

Personnel JCCC transcript

Anyone serving in the Armed Forces regardless of service or rank could become a casualty at any time. This can range from a battlefield injury to a training accident or suffering an illness from natural causes. Similarly our family members can be subject to life events regardless of when or where you're serving. If these compassionate issues occur at home when you are deployed overseas on operations or exercise there is the added distress of knowing you are not where you need to be.

I am committed to ensuring that you have the correct tools needed to perform your role within defence, and that includes providing you with the knowledge that there is a dedicated organisation responsible for the immediate management of such cases affecting service personnel 24 hours a day, seven days a week, 365 days a year, the Joint Casualty and Compassionate Centre. I want every one of you to give your full attention to this briefing, ensure your personal wishes regarding your elected emergency contact and next of kin details are accurately recorded on JPA and make and maintain a will. The JCCC are there to assist you at your time of need, so help them to help you. If you have any questions, no matter how minor, raise them through your chain of command and to commanders at all levels ensure your service men and service women take note of this brief and follow the instructions carefully it is your duty to support this important element of the moral component, thank you.

Hello I'm Ellie Harrison and I am honoured to have been asked to present this film to explain the roles and responsibilities of the Joint Casualty and Compassionate Centre, known as the JCCC. I'll tell you how they can support you and your families should you become a casualty or require assistance with a compassionate case, meaning you need to return home from overseas duties. The support and care that the MOD gives you and your family is crucial and when incidents occur, it's this supporting care which is coordinated at the JCCC here at Imjin Barracks in Gloucester.

This is a busy organisation the JCCC is continually manned 24 hours a day, 365 days a year, always on call to support members of our Armed Forces and their families. They receive around 50 to 60,000 phone calls a year which on average is 150 phone calls a day. These calls are from all over the world for cases involving service personnel or their families. This year alone the JCCC managed over 2,000 cases where service personnel were classed as a casualty. This could be anything from an unplanned hospital admittance to a battlefield fatality, for every casualty case affecting a service person the JCCC are managing nearly 4 times as many compassionate cases involving family members of a service person.

This year the JCCC managed 6,900 compassionate cases affecting the families of service personnel serving overseas. The sole source of information to ensure your wishes as a service person are followed in the management of casualty and compassionate cases is on the Joint Personnel Administration System JPA. You have a key role to play in ensuring that accurate details of your emergency contact and next of kin are recorded on JPA. All service personnel should keep JPA updated with this information at all times but especially when there is a significant change such as getting married, the birth of a child, moving house, divorcing and starting at a new unit. Are your emergency contact and next of kin details up-to-date.

You need to know the difference between emergency contact and next of kin, the emergency contact is the single person you want to be informed in the event you are taken ill or die in military service. Selection of the emergency contact is a personal choice. It can be a close family member a spouse, parent, other family member or a friend. Most importantly the emergency contact should know that you've chosen them and they're prepared to contact your other family members should you become a casualty. Your next of kin cannot be chosen it is mandated by UK law. For married personnel your next of kin is your wife or husband, and this is also true for personnel who are separated but not yet formally divorced. For single personnel the next of kin is your closest bloodline relative, please note that common law partners, girlfriends and boyfriends can be chosen as emergency contacts but are not the next of kin and remember the next of kin is not necessarily the emergency contact.

The JCCC will respect your wishes regarding whom you want to be told in the event of an incident, your emergency contact, but for the most serious casualty cases or for those under 18 the JCCC are also obliged to tell the next of kin at the same time. I cannot stress enough the importance of ensuring that you have accurately recorded who the MOD should contact in the event that you're classed as a casualty, failure to update your emergency contact or next of kin details considerably hinders the JCCC on who they should be contacting at times when action needs to be taken possibly in a life or death situation.

The JPA 001 cards are issued by your admin office for you to pass to your families and loved ones. You can have as many as you need. Your loved ones can also download the JCCC app which complements the card and provides guidance on who to contact if an incident occurs at home. It's important that you write your service number on the card and give it your emergency contact, next of kin or any other close family members, also encourage them to download the free JCCC app to their mobile phone.

So lets cover what the JCCC do when a service person becomes a casualty.

The JCCC is the single point of contact for all casualty incidents regardless of where they happen in the world. The JCCC is responsible for ensuring that the correct information is passed to the correct individual, emergency contact or next of kin as soon as practically possible. We live in an age where social media allows information to be passed extremely quickly, however JCCC is the lead organisation in defence to ensure all information regarding an incident is verified often using sources outside the military before it is sensitively and personally relayed to the emergency contact or next of kin wherever they may be in the world.

Whilst the checks are being undertaken if the unit's on operations op minimise will be called which temporarily withdraws contact back home to allow the kin-forming process to take place, don't complain someone you know could be hurt. Once the details have been thoroughly checked and verified the JCCC will instigate the kin-forming process through the single services. A casualty notifying officer CNO accompanied by an assistant casualty notifying officer ACNO will be tasked to personally pass on the most up-to-date information to your emergency contact or next of kin.

This may not simply be relaying news if you are hospitalised overseas it may require the family to be prepared to travel immediately in order to be with you, this is a process known as DILFOR, dangerously ill forwarding of relatives, in this circumstance the JCCC will arrange for your families immediate travel, subsistence and accommodation requirements. In some circumstances such as road traffic accidents the police may take on the role of the CNO and break the news to the next of kin. In these cases and with the more serious casualties the JCCC will task the single services to appoint a visiting officer. Once the CNO or police have left the visiting officer will be allocated to your family for as long as both parties feel necessary. The visiting officer is there to ensure JCCC's and the MoD's advice and guidance is passed to the family through one single point of contact.

Should the very worst occur and you're killed in an incident the JCCC is again the lead organisation in defence to manage all the associated requirements. The team are there to ensure everything from repatriation to managing your personal effects, deceased estates, inheritance tax, funerals and even inscriptions on headstones are all handled in professional and delicate manner. If there is a serious mass incident, including multiple casualties the JCCC will stand up their major incident centre. Families will be informed of the emergency contact number and it will be advertised through the national media and television.

To assist the JCCC in managing these tasks you as a service person should ensure you have an up-to-date will and its location is recorded on JPA. You should make a will and review it regularly to ensure it reflects your wishes regardless of what you or your unit is doing. A service will and Mod Form 106 can be obtained from your unit HR. This simple two-page document will adequately cover the basic legal requirements on who you wish to be your executor and benefactor, it's completely free and will be held in a sealed envelope in the MOD document handling centre.

Alternatively if you have a house, car and savings, we advise you to see a solicitor to draw up a more detailed will. In the will you can specify your wishes about your funeral burial location and who you would like to benefit from your estate. You may not think that you have much money and may believe your estate will automatically pass to your spouse partner mum or dad, but this might not be the case, unless you specify who you wish to benefit from your estate in the event of your death there can be arguments over who makes the funeral arrangements and who inherits, ultimately without a valid will who benefits is determined by the Intestacy law and not by you.

A death in service payment for single personnel will be paid directly into his or her estate, however for married personnel this one off payment falls outside the estate and is payable direct to the next of kin. The making of a will is particularly important for those individuals who may be living with someone but are not married, who are separated but not divorced, who have dependent children from an earlier marriage or relationship and whose parents themselves are separated, divorced or estranged from you.

Should the worst happen and you die in military service, the JCCC will check your record and arrange for any will stored by the MOD to be retrieved and passed to the executor.

None of us like to think about death, but should the worst happen to you the JCCC will have a team dedicated to support you and your family. Should you die while serving overseas the JCCC will arrange the repatriation of your body to the UK or country of origin, an important note the MOD will not fund or arrange the repatriation of your body if you die on leave outside the country where you are stationed, please ensure you have the appropriate travel insurance in place.

All service personnel who die in military service from whatever cause are entitled to receive a military funded funeral in either the UK, country of death or their country of origin. This can, but doesn't have to, contain military pomp and ceremony but in accordance with your wishes you can choose a private funeral with no military involvement. If your wish is to have a private funeral your family can claim for a funeral expense grant, and on settling the funeral bill a second grant from the JCCC can be made to help meet those funeral costs, however there is no assistance with the marking of the grave and all memorial costs are a private responsibility.

So what role does JCCC play in managing a compassionate case affecting a family member of a service person. Using the JPA P001 card or the JCCC App, the family member can contact the JCCC at any time if they believe an issue has arisen that requires a service person to be brought back home. To determine what the JCCC can and cannot do it's important to understand two important factors firstly what is a compassionate case and secondly what do we mean by family members.

The distinction between compassionate cases and welfare issues is a grey area however, a welfare case is a known issue that is being actively managed by the family and all unit welfare, a compassionate case is an unplanned unexpected event that requires immediate action to be taken, for example a planned pregnancy check up can be classed as a welfare issue, however, if a serious complication arises surrounding the child that was not expected, it could be re-categorised as a compassionate case. On the subject of pregnancies please be advised that the current MOD policy is that only pregnancies past week 24 will be classed as a compassionate case.

The JCCC will assess a compassionate case on its specific merits often taking advice from hospitals and sometimes implementing recommendations from units or single service welfare, to ascertain if it warrants the service person returning home from overseas duty. Please be advised that this whole process can be instigated by a single phone call made to the JCCC. The JCCC will make a recommendation to your commanding officer, the commanding officer will approve compassionate travel or leave for compassionate cases affecting service personnel serving within the UK, this decision and associated travel rests purely with the individuals' commanding officer.

If approved the JCCC will authorise immediate travel for you to return to the UK by the fastest possible means, by the fastest possible means we mean exactly that. The JCCC can authorise military flights to be diverted, military naval vessels to alter course, charter aircraft and to keep airports open after hours, all to make sure you arrive at an authorised destination be it a home address or hospital bedside no matter where you're currently serving overseas. For compassionate cases affecting service personnel recruited from foreign and Commonwealth countries authority may

be given by the JCCC for that person to return to their country of origin in accordance with current policy.

Assessing which family member is in scope or out of scope for entitlement as a compassionate case, is a delicate issue. JCCC enact the current MOD policy that the following family members are in scope, parents including stepparents and parents in law, spouse or civil partner, children including stepchildren of current marriage or civil partnership, siblings and legal guardian or grandparents who have acted in place of a parent, loco parentis. Unfortunately other relatives including grandparents under current policy are regarded as being out of scope.

Hello my name is Captain Pauline Murray-Knight. In the summer of 2011 I was informed that my mum had terminal cancer and was dying. Unfortunately things happened much quicker than I expected and she went downhill very quickly and within 6 days I was informed by the hospital that I had to get back to the UK immediately.

I phoned JCCC and within a few minutes there was a car waiting outside my office ready to take me back to Scotland. They had to take me first to Dortmund airport, but unfortunately once I got to Dortmund airport my flight was cancelled due to problems with the flight itself. So I called JCCC, they immediately got back on to it and changed my flight to London. I flew from London to Glasgow and was met in Glasgow by airport staff who made me a first priority. I was then driven straight to the hospital by the taxi that was pre-booked and ready for me. I was able to spend about 6 hours with my mum before she passed away and I was able also to support my sister who's also in the armed forces who travelled to be with my mother. Now on that same day my son had gone on a school trip just before I got the call and he's gone off to another part of Germany. So JCCC waited for him to return and then my son and my husband were put on a flight and flown back to Glasgow, arriving at 4 o'clock in the morning to be with my family.

So now you have an overview of what the JCCC can and cannot do for you when incidents occur to you or your family, please help them to help you by 1 Insure your JPA records for next of kin are constantly up-to-date, 2 Complete a will and record its location on JPA, 3 Ensure your family members have a copy of the JPA P001 card or have downloaded the free JCCC App, and finally make sure you have a JCCC number with you at all times you never know when you might need it.

Should you need to contact the JCCC their details are with your chief clerk, please do not hesitate to call the JCCC if you have any questions relating to the casualty or compassionate process. Whether deploying on exercise or on operations stay safe, but if the worst does happen help the JCCC to help you and your family by keeping your JPA record and will up-to-date.