

## Scottish COVID-19 Inquiry

### Witness statement of Bronagh Andrew (Routes Out)

Witness Number: BWS0019

#### **INTRODUCTION**

1. My name is Bronagh Andrew, and I am PD years old. I work in Glasgow, and my personal details are known to the Inquiry.
2. I currently work as the Operations Manager for the Trafficking Awareness Raising Alliance (TARA) and Routes Out.
3. I have worked in various positions with Glasgow City Council since the year 2000, initially within the Routes Out service and then with the TARA Service since 2004. During the pandemic, I took on operational oversight of Routes Out in 2021, in addition to my pre-existing role with the TARA Service.
4. Routes Out developed from public health actions to tackle blood borne viruses in the late 1980's. This resulted in a specialist harm reduction response being set up targeting specific support to women caught up in systems of prostitution. This service was jointly delivered by Health and Social Work services in Glasgow from 1989.
5. A dedicated service, Base 75, was established to deliver this support. Based on women's needs, exiting support services were then piloted in 2000 by the Routes Out of Prostitution Social Inclusion Partnership with both approaches ultimately being brought together to create the current Routes Out Team.
6. Initially jointly funded by NHS Greater Glasgow and Clyde (NHSGGC) and Glasgow City Council (GCC), it is now fully funded by GCC and supports women selling or exchanging sex in the city.

7. Routes Out currently provides the following:
8. Case management: individual, trauma informed and woman centred support and advocacy around various issues, including, but not limited to, homelessness, safety, substance misuse, health, legal (criminal and civil), benefits and welfare rights, debt advice, exiting prostitution, training/employment and emotional support.
9. Outreach evening service (Wed to Sat 20:30 to 01:30), proactively engaging with women selling sex on street to provide safety advice, condoms, needle exchange and crisis interventions such as with accessing emergency accommodation or health support.
10. Routes Out is a part of Glasgow City Council (GCC) and has been situated across various GCC departments and Arm's Length External Organisations (ALEOS) throughout its history. It is currently located with Neighbourhoods, Regeneration, and Sustainability as part of the Community Services and Violence Against Women Section. It continues to provide services to women involved in selling or exchanging sex in Glasgow.

### ***Personal History***

11. After graduating from university with a degree in Biochemistry, I started out as an administration assistant at an adult resource centre through a work training program.
12. I later transitioned to working in an administration role with homeless young women, and eventually started doing sessional work in homeless hostels. This led me to realise that I wanted to pursue a career in this field.
13. In 2000, I completed a postgraduate diploma in social work and began working with the Routes Out prostitution team. Over the years, I have worked in various positions within Routes Out and the TARA Service. As of now, I oversee the service delivery for both Routes Out and TARA organisations, and I am also the strategic lead for both teams.

14. I am providing this statement on behalf of Routes Out.

**Policing of prostitution in Glasgow**

15. Glasgow City Council has maintained a strong stance locating prostitution as a form of violence against women since 1999 and has long aimed to minimise the harm caused to women, including deterring those paying for sex as key.
16. The policing approach in areas of Glasgow where women engage in selling or exchanging sex has historically varied based on local priorities. At times, police would focus on charging women with soliciting for sexual services, while other times they would not, and between 2017 and 2019 local police and Routes Out piloted Operation Outgoing, an approach where local Police charged men paying for sex on street and Routes Out supported the women selling sex on street. This was a successful approach whose further development was stopped due to COVID 19.
17. Staff at Routes Out describe the policing approach of charging women with solicitation as being an oversimplified approach to tackling the issue of street-based prostitution. Women may engage in selling sex due to their limited options and various reasons such as homelessness or addiction issues.
18. Sometimes, women would be charged with section 46 (soliciting sex in public) of the Civic Government (Scotland) Act 1982, resulting in fines. This placed them in a situation where they had to continue selling sex to pay off the fines. Non-payment of fines could also lead to imprisonment.
19. Glasgow City Council has always been opposed to women being charged with this criminal offence and does not advocate for any criminalisation of those selling sex as they believe that this makes it harder for women to exit prostitution and does not serve as an effective deterrent. Glasgow City Council, however, does support the criminalisation of the purchase of sex and views it as a key tool to tackling men's demand.

## **Pre-pandemic Overview**

### ***Description of Organisation***

#### ***Routes Out support demographics***

20. Routes Out provides support for women aged 16 and above who are involved in commercial sexual exploitation, including prostitution, pornography, lap dancing, and online exploitation like Only Fans. These women often have multiple intersecting disadvantages and protected characteristics. Many of them have experienced child abuse, poverty and various forms of violence against women such as domestic abuse, sexual violence and coercive control.
21. Routes Out offers support to women who have experienced male violence in the past and present, women who have been in the care system, women with a history of offending, women affected by immigration control (e.g., asylum seekers, refugees, undocumented women, women on restricted visas, and those with no access to public funds), women with substance misuse issues, homeless women, destitute women, women facing financial challenges including illegal debts (e.g., loan sharks), and cost of living challenges.
22. Routes Out also supports women regarding their welfare rights, in terms of ensuring that they are aware of, and able to, claim all the economic entitlements they are due from Government agencies.
23. In addition, support is provided to women with complex health issues, including mental health and disabilities, women facing abuse due to their race and religion, trans women, women who have been separated from their children due to migration or child protection concerns, pregnant women, and digitally excluded women.

#### ***Helping women who sell sex 'off street'***

24. Routes Out doesn't only assist women engaged in street prostitution; we also support women who sell sex off street, and those who have been



exploited via other means such as lap dancing or online platforms like Only Fans.

25. While most of Routes Out's work revolves around street prostitution, we provide support to women across the board. Contacting women who sell sex from home can be quite challenging, but we do reach out via known websites and are sometimes contacted online by these women.
26. During the pandemic, Routes Out also conducted observation reports on some adult services websites, focusing on Glasgow. This work began around May 2020, and on a weekly basis, Routes Out would analyse the numbers of online adverts for women selling sex in Glasgow. This work continued for about 18 months.
27. Routes Out had never examined this information before, but we viewed it as a way to establish a baseline to see if furlough and the financial impact of the pandemic resulted in an increase in women selling sex online. The results showed that the numbers associated with that research remained static, but that some of the larger websites started pushing women into webcam work as part of their pandemic response.
28. Additionally, we observed that in-person services continued to be advertised and available in the city. When we expanded our search to include websites such as Craigslist, we found men posting adverts soliciting for sex from women. Men were posting in the personal advertisements, offering money for sex or sex acts, to financially struggling women. As an organisation, we were shocked by the exploitation of women's vulnerability due to the hardships of the pandemic.
29. Routes Out also noticed new women advertising on the personals who we had not known to have been involved in prostitution before, offering sex for sale. Although we were solely observing, we decided to send them an email or a response to the advert, making them aware of Routes Out and the help and services we could provide. As a result of this outreach, we had

one woman respond to us, whom we were able to prevent from having to sell sex by directing her to other organisations that could help her.

### ***Staff***

30. Routes Out has a full-time service manager and five case management workers, some of whom work full-time and some part-time, or on condensed hours. The case management staff work from Monday to Friday, 9:00 am to 5:00 pm, providing Routes Out's daytime service.
31. The outreach service of Routes Out is carried out by a team of 11 staff who work shifts across four nights. Their contracts range from one, five-hour shift per week to three, five-hour shifts per week. On any given night, there are up to four staff working for the evening Routes Out outreach service

### ***A typical day at Routes Out pre-pandemic***

32. At Routes Out, our day staff manage their caseloads by contacting and meeting with the women we support to assess their support needs. Our staff are community-based and will visit women at their homes, in cafes, or other comfortable locations.
33. Historically, the Routes Out outreach service involved operating the drop-in centre, where women could come in for a cup of tea, a meal, or to use the washing, toilet, and shower facilities.
34. Our outreach staff conduct foot patrols in areas where women engage in selling/exchanging sex, offering condoms or needle exchange services.

### **Effects of Pandemic on operations**

#### ***Effect on Organisation***

35. During the pandemic period from 01/01/2020 to 31/12/2022, both TARA and Routes Out continued to provide regular support, sometimes in person, due to the vulnerability of the women. Although most of the case management was done remotely, both Routes Out and TARA were

designated as 'key workers' and provided face-to-face support, following all COVID-19 guidance and using appropriate PPE during this period.

36. The Routes Out team transitioned to providing a remote (telephone and/or online) case management service starting from 19/03/2020. This approach was flexible and adjusted with the updated and changing guidance throughout the reporting period. As needed, remote working IT equipment was provided to staff. This reflexive approach was evident in our updated Risk Assessments and Guidance.
37. An evening drop-in service continued to operate from the Routes Out premises, running seven nights per week in coordination with other voluntary outreach services in the city. Routes Out staff offered 'door service' drop-in support to ensure ongoing access to emotional support, signposting/onward referral, as well as access to condoms and a needle exchange.
38. The on-foot outreach provision was suspended until August 2020, initially in light of COVID restrictions and the identified risks to staff being assessed as too high. However, following further risk assessments along with the easing of restrictions and provision of appropriate PPE, outreach activities were able to be safely resumed.

#### ***Effect on working practice***

39. Both case management and drop-in services had the option to allow service users to access the building, but this was only considered in urgent situations and was accompanied by comprehensive guidance and risk assessment.
40. COVID-19 related actions for both Routes Out and TARA Services included explaining lockdown restrictions and health advice, facilitating access to COVID tests as required (including for women returning to their home countries), discussing risks with women continuing to engage in selling or exchanging sex, and making referrals to a wide range of support services

based on women's needs including, but not limited to, GHSCP Homeless and/or Addiction Services, DWP, NHS GGC services including primary health services, various services providing street outreach, foodbanks and other relevant third and statutory sector services.

41. Routes out also accessed COVID supports such as the Victim Support Scotland Emergency Fund and the Encompass Network Fund, as well as food and care parcels, homelessness services, and digital access (Connecting Scotland).
42. When the pandemic hit, it was clear that the office staff would have to work from home. However, at that time, Routes Out only had one laptop available, which was used by the Service Manager to update case notes and actions securely emailed to her (via work issued phones) by the Case Management team, until all staff were eventually issued with a laptop. The evening Outreach team had access to desktops when they were operational as they worked from drop in premises.
43. Because of this, Routes Out began rolling out laptops to assist with home and remote working around June 2020; and by the end of 2020, every member of staff had one. It is now standard practice for all staff to receive a laptop.
44. In the beginning, when we didn't have laptops for everyone, staff members took the phone numbers of all their service users and sent any work they were doing via email to the Routes Out service manager who had laptops. The manager was responsible for updating all the case records.

***Routes Out observations pre-pandemic and during the pandemic***

45. Immediately before the COVID-19 pandemic, Routes Out observed a decrease in women engaging in solicitation for prostitution on the streets following a usual season reduction with women on street between December and February.



46. The number of women involved had begun to decline, and once the pandemic began, women involved in street prostitution essentially disappeared from the city centre.
47. Routes Out continued to provide a service during that time, operating a drop-in service for women seven nights a week to coincide with outreach staff from other organisations providing a service.
48. During the pandemic, very few women attended the drop-in service or were seen on the streets, and very few sex buyers were observed. This reduction in numbers was attributed to people being highly visible during lockdown, particularly in the city centre.
49. Additionally, financial investment in the main red-light area, located in Glasgow's financial district, could have also contributed to the decrease. Throughout the pandemic, very few women accessed Routes Out drop-in services and/or were observed on the streets selling sex until around 2022, when we were alerted to women selling sex on street in the Eastend of the city.
50. At that time, the Routes Out contact within the local policing team informed us that street prostitution had shifted to another part of the city, away from the city centre. In response to this geographical shift, Routes Out began developing outreach in that part of the city, and during 2023/2024 we were aware of 69 individual women selling sex and 496 observations of sex buyers in the area over that 12-month period.
51. As an organisation, Routes Out has limited evidence on why the selling of sex on the street moved from the city centre to the Eastend.

### **Effect on Staff**

52. One of the issues that staff felt impacted them during the pandemic was isolation.



53. Before the pandemic, our team primarily worked from the office, and we often had to advocate strongly with partner agencies or have challenging calls with vulnerable women. If a colleague was having a difficult or stressful phone call, it was easier for colleagues to check on their welfare or offer advice.
54. However, with home working, there wasn't the opportunity to have that proactive, informal peer support.
55. Sometimes the organisation forgot that professional staff had a home life. While we were very much about making sure the women we supported were not frightened by the pandemic, sometimes we felt it was easy for the wider organisation or external stakeholders to forget that our staff were just as frightened and confused.
56. The Routes Out service manager would be in regular contact with staff, checking in with them. We eventually got WhatsApp on our work phones, and there were informal WhatsApp groups, and we would FaceTime staff for regular contact.

### **Routes Out post-pandemic**

57. After the pandemic, Routes Out staff returned to their regular daily routine, which includes administration, support contact, and individual case management.
58. Day service case management has resumed in the office at least one day a week and worked from home or the field for the rest of the week. Staff still retain flexibility with their hours because they make home visits and phone calls, sometimes out with normal office hours.
59. Home visits were paused during the pandemic but resumed, including visits to women and community venues.

60. Additionally, the evening outreach is now providing a full service four nights a week, using a pool car in the local area. This represents a return to normal operations.

### **Effect on Service Users**

61. During the COVID-19 pandemic, there were improved opportunities for the women supported by Routes Out to leave prostitution. Partner organisations showed a positive attitude to support provision, and women stopped selling sex on the streets due to various reasons, such as increased visibility, reduced demand and their basic needs being more easily met.

62. Routes Out supported women who benefited from Glasgow City Council's and other organisations' practical partnership response. They were fast-tracked for crisis homeless accommodation, had access to remote prescribing for addiction support, received income maximisation assistance, had access to food banks, support for utilities and rent, digital inclusion, and health services.

63. The organisation already had strong partnerships and pathways, excelling in income maximisation and connecting women with other organisations. When the pandemic hit, partner organisations were very responsive.

64. Homelessness and access to welfare payments became easier during the pandemic, aiding in helping women leave street prostitution. Furthermore, the increase in welfare payments assisted with access to food parcels.

65. The rapid response from the city, supported by public health measures, met the basic needs of women who had been selling sex on the streets. This provided them with an opportunity for stability and to exit prostitution.

66. The organisation did not observe a new group of women being exploited on street. The women Routes Out supported were those with ongoing contact with the organisation. There were concerns about new women being exploited, and proactive measures were taken to identify them, reach out

and offer support. However, there was no significant increase in women contacting Routes Out seeking help due to the pandemic.

67. Routes Out was especially concerned about the impact of poverty and lack of opportunities increasing the risk of women becoming involved in prostitution. Although there was no noticeable increase in women unknown to the service seeking assistance because of the pandemic, there was a concern about these women turning to online platforms or brothels and regular observations of online sites was undertaken.

### **Positive effects of the pandemic**

68. The 'can do' attitude from external partners was particularly beneficial for Routes Out. When women exit prostitution, it requires quick action because if they are not provided with support promptly, their previous addiction behaviour or other external factors can lead them back into prostitution. During the pandemic, swift action was crucial to prevent this.
69. Sadly, as we returned to normal and the public health response, and its financial resourcing, was stood down, and bureaucracy and stretched resources returned. This meant the immediate responses/ability to quickly assist from our partner agencies was reduced with a return to robust advocacy and delays or waiting lists for women accessing Routes Out supports.

### **Other operational issues**

70. One of the major time-consuming tasks during the pandemic was creating risk assessments and standard operating procedures to align with the changing national and local government guidance. This put a significant administrative burden on the Routes Out service manager.
71. Additionally, safe information and data sharing in the early stages of the pandemic was an unexpected challenge. However, we were able to use Objective Connect, a secure file sharing and collaboration platform.

72. Working from home with a single old, poor-quality laptop while managing General Data Protection Regulation (GDPR) material such as personal data and case notes was particularly challenging for our services.
73. Although the staff teams were commendable, the demands from external agencies often left us feeling stretched thin, redirecting our focus from supporting women to fulfilling administrative requests.
74. The prevalence of back-to-back online meetings has remained a challenge. Scheduling meetings without considering the strain it puts on participants has been a lingering issue. While online meetings have their benefits, they also present challenges.
75. The lack of in-person contact and being able to see body language makes communication more difficult, and it's easier to inadvertently interrupt others during virtual conversations.

***Government requests for data***

76. During the pandemic, Routes Out received numerous requests for information from the Encompass network, which supports women engaged in commercial sexual exploitation. These requests, particularly on behalf of the Scottish Government, were challenging to respond to, given our small team and lack of policy officers.
77. TARA, on the other hand, had an established relationship with the Scottish Government's trafficking team, making it easier to handle inquiries. However, the demands for information, especially regarding the well-being of our key workers, became overwhelming.
78. While trying to support frontline staff and vulnerable women, we found it hard to dedicate time for robust and detailed data collection amidst the day-to-day operations. The pressure and practical constraints made it challenging for our team to comprehend and address these numerous requests effectively.

## **WELFARE PROGRAMMES**

### **Delivery of Welfare Programmes**

79. Most of the women served by both teams were experiencing poverty. Most of them were already receiving support to maximise their incomes. Both teams had a pre-existing role of ensuring that the women were aware of and accessing all benefit entitlements, as well as facilitating access to additional financial support, such as foodbanks or money advice projects as needed. Therefore, most women were not significantly impacted financially by COVID-19 as they were not employed.
80. Routes Out ensured that their service users were informed about the various financial support packages available and were receiving the financial assistance they were entitled to, such as the Universal Credit COVID uplift or the funds mentioned above.
81. Routes Out also worked with women to ensure that all necessary supports and early interventions, such as rent freezes or accessing emergency funds to pay rent, were undertaken. By leveraging our extensive partnerships in the city, Routes Out were able to alleviate the worst financial hardships. As a result, for some women, the additional financial support enabled them to exit prostitution.

## **COMMUNICATIONS WITH PUBLIC AGENCIES**

82. From April 2020, Routes Out participated in a monthly meeting organised by the Glasgow Alcohol and Drug Partnership. The meeting was attended by representatives from Glasgow, Aberdeen, Dundee, and Edinburgh, and focused on women, street prostitution, and substance use.
83. This provided an opportunity to ensure that the needs of women engaged in prostitution were given due consideration. Additionally, Routes Out regularly shared their weekly observation report on adult services websites



and advertisements in Glasgow with a colleague from the Scottish Government's Justice Analytical Unit beginning August 2020.

84. Both services are members of the Encompass Network, which consists of specialist services in Scotland supporting women involved in commercial sexual exploitation. The Women's Support Project facilitated this network, which was used by the Scottish Government as a communication portal to share information, offer support, and gather responses from frontline services delivering specialist support.
85. This platform was used to address queries such as accessing key worker status and personal protective equipment (PPE), as well as to understand the challenges faced by service users. This information was then utilised to provide assistance, including the Encompass fund for women selling or exchanging sex in Scotland.

### ***Governance Groups***

#### ***Local Authorities***

86. Routes Out utilised their current referral and support pathways to fully connect with the Glasgow Health and Social Care Partnerships to access the COVID-19 resources and support as mentioned earlier. This primarily involved gaining access to crisis accommodation to prevent homelessness or enhance women's safety, as well as urgent access to substance misuse services.

## **FINANCIAL SUPPORT**

### ***Pre-Pandemic Position***

87. Routes Out has always been funded by Glasgow City Council and NHS Greater Glasgow and Clyde.

### ***Pandemic Financial Support***

88. Both Routes Out and TARA were successful in their applications to the Connecting Scotland Fund. TARA received 20 iPads and 20 MiFi Devices, providing data until Summer 2023, issued by September 2020. Routes Out were able to access a smaller number of devices on a case-by-case basis, with three women receiving a device and MiFi from Connecting Scotland in Phase two of 2021.
89. Both services were able to access two funds aimed at supporting vulnerable groups. Routes Out accessed the Encompass Fund aimed directly at women selling or exchanging sex who were financially impacted. Victim Support Scotland's (VSS) Victim's Fund was also available between 2020 and continues today.
90. Both TARA and Routes Out were named as referring agencies for the VSS fund and were encouraged to apply for a wide range of supports.
91. Routes Out also distributed the Encompass fund, with common items requested from both funds including laptops, MiFi and internet data, smart phones, supermarket vouchers, assistance with utility bills, general living expenses, clothing, and Christmas gifts for children.
92. Due to the nature of TARA funding and their pre-existing ability to provide emergency or unmet need payments, only Routes Out were a named beneficiary of the Encompass Fund. This fund was directly aimed at women selling or exchanging sex and was administered by the Women's Support Project. Routes Out were provided with £4795 alongside other Encompass network members. Governance was necessarily light touch, and due to Routes Out's existing partnership approach, only £2834.92 was distributed to women, with £1960.08 returned to the Women's Support Project to redistribute among other Encompass Network members. The fund is still available, but its access has changed since the pandemic, with monies ring fenced and distributed by VSS.

## **Pandemic Financial Support for administration and operational support**

93. Neither Routes Out nor TARA received any such funds directly. As both services are located within GCC any such funds would have been awarded to GCC and as such indirectly accessed without the knowledge or input of either service. For example, GCC provided IT equipment enabling staff to work remotely from home and supported the services to ensure sufficient access to the appropriate PPE required when in person support was being delivered.

## **KEYWORKERS**

### **Keyworker Classification**

#### ***Keyworker Lists***

94. On around the 23rd of March 2020, Routes Out were granted key worker status, and by the 7th of April 2020, it was officially confirmed through emails. Both Routes Out and TARA Teams were classified as Category 2 key workers by GCC during the pandemic, according to the following criteria: "All other Health and Care workers, and wider public sector workers providing emergency/critical welfare services (for example: fire, police, prisons, social workers), as well as those supporting our Critical National Infrastructure, without whom serious damage to the welfare of the people of Scotland could be caused."
95. This classification allowed the teams to travel legally to their workplace and provide support to our service user groups across Glasgow. This support included delivering financial aid, crisis responses, and other essential services.
96. Maintaining the ability to respond to women in need was crucial in preventing harm from continuing or reoccurring. In some cases, it enabled women to safely escape their traffickers or exit prostitution. Additionally,

the key worker status facilitated positive interventions related to health and safeguarding needs according to the specific requirements of vulnerable women.

## **OTHER PANDEMIC GUIDANCE**

### **Guidance to the Organisation**

97. I found it challenging to keep up with guidance during the pandemic. I was responsible for staying updated on public health guidelines, lockdown restrictions, use of PPE and mask guidance. I had to regularly update risk assessments and our standard operating procedures for both organisations.
98. I had to do my own research, including searching for guidance from Public Health Scotland. This was particularly challenging as Routes Out were not staffed 24/7 and didn't provide personal care, despite having vulnerable women in our care.
99. We had a supportive contact in the health and safety team who ensured our procedures were sound.
100. It was also difficult to interpret guidelines for "Routes Out" and figure out when we could allow staff and clients to use our facilities during the lockdown. The distancing rules were also confusing and chaotic at first.
101. As our understanding developed and restrictions eased we entered a period of stability. We ceased regular reviews and revisions to our risk assessments and guidance in December 2021 following the ongoing vaccination programme and the beginning of more permanent easing of restrictions.
102. We also had to consider the welfare of our staff managing their own responses to COVID-19 while supporting vulnerable women. This led to

challenges, especially when other services were asking for in-person responses while they were providing remote support.

103. Maintaining case records and ensuring high standards of support required creative solutions until we could issue appropriate remote working equipment. We relied on secure online spaces, telephone, and email to communicate, and one person was responsible for updating the case notes for 9 months.

104. In the early months of the pandemic, it was incredibly difficult to find appropriate guidance and draft risk assessments and operating procedures that met our needs. We needed to balance meeting the women's needs with ensuring staff safety, and this was particularly challenging as existing guidance was more tailored to residential care homes or emergency services.

### **OTHER LESSONS TO BE LEARNED**

105. In October 2020, frontline staff shared the following positive outcomes of improved partnership working and providing a remote response. Many of these lessons are still applicable today:

106. 'Engaging with some services has been easier, as some services that typically only speak to staff in the company of the client, have been more flexible with obtaining permission. This has led to speedier access to services and a more streamlined approach.'

107. 'Meetings, such as addressing accommodation issues for clients, have taken place via WhatsApp without issue. Working remotely has increased the efficacy of these meetings.'

108. 'Women have been more eager to take phone support and have engaged well, feeling more comfortable speaking openly about their experiences and



issues over the phone due to the anonymity and not having to be physically present.'

109. 'Allowing assessments and discussions of support without the woman being physically present has been successful for clients in terms of attendance and motivation.'

110. 'Work hours are being saved as the time taken for travel can be avoided through conference calls. Moreover, not being physically present has had a positive impact for clients who find it difficult to attend appointments due to their lifestyle and anxiety issues.'

111. Lastly, not being physically present has been beneficial, especially for sensitive topics such as speaking about involvement in prostitution, as it feels anonymous and safer.

I believe that the facts stated in this witness statement are true.

I understand that this statement will form part of the evidence before the Inquiry and be published on the Inquiry's website.

By typing my name and the date below, I accept that this is my signature duly given.

Signed: Bronagh Andrew

Date: 24/10/2024