

# CONTACTS AND INFORMATION

**JCCC 24 hour emergency number: 01452 519951**

*(For urgent compassionate travel requests and casualty notifications only)*

To speak to the JCCC on the other subjects covered in the guide, please call:

01452 712612, Ext 7495 Post death Administrations  
01452 712612, Ext 6303 Commemorations

The JCCC can also be contacted via email *(for non-urgent issues)* at:  
**DBS-JCCCGroupMailbox@mod.gov.uk**

Further information on the JCCC can be found on the following website:  
[www.gov.uk/guidance/joint-casualty-and-compassionate-centre-jccc](http://www.gov.uk/guidance/joint-casualty-and-compassionate-centre-jccc)

The JCCC focuses on those currently serving in today's Armed Forces. If you have left the Armed Forces and have an issue you would like to discuss, please get in touch with Veterans UK:

Telephone:	0808 1914 2 18
Monday to Friday:	08:00 – 17:00
Overseas Callers:	+44 1253 866043
Bereavement and Minicom Line:	0800 169 3458

Alternatively, Veterans UK can be contacted via email at:  
**Veterans-uk@mod.gov.uk**



Ministry  
of Defence



*A guide to the*  
**JOINT CASUALTY AND  
COMPASSIONATE CENTRE**

The Ministry of Defence JCCC is part of Defence Business Services and is the focal point within the MOD for all casualty and compassionate cases affecting military personnel worldwide.

### Casualty Reporting

When a Service person dies, is reported missing, or suffers injury or illness, their Unit is required to report the casualty's status to the JCCC asap 24 hours a day. The report must say whether the individual's emergency contact (EC) and NOK have been informed. If the Unit has been unable to tell the EC then the JCCC will task a suitable Notifying Authority to ensure that they are told about the person's condition and the circumstances of the incident as quickly and as sensitively as possible. Following notification, the JCCC will track the casualty's condition and location and may authorise hospital visits under the DILFOR (Dangerously Ill - Forwarding of Relatives) scheme.

### Major Incident Centre (MIC)

The JCCC contains a major incident centre ready to respond within two hours, to any mass casualty incident involving members of the armed forces. Manned by up to 30 civilian and single service personnel, the Centre will co-ordinate notification of the relatives of those involved in the incident and operates a helpline similar to those provided by airlines, train companies and other authorities during civil emergencies. The information number will be issued via the media once the Centre is activated.

### Post Death Administration

When someone dies there is a lot to be done which the JCCC, the Visiting Officer (VO), Veterans Welfare Service and single services can help the family with.

The VO will be the focus for all the MOD support. Actions which need to be thought about include: (not all of these may apply to every family)

- Notification of wider family & friends.
- The Repatriation of a deceased's body from overseas to the UK or the country of origin (JCCC will arrange other than where overseas on holiday)
- Registration of the death – (By the JCCC or other service authority for deaths arising from service overseas). The family are responsible for registering deaths in the UK and on holiday overseas
- Arranging the funeral (MOD assistance / funding - if requested)
- Marking the grave or burial site (following service funerals, the JCCC will offer a military pattern memorial)
- Dealing with a Will and managing the estate of the deceased. (JCCC will offer guidance to the executor including notifying sums due from MOD)
- Return of personal effects found on MOD property (JCCC authorises)
- Post-mortem examination and inquest (where held Unit / MOD DIU will offer support for deaths in service)
- Police investigations or Service inquiries (VO & Unit will advise)

- Applications for and payment of: Death in Service Benefits, Armed Forces Pensions, Armed Forces Compensation Scheme VO/SPVA Veterans Welfare Service assistance.

### Inheritance Tax Exemptions

The estates of Service personnel who die on active service, or other service of a war like nature, may qualify for an exemption from Inheritance Tax. Likewise, exemptions may be granted on the estate of Veterans if it can be proven their death is linked to past war time or war like military service. Exemptions are authorised by the JCCC.

### Commemorative Casework

The JCCC has a Commemorative (Historic) casework team whose job is to investigate finds of human remains found on old battlefields, in aircraft wrecks and other similar circumstances all around the world. The team works closely with similar organisations in other countries and the Commonwealth War Graves Commission and the Service Historical Branches.

The team will try to identify who the remains were and, if they can, trace family members or descendants of the individual or crew. If successful up to two close relatives may be invited to attend any subsequent re-burial or re-dedication service at public expense.

If the remains cannot be identified the team will ensure that the person is buried with due respect and dignity and usually Regimental or Service representatives will attend.

Within the UK aircraft crash sites are protected under the Protection of Military Remains Act 1986 and may not be disturbed without an authority in the form of a licence from the

Secretary of State. The JCCC is the focal point for such applications which will only be granted once a number of requirements have been met. Licences will not usually be granted where it is known that human remains are within the site, for it is then treated as a protected site and will only be disturbed in essential cases.

### Compassionate Casework

All Service personnel deploying or serving overseas will be issued with a card, JPA P001, which they should give to their immediate relatives. The card has details on how to contact the JCCC and what information will be required if there is a serious problem at home, whilst the serving relative is away. This will allow the family to call the JCCC directly to ask for the person to be brought home on compassionate grounds. In general terms if a close family member (but not grandparents or aunts/uncles) has died, is very seriously or seriously ill, or there is another qualifying issue then the serving relative may be brought home to support the family / visit the relative.

The JCCC will always verify compassionate travel requests with the appropriate hospital, doctor or other organisations. This is not because we don't believe the caller, but the expert may be able to advise us further on the seriousness of the case which will dictate how quickly a person may need to come home.

Routine welfare issues, such as problems with Service Families Accommodation or the loss of bank cards are not qualifying compassionate issues and will not normally entitle your family member to come home. You should talk to your Unit Administrative or Welfare Officer for advice. The JCCC can not provide any help on such routine welfare issues.

