
 5 matters have been taken into account, and you said this:  
 6 "I asked the young paramedic if she could please  
 7 help me to cover myself as I couldn't move my arms  
 8 enough to do it myself. She said to me, 'Sorry it's  
 9 cold, isn't it, we have no foil blankets left as we have  
 10 used them all on the other casualties.'"  
 11 Was that an indication that you'd had from the  
 12 paramedic at the time when you were outside that there  
 13 were simply no foil blankets left for you?  
 14 A. That's 100% word for word what the lady said to me.  
 15 Obviously, because I was uncovered, and of course by  
 16 this time I was starting to slightly panic that I was  
 17 obviously probably worse than what I thought I was, and  
 18 then when adrenaline kicks in, the body shakes, and  
 19 I just started bouncing off the chair. And of course,  
 20 I was literally next to the door, so it was freezing and  
 21 I just said to her, "Could you possibly cover me up  
 22 please?" I didn't actually ask her for a blanket,  
 23 I asked if she could close my clothes, and she said  
 24 exactly word for word what you've just said, "It is cold  
 25 isn't it, but we've no more blankets, they've been used

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1 on all the other casualties."  
 2 Q. Were you given anything by that paramedic or anyone else  
 3 to cover yourself with to make you feel warmer?  
 4 A. No. From the paramedic or medical side, no. And then  
 5 my knight in shining armour appeared, not too long -- as  
 6 I say some time passed, I don't know what, and then  
 7 of course Phil appeared and said, "All right, Janet, how  
 8 you doing?" and I said, "Can you cover me up?", and of  
 9 course he looked, took his coat off, and put it around  
 10 my upper body.  
 11 Q. Last question. It would have been difficult for you  
 12 given the condition you were in, but did you notice  
 13 whether any of the other casualties around you were  
 14 either covered with foil or covered with blankets or did  
 15 you not really take that on board at the time?  
 16 A. No, I don't believe -- when we were all put down in  
 17 a fast, 1, 2, 3, 4, 5, 6, 7, people were there as they  
 18 were -- had been in the foyer. You could see everyone's  
 19 clothes. Nobody where I was, which was right near the  
 20 door, the war memorial door, all those around me were  
 21 just in clothes.  
 22 MR COOPER: I'm grateful, sir. Thank you.  
 23 SIR JOHN SAUNDERS: Thank you very much.  
 24 MS CARTWRIGHT: Can we just check with my learned friend  
 25 Ms Roberts whether anything has arisen from those

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1 questions, please?  
 2 MS ROBERTS: No, thank you very much.  
 3 SIR JOHN SAUNDERS: Thank you. I'm really grateful.  
 4 A. Thank you.  
 5 SIR JOHN SAUNDERS: You have given a really graphic  
 6 description of the horrific experiences you went through  
 7 that night, so we can understand better how awful it  
 8 was. You clearly suffered really bad injuries, you  
 9 fought back against them in a hugely determined way, and  
 10 as far as I'm concerned, you have my unqualified  
 11 admiration for how you've coped with this, and I'm sure  
 12 of everybody else as well, so don't give up.  
 13 A. Thank you.  
 14 SIR JOHN SAUNDERS: Thank you. We'll take a break.  
 15 (11.13 am)  
 16 (A short break)  
 17 (11.33 am)  
 18 MS CARTWRIGHT: Sir, we have Josie Howarth now in the  
 19 witness box.  
 20 MS JOSEPHINE HOWARTH (sworn)  
 21 Questions from MS CARTWRIGHT  
 22 MS CARTWRIGHT: Could you please tell us your full name?  
 23 A. It's Josephine Howarth.  
 24 Q. And I think you are the sister of Janet Senior?  
 25 A. That's correct.

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1 Q. Can I ask you just to confirm, you've in fact been  
 2 observing and watching your sister's evidence this  
 3 morning; is that correct?  
 4 A. Yes.  
 5 Q. So you'll have seen that I'm going to take the same  
 6 approach with you that I took with her. I'm going to  
 7 ask you to give your background evidence about your  
 8 experience as you arrived at the arena that day.  
 9 Secondly, your presence in the City Room immediately  
 10 prior to and at the time of the explosion. And then the  
 11 third area, your account of the aftermath of the  
 12 explosion and any evidence about the emergency response  
 13 that you'd wish to give.  
 14 So having watched your sister's evidence, are you  
 15 content that we start your evidence with the time when  
 16 you took your nieces into the City Room for them to go  
 17 into the concert?  
 18 A. Yes.  
 19 Q. Having done that, is there anything else that you would  
 20 wish to tell us about the fun part of that day, if I can  
 21 call it that?  
 22 A. I think Janet covered most of it, to be honest, I'm  
 23 happy with that.  
 24 Q. Thank you. So we've heard there came a time when you  
 25 took the nieces into the City Room for them to go into

1 the concert.  
 2 A. Yes.  
 3 Q. Within your statements you make some comments and  
 4 observations about what you observed at that time, so  
 5 can I ask you to give your evidence about what you  
 6 observed as to the security arrangements, please?  
 7 A. There seemed to be very little security. I didn't  
 8 actually see any police or -- we were looking round for  
 9 people to ask where the girls needed to go, and then two  
 10 people in yellow jackets came to the doors and started  
 11 letting people in and Janet went to them. But other  
 12 than that, there's no real recollection of security  
 13 people being present.  
 14 Q. When Janet went forward to go and speak to those two  
 15 members of staff in the yellow jackets was there  
 16 anything that you observed at that time?  
 17 A. No, I was with the girls, they were bubbly and excited.  
 18 I just stayed with them until Janet came back. Then she  
 19 told me the experience she'd had asking them where to go  
 20 and how people were going in and out. She did say to  
 21 me, "It's an accident waiting to happen."  
 22 Q. So is there any further evidence you wish to give about  
 23 what you saw in the City Room at that time?  
 24 A. At that time, there was very little different from what  
 25 Janet's already said, to be honest.

1 Q. Thank you. Could I then move time forward again,  
 2 please, to when we know you and your sister went back  
 3 into the City Room for that final time, intending to  
 4 collect your nieces?  
 5 A. Yes.  
 6 Q. Could I ask you to tell us about that, please?  
 7 A. We left the car at about 9.45 and headed up back to the  
 8 City Room because I like to be there early, because  
 9 I know it's going to be busy, so we get a good place  
 10 where the children can see us. As we went up, it was  
 11 quite quiet, so we decided we'd nip down to the pub  
 12 where we'd been previously and use the toilet, which we  
 13 did.  
 14 Q. So you're describing having walked through the  
 15 City Room, over the link bridge, and down to use the  
 16 toilets down there?  
 17 A. Yes, that's right.  
 18 Q. Thank you.  
 19 A. As we came back up, there was a few more people starting  
 20 to amalgamate. We originally walked across to where the  
 21 box office would be and it was obvious it was still  
 22 going to be quite a while before the children came out,  
 23 so we suggested to each other, "Let's go and sit on the  
 24 steps." We went to the stairs on the left -- hand side,  
 25 which are nearest where we had come up the steps from

1 the car parking and we sat there.  
 2 Q. I think again we have heard reference to these  
 3 occasionally as the JD Williams steps?  
 4 A. Yes.  
 5 Q. Does that fit with your recollection of those steps?  
 6 A. Yes.  
 7 Q. What happened when you sat on the steps?  
 8 A. We were sat chatting. It was a very family atmosphere.  
 9 There were lots of parents and grandparents around  
 10 waiting to pick up children. It was a lovely, pleasant  
 11 evening, so everybody seemed to be enjoying themselves.  
 12 And then a gentleman from behind us -- I believe he had  
 13 a purple and grey uniform on -- asked us, can we please  
 14 the steps, we need to keep this pathway clear. Then he  
 15 turned and went away and I'm afraid no one moved very  
 16 quickly. Then in front of us came two other people --  
 17 I remember two -- one in a grey and black uniform, and  
 18 then another person at the side of him with a yellow  
 19 tabard. He said, "Come on, guys, we need to keep this  
 20 area clear, you can sit on the steps to the right." So  
 21 Janet and I got up and we started to walk to the second  
 22 steps, which were nearest the door where you come into  
 23 the arena.  
 24 Q. Thank you. Again, we've described those steps  
 25 occasionally as the steps that would lead up to where

1 the McDonald's used to be.  
 2 A. Right.  
 3 Q. Does that fit with your recollection?  
 4 A. That's right, yes.  
 5 Q. So can I ask you, as you went into that area, was there  
 6 anything you noticed at that time?  
 7 A. Yes. Initially, we went to the top of the stairs and  
 8 stood overlooking the balcony. More and more parents  
 9 were coming in at this time and that's when I believe we  
 10 saw the two males come out of the door that Janet's  
 11 already mentioned. I remember one had a three-quarter  
 12 trench coat, he seemed to punch the air, but he could  
 13 have been trying to put his jacket on. They seemed in  
 14 a hurry and I said to Janet, "What are two people like  
 15 that doing coming out of a kids' concert?" But they  
 16 left as quickly as they came out and that's the last we  
 17 saw of them.  
 18 Q. I think just pausing you there, Mrs Howarth, that was  
 19 something that you raised with the police and has been  
 20 subject to a separate investigation by Greater  
 21 Manchester Police?  
 22 A. Yes.  
 23 Q. Is it correct -- have you seen the stills that were  
 24 taken of those gentlemen?  
 25 A. I have, yes.

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1 Q. Thank you. So you've identified those two males that  
 2 you saw at that time. Was there anything else that you  
 3 observed at that time?  
 4 A. No. I didn't see the bomber. I didn't see anything  
 5 else suspicious. We just sat on the steps then until it  
 6 was time to get up and go and collect the girls.  
 7 Q. Thank you. You will have heard, when I asked Mrs Senior  
 8 questions, me describe that we have the timings as you  
 9 walk down the steps from that area and you appear at  
 10 22.30.36 and then begin to walk across the City Room.  
 11 Had you observed anything at that time --  
 12 A. No.  
 13 Q. -- as you and your sister walked from those steps across  
 14 the City Room, please?  
 15 A. Yes. Originally I was going to head towards the  
 16 merchandise stall and then Janet said, "Let's go this  
 17 way, the kids will see us better." As we were walking  
 18 back towards where the box office was, Janet said,  
 19 "I can smell petrol", and I just casually said, "Oh,  
 20 it'll be the trains, the smell from the trains", and  
 21 within a very short space of time, that's when the bomb  
 22 exploded.  
 23 Q. Thank you. Can I ask, when your sister said she could  
 24 smell petrol, could you smell anything at that time?  
 25 A. No, no, I didn't notice anything particularly, but

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1 Janet's very keen on things like that. She usually  
 2 smells something before anyone else does, very  
 3 observant.  
 4 Q. Thank you. You were coming on to tell us, I think, that  
 5 having made that comment about having smelt something,  
 6 I think you were describing that the detonation happened  
 7 very quickly after that time?  
 8 A. That's right, yes.  
 9 Q. So before asking you, please, to give your evidence  
 10 about the detonation, it's correct, isn't it, that you  
 11 also marked on a plan where you believe you were stood  
 12 with your sister at the time the bomb was detonated?  
 13 A. Yes.  
 14 Q. And I'm going to ask Mr Lopez if we could please display  
 15 {INQ036664/1}.  
 16 Please can we expand to where the cross is?  
 17 Is that where you indicated you were stood when you  
 18 felt the effects of the detonation?  
 19 A. Yes.  
 20 Q. Mrs Howarth, could I ask you then to describe what  
 21 happened to you at that time, please?  
 22 A. Yes. There was a very loud bang and I was looking  
 23 at the merchandise stall and everything went to shreds.  
 24 The merchandise that was pinned on the wall just went to  
 25 shreds and literally a hundredth of a second later there

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1 was the main explosion. It wasn't technically two  
 2 explosions but it sounded for a second like it was. And  
 3 I said to myself, "Here we go." I knew instantly it was  
 4 a bomb.  
 5 Then there was rolling flames, orange, that seemed  
 6 to go down the doors from the left-hand side towards the  
 7 right-hand side. It was very bright, very loud, and  
 8 then I felt a really bad hit to my leg and I seemed to  
 9 be running, not very far, just a few strides to try and  
 10 avoid the flames and the blast, as it were. And then  
 11 when it stopped, I thought it was the arena that had  
 12 blown up, so all I could think was, "Oh my God, the  
 13 kids."  
 14 And I took a step towards the arena doors and at  
 15 that time debris was hitting me and glass crashed down  
 16 from the roof, which is why I thought I'd got glass in  
 17 my leg.  
 18 As I stepped towards the arena doors, I heard Janet  
 19 say, "Josie, get down", and as I turned towards her --  
 20 by this time I'm very light-headed, I'm aware that  
 21 I can't walk very well, and I'd forgotten for a minute  
 22 that I was with her, and as I'm going back towards her,  
 23 I'm shouting, "Janet, Janet, I'm hurt", and I put my  
 24 hand on my leg and blood was gushing from it. So when  
 25 I got to her, she said, "Get down", so I tried to get

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1 down, but I couldn't, obviously, because of my leg. And  
2 then Janet said to me, "We have to get out." So she  
3 helped me get up and we didn't get very far and I said,  
4 "I've got to get down, I've got to get down."

5 There were people pushing past us in a panic,  
6 running, but very quickly the flames had gone, the  
7 bright light had gone, and I was laid on the floor with  
8 Janet. She was knelt at the side of me and it was at  
9 that point that I thought, "Oh my God, she's injured."  
10 I could see her trying to use her phone and I could see  
11 blood on her shoulder and I knew then we were in trouble  
12 because I knew I wasn't going to be conscious very long.

13 I'd asked Janet to go and get the kids, try and find  
14 the kids, but she didn't leave me. My phone started to  
15 ring, so I grabbed my phone and it said my niece's name  
16 on it, and I thought, "Thank goodness." I tried to  
17 answer it, but it went dead. Janet was still trying to  
18 contact the police, she's on her phone. I had my hand  
19 on my bag and I felt it ring again and it was my sister  
20 who was at home. She told me the kids were okay, they  
21 were out of the building. She asked how we were, and  
22 I told her we were hurt and then the phone went dead.  
23 This is all within a very short space of time.

24 Then I suddenly thought, I've got to get something  
25 on this leg. So I took my bag strap off and I tied

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1 a tourniquet round my leg, Janet helped me, to try and  
2 stop the blood flow really. Then I said to myself, stay  
3 alert, the kids won't survive this if you don't stay  
4 alert. And that was...

5 SIR JOHN SAUNDERS: Do we know, I'm asking both of you, the  
6 time of that phone call from your sister?

7 A. I don't actually know the time, but it wasn't very long  
8 after.

9 SIR JOHN SAUNDERS: I just wonder whether anyone looked at  
10 your phone and located the call and the time of it.

11 MS CARTWRIGHT: Certainly, sir, there are phone calls that  
12 are captured on the body-worn footage of Mr Clegg to  
13 family members that will be able to be timed.

14 SIR JOHN SAUNDERS: We'll have a look into it, if we can.  
15 Thank you.

16 MS CARTWRIGHT: You have indicated that you want to give  
17 a high-level summary of the injuries you sustained. So  
18 having already identified an injury and an injury to  
19 your leg -- we've heard some evidence from Janet Senior  
20 about that -- could you just describe what you were  
21 seeing and what had happened to your leg at that time,  
22 please?

23 A. Yes. It was a very heavy blow. I've had a few really  
24 serious kicks in my time with horses and it felt like  
25 I'd been kicked by a horse. I did think it was glass.

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1 It was very swollen. I'd obviously lost a great deal of  
2 blood. Within a few seconds I thought I was not going  
3 to be conscious very long. I found out after the event  
4 that I had a 29 by 19-millimetre bolt that had entered  
5 my leg on the left-hand upper thigh. I didn't know at  
6 that time for a further 2 or 3 days that I had a second  
7 bolt and debris on my inner thigh, but it wasn't found  
8 straightaway, so that was the injury.

9 I ended up with one wound through both legs, which  
10 had to be packed quite tightly to heal from the inside,  
11 basically.

12 Q. The significant wound that you saw at the time in the  
13 City Room, I think you've already described it was  
14 bleeding heavily and you needed to apply a tourniquet?

15 A. Yes.

16 Q. Could you just tell us, from your perspective, your  
17 knowledge about tourniquets at that time?

18 A. When Janet and I were young and we were first  
19 contemplating opening an equestrian centre, we went to  
20 become first aiders so that we had a better knowledge of  
21 what happened. The very first instructor we had  
22 explained to us that people die from broken legs that  
23 don't have any outside bleeding but just -- your blood  
24 lodges in your legs. He showed us how to apply  
25 a tourniquet and that it could save somebody's life.

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1 That's always stuck with me all through the years of  
2 doing different first aid courses. It's always been  
3 at the back of my mind that you should apply  
4 a tourniquet to severe bleeding and stem the bleeding.

5 Q. Thank you. We've already heard from Mrs Senior that in  
6 fact you used your handbag strap --

7 A. That's right.

8 Q. -- to fashion a tourniquet. Could you tell us about  
9 that, please?

10 A. Yes. I had a bag with a webbing strap, about 2 inches  
11 wide, and it was on a clip so I could quickly unclip it.  
12 It was long enough to go round my leg and tie quite  
13 tight. I put pressure over where the main artery is,  
14 the knot, to try and stop the bleeding or at least slow  
15 it down.

16 Q. Did you then need to keep tension on it or had the knot  
17 that you'd tied acted as the tension?

18 A. To be honest, I never touched it from that point and  
19 neither did anyone else. I was in and out of  
20 consciousness quite a bit and Janet wasn't in  
21 a position -- I was frightened of loosening it and not  
22 being able to retie it, so I left it as it was.

23 Q. Thank you. With your sister I gave timings and so I'm  
24 going to give those timings to you also now. We see  
25 from the CCTV that at 23.14.09, you were assisted by

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1 Greater Manchester Police Sergeant Darren Prince and  
 2 a ShowSec employee, Jade Samuels, who I think assisted  
 3 you to evacuate the City Room and, with their  
 4 assistance, you were able to walk over the bridge and  
 5 down into the casualty clearing station, arriving there  
 6 around 23.18.  
 7 So before we move on to your time in the casualty  
 8 clearing station, is there any other evidence you would  
 9 wish to give about your time in the City Room?  
 10 A. I only have a few clips, if you like, of consciousness.  
 11 I was very aware when someone said my name to open my  
 12 eyes and respond if I could. I was aware when —  
 13 PC Clegg, is it?  
 14 Q. The Travel Safe officer, that's right.  
 15 A. Phil. He was with my sister and he shouted to me,  
 16 "Josie, are you awake?", and I responded to him  
 17 initially. The second time I saw him, he was with  
 18 someone with a green jumper on. I remember him running  
 19 towards me and sliding on the floor and said to me,  
 20 "Where are you hurt?", and I said, "My leg". He  
 21 immediately put my trouser leg up and then he ran back  
 22 to two other people. At that point I lifted my head and  
 23 looked at my leg and I still thought it was glass. And  
 24 I looked up and there were two people trying to  
 25 resuscitate someone and I looked round and there was

1 only those three people. I remember thinking: oh my  
 2 God, there's only three for all these people, where are  
 3 the paramedics? So that was the second clip that I have  
 4 that I can remember of things upstairs.  
 5 Q. Thank you. So then, perhaps if I could take you forward  
 6 to the time when we see you in the casualty clearing  
 7 station from 23.18 and ask you to give your recollection  
 8 of your time in the casualty clearing station. In  
 9 respect of your departure to hospital, we can see from  
 10 the CCTV that you were wheeled out of the casualty  
 11 clearing station at 01.34 hours, and then placed in an  
 12 ambulance, which moved off at 01.41.32, moving down  
 13 Hunts Bank at 01.47. We have you arriving at hospital  
 14 then at 02.08.48 in the morning.  
 15 So dealing with then the time from about then,  
 16 11.18, to the movement of you towards an ambulance at  
 17 around just after 1.30, could you deal with what you  
 18 recall from that time, please?  
 19 A. Well, can I just go back to the paramedics, the people  
 20 who helped me out? I remember Janet saying it me,  
 21 "Josie, get up, you've got to get up now", and she said  
 22 it in an alarming way that made me become alert and it  
 23 was at that point I realised that there were people  
 24 there and I thought, thank God, there's people here now.  
 25 A policeman said to me, "If I help you, do you think

1 you could get up?", and I said, "I'll try", and he  
 2 helped to get me up but quickly he had to put me back  
 3 down.  
 4 Then there was someone else there — I think it was  
 5 a lady — and she had grey and purple uniform on and  
 6 they stood me up and supported me very heavily and Janet  
 7 said to them, "Can you stop the bleeding?", so it must  
 8 have been bleeding really bad because the guy in the  
 9 green uniform, he put another tourniquet on top of mine,  
 10 which was extremely painful, and then asked Phil,  
 11 officer, Clegg could he look after us.  
 12 But going back to the two that got us down, as  
 13 I stood up, I looked around the arena, and there were  
 14 still only the two paramedics and the guy with the green  
 15 jumper on and there were still a lot of people there.  
 16 I just said to myself: just walk, you've just got to  
 17 walk. So heavily supported, these officers helped us  
 18 down the stairs, and I remember seeing a clock and I had  
 19 no concept of time up until that point, and the clock  
 20 said 12.25. And I just said to myself, "Oh my God,  
 21 we've been up there 2 hours."  
 22 So as we walked then through the little bit where  
 23 the archway is — is it the war memorial?  
 24 Q. Yes.  
 25 A. As we walked down there, still heavily supported, there

1 are casualties on my right and casualties on my left,  
 2 one man screaming out in pain. I'm very short of breath  
 3 by this time, extremely dizzy, not in a good place.  
 4 They lay me down in the corner of the — very near the  
 5 door and Janet, I think, sits on a yellow settee type  
 6 thing in front of me.  
 7 Q. Thank you. Can I then just go back to see if you can  
 8 assist us a little more. When you described the green  
 9 uniform in the City Room that assisted you, that man,  
 10 are you describing like a green polo shirt?  
 11 A. It looked like a paramedic's shirt to me, you know, like  
 12 they wear green trousers and like a woolly jumper.  
 13 He was the gentleman that put the numbers on us, you  
 14 know, the incident numbers, and I think mine was a 2  
 15 underneath.  
 16 Q. Can I ask you about that because you've helpfully  
 17 provided your triage card.  
 18 A. Yes.  
 19 Q. And we can see recordings on that for 23.31, so from  
 20 a time when you would have been down in the casualty  
 21 clearing station, and so when is your recollection of  
 22 when you were given a triage card, please?  
 23 A. It was in the City Room, the gentleman in question, he's  
 24 the one that came to us, he put the — he looked at my  
 25 leg, he put the trauma bandage on it, and then he put

1 this number round my wrist. I don't know whether he  
 2 wrote anything on it then, but it did say at 23.31, and  
 3 then he very quickly looked at Janet, put one on her  
 4 wrist, and then he said to PC Clegg, "Can you look after  
 5 these two, we're trying to resuscitate people?"  
 6 Q. Okay.  
 7 A. And he went back to the other two paramedics.  
 8 Q. You had a triage card placed on you in the City Room?  
 9 A. Yes.  
 10 Q. And can you recall what number was displayed on that?  
 11 A. My number or the actual --  
 12 Q. The number that was displayed so it could be seen as  
 13 to --  
 14 A. A 2.  
 15 Q. Thank you.  
 16 Going back down then when you've described arriving  
 17 in the casualty clearing station, could you tell us what  
 18 you recall about that time, please?  
 19 A. As we walked towards the door, I remember the fresh air  
 20 coming in, which felt lovely. It was a really pleasant  
 21 evening. And there were several people stood in front  
 22 of us. People with yellow tabards on, one gentleman had  
 23 an orange tabard on, and the blue flashing lights behind  
 24 them. As they laid us down, we were very close  
 25 together, so people had to stride across me to get to

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1 the person behind me or to administer first aid to me,  
 2 they actually had to step over me and then bend down and  
 3 help me.  
 4 I was very cold, very shaky by this time. They did  
 5 try to keep me alert -- I could hear them but I couldn't  
 6 speak by this time. But I do remember -- organised  
 7 pandemonium is the way I would describe it. There was  
 8 a lot of shouting, my foot got kicked three or four  
 9 times. People stepping over. The paramedics did  
 10 amazing, but they seemed to have to jump through too  
 11 many hoops: you do this, you do that. And as I say,  
 12 I wasn't conscious the whole time, so I just have  
 13 nippits of this and by this time I was in a lot of pain  
 14 thinking, "Just hurry up."  
 15 Then the next thing I remember is Janet waving  
 16 goodbye to me, but I couldn't respond by this time  
 17 because I couldn't speak. I'm still shaking. I were  
 18 very cold, I've been laid on a marble floor for a long  
 19 time. I'm in the doorway and I don't think at that time  
 20 I had any coverings on. Then the next thing I remember  
 21 is -- I think there must have been -- well, they were in  
 22 black with visors on, but they must have been  
 23 paramedics. There was a paramedic putting a line in  
 24 this hand (indicating) and another one stood here  
 25 (indicating) and I thought, "Thank God somebody's come."

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1 I remember saying to him, "Don't give me any morphine",  
 2 and I think it must have been too late. Then next thing  
 3 I'm put on a board and strapped to a board and as they  
 4 picked me up to take me outside, I said, "I'm going to  
 5 be sick", so they turned the board over so I could be  
 6 sick and then put it the right way up.  
 7 Q. You mentioned in giving that evidence that you recalled  
 8 a time when you didn't have blankets, but you tell us in  
 9 your witness statement that there did come a time when  
 10 you had a few blankets --  
 11 A. Yes, that's --  
 12 Q. (Overspeaking) and a foil one as well?  
 13 A. Yes. When these gentlemen in the black -- that's --  
 14 what woke me was the wrapping of the foil blanket and  
 15 they were putting blankets round me as they put me on  
 16 this board.  
 17 Q. Thank you. I think it's right then, having then been  
 18 taken outside and placed on the ambulance, as we have  
 19 already set out, you arrived at hospital at 02.08, so  
 20 some 3 hours and 37 minutes after the bomb had  
 21 detonated.  
 22 A. That's right, yes.  
 23 Q. Is there anything else you wish to tell the inquiry  
 24 about that journey to hospital?  
 25 A. I don't, apart from asking the gentleman the time when

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1 we got in the ambulance. It was very quiet now. The  
 2 next thing I remember is them actually banging the doors  
 3 back on the ambulance when we arrived at the hospital.  
 4 Q. Thank you. Again, we're not going to be going into the  
 5 details of the treatment and how your injuries now are  
 6 with you. I think it's right also you wish to praise  
 7 your treatment at hospital?  
 8 A. Yes, they were very, very good. The nurses and staff on  
 9 F4 ward were absolutely outstanding.  
 10 MS CARTWRIGHT: Sir, do you have any questions?  
 11 SIR JOHN SAUNDERS: Just say yes or no to this or don't if  
 12 you don't wish to. You were obviously very seriously  
 13 injured.  
 14 A. Yes.  
 15 SIR JOHN SAUNDERS: Are you still suffering from those  
 16 injuries?  
 17 A. Yes. I don't think anyone who was injured on that night  
 18 will ever recover, either physically or mentally.  
 19 I think it's more a case that you learn how to live with  
 20 them on a day-to-day basis.  
 21 SIR JOHN SAUNDERS: Thank you.  
 22 MS CARTWRIGHT: Can I then first of all ask if my learned  
 23 friend Ms Roberts has any questions, please.  
 24 MS ROBERTS: No, thank you very much.  
 25 MS CARTWRIGHT: Mr Ladenburg for Greater Manchester Police,

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1 please.  
 2 MR LADENBURG: No, thank you.  
 3 MS CARTWRIGHT: Then please could I ask Mr Weatherby to ask  
 4 his questions.  
 5 MR WEATHERBY: Mrs Howarth, I ask questions on behalf of the  
 6 bereaved families. I, in fact, have no questions for  
 7 you, but may I thank you very much on their behalf for  
 8 coming to give the evidence. We know how difficult  
 9 it is for you, but it's also very important that  
 10 everybody hears your evidence so it fills in the gap of  
 11 what we don't already know. Thank you very much.  
 12 MR COOPER: If I can, sir, there's an aspect of this  
 13 witness's evidence that hasn't been referred to and  
 14 it is of particular interest to at least one of my  
 15 clients that I elicit it. It's paragraphs 133 to 135;  
 16 I emphasise not 136.  
 17 (Pause)  
 18 SIR JOHN SAUNDERS: This is in the section marked  
 19 "Kerslake Inquiry"?  
 20 MR COOPER: Yes, it is. Assumptions being made, if I can  
 21 put it that way.  
 22 SIR JOHN SAUNDERS: Would you mind putting it in fairly  
 23 general terms?  
 24 MR COOPER: Of course, which is why I emphasised I'm not  
 25 going anywhere near 136.

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1 SIR JOHN SAUNDERS: Okay, thank you.  
 2 Questions from MR COOPER  
 3 MR COOPER: Just one line of questioning from me, please, on  
 4 behalf of the families again, and particular members.  
 5 It's your statement which begins at paragraph 133. I'll  
 6 help with you that. It's the Kerslake interview that  
 7 you had. You spoke to Simon Barraclough, didn't you?  
 8 A. That's right, yes.  
 9 Q. And you can remember clearly, can you, what you said to  
 10 him and what he said to you?  
 11 A. Yes.  
 12 Q. Did you ask him generally about the help that you were  
 13 given whilst you were in the City Room?  
 14 A. The what, sorry?  
 15 Q. The help that you were given by emergency services  
 16 in the City Room, did you speak to him about that?  
 17 A. Yes.  
 18 Q. And did you say to Mr Barraclough, tell him exactly  
 19 where you were, and did he draw a circle around an area  
 20 and refer to it in a particular way?  
 21 A. He did, yes.  
 22 Q. And did he say that given that you were in that  
 23 particular danger area, if I put it sensitively, did he  
 24 say, "Oh, they will have gone straight past you" --  
 25 A. He did.

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1 Q. -- when he was referring to the emergency services?  
 2 A. He did.  
 3 Q. "They will have gone straight past you"?  
 4 A. Yes, they were his exact words.  
 5 Q. Looking again -- I'm looking at paragraph 135, sir, I'll  
 6 have to, with your leave, refer to this paragraph in  
 7 terms with the permission of the inquiry.  
 8 SIR JOHN SAUNDERS: Okay.  
 9 MR COOPER: Did you say to Mr Barraclough:  
 10 "Perhaps more people could have been saved if help  
 11 had got there sooner"?  
 12 Did you say that to him?  
 13 A. I did.  
 14 Q. This is really the point of my questioning. Did  
 15 Mr Barraclough then say to you that everyone in the  
 16 foyer had been killed instantly?  
 17 A. He did.  
 18 Q. That's what he said to you?  
 19 A. Yes, word for word.  
 20 MR COOPER: Thank you.  
 21 MS CARTWRIGHT: I'm wondering whether we can just check that  
 22 counsel for GMP don't have any questions arising just  
 23 for completeness.  
 24 SIR JOHN SAUNDERS: Well, clearly if Mr Barraclough said  
 25 that to you, on what we now know, that was not accurate.

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1 If anyone wants to take that any further, of course they  
 2 can.  
 3 MS CARTWRIGHT: Thank you. I have no further questions.  
 4 I don't think any cameras have come on, so thank you.  
 5 A. Okay, thank you.  
 6 SIR JOHN SAUNDERS: You heard what I said to your sister and  
 7 the same applies to you. This was an appalling incident  
 8 for you as well and you have struggled with it with  
 9 great fortitude. Thank you very much.  
 10 MS CARTWRIGHT: Sir, I did have a timetable for the next  
 11 witness, it's Mrs Bradbury, who Mr Greaney will be  
 12 calling. I'm not quite sure...  
 13 SIR JOHN SAUNDERS: You've just had a note.  
 14 MS CARTWRIGHT: Could we ask for a 15-minute break at this  
 15 time?  
 16 SIR JOHN SAUNDERS: Yes. Thank you.  
 17 (12.07 pm)  
 18 (A short break)  
 19 (12.50 pm)  
 20 MR GREANEY: Sir, good afternoon. The break was longer than  
 21 15 minutes, I'm sorry about that, but there was good  
 22 reason for it.  
 23 The final witness today, sir, and indeed the final  
 24 witness before we return to chapter 10 tomorrow morning,  
 25 is Mrs Andrea Bradbury, who is in the witness box.

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1 During the course of her evidence today, we will hear  
2 about her experience within the City Room, both prior to  
3 the explosion and after the explosion, but she will also  
4 deal with a series of other issues.

5 As for those other issues, there has been discussion  
6 between the inquiry legal team and core participants  
7 about the scope of Mrs Bradbury's evidence. Agreement  
8 has been reached about that matter without the need for  
9 a ground rules hearing and without the need for  
10 a ruling, sir, by you. Everyone understands that there  
11 are reasons, and may we say good reasons, why  
12 Mrs Bradbury's evidence should go beyond the immediate  
13 circumstances of the bombing and the consequences of it  
14 for her and for her family. But equally, everyone  
15 understands that Mrs Bradbury should not be used to  
16 adduce what might be described as expert evidence,  
17 notwithstanding her considerable experience of policing,  
18 including counter-terrorism policing.

19 (Pause)

20 I met with Mrs Bradbury on Thursday last week and  
21 indeed we met again a short time ago in order to discuss  
22 the proper scope of her evidence and I believe it would  
23 be fair to say that not only does she understand the  
24 approach to be adopted today, but she is in agreement  
25 with it. And finally, before Mrs Bradbury is sworn, can

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1 I indicate that during the course of her evidence  
2 we will necessarily be looking at a small number of  
3 images of the City Room and of the overbridge but only  
4 during the period prior to the explosion. I give that  
5 warning now and I'll repeat it when we near that section  
6 of Mrs Bradbury's evidence.

7 SIR JOHN SAUNDERS: Can I just say that I welcome the  
8 cooperation which has gone on, as usual. It helps  
9 running the smooth running of the inquiry a huge amount  
10 to enable that to happen, so thank you for all the time  
11 and trouble that has been taken.

12 MR GREANEY: Thank you very much indeed, sir.

13 MS ANDREA BRADBURY (sworn)

14 Questions from MR GREANEY

15 MR GREANEY: Mrs Bradbury has some notes of her own which  
16 she might wish to refer to from time to time.

17 SIR JOHN SAUNDERS: Do that as and when you wish to do so,  
18 but just tell us if you are doing that.

19 A. Thank you, sir.

20 SIR JOHN SAUNDERS: Thank you.

21 MR GREANEY: But before all that, please begin by telling us  
22 your full name.

23 A. Andrea Marie Bradbury.

24 Q. I'm going to begin by asking you about your background  
25 and experience for reasons that will be obvious or at

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1 any rate become obvious.

2 After university, did you spend a total of 30 years  
3 as a police officer?

4 A. Yes, just over 30 years.

5 Q. Serving first in Merseyside Police?

6 A. Yes.

7 Q. And then between 1989 and 2017 in the Lancashire  
8 Constabulary?

9 A. I did.

10 Q. Did you retire in the rank of inspector just a few  
11 months before the arena attack?

12 A. I did. It was literally 2 months, 14 March.

13 Q. 14 March 2017. In terms of your general experience as  
14 a police officer, do you have a background in uniform  
15 and also specialist roles?

16 A. I do.

17 Q. Including, among other things, in community safety?

18 A. Yes.

19 Q. In neighbourhood policing?

20 A. Yes.

21 Q. In major incidents?

22 A. Yes.

23 Q. And in public planning?

24 A. Yes, planning and public protection.

25 Q. Moreover, did you receive training in those roles, for

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1 example training in major incidents?

2 A. Yes, I was the Lancashire major incident coordinator and  
3 I was a risk assessor.

4 Q. Did you spend a period working in what was known as the  
5 Contingency Planning Department in East Lancashire?

6 A. Yes, I worked in all three ranks. At various stages in  
7 my career I was pulled back, so I worked as a young PC  
8 around the time of the original Manchester bombing in  
9 1996 and I came back in three roles: once as a sergeant,  
10 when two colleagues left, and then again finally as an  
11 inspector to take charge.

12 Q. As part of your work over the years, did you carry out  
13 duties on match days at the home ground of Blackburn  
14 Rovers at Ewood Park?

15 A. Not solely and exclusively Ewood Park, but that was the  
16 main, again, football ground I worked at as a PC,  
17 a sergeant and an inspector, both as in doing the job  
18 and supervising the job and running the control room.  
19 I started as an operator in the control room and came on  
20 to be the sergeant in the control room and then the  
21 inspector working with all our partnership agencies.

22 Q. Should we understand that you worked on match days at  
23 Ewood Park both in the control room and around the  
24 ground itself?

25 A. Yes, I was tasked, obviously, as a supervisor to make

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1 sure that the staff were peer mentored and supported in  
 2 their role; we'll come on to that in contingency  
 3 planning. My job was to make sure that those standards  
 4 and role descriptions were met and that staff knew and  
 5 understood those roles.  
 6 Q. So what many will know is that Blackburn were  
 7 a Premiership side for two lengthy periods, 1992 to 1999  
 8 and 2001 until later. And during those periods were you  
 9 involved in working on match days?  
 10 A. Yes. I also did the other football grounds well:  
 11 Burnley when they went up from the fourth to the second  
 12 division. So I've got quite extensive experience of  
 13 football management -- and obviously post-Hillsborough  
 14 and post-Bradford and taking on board those  
 15 recommendations.  
 16 Q. So bearing in mind the work that you did at Ewood Park,  
 17 does it follow that you were involved in policing that  
 18 ground, which has a capacity of over 30,000, when there  
 19 were very significant home games?  
 20 A. Yes. Both when it was a very, very wooden stand, with  
 21 dilapidated toilets, until Jack Walker's money came in  
 22 and made it a major funded stadium, which had  
 23 state-of-the-art equipment, doors, exit doors and taking  
 24 on board all those Hillsborough recommendations.  
 25 We also had heli-telly downlinks from the helicopter

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1 and I led the team that supervised -- in 1998 the  
 2 England World Cup bid committee came to see how we  
 3 operated and I had the pleasure of meeting the French  
 4 World Cup committee and the Japanese World Cup committee  
 5 and many people from the Home Office and the  
 6 Ministry of Sport. It was Tony, I forget his second  
 7 name.  
 8 Q. The simple point is that you had experience of the  
 9 management of crowds?  
 10 A. Yes. Crowd density, all those factors.  
 11 Q. And achieving the safety and security of crowds?  
 12 A. Yes.  
 13 Q. During the last 8 years of your service, did you work  
 14 within Lancashire's counter-terrorism branch?  
 15 A. I did. I had experience before, I had briefly worked in  
 16 there as a PC, it was a role that was -- if you were  
 17 a bright young thing, you went into CT and became staff  
 18 officer to the chief superintendent. So I had a lot of  
 19 experience as a PC, but yes, went back in because --  
 20 you're probably going to adduce that evidence.  
 21 Q. I'm going to adduce a little evidence. Whether I cover  
 22 the point you were about to mention, you'll let me know.  
 23 At the time you worked there, those 8 years, was the  
 24 counter-terrorism branch of Lancashire Constabulary part  
 25 of the North-west Counter-terrorism Unit as it was then

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1 known?  
 2 A. Yes, it was. They were the regional leads.  
 3 Q. And were you the inspector within  
 4 Lancashire Constabulary with responsibility for the  
 5 Prevent strand of CONTEST?  
 6 A. Yes, we initially had a superintendent, Andrew Pratt,  
 7 who had extensive experience of communities before he  
 8 went into CT. And when Andrew -- I went in at Andrew's  
 9 behest because I, again, was an inspector with extensive  
 10 neighbourhood policing. I'd supervised the whole town  
 11 and partnership working and it was probably one of the  
 12 highest performing in terms of crime reduction and  
 13 detection, but I had a reputation for exceptional  
 14 relationships with the asylum/refugee community, which I  
 15 did through the inter-faith groups and policing of  
 16 neighbourhoods, drugs -- I led the sexual exploitation  
 17 team which was all neighbourhood-based and partnership  
 18 working with housing, churches, all the myriad of  
 19 partners.  
 20 Q. In one moment I'm going to come on to ask you about the  
 21 relationship between your experience in neighbourhood  
 22 policing and dealing with communities and your role as  
 23 the inspector with responsibility for Prevent, but just  
 24 before we reach that point, and to remind ourselves,  
 25 CONTEST, of which Prevent forms part, is the

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1 government's counter-terrorism policy?  
 2 A. It is, yes.  
 3 Q. And those four strands are Prevent, stopping people  
 4 becoming terrorists or supporting terrorism?  
 5 A. Yes.  
 6 Q. Pursue, stopping terrorist attacks?  
 7 A. Yes.  
 8 Q. Protect, strengthening our protection against  
 9 a terrorist attack?  
 10 A. Yes.  
 11 Q. And Prepare, mitigating the impact of a terrorist  
 12 attack?  
 13 A. Correct, dealing with the aftermath, sadly.  
 14 Q. And in short, is it the position that you developed over  
 15 those 8 years considerable experience in and expertise  
 16 in Prevent?  
 17 A. I did. I would say I absolutely immersed myself in the  
 18 subject. Particularly because I'd supervised that team  
 19 around sexual exploitation, I could see the same he will  
 20 parallels between the radicalisation process and  
 21 what was going on with young girls in sexual  
 22 exploitation, so I transferred those skills as well into  
 23 prevent. I would say that Lancashire became -- because  
 24 of Andrew's expertise and my background and despite the  
 25 fact we were called detective inspectors, neither of us

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1 were, we were uniformed cops with a community pedigree,  
 2 that we became really the national leads on Prevent and  
 3 we were asked — I developed training packages and  
 4 contributed across the country —  
 5 Q. And you have dealt with —  
 6 A. — and in government.  
 7 Q. — with that within your witness statement.  
 8 A. Yes, I have dealt with it in much more detail than we're  
 9 going to cover today.  
 10 Q. But it would be fair to say that you gave lectures and  
 11 training at a high level?  
 12 A. Yes. I formed part of the consultation group with  
 13 David Cameron's government and I was in Cabinet Office  
 14 and I gave recommendations, personal and strong  
 15 recommendations, about the counter-terrorism strategy  
 16 and the language contained within that strategy.  
 17 Q. But I believe that we shouldn't understand from what  
 18 you've said that your role was purely strategic. Did  
 19 you also have operational experience of working with  
 20 those with an extremist mindset?  
 21 A. Yes, I can honestly say I have been down back alleys, in  
 22 people's houses, I have met significant terrorists with  
 23 extensive sentences who would go back — I have met from  
 24 all forms, but principally in recent years that's been  
 25 Al Qaeda inspired and later ISIS. I have been — in all

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1 the major names that you would hear in the UK in terms  
 2 of CT offenders, I or my staff have been in those  
 3 addresses first —hand.  
 4 Q. In 2012, in recognition of that, were you appointed  
 5 a Member of the British Empire for services to community  
 6 policing, the prevention of extremism and charitable  
 7 work?  
 8 A. Yes, I was, by the Queen.  
 9 Q. So in all of those circumstances, it will no doubt  
 10 readily be understood that you have a particular  
 11 perspective on what you experienced on the night of  
 12 22 May, even if we will not be seeking expert evidence  
 13 from you about it.  
 14 A. Yes. That's right. And a passion, I would say, I have  
 15 a passion for the subject.  
 16 Q. So you will understand, and I know you do understand,  
 17 that we're going to draw upon all of that to some extent  
 18 at any rate.  
 19 As you'll appreciate, I am not going to ask you for  
 20 a view about whether any member of the Abedi family  
 21 should have been the subject of a Prevent referral, even  
 22 though I have no doubt you do have a view, but I am  
 23 going to seek to draw upon your experience of Prevent on  
 24 the ground in a number of respects.  
 25 A. Can I take you back, Mr Greaney?

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1 Q. Of course you can.  
 2 A. Before I went into CT, Sir John, it may help you to  
 3 understand, I was also a divisional operations  
 4 inspector, so if you imagine at force headquarters at  
 5 Lancashire was sat a force incident manager that you  
 6 have heard much talk about in the inquiry. In  
 7 Lancashire we have six policing divisions and in each of  
 8 those divisions 24/7 was a duty inspector. I performed  
 9 that role for a number of years, both as full-time  
 10 operations inspector and I also went back subsequently  
 11 for a number of years as a cover inspector. So I was  
 12 responsible 24/7 for three major local authority areas,  
 13 reporting to that force incident manager. So for  
 14 instance if we had a death, a serious fatal road traffic  
 15 accident, the helicopter went up, anything like that,  
 16 I would be dealing with the management, the containment  
 17 of scenes, the deployment, forensic issues, support and  
 18 welfare of staff. Everything that's encompassed within  
 19 major incidents would be within my remit, command and  
 20 control. During the obviously waking hours when bosses  
 21 were not there, that was my sole responsibility for  
 22 those geographic areas, which was quite an extensive  
 23 geographic area and quite a responsibility.  
 24 Q. So just before we move on to ask you for your help about  
 25 how Prevent operated on the ground or ought to have

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1 done, I've had a request that we slow things down  
 2 a little bit. The families who are watching at  
 3 Spinningfields have not found it entirely easy to  
 4 follow, which will be my fault, not yours, so we will  
 5 just try to keep this at a (overspeaking) pace.  
 6 SIR JOHN SAUNDERS: You have a lot of information to give,  
 7 if you could do it a bit slower. I thought the note  
 8 might have been that those who are making a record of it  
 9 might have been —  
 10 A. I have quite a strong Lancastrian accent —  
 11 SIR JOHN SAUNDERS: We can manage the accent, that's fine,  
 12 just a bit slower.  
 13 A. Thank you.  
 14 MR GREANEY: Thank you very much, sir.  
 15 As I indicated, we are interested to receive the  
 16 benefit of your experience of how Prevent actually  
 17 operated on the ground and the first issue I'm going to  
 18 ask you about, I have already telegraphed, which is  
 19 this: you came from a background in neighbourhood  
 20 policing —  
 21 A. Yes.  
 22 Q. — not, as you have told us, from a background as  
 23 a detective or in counter-terrorism?  
 24 A. Correct.  
 25 Q. To your mind, having lived through that, was that

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1 desirable or undesirable or a matter of no consequence?  
 2 A. Very desirable because I don't think, and I have said  
 3 this in many forums -- you cannot police something that  
 4 you do not understand. And you need to have the trust,  
 5 certainly in counter-terrorism, it's fundamental -- if  
 6 I relate it to drugs and sexual exploitation, giving  
 7 that to a police officer is quite difficult, so to do  
 8 that in counter-terrorism terms is quite difficult. And  
 9 I used to use an analogy when I was training staff and  
 10 that was when I first went into counter-terrorism I saw  
 11 a man buying a certain item that I thought was  
 12 suspicious and I wondered if it was a test, and  
 13 I thought long and hard before I --  
 14 Q. Do you mean you wondered if your colleagues were testing  
 15 you?  
 16 A. He was buying a chemical-related item in an  
 17 out-of-context venue. I was suspicious, quite  
 18 suspicious, but even I then as a -- in the  
 19 counter-terrorism branch didn't want to share that  
 20 information because I might look an idiot if I got it  
 21 wrong, so I always understood how the community felt  
 22 about that. (a), to stick your neck above the parapet  
 23 and give that information in a community which is  
 24 already, in many communities, there is a suspicion, so  
 25 I related that in training to Who Wants to Be

1 a Millionaire: if you're not sure, you can phone  
 2 a friend. So I phoned somebody, it happened to be  
 3 a young Muslim lad that was buying these chemicals, so  
 4 I rang a lady Muslim friend and asked her was there  
 5 a use for this chemical within any catering that she  
 6 knew of. She said no. And then I rang a friend in  
 7 counter-terrorism and said, "Do you think what I've seen  
 8 is worthy of that suspicion and referral?", and he said  
 9 yes.  
 10 So even with my rank, with my knowledge, even I was  
 11 hesitant to share that information. So I've always  
 12 understood that with staff and I've always understood  
 13 that with communities, the trust, confidence,  
 14 understanding. So when I went into Prevent, because  
 15 I already had those relationships, Blackburn with Darwen  
 16 had been an asylum and dispersal area since 2001. No  
 17 suggestion -- actually, some of the asylum seekers and  
 18 refugees have been some of the most wonderful people  
 19 that I've met, but they gave me such a broad  
 20 understanding.  
 21 Blackburn had indigenous -- because of the mill  
 22 town, we had indigenous Indian and Pakistani and  
 23 latterly Bengali. When I was a neighbourhood inspector,  
 24 we had the Bosnian conflict and we had a lot of children  
 25 coming who I spent a lot of time with the families and

1 they were drawing pictures of bombs and tanks, so  
 2 I began to understand what it was like to come to this  
 3 country having been involved in conflict.  
 4 Q. I'm going to ask you to pause for a moment. It might be  
 5 thought that describing establishing a relationship of  
 6 trust and confidence with a community is an easy thing  
 7 to say. How is that to be, based on your experience,  
 8 achieved in practice?  
 9 A. Through trusted partners. Because asylum seekers were  
 10 being introduced at that time, there was a local  
 11 authority lead, there was an education lead, there was  
 12 a health lead, we had a drop-in centre at the church, so  
 13 it was easy for me to drop into venues like that with  
 14 the churches -- it was typically the Methodist church  
 15 that did a lot of the -- work and we've moved that  
 16 example across Lancashire to newer refugee communities,  
 17 like those from Syria.  
 18 Through lots -- we had Refugee Week, we had people  
 19 able to tell their stories, because if you can't tell  
 20 your story, like I'm doing today, then you potentially  
 21 have always got a grievance because if you're coming to  
 22 a country where someone's saying you're not welcome and  
 23 you might have come -- somebody described to me his dad  
 24 was killed and he was waiting for his wife to be raped  
 25 by ISIS because he hadn't managed to get his wife out.

1 Because I took time to sit and listen to his story,  
 2 understanding -- in his case his country was Kurdistan  
 3 and he explained to me how the country had been split up  
 4 and I showed an interest because one day he came to one  
 5 of the drop-in sessions and I remember seeing the fear  
 6 because at first I wore uniform and I remember seeing  
 7 the fear when they saw the black trousers because in  
 8 some countries the police were less tolerant and quite  
 9 nasty.  
 10 Haval(?) -- I'm sure he wouldn't mind me using his  
 11 name -- he had a lapel badge, which was a kangaroo. So  
 12 having told me all this story, I asked him why on earth  
 13 was he wearing a kangaroo badge on his lapel. He said,  
 14 that's because my brother was evacuated to Australia, my  
 15 sister is in Germany, and I'm here in the UK hoping to  
 16 get my wife to the UK. So because I invested in him, he  
 17 invested in me and my staff, and I taught those skills  
 18 to staff.  
 19 That was led by Andy Pratt, I have to say. Andy was  
 20 the one who had been in London, he had written the  
 21 Prevent strategy, my old boss, with ACPO,  
 22 the Association of Chief Police Officers. He was a very  
 23 passionate man and a committed Christian and I took  
 24 those values from Andrew.  
 25 Q. So you've touched upon already the second issue that

1 I wanted to ask you about in this regard, which is: for  
 2 Prevent to be successful, is there a need for the police  
 3 to work together with other agencies in the community or  
 4 can they do it themselves?  
 5 A. No, they can't do it themselves because the vast  
 6 majority (a) are scared, (b) don't have the knowledge  
 7 and they need to be empowered. So we need to empower  
 8 schools to understand, and colleges and many other  
 9 partnerships, housing -- they needed to understand what  
 10 it is that were potential vulnerabilities, potential  
 11 evidence, so we did a lot of work -- I wrote a course  
 12 called "18 to 88" -- and this just wasn't Al Qaeda  
 13 inspired, or Daesh, this was covering everything --  
 14 right wing, left wing (inaudible: distorted) of  
 15 extremism through to terrorism for people to understand  
 16 basic things like: do you know what the 14 words are of  
 17 the Aryan race? So we went right back to the start of  
 18 terrorism with the Gunpowder Plot, all sorts of things,  
 19 the --  
 20 Q. I am going to ask you to pause again because there's  
 21 a lot of information coming out and it is important that  
 22 we understand some of it in more detail. Along the way  
 23 of answering my question about liaising with partners in  
 24 the community, you mentioned schools and colleges.  
 25 Within your experience and in your view is it important

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1 that police officers working within the Prevent strategy  
 2 should liaise with educational establishments?  
 3 A. Yes, and that's the difficulty now because of course  
 4 when we had significant funding, we had invested in  
 5 PCSOs and neighbourhood police officers in schools so we  
 6 did a lot of training with those staff because they  
 7 spent a greater deal of time in the schools and  
 8 colleges. And when I joined I did an empirical study of  
 9 400 convicted offenders and I also looked at what was  
 10 the National Probation Office extremist risk guidelines  
 11 which looked at how someone engages in that extremist  
 12 rhetoric, what do they intend to do and actually what  
 13 are they capable of doing, because there's so many  
 14 people say so many things and it's so difficult for  
 15 schools and colleges to know what are trigger factors  
 16 and many of them are trigger factors of physical abuse,  
 17 sexual abuse, they are not exclusive to terrorism and  
 18 schools --  
 19 Q. Just pausing again for a moment, obviously when you're  
 20 talking about schools, less so colleges and  
 21 universities, but still to some extent, you may be  
 22 talking about individuals who lack the maturity of an  
 23 adult and who may therefore say silly things from time  
 24 to time.  
 25 A. Yes.

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1 Q. So in the context of schools and colleges, first of all  
 2 who would you expect Prevent officers to be liaising  
 3 with at such places?  
 4 A. Usually they were engaging with either the head or the  
 5 deputy or a safeguarding lead. So I think everyone in  
 6 schools and colleges are familiar with the -- it's  
 7 usually, certainly in lower end, it's usually the head  
 8 and the deputy, sometimes in a secondary school it's  
 9 a year head. But you will have -- every school will  
 10 have somebody who is the safeguarding and the deputy  
 11 safeguarding lead.  
 12 Q. And you would expect the person at the educational  
 13 establishment to know what the signs of a developing  
 14 extremist mindset are and to identify them to the  
 15 police?  
 16 A. Yes. Initially there was no national training available  
 17 and I developed a package with my staff. But I didn't  
 18 develop that in isolation, I sat down with all the  
 19 partners agencies and we decided that rather than the  
 20 police deliver it, to gain that engagement and  
 21 understanding that it was vital that all our partners  
 22 engaged in delivering that training, so we had on that  
 23 training the Fire Brigade because they had a lot of  
 24 community staff going in to do smoke alarms and things  
 25 in houses right through to housing to schools and we

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1 trained the trainer, if you will. So I had a package  
 2 that I created called "All About Us", because terrorism  
 3 is all about us and all around us and that empirical  
 4 study that I'd done showed me that those trigger  
 5 factors -- if you looked at a number of cases, like  
 6 David Copeland, the nail bomber -- there's just numerous  
 7 cases, I'd have to write a book to tell you the cases  
 8 where those signs and signals were seen within a school  
 9 or college setting --  
 10 Q. I think we are --  
 11 A. -- and there was an opportunity to stop in the  
 12 pre-criminal space.  
 13 Q. As you will appreciate, the chairman is going to receive  
 14 evidence about issues concerned with radicalisation in a  
 15 later chapter --  
 16 A. Yes, later on from Dr Wilkinson, who was a colleague,  
 17 yes.  
 18 Q. Indeed, but it's helpful to receive your views, bearing  
 19 in kind that you were, as I have put it, without meaning  
 20 it in any way to be pejorative, on the ground until  
 21 March 2017.  
 22 Next, I'm going to ask you about the day and night  
 23 of 22 May 2017. Do you have a friend called Barbara  
 24 Whittaker?  
 25 A. I do. She wasn't my friend at the time, but she is now.

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1 Q. Did you develop, even if it was only an association  
 2 at the time, through the friendship of your daughters?  
 3 A. Yes, the two girls were at a local theatre school, so  
 4 typical parents, we would drop them off, talk in the  
 5 entry to the musical theatre school -- the girls have  
 6 both gone on to teach. Other than that, it was the  
 7 typical parenting: you drop them off for a sleepover,  
 8 I quite often didn't go in and vice versa, when she came  
 9 to my house, she quite often didn't come in but the  
 10 girls were firm friends.  
 11 Q. They were firm friends?  
 12 A. Yes.  
 13 Q. I'm not going to be identifying --  
 14 A. In fact, Barbara's husband is actually a police officer  
 15 and he is quite happy for me to say that and he worked  
 16 in counter-terrorism as well, but -- I knew him through  
 17 work, again I wasn't friendly with him.  
 18 Q. So the girls as you've described them, and I'll use your  
 19 terminology, they were friends, I'm not going to name  
 20 them, but were they, at the time of the events you're  
 21 going to be describing, aged 15 and 14?  
 22 A. Yes. My daughter was 15 the week before, Barbara's  
 23 daughter was 15 two weeks after, so it was a Christmas  
 24 present, again like many people's stories that you have  
 25 heard.

1 Q. I may have misunderstood, but I was going to ask you to  
 2 confirm, but because the concert came midway between  
 3 their two birthdays, had they been bought tickets for  
 4 the Ariana Grande concert as birthday presents?  
 5 A. No, it was the Christmas present. I bought them  
 6 previously and we were able to go, so Barbara and her  
 7 daughter had gone to a previous concert because [name  
 8 redacted] had had some mock exams.  
 9 Q. In all events, they were, the tickets, as you have said,  
 10 in common with many that were bought as presents --  
 11 A. It was a highlight and I saw it as an opportunity --  
 12 Sir John, I work many hours, long and hard, and quite  
 13 often left my children and this was an opportunity for  
 14 me to put a dress on and become a lady instead of a cop,  
 15 and a handbag, and to start living life and supporting  
 16 my children in more jolly things than just chasing them  
 17 for homework.  
 18 Q. And I'm sure that the two girls were very excited about  
 19 going to the concert?  
 20 A. Yes. Again, like you have heard from many of the  
 21 bereaved families, the children were addicts. I had no  
 22 idea who Ariana Grande was. I knew every song because  
 23 I'd heard it from the bedroom. I have obviously  
 24 subsequently learnt, they followed them through  
 25 Nickelodeon and the cat ears and you know, my daughter

1 still puts her make-up on with those cat ears today and  
 2 I actually find it quite distressing because I still  
 3 hear that music --  
 4 Q. I think the position is --  
 5 A. -- but I don't want her to turn it off.  
 6 Q. -- you don't live in Manchester, but you don't live that  
 7 far away?  
 8 A. No, I'm about an hour away.  
 9 Q. And it was your job that night to drive the two girls  
 10 and Barbara over to Manchester for the concert?  
 11 A. Yes, it was. I had returned my best friend to the  
 12 airport in the morning so I didn't particularly want to  
 13 come back in the evening -- I wasn't looking forward to  
 14 returning and it was a bit of a dash because both girls  
 15 were at school and I wanted to be early, so because they  
 16 were so young, I wanted to settle them in, it was their  
 17 first concert that they'd been to on their own.  
 18 Q. And the plan, have I understood correctly, was that you  
 19 were driving the four of you across, the girls were  
 20 going to attend the concert, and you and Barbara  
 21 intended to wait for them in Manchester?  
 22 A. Yes. We'd basically got them to their seats safely. We  
 23 didn't leave the immediate area until they were safely  
 24 in their seats. I decided I was going to get to know  
 25 Barbara for once and we discussed going for meal and

1 getting to know each other and so we went for a meal on  
 2 Deansgate.  
 3 Q. And I am going to get to that in a moment.  
 4 Can you remember approximately what time you arrived  
 5 in Manchester?  
 6 A. Yes. We arrived -- parked up about 6.15. I parked very  
 7 close -- typical police officer, I don't like paying for  
 8 car parking, so I knew a little spot very close, and we  
 9 walked in through Trinity Way at about 6.20.  
 10 Q. As you just said, you walked into the City Room through  
 11 the Trinity Way link tunnel; is that correct?  
 12 A. Yes.  
 13 Q. We can have it on the screen. This is going to be an  
 14 image of the tunnel: {INQ039256/2}.  
 15 There we have you, your daughter, Barbara and her  
 16 daughter walking through that area at (overspeaking) --  
 17 A. Yes, the girls are just ahead, you wouldn't recognise  
 18 them now because they're so young. In fact, I struggled  
 19 to recognise them this year, in August.  
 20 Q. When you arrived in the City Room was it busy or not?  
 21 A. Obviously I walked past a queue there but I don't  
 22 particularly recollect it being busy. It was a Monday  
 23 night, it was very quiet, and it just seemed very  
 24 casual --  
 25 SIR JOHN SAUNDERS: So you didn't put a skirt on after all?

1 A. I've actually got a top on, Sir John -- and a handbag.  
 2 It's sort of a dress top with leggings. I struggle with  
 3 dresses after being in black and trousers all my career.  
 4 MR GREANEY: When you got into the City Room were people  
 5 already queueing for the concert?  
 6 A. Yes, there were queues at the doors, and as you heard  
 7 from young Millie, they were queueing for the merch.  
 8 Q. What did you and your daughter and Barbara and her  
 9 daughter do when you arrived in the City Room?  
 10 A. The girls wanted to get that merchandise, so we let them  
 11 and then we waited while they queued up to go in through  
 12 the arena doors. So that was the plan: get some  
 13 merchandise, then go inside and get the sweets and  
 14 whatever they wanted before taking their seats and us  
 15 being satisfied they were safe.  
 16 Q. At that stage, whilst you were in the City Room, did you  
 17 make any observations about the security arrangements  
 18 in that area?  
 19 A. It seemed very sparse. There were just a couple of  
 20 stewards knocking about. We actually remarked on it  
 21 because when the girls went -- usually, and the girls  
 22 obviously had bags, one of them had a bag from college,  
 23 both of them had merchandise, so they all had bags. And  
 24 usually it's almost like a strip search: have you got  
 25 any crisps, have you got any water, which I find quite

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1 offensive because usually on the other side of the doors  
 2 it's not about security, it's about charging you £5 for  
 3 a bag of M&Ms, and that I have an abject annoyance at.  
 4 Q. Bearing in mind what your expectation was in relation to  
 5 bag checks, what did you observe about what was  
 6 occurring within the City Room?  
 7 A. The girls told me the bags weren't being searched.  
 8 Q. In terms of observations that you made at the time, as  
 9 opposed to reflections since then, it seems there were  
 10 two things that you noticed, and even commented upon.  
 11 First, the number of security staff who were in the  
 12 City Room?  
 13 A. Yes, there were a couple of yellow jackets and a purple  
 14 chap who I saw all the time who had -- and you do know  
 15 that I know who that is.  
 16 Q. I will come to that in one moment.  
 17 Secondly, the bag checks were not as --  
 18 A. Rigorous as previously, yes. Not what I was expecting  
 19 and they were not as rigorous as the couple of times  
 20 I had been before.  
 21 Q. And in terms of yellow jackets and purple jackets, is it  
 22 the position that you were able to recognise the yellow  
 23 jackets as belonging to security staff because of  
 24 your --  
 25 A. Football experience, yes.

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1 Q. And the man in the purple jacket, I think the point you  
 2 were making was you know he is called Dave Middleton?  
 3 A. Yes. Basically, ShowSec were employed at many of the  
 4 football grounds so I recognised the yellow jackets as  
 5 being the operative and the purple as being the  
 6 supervisor.  
 7 Q. Did you and Barbara ensure that your daughters had  
 8 bought the merchandise that they wanted?  
 9 A. Yes.  
 10 Q. Joined the queue and that they were safely inside the  
 11 venue?  
 12 A. Yes.  
 13 Q. And having done that, did you and Barbara decide to take  
 14 a meal together nearby?  
 15 A. Yes.  
 16 Q. At a restaurant, I think, on Deansgate?  
 17 A. It is.  
 18 Q. And having done that, did you buy some snacks at  
 19 a nearby shop for the girls for after the concert?  
 20 A. Yes, it was getting late. The concert should have  
 21 started at 7 and I have to say we were quite agitated  
 22 because we were spinning a jug of water as long as we  
 23 could on Deansgate and then we went to the supermarket  
 24 because we were thinking, right, we need to get them  
 25 home, they've school tomorrow, and as I understand it

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1 this were two support acts. So I was texting the girls  
 2 has it not started, has it not started, and  
 3 Ariana Grande did not come on until 9 o'clock, which  
 4 again was a source of some anger to me because these  
 5 were youngsters -- the whole concert was geared  
 6 around -- 12 to 18 was the peak age group. So for an  
 7 act to come on at 9 o'clock on a Monday on a school  
 8 night just seemed wrong.  
 9 SIR JOHN SAUNDERS: Did you have no idea when you went there  
 10 when it was going to finish roughly?  
 11 A. No. Because you get the start time, no one says to you  
 12 there's two support acts on.  
 13 SIR JOHN SAUNDERS: Okay, thank you.  
 14 A. The girls loved it, it was great, but we were just  
 15 conscious, it's coming up to mock exams, it's a Monday  
 16 at the start of the week, it's not the end of the week,  
 17 they're quite young, and I had to drive out and get out  
 18 of town, so it was pressure on me.  
 19 MR GREANEY: So should we understand from that that the  
 20 girls, or one of them, had been in touch with you whilst  
 21 you were having your meal?  
 22 A. We were in constant text, "This act's started, this  
 23 act's started, this is who's around us." It was  
 24 constant text. "She's come on", Ariana. They had an  
 25 absolute ball.

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1 Q. But the two of you were aware of what's going on, you  
 2 stretched the meal out, then you go to the shop, but  
 3 eventually you begin to make your way back to the  
 4 City Room?  
 5 A. Yes, I think actually — Barbara is a generous soul and  
 6 she stopped and bought some food for some homeless  
 7 people, which I did wonder afterwards, when we've  
 8 survived, if it was that simple act of kindness.  
 9 Lovely.  
 10 Q. We in fact have an image of the two of you captured on  
 11 the steps leading to the overbridge. It's the same INQ  
 12 reference, Mr Lopez, but now page 6, please. The time  
 13 is 21.52. So {INQ039256/6}, please.  
 14 We can see, 21.51, you have arrived back in the  
 15 railway station, and 21.52, the two of you are making  
 16 your way to the overbridge.  
 17 A. That's correct.  
 18 Q. We can take that from the screen, Mr Lopez.  
 19 SIR JOHN SAUNDERS: It's not that late yet, but I think we  
 20 should take a break fairly soon.  
 21 MR GREANEY: Sir, I'll just give an introduction to this  
 22 section and then we'll take a break. Thank you for  
 23 drawing that to my attention.  
 24 What we're going to see after the break — so this  
 25 will give everyone a good opportunity to decide if they

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1 want to view this — are some images from within the  
 2 City Room, but obviously before the detonation. It's  
 3 necessary for us to see those images so that we can  
 4 understand the concerns that you developed, and to some  
 5 extent still have, I believe, about a particular  
 6 individual.  
 7 A. Correct.  
 8 Q. That in turn is relevant to actions that you  
 9 subsequently took after the bombing in calling  
 10 a counter-terrorism number and attending the force  
 11 headquarters of Greater Manchester Police.  
 12 A. That's correct.  
 13 MR GREANEY: Sir, I will now give that warning that  
 14 I promised I would that we are going to see a limited  
 15 number of images from within the City Room for the  
 16 period between 21.54 and about 22.24. We'll do that  
 17 after the break.  
 18 Sir, could we return at 2.30, please?  
 19 SIR JOHN SAUNDERS: Yes, thank you.  
 20 (1.30 pm)  
 21 (The lunch adjournment)  
 22 (2.30 pm)  
 23 MR GREANEY: Where we were before lunch was you and Barbara  
 24 had returned to the station and were captured on the  
 25 steps to the overbridge at 21.52.

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1 What we're going to see is that you and Barbara then  
 2 go to the doors that lead to the auditorium itself.  
 3 A. That's correct.  
 4 Q. Could we have on the screen, please, Mr Lopez, the same  
 5 INQ reference, {INQ039256/9}.  
 6 21.54. You and Barbara are at the doors leading  
 7 into the arena bowl and you're peering through the glass  
 8 window, and it may be obvious what you're about at that  
 9 stage, but what were you seeking to ascertain?  
 10 A. Obviously, because there were queues beforehand, I was  
 11 looking through the glass to try and ascertain — I knew  
 12 the seating area and the number of the gates, I was  
 13 trying to work out — could they go right, could they go  
 14 left, because they're unfamiliar, they're not regular  
 15 attenders at the venue — where best to stand. We had  
 16 agreed to wait on the steps by the McDonald's, I think,  
 17 in view of that sort of decision-making we took  
 18 a decision later on, you'll see where we were stood  
 19 later on.  
 20 Q. So you were trying to inform a decision about where best  
 21 to place yourself within the City Room in order to spot  
 22 the girls?  
 23 A. Yes, just in case they went the wrong way.  
 24 Q. So could we have {INQ039256/11} of the same sequence of  
 25 events, please. This is now 22.01 and you have remained

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1 in about the same position up to this point. We can see  
 2 that the description is:  
 3 "The concourse camera captures three members of  
 4 ShowSec, Jordan Beak, Daniel Perry and an unknown  
 5 ShowSec member of staff in a black and yellow jacket  
 6 appear to escort an unknown towards the concourse doors  
 7 that lead out into the City Room."  
 8 And that male is then described. That is the male  
 9 about whom you developed a concern, is it not?  
 10 A. Yes.  
 11 Q. At this stage the man is in the course of being ejected  
 12 and he's on the concourse side of the doors?  
 13 A. Correct.  
 14 Q. So the other side of the doors from you.  
 15 Mr Lopez, we'll go next to page 14, please  
 16 {INQ039256/14}.  
 17 It is 22.01.17 now. The man has been ejected  
 18 through those doors and we're looking now at the  
 19 City Room side of the doors. The unknown male turns and  
 20 faces ShowSec's Jordan Beak and appears to remonstrate  
 21 with him. He closes his hands together as he talks with  
 22 Beak. Indeed, in a series of stills we see the same  
 23 kind of gesture and it's very clear from the footage  
 24 itself.  
 25 You are very nearby at that stage, are you not?

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1 A. Yes, I have no idea at that point what was going on  
2 behind me.  
3 Q. Then finally in this particular sequence,  
4 {INQ039256/18}.  
5 22.09.25. The unknown man is now walking away.  
6 A. That's correct and I begin to see him in my peripheral  
7 vision, so I don't actually know that he's been ejected.  
8 All I'm seeing is the movement of a man, from my right,  
9 across.  
10 Q. It's apparent from what you have just said that you do  
11 have a recollection of these events or some of them.  
12 A. A total recollection.  
13 Q. First of all, what do you recall happening? Just  
14 describe it in your own words, please.  
15 A. As I'm standing looking at you, Mr Greaney, with the  
16 doors behind me, and Barbara was to my left, I become  
17 aware of the male being escorted out, and a steward  
18 followed and had a conversation with the senior steward  
19 that we described earlier, David Middleton.  
20 Q. Yes.  
21 A. I didn't hear what that exchange was, what I did hear  
22 were Mr Middleton's instructions.  
23 Q. What were those instructions?  
24 A. To the effect of: take him out, make sure he goes out,  
25 and take somebody with you. That was very clear and

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1 very specific.  
2 Q. Did you see what then happened?  
3 A. Yes. My first concern was to look over my shoulder to  
4 see where this male had come from and see if I could  
5 ascertain what had been going on and also were these  
6 stewards leaving, were they leaving the doors  
7 unsupervised. That was my first look to the right, had  
8 they'd covered the doors. Then I saw the first steward  
9 being followed by a second steward in line with  
10 Mr Middleton's instructions to "Take him out, take  
11 somebody with you and make sure he goes out". But  
12 of course over to my left and behind me is the box  
13 office, and they walked towards the steps to the  
14 McDonald's that everybody is familiar with, and at that  
15 point they're slightly out of my field of vision and  
16 a third steward goes over.  
17 So I formed the impression that they were following  
18 Mr Middleton's instructions and I remember turning to  
19 Barbara — and I have a reputation for interfering and  
20 sticking my nose into things — and I remember thinking:  
21 Andrea, you're not a cop now, you're in civilian  
22 clothes, in a dress with a handbag, your children are  
23 inside, and I had Barbara with me, who isn't very  
24 confident in those situations, but I remember turning to  
25 Barbara and saying, "I don't know what it is, but that

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1 male makes me feel uncomfortable."  
2 Q. And by "that male", you're talking about the unknown  
3 male?  
4 A. The unknown male that's been ejected. I remember sort  
5 of staring at him. As he walked past David Middleton  
6 and I did a quick look to the right, I then pan that  
7 field of vision staring at him, and I was pretty much  
8 looking head to waist. In my own mind I was sort of  
9 reassured that a senior steward had issued that  
10 instruction and I again articulated that to Barbara.  
11 It's okay because he's a senior steward and he seems to  
12 be gripping it and they seem to be doing things right  
13 and the doors have been covered. Then my mind turned to  
14 who this male might be, why he was there, because he was  
15 totally out of character from anyone else who had been  
16 at the venue, and I then started a bit of a game, if I'm  
17 being honest, of trying to work out what culture he was,  
18 because why was he — he was just out of place.  
19 And I remember saying to Barbara, "He's not Indian,  
20 he's not Pakistani, he's not Bengali, he's not" — I was  
21 trying to pick out what sort sector of the — I'm very,  
22 very interested — I'm actually genuinely interested —  
23 in cultures.  
24 Q. Can I just ask you to pause for a moment and just pull  
25 some of these strands together. It seems from what you

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1 told us that you became aware this man had been ejected  
2 from the concert.  
3 A. Yes.  
4 Q. There was something about him that made you feel  
5 uncomfortable?  
6 A. Yes.  
7 Q. So much so that you mentioned it to Barbara?  
8 A. Yes.  
9 Q. You might have done something about it save that you  
10 restrained yourself —  
11 A. I told her I was making a positive decision not to  
12 interfere because...  
13 Q. But it seemed to you that the instruction of  
14 Mr Middleton was being put into effect?  
15 A. Yes.  
16 Q. And did you understand that the effect of that  
17 instruction was not just get him out of the arena  
18 bowl —  
19 A. Take him out.  
20 Q. Take him out of what, the City Room?  
21 A. Take him out of the venue is how I saw it. Yeah, get  
22 him out of the venue.  
23 Q. By "out of the venue", where were you talking about  
24 (overspeaking)?  
25 A. Presumably — by the direction they were travelling

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1 I presumed they were going exit him via Trinity Way.  
 2 Q. Getting him out of the City Room, that's what you  
 3 thought was --  
 4 A. Yes.  
 5 Q. -- going to happen?  
 6 You were concerned about the man at the time and  
 7 I think it would be an understatement to say that  
 8 you have continued to be concerned about him because you  
 9 have been made aware that he did not leave the area of  
 10 the City Room immediately.  
 11 A. No.  
 12 Q. I'm just going to park that issue for the moment,  
 13 we will return to it because, as you are aware, that man  
 14 that you became concerned about (a) was not Salman Abedi  
 15 and (b), as you know, Greater Manchester Police has  
 16 concluded that there is no basis for believing that  
 17 he is associated in any way with Salman Abedi. We will  
 18 nonetheless turn to look at further images of that man  
 19 in due course.  
 20 First I want to pick up, please, on events in the  
 21 City Room. Could we have on the screen, please, from  
 22 the same sequence of events, {INQ039256/31}?  
 23 At 22.04.17, Barbara appears to have a brief  
 24 conversation with Jordan Beak of ShowSec. Do you  
 25 remember Barbara speaking to a ShowSec employee?

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1 A. Yes, basically we'd been talking to them all night about  
 2 what time things were finishing, and I wanted, because  
 3 it was so late, to try and move the car and get a bit  
 4 nearer -- we turned the car around so we were literally  
 5 facing to get straight out and away. So we ascertained  
 6 from the stewards that -- it's now around 10 o'clock and  
 7 it's definitely going to carry on until 10.30. I made  
 8 the decision that we had sufficient time to get to the  
 9 car, attempt to move it to a better position and then --  
 10 Q. (Overspeaking) I'm so sorry, I didn't mean to talk  
 11 across you.  
 12 A. -- and then we returned.  
 13 Q. Let's go on to the following image, {INQ039256/32},  
 14 please. We can see that Barbara, having had the  
 15 conversation with Jordan Beak, the two of you walk away.  
 16 Am I right that what we're seeing there is the two of  
 17 you having been told the concert is not going to end  
 18 before 10.30, so you are walking away to go to the car  
 19 to move it closer to the venue?  
 20 A. Yes, because there is the potential -- some of the side  
 21 streets clear when people leave work for the day, they  
 22 park in those cheap, free spots, so I literally wanted  
 23 to get it as close and turn it so it was literally  
 24 facing to do the quickest exit.  
 25 Q. Is that what you then did?

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1 A. It is, yes, but I actually couldn't move it as it  
 2 happened and...  
 3 Q. I see. But that's what you wanted to do?  
 4 A. Yes.  
 5 Q. We're going to see that the two of you then returned  
 6 into the City Room and that we see at {INQ039256/50} of  
 7 this sequence of events.  
 8 We can see, 22.15.35, you and Barbara have returned  
 9 and you're back in the City Room.  
 10 A. Yes.  
 11 Q. We can take that from the screen, please. To put it in  
 12 very simple terms, you and Barbara then waited in the  
 13 City Room, did you not?  
 14 A. Yes.  
 15 Q. In a position not far at all from where the bomber was  
 16 to detonate his device?  
 17 A. No, that's correct.  
 18 Q. For reasons that everyone will understand, we won't look  
 19 at any image of you and Barbara during that period  
 20 between 22.15 and 22.31.  
 21 But I will ask you about just some aspects of the  
 22 period from 10.30. At just before 10.30, did you hear  
 23 something from within the arena bowl itself?  
 24 A. Before 10.30?  
 25 Q. Yes, at about 10.30.

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1 A. It was quite clear it had gone to an encore and, as many  
 2 people have described, you could -- the doors had been  
 3 opened and you could hear music coming from the venue,  
 4 so it was quite clear she did one song and then another.  
 5 I literally heard that last song finish. We had  
 6 been facing the merchandise, but obviously we knew  
 7 things were finishing and we turned round to face the  
 8 doors.  
 9 Q. Almost immediately, were you then aware of an enormous  
 10 explosion behind you?  
 11 A. Yes, at that point we were stood probably between the  
 12 bomber and the doors. I know you'll come to that  
 13 position, but I just became aware of a massive blast  
 14 from behind and I would describe it -- have you seen the  
 15 film Backdraft? But it was as a big white flash, and  
 16 then [makes noise] you sort of explosion and the  
 17 implosion.  
 18 So it was a very clear bang. Then it literally felt  
 19 like the back of my legs were being strimmed -- I'd  
 20 describe it with like a garden wire strimmer. If you've  
 21 ever caught yourself with one of those, that's what it  
 22 felt like on the back of my legs.  
 23 Then I heard the boom as the ceiling went.  
 24 Q. And we heard --  
 25 A. I think that's what people had heard, it was the

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1 secondary explosion that was being reported. I remember  
 2 at that stage just falling forward and shouting out loud  
 3 about -- in that moment, I thought that the male I'd  
 4 seen and not interacted with was the bomber. I think  
 5 I used an expletive, which was, "You fucking bastard",  
 6 at the time. My apologies.  
 7 Q. And you had thought that that was something that you'd  
 8 said to yourself in your head but --  
 9 A. Yes, I blamed myself because I hadn't interacted with  
 10 that male and I drew the correlation that there had been  
 11 a suspicious male and, for the first time in my life  
 12 I haven't interacted with that suspicious male, and then  
 13 [makes noise] I hit the deck and I believe -- I don't  
 14 know how long, but we were certainly knocked out.  
 15 Q. I'm going to come on to that in a moment. But just to  
 16 summarise, you were aware of the explosion. You  
 17 realised that you'd been injured?  
 18 A. Yes.  
 19 Q. You were knocked to the ground, face down?  
 20 A. Yes.  
 21 Q. And I'm not going to go into any of the detail of this,  
 22 but it was immediately obvious to you that you had  
 23 sustained some serious injuries?  
 24 A. Yes.  
 25 Q. I'm going to pick up on events in a moment. First of

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1 all, there are two topics that you want to cover: first  
 2 of all, what you thought had happened; and, secondly,  
 3 any views you have about the emergency response.  
 4 So the first of those matters: did you know  
 5 immediately that a bomb had been detonated?  
 6 A. Absolutely.  
 7 Q. Why?  
 8 A. I have seen many videos in training that I have received  
 9 and the training that I have delivered, mostly what I've  
 10 delivered. I have watched the Atocha blast in Spain in  
 11 the railway station, 7/7, many of those live footage, so  
 12 it was just totally clear to me, it was absolutely  
 13 obvious.  
 14 Q. Are you --  
 15 A. And Barbara, indeed.  
 16 Q. Are you able to help with for how long you were in the  
 17 City Room after the explosion?  
 18 A. I can only guess. It's a matter of minutes. Because of  
 19 the time you're going to come on to where I actually  
 20 make contact with the on-call counter-terrorism officer.  
 21 I remember sort of lifting my head and looking across to  
 22 Barbara --  
 23 Q. And I am going to come on to that in a moment. We're  
 24 talking about a small number of minutes probably?  
 25 A. Yes.

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1 Q. At any stage whilst you were in the City Room did you  
 2 think that a firearm had been discharged?  
 3 A. Absolutely not.  
 4 Q. At any stage during that small number of minutes, did  
 5 you think that there might be an active shooter in the  
 6 City Room?  
 7 A. No, and from operational experience, I know the UK is  
 8 pretty nailed down in terms of firearms. We don't have  
 9 the problems of many countries with... We're very  
 10 vigilant when it comes to firearms licences. I did  
 11 actually -- for a period of time I was the sergeant  
 12 in the firearms registry in Lancashire, so I was quite  
 13 familiar with --  
 14 Q. Can I ask you to pause again for one moment, because  
 15 this is an issue that will gain some prominence later on  
 16 in chapter 10. In that City Room, in the minutes that  
 17 you were there, did it even cross your mind that there  
 18 was or might be an active shooter within that area?  
 19 A. No, and on recollection, you know, I've spoken to  
 20 Barbara at length and she's happy with everything I'm  
 21 saying today. Barbara's recollection is slightly  
 22 different, as was everybody's that was in the room.  
 23 They were individual experiences, that it was quick, we  
 24 hit the floor, but Barbara recalls before she came  
 25 unconscious, hearing the metal of the shrapnel --

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1 obviously, it was whistling along the floor and that's  
 2 a recollection I don't have, it's hers.  
 3 Q. At all events, you were clear about what had happened.  
 4 Did you give any consideration at that stage, whilst you  
 5 were in the City Room, or indeed at any stage, to the  
 6 consideration -- any consideration to the possibility of  
 7 a secondary device?  
 8 A. No. The rationale for that is -- sorry, did I? Yes,  
 9 I did absolutely give consideration to a secondary  
 10 device.  
 11 Q. Is that something you considered whilst you were in the  
 12 City Room?  
 13 A. Yes, as I'm lifting my head, and I am saying to Barbara,  
 14 "We've got to get out." Because of work I know that  
 15 people target secondary explosions and quite often  
 16 at the point of exit. There's numerous -- Tiger Tiger  
 17 in London being one specifically that's in the public  
 18 domain.  
 19 Q. So were you concerned from that early stage about the  
 20 possibility of a secondary device in the City Room or at  
 21 one of the exits?  
 22 A. My concern was getting Barbara to a place of safety and  
 23 then the children because we were fairly certain that  
 24 the children hadn't come out and we're blessed in that  
 25 sense that some parents weren't aware whether their

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1 children were in the City Room, therefore, as you have  
 2 heard, searched for their children and have that  
 3 horrible recollection, whereas I was pretty confident  
 4 that ours were still inside, but obviously still at  
 5 potential risk.  
 6 Q. I'm going to come on to post-explosion events in  
 7 a moment.  
 8 A. And the other concern I had was I could see, as Barbara  
 9 was lifting her head, she was horizon scanning. Nobody  
 10 was moving.  
 11 Q. I don't want to ask you about the scene of devastation  
 12 that --  
 13 A. But that was the reason I wanted to get her out because  
 14 I've learnt a lot about the need to reduce trauma and  
 15 how you reduce trauma and I was listening in my head to  
 16 a dear friend I'd met at the Peace Centre in Warrington,  
 17 Lisa French, on the bus in Tavistock Square, and  
 18 I remember Lisa saying to me she was deaf for a week and  
 19 that was an explosion on a bus and we were in  
 20 a contained arena and I'm thinking whilst there were  
 21 massive alarms and, you know, I had tinnitus after,  
 22 I could still hear, so I was thinking, it's not the  
 23 biggest of explosions, but there is that potential for  
 24 the secondary and I need to get her out.  
 25 Q. So have I understood correctly that you wanted to get

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1 out of the City Room for a variety of reasons, the  
 2 possibility of a secondary device, the need to get  
 3 Barbara to what you've described as a place of safety?  
 4 A. Mm--hm.  
 5 Q. And obviously also to find your daughters?  
 6 A. Yes, and I estimated the 30 people on the floor around  
 7 me weren't moving. There was no signs of movement.  
 8 I actually thought we were going to be the only people  
 9 to walk out.  
 10 Q. I said there were two issues I was going to ask you  
 11 about before you resumed your account of events. The  
 12 second was any observation that you had about the  
 13 emergency response during the period that you were  
 14 in the City Room. I suspect you won't have much of  
 15 a contribution, bearing in mind the short period you  
 16 were there, but nonetheless I know that other core  
 17 participants are keen that these questions should be  
 18 posed.  
 19 In the City Room, what did you observe about how  
 20 many members of the emergency services were present?  
 21 A. There was none in the minutes before I went into the  
 22 arena to try and -- as we crawled off the floor to try  
 23 and go through the doors to search for the girls.  
 24 I didn't see anybody.  
 25 Q. I think therefore that it must be the position that you

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1 don't have an informed view to express about how  
 2 organised the emergency response was?  
 3 A. If I can just take that back a little bit. Obviously,  
 4 as we've gone in to try and find where the girls are,  
 5 I'm frantically searching my phone to get the tickets  
 6 because we're both trying to ring, we're both struggling  
 7 with our injuries, and we managed to get up to the first  
 8 level and we were met by a steward, a lady steward, who  
 9 was lovely and she basically said, "You need to get to  
 10 the bomb shelter", and I could see the evacuation from  
 11 that first level going on in the far corner and I would  
 12 say there were probably at the time we went in, 20% of  
 13 the crowd were left, 80% had gone --  
 14 Q. Are you talking about within the auditorium?  
 15 A. Yes, within the auditorium, and I could see crushing  
 16 going on in the far corner.  
 17 Q. I think you wouldn't be able to see at that stage  
 18 what was happening in the City Room?  
 19 A. No, but I do when we come back through and that's why  
 20 I'm sort of moving that on.  
 21 Q. Maybe I have jumped ahead, which will be my fault.  
 22 So let's just pause for a moment with any view you  
 23 may have about the emergency response and we'll pick --  
 24 A. The only people around were the stewards and  
 25 Dave Middleton and I actually, afterwards, one of my

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1 biggest concerns was not about corporate liability and  
 2 things -- it was actually these stewards have been quite  
 3 pleasant with us and I was actually bothered whether  
 4 they were injured. My biggest concern was -- because  
 5 I presumed they could have been nearer than I was.  
 6 Q. Let's, as I said, return to the emergency response in  
 7 a moment and let's pick up your account of events.  
 8 You told us a moment ago that you think that there  
 9 was a period during which you were unconscious.  
 10 A. Yes.  
 11 Q. It must follow therefore that it takes you a period to  
 12 come to your senses?  
 13 A. Yes. Barbara said I went into -- she describes it as  
 14 RoboCop mode. She said I stopped being her friend and  
 15 all of a sudden I became a cop.  
 16 Q. When you came to your senses -- and I'm not going to ask  
 17 you to describe what you saw at all, indeed I would  
 18 discourage you from doing so -- were you able you see a  
 19 scene of devastation around you?  
 20 A. Yes.  
 21 Q. Could you also see Barbara injured but alive?  
 22 A. Yes.  
 23 Q. And your priority, as you have explained to us, then  
 24 became to get out of the City Room, one reason being to  
 25 find your children?

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1 A. Yes, the frantic — every parent is frantic.  
 2 Q. Did you, both of you, go into the arena bowl?  
 3 A. Yes.  
 4 Q. But were you unable to find the girls in there?  
 5 A. Yes. I knew they were sort of up and to the left and  
 6 we were both ringing. It was so loud in there with the  
 7 alarms going off and the tannoy. Barbara could hardly  
 8 speak and I managed to get through to my daughter and  
 9 I couldn't hear what she was saying, but eventually  
 10 I started saying to her, "It's mum, get to the middle  
 11 where I can see you, if you're in there, get to the  
 12 middle, to the pink seats down in the middle, get  
 13 there." Then I suddenly thought, she's not in there.  
 14 I said, "Are you inside or are you outside?" And I must  
 15 have repeated it six times and I eventually got  
 16 "outside" off her.  
 17 Q. Did you discover that she and Barbara's daughter were at  
 18 a location called the Printworks?  
 19 A. No. They'd gone out, it transpires, through Hunts Bank  
 20 and they'd actually seen things in the inner concourse  
 21 and they'd gone out by Chets and they actually migrated  
 22 to the back of — near Greggs at the back of the  
 23 shopping centre.  
 24 Q. The Arndale Centre?  
 25 A. The Arndale Centre. Because Mark had always told —

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1 Barbara's husband had told his daughter the  
 2 counter-terrorism maxim of "Run, Hide, Tell". She  
 3 didn't know where to run: she didn't know where to hide  
 4 and she didn't know who to tell. I'd always brought my  
 5 daughter up with the maxim around football, which is:  
 6 don't run into a crowd because you're likely to get  
 7 crushed and, in terms of CT, I had said to her, get away  
 8 from glass, and don't watch Starsky & Hutch, you need to  
 9 get behind something stone. So Barbara's daughter was  
 10 pretty hysterical and my daughter was on track,  
 11 following what I had told her to do, so she took  
 12 Barbara's daughter to a place of safety.  
 13 Q. So have I misunderstood because you do end up at the  
 14 Printworks?  
 15 A. Yes. Because we come back into the arena when we can't  
 16 find the girls, we then —  
 17 Q. Let's take it in order. It's my fault, not yours. So  
 18 the girls aren't within the arena bowl but you have  
 19 discovered that they are outside somewhere?  
 20 A. Yes.  
 21 Q. And are you explaining to us that you and Barbara then  
 22 left the arena bowl and went back into the City Room?  
 23 A. Yes. What I first — on that first floor, I'm coming  
 24 to, I remember ringing my husband and telling him just  
 25 to get his backside to Manchester and I'll tell him what

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1 to do, there's been a bomb, just get here and I'll give  
 2 you some instructions, and I told him where to meet  
 3 Barbara's husband. The other phone call I made was to  
 4 the on-call counter-terrorism officer and she's timed  
 5 that call I made — she was going to bed and she timed  
 6 that call at 22.36.  
 7 Q. So in all events, you go back through the City Room?  
 8 A. Yes. I stood at the — back to that position where you  
 9 originally saw us peering through the glass and at that  
 10 point I stood still and I have got the decision to make,  
 11 where do we go. The girls are over there — I didn't  
 12 know where they were at that stage (overspeaking) —  
 13 Q. Are you on the City Room side of those doors at that  
 14 stage?  
 15 A. Yes, I'm literally stood there and I'm looking across to  
 16 the entry doors from the railway station and that's when  
 17 I believe I saw the yellow jackets coming in and there  
 18 was the beginning of a — a stirring of a lady being  
 19 helped over to my left.  
 20 Q. Let me just ask these direct and simple questions to  
 21 which you may or may not have an answer. At that stage,  
 22 when you have returned to the City Room, did you observe  
 23 anything about how many members of the emergency  
 24 services were present?  
 25 A. I remember seeing probably three yellow jackets running

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1 in through Victoria Station.  
 2 Q. Are you talking about ShowSec employees?  
 3 A. No, I think these were cops running in.  
 4 Q. So you have an image in your head of three police  
 5 officers running in?  
 6 A. Yes, I'm looking left where to go and I can see them  
 7 coming in.  
 8 Q. How long were you in the City Room for at that stage  
 9 before you left?  
 10 A. Thirty seconds to a minute.  
 11 Q. So again, you may not have much of an informed view to  
 12 express in answer to these questions, but I will ask  
 13 them nonetheless. How organised did the emergency  
 14 response seem to you to be during that period?  
 15 A. There was nothing happening at that stage. My  
 16 decision-making was around where do we go. I knew  
 17 generally the girls were over there (indicating) and I'm  
 18 making this decision — really, the natural way for us  
 19 to exit is via Victoria Railway Station and it's not  
 20 where I wanted to go.  
 21 Q. I understand that. Did you see any casualties being  
 22 taken out at that time?  
 23 A. No.  
 24 Q. Did you personally have any experience of the triage  
 25 process? I'm asking you those questions because I know

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1 other core participants had an interest in your answers.  
 2 A. I took the view -- everybody rings 999 and it gets  
 3 inundated. I took the view if I rang the on-call  
 4 counter--terrorism officer, who happened to be a girl  
 5 I've worked with for donkey's years, that she would, to  
 6 use an expression, get it up the food chain faster  
 7 because I wanted somebody in command and control, not  
 8 somebody in a control room. I wanted to get that  
 9 message fed clear, loud and clear.  
 10 Q. And we're going to come on to the steps you took in just  
 11 a few moments but I want to follow through the  
 12 chronology. I introduced the Printworks. We know that  
 13 you had decided, although you were concerned about it,  
 14 to leave the area through the railway station.  
 15 A. No, we left through Trinity Way and then up the side of  
 16 the front -- I was trying to think -- I'm avoiding  
 17 secondary explosions and the primary place for me was  
 18 going to be the Victoria Railway Station. So I didn't  
 19 want to go out Trinity Way either, but I thought it was  
 20 a better option than going through the station.  
 21 Q. Not the station because you were concerned about the  
 22 possibility of a secondary explosion there?  
 23 A. Yes, because I'm concerned about the secondary explosion  
 24 is why I didn't want to go through the station. If  
 25 you're a terrorist and you're looking at where is the --

1 Q. We probably won't go into if you're a terrorist and what  
 2 you might do.  
 3 A. You're looking for people, yeah. I don't think it's  
 4 anything secretive. You're going to be looking for  
 5 targets and that's where your people are going to be.  
 6 Q. Once you had gone through the tunnel where did you go?  
 7 A. Up the front of the MEN towards the railway bridge. I'm  
 8 trying to ... What I'm trying to do in my mind is steer  
 9 myself away from the periphery of the building, stay  
 10 near concrete, and somehow I'm making this phone call --  
 11 I made another phone call to CT to say I could -- as  
 12 soon as I got out of the front of Trinity Way I could  
 13 hear the ambulances coming in and the sirens, so I got  
 14 back to the phone to CT and said, "Look, the response  
 15 sounds massive. You need to be getting this up to  
 16 senior officers and we need to do what we call a mutual  
 17 aid response, they are going to need firearms, they are  
 18 going to need support units, search teams. Just turn  
 19 everything -- get straight on to the senior officers in  
 20 Lancashire, get support in Greater Manchester, and get  
 21 some help here."  
 22 Q. Your understanding is you in fact made three calls --  
 23 A. Yes.  
 24 Q. -- to the counter--terrorism number in Lancashire. You  
 25 were keen, is this right, to ensure that they had as

1 much on the ground information as you were able to  
 2 provide to them?  
 3 A. Yes, I basically said there's been a single explosion,  
 4 you may get reports of a secondary explosion, but to my  
 5 mind that's the ceiling having gone, and just everything  
 6 needs turning out to Manchester because they need help.  
 7 Get it straight to the senior -- basically how it works  
 8 is you have an on-call detective constable, who will  
 9 have a duty detective inspector, who will report to  
 10 a duty detective superintendent, and actually that  
 11 detective superintendent that night was the national  
 12 lead and he was a Lancashire super.  
 13 Q. You're keen to do what you can to get information to the  
 14 command structure, I have understood that.  
 15 A. Yes.  
 16 Q. At the same time obviously you are keen to get back in  
 17 contact, back in touch, with your children.  
 18 A. Yes. Many people have described the phones were  
 19 breaking, so I'm trying to talk to dad, I'm trying to  
 20 talk to -- Barbara couldn't speak to her husband, so I'm  
 21 trying to tell him what's gone and direct him. He's  
 22 jumping into the car with another cop colleague. They  
 23 put ballistic vests on, they are coming to help --  
 24 meantime, me and Barbara got to the bridge at Victoria  
 25 and we were beginning to struggle.

1 Q. Because of your injuries?  
 2 A. Because of our injuries, yes, and we stopped actually at  
 3 that point and we were debating -- I made an assessment  
 4 of Barbara's injuries at that point and whether she  
 5 could continue.  
 6 Q. And did you go to go somewhere with her?  
 7 A. Yes, we carried on to the Printworks. We managed to get  
 8 that far, and at that stage Barbara was feeling faint,  
 9 so -- the Printworks were brilliant, I have to say.  
 10 Q. I did want to ask you about that because I know you have  
 11 a view. The Printworks, as everyone surely will know,  
 12 is an area near to the arena where there's a cinema,  
 13 bowling and restaurants?  
 14 A. Yes.  
 15 Q. When you got there, have I understood correctly, you  
 16 leave Barbara with first aiders?  
 17 A. Yes, there were a number of first aiders, all the guys  
 18 in black that you're used to seeing and they had  
 19 a supervisor on. They told me immediately they were  
 20 aware of a potential secondary explosion. They'd been  
 21 hearing the reports from the arena and the media of  
 22 balloons and speakers. But they were absolutely  
 23 fantastic. They got a grab bag, they came out with a  
 24 first aid kit, a proper first aid kit --  
 25 SIR JOHN SAUNDERS: But they were at the Printworks?

1 A. Yes, the stewards — they have their own SIA—registered  
 2 stewards at the Printworks (overspeaking) yes, because  
 3 they have the wine lodge and various other premises that  
 4 require SIA stewarding. They have an operations manager  
 5 for the Printworks who had remote access to the CCTV,  
 6 spookily he's called Bradbury, and the SIA stewards had  
 7 rung him for an instruction as to what — because he's  
 8 their duty supervisor, so he actually recalls seeing  
 9 Barbara and I arriving on the pavement.  
 10 Q. I think the order in which things happen is this — tell  
 11 me if I've got it wrong — you leave Barbara there to  
 12 get first aid?  
 13 A. Yes.  
 14 Q. You go to find the girls near the Arndale Centre and you  
 15 then go back to the Printworks and receive some  
 16 treatment yourself?  
 17 A. Yes, because I'm struggling. To be honest, I'm amazed  
 18 now that I ever managed to get that distance — the  
 19 following days, I couldn't walk. I think it's just pure  
 20 adrenaline and the desire to get to your kids.  
 21 Q. I know that it's important for you to say publicly that  
 22 those at the Printworks who gave assistance could not  
 23 have done more for you and Barbara?  
 24 A. No, they were spot on. I was desperate for water. They  
 25 came out with bandages, equipment. They listened to my

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1 instructions about how to pack the wound. They listened  
 2 to my instructions about removing any casualties that  
 3 arrived away from Urbis and the glass, should there be  
 4 a secondary explosion I was worried. But then when  
 5 I found the children — obviously they see the state  
 6 we're in, and I'm then dealing with the trauma of the  
 7 children seeing us. Again, with the training, I was  
 8 blessed, I just said, "Your mum's all right, she's just  
 9 getting tidied up round the corner, I'll be fine, did  
 10 you have a good time at the concert?" I thought, I'll  
 11 take them straight back to the concert —  
 12 Q. Let's move things along. During the course of these  
 13 events, as you made clear, you were in contact with your  
 14 husband?  
 15 A. Yes.  
 16 Q. And had Barbara also been in touch with her husband?  
 17 A. She tried, but as I said, she couldn't speak, so I was  
 18 talking to Mark.  
 19 Q. At all events, was an arrangement made that you would  
 20 meet your husbands with the girls at the force  
 21 headquarters of Greater Manchester Police?  
 22 A. Yes. Not where I wanted to meet them at the outset.  
 23 I wanted to get the children out of there, but Mark was  
 24 insistent, my husband didn't know where force  
 25 headquarters was, so that was a stress to me. I needed

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1 to take him to a point where he knew to get to. But  
 2 I thought, well, you know, we're safe now and perhaps  
 3 I can help by going, so I agreed to go to force  
 4 headquarters because I, again, thought I could help with  
 5 getting messages through to what had actually happened.  
 6 Q. So this is force headquarters on Northampton road in the  
 7 Newton Heath area of the city?  
 8 A. Yes.  
 9 Q. And did you, Barbara and the girls travel there by taxi?  
 10 A. We did. We flagged — the taxi stopped and he'd already  
 11 got the message, which is a great message, about free  
 12 taxis. I paid him and he was a lovely Asian chappy —  
 13 he was desperate not to take the money but he was  
 14 wonderful and he got all that messaging around, just  
 15 take people where they need to go, which was lovely to  
 16 see.  
 17 Q. From what you have said to us, your aim in travelling to  
 18 force headquarters was to meet up with your husbands but  
 19 also to make yourself available there?  
 20 A. Yes.  
 21 Q. I next want to ask you about what happened when you  
 22 arrived at force headquarters. Could you describe in  
 23 your own words what you did and what happened?  
 24 A. I went to the gatehouse which I'm very familiar with.  
 25 I wasn't aware that that headquarters did not contain

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1 their control room. As I got there, the civilian  
 2 gentleman on the gatehouse was ex—military and his first  
 3 words to me where when I introduced myself was, "Shit,  
 4 ma'am, you smell of cordite explosive." I said to him,  
 5 "Just get on the phone to that control room and tell  
 6 them they've got a CT officer here who was at the scene  
 7 who can describe exactly", as best I could, "what  
 8 happened", and help them to accelerate that response.  
 9 Q. As it happened, did someone else turn up whilst you were  
 10 at the gatehouse?  
 11 A. Yes. I was getting the message someone's coming to see  
 12 you and I said, "Don't — I don't want them to come and  
 13 see me, just put someone on the phone, just put me on to  
 14 a boss now, I need to speak to a boss now and tell them  
 15 to formulate that response." We went round in circles,  
 16 then he got busy and the buzzer went at the door, so  
 17 I hobbled over to the door and I looked down and all  
 18 I had was a woman shoving a warrant card at me and  
 19 saying, "I'm Gold."  
 20 Q. This is a female police officer?  
 21 A. Yes, and not one I recognised.  
 22 Q. And she was saying she was Gold?  
 23 A. Gold, yes.  
 24 Q. And when she said Gold, did you understand that in terms  
 25 of a command structure?

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1 A. Absolutely. Absolutely.  
 2 Q. Did you tell her a little about your own background?  
 3 A. I just basically screamed at her, "Ma'am,  
 4 Andrea Bradbury, 31 years, Lancs, 8 years CT, I'm at the  
 5 scene, you've approximately 30 dead, these are the gate  
 6 numbers, I think it's single explosion, I think the  
 7 ceiling has gone", and I just gave her a synopsis  
 8 in that 30 seconds.  
 9 Q. Can I just make sure we've understood a number of  
 10 things. First, would it have been obvious to the  
 11 officer to whom you spoke that you had first-hand  
 12 information from the scene?  
 13 A. Absolutely.  
 14 Q. Were you invited into force headquarters to provide  
 15 further information?  
 16 A. No. If I'm being totally honest and frank -- and that's  
 17 how I've been brought up, to be honest and frank -- she  
 18 looked like a rabbit in the headlights and I was the one  
 19 that was injured.  
 20 Q. Would it have been obvious that you were injured?  
 21 A. Probably not, in fairness. I had blood -- I had smoke  
 22 on my face, but in the dark, you know, possibly not, and  
 23 again absolutely in fairness, no, but you know...  
 24 Q. Was any enquiry made of you about whether you were  
 25 injured?

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1 A. No.  
 2 Q. Were you in the result contacted by the force control  
 3 room or by anyone from Greater Manchester Police that  
 4 night?  
 5 A. No.  
 6 Q. Did you find that surprising?  
 7 A. I found it surprising, you know. I know it's the heat  
 8 of the moment, but on reflection, I'd have been going,  
 9 "Come with me, be my eyes and ears and tell me what the  
 10 hell's going on", because that's your best source of  
 11 information.  
 12 Q. We know, of course, that you had suffered injuries and  
 13 by the time you were at force headquarters, were you  
 14 starting to experience considerable pain?  
 15 A. Yes. The bandages that the Printworks had applied to my  
 16 legs were tourniqueting.  
 17 Q. As I said, I'm not going to go into any detail, but did  
 18 you leave force headquarters probably some time just  
 19 after midnight?  
 20 A. I needed to get to hospital.  
 21 Q. Arriving at hospital, we don't need to identify which,  
 22 at 00.48 hours?  
 23 A. That's correct.  
 24 Q. Being discharged at 07.00 hours the next morning for  
 25 surgery at a different hospital?

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1 A. Yes.  
 2 SIR JOHN SAUNDERS: By the time you left force HQ, had your  
 3 husband arrived by then?  
 4 A. Yes, Barbara's husband arrived first with the other --  
 5 he's actually a superintendent from Lancs.  
 6 SIR JOHN SAUNDERS: But they had both arrived by then?  
 7 A. I had basically -- I thought Barbara was worse injured  
 8 than me, so I put -- and it was the other way round. So  
 9 I put Barbara and the children first, let them go, and  
 10 there was no room in the car, so I waited on then.  
 11 SIR JOHN SAUNDERS: Thank you.  
 12 MR GREANEY: I'll finally ask this question in relation to  
 13 your injuries and then we'll move on. It would be fair  
 14 to say that the physical and other consequences of that  
 15 night continue to live with you?  
 16 A. Yes, I'm diagnosed with PTSD and I have permanent nerve  
 17 damage to my legs.  
 18 Q. I said that we would return to the unknown male and to  
 19 this day he remains unidentified as we've understood the  
 20 evidence. What I'm going to do is to track through  
 21 events in the hope of perhaps setting your mind at rest  
 22 and dealing with any lingering concern that may exist in  
 23 the public consciousness as a result of evidence that  
 24 was given earlier in the inquiry when Jordan Beak gave  
 25 evidence.

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1 The first thing to draw to your attention is that  
 2 the unknown male was a concertgoer and was not alone.  
 3 In fact, he attended with a young woman. Could we have  
 4 on the screen a different sequence of events, Mr Lopez,  
 5 {INQ035286/1}, and in a moment, but not until I've told  
 6 you to do so, we're going to have page 2 on  
 7 {INQ035286/2}. This is work that GMP have done to track  
 8 this male's movements through. We can see:  
 9 "18.53. Unknown male (red) walks along the  
 10 footbridge in company with an unknown female towards the  
 11 City Room."  
 12 And we have two images of them. I'm bound to say  
 13 when I looked at them on my computer they were rather  
 14 clearer than that, but it's plainly the same man.  
 15 A. Yes, they look to be together, but I wasn't confident  
 16 when I saw this footage. I haven't been shown it by  
 17 Greater Manchester; I have seen it live in the inquiry.  
 18 Q. I see. You have seen it in the inquiry?  
 19 A. Yes, at one point.  
 20 Q. I don't think we've shown this particular footage in the  
 21 inquiry.  
 22 A. Perhaps I did see it in the sequence of events then.  
 23 Q. I think you probably saw it in the sequence of events.  
 24 I understand the point you're making. We've got two  
 25 images of them alongside each other, so therefore having

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1 obviously moved along the bridge at an equivalent speed,  
 2 which might suggest that they are together, but let's  
 3 just look at another image. {INQ035286/3}, please.  
 4 This isn't as clear an image, but it's now 18.56.  
 5 What we're looking at now is the same unknown male, he's  
 6 now on the concourse side of the City Room doors and he  
 7 does appear to be with the same young woman.  
 8 A. Right.  
 9 Q. I don't think you necessarily have seen that?  
 10 A. No, at the time I gave my statement and the time  
 11 I formed that opinion that this was possibly either the  
 12 bomber or an accomplice of the bomber, I had not seen  
 13 any of that and I am not aware of what has gone on.  
 14 Q. You mustn't for a moment think that I'm criticising  
 15 you --  
 16 A. No, no, I don't --  
 17 Q. I'm hoping to put your mind at rest to some extent.  
 18 So it seems that the unknown male that you saw and  
 19 developed a concern about is a concertgoer and he's with  
 20 someone else?  
 21 A. Yes. While it does, to some degree, make me feel better  
 22 that he appears to be with a girl, my question would  
 23 still be: whatever's happened, those stewards have not  
 24 followed the instruction of the senior steward.  
 25 Q. And that point maybe many will take.

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1 We can take that from the screen, Mr Lopez.  
 2 That man was ejected, as we know, at 22.01, and on  
 3 Day 23 of the inquiry's oral evidence hearings -- and  
 4 this is page 175 of the transcript, if anyone wants to  
 5 check what I'm saying {Day23/175:1} -- Jordan Beak gave  
 6 evidence. Obviously you know who he is, we've mentioned  
 7 him today. He said that whilst he didn't have a precise  
 8 memory, because plenty of people, maybe it's not  
 9 a surprise, get booted out of concerts, he thought that  
 10 the man had been ejected either for being aggressive in  
 11 a block or for smoking.  
 12 A. Yes.  
 13 Q. The man then walks to the mezzanine level, there's a bit  
 14 of up and down, he doesn't leave the area straightaway,  
 15 but at 22.24 hours, he leaves, walking along the  
 16 overbridge and he's on his telephone at that stage.  
 17 A. Yes. And my concern latterly, until we've had the  
 18 discussion, was the fact that that -- afterwards it was  
 19 a source of great angst for me because if I've not seen  
 20 the bomber, have I seen an accomplice, and then I later  
 21 learned that that male's been on the mezzanine where the  
 22 bomber was -- and I'm not going to use his name --  
 23 that -- you know, has he been in there, saying, "Oh, the  
 24 security is this, it's that, it's the other, you can  
 25 come, it's all right to do what you're doing", and he's

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1 up there for 22 minutes I later learned. So my  
 2 concern -- and in the days -- right on the night when  
 3 I was in hospital I grabbed the on-call detective that  
 4 came to the hospital and senior officers and sort of  
 5 said, "Get your pocket book out, right this description  
 6 down because I think I've seen the bomber." A couple of  
 7 days later I find out it's not -- I've been told it's  
 8 not the bomber, the bomber's deceased, and then I'm  
 9 ranting at them, literally ranting, if I have not seen  
 10 the bomber, have I seen an accomplice --  
 11 Q. Absolutely.  
 12 A. Because I can't in all my professional -- I cannot look  
 13 after myself until I have made sure -- my duty is to  
 14 make sure there is not an offender at large. So it was  
 15 a significant cause of concern that I wasn't being able  
 16 to feed that in as clearly as I wanted to, and in fact  
 17 I got my boss and I had him sat there, I was telling him  
 18 off as well.  
 19 Q. I'm sure many will be able to understand you had seen  
 20 this sole or lone man being ejected.  
 21 A. Mm-hm.  
 22 Q. You had developed a concern about him even at the time?  
 23 A. Yes.  
 24 Q. You later discovered that he had not left the area  
 25 immediately but instead had left shortly before the

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1 bombing?  
 2 A. And of course, as the week progressed, at the end of  
 3 that week I saw the images of the bomber and I thought,  
 4 he's not far off culturally, do these lads definitely --  
 5 do they know each other?  
 6 Q. So many will understand your concern and your desire to  
 7 ensure that it was understood by the investigators, but  
 8 as it's turned out, the events are consistent with, I'm  
 9 not going to suggest determinative of it, the man having  
 10 attended with a friend, having been ejected, having  
 11 waited a period of time for his friend before becoming  
 12 frustrated and leaving whilst he was on the telephone,  
 13 perhaps to her.  
 14 A. Yes. And the further concern was when he came down the  
 15 steps, he appears to be observing the stewards, which  
 16 was Mr Agha and Mr Lawler having that discussion about,  
 17 "Shall we do something or shan't we do something?" He  
 18 seemed to be observing them, so that was another source  
 19 of concern. I'm not a detective, but I'm nosy.  
 20 SIR JOHN SAUNDERS: Everyone understands your concern. Can  
 21 you help me, Mr Greaney? On the various pictures of  
 22 this man on the CCTV, have we been able to get a good  
 23 image that someone could recognise themselves from it?  
 24 MR GREANEY: I think the answer to that question, if I can  
 25 give evidence, is yes, the man is of reasonably

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1 distinctive appearance, and the images we saw on the  
 2 screen of him walking towards the camera on the  
 3 overbridge would be sufficient for people who know him  
 4 to identify him.  
 5 SIR JOHN SAUNDERS: Was there any public seeking of  
 6 information about him? You may not know the answer to  
 7 that.  
 8 MR GREANEY: I do know the answer to that question, although  
 9 Mr Ladenburg will correct me if I am wrong. I believe  
 10 that the decision that was made — a decision was made  
 11 on the basis of a review of all the CCTV, including the  
 12 images that the witness has seen for the first time  
 13 today, was that there was no basis for suspecting that  
 14 he was associated with the bomber in any way and  
 15 therefore a kind of public (overspeaking) —  
 16 SIR JOHN SAUNDERS: I understand.  
 17 MR GREANEY: — might be disproportionate. So that was the  
 18 decision that was made. I have no way of knowing at the  
 19 moment, as we are not having a conversation, I am asking  
 20 you questions, whether that has caused you to become any  
 21 less concerned, but it's important —  
 22 A. I am much less concerned, but it's been a significant  
 23 source of trauma to me and I have lived with that trauma  
 24 for 4 years: did I see someone who's potentially an  
 25 offender at large?

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1 SIR JOHN SAUNDERS: Well, I'm sorry that you had to wait  
 2 until now to have that.  
 3 MR GREANEY: I'm very nearly at the end of my questions, but  
 4 there is a topic I want to ask you about, and it  
 5 involves looking at some correspondence that you had  
 6 with a senior representative of SMG.  
 7 I'm going to ask that we have on the screen, please,  
 8 {INQ039193/1}.  
 9 It's an email from you in your capacity as  
 10 a representative of Survivors Against Terror. Perhaps  
 11 I should first ask you, what is Survivors Against  
 12 Terror?  
 13 A. Survivors Against Terror is a group set up with a number  
 14 of survivors, principally Brendan Cox, whose wife was  
 15 sadly killed by Tom Mair, a right-wing extremist.  
 16 Q. A Member of Parliament, as we'll all remember.  
 17 A. Yes, a lovely lady.  
 18 Q. And you are writing to someone called Ian. Was Ian  
 19 a representative of SMG?  
 20 A. Yes. Basically, we had a meeting with Mrs Murray,  
 21 Figen, around the writing of Martyn's Law. I'd seen  
 22 Figen in the media talking about Martyn's Law and she'd  
 23 had some negative social media around it and I became  
 24 very angry as a mother that — hang on, a mother's lost  
 25 her son and she's trying to make it safer and somebody

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1 sees fit to criticise her. So I joined the Survivors  
 2 Against Terror to see if I could help. As a course of  
 3 the meeting and trying to help Figen before, as you  
 4 know, Nick Aldworth, the senior Protect lead, retired  
 5 and he took on that mantle of being an adviser for  
 6 Martyn's Law, and we divvied up the tasks from that  
 7 meeting. My task was to try and identify who owned the  
 8 City Room.  
 9 Q. Right.  
 10 A. I suspected it was Northern Rail and it was sublet, and  
 11 I did a lot of research to find out it was SMG. And the  
 12 only person I could find was Ian Tussie, who I think was  
 13 the corporate comms, so Brendan sent me the draft copy  
 14 of Martyn's Law and the media strategy. And it was  
 15 purely a courtesy to write to SMG just to say, this is  
 16 who Survivors Against Terror are, this is what  
 17 Martyn's Law is about, and that courtesy was to say that  
 18 there is — I can't remember, I think it was about  
 19 June 2019 — to say that we're not making any reference  
 20 to who owns the arena or any adverse criticism, this is  
 21 about looking forward, what's happened has happened, how  
 22 do we make it safer for the future. That was my task  
 23 and I directed that email to Mr Tussie.  
 24 Q. And you have heard the term that SMG owned the  
 25 City Room. In case that excites any interest, I just

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1 make plain the chairman is well aware of the legal  
 2 structure by reference to which the City Room was —  
 3 A. I think we all are now.  
 4 Q. So no one needs to get excited about that. Whilst you  
 5 were there in the City Room that night, did you form any  
 6 view as a member of the public about who was responsible  
 7 for your safety and others who were there?  
 8 A. Absolutely. I've heard the term repeatedly through the  
 9 inquiry, the term grey space, and suffice to say, if  
 10 I hear another person use that phrase "grey space", I'll  
 11 probably punch their lights out. I walked into that  
 12 arena, there was the box office, there were the main  
 13 entrances, the arena doors, there were the VIP  
 14 entrances, there were the stewards, there was the  
 15 writing on the walls, and the merchandise is all in that  
 16 City Room. I formed the opinion that I was at the  
 17 Manchester Arena and that these stewards were now taking  
 18 on the mantle that I'd done for so many years at the  
 19 football grounds and other events that they were  
 20 responsible now for my safety and not I was responsible  
 21 for theirs.  
 22 SIR JOHN SAUNDERS: I'm afraid you may find "grey space"  
 23 does occur in my report at some stage, so I'd be  
 24 grateful if you didn't hit me!  
 25 A. I know why you're doing it, sir, but it's not a grey

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1 space and I have tried to be fair --  
 2 SIR JOHN SAUNDERS: I understand the point you're making.  
 3 A. I try to be fair and balanced, sir, in all of this.  
 4 Yes, I'm looking at it with a unique insight, with  
 5 a background, but I've asked all the survivors and I've  
 6 been in contact with them through the various groups:  
 7 what was your impression? And universally that  
 8 impression is: I was at Manchester Arena. And some of  
 9 the things that they have heard about it being a  
 10 thoroughfare, yes, it is, but really it's not. People  
 11 didn't come in there from out of town to buy McDonald's.  
 12 An odd person trickled through to get to work, but by  
 13 and large people don't park on the far side of the arena  
 14 and come in and use it as an exit to get to work. They  
 15 don't come in to buy a McDonald's even though we know  
 16 it's shut now. I viewed all these as excuses and with  
 17 my head on, I thought, I know where this is going, and  
 18 you'll come to the response that I got --  
 19 MR GREANEY: I'm going to come to the response and out of  
 20 fairness to SMG I will make plain there is evidence of  
 21 people going through the City Room (overspeaking) --  
 22 A. There is, but it's not a main thoroughfare and it is not  
 23 routinely used and there were not people transiting in  
 24 any great number with bags that night. That's  
 25 a fallacy.

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1 Q. So the email is dated 17 June 2019, timed at 15.05. You  
 2 wrote:  
 3 "As discussed, please find attached the report which  
 4 is going to be published on Wednesday by SAT and  
 5 launched in Manchester with Andy Burnham. Brendan Cox  
 6 asked that I forward it to SMG as a courtesy and to  
 7 advise we will not be making any statements about events  
 8 at the arena, rather wider public safety at events. If  
 9 you could ensure John Sharkey and John Allen [perhaps  
 10 that should be James Allen] have sight of the same in  
 11 case they have any questions."  
 12 A. These were names that Figen had shared with me. Figen  
 13 mentioned at the time when she gave evidence, the  
 14 meeting she had with Andy Burnham where she met  
 15 John Sharkey.  
 16 Q. She did give evidence about that, you're quite right.  
 17 We'll see the reply, as you have predicted we would. It  
 18 is {INQ039192/1}.  
 19 Can we see the top half of the page, first of all,  
 20 please? In the result it was Mr Sharkey from whom the  
 21 inquiry has heard who supplied the following day,  
 22 18 June, 14.42 hours:  
 23 "Dear Brendan and Andrea" --  
 24 A. So I've sent the email and he's replying to someone  
 25 else.

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1 SIR JOHN SAUNDERS: I think in fairness --  
 2 A. You did, sir. It's probably something I have observed,  
 3 but as a woman, you get ignored. It's probably a bit of  
 4 a man's world.  
 5 MR GREANEY: "Dear Brendan and Andrea. I refer to your  
 6 email which Ian kindly forwarded on to me. I am the CEO  
 7 of SMG Europe. First, thank you for forwarding a copy  
 8 of Martyn's Law final report and press release to SMG  
 9 prior to its release. We appreciate the sensitivity  
 10 with which this has been handled and the careful thought  
 11 that has gone into formulating the five principles of  
 12 Martyn's Law."  
 13 Then this:  
 14 "As you are aware, the attack on 22 May 2017 took  
 15 place in the public space outside the arena known as the  
 16 City Room. For that reason, we particularly welcome the  
 17 fact that Martyn's Law gives particular consideration of  
 18 public spaces that pose additional challenges when it  
 19 comes to security measures."  
 20 I won't read out the balance of the letter, it's  
 21 there for the chairman to read.  
 22 What was your impression of what Mr Sharkey was  
 23 there saying to you?  
 24 A. First and foremost, I was surprised he'd replied and  
 25 replied in the way he'd done without taking, it would

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1 appear, any legal advice. But as a human, my reaction  
 2 was: this guy's trying to distance himself. And Figen  
 3 said that, and here he goes again, but this time he's  
 4 put it in writing. My background was: well, I'm seizing  
 5 that because that's evidence.  
 6 Q. So what did you think you were being told by Mr Sharkey  
 7 about the nature of the City Room?  
 8 A. That it's not his. And obviously at that stage I didn't  
 9 know absolutely who owned it and who leased it and what  
 10 all the subcontracts were, but I think this is him  
 11 telling me: it's a public space, it's nothing to do with  
 12 us.  
 13 MR GREANEY: Mrs Bradbury, thank you very much indeed for  
 14 answering my questions.  
 15 Sir, can I suggest that we take a short break at  
 16 this stage and I will ascertain which of the core  
 17 participants who have made a bid to question in fact  
 18 wish to do so?  
 19 SIR JOHN SAUNDERS: Shall we say until quarter to?  
 20 Thank you.  
 21 (3.34 pm)  
 22 (A short break)  
 23 (3.45 pm)  
 24 MR GREANEY: Sir, the only advocate who's indicated he has  
 25 any questions is Mr Weatherby, and he's indicated he

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1 doesn't have very many. In the circumstances, I will go  
2 straight to him.

3 SIR JOHN SAUNDERS: Thank you.

4 Questions from MR WEATHERBY

5 MR WEATHERBY: Thank you very much indeed.

6 Can I say, I have only got two very short areas

7 I want to ask you about, but before I do, can I --

8 I think you know I represent a number of the bereaved

9 families and, as with the other people who were there

10 and survived that night who have given evidence, can

11 I say on behalf of the families that I represent

12 thank you for doing what you have done in terms of

13 giving evidence. I'm sure you have given evidence many

14 times in your career, but this must be an entirely

15 different experience, so let me start with that.

16 A. Thank you.

17 Q. Just two very short points. You were asked finally by

18 Mr Greaney about the email that you received from

19 Mr Sharkey. Your concern, or perhaps maybe

20 consternation, about that email was that there was

21 reference to the City Room being a public space, but it

22 was rather economical with the truth in that it failed

23 to mention that SMG had a facilities management contract

24 for public safety and security; is that right?

25 A. It is right. But, moreover, I completely understood

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1 that they had a responsibility under the Health and  
2 Safety at Work Act because, first and foremost, never  
3 mind the concertgoers, their staff were standing there.  
4 So they had a duty to risk assess and make safe that  
5 working environment.

6 Q. So you were surprised that the email had mentioned the  
7 one side of the coin but not the other?

8 A. Correct.

9 Q. The only other matter I just want to ask you about

10 relates to your football experience and it's a small

11 point, but I think it might be worth raising. You have

12 told us that you had considerable experience of policing

13 Ewood Park.

14 A. Yes.

15 Q. And I think that you undertook roles which included

16 being in charge of the control room for matches; is that

17 right?

18 A. Yes. It's quite an onerous task and I have been at

19 tricky matches where we've had similar experiences to

20 that which I know that you know about at Hillsborough.

21 Q. Yes, indeed.

22 A. It's not a pleasant position to be in.

23 Q. Yes. At Ewood Park, I have just checked, during the

24 period that we're looking at, so the 2016/2017 season,

25 the average gate was about 12,500. Does that accord

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1 with the sorts of crowds that you were dealing with?

2 A. I can't make reference to football, it'll cause a lot

3 consternation because I would say I've never seen much

4 football at Blackburn Rovers, more at Man United. But

5 yes, I think the crowd capacity was 26,095, and I could

6 tell you every exit gate --

7 Q. We don't need to do that.

8 A. -- that changing through the leagues.

9 Q. Sure.

10 A. We absolutely knew and understood that venue, and so did

11 our staff. We never, ever put anybody on a point that

12 had never worked that point.

13 Q. It's just one discrete point, so I'll try and move

14 swiftly to it. I'm just setting the context that this

15 was a sports stadium and regularly had crowds of, around

16 this time, about 12,500. And of course --

17 A. Much less than the 21,000 capacity at the arena and the

18 14,000, so I was expecting that there would be a similar

19 amount of planning and preparedness, I think was the

20 term we would use. All my career has been based on

21 contingency planning prior to JESIP because obviously

22 when JESIP came in, I was in the counter-terrorism

23 branch, so although I had an awareness of it within

24 CT -- but I can tell you that that has never changed.

25 Q. Sure.

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1 A. It was exactly the same beforehand, the same principles

2 of command, control, having an operational order under

3 the College of Policing.

4 SIR JOHN SAUNDERS: Okay, I'm sorry. I think he has one

5 discrete point that we haven't got to yet.

6 A. Sorry. Go on, Mr Weatherby. You're going to get me on

7 a rant now about contingency planning and/or the lack of

8 it.

9 MR WEATHERBY: I didn't want to be rude and jump in, but

10 I'll try and cut to the point that I wanted to make.

11 The policing operation would involve liaison with many

12 organisations: the club, the safety officer, perhaps --

13 A. Fire, ambulance.

14 Q. -- first aiders, St John's, or whoever that would be.

15 But I'm right also, I think, aren't I, that there would

16 also be an ambulance or two at matches?

17 A. Yes. I mean, the whole focus was a partnership

18 approach. Everything was done at the start of the

19 season, was constantly reviewed, working with partners.

20 SIR JOHN SAUNDERS: Forgive me. Just so I can write down my

21 answer here. There would be an ambulance or two at the

22 matches?

23 A. Yes, absolutely. Again, very much post-Hillsborough,

24 there had to be one immediately available. We also had

25 big exit gates after Hillsborough to facilitate further

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1 ambulances going in, and clearing the route was a major  
 2 part of the plans. How were those ambulances not only  
 3 get into the ground, but how were they going to get to  
 4 the venue, ingress and egress, and how the police were  
 5 going to facilitate that.  
 6 MR WEATHERBY: The point I just want to focus on is that  
 7 there would be first aiders who would deal with cuts and  
 8 bruises?  
 9 A. Yes.  
 10 Q. There would always be an ambulance or two there,  
 11 arranged and I think probably paid for by the club,  
 12 although that probably doesn't matter too --  
 13 A. Yes, and that was an NWS ambulance and not a St John's.  
 14 St John's would be additional, but the basic would be  
 15 NWS.  
 16 Q. So that ambulance wouldn't be one that had responded to  
 17 an emergency, but would be there, it would be planned --  
 18 A. Yes.  
 19 Q. -- and arranged to be there and it would be there for  
 20 medical reasons, not first aid, it would be there  
 21 to react to --  
 22 A. Yes, it's not for cuts and bruises and someone that's  
 23 tripped or is drunk, it's purely if someone -- in fact,  
 24 typically, at sporting events -- and I policed the rugby  
 25 at St Helen's for many years -- we had people collapse

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1 and have heart attacks and things like that.  
 2 Q. People who had unfortunately come by a medical emergency  
 3 rather than a first aid --  
 4 A. Yes, by virtue of you've got a large number of people in  
 5 a confined space, every now and again you're going to  
 6 get that, and it's tricky to get to them, so to have  
 7 that ambulance there is important.  
 8 Q. And also for the occasion of if there had been a major  
 9 incident of whatever nature, then the Ambulance  
 10 Service --  
 11 A. Yes, covered.  
 12 Q. -- would have people there in order to organise the  
 13 emergency response?  
 14 A. Yes, it covered both eventualities, and I can say hand  
 15 on heart, you knew these people. Everybody that was  
 16 there at that venue were regulars. They knew each  
 17 other, they knew the venue, they knew the arrangements,  
 18 and they were clear, you know. Operational orders,  
 19 briefing, supervision, mentoring, risk assessment and  
 20 a contingency plan for exactly what you've said. If  
 21 things go wrong, how do we deal with it? And as I say,  
 22 the bulk of that was based (overspeaking) --  
 23 Q. -- be first on scene and manage an emergency response --  
 24 A. Yes.  
 25 Q. -- by the Ambulance Service.

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1 A. Yes.  
 2 MR WEATHERBY: Thank you very much, Mrs Bradbury, that's all  
 3 I have.  
 4 SIR JOHN SAUNDERS: I have one matter, and I am not going to  
 5 use you as an expert, so in order to avoid that, I'd be  
 6 really grateful if you could just answer yes or no.  
 7 That's not being rude to you, I'm trying to avoid  
 8 straying into areas where it's been agreed --  
 9 A. Okay, sir.  
 10 SIR JOHN SAUNDERS: You told us that as part of your job  
 11 you'd carry out risk assessments.  
 12 A. Yes.  
 13 SIR JOHN SAUNDERS: In making your risk assessments, did you  
 14 do it on an arithmetical basis? We have heard that the  
 15 way in which risk assessments were done sometimes in  
 16 this case was to multiply the seriousness of what would  
 17 happen if this risk were realised, multiply it by the  
 18 degree of risk that there was, how likely it was to  
 19 happen.  
 20 A. Yes.  
 21 SIR JOHN SAUNDERS: Did you do it that way?  
 22 A. Yes.  
 23 SIR JOHN SAUNDERS: Okay. Did the seriousness vary at all  
 24 depending on how serious it was?  
 25 A. Largely the matches were preordained at the start of the

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1 season, a bit like you've heard Miriam Stone and James  
 2 Allen --  
 3 SIR JOHN SAUNDERS: So say, in Burnley, it's one of the  
 4 more --  
 5 A. Yes, it's a local derby. There's more conflict, there's  
 6 more alcohol, there's more upset.  
 7 SIR JOHN SAUNDERS: So you have put that into the equation?  
 8 A. Yes. So they were categorised A, B, C and you'd accord  
 9 to that not only the risk assessment but additional  
 10 resource and additional supervision.  
 11 SIR JOHN SAUNDERS: Thank you. I've finished.  
 12 MR GREANEY: Thank you very much, sir, I have no further  
 13 questions.  
 14 SIR JOHN SAUNDERS: I'm really grateful to you. We do  
 15 appreciate how difficult it is to come and talk about  
 16 this appalling experience, and you do have a unique  
 17 insight, for which I'm very grateful.  
 18 A. Thank you, sir.  
 19 MR GREANEY: Sir, tomorrow morning, Ms Cartwright will read  
 20 some statements of other survivors, which will bring  
 21 chapter 9 to a conclusion, and we will then return to  
 22 chapter 10.  
 23 SIR JOHN SAUNDERS: You and I had a discussion about this  
 24 before we came in and decided not to read those  
 25 statements now. The reason for that is there is

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1 a particular piece of work which we need to try and  
 2 complete tonight. That's why we're putting it over to  
 3 tomorrow morning, just so everybody understands.  
 4 MR GREANEY: Indeed, sir, and may we start at 10 o'clock  
 5 tomorrow morning, please?  
 6 A. Sir, is it possible to say one thing in closing? You've  
 7 only heard the tip of the iceberg of many of the  
 8 survivors, but I can tell you categorically that they  
 9 only want the same outcome and that is to prevent such  
 10 things happening again. I know your team is working  
 11 extremely hard, and we can see that, and Mr Suter has  
 12 been very courteous with the survivors.  
 13 I just have one burning issue for me and that is  
 14 that I remain unhappy with the explanation given by the  
 15 PC who was late, who was on duty. That doesn't accord  
 16 with what I know, I was a custody sergeant. And  
 17 secondly, I remain to see what action BTP take with the  
 18 neglect of duty that I see occurred. And I'm not making  
 19 a judgement, but I would wait to see what that judgement  
 20 is. I don't think that matter's closed to me as an  
 21 injured party, nor is it to those others, and it's  
 22 a standard that fell short of my expectations on that  
 23 night. Those people were there to protect me and my  
 24 family and in my estimation fell short. I feel a lot  
 25 happier, sir, now I've finished and said my piece and

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1 hopefully start to rebuild 4 years.  
 2 SIR JOHN SAUNDERS: Good. Thank you.  
 3 A. Thank you for listening.

4 (4.00 pm)  
 5 (The inquiry adjourned until 10.00 am  
 6 on Tuesday, 20 April 2021)

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