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**JSP 751**



# Ministry of Defence

**VOLUME 1  
(MANAGEMENT OF THE CASUALTY)**

**JOINT CASUALTY & COMPASSIONATE POLICY & PROCEDURES**

**MINISTRY OF DEFENCE**

**Chief of Defence Personnel**

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[Issue 15 – 14 Jan 15](#)

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**TABLE OF AMENDMENTS**

JSP 751 has been reissued under issue number 15. Significant changes have been made to elements within this JSP. All changes have been inserted in BLUE text and marked with a BLUE side line in the right hand margin of the relevant page.

**RECORD OF CHANGES**

<b>CHANGE NO</b>	<b>AMENDED BY</b>	<b>DATE</b>
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**PRE AMENDMENTS TO JSP 751**

The following amendments should be taken into consideration when consulting JSP 751; these amendments will be formally incorporated into the document at the scheduled amendment date.

VOL	CHAP	PARA	

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**JSP 751  
CASUALTY AND COMPASSIONATE POLICY AND PROCEDURES  
VOLUME 1**

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**ABBREVIATIONS**

<b>Abbreviation</b>	<b>Meaning</b>
2SL	Second Sea Lord
AE	Aeromedical Evacuation
AECC	Aeromedical Evacuation Control Centre
AFCS	Armed Forces Compensation Scheme
AG	Adjutant General
ASLO	Accident Site Liaison Officer
AMP	Air Member for Personnel
APC	Army Personnel Centre
B (in NOTICAS)	Biological
BC (in NOTICAS) <sup>1</sup>	Battle Casualty. Any casualty incurred as the direct result of hostile action, sustained in combat or relating thereto or sustained going to or returning from a combat mission.
BFC	British Forces Cyprus
BOI	Board of Inquiry
BRC	British Red Cross
C (in NOTICAS)	Chemical
CASADU	Casualty Administration Unit
CNO	Casualty Notification Officer
CO	Commanding Officer
CoO	Country of Origin
CPW (in NOTICAS)	Confirmed Prisoner of War
DAW (in NOTICAS)	Detained Against Will
DBS	Defence Business Services. The parent organisation of: JCCC, MoDMO, Veterans – UK and Veterans Welfare Services
DFH (in NOTICAS)	Discharged From Hospital
DHRS	Defence Hotel Reservation Service
DILFOR	Dangerously Ill Forwarding of Relatives
DMWS	Defence Medical Welfare Service (DMWS)

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<sup>1</sup> Used in NOTICAS only and not an official abbreviation recognised in JWPO-01 1



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DNBI (in NOTICAS)	Disease Non Battle Injury/Illness. A person who is not a battle casualty, but who is lost to his organisation by reason of disease or injury, including persons dying from disease or injury, or by reason of being missing where the absence does not appear to be voluntary or due to enemy action or to being interned.
DOMCOL	Domiciled Collective Leave
DOW	Died of Wounds
DSCOM	Defence Supply Chain Operational Movements
E (in NOTICAS)	Enemy Action/Fire
EC	Emergency Contact
EFI	Expeditionary Forces Institute
EO	Escorting Officer
EPIC	Emergency Procedures Information Centre
EPW	Enemy Prisoners of War
EWS	Employee Wellbeing Service
F (in NOTICAS)	Friendly Action/Fire
GIP	Guaranteed Income Payment
F&C	Foreign & Commonwealth
GFA	Government Freight Agent
HGMi	High Grade Messaging Interface
ICRC	International Committee of the Red Cross
IDC (in NOTICAS)	Identity Confirmed
IDP (in NOTICAS)	Identification Provisional
IIA	Independent Inquest Advice
III	III. Incapacitating injury/illness. A patient has an incapacitating illness or injury if their illness or injury does not warrant classification as VSI or SI, but renders them physically and/or mentally incapacitated.
JCCC	Joint Casualty and Compassionate Centre
JPA	Joint Personnel Administration
JPAC	Joint Personnel Administration Centre
JPS	Joint Planning Staff
JSHAO	Joint Service Housing Advice Office
JSP	Joint Service Publication
KIA	Killed in Action
MAAS	Military Aircraft Accident Summary
MAO(CH)	Military Administrative Officer (Civilian Hospital)
MBDAW (in NOTICAS)	Missing Believed Detained Against Will
MBK (in NOTICAS)	Missing Believed Killed
MBPW (in NOTICAS)	Missing Believed Prisoner of War
MBW (in NOTICAS)	Missing Believed Wounded

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MDHU	Ministry of Defence Hospital Unit
MI (in NOTICAS)	Minor Injury
MIC	Major Incident Centre
MLO	Military Liaison Officer
MMA	Motor Mileage Allowance
MMARS	Movement Management Air Reservation System
MNK (in NOTICAS)	Missing Circumstances Not Known/Not Accounted for
MOD	Ministry of Defence
MSD	Major Ship or Shore Disaster
N (in NOTICAS)	Nuclear
NA	Notifying Authority
NAAFI	Navy Army and Air Force Institutes
NBI (in NOTICAS)	Non battle Injury – see DNBI
NC (in NOTICAS)	Natural Causes
NCS	Naval Canteen Services
NOA (in NOTICAS)	Non-Operational Accident
NOD	Non-Operational Death
NOK	Next of Kin
NOM (in NOTICAS)	Non-Operational Missing
NSCC	Naval Service Casualty Cell
OA (in NOTICAS)	Operational Accident
PCR	Private Car Rate
PJHQ	Permanent Joint Headquarters
POC	Point of Contact
PPO	Principal Personnel Officer
PR	Personal Representative (The executor of the estate, or NOK if there is no valid will).
PRU	Personal Recovery unit (Army)
PSS	Patient Support Services (RCDM)
PTBN	Person to be Notified
PTR	Public Transport Rate
PW	Prisoners of War
PWIB	Prisoner of War Information Bureau
RAMP	Reception Arrangements for Military Patients
RCDM	Royal Centre for Defence Medicine
RFA	Royal Fleet Auxiliary
RFM (in NOTICAS)	Returned From Missing/Detained
ROG	Rear Operations Group
RTA (in NOTICAS)	Road Traffic Accident
SAM	Sickness Absence Management
SC of A	Standing Committee of Adjustment

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SFA	Service Family Accommodation
SI	Seriously Ill – A patient is seriously ill when his/her illness is of such severity that there is cause for immediate concern but there is no imminent danger to life.
SIC	Subject Indicator Code
SOB	Souls On Board
SP Pol	Services Personnel Policy
sS POC	Single Service Point of Contact
STUFT	Ships Taken Up From Trade
TCF	The Compassionate Friends
UHBT	University Hospital Birmingham NHS Trust
UL (in NOTICAS)	Unlisted Condition
URNU	University Royal Naval Units
URP	Unit rear Party
VO	Visiting Officer
VSI	Very Seriously Ill – A patient is very seriously ill when his/her illness is of such severity that life is imminently endangered.
VUC (in NOTICAS)	Violent or Unnatural Causes
VWS	Veterans Welfare Service
WIA (in NOTICAS) Confusing explanation of WIA	Wounded In Action. A battle casualty other than killed in action who has incurred an injury due to an external agent or cause. The term encompasses all kinds of wounds and other injuries incurred in action, whether there is a piercing of the body, and in a penetrating or perforated wound, or none as in the confused wound; all fractures burns, blast concussions, all effects of biological and chemical warfare agents, the effects of exposure to ionising radiation or any other destructive weapon or agents.
WM	Welfare Manager (DBS)
DHE	Defence Housing Executive
SSFA	Substitute Service Families Accommodation
SSVC	Services Sound & Vision Corporation

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## JCCC ORGANISATION CHART

<sup>1</sup> Organisation chart redacted for operational security reasons in accordance with Section 26(1)(b)

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Part 1  
CHAPTER 1 - CASUALTY POLICY

**References:**

- A. JSP 752 Tri Service Regulations For Allowances
- B. JSP 770 Tri Service Operational and Non Operational Welfare Policy
- C. JSP 832 Service Inquiries

**Section 1 - Policy Statement**

**01.01.0101.** In relation to personnel, any person who is lost to his/her organisation by reason of having been declared dead, wounded, detained, captured or missing is a casualty. The MoD places the utmost importance on the way the Services deal with their casualties. Casualty reporting must be undertaken as quickly and sensitively as possible, and it takes precedence over all but the most urgent operational and security matters. However, the accuracy of any information provided is also of the utmost importance. The Services must bear in mind the expressed views of the casualty and also the concerns and wishes of the casualty's family and keep them informed at all times. In cases of death in particular, the wishes of the next of kin (NOK) are the most important considerations and their views must continually be sought and, where possible, adhered to. It is the MoD practice to release the name of the casualty inline with the requests of the NOK. The casualty reporting and notification process is co-ordinated by the Joint Casualty and Compassionate Centre (JCCC) and all information must be routed through it. However the role the single Services play in the process is equally important. Each Service remains responsible for its own people and the longer term care of both the casualty and their family remains very much its concern. Indeed, the single Services will be expected to brief ministers (on some occasions through MoD) on all matters to do with their own casualties and bereaved families. In order to facilitate the efficient reporting and administration of casualties, it is vital that the single Service keep JCCC informed of all units participating in overseas exercises and operational deployments, providing contact details for all units and rear parties as follows:

- a. Unit Name
- b. Rear Party Contact telephone numbers both civil and military to include 24 hr number
- c. G1 and Unit Welfare Officer details civilian and military numbers
- d. Message Addresses for each unit rear party to include message addresses for parent Bde, Division and Regimental HQ or equivalents.

**Section 2 - Objectives**

**01.01.0102.** The objectives of the casualty policy are to:

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- a. Report casualty incidents accurately and expeditiously and provide follow-up reports/returns as necessary to all relevant authorities.
- b. Inform emergency contacts and next of kin in accordance with the casualty's wishes and MOD policy.
- c. Instigate follow-up actions as necessary including hospital visits, funeral arrangements and support to the bereaved.

### Section 3 - Emergency Contact & Next of Kin

**01.01.0103. Emergency Contact (EC).** Service personnel are required to nominate whom they wish to be notified if they are killed, missing, wounded, injured or ill. This person is their Emergency Contact (EC). The EC does not have to be the NOK. If they have chosen an EC who is not their NOK the Service person may elect to have either just the EC (but see paragraph 01.01.0104 below) or both the EC and their NOK notified. Details are at Annex A.

**01.01.0104. Next of Kin (NOK).** All Service persons are to provide details of their NOK. If married or separated (but not divorced), this will be their spouse/civil partner. If single, a widow, widower or divorcee it will be their eldest child, a parent, sibling, or other relative, or if they have no living relatives, it may be a friend. If a Service person dies, their NOK has certain rights regarding funeral arrangements and inheritance (unless specifically excluded in a legal document such as a will). Consequently, the MoD is obliged to inform the NOK of a Service person's death or if they are missing. In the event of death it is generally the NOK who will be the focus of the support and assistance provided by the MoD.

**01.01.0105. Verification** EC/NOK details must be verified annually and prior to deployment to an operational area.

### Section 4 - General

**01.01.0106. Initial Reporting.** The critical elements of the initial casualty report are accuracy and speed (See paragraph 01.01.0207 sub section a) to ensure the ECs are notified and the correct authorities are informed in a timely manner. The key agency in this process is the JCCC. Reporting units must pass the details of the casualty to the JCCC in the shortest possible time commensurate with operational priorities. The JCCC is then responsible for ensuring all the relevant authorities and correct ECs and NOK are informed in the appropriate way. The initial reporting system is described in Chapter 2.

**01.01.0107. Major Incidents.** In the event of a major incident involving a large number of casualties an abbreviated reporting system may be used. Details of this and guidance on when it is appropriate are in Chapter 3. This Chapter also explains when the Major Incident Centre (MIC) will be activated at the JCCC.

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**01.01.0108. Notification.** The initial objective of the casualty reporting system is to notify the casualty's EC/NOK as quickly and as sensitively as possible. In cases where the casualty is dead, missing or their life is seriously threatened, except in exceptional circumstances, notification is to be carried out in person by a Casualty Notification Officer (CNO). In cases of death and missing only, the NOK (if different from the EC) will also be notified by a CNO. Further details can be found in Chapter 4.

**01.01.0109. Matters of Public Interest.** The need for speed in the reporting and notification processes is particularly acute where an incident involving casualties is likely to be reported in the media. In such cases there will be a need not just to inform the ECs of the casualties very quickly but also to be in a position to reassure anxious families of those who are safe. Details for reporting such incidents including details of PUBLINTCAS messages are included in Chapter 2.

**01.01.0110. Maintaining Contact with ECs and NOK.** It is MoD policy that ECs are kept fully informed of a casualty's condition and situation and must be given a point of contact for any queries. For a death or when the casualty is missing a Visiting Officer (VO) will be appointed as the personal point of contact for the NOK. A VO may also be appointed for an EC who is not the NOK if the Notifying Authority (NA) (see Chapter 4) considers it to be beneficial. The VO will remain the principal link between the Services and the bereaved for as long as is necessary, or until such time as responsibility is transferred to appropriate agencies. Further details including the role of the VO are in Chapter 8.

### Section 5 - Scope

#### **01.01.0111. Notifiable Casualties.**

- a. The casualty system is set up to report and administer casualties to Service personnel and entitled civilians. A list of those for whom it must be used is at Annex B.
- b. Separate arrangements apply for the notification, administration and media handling of SF casualties. HQ DSF Personnel Branch/Duty Staff Officer is to be the initial point of contact for such occurrences. [DSF/A1/17/01 dated 29 Sep 06 refers].

### Section 6 - Responsibilities

**01.01.0112. Reporting Unit.** The Authority reporting a notifiable casualty must inform the JCCC as soon as possible. Where the situation allows, the JCCC must initially be alerted by telephone (Tel: Imjin Barracks, Innsworth 95471 7325 or direct dial 01452 519951 (Fax 01452 510807)), but the actual report must be completed using either the specific electronic format on the Joint Personnel Administration (JPA) system or if that is not available by sending a Notification of a Casualty (NOTICAS) message or Fax (Fax number: 95471 7363 or 01452 510807). Further details, including the information required, are in

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Chapter 2. When the EC lives near the reporting unit, such as in Service Families Accommodation (SFA), the reporting unit is to notify them in accordance with the policy in Chapter 4.

**01.01.0113. Chain of Command.** In the first instance the role of the chain of command is to facilitate the passage of the casualty information to the JCCC. However, for operational or security reasons, the commanding headquarters may impose controls on the release of casualty information. It is the responsibility of the chain of command in such cases to alert the JCCC that casualties have occurred and to ensure that casualty information is passed immediately the security or operational situation permits.

**01.01.0114. Joint Casualty & Compassionate Centre (JCCC).** The JCCC is the coordination centre and prime source of information on all reported casualties. In particular it is to:

- a. On receipt of a casualty report check the details and ensure that all the relevant authorities are informed iaw Annex A to Chapter 2.
- b. Appoint a NA and ensure that the casualty's EC(s) is/are appropriately notified as soon as possible.
- c. Authorise travel and accommodation at public expense for relatives and friends to visit Service casualties in hospital under the DILFOR (Overseas) and DILFOR (UK) schemes (details in Volume 1, Chapter 7 of JSP 751).
- d. Ensure that VOs are appointed by the relevant Service and are given the necessary support.
- e. Inform the MoD Director of News (D News) Press Office staff as soon as NOK and ECs have been informed about a death and forward any requests for delays in releasing names to the media.
- f. Maintain an accurate record of the location and state of all reported casualties including those requiring aeromedical evacuation and (enemy prisoners of war who become casualties whilst in the custody of HM Forces).
- g. Deal with enquiries about casualties from families, friends and the general public including activating and operating a telephone enquiry service in the MIC as and when necessary.
- h. Arrange for the repatriation of bodies including liaison with coroners. (Details in Volume 2, Part 1, Chapter 1 of JSP 751)
- i. Arrange for the provision of Service headstones and grave markers. (Details in Volume 2, Part 1, Chapter 3)

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- j. Coordinate the release of a deceased Service person's personal effects. (Details in Volume 2, Part 1, Chapter 6)
- k. Make payments to the deceased's estate on behalf of the MoD (details in Volume 2, Part 1, Chapter 7)
- l. Provide information on casualties for single Services and MOD as required.

**01.01.0115. Single Services.** The JCCC is required to ensure that all relevant single Service authorities are informed of a casualty iaw with Annex A to Chapter 2. If notification is required the JCCC will nominate an appropriate single Service formation to be the NA from the list at Annex C. That NA will notify the EC or NOK in accordance with the policy in Part 1 Chapter 4 including appointing a CNO if required. Thereafter the appointment and briefing of a suitable VO and all further contact with and support for the casualty's family becomes the responsibility of the casualty's own Service. Further details including the role of the VO are in Part 1, Chapter 8.

**01.01.0116. Briefing Ministers.** The single Service personnel secretariats (DPSN, LF Sec, RAF Personnel Secretariat) are responsible for briefing Ministers and senior officers on significant casualty occurrences to their own personnel based on information provided by JCCC and the relevant chain of command. There will be occasions, in Joint Service scenarios, where PJHQ (J9) will be the lead authority for briefing.

### Section 7 - Media

**01.01.0117.** It is likely that most incidents involving Service fatalities, especially on operations, will be of considerable interest to the media and will be widely reported. It is essential that any information released by MoD and the Services (especially the names of the deceased and details of casualties) is properly co-ordinated with due consideration for both operational and security concerns as well as the concerns of ECs and NOK. This co-ordination is the responsibility of D News in liaison with the appropriate single Service or joint Service authority (see Annex H to Part 1, Chapter 8 for guidance).

**01.01.0118. Major Incidents.** In the event of a major incident or whenever the MIC is activated a special media operations cell may be established alongside JCCC by D News.

**01.01.0119. Release of Names.** It is MoD policy to release the names of deceased personnel but only after the NOK (and ECs if different) have been notified. NOK may request a further delay to enable them to inform other family members and, wherever possible, their wishes will be respected. Additional personal information about the deceased may be released at the request (or with the consent) of either the EC or the NOK. The actual release of the names and any other details (including photographs) is to be coordinated by D News Press Office staff. The names of other casualties will not be released, other than in exceptional circumstances, and must only be carried out with the consent of the casualty or, if they cannot be consulted, their EC.

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**01.01.0120. Unwelcome Media Attention.** NOK and ECs are to be offered (by CNOs and VOs) advice and assistance in dealing with unwelcome media attention. This will be provided through regional media staff but co-ordinated as necessary by D News Press Office staff.

**01.01.0121. Responsibilities:**

- a. All contact with the media about casualties is to be co-ordinated by D News Press Office staff in consultation with PJHQ and single Service staffs as necessary.
- b. The JCCC is to keep D News informed about all deaths and serious casualty incidents.
- c. D News is responsible for providing media advice to the JCCC. It is also responsible for ensuring that NAs, CNOs and VOs have access to expert media advice on a 24hr basis if necessary. While this may be provided directly it is normally delegated to Regional or single Service media staff especially in areas such as Northern Ireland, Germany or Cyprus.
- d. JCCC is responsible for organising and controlling the notification of ECs and NOK and informing D News Press Office staff as soon as this is complete. In addition, the JCCC is responsible for informing D News staff of any request from NOK or EC for a delay in the release to the media of names of the deceased.
- e. CNOs (and later VOs) are to establish if NOK wish to release photographs and any other details on deceased Service casualties to the media. They are responsible for ensuring they are passed on to D News Press Office staff via JCCC (see Annex H to Chapter 8 for guidance).
- f. For PJHQ led operations J9 is the sole authority for permission to release the names of operational casualties. D News Press Office staff are responsible for the actual release of the names of deceased casualties having consulted with the JCCC regarding notification of NOK and command/joint headquarters as necessary on operational and security matters.
- g. CNOs and VOs are to arrange advice and assistance for NOK and ECs in dealing with unwelcome media attention if requested. This will be provided through regional media staff but co-ordinated as necessary by D News Press Office staff (see Annex H to Part 1 Chapter 8 for guidance).

### Section 8 - Letters of Condolence

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**01.01.0122.** Condolence letters and letters of sympathy including those such as missing believed killed can be a great source of comfort. It is current MOD policy that the following are to be written:

- a. **Ministers.** A letter of condolence will be sent by the Prime Minister or the Secretary of State to the NOK of all personnel who die in Service. The letter will be drafted by the relevant single Service secretariat with information from JCCC. Ideally the letter should be sent within two working days of notification. Normally, the Prime Minister will only write to the NOK of those personnel who are killed in action on operations. The Secretary of State will write to NOK of all personnel who die in service.
- b. **Service Representative.** A senior single Service representative will also send a letter of condolence to the NOK of all personnel who die in Service. This will normally be 2SL for the Navy, CGS for the Army and AMP for the RAF. The letter will be drafted by the relevant single Service secretariat and should arrive shortly after the ministerial letter.
- c. **Commanding Officer (CO).** In all cases of death the individual's CO is to write to the NOK. (Further guidance for COs is in Part 1 Chapter 5).
- d. **JCCC.** A letter informing the NOK of contacts within the JCCC and pensions branch (where appropriate) plus various other information will be sent by HD JCCC, via the VO, in all cases of death.
- e. **Others.** While other Senior Officers (such as Formation Commanders and Honorary Colonels) may also wish to write in their official capacity they are strongly encouraged to liaise with the VO with regard to the timing.

### Annexes:

- A. Nomination of Emergency Contact and Next of Kin
- B. Notifiable Casualties
- C. Notifying Authorities
  - Appendix 1 – Naval Service (RN & RM) Notifying Authority
  - Appendix 2 – Army Notifying Authorities
  - Appendix 3 – RAF Notifying Authorities
  - Appendix 4 – MOD Civil Service Notifying Authorities

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## NOMINATION OF EMERGENCY CONTACT AND NEXT OF KIN

1. The information below is to be provided by every Service person. It is to be entered directly into the Joint Personnel Administration (JPA) system. It is to be verified annually or before deployment to an operational area.

### Emergency Contact (EC)

2. The EC is the single person that the Service person wishes to be told in the event that they are killed, missing, injured or ill. This person will normally be their Next of Kin (NOK) (see below) but the Service person may choose someone else, particularly if their NOK is a minor.

3. The Service person must provide the ECs full name, address and telephone number. They should also indicate the EC's relationship to themselves.

**Identification of an EC is mandatory.**

### Next of Kin (NOK)

4. The NOK is the Service person's closest<sup>2</sup> relative. The Service person must understand that their NOK will be informed if they are killed or missing and that they will be consulted on such matters as repatriation and burials.

5. The Service person is to give the full name, relationship, address and telephone number of their NOK if they are different from the EC.

### Additional Nominees

6. Service personnel are able to nominate additional nominees who will be contacted in the event that the EC/NOK cannot be contacted.

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<sup>2</sup> This is determined in the following order: 1. Surviving spouse (even if separated), 2. Issue ad infinitum – children, grandchildren, great grandchildren, 3. Parents, 4. Brothers and Sisters of whole blood, 5. Issue of brothers and sisters of whole blood, 6. Brothers and sisters of half blood, 7. Issue of brothers and sisters of half blood, 8. Grandparents, 9. Uncles and Aunts of whole blood, 10. Issue of uncles and aunts of whole blood, 11. Uncles and aunts of half blood, 12. Issue of uncles and aunts of half blood

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NOTIFIABLE CASUALTIES

Type	Limitations	Responsible for Notification of EC/NOK
Regular Forces (including FTRS)	None	JCCC
UK Special Forces	D/DSF/J/01-12 issued 3 Jan 12 refers	HQ DSF
Service Persons including R IRISH (Home Service)	None	JCCC
Members of the Reserve Forces <sup>3</sup>	When casualty occurs while on duty	JCCC
NRPS	None	JCCC
Gibraltar Regiment	When on duty with regular forces outside Gibraltar	JCCC
Cadets	When casualty occurs while on training	JCCC
Military Provost Guard Service (MPGS)	None	JCCC
Dependants	When accompanying service person or entitled civilian overseas <sup>4</sup>	JCCC
MOD Civil Servants <sup>5</sup>	When serving overseas or on board HM ships, RFA or MoD chartered ships incl Ships Taken up from Trade (STUFT)	DBS Employee Wellbeing Service except RFA. Fleet Support for RFA casualties.
Other Government Departments (OGDs) including civilian police	When deployed overseas under MOD auspices	Parent Department
Additional Duties Commitment (ADC) Personnel	None	JCCC
Navy Army & Air Force	When serving overseas	NAAFI (Amesbury)

<sup>3</sup> Includes RNR, RMR, TA, RAuxAF, RAFVR(UAS), DTUS, Sponsored Reserves, individual Reservists

<sup>4</sup> Note in this context "Overseas" includes Northern Ireland

<sup>5</sup> Includes: Royal Fleet Auxiliary (RFA), Meteorological Office, Hydrographic Service, Service Children's Education (SCE), Defence Science Technology Laboratories (DSTL), Ministry of Defence Police (MDP), Defence Fire Service (DFS).

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Institute (NAAFI)		
Expeditionary Forces Institute (EFI) & Naval Canteen Service (NCS) <sup>6</sup>	Whilst deployed on Operations	NAAFI (Amesbury) JCCC
Soldiers' Sailors' & Airmen's Families Association (SSAFA)	When serving overseas	SSAFA
Women's Royal Voluntary Service (WRVS)	When serving overseas	WRVS
Defence Medical Welfare Service (DMWS)	When serving overseas	DMWS
Council of Voluntary Welfare Workers (CVWW) <sup>7</sup>	When serving overseas	HQ CVWW
Services Sound & Vision Corporation (SSVC)	When serving overseas	SSVC
Contractors on Deployed Operations (CONDO)	While deployed in support of HM Forces	Contractor
As Above	When deployed overseas in support of HM Forces or on board HM ships, RFA or MoD chartered ships	Contractor
Foreign Exchange Personnel	None	Casualty's Embassy
Press	"Embedded press" deployed with HM Forces in operational areas.	Parent Organisation
UK Non-Government Organisations (NGOs) <sup>8</sup>	When deployed overseas under MOD auspices	Parent Organisation
Visiting MPs or other UK dignitaries	When deployed overseas under MOD auspices	FCO
Enemy PW	For casualties occurring while in custody of HM Forces (see Chapter 13)	PWIB/ICRC

<sup>6</sup> When deployed are to be treated as reservists.

<sup>7</sup> CVWW includes Church Army, Salvation Army, Young Women's Christian Agency (YWCA), Mission to Military Garrisons (MMG) and Church of England Soldiers', Sailors' and Airmen's Clubs (CESSAC)

<sup>8</sup> Includes: British Red Cross Society, The venerable Order of the Hospital of St John of Jerusalem, Soldiers and Airmen's Scripture Readers Association, Malcolm Clubs, Royal Naval Lay Readers' Society, British Sailors' Society, Missions to Seamen.

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### NOTIFYING AUTHORITIES

1. Notifying Authorities (NAs) are the units responsible for notifying Emergency Contacts (ECs) or Next of Kin (NOK) of Service casualties. NAs appoint and brief Casualty Notification Officers (CNOs) if required or otherwise arrange notifications. NAs also select and appoint Visiting Officers (VOs) (see chapters 5 and 8). The selection and ongoing support of the CNOs and VOs are key tasks of NAs.
2. **Tasks.** The tasks of the NAs are described in Chapter 4. In summary they are as follows:
  - a. Maintain a list of potential CNOs.
  - b. Decide on any special requirements such as whether there is particular urgency, sensitivity or media interest.
  - c. Appoint and brief a CNO if required.
  - d. Carry out or direct the actual notification as required and inform JCCC when it is complete.
  - e. Select and appoint a suitable VO when the casualty is either dead, missing, categorised VSI or SI and in other cases where the NA considers the situation warrants it.
  - f. Select and appoint a suitable Escorting Officer (EO) when appropriate or requested to by JCCC.
  - g. Arrange for media operations briefing and advice for the CNO and VO if required.
  - h. Ascertain (in cases of death) if the police intend to appoint a Families Liaison Officer (FLO) and inform the CNO and VO accordingly.
  - i. Ensure the CNO and VO is given appropriate support.
3. **Lists of NAs.** When the EC lives near the reporting unit, such as in Service Families Accommodation (SFA), the reporting unit will also notify them in accordance with the policy in Chapter 4. In other cases the JCCC will appoint NA's from the attached lists. JCCC will always try to appoint a NA from the same Service as the casualty. If for any

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reason that is not practicable another Service NA will be appointed or assistance requested from the Civil Police. However, in such instances a NA from the casualty's own Service will be appointed to provide the VO and other ongoing support if required<sup>9</sup>.

- a. **RN and RM NAs.** See Appendix 1.
- b. **Army NAs.** See Appendix 2.
- c. **RAF NAs.** See Appendix 3.
- d. **Other NAs.** For non-Service casualties JCCC is to inform the agencies listed at Annex B to this chapter who will be responsible for informing the families in accordance with their own procedures.
- e. **Overseas.** For overseas countries where there is a resident UK Service unit or Station they will be appointed. Otherwise assistance will be requested from the Defence section of the nearest British Embassy or High Commission.

### Appendices:

1. NS NA.
2. Army NAs.
3. RAF NAs
4. MOD Civil Service Notifying Authority

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<sup>9</sup> HQ DSF act as an NA for personnel under its operational command.

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**NAVAL SERVICE (RN & RM) NOTIFYING AUTHORITY**

1. The Naval Service Casualty Cell will be responsible for ensuring that KINFORMING takes place within extant policy, as outlined in JSP 751, for all Naval Services personnel.
2. NPFS/DCGRM has the responsibility for follow up and aftercare including: bedside attendance, funeral arrangements, financial advice, pastoral and welfare support, administrative, legal, claims and media shielding requirements.
3. In the event of major incident including crisis and war involving RN or RM personnel the Naval Casualty Reporting Organisation for Major Ship/Shore Disaster (MSD) is activated see Chapter 3, Annex C.
4. **Notifying Authority**

Ser	Notifying Authority	Area
1	NCHQ PORTSMOUTH	ALL RN/RM PERSONNEL
2	British Embassies	

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**ARMY NOTIFYING AUTHORITIES**

<b>Ser</b>	<b>Notifying Authority</b>	<b>Area</b>
1	HQ SP COMD ALDERSHOT	UK (Except London District), Nepal and Brunei
2	ADMINU FALKLANDS	FALKLAND ISLANDS
3	HQ London District	London District
4	HQBFG	Germany and North West Europe
5	HQBFC	Cyprus
6	British Embassies	

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**RAF NOTIFYING AUTHORITIES**

1. Where the casualties' parent unit, or the reporting unit, is unable to action direct, the JCCC will task the nearest major RAF unit with notifying the NOK. The listed areas of responsibility are for guidance only; Tasking will depend on a Unit having the available resources to perform the task in required time-scale.

**Note:** Officers serving at an AFCO or UAS, or Navy/Army units should be called on to assist where time is a crucial factor and no RAF unit is located nearby.

<b>Ser</b>	<b>Notifying Authority</b>	<b>Area (For Guidance only)</b>
1.	RAF ALDERGROVE	Northern Ireland
2.	RAF BENSON	Oxfordshire & Surrounding Area
3.	RAF BOULMER	Northumbria & Surrounding Area
4.	RAF BRIZE NORTON (inc MOD Abbeywood)	Oxfordshire & Surrounding Area
5.	RAF CONINGSBY	Lincolnshire & Surrounding Area
6.	RAF COSFORD	Staffordshire, W Midlands and Surrounding Area
7.	RAFC CRANWELL (includes all AFCO's)	East Midlands, South Yorkshire & Surrounding Area (AFCO's)
8.	RAF FYLINGDALES (inc Staxton Wold)	East Yorkshire
9.	RAF HALTON	Bucks, Herts & Surrounding Area
10.	RAF HENLOW	Surrounding Area
11.	RAF HIGH WYCOMBE (HQ AIR)	Bucks, Oxon & Surrounding Area
12.	RAF HONINGTON	Cambridgeshire, Suffolk & Surrounding Area
13.	RAF LEEMING	Yorkshire & Surrounding Area
14.	RAF LEUCHARS (until Sep 14)	Eastern Scotland & Surrounding Area
15.	RAF LINTON ON OUSE	Yorkshire & Surrounding Area
16.	RAF LOSSIEMOUTH	NE Scotland
17.	RAF MARHAM	Norfolk & Surrounding Area
18.	RAF NORTHOLT	West London & Surrounding Area
19.	RAF ODIHAM	Hampshire & Surrounding Area
20.	RAF SCAMPTON	Lincolnshire
21.	RAF SHAWBURY	Shropshire, Mid Wales & Surrounding Area
22.	RAF SPADEADAM	Cumbria / Borders & Surrounding Area
23.	RAF ST MAWGAN	Devon/ Cornwall

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24.	RAF VALLEY	N Wales
25.	RAF WADDINGTON	Lincolnshire & Surrounding Area
26.	RAF WITTERING	Cambridgeshire & Surrounding Area
27.	RAF WYTON	Cambridgeshire & Surrounding Area
28.	JFIG Digby	Lincolnshire & Surrounding Area
29.	LATCC Swanwick (Mil)	Surrounding Area
30.	MOD Boscombe Down	Surrounding Area
31.	MOD Corsham	Wiltshire
32.	MOD St Athan	South Wales
33.	RAF AKROTIRI	Cyprus

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**MOD Civil Service Notifying Authority**

<b>TYPE</b>	<b>Limitations</b>	<b>Responsible for Notification of EC/NOK</b>
MOD Civil Servants excluding RFA, MDP, DFRS	None	VWS
RFA Seafarers	None	RFA Pers
MDP Officers	None	MDPGA
DFRS	None	DFRS HQ

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## CHAPTER 2 - CASUALTY REPORTING

### Section 1 - **Outline**

**01.01.0201.** This Chapter describes the mechanics of the initial reporting system, which casualties must be reported and the procedures that must followed. Paragraph 01.01.0213 outlines the reporting of incidents that are likely to attract a greater degree of public interest and how such cases are to be dealt with.

### Section 2 - **General**

**01.01.0202. Aim.** The aim of the casualty reporting system is to ensure that the correct people are informed of the identity and state of the casualty as soon as possible.

### **01.01.0203. Principles:**

- a. **Joint Casualty and Compassionate Centre (JCCC).** There are a number of agencies that need to know about a casualty these may be different for each Service. **All casualty reports must be sent to the JCCC who will then commence the notification of these agencies as per the distribution lists contained at Annex B to the chapter.**
- b. **Speed and Accuracy.** Whilst speed is critical in the casualty reporting system, it is paramount that whatever information is reported must be accurate. Details may be sacrificed for speed but not accuracy; see paragraph 01.01.0206 sub sections a and b.
- c. **Priorities.** In cases of death, missing, where the casualty's life is in serious danger (ie medically listed as VSI or SI) or if the casualty is incapacitated and listed III, the casualty's Emergency Contact (EC) is the single most important person to be informed. They should be the first to be told and the objective of the casualty reporting system is to get the correct information to the Casualty Notification Officer (CNO) as quickly as possible.
- d. **Operational and Security Considerations.** The commanding headquarters may impose controls on the release of casualty information from a unit or operational theatre for operational or security reasons. **In such cases the delay in passing the information to the JCCC must be kept to the absolute minimum commensurate with the situation.**

### Section 3 - **Casualties to be Reported**

**01.01.0204.** The casualty reporting system is designed primarily to report casualties to service persons and entitled civilians. However there are a number of others for whom it may also be used. Details are in Annex B to Chapter 1.

**01.01.0205. Types of Casualty.** Medical authorities are responsible for identifying the medical category for each type of casualty.

**The following casualties must be reported:**

- a. **Deaths<sup>10</sup>.** For a death to be notified there must be no doubt whatsoever as to the fact. Whenever there is the slightest question whether death has occurred, eg, where a Service person is believed to have drowned but the body has not been recovered and identified, the casualty must be notified as either 'Missing – believed Killed (MBK) or Missing Not Known (MNK)'. (Official presumption of death is not a notifiable casualty) See Annex A Chapter 2.
- b. **Missing and Returned from Missing (RFM).** Missing includes kidnapping and detention by a foreign power but not illegal absence. See Annex B to this Chapter.
- c. **Casualties medically categorised as:**
  - (1) **VSI.** A patient is termed 'very seriously ill' when his/her illness or injury is of such severity that life is imminently endangered.
  - (2) **SI.** A patient is termed 'seriously ill' when his/her illness or injury is of such severity that there is cause for immediate concern but there is no imminent danger to life.
  - (3) **III.** Incapacitating Injury / Illness. A patient has an incapacitating illness or injury if their illness or injury does not warrant classification as VSI or SI, but renders them physically and/or mentally incapacitated.<sup>11</sup>
- d. **Unlisted Casualties (UL).** An individual whose illness or injury requires hospitalisation but whose condition does not warrant classification as VSI, SI or III. **Casualties who have been unexpectedly admitted to hospital and medically categorised as UL in the following circumstances must be reported to JCCC:**
  - (1) On duty away from their **home base; on operations, overseas deployments and exercises.**
  - (2) On board HM ships at sea or away from home ports.

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<sup>10</sup> Dependants including domestic servants and nursemaids, provided they were able to move at public expense and stillborn infants carried in utero for 24 weeks or more.

<sup>11</sup> By its very nature the injury will be sufficiently serious to preclude communication with NOK, therefore a III patient will not be able to SELFKNFORM.

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- (3) The casualty has been admitted to hospital for less than 72 hours, but their injuries were caused by circumstances that would be of public interest, i.e. **personnel Wounded in Action (WIA)**
  - (4) **When admissions exceed 72 hours they must be reported by NOTICAS with effect from the date and time of admission see sub para 0205 c(3) above.**
  - (5) Other occasions where the reporting unit or individual is unable to notify the EC directly and requires the assistance of the JCCC.
- e. Where casualties require aeromedical evacuation, **under no circumstances should the aeromedical messages 1, 3 and 4 (as defined in AP 3394) be considered as an initial NOTICAS see paragraph 01.01.0604.**
  - f. Casualties whose injuries are believed to be caused as a result of deliberate self harm/attempted suicide and who have not been otherwise listed should be reported as UL.
  - g. Previously reported casualties whose casualty state or location has changed.
  - h. Previously reported casualties once declared FIT and discharged from hospital.
  - i. Admittance to Hospital (Service Personnel under the Age of 18 Years). Whenever injuries or illness cause a service person under the age of 18 years to be admitted to hospital, his/her NOK are to be notified unless the patient asks for them not to be. If their injuries or illness are not in themselves notifiable, their wishes may be disregarded if the hospital authorities consider that it is essential or in the patient's best interest to inform the NOK, provided that the agreement of the officer commanding their unit is first obtained.
  - j. There is no requirement to report persons away from their home base temporarily attending, or admitted to, hospital for a period of less than 72 hrs **for minor medical conditions that do not require Aeromed evacuation** if in the opinion of a medical officer, they would have been treated at Role 1 and followed by a period of sick leave were the individual home-based.

**Section 4 - Notification of a Casualty (NOTICAS)**

**01.01.0206.** There are 2 methods of reporting a casualty:

- a. The preferred method is by completing the casualty reporting section on the JPA system.

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- b. Where JPA is not available units must send a “NOTICAS” , precedence immediate, message via the High Grade Message interface (HGMi) if available or by FAX to JCCC INNSWORTH or fax (fax number: 95471 7363 or 01452 510807).
- c. **Because of the possible delays in communication reporting units must alert the JCCC by telephone (Tel: Military 95471 Ext 7325 or Civilian 01452 519951) for all initial NOTICAS including updates/progress reports. This also applies to NOTICAS submissions via HGMi and Fax. Where the reporting unit is unable to notify the EC the JCCC will select and warn the likely NA (the EC is not to be notified until the actual NOTICAS message has been received) by the JCCC and has formerly tasked the NA to kinform.**

**01.01.0207. NOTICAS Format.** The text of a NOTICAS message is to begin with the word “NOTICAS”. If more than one casualty separate NOTICAS messages are required (but see paragraph 01.01.0216). Thereafter the following format is to be used:

<b>ALPHA</b> (Essential)	State “ <b>Initial</b> ” Report or “ <b>Update</b> ” with Update number.
<b>BRAVO</b> (Essential)	<b>Rank, Initials (and known forename), Surname, Service</b> (RN, RM, Army, RAF, etc), <b>Service Number, Unit, (and attached Unit if applicable) Regt/Corps</b> (Army only). <b>NB:</b> i. For mobilised TA list Parent unit ii. For a dependant give the name of the casualty then the relationship and details of the service person (e.g. wife of ...).
<b>CHARLIE</b> (Essential)	<b>Casualty Category Details</b> (Category/Status) (e.g. Dead, Missing or Medical Listing. See categories at Annex A), also Previous Category if an “Update” (e.g. VSI previously SI).
<b>DELTA</b>	<b>Date and Time</b> of the incident and <b>Place</b> (if known and not classified).
<b>ECHO</b>	<b>Supplementary Information.</b> Include <b>Cause, On Duty or Off Duty, Regular or Reservist</b> and any of the supplementary management information categories in Annex A that apply.
<b>FOXTROT</b>	<b>Cause Categorisation.</b> Free text showing additional details about the incident. Include rank, name and number of any other military personnel involved. For categories see Annex A
<b>GOLF</b>	<b>Supplementary Medical Information.</b> Details of injury or illness if they can be released, otherwise a <b>medical contact</b> who can provide information for the Emergency Contact (EC) or Casualty Notification Officer (CNO).
<b>HOTEL</b>	<b>Casualty Location</b> at Date and Time (use <b>DTG</b> )
<b>INDIA</b>	State whether the <b>Emergency Contact (EC):</b>

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(Essential)	<p>a. <b>Has been informed</b> – use Codeword <b>KINFORMED</b> b. <b>The unit will inform</b> – use Codeword <b>KINFORMING</b> c. <b>JCCC to inform</b> – use Codeword <b>KINNOTFORMED</b></p> <p>Where KINFORMED, state who has been informed. <b>In all cases</b> include Name, address and relationship of EC if known. Also any other information regarding the EC that will be useful for the CNO.</p>
<b>JULIET</b> (Essential)	<p><b>Additional Remarks.</b> Any additional known facts that will be useful for the CNO/VO, RCDM and Parent Unit (e.g. Requirement for DILFOR, specific Welfare requirements, Date and Time of Death if different from Date and Time of incident). This must include the name and telephone number, both working and out of hours of a <b>Unit Point of Contact (POC)</b>.</p>

- a. **Everything in the NOTICAS must be factually correct.** If the reporting unit is not certain this must be identified in the text (e.g. Witness reports casualty has been taken to “x” hospital). Reporting units must aim to provide all the required information. However when speed is essential or when to find out all the information would incur delay reporting units must send an Initial NOTICAS with at least the essential information indicated above.
- b. **If an Initial NOTICAS is sent without some of the required information an Update must be sent as soon as possible, so that the family members can be fully briefed.**
- c. All times are to be in ZULU.

**01.01.0208. Message Addressees.** All NOTICAS messages must be sent to the JCCC as the sole ACTION addressee. The JCCC will then immediately inform the agencies listed at Annex A.

**01.01.0209. Message Precedence.** All NOTICAS must be sent IMMEDIATE to JCCC.

**01.01.0210. Subject Indicator Codes (SICs).** For NOTICAS messages use the SIC “WAL/ABA” for military and VAL/ABA for civilians.

**01.01.0211. Examples of NOTICAS Messages.** Some examples of NOTICAS messages are at Annex C.

#### Section 5 - Casualties not formally identified

**01.01.0212.** Where a death has occurred and the identity of the deceased is known but the body has not been formally identified reporting units **must** indicate “Identification Provisional” in the Supplementary Management Information of the NOTICAS. Where the body has not been found but the probability is that the individual is dead they should be reported as “Missing Believed Killed”.

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## Section 6 - Incidents of Public Interest

**01.01.0213.** The need for speed in the reporting (and notification) process is particularly acute where an incident, involving casualties, is likely to be reported in the media. All incidents occurring in a Theatre of Operation must be PUBLINTCAS. In such cases the reporting unit may be required to identify those who were involved in the incident but whom are not themselves casualties in order that their ECs can be reassured. When reporting such incidents by message units are to begin the message PUBLINTCAS

**01.01.0214. Priorities<sup>12</sup>.** In such incidents Casualties are sorted into priorities by a system of triage. This is an ongoing process requiring regular assessment of the casualty. Three grades of triage are used, T1, T2 and T3:

- a. **T1 priority (cannot wait).** These are casualties with life, limb or sight-threatening injuries. Treatment is essential within an hour.
- b. **T2 priority (can wait).** These are casualties with serious injuries that require treatment within 2 hours.
- c. **T3 priority (must wait).** These are casualties whose injuries can safely wait for up to 4 hours before treatment.
- d. **T4 priority (will die).** This priority should NOT be awarded routinely.

**01.01.0215. Examples of PUBLINTCAS messages.** Some examples of PUBLINTCAS messages and messages are at Annex D.

## Section 7 - Multi-Casualty Situation

**01.01.0216.** In a situation involving multiple casualties such as a serious aircraft accident, a major ship disaster or when a large number of people are involved (such as in a high-intensity operation or serious traffic incident) reporting units must alert the JCCC in order that the Major Incident Centre (MIC) can be activated. Thereafter a much-abbreviated form of reporting may be used.

## Section 8 - Casualty Reporting Categories

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<sup>12</sup> These priorities are not to be used in NOTICAS messages

**01.01.0217.** The categorisation of casualties to be used in all NOTICAS messages and on the JPA system are shown in Annex B.

## Section 9 - Role of JCCC

**01.01.0218.** When a reporting unit raises a NOTICAS the JCCC will:

- a. Verify the details on the NOTICAS.
- b. Decide on the requirement for notification and appoint NAs as necessary.
- c. Inform single Service HQs (in accordance with the lists at Annex A).
- d. Authorise DILFOR if required (see Chapter 7).
- e. Decide whether to activate the Major Incident Centre.
- f. Register and track the casualty.
- g. Provide advice for CNOs and VOs as necessary.
- h. Provide information for single Services and MoD as required.
- i. Make every effort to obtain full details of the incident in order to inform the NOK through the CNO/VO.

## Section 10 - Progress Reporting

**01.01.0219. Changes.** It is essential that all changes in condition of a previously reported casualty and changes in location (e.g. transfers between or discharge from hospitals) are reported promptly to JCCC. These reports must be sent as an "Update" NOTICAS.

**01.01.0220. Routine Reports.** Irrespective of any change in condition or location routine progress reports are to be made on all listed service casualties. Details are in Chapter 5.

## Section 11 - MOD Civil Service Casualties

**01.01.0221. Operational death or serious injury.** The death or serious injury of an MOD civil servant whilst serving on operations is to be reported through the NOTICAS system to the JCCC.

**01.01.0222. Non-operational death or serious injury overseas.** The death or serious injury of a civil servant or dependant overseas is to be reported immediately by the individual's line manager, Command Secretariat, British Embassy, Consulate or High

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Commission to the JCCC and the DBS Employee Wellbeing Service (EWS) Helpline, see appendix 5 to Annex A to this chapter.

**01.01.0223.** The people Pay and Pensions Agency Employee Wellbeing Service Defence Business Services – People Services Helpline is the Notifying Authority for all entitled civilians listed in Annex A Appendix 5 to this Chapter except RFA personnel, the Notifying Authority for which is Fleet HQ.

**01.01.0224.** The EWS Helpline operates between 0830 and 1630 Monday to Friday. (Tel: **93345 7047/0800 345 7047** – from overseas **+44 1225 828734**). Outside of these hours, JCCC will contact the EWS Duty Officer by telephone, pass on details of the casualty and request Kinforming action. The Helpline or EWS Duty Officer will notify JCCC that kinforming has been completed.

**01.01.0225.** For RFA casualties, JCCC will contact Fleet HQ or the RFA Duty Officer (24 hours).

### **Annexes:**

- A. NOTICAS Information Addressees.
  - Appendix 1 – RN NOTICAS Distribution List
  - Appendix 2 – ARMY NOTICAS Distribution List
  - Appendix 3 – RAF NOTICAS Distribution List
  - Appendix 4 – PPPA EWS Helpline address/contact details
- B. Casualty Reporting Categories.
- C. NOTICAS Examples.
- D. PUBLINTCAS Examples

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### NOTICAS INFORMATION ADDRESSEES

1. The JCCC will, on receipt, automatically forward, via HGMi, the key casualty information from the NOTICAS messages to the addressees listed below. Only medical in confidence details will be removed.
  - a. The casualty's parent Service (formation HQs for onward dissemination).
  - b. PJHQ (if under PJHQ command or Died of Wounds in a UK Medical Facility).
  - c. Appropriate 1 and 2 star OPCOM (if the casualty is Operational)
  - d. RCDM (If the casualty is Operational)
  - e. MoD Duty Officer
  - f. Notifying Authority via HGMi
  - g. Other Service organisations in accordance with the attached distribution lists.
2. Distribution Lists. The Single Service Distribution Lists are as follows:
  - a. RN at Appendix 1.
  - b. RM at Appendix 2.
  - c. Army at Appendix 3.
  - d. RAF at Appendix 4.
  - e. MOD Civil Service at Appendix 5.

#### Appendices:

3. RN/RM NOTICAS Distribution List.
4. Army NOTICAS Distribution List.
5. RAF NOTICAS Distribution List.
6. MOD Civil Service Distribution List.

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APPENDIX 1 to  
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NS NOTICAS DISTRIBUTION LIST

ACTION ADDRESS	FOR	REMARKS
NCHQ PORTSMOUTH		NOTIFYING AUTHORITY
MODUK		
<b>IF OPERATIONAL</b>		
COMPCELL BASTION		
PJHQUK		
APPROPRIATE 1 AND 2 STAR OPCOM		
RCDM BIRMINGHAM		
<b>IF REQUIRED</b>		
ADMINU FALKLANDS		
HQBF CYPRUS		
HQBFG		

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APPENDIX 2 to  
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ARMY NOTICAS DISTRIBUTION LIST

ACTION ADDRESS	FOR	REMARKS
HQLF ANDOVER		
HQ SP COMD ALDERSHOT		NOTIFYING AUTHORITY
MODUK		
<b>IF OPERATIONAL</b>		
COMPCELL BASTION		
PJHQUK		
APPROPRIATE 1 AND 2 STAR OPCOM		
RCDM BIRMINGHAM		
<b>IF REQUIRED</b>		
ADMINU FALKLANDS		
HQBF CYPRUS		
HQBFG		

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**RAF NOTICAS DISTRIBUTION LIST**

<b>ACTION ADDRESS</b>	<b>FOR</b>	<b>REMARKS</b>
HQAIR	Air Duty Officer	
RAFPC AIR		
MODUK		
<b>IF OPERATIONAL</b>		
COMPCELL BASTION		
PJHQUK		
APPROPRIATE 1 AND 2 STAR OPCOM		
RCDM BIRMINGHAM		
<b>IF REQUIRED</b>		
ADMINU FALKLANDS		
HQBF CYPRUS		
HQBFG		

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APPENDIX 4 to  
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DISTRIBUTION LIST MOD CIVIL SERVANTS

Casualty's Organisation Casualties and Compassionate	Telephone – When Kinforming is required	High Grade Message
MOD Civil Servants Overseas	DBS Employee Wellbeing Service (EWS Helpline)	MODUK - Mandatory
MOD Civil Servants on Operations	DBS Employee Wellbeing Service (EWS)	MODUK - Mandatory PJHQUK COMPCELL BASTION
RFA Seafarers – onboard Ship	DBS Employee Wellbeing Service (EWS Helpline) RFA Helpline	MODUK NCHQ Portsmouth PJHQUK – if Operational
MDP Officers - Overseas	DBS Employee Wellbeing Service (EWS Helpline) MDPGA Whetherfield	MODUK PJHQUK – if Operational
DFRS Fire Fighters - Overseas	DBS Employee Wellbeing Service (EWS Helpline) DFRS HQ	MODUK PJHQUK – if Operational

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**CASUALTY REPORTING<sup>13</sup> CATEGORIES**

1. Casualty Details (Category/Status). Serial CHARLIE of the NOTICAS must show one of the following for each casualty.

DEAD	
KIA	Killed in Action A battle casualty who is killed outright or who dies as a result of wounds or other injuries before reaching a medical treatment facility.
DOW	Died of Wounds A battle casualty who dies of wounds or other injuries received in action, after having reached a medical treatment facility.
DNK	Dead Cause Not Known
DOP	Died on Operations - (Died, when deployed on Operations, or as a result of Operations, but not KIA or DOW)
NOD	Non-Operational Death – (Died when NOT deployed on Operations)
MISSING	
MBK	Missing Believed Killed
MBW	Missing Believed Wounded
MBPW	Missing Believed Prisoner of War
MBDAW	Missing Believed Detained Against Will
MNK	Missing Circumstances Not Known/Not Accounted for
NOM	Non-Operational Missing
CPW	Confirmed Prisoner of War
DAW	Detained Against Will
RFM	Returned From Missing/Detained
MEDICAL LISTING	
VSI	Very Seriously Ill/Injured/Wounded
SI	Seriously Ill/Injured/Wounded
III	Incapacitating Illness/Injury (See paragraph 01.01.0205c)

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<sup>13</sup> In the context of casualty reporting, personnel who are categorised as 'on operations' are deemed to be engaged in the process of carry on combat, including movement, supply, attack, defence and manoeuvres needed to gain the objectives of any battle or campaign. Normally this would be characterised by the presence of belligerents, designation of an operational area, and the generation CDS's Directive

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UL	Unlisted Condition (See paragraph 01.01.0205d)
MI	Minor Injury (Does not warrant hospitalisation. Only for use in the event of high profile multiple casualty incidents when details of all personnel involved are required).
DFH	Discharged From Hospital
FIT	Fit
OK	OK (For use in the event of high profile multiple casualty incident when details of all personnel involved are required).

2. Supplementary Information. Serial ECHO of the NOTICAS should include as much of the following as is known.

Cause	
E	Enemy Action/Fire
F	Friendly Action/Fire
OA	Operational Accident (An accident occurring when deployed on Operations)
NOA	Non-Operational Accident (An accident occurring when NOT deployed on Operations)
RTA	Road Traffic Accident
NC	Natural Causes
VUC	Violent or Unnatural Causes
Plus (only if applicable) NBC Category	
N	Nuclear
B	Biological
C	Chemical

3. Supplementary Medical and Management Information. Serial ECHO of the NOTICAS is to also include one of the following:

Management Information	
WIA	Wounded In Action (On Operations)
NBI	Non Battle injury (On Operations)
NOI	Non-Operational Injury/Illness (NOT, deployed on Operations)
IDC	Identity Confirmed
IDP	Identification Provisional
Duty	Duty
Off Duty	Off Duty
Res	Reservist

4. Casualty Supplementary Information. Serial FOXTROT of the NOTICAS is used to provide additional details about the incident. Use free text. The information is used to help inform the casualty's Emergency Contact about the incident and to enable JCCC staff

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to assign the incident into one or more of the following categories for subsequent management analysis.

Transport	Illnesses / Injury	Other Information	Location
Military 2 Wheel Vehicle	Heart attack / Heart related	Terrorist involvement	Public road
Military Light Vehicle (car)	Stroke	Military training	MoD road / area
Military Goods Vehicle	Cancer	Adventure training	On / in Military establishment
Military Coach	Infectious disease	Possible self harm	In SFA
Civilian Vehicle	Other medical condition (specify)	Sporting injury	Private Accommodation
Civilian motor cycle	Pregnancy / child birth related	Diving	Hospital
Cyclist	Still birth	Dependant	On Board RN/RFA ship
Other road transport	Cot death	Incident involving explosives	On board chartered ship
Flying Accident	Overdose (alcohol or other drugs)		On board other seagoing vessel
	Drowning		On /in service aircraft
Driver	Electrocution		On / in chartered aircraft
Passenger	Heat exhaustion		On / in civilian aircraft
Pedestrian	Gunshot		On / in military helicopter
Pilot	Asphyxiation (car exhaust)		On /in civilian helicopter
Navigator	Asphyxiation (other)		On Train / Railway
Crew Member	Hanging		Other type transport (specify)
	Fall		Undetermined
	Victim of assault		
	Undetermined		

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**NOTICAS EXAMPLE**

**Precedence – Action – IMMEDIATE**

**DTG 070555Z Month Year**

**From: 1 BLANKSHIRE**

**To: JCCC INNSWORTH**

**SIC: ABA/WAL**

**NOTICAS**

**A. INITIAL**

**B. CPL, JD (JOHN) EVANS, ARMY, 12345678, 1 BLANKSHIRE, RLC ATT TO 1 R IRISH.**

**C. DEAD**

**D. 070330Z, ON A303 NEAR ANDOVER, WILTS**

**E. RTA, OFF DUTY, REGULAR**

**F. RIDING CIVILIAN MOTORCYCLE, IN COLLISION WITH LORRY.**

**G. MULTIPLE INJURIES. MEDICAL CONTACT DR JAMES, A&E DEPT, ANDOVER HOSPITAL 01980 123456**

**H. ANDOVER HOSPITAL AT 070550Z**

**I. KINNOTFORMED. EC MRS MARY EVANS, 15 RIVER ROAD, NEWTOWN, BUCKS BT8 3RF**

**J. ACCIDENT IS SUBJECT TO POLICE INVESTIGATION. UNIT POC CAPT P SMITH ADJT 1 BLANKSHIRE 01980 234234**

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ANNEX D to  
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**PUBLINTCAS EXAMPLE**

**Precedence – Action – IMMEDIATE**

**DTG 071200Z Month Year**

**From: 1 LOAMSHIRE**

**To: JCCC INNSWORTH**

**SIC: ABA/WAL/EUJ**

**PUBLINTCAS**

**A. INITIAL.**

**B. CPL, JD (JOHN) EVANS, ARMY, 12345678, 1 BLANKSHIRE, RLC ATT TO 1 R IRISH.**

**C. UL.**

**D. 071030Z MAY 98 ON A38 NEAR EXETER.**

**E. RTA. DUTY. RES.**

**F. IN MILITARY VEHICLE ON PUBLIC ROAD. PASSENGER LCPL R SMITH 98765432 (SEE SEPARATE NOTICAS).**

**G. MINOR CUTS CAUSED BY SHATTERED WINDSCREEN.**

**H. BOTH SOLDIERS AT ROYAL DEVON & EXETER HOSPITAL AT 071145Z.**

**I. CPL JONES KINNOTFORMED. EC IS: MR J JONES (FATHER), 15 WELSH ROAD, CARDIFF.**

**J. SOLDIERS WERE TRAVELLING IN ARMY LANDROVER CAUGHT UP IN ANTI HUNT DEMONSTRATION NEAR EXETER. CIVIL POLICE ADVISE THAT ANTI HUNT VEHICLE JOINED A38 FROM A FIELD COLLIDING WITH ARMY LANDROVER. IT IS EMPHASISED THAT INJURIES TO SOLDIERS ARE MINOR, BUT LOCAL PRESS WERE TAKING PHOTOS AND ATTEMPTING TO OBTAIN INTERVIEWS. ESSENTIAL THAT NOK ARE ADVISED ASAP. MOD DELAYING PRESS RELEASE UNTIL NOK**

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**INFORMED AND REASSURED THAT SOLDIERS HAVE ONLY MINOR INJURIES.  
UNIT POC IS: CAPT MARK RICHARDS ON BULFORD MIL EXT XXXX**

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## CHAPTER 3 - MAJOR INCIDENT PROCEDURES

### Section 1 - **Outline**

**01.01.0301.** This Chapter describes how the normal reporting procedures may have to be amended when there is an incident with a large number of casualties or where a large number of people are involved. Such events will require the Major Incident Centre (MIC) to be activated at the Joint Casualty and Compassionate Centre (JCCC) under command of Deputy Chief of Defence Staff (Personnel & Training) (DCDS(Pers & Trg)).

### Section 2 - **General**

**01.01.0302.** In the event of a major incident there will inevitably be substantial public and media interest. This is likely to provoke anxiety amongst the relatives and friends of all those who may have been involved. There will therefore be a need not only to notify the emergency contacts (ECs) of the actual casualties as quickly as possible but also a requirement to be able to inform the ECs of the survivors who suffered only minor injuries or were unhurt. In addition there will be a need to be able to reassure concerned relatives and friends of those not actually involved in the incident. Experience suggests that those who are local to a unit's base location will converge on the barracks or station seeking information. In such circumstances it may be necessary to set up an Incident Information Centre in the barracks or station, or other appropriate location – see section 8 and Annex B to Chapter 01.01.03.

**01.01.0303.** This will impose a significant additional workload on the reporting unit and the JCCC will instigate the abbreviated reporting facility on the JPA system. An abbreviated reporting procedure may also be used for HGMi or fax messages. This is described below.

### Section 3 - **Definition**

**01.01.0304.** A major incident which will trigger changes in procedure is declared when either:

- a. The number of casualties is such that the reporting unit is unable to report them normally in a reasonable timeframe.

Or

- b. An incident has been or is about to be reported in the media which is likely to cause concern and prompt queries from a large number of relatives and friends of Service persons or the wider population.

**NB.** Accidents involving passenger carrying aircraft and major ship incidents are always considered to be major incidents.

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Section 4 - **Activation Procedure**

**01.01.0305.** The JCCC **must** be alerted to any major casualty incident without delay by a telephone call to:

01452 519951 or 01452 712612 Ext: 7325 or GPTN 95471 7325.

Details are then to be confirmed by immediate HGMI message to JCCC INNSWORTH or fax to:

01452 510807/8 GPTN 95471 7363/7364

**01.01.0306.** HD JCCC will decide on the activation of the MIC and issue an HGMI message/fax to relevant units instructing them to utilise Modified reporting procedures. HD JCCC will also publicise through MoD Director of News (D News) a special telephone number that anxious relatives and friends should use to make enquiries.

Section 5 - **Abbreviated Reporting Procedures**

**01.01.0307. Objective.** The main objective of the abbreviated reporting procedure is to inform the JCCC as quickly as possible who has been involved, their casualty state and location.

**01.01.0308. Abbreviated Casualty Report.** Abbreviated NOTICAS messages are to be sent by IMMEDIATE HGMI message or fax. They are to begin with the words "MAJOR INCIDENT NOTICAS" and consist of as much of the following as is available:

<b>ALPHA</b>	<b>Initial or Update</b> with serial number (e.g. Update No 2)
<b>BRAVO</b>	<b>Description, location and time</b> of the incident (abbreviate for updates e.g. "coach crash M4")
<b>CHARLIE</b>	<b>List of casualties</b> giving <b>Number, Rank, Full Name (or Surname and initials), Service, Casualty Category</b> – Brief description of condition/injury - (see Annex A to Chapter 2) and <b>Location</b> . ( <b>NB.</b> Maximum of 20 casualties per message)
<b>DELTA</b>	<b>Any other information.</b> ( <b>NB.</b> Supplementary information and cause categories are not required).

- a. Reports must not be held up if information is incomplete. If any information is unknown this should be made clear in the report and confirmation provided when available. For incidents involving large numbers of casualties each report should be limited to a maximum of about 20 names.

- b. All times are to be in ZULU

**01.01.0309.** Examples of Abbreviated NOTICAS. Some examples of abbreviated NOTICAS messages are at Annex A

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## Section 6 - Major Incident Centre (MIC)

### 01.01.0310. The MIC will be activated:

- a. Whenever a major incident is reported
- b. In anticipation of the need (for example immediately prior to a major operation)
- c. At any other time as decided by OIC JCCC.

**01.01.0311. Role.** The MIC is set up to deal with one or more specific incidents. It will control the reporting, tracking, monitoring and EC notification of all personnel involved. It will control the release of information within the MoD and to external agencies (via D News Press Office staff) and it will provide the enquiry centre to answer queries from concerned relatives and friends. Detailed tasks are shown below.

**01.01.0312. Manning.** The level of manning of the MIC is the responsibility of OIC JCCC and a pool of local, trained, personnel will be maintained at Innsworth for immediate reinforcement of the JCCC and manning of the MIC. For periods of prolonged operation the JCCC will be augmented in accordance with procedures agreed with single services.

## Section 7 - Tasks

**01.01.0313.** As soon as JCCC has been alerted of a major incident it will alert the MoD (D News Press Office, Per Trg SVW Operational Welfare Team) and initiate activation of the MIC. Thereafter JCCC will:

- a. Ensure the casualty details and relevant information is passed to the agencies that need to know.
- b. Ensure casualty details are correctly entered into the JCCC IT system using information from JPA sources or single Service personnel records.
- c. Appoint NAs for each casualty and ensure ECs are notified as necessary.
- d. Maintain an accurate and up to date list of all personnel involved in the incident with location, casualty category and EC notification state. This will include not just listed casualties but those reported as safe and those missing or otherwise not accounted for.
- e. Keep D News media cell informed in order to control the release of the names and details of those involved.

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- f. Set up and man a telephone enquiry service for concerned relatives and friends and issue an emergency telephone number for publication in the national media.
- g. Provide information for MOD as required.
- h. Liaise with any UK civil authorities (police, fire service, airlines etc) involved in the management of the incident.

### Section 8 - Incident Information Centre

**01.01.0314.** Where a significant number of personnel from the same ship, unit or station may be involved in an incident it is likely that relatives and friends who are local to the naval base, barracks or station will converge at the relevant location seeking information. Where such a situation is judged likely JCCC are to task the NA to establish an Incident Information Centre. Detailed instructions for the establishment and running an Incident Information Centre are at Annex B.

### Section 9 - Serious Aircraft Accident

**01.01.0315.** An accident or incident involving a passenger or troop carrying RAF or MoD chartered aircraft requires certain specific additional actions. Further details are at Annex C.

### Section 10 - Major Ship Incident

**01.01.0316.** A major ship incident requires certain specific additional actions. Details are at Annex D.

### Section 11 - Souls on Board

**01.01.0317.** The particular difficulties of accounting for casualties in the event of a major ship incident are such that the JCCC will maintain access to a continuous up to date record of embarked personnel in all HM ships. Further details are at Annex E.

### Section 12 - Media

**01.01.0318.** A major incident as covered in this Chapter is likely to be covered in the national and possibly international media, in some cases extensively. Media interest will therefore be acute and it is essential that the passage of information to the media is handled properly.

**01.01.0319.** The general policy for contact with the media is set out in Chapter 1. **D News Press Office is responsible for co-ordinating all contact with the media regarding casualties and dealing with enquiries.** D News will establish a media operation cell within the MIC which will be responsible for:

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- a. Providing media advice directly to the JCCC and MIC staff.
- b. Answering queries from the press or media who contact the MIC or JCCC direct.
- c. Co-ordinate the release of names of the deceased through D News Press Office staff in MoD.
- d. Provide briefings and information to D News, PJHQ and single Service media staffs as required.

**01.01.0320.** DMC will need to provide staff to assist when an Incident Information Centre is established.

**Annexes:**

- A. Examples of Abbreviated Casualty Reports.
- B. Incident Information Centre SOPs
- C. Serious Aircraft Accident.  
Appendix 1 – Specimen Initial Report  
Appendix 2 – Specimen Serious Accident Notification  
Appendix 3 - Specimen Casualty Report Form CASADU  
Appendix 4 – Specimen Message Confirming Notification Action
- D. Major Ship Incident.  
Appendix 1 -1 Major Ship/Shore Incident  
Appendix 2 – Activation message  
Appendix 3 –Telephone/Telefax Numbers  
Appendix 4 – Specimen Telefax/Telephone Activation Message
- E. Souls on Board.  
Appendix 1 – Souls on Board Reporting – Baseline  
Appendix 2 – Souls on Board Reporting – Baseline Updates  
Appendix 3 – Souls on Board Reporting – Termination  
Appendix 4 – Temporary Visitor/Leaver Check

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**MAJOR INCIDENT PUBLINTCAS EXAMPLE**

**Precedence – Action – IMMEDIATE**

**DTG 181230Z Month Year**

**From: JSSU**

**To: JCCC INNSWORTH**

**SIC: WAL/ABA/EUJ**

**MAJOR INCIDENT NOTICAS**

**A. INITIAL.**

**B. COACH CRASH 18100Z OCT ON A417 NORTH OF SWINDON.**

**xxxxxx CAPT D SMITH, ARMY, DEAD.**

**xxxxxx LT H WRIGHT, ARMY, DEAD.**

**xxxxxxxxx WO2 T BALL, ARMY, VSI.**

**xxxxxxxxx CPL JT FIELD, RAF, DEAD.**

**xxxxxxxxx SIG M FOWLER, ARMY, SI.**

**xxxxxxxxx LCPL A STEPTON, ARMY, SI.**

**xxxxxxxxx SGT K EVANS, RM, VSI.**

**xxxxxxxxx SIG F TREVING, ARMY, SI.**

**xxxxxxxxx PTE L CARTER, ARMY, III.**

**ALL CAS IN SWINDON HOSPITAL**

**C. DET OF JOINT SIGS UNIT EN ROUTE TO AMC SOUTH CERNEY FOR DEPLOYMENT ON OP XXXX. BEING REPORTED ON TV NEWS. 17 PAX WITH MINOR INJURIES. NAMES TO FOL. POC. CAPT TC REILLY ADJT JSSU BULFORD MIL 5555**

**INCIDENT INFORMATION CENTRE STANDARD OPERATING PROCEDURES**

1. An Incident Information Centre (IIC) should be established when an incident results in a significant number of casualties, usually 10 or more, from the same ship, unit or station. Experience has shown that friends and relatives who live locally are likely to converge on the relevant base unit, barracks or station. In such circumstances appropriate arrangements will need to be put in place to look after them and to provide information as it becomes available.
2. JCCC are responsible for tasking the relevant NA to establish an IIC. It is conceivable that there may be a requirement to stand up more than one IIC simultaneously in an event 2 or more sub-units are involved.
3. In mass casualty incidents it is likely to be many hours before full details are established and relatives and friends will need to be supported over that time.
4. When an IIC is stood up the following will need to be considered:
  - a. Liaison to JCCC to include phones and IT
  - b. Pastoral support for those waiting for information
  - c. Casualty Notification procedures and Visiting Officer capacity
  - d. Practical support for those waiting – feeding, washing, sleeping arrangements
  - e. Media Handling to keep the press away from those who are waiting
  - f. The IIC is responsible for informing JCCC and the NA of the names of any EC/NOK or other relatives who are present.

## CASUALTY REPORTING PROCEDURES - SERIOUS AIRCRAFT ACCIDENT

### Definitions:

1. A serious aircraft accident /incident is any event involving a military or civilian aircraft or helicopter (with military personnel onboard) which has crashed, is lost, damaged or overdue that meets at least one of the following criteria:
  - a. It is an event likely to result in 10 or more casualties.
  - b. The incident is likely to generate concern / requests for information among a large number of relatives or friends due to the media interest in the incident.
2. In the event of a serious aircraft accident/incident, all personnel involved in the incident are to be accounted for and reported using only the casualty categories detailed in paragraph 21 below.

### Initial Actions

3. Any unit of the Armed Forces receiving verifiable information from any source of an actual or potential accident, as defined in para 1, involving Service personnel or their dependants, MoD civilians, contractors, or personnel of the armed forces of other nations, travelling under MoD / RAF auspices, should immediately telephone the Joint Casualty and Compassionate Centre (JCCC) on 01452 519951 or 01452 712612 Ext 7325 (VPN: 95471 7325) (These extensions are manned 24 hours a day) to report the incident.
4. The details are then to be confirmed by fax to the JCCC. The fax is to contain as much of the following information as is readily available, but must not be delayed unnecessarily where details are incomplete. The title of the fax should begin with the words "SERIOUS AIRCRAFT INCIDENT".
  - a. Aircraft operator (RAF or Civil).
  - b. Aircraft type.
  - c. Aircraft number or civil registration.
  - d. Parent Unit / Squadron.
  - e. Flight or task number.

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- f. Location of the accident, or the area in which the aircraft is missing.
- g. If known, number, extent and location(s) of casualties.

### **Activation of JCCC Major Incident Centre (MIC).**

5. On receipt of a serious accident report, OIC JCCC/JCCC Duty Officer will decide whether or not the MIC is to be activated and confirm this decision by phone to the reporting unit. The decision will take account of the circumstances of the accident, the number of people involved and the condition and location of the casualties.

### **MIC not activated**

If in the unlikely event that the MIC is not activated for a serious aircraft accident, a fax will be sent out by JCCC staff to the reporting unit and appropriate airheads informing them of the decision and confirming that standard casualty reporting procedures remain in force (See Chapter 2), with JCCC providing any necessary co-ordination.

### **MIC activated**

6. When the MIC is activated, it will become the focal point for all MOD executive action and communication with the public/relatives of those involved. It will be manned 24 hours a day, including weekends and public holidays, and will liaise closely with the reporting unit, single services, MoD media staff and the civil authorities. A simplified process of casualty reporting, in accordance with the advice contained in this Annex, will be carried out for the duration of the incident.

7. In the event of an accident involving a civilian aircraft, including aircraft on which the MoD block book seats such as trooping flights to Germany, Gibraltar, North America, the MIC will, subject to the agreement of the civil police (See paragraph 16), co-ordinate notification action on service casualties with the airline / company concerned and with the Operational Crisis and Incident Centre (OCIC)<sup>14</sup> at Heathrow: Tel: 020 8745 7495 (if activated) or similar facilities overseas.

### **MIC Contact Details**

8. The MIC may be contacted directly by:

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<sup>14</sup> BA managed but facility available to most UK based carriers and those operating flights into UK.

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### a. Telephone

- (1) Initial telephone calls should be made to **01452 519951** or **01452 712612 Ext 7325 (VPN: 95471 7325)** (Manned 24 hours).
- (2) Once the MIC is operational, official enquiries/ reports should be made to 01452 712612 (95471). The Duty Controller may be contacted on Extension 6216.
- (3) A separate number (see paragraph 30) will be issued by the JCCC for calls from members of the public / relatives to report details of personnel they believe to be involved, enquire as to their well-being. The internal numbers quoted above are not to be released to the public.

b. **Fax to:** (Mil): 95471 **7877 or 7364**, or (Civ) **01452 510808/510793**.

c. **Email to:** DBS-JCCCGROUPMAILBOX@MOD.UK

Unless otherwise stated, all information is to be reported to the MIC by fax.

### **Air Transport Movements Control**

9. A SNCO (Duty Controller) from Air Transport Movements Control (ATMC) is available on a 24-Hour basis to give advice on movements matters associated with a serious aircraft accident. The advice will include the movement of the Accident Site Liaison Officers (ASLOs) (see para 16), recovery items, injured and uninjured survivors and deceased personnel. The ATMC Duty Controller can be contacted on RAF Brize Norton (95461) Ext 5314.

### **Transmission of Manifests and Crew Lists.**

10. Immediately on receipt of the Serious Accident fax (see paras 3 & 4), the Service airfield at which the flight originated and all staging posts concerned are to send a fax to JCCC as follows:

- a. If civilian personnel or the Royal Fleet Auxiliary Personnel are on board.
- b. Begin with the words 'PASSENGER MANIFEST AND CREW LIST'.
- c. State aircraft type, its number or civil registration, the parent unit or company, and the flight number.
- d. State, in the order listed in the manifest, the rank or title, initials, surname and Service number (where known), the Service, the passenger category and reason for travel code and the destination of all passengers, crew and supernumerary crew. Passenger category and travel codes are explained in JSP 880 Volume 2 – Passenger Travel Instructions.

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- e. State, for checking purposes, the total number of persons (passengers, supernumerary crew and crew members) known to be on board the aircraft at the time of its departure.
- f. Tabulate the rank or title, initials and surname of all passengers, supernumerary crew and crewmembers that deplaned at any staging post.

11. Certified copies of the manifest are to be sent by Courier, Immediate mail or the fastest possible route to Duty Controller / OIC JCCC, Innsworth House, Imjin Barracks, Innsworth, Gloucester GL3 1HW.

### **AIRCORE**

12. Bookings on most scheduled flights are made using AIRCORE, which holds details of all the passengers booked and loaded on a flight. On notification of a serious accident, the relevant MMARS record will be inhibited to prevent unauthorised access by AIRCORE users. Thereafter, data on the flight in question may only be accessed through and with the authority of the MIC.

### **The Casualty Administration Unit (CASADU)**

13. The controller of the MIC, in consultation with Service Commands, may select a unit of any of the Services to undertake certain responsibilities for the reporting and local administration of casualties. It will be known as the Casualty Administration Unit (CASADU). The MIC may also request the assistance of the nearest British Defence representative, if an accident occurred overseas.

14. In any incident, the relevant civil authorities (Police) will normally assume overall control of the accident site. In the event of an incident involving Service personnel / transport, the CASADU / reporting unit should offer appropriate assistance and inform the authorities that where military personnel are involved they will, where allowed, co-ordinate the dissemination of information and notification of relatives of service casualties through the JCCC.

15. To facilitate close liaison between the MIC and the CASADU and assist with the tasks set out at Para 18, an Accident Site Liaison Officer (ASLO) may be deployed to the CASADU by the JCCC. Further ASLOs may be deployed, for example, to work with any Civil Police Casualty Bureau. These ASLOs are to be given full support and co-operation.

16. Outline plans exist for the airlift of personnel and equipment to the scene of an overseas accident. When implemented the team should include an ASLO deployed by the JCCC.

17. For accidents involving civilian aircraft, the MIC will decide, in consultation with the civil operator, on respective parenting responsibilities. Casualties to sponsored passengers, travelling, as individuals or small groups on a commercial or scheduled service, will usually

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be dealt with by the civil operator in accordance with their normal procedures. However, any person or organisation that has reason to believe there may be MOD sponsored passengers on the flight, should immediately contact the JCCC, or MIC if activated.

### **Tasks of the Reporting Unit / CASADU**

18. Where the accident occurred at a site other than, or close to, the departure airfield, the MIC will provide the Reporting Unit / CASADU with a list of all personnel who are, or could be, involved in the incident. The MIC will also provide policy guidance and practical assistance. The CASADU is at liberty to add to the potential casualty list on the basis of local information, and is to:

- a. Establish links with the civil authorities, accident site command post and (with the agreement of lead authority) all rest centres, hotels, medical centres, hospitals and mortuaries to which those involved have been taken.
- b. Obtain a nominal roll of the uninjured, and determine the extent, to which casualties have been identified, and their condition, location and prognosis.
- c. Report these details by fax to the MIC, reporting all changes in the identification, categorisation and location of casualties and of the uninjured.
- d. Fax updates thereafter to the MIC, reporting all changes in the identification, categorisation and location of casualties and of the uninjured.
- e. Arrange for the collection, recording, identification, safeguarding and later disposal of casualties' personal effects (see paras 45 to 52).
- f. On request, provide a MoD / RAF pathologist with a full list of those involved.
- g. Notify HM Coroner / Procurator Fiscal or other equivalent authority of all deaths (if not already done by the Civilian Police).
- h. Inform the local registrar (if not already done by the Civilian authorities), where appropriate, so that deaths may be registered and death certificates issued (see para 38 to 42).

19. Instructions for the disposal of remains will be given to the CASADU by the MIC, after consultation within MOD.

### **Reports**

20. In a mass casualty situation, an abbreviated form of casualty reporting is to be used, with available information on casualties and the uninjured faxed to the JCCC without delay. Faxes are to be sent immediately and are not to be held back if information is incomplete. If any item of information is not known, this is to be made obvious on the fax

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22. Additional information and any subsequent changes in identification, personal details, categorisation and/or locations are to be reported by a follow-up fax.

### Reporting of Uninjured Personnel

23. Persons on the potential casualty list (see para 18) who are known to be uninjured, and any other uninjured persons for whom there may be reasonable cause for anxiety amongst friends and relatives, are also to be reported by fax in accordance with paras 20 / 21.

24. The fax is to use the preamble described in para 21 and be serially numbered in the same sequence. The following details are required:

- a. Rank or title, initials, surname, Service and Service / Personal number (if known), followed by the word 'OK' in each case.
- b. Location, including full contact address and telephone number where known.
- c. Remarks, such as movement intentions.

### Notification of NOK / Emergency Contacts (EC)

25. The underlying principle for notification is that, wherever possible, the EC/NOK of all listed casualties (missing, dead, VSI, SI) will be informed on a face-to face basis and not via the telephone. Notification is always to be carried out expeditiously with the objective being to inform the EC/ NOK through official channels before they receive casualty information via the media. Guidance for Notifying Officers is available in Chapter 4 of JSP 751.

### MIC Responsibilities

26. The JCCC will have access to Emergency Contact details for all Service personnel and has contacts for welfare and support organisations for MoD civilian staff/ foreign and commonwealth personnel and contractor staff. Therefore unless the civil authorities insist on sole responsibility for the notifications of relatives, the **MIC will co-ordinate the notification of the NOK of Service personnel/MoD sponsored passengers.** The MIC will appoint notifying authorities for all listed casualties and inform the Authority which EC/NOK are to be informed and what they are to be told.

27. The MIC will have various checks available, and there could be indefensible risks in attempting to pre-empt or duplicate the notification process. Any Service units receiving information, which is en route to the MIC, or obtaining casualty information through other sources (e.g.: media/family) must not use this information for notification without the prior authority of the MIC.

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28. Discretion is permitted where a Unit has first-hand information and face-to-face enquiries are received before the information can be passed to the MIC and/or before approval to release can be sought. Similarly, when details of the incident are already in the hands of the media and there is a danger of misinformation being inadvertently passed to the NOK, units with reliable and verifiable information may pass on such information without approval. However, in all such cases the MIC is to be advised of the action taken by telephone and by confirmatory fax.

### **Notification by Service Units**

29. The notification of EC/NOK is to accord with the regulations at Chapters 2 and 4 of JSP 751 and is only to be undertaken on receipt of a tasking from the JCCC MIC. Where an Incident Information Centre has been established notification may be undertaken within the centre but still according to the principles laid out in the chapters above. When the EC/NOK has been informed of the casualty occurrence by a Unit, this action is to be confirmed by telephone to the MIC (Imjin Barracks, Innsworth: 95471 6279 or other number as supplied by the Kinforming Station). The call should be followed by a fax giving the rank, name and number of the casualty, the casualty category notified, the name, address and relationship of the person notified, the date of notification to the NOK and the codeword "Kinformed".

### **Enquiries from Relatives and NOK**

30. Any Unit receiving telephone enquiries concerning a serious accident for which the MIC has been activated is to inform the enquirer that the MoD has activated its Major Incident Centre at Imjin Barracks, Innsworth, in Gloucester, from which the latest information can be obtained. If they believe the person they are asking about may have been involved in the incident they should be invited to telephone the Centre on 08457 800900. (**Local call charges will apply**).

31. Units and formations overseas receiving enquiries should bear in mind the principles set out in paras 27-29. Relatives overseas can contact the MIC by dialling + **44-1452-712600**.

### **Enquiries at Airfields**

32. Enquiries from relatives or NOK at an airfield of departure or arrival should be reported by telephone (if possible) to the MIC (95471 Ext 6216) or fax. (95471 7877/7364) The latest available information will then be passed to that airfield.

33. Where relatives and friends converge at an airfield, an Incident Information Centre should be established. If the enquirers remain at the airfield, they should be made as comfortable as possible, with a room set aside for private counselling. Unit personnel should open and staff a local enquiry bureau for personal callers only; reserving one or more telephone extensions for incoming official calls only, and notify the MIC accordingly.

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Where fatalities/serious injuries are likely to have occurred in the incident appropriate pastoral support should be arranged from local clergy.

### **Enquiries from the Media.**

34. No details of casualties are to be given locally to representatives of the press, radio or television; neither will such information be provided directly to the press by the MIC.

35. As a matter of principle details of personnel involved in the incident will not be released to the media until the EC/NOK have been informed.

36. All enquiries from the media should be referred to the Ministry of Defence Press Office, Whitehall, London SW1. Telephone numbers are:

a. Normal office hours: 0207-218-5083 (RAF aircraft)  
(If aircraft operated by or on behalf of RN/Army alternative contact numbers are:  
0207-218-2165 (RN) or 0207-218-2957 (Army))

b. Out of Hours: 0207-218-7907

37. If this is not practical, enquiries should be referred to the Local Area/Command Public Relations Officer (PRO) (Where the incident occurs on a service establishment or involves Service aircraft, both the originating airfield and reporting unit should task their media staff to field local enquiries). On no account is a PRO to divulge or confirm details of casualties to the media without first receiving an assurance from the MIC that NOK have been informed. Further guidance on what information may be released to the media will be given by the MIC Duty Controller/D News staff.

### **Registration of Death**

38. Detailed instructions concerning the removal of bodies, inquests and registration of death are set out in JSP 751 Volume 2. In the event of a mass casualty incident OIC JCCC/MIC will oversee the registration process in association with the Reporting Unit, after the notification of relatives and other immediate tasks at the accident site have been completed.

### **Deaths within the UK**

39. For an accident within the United Kingdom, the CASADU may be tasked to inform the local registrar of the particulars of all those who are killed, so that deaths can be registered and death certificates issued. Personal details of the deceased, such as date and place of birth will be provided by the MIC on request, if still activated, or by JCCC staff once the MIC has stood down.

### **Deaths outside the UK**

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40. Where a serious accident occurs overseas (i.e.: outside the United Kingdom or its territorial waters), the MIC/JCCC will send Office of National Statistics (ONS) Forms ORS3A (Notification of the Particulars for Registration of a Death) to the CASADU. The forms are to be completed by a qualified informant - usually a Service pathologist - and returned to JCCC to allow staff to register the death.

41. Units overseas should not register deaths with the local authority unless there is such a requirement under local law. Deaths that occur overseas will either be registered through the British Consul or, if they occurred at a British Service establishment overseas or on MOD transport, through the JCCC under the Service Departments Registers Orders 1959 and 1963 (JSP 751 Volume 2 refers).

### **Deaths Resulting from Civil Aircraft Accidents**

42. The Department of Trade and Industry has a statutory duty to register deaths arising from an accident to a British civil aircraft, including aircraft on charter to the MOD.

### **Disposal of Cargo and Personal Effects**

#### **Official Cargo**

43. A Service Movements Officer will be nominated either from a conveniently situated unit or from MOD to assume responsibility for official cargo.

#### **Disposal of Effects - Charter Aircraft**

44. The Charter Company, in liaison with OIC JCCC, will be responsible for the disposal of effects that were carried in the aircraft. The procedures will follow (where possible) those laid down in paras 48 & 49.

#### **Disposal of Effects - MoD Aircraft**

45. On-Site Action. The CASADU is to deal with all effects on site as follows:

- a. List, as far as possible, and then forward the list and personnel belongings in accordance with JSP751, Volume 2 to the President, RAF Standing Committee of Adjustment (SCofA), RAF High Wycombe, Walters Ash, High Wycombe, Bucks. HP14 4UE.
- b. List all remaining articles, including uniforms and kit, papers, documents, wills, etc., indicating ownership where possible as belonging to them and return the effects of killed or missing members of families who were travelling with them to the SCofA who will co-ordinate the return.

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- c. Cash and valuable documents and articles are to be listed and packed separate from other effects, and suitably safeguarded in accordance with normal procedures.
- d. Despatch to the SCofA all other articles (i.e., those identified as belonging to killed or missing passengers and those of which the ownership has not been established) with a copy of the list annotated as in sub-para b. See also para 54 for Customs clearance.
- e. For accidents overseas, complete HM Customs Form C3, boldly annotated in red 'EFFECTS OF DECEASED/INJURED/MISSING RN/ARMY/RAF PERSONNEL/FAMILIES, or CIVILIANS' (as applicable). These forms together with a certificate as shown in Fig 1 are to be despatched by airmail as follows:
  - (9) Effects despatched by air. To the Service movements staff or baggage agent covering the arrival airfield. The Movements staff will then need to forward these on to the SCA at High Wycombe.
  - (10) Effects despatched by sea. To M & S Shipping, Tournai Hall, Evelyn Woods Road, Aldershot, GU11 2LL. Telephone 01252 323660 who will then forward onto the SCA at High Wycombe.
- f. For effects consigned to the SCofA from overseas, despatch details are to be notified to the agencies listed in sub-para e(1) and (2) with the request that the effects be forwarded to the SCofA as soon as possible after Customs clearance.

<p>CERTIFICATE TO BE ATTACHED TO CUSTOMS FORM C3</p> <p>The owner of the effects is *dead/missing/believed killed. The effects are being imported on behalf of the legal beneficiary. The legal beneficiary is resident or believed to be resident in the United Kingdom.</p> <p style="text-align: right;">Signature</p> <p>* Delete as applicable</p>
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**Fig 1. Certificate to be Attached to Customs Form C3**

Note:

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- (1) This certificate is to be signed by an officer, preferably the 'effects officer' appointed at the overseas unit despatching the benefits.
- (2) Effects intended for legal beneficiaries who do not live or intend to live in the UK are considered to be in transit and customs dues do not apply thereto.

### **Duty Payable**

46. HM Customs may allow some dispensation in respect of the effects of deceased or missing personnel on production of the certificate shown in Fig 1 duly signed by a responsible officer. Any bills raised are to be forwarded with the relevant effect to the SCofA, which will make the necessary arrangements with the relevant casualty and MOD effects branches and other Government departments. Bills are not to be sent directly to NOK.

### **Action by Standing Committee of Adjustment**

47. The SCofA is to:
- a. Sort and check the effects received on the basis of the CASADU lists and examine unidentified items for evidence of ownership.
  - b. Prepare, for deceased or missing persons, lists of items held by appropriate MOD and Government branches.
  - c. Where appropriate, establish ownership of articles still unidentified by consulting all concerned, including NOK and survivors, and forward to survivors' items found to belong to them.
  - d. Make up supplementary lists for items found later and identified as belonging to deceased persons, for transmission to the responsible casualty and effects branch.
  - e. Make contact with the appropriate Service Attachés, Adviser or representative in the UK, to seek disposal instructions for the effects of Commonwealth or Foreign Service personnel or their dependants.
  - f. Release and despatch effects of deceased persons on the written instructions of the JCCC.

### **Unaccompanied Baggage and Heavy Articles**

48. Despatching and receiving units are to check and establish with the Government Freight Agent (GFA), or appropriate Service Movements Unit, the location and destination of any unaccompanied baggage despatched in accordance with JSP 800: Defence Movement and Transportation Regulations.

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49. Unaccompanied baggage and heavy articles at a unit or still in transit are to be dealt with as follows:

- g. Items at a unit. The unit holding the baggage is to take normal effects disposal action.
- h. Items in transit. When baggage is in transit at the time of the accident, the despatching unit is to notify the Service representative/GFA at the port or airfield of arrival, who is to:

(11) Notify HM Customs of the rank, name and number of each deceased, injured or missing person in order that any Customs concession may be obtained.

(12) Redirect the baggage of unaccompanied deceased persons to the President, RAF Standing Committee of Adjustment, RAF High Wycombe, Walters Ash, High Wycombe, Bucks. HP14 4UE, or to the ship, depot or unit responsible for effects, to await instructions. In the case of accompanied passengers, where there are surviving members of the family, JCCC staff will give disposal instructions. In order not to add to the distress of NOK they are not to be asked to pay Customs dues on the baggage of deceased personnel. Any charges are to be referred directly to Defence Bills, Liverpool.

(13) Send a fax to the JCCC, and e-mail COSPers-Pol RAF PRU WO and notify the Service Movement staff or baggage agent at the port or airfield of arrival, giving all relevant despatch details including the RAF F1380/Bill of Loading serial number, and the destination port or airfield.

50. For personnel who were travelling overseas from the UK, the despatching unit is to notify the GFA or Service Movement Agency as appropriate, to prevent unaccompanied baggage being despatched unnecessarily.

51.. The JCCC will inform the appropriate agencies of civilian casualties. These agencies will contact the GFA and any appropriate Service Movement Unit in order to trace and dispose of casualties' effects.

### **Associated Instructions**

52. The foregoing instructions complement those in JSP 800: Defence Movement and Transportation Regulations, Volume 2 Part 5 Unaccompanied Baggage.

### **Casualty Reporting Procedure: Ghurkha Trooping Flights**

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53. Ghurkha Trooping Flights are undertaken by commercial airlines, chartered under MOD contractual arrangements. The contract requires the airlines to notify the Airlift Charter Section, DSCOM, of any incident or accident involving one of their aircraft operating under the contract - including those on positioning flights. The numbers to contact are Mil 9352 39676/7 Civil 0117 9139676/7 (24 hours). On receipt of information of an accident involving casualties, the Airlift Charter Section is to:

Notify JCCC and Headquarters Brigade of Ghurkhas at Upavon,

- a. Fax an Initial Report - see paras 6 and 7.
- b. Contact the movement authorities at the departure airfield and ascertain details of all passengers on the aircraft.
- c. Ascertain from the airline concerned the fullest possible details of the accident including the number, nature, and names of the casualties.
- d. On receipt of the information above, pass the details of casualties as follows:

(14) British casualties - including dependants - to JCCC who will be responsible for taking the appropriate notification and reporting action in Nepal and in the UK.

(15) Ghurkha casualties - including dependants - to Headquarters Brigade of Ghurkhas, Upavon, Army Personnel Centre, Ghurkha Support Wing, who will be responsible for taking the appropriate notification action. A copy of the fax must also be sent to British Ghurkha Depot Nepal and British Ghurkhas Pokhara and the JCCC.

### **Body Bags**

54. To facilitate the removal of bodies from the scene of a serious accident, the following airfields are each scaled to hold supplies of 400 bags body recovery (9930-99-740-1934): Ascension, Brize Norton, MPA.

55. These stocks are to be maintained solely for serious accidents as defined in this JSP. The items are not to be used for any other purpose without prior specific authority from OIC JCCC.

56. A reserve of 1000 bags body recovery is maintained at MOD Bicester.

### **Repatriation of the Dead**

57. If required, the MoD Contractor will be tasked by the JCCC to:

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- a. Assist the pathologist in identification of victims.
- b. Repatriate remains from the scene of an overseas accident to the UK for burial.
- c. Forward remains from the scene of a UK accident to the family funeral contractors.
- d. Assist with the handling of personal effects at the scene of the accident.
- e. Provide specialist assistance to Service units arranging Service funerals.

58. OIC JCCC will provide advice on the level of ceremony on the repatriation of the bodies.

### **Non-public Charter Flights**

59. Non-public Service organisations such as ships' welfare funds, the President of the Regimental Institute (Army) and the President of the Service Institute (RAF) sometimes arrange charter flights. All such sponsoring organisations/units are to:

- a. Wherever possible, ensure that passengers provide Emergency Contact/NOK details before enplanement`. This information is to be held in safe place with instructions to forward to MIC by fastest possible means in the event of an accident/ incident involving aircraft.
- b. Require the Charter Company to notify the sponsoring organisation/unit in the event of any accident and to co-operate fully with the organisation/unit and the JCCC in the event of an accident.

60. In the event of an accident, the sponsoring unit or organisation is to notify JCCC in accordance with paras 3 to 8 (initial notification) and paras 18 to 22 (passenger manifest, and crew list).

61. If necessary, the MIC will be activated to assist in obtaining and co-ordinating information about the accident and in notifying NOK.

### **Associated Regulations**

62. This Annex should be read in conjunction with:

- a. JSP 800 Defence Movements and Transportation Regulations
- b. MAA Regulatory Publications. Manual of Air Safety. Manual of Post Crash Management.

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**Report Formats**

63. Examples of the following Reports are attached
- a. Initial Report by reporting unit (paras 3-4). Specimen message at Appendix 1.
  - b. Serious accident notification by JCCC (para 6-7). Specimen message at Appendix 2.
  - c. CASADU report of casualties (paras 18-25). Specimen message at Appendix 3.
  - d. Notification confirmation fax from Unit (Para 29). Specimen message at Appendix 4.

**Appendices:**

- 1. Specimen Initial Report.
- 2. Specimen Serious Accident Notification.
- 3. Specimen Casualty Report from CASADU.
- 3. Specimen Message Confirming Notification Action.

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APPENDIX 1 to  
ANNEX C of  
CHAPTER 01.01.03 of  
JSP 751

**SPECIMEN INITIAL REPORT**

**RESTRICTED**

**DATE**

**SERIAL NO OF**

**FROM: (INSERT NAME OF UNIT)**

**TO: JCCC INNSWORTH**

**INFO: AS REQUIRED**

**SERIOUS AIRCRAFT INCIDENT**

**SERIOUS ACCIDENT. INITIAL REPORT, REFER JSP 751 CHAPTER 3 ANNEX B. Tri-Star XN123, OF 216 SQN, BRIZE NORTON, CALLSIGN ASCOT 4321, CRASHED IN SEA ON TAKEOFF HERE 151450Z MAY 04, 151250 LOCAL, EN ROUTE MPA. TOTAL POB ONE HUNDRED AND NINETY-NINE INCLUDING TEN CREW. SOME SURVIVORS BUT CASUALTIES LIKELY TO BE VERY HEAVY. FLIGHT ORIGINATED RAF BRIZE NORTON.**

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APPENDIX 2 to  
ANNEX C of  
CHAPTER 01.01.03 of  
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**SPECIMEN SERIOUS ACCIDENT NOTIFICATION**

**RESTRICTED**

**DATE**

**SERIAL NO OF**

**FROM: JCCC INNSWORTH**

**TO: HQ AIR**

**INFO: AS REQUIRED**

**SERIOUS AIRCRAFT INCIDENT**

**SERIOUS ACCIDENT. FROM OIC JCCC MAJOR INCIDENT CENTRE.**

**PARA ONE. RAF TRISTAR XN123 OF 216 SQN, BRIZE NORTON, CALLSIGN ASCOT 4321, CRASHED ON TAKEOFF ASCENSION 151450Z MAY 04.**

**PARA TWO. JCCC MAJOR INCIDENT CENTRE NOW ACTIVATED AT DBS INNSWORTH. ALL CASUALTY REPORTING ACTION IN RESPECT OF THIS ACCIDENT TO BE IN ACCORDANCE WITH MODIFIED PROCEDURES DETAILED IN JSP 751 CHAPTER 3 ANNEX C to CHAP 01.01.03.**

**PARA THREE. RAF ASCENSION IS APPOINTED AS CASUALTY ADMINISTRATION UNIT (CASADU) AND IS TO TAKE ACTION IN ACCORDANCE WITH JSP751, PARA 10.**

**PARA FOUR. ALL DEPARTURE AND INTERMEDIATE AIRFIELDS ARE TO FORWARD PASSENGER MANIFEST AND CREW LISTS, ALONG WITH DETAILS OF ANY PASSENGERS WHO DEPLANED AT LOCATION, BY IMMEDIATE FAX / MESSAGE TO JCCC IN ACCORDANCE WITH PARAGRAPH 12 TO ANNEX B OF VOLUME 1, PART 1, CHAPTER 3 OF JSP 751.**

**PARA FIVE. SQN LDR A BROWN IS APPOINTED ACCIDENT SITE LIAISON OFFICER (ASLO) AND WILL ENPLANE ASCOT 4322 ETD BRIZE NORTON 192100Z MAY 04.**

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**SPECIMEN CASUALTY REPORT FROM CASADU**

**RESTRICTED**

**DATE**

**SERIAL NO OF**

**FROM: (INSERT NAME OF UNIT)**

**TO: JCCC INNSWORTH**

**INFO: AS REQUIRED**

**RESTRICTED MEDICAL. FROM CASADU RE SERIOUS ACCIDENT TO Tri-Star XN 123. CASUALTY REPORT SERIAL NO TWO. CASUALTIES CATEGORISED AS FOLLOWS:**

**SQN LDR J S POLLARD (8155163Q) - VSI - HEAD INJURIES - LOCATION - WIDEAWAKE MED CENTRE.**

**CH TECH T M HOOPER (B8289131) - DNK - LOCATION -TEMPORARY MORGUE, ASCENSION.**

**MISS E INESON - MOD CIV - VSI - MULTIPLE INJURIES - LOCATION - WIDEAWAKE MED CENTRE.**

**MAJ W R LAURENCE - RAMC - DNK - LOCATION - TEMPORARY MORGUE, ASCENSION.**

**FG OFF S MAGOO (4335246M) - VSI - HEAD INJURIES - LOCATION - WIDEAWAKE MED CENTRE.**

**WG CDR R I CALPIN (2599097Q) - VSI - HEAD INJURIES - LOCATION - WIDEAWAKE MED CENTRE.**

**WO J ASTON (R8205218) - SI - CHEST INJURIES - LOCATION - SMC ASCENSION.**

**SQN LDR A J SMYTHE (8027732R) – DNK - LOCATION - TEMPORARY MORGUE, ASCENSION.**

**MRS T J NEWTON (W/O CPL(RAF) A R NEWTON (P2364534)) - NBD - LOCATION - TEMPORARY MORGUE, ASCENSION.**

**MAJ P B TODD - RLC - III - INJURIES TO FACE AND MOUTH - LOCATION SMC ASCENSION.**

**ADDITIONAL CASUALTY INFORMATION WILL BE PROVIDED WHEN AVAILABLE**

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APPENDIX 4 to  
ANNEX C of  
CHAPTER 01.01.03 of  
JSP 751

**SPECIMEN MESSAGE CONFIRMING NOTIFICATION ACTION**

**RESTRICTED**

**DATE**

**SERIAL NO OF**

**FROM: (INSERT NAME OF UNIT)**

**TO: JCCC INNSWORTH**

**INFO: AS REQUIRED**

**RESTRICTED MEDICAL. FOR OC KINFORMING JCCC MIC. RE SERIOUS ACCIDENT TO Tri-Star XN 123 AT ASCENSION. NOTIFICATION ACTION COMPLETED AS FOLLOWS:**

**SQN LDR J S POLLARD (8155163Q) - VSI - HEAD INJURIES - PU RAF MARHAM – KINFORMED. WIFE, MRS L POLLARD, 23 SOMERVILLE ROAD, KINGS LYNN, 161100Z**

**WO J ASTON (R8205218) - SI - CHEST INJURIES - PU RAF HIGH WYCOMBE - KINFORMED FATHER, MR R ASTON, 45 JAMES STREET, SWAFFHAM, 161110Z**

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## MAJOR SHIP/SHORE INCIDENT (MSI)

### General

1. In those situations in which the large numbers of Naval Service (NS) (or potential casualties) and/or the intensity of enquiries from anxious relatives or friends preclude the normal procedure(s), the Naval Casualty Coordination and Major Ship/Shore Incident (MSI) procedures are activated.
2. In broad terms any incident of over 10 casualties or involving a major unit is a potential MSI. The standard procedures for follow-up action that are normally NS NAs business still apply, e.g. Kinforming, funeral arrangements, coordination of media advisors etc.
3. Within an MSI situation the following elements can be identified:
  - a. Reporting Unit:
    - (1) Stricken unit makes its own casualty reports; or
    - (2) Third party(ies) are required to report the situation.
  - b. Casualty List:
    - (1) Definitive: the casualty list gives total list of casualties; or
    - (2) Deduced: the casualty list is only achieved by a process of elimination based on known survivors and a Souls On Board (SOB) list.
  - c. Souls on Board i.e. all potential victims:
    - (1) Known: an up-to-date and complete SOB list is available either onboard or lodged elsewhere; or
    - (2) Derived: an accurate SOB list must be prepared from JCCC/JPA records together with knowledge of recent movements of personnel to/from the unit.
  - d. EC/NOK Record:
    - (1) Available; or
    - (2) Unavailable, i.e. must be obtained from the JCCC MIC.
  - e. Outside Knowledge:

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- (1) Incident still undetected by media; or
  - (2) Incident known about.
4. The particular combination of the above will vary with each incident.
5. MSI situations may apply to ships, to submarines, or to shore incidents; the key is large numbers (in reality or potential) of casualties or enquirers.
6. Notification. Two options exist for informing NOK:
- a. Active, i.e. contact EC/NOK;
- OR
- b. Passive, i.e. let EC/NOK contact an enquiry cell

The standard policy is to actively notify by visit/telephone for notifiable injuries while dealing with minor injuries/uninjured survivors' EC/NOK passively. The method of active notification will vary with the severity of the injury with the severest cases meriting a visit, other less severe, a personal telephone call. Practicalities, particularly the scale of the casualties, will determine how many cases can be actively informed and how many of these can receive a visit, though the objective is to extend visits down to SI, i.e. to cover fatalities, missing, VSI or SI. III, UL and MI may be notified by telephone with the enquiry cell limited to the passive approach for uninjured (OK) survivors.

### Organisation

7. The focal point for the Naval casualty reporting (CASREP) structure is Joint Casualty Compassionate Centre (JCCC) Major Incident Centre (MIC) at Imjin Barracks, Innsworth which is responsible for co-ordinating operational information with casualty Emergency Contact (EC)/Next of Kin (NOK) information and directing Casualty Action Centres (CACs) to inform EC/NOK, whilst providing an enquiry service for anxious families and friends. The task of organising and running the NS CAC organisation is the responsibility of the NS NAs. The JCCC MIC will have functional operational authority over the CACs during major incidents and exercises.
8. The Naval Casualty Reporting structure is shown in chart form at Appendix 1 to Annex D to Ch 01.01.03.

### Objectives

9. The objective of the centralised CASREP structure is to:
- a. Correlate data to produce an accurate casualty list.

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- b. Identify and inform the EC/NOK of personnel involved in a major incident. In the case of fatalities (and as far as possible VSI/SI cases) this notification will be by a personal visit by an officer, where circumstances permit.
- c. Minimise the anxiety of family/friends of those potentially involved in a major incident.
- d. Ensure all follow up actions are initiated and standardised as far as possible.
- e. Activate within one hour of being alerted and be fully operational within 2 hours.

### Responsibilities of main elements

10. The main elements and responsibilities of the structure are given below.

- a) **Operational Information Control Centre (OICC).** The authority responsible for filtering information to the JCCC MIC. Information should include details of casualties (fatalities, injured, missing, safe) and details of the incident including such information that the media has released/will be given. The information must be timely and accurate. CINCFLEET is normally the OICC for ship incidents. In the case of submarine incidents, the Submarine Search and Rescue Authority (SSRA) should assume this responsibility. In the case of a shore incident the Area Flag Officer (AFO) or the stricken establishment will assume the role, noting the controlling role of the Civil Police. **Use of the MSI organization must be coordinated with the civil police, particularly where the police have established a Police Casualty Information Bureau, when the responsibility for collation and dissemination of casualty information then rests with the police.**
- b) **Initiating Authority.** The authority who decides/confirms that an incident is beyond the scope of normal casrep procedures and activates the MSI organisation through the JCCC. Normally this will be the OICC; initiating authorities are:

- (1) The JCCC
- (2) Joint Operations - PJHQ
- (3) FLEET - CINCFLEET (Duty Fleet Controller (DFC))
- (4) NSCC
- (5) Shore incident - Naval Base
- (6) (Commander or unit or establishment
- (7) in liaison with civil police)
- (8) Royal Marines - COMUKAMPHIBFOR/HQ 3 CDO BDE  
RM/DCGRM

10. JCCC – MIC

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- a. **The MIC Support & Informing Section (MIC SS)** is responsible for:
- (1) Validating and correlating casualty information (possibly from various sources) with the SOB list to establish an accurate casualty list.
  - (2) Identifying/confirming EC/NOK (for fatalities the NOK) of known casualties (or potential casualties, e.g. SUBMISS).
  - (3) Directing the appropriate Casualty Action Centres (CACs) (as determined by EC/NOK place of residence for RN/RM by type for RFA, NAAFI HQ etc) to inform EC/NOK of a casualty.
  - (4) Redirecting the CACs in the light of any new information on EC/NOK whereabouts/injury update.
  - (5) Determining which casualties may be fielded by enquiry by virtue of being uninjured or 'kinformed' and directing the JCCC telephone enquiry cell.
  - (6) Collating 'Kinformed' information for the release of fatalities' names to media via DNews Press Office.
  - (7) Ensuring all follow-up actions have been investigated, initiating such action if necessary.
  - (8) Liaising with external authorities in pursuance of the objectives.
- b. **Public Information Section (PIS)**. The PIS deals with public enquiries, being the central point of contact for anxious relatives. The PIS does not deal with media enquiries (which are the prerogative of DNews or the JCCC Media cell (if activated)). The prime objective of the PIS is to keep/put as many minds at rest as possible. The PIS is to:
- (1) Provide information on uninjured survivors in response to enquiries from anxious relatives/friends.
  - (2) Provide information to anxious near relatives on fatal casualties and seriously injured, but only after EC/NOK has been informed.
  - (3) Answer calls from EC/NOK and release no casualty information but confirm/update whereabouts for notification process.
  - (4) Provide such general information, as provided by OICC, to bona fide enquirers as situation allows/merits.
  - (5) Re-direct all media enquiries to JCCC Media Desk.
  - (6) Liaise with JCCC Media Desk to ensure general incident information being released to enquires through LINKLINE messages and by operators is consistent with current PR information.

12. **SOB/NOK Database**. The MIC also maintains the centralised 'NOK/EC'/ Souls on Board (SOB) database.

13. **Casualty Action Centres (CACs)**. CACs are responsible for EC/NOK being informed (KINFORMED) when so directed by the JCCC MIC SS and for providing feedback to the MIC SS on such action. The precise arrangements for notification by a

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visit for casualties are at CAC discretion; delegation may be necessary as guided by paragraph 21.

- a. **Naval Service Casualty Action Centre (NS CAC).** The NS CAC is the responsibility of the NS NA.
- b. **Type CACs** – e.g. RFA CAC – CINCFLEET – RFA Cell for all Royal Fleet Auxiliary personnel and other civilian personnel on board RFAs and to assist with any Merchant Navy casrep action; NAAFI, Worldwide Laundry Service (via Fleet Spt).

14. **Additional Authorities.** The following additional authorities are involved in an MSI:

- a. **DNews Press Office** – is responsible for the release of material to the media. The MSI organisation's objectives to minimise anxiety for families and friends and to conduct personal notification before PTBN hear of their tragedy by other means, i.e. media, are pertinent. Much of what the PIS can release (particularly in protracted rescue scenarios) will be related to what the media is reporting.
- b. **DGHRN - DPSN2.** Responsible for Naval Condolence letters, and to DNPers for co-ordination of Service Inquiry reports.
- c. **DGHRN – DN Pers.** Overall responsibility for the RN Casualty Reporting System.
- d. **Notifying Authorities** are responsible to DGHRN for Notification and aftercare support for casualties' NOK/EC within their area.
- e. **Other Services.** In the event of Army/RAF casualties the JCCC will alert and inform Army/RAF Notifying Authorities.
- f. **Civil Police.** Normally the civil police will assume overall control of a shore incident in the UK both inside and outside an RN establishment. The MSI organization may still be required.
- g. **CAPFASFLOT (SM).** Responsible for providing specialist advice to JCCC during a submarine incident

**Sequence of Actions.**

15. The initial sequence of actions will be:
  - a. The Initiating Authority decides MSI or potential MSI situation exists and alerts JCCC verbally (followed up with message/fax).

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- b. JCCC MIC activates the MSI organisation:
    - (1) Internally – activates MIC.
    - (2) Externally – activates CACs, SCACs, inform other relevant authorities by Immediate message (see Appendix 1). Verbally informs the organization by telephone (see Annex 4C) and by Telefax (see Appendix 3).
  - c. If the casualty list is not definitive and the SOB list is unavailable for/from the stricken unit, CINCFLEET will initiate a SOB update by IMMEDIATE message/fax to all ships and establishments ordering them to message JCCC MIC with details of all personnel movements to and from the stricken unit in the preceding 28 days.
  - d. When the JCCC MIC PIS is activated the MIC will pass the British Telecom LINKLINE enquiries number to JCCC Media Desk (if activated) or direct to DNews Duty Press Officer (DPO) if not.
16. Subsequent action will depend upon the situation:
- a. OICC will pass details of casualties and uninjured to the JCCC MIC together with general details of the incident and provide updates as available and will ensure that the On Scene Commander (OSC) co-ordinates casualty information.
  - b. JCCC MIC will produce a SOB list (with associated EC/NOK information) updated from the response to the movements message (paragraph 1c above – if sent).
  - c. The JCCC MIC Support/Kinforming Section identifies the EC/NOK and directs the CACs to kinform – a notification visit for fatalities (plus NOK if Additional Nominee is to be notified)/Missing Believed Killed and, where feasible, VSI/SI; a telephone call for lesser injuries. If a protracted waiting period is likely, e.g. the location of a missing submarine, the CACs should be primed so that they may plan their response to the potential situation. The CACs will delegate as required (Minor injuries and uninjured will not normally merit notification, though in some circumstances a EC/NOK designation may be made and actioned).
  - d. The CAC will report the outcome of kinforming to the JCCC MIC Support /Kinforming Cell and will inform it if a long delay is likely.
  - e. The JCCC MIC PIS will answer public enquiries. The Support Cell will inform the PIS for minor injuries and uninjured, and seriously injured,

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missing and fatalities when the EC/NOK have been notified. The PIS will inform the Support Cell EC/NOK whereabouts changes.

- f. The JCCC MIC keeps the OICC briefed on informing progress, distinguishing between fatalities (EC/NOK), seriously injured, i.e. VSI, SI, III, UL, loss of limb, disfigurement etc, and minor/uninjured.
- g. Units at scene of MSI. Units recovering personnel are to report the details as soon as possible by Immediate message/fax to CINCFLEET (ship incidents), plus SSRA for submarine incidents and JCCC in the following format:

Name	Initials	Rank/Rate	Service No	Condition
(1)	Details of non-Service personnel (excluding RFA, NAAFI) e.g. civilians – MOD/contractors, etc should include the sponsoring unit. Amplification and an update on survivors should be messaged in due course, e.g. transfer to other unit.			

17. Final action will be:

- a. When the EC/NOK of all fatalities have been informed, the JCCC will advise the OICC and DGHRN – DNLM/DPSN. The JCCC will authorise the release of names of fatalities to DNews Press Office. When all casualties EC/NOK have been informed DNews Press Office will advise the media to promulgate that all EC/NOK have been informed’.
- b. The JCCC MIC will confirm that all follow-on actions have been investigated e.g. formal casualty message(s) sent, follow up visits and casualty progress reports authorities agreed.
- c. The JCCC MIC will stand-down the MSI organisation (in part or total as the situation merits) when all PTBN have been informed/enquiries cease.
- d. The JCCC will forward a debrief to 2SL/CNH HQ (DNPers/DPSN) and CINCFLEET and other relevant authorities.

18. Communications.

- a. Communications within the MSI organisation will normally be by telefax. Details of these and telephone numbers are at Annex 4D. Information passed by telefax is to be limited to RESTRICTED and below. Telephone (voice) will only be used if telefax faults develop making fax impossible.

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- b. The MSI activation message format is laid down in Annex B. Sub-CACs will be action addressees on any MSD activation message/fax but they are to activate and report as directed by their respective CAC.

19. Notification Visits

- a. Notification of fatalities, missing and, as far as possible, that for VSI/SI is to be by means of a personal visit. The notifying officer is to be of appropriate rank and dressed in No 1B uniform (or equivalent).
- b. The task in the port area will be carried out by officers as arranged by the NA, i.e., CAC. For visits required beyond the port area and Sub CACs, the task may be delegated; the preferred order for notification visits is:
  - (1) CAC/Sub CAC Visiting Team.
  - (2) RN/RM establishment (including ships building/refitting).
  - (3) Naval Regional Commander; RN Careers Officer or RNR Officer.
  - (4) Police (**who have primacy for shore incidents within the UK and may wish to conduct all kinforming**).
  - (5) Army or RAF establishment. Details of Army/RAF Notifying Authorities may be obtained from the JCCC or see Chapter 1 Annex C, Appendix 2 and 3.

Further information on notification visits and guidance for VOs is at Chapter 4 and 8.

20. **Timescales.** The MSI organisation is essentially a dormant system that is capable of rapid activation within working hours. Otherwise a minimum manning activation of the JCCC MIC is to be achieved within one hour and full manning to be achieved within 2 hours using recall procedures. The MSI element of the Naval casualty reporting organization is concerned with informing EC/NOK of casualties. Thus, once all EC/NOK have been informed, the MSI element (MIC, CACs etc) may be stood down. Follow-up actions will continue, co-ordinated by the NAs. It is not anticipated that MSI activation will extend beyond 48 hours for major ship incidents with the possible exception of a submarine incident. The MSI organization may be pre-activated for operations/crisis where large numbers of casualties may be anticipated.

21. **Co-ordination at the scene of a disaster.** In the case of a catastrophic incident, the Senior officer present is to co-ordinate rescue action, including the reporting of casualties. It is particularly important to pass full and accurate information about casualties and uninjured survivors as soon as possible to ensure that families are kept informed.

22. Careful debriefing of those involved is required to establish those missing believed killed. As far as possible track must be kept of the dispersion of survivors (both injured and uninjured). Later it will be necessary to consider the well being of the survivors and rescuers, some of whom may be affected by the trauma of the event.

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23. Families Interface.

- c. An objective of the MSI organization is to minimise families' concerns as far as is possible, whilst endeavouring to inform the PTBN of casualties before they hear of their individual tragedy by other means. The 'other means' will usually be the media, direct contact by mobile telephone or rumours from various sources including those already kinformed. In some instances media coverage will be almost instantaneous.
- d. In those situations where the casualty list is not definitive in the early stages; either because the incident was so catastrophic or because there is a search and rescue phase, e.g. missing submarine; there are two options for informing families:
  - (1) Pro-active - tell families there is a potential problem.
  - (2) Re-active - notify only on the basis of positive casualty information and allow families once alerted (by media usually) to contact the JCCC MIC PIS.
- e. Normally practicalities will dictate a re-active stance, thus the MSI objective is best served in the early stages by minimizing knowledge of the incident whilst commencing kinforming. Broadly if families are not alerted they cannot be alarmed, but this must be balanced with the potential for a subsequent 'kept in the dark' accusation.
- f. As soon as the media are covering the incident and JCCC MIC PIS is closed up it is important that the DNews promulgated the JCCC MIC PIS LINKLINE number to TV/radio and the press. It should be emphasized that the LINKLINE number is for welfare enquiries only and DNews will deal with the media under normal PR procedures.
- g. Once the incident is being reported, the objective will be best met by the media being able to refine the detail, e.g., the name of the ship or submarine and finally for the media to announce that NOK of all casualties have been informed and that the JCCC will authorize the release of fatalities names in due course.
  - (1) In the early stages of an incident when details on survivors and casualties are limited, but the incident is common knowledge the objectives of the PIS in minimizing the anxiety of families will be difficult and sympathetic PIS operators will be essential.
  - (2) In some incidents, particularly where protracted location/rescue is involved, families may tend to congregate at appropriate focal points. Establishments are to plan accordingly, establishing support and information services. Such congregations are to be reported to the JCCC

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MIC Support Cell, who is to ensure that updates on the situation are forwarded for them

(3) This information must be synchronized with that being given by the PIS operators and is related to what the media are presenting about the incident and what the CC releases are giving. Once facts are widely known, the apparent failure of official sources to report them can itself cause distress; sometimes the 'facts' will be misinformed speculation. Dealing with catastrophic disaster, e.g., total loss of a submarine presents major problems for notification and follow-up.

(4) JCCC Media Cell. Besides the general information being filtered to the JCCC by the OICC, it is vital for the MSI organization (PIS and local families' information and support centres) to be aware of what the media are being presented with or are presenting. The JCCC Media Cell is responsible for gleaning this information and for inputting into DNews and other concerned CC authorities e.g. Command Media the practical aspects of the families interface objectives. Inaccurate and/or untimely media presentation may be damaging to the objective whereas appropriately used the media can facilitate the objective. SM67 (SUBLOOK/SUBMISS/SUBSUNK Media Guidelines) lays down broad guidelines for a submarine incident.

24. Submarines – Additional Action – is detailed in ATP 10 British Supplement 2. Submarine disasters have several unique aspects:
- a. Concentrated – close knit community especially around HMS NEPTUNE
  - b. Protracted waiting period with increased likelihood of families gathering in localities ('pithead syndrome') – see Annex B to 01.01.03 relating to incident information Centres.
  - c. Potential for large number of fatalities with few not injured or safe.

**On receipt of the SUBLOOK/SUBMISS/SUBSUNK message/fax, the JCCC is to:**

- d. Confirm the SOB list with the parent squadron (CAPFASFLOT, (Faslane), COMDEVFLOT SM (Devonport) message to SSRA and OSC.
- e. Activate JCCC MIC and warn area CACs
- f. SUBMISS/SUBSUNK: activate full Naval MSI organization.
- g. Forward full EC/NOK list to CACs so that they can plan for potential major informing and follow up situation.

25. It is anticipated that the parent squadron will receive many enquiries both by telephone and in person from relatives especially in the interim before the JCCC MIC PIS is activated. A local organization is required to deal with this contingency, liaising closely

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with NAs and NCHQ and local PR/CC staff. The objective is to divert most family questions to the PIS as soon as it is established and divert media type questions to the relevant CC authorities. Notifying EC/NOK is a CAC responsibility; NAs and CAPFASFLOT/COMDEVFLOT (SM) are to liaise so that the submarine service lends appropriate personnel to deal with the tasks e.g. Notification Officers.

### **Shore Disasters.**

26. In a shore disaster in the UK the civil police will normally assume control of the incident, whether it occurs inside or outside a Naval establishment/unit.

27. In the event that the exact number of casualties is unknown or the known number of casualties is such that the local or establishment resources would find difficulty in notifying EC/NOK, or handling the potentially high level of enquiries, the MSI system may need to be activated.

28. The MSI organization may be activated at the request of Area NBC or the establishment/unit concerned; for naval casualties the organization can provide either or both the following:

- a. Centralised enquiries service (JCCC MIC PIS).
- b. Co-ordination of notification (kinforming) and aftercare action (JCCC MIC Support Section and CACs).

The principles laid down for a major ship incident apply equally to a major shore incident.

29. Use of the MSI organization must be liaised with the civil police, particularly where the police have established a Police Casualty Information Bureau, when the responsibility for collation and dissemination of casualty information then rests with the Police Casualty Information Bureau. Control of casualty reporting will rest with the civil police, but subject to liaison with the JCCC notification of Naval EC/NOK will normally be undertaken by the MSI system provided no delay is incurred as a consequence. Names of casualties, missing, known survivors etc, are to be passed to the JCCC MIC by the quickest means. Care must be taken to ensure that notification is not duplicated, but where the Police have notified an appropriate Naval follow up visit/contact is to be made. The JCCC and Naval Authorities are to offer immediate assistance to the Police Casualty Bureau to facilitate communications, media co-ordination, liaison and PTBN notification.

30. **Nominal Lists.** The establishment involved is to liaise with the JCCC MIC Support Section to establish a nominal list of personnel borne on the books, although this cannot be regarded as a SOB list due to the difficulty in monitoring movement of personnel in and out of the establishment.

### **Exercising and testing MSI arrangements.**

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31. Formal exercise of the entire MSI organization (using a real unit designated by CINCFLEET/CINCNAVHOME) will take place annually. JCCC is to liaise with DN Pers (DACOS WS) to coordinate and organize the exercise. This may be part of a large exercise, e.g., SMASHEX (Submarine), nuclear accident, or a stand-alone. Normally an Exercise Order and Warning Order will be issued before each exercise, but activation without prior warning may also be programmed.
32. In addition to the annual live exercise above the JCCC MIC is to activate all dormant telephone/telefax MSI at least annually with minimal notice to test the communication system and establish reaction times. CACs need not be fully manned for the test. An example of the Communication Test Message is at Appendix 4 to Annex C to Ch 01.01.03.
33. Exercise Messages – during the course of exercises it is vital to ensure that there is no risk of fictitious casualties being mistaken for the real thing. The format of exercise messages is to accord with JSP 101. The subject line is to include **EXERCISE...../CASEX/SOBEX/SMASHEX** etc as appropriate; the text is to conclude with **EXERCISE, EXERCISE, EXERCISE**. All other paperwork is to be clearly marked for Exercise.
34. If a real casualty occurs during an exercise, the normal NOTICAS casualty message must be sent. The message must not bear the Exercise prefix. SAFEGUARD procedures are to be included in Exercise Orders to ensure all participating authorities are aware what to do when a real casualty occurs.
35. Further information on submarine disaster exercises (SMASHEX) is in ATP 10 British Supplement 2.

### Appendices:

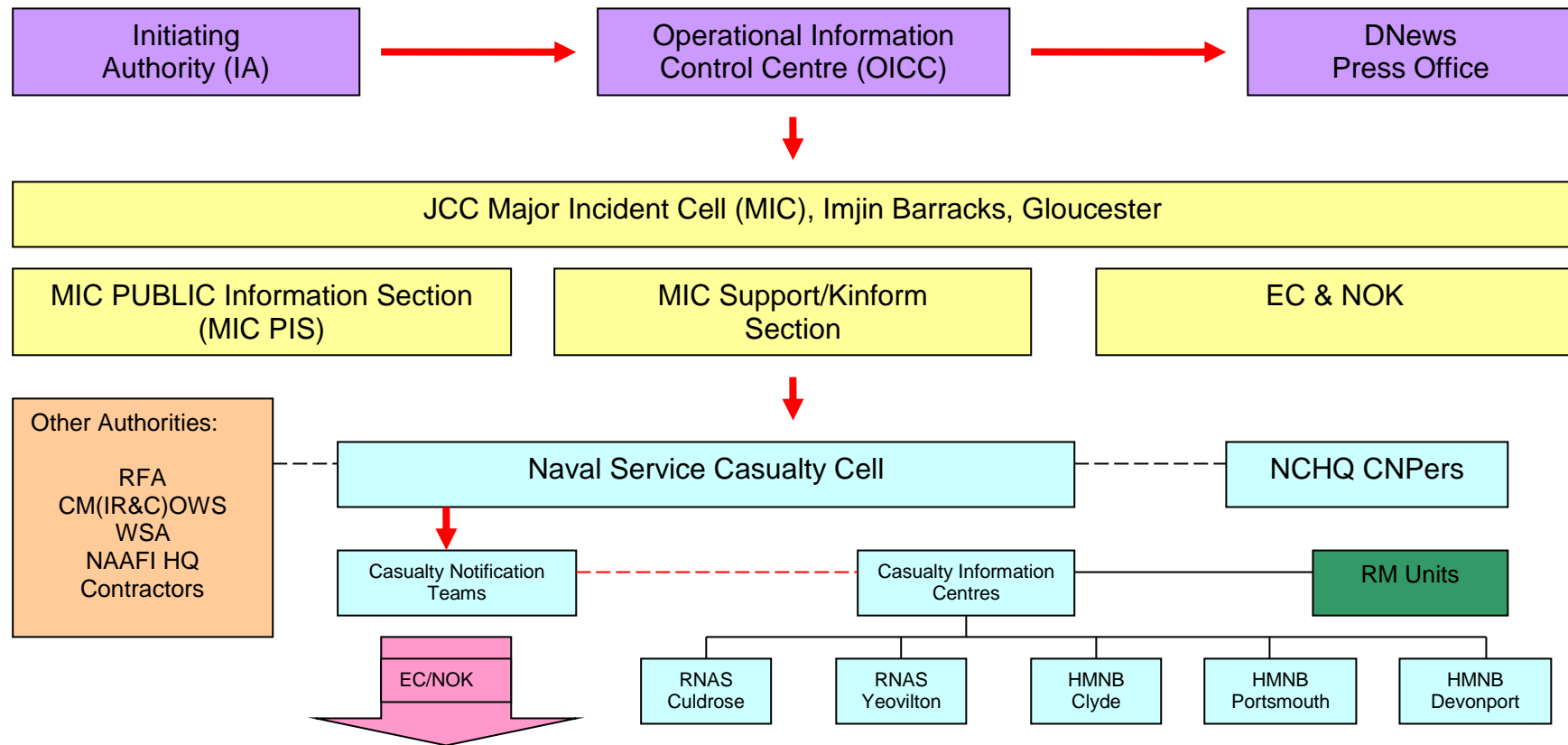
1. Naval Centralised Casualty Reporting Organisation for MSI.
2. MSI Activation Message.
3. MSI Contact Telephone/Telefax Numbers.
4. MSI Telefax Exercise Message.

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APPENDIX 1 to  
ANNEX D to  
CHAPTER 01.01.03 of  
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**APPENDIX 2 to  
ANNEX D to  
CHAPTER 01.01.03 of  
JSP 751**

**Naval Casualty Reporting Organisation - Major Ship/Shore Incident**

**Activation Message**

**Precedence: IMMEDIATE (ACTION/INFORMATION)**

**From: JCCC INNSWORTH**

To:

NBC PORTSMOUTH

NBC DEVONPORT

COLLINGWOOD

EXCELLENT

Information:

MODUK (for DNEWS & SP POL OPS)

PJHQUK

COMPORFLOT

COMDEVFLOT

**Additional Addressees:**

Appropriate Flotilla Commander

**Additional Addressees for Submarine Incidents**

COMDEVFLOT SM

**Additional Addressees for RFA**

**Additional Addressees for incidents involving Royal Marines:**

**Action:**

**Info:**

3CDOBDERM

SIC: WAL/LAL/W5F (and V2E for RFA incidents)

FOR OIC CASUALTY ACTION CENTRES (CACS/SCACS)/VISITING TEAMS

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SUBJECT: ACTIVATION OF JCCC MAJOR INCIDENT CENTRE (MIC) FOR RN MAJOR SHIP/SHORE INCIDENT Ref JSP 751 CH3.

1. MAJOR SHIP/SHORE INCIDENT DECLARED AT XXXX Z. ACTIVATE CASUALTY ACTIVATION CELLS AND SUB CACS, MSI CASREP ARRANGEMENTS IMMEDIATELY.
2. UNIT(s) INVOLVED IS/ARE (O/C MIC to include brief detail of incident and location) JCCC MAJOR INCIDENT CENTRE (MIC) NOW ACTIVATED.
3. OIC CACS TO CONFIRM ACTIVATION OF CACS AND SUB CACS TO MIC BY FAX 95471 7363/7364 or PHONE ON 95471 7176/7177.
4. OIC SCAC AND VISITING TEAMS TO CONFIRM ACTIVATION TO OIC CACS.
5. ALL INTERNAL/MOD ENQUIRIES IN RESPECT OF CASUALTY REPORTING ON THIS INCIDENT TO BE DIRECTED TO MIC SUPPORT SECTION ON 95471 7176/7177. OIC JCCC MIC TEL: 94571 65741 7171 BT 01452 712612 EXT 7171.

Note:

1. For MSI Exercise message is as above subject line to include EXERCISE...../ CASEX/SOBEX/SMASHEX and last line is to read EXERCISE, EXERCISE, EXERCISE (paragraph 36 refers).

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APPENDIX 3 to  
ANNEX D to  
CHAPTER 01.01.03 of  
JSP 751

NAVAL CASUALTY REPORTING ORGANISATION  
MAJOR SHIP/SHORE INCIDENT TELEPHONE/TELEFAX NUMBERS

LOCATION	TELEPHONE WORKING HOURS	TELEPHONE OUT OF WORK HOURS	TELEFAX
JCCC MIC	BT 01452 712612 Ext 7325 Mil 95471 7325	BT 01452 712612 Ext 7325/ Mil 95471 7325	BT 01452 510807/8 95471 7363/7364
JCCC MIC Activated: OC OC Spt Sec OC PIS	Ext 6216 Ext 7176 Ext 7245		In: 7364 Out: 7877
CINCFLEET DUTY FLEET CONTROLLER Northwood	MIL 9621 46367/46396/38560 01923 956367 Surface 9360 5637 Assistant 9360 56369 Submarine 9360 56366 Asst Sub Controller 9360 53634 01923 956366	46367/46396/38560	
FLEET SUPPORT Portsmouth	MIL 9380 20120		
FLEET SPTPSO2N1OPS	Ext 9380 20766		
FLEET SPT RFA SO1PM HMNB Lancelot Bldg	MIL 9380 25216	Via Duty Fleet Controller	9380 26021
2SLCNH HQ	MIL 9380 5273		
Duty Staff Officer		Mob: 07850 642093 Pager: 07623602038	

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DNPS2	27329		
DNLM CRP	23450		20086
HMS DRAKE	MIL 9375		
Officer of Watch	65220/65229	65220/65229	
OIC CAC West	65470		
COMDEVFLOT SM	65572		65740
HMS NELSON	MIL 9380		
Officer of Watch	23875	23875	
OIC CAC East	25500		
HMS NEPTUNE	MIL 93255		
Duty Naval Base Officer	4005	4005	
OIC CAC NORTH	6911		
CAPFASFLOT	7797 (Coxn)		7505
	7493 sxo		
RNAS CULDROSE (HMS SEAHAWK)	MIL 93781		
Officer of Watch	2125/2142	2125/2142	
OIC SCAC	2150		
RNAS YEOVILTON HMS HERON	MIL 93510		
Officer of Watch	5446		
OIC CAC	5204		
NPT (RM) Whale Island	MIL 93832		
NSCC Duty Officer		Mob: 07770 863079	
NAAFI – Ops Mgr HMNB Portsmouth	02392 818606 Mob 07720348937	Mob 0772034829	02392 928 39534
Worldwide Laundry Services HMNB Portsmouth	02392 723370 Mob 07780660788 Home 01329513190		02392 724700

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APPENDIX 4 to  
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**Specimen Telefax/Telephone Activation Message – Major Ship/Shore Incident**

(For use in Telefax/Telephone Exercises paragraph 35 refers)

Classification: UNCLASSIFIED

Precedence: IMMEDIATE

From: JCCC INNSWORTH

To:

NBC PORTSMOUTH  
NBC DEVONPORT  
NAS CULDROSE in Action SMA and For OIC CACs section  
NAS YEOVILTON in Action SMA and For OIC CACs section  
COMDEVFLOT SM  
COLLINGWOOD  
SIC: WAL/LAL/W5F & V2E for RFA incidents  
CINCFLEET FOR DUTY FLEET CONTROLLER  
2SLCNH PORTSMOUTH FOR DPSN AND SONPPS  
FLEET HQ FOR NO OPS (and RFA if appropriate), WS SO2  
DRM PORTSMOUTH FOR CORPS CASUALTY OFFICER  
NBC PORTSMOUTH, NBC DEVONPORT, NEPTUNE, RNAS YEOVILTON, RNAS  
CULDROSE, FOR OIC CASUALTY ACTION CENTRES/SUBCACs  
COLLINGWOOD, EXCELLENT, JSU NORTHWOOD, SULTAN,  
RM STONEHOUSE, 1ASSLT GP RM, FPGRM, CTCRM FOR OIC CASUALTY VISITING  
TEAMS

**SUBJ: EXERCISE MSI TELEPHONE/TELEFAX LINKS**

1. TO TEST AND ASSESS REACTION TIMES, ALL ADDRESSES TAKE FOLLOWING ACTIONS:
2. ACTION OFFICER ACKNOWLEDGE RECEIPT BY IMMEDIATELY TELEPHONING JCCC MIC ON IMJIN BARRACKS, INNSWORTH MIL 95471 7325.
3. OIC CACS/SUBCACs/VISITING TEAMS/COMDEVFLOT SM/CAPFASFLOT ACTIVATE CASREP TELEFAX UNIT AND TRANSMIT BY FAX DETAILS OF CASUALTY REPORTING PHONE EXTNS/TELEFAX EXTN TO JCCC MIC ON MIL 95471 EXT 7363/7364. MIC WILL ACKNOWLEDGE BY FAX.

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4. OIC SUBCAC/VISITING TEAMS REPORT SAME TO CACS, CACS TO ACKNOWLEDGE BY FAX.
5. EXERCISE WILL BE TERMINATED BY INDIVIDUAL MESSAGE FROM JCCC MIC BY FAX.
6. THIS EXERCISE OF DORMANT CASREP LINKS DOES NOT SIGNIFY ANY CHANGE IN CASREP ALERT STATE OR ORGANISATION. MEDIA NOT TO BE INFORMED.
7. POC: OIC JCCC MIC EXT 95471 7325.  
FOR EXERCISE, FOR EXERCISE, FOR EXERCISE

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## SOULS ON BOARD (SOB) REPORTING PROCEDURES

1. All HM Ships, Submarines, Royal Fleet Auxiliary (RFA) and Ships Taken Up From Trade (STUFT) at sea, detached Naval Air Squadrons, deployed Naval Parties, Royal Marines Commandos and units are to report Souls on Board to the Joint Casualty and Compassionate Centre, Imjin Barracks, Innsworth. Accurate SOB information will be essential in the event of a Major Ship or Shore Incident (MSI), particularly in deriving a casualty list by a process of elimination based on known survivors.
2. SOB Reporting:
  - a. SOB Baseline (Initial Report). The Baseline, is to be forwarded wherever possible by message or if unable to message the SOB it is to be sent by E-mail or Fax in order to arrive at the JCCC prior to sailing or deploying, but may be sent by message or E-Mail. Further Baselines will only be required when the ship goes to sea again after an SOB Termination Message/fax (see para 2c), when a unit redeploys, or when large changes in SOB make it more efficient than sending an Update Message (see para 2b). THE FORMAT FOR SOB BASELINE is at Appendix 1.
  - b. SOB Update. An SOB update to the Baseline will be required when changes to the SOB take place that last for more than 24 hours, however temporary visitors are to be reported if no other authority is aware that they are onboard. Update messages are to be sent as often as necessary to maintain accurate information on personnel and visitors embarked or deployed. In the event of no changes occurring within a month a "No Change" SOB Update is to be forwarded to the JCCC. THE FORMAT FOR SOB BASELINE UPDATE is at Appendix 2.
  - c. Reports. SOB Baseline and Updates are to be completed in accordance with the formats at Appendixes 1 and 2 and forwarded to the JCCC:

*Address:* JCCC, Innsworth House, Imjin Barracks, Innsworth, Gloucester, GL3 1HW

*Telephone:* Mil: (9)5471 5622 or 6074,  
Civil: 01452 712612 Ext 5622 Or 6074

*Fax:* Mil: (9)5471 7363  
Civil: 01452 510807

*E-mail:* Mil: dbs-jcccgrouppmailbox@mod.uk

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Civil: spva-dms-jcccgroupmailbox@mod.uk  
SMA: JCCC INNSWORTH  
SIC WAV  
Reporting: SOB

- d. **Embarked Units.** Embarked units are to forward their own SOB Baseline/Update etc to JCCC, copy to ship. The Ship is to include details of embarked units names only e.g. 845 A Flt, 42 Cdo RM, K Coy.
- e. **Emergency Contact (EC)/NOK.** For non-Service personnel details of their sponsoring authority are to be included with the Baseline. NOK details are to be included in the Baseline. Similarly details of sponsoring authorities and NOK/EC details of visiting non-Service personnel are to be included in Updates. NOK/EC changes for Service Personnel are also to be included in Updates.
- f. **SOB Termination.** When a ship enters refit, block leave or any other prolonged period alongside, or when a unit returns from deployment an SOB Termination Message is to be forwarded to the JCCC. It is to include DTG alongside, reason for prolonged period alongside and expected date of next sailing or redeployment if known. The format for the SOB Termination message is at Appendix 3.

3. **University Royal Naval Units (URNU).** SOB reporting procedures for URNU also vary from the above and are amplified in Royal Naval Reserve Regulations (BR60).

4. **Temporary Visitors/Leavers.** In the event of a MSI it would be necessary to determine if the stricken vessel had embarked or disembarked any temporary leavers (under 24 hours) who had not been reported. CINCFLEET will message all units in the area of the stricken vessel that may have had movement to/from it in the last 24 hours. THE FORMATS FOR THE INITIATING MESSAGE/FAX AND THE RESPONSE are at Appendix 4. This procedure may be expanded to assist the JCCC in creating a derived SOB list, in the event of a SOB list not being available for whatever reason.

5. **Royal Marines.**

- a. When embarked, RM units are to comply with the procedures at paragraph 1d, and in addition all SOB Baseline and updates are to be copied to HQ 3 Cdo Bde RM when deployed.
- b. RM units are also to use SOB Reporting Procedures, when deploying by air in RAF or civilian aircraft.

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- c. COMUKAMPHIBFOR or HQ 3 Cdo Bde RM will direct when SOB Reporting Procedures are to be initiated for other deployments, exercises or where a Theatre Location Index (TLI) SOB is required.

6. **Royal Fleet Auxiliary (RFA).** Fleet Command RFA is to forward details of RFA SOB list as received on RFA Magellan system to the JCCC (MIC SOBDESK) by E-mail.

7. **Operations/Exercises.** Ship to shore movement during operations/exercises cannot be covered by this procedure. In the event of a loss of a ship at sea after a unit has partially disembarked, for example, it would be the responsibility of the senior naval officer present to ascertain who was on board the ship at the time of the loss and communicate this information to FLEET Operations at Northwood HQ (SMA: FLEET COMMANDER) and for JCCC (MIC SOB DESK).

8. **Messages.** NAVMOVE messages issued by FLEET COMMANDER Operations and WPPs for all exercise areas are to include JCCC (for MIC SOBDESK) as an Information Addressee.

9. **JCCC.** The JCCC is responsible for monitoring compliance with the above SOB reporting procedures and drawing any breaches to the attention of Navy Command Executive Team, (SMA: NCHQ Portsmouth).

10. **Submarines.** All Submarines are to include CTF 311 as an INFO address on all SOB Messages.

**Appendices:**

1. SOB Reporting – Baseline
2. SOB Reporting – Baseline Update
3. SOB Reporting – Termination
4. SOB Reporting - Temporary Visitor/Leaver Check

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**SOULS ON BOARD REPORTING – BASELINE**

**Derived SOB list.** SOB Baseline is to be compiled alphabetically irrespective of service rank, rate or branch as follows:

SOB Baseline

Ship/Unit: HMS NONSUCH

DTG: 251200ZDEC12

1. Nominal (all personnel)

<b>Ser No</b>	<b>Official Number or Reference</b>	<b>Name</b>	<b>Initials</b>	<b>Rank/ Rate Status</b>	<b>Remarks</b>
(a)	(b)	(c)	(d)	(e)	(f)
01	C035687J	ANDERSON	IP	LT CDR	SULTAN
02	D187546H	BEALE	TE	LCK	LVE
03	D994583K	CHARLES	HF	AB	RNR EAGLET
04	N023586B	DAVIDSON	WT	CAPT RM	RMHQ
05	N935465F	EVANS	KU	LT RMR	RMR ARBROATH
06	F3265484	FLETCHER	M	CPL	RAF BROUGHTON
07	13456285	GREEN	AD	SGT	ARMY 9 SIG REGT
08		HARVEY	JT	CAN MAN	NAAFI
09	****5346	JONES	FJ	HEO	CIVIL SERVICE
10		KNIGHT	PF	MR	CIVIL CONTRACTOR
11		LLOYD	HI	MR	CIVILIAN
12		MARSHALL	CM	POC	CIVILIAN (POC)
13	2547-8753	NICHOLS	SD	CPO	USN

Total SOB 13 (Thirteen)

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2. **Additional Information Non-Service Personnel/Visitors – Sponsoring Authority NOK/PTBN Details:**

<b>Ser No (from Nominal Sec 1)</b>	<b>Name</b>	<b>Initials</b>	<b>Title</b>	<b>Sponsoring Authority/EC/NOK</b>
----------------------------------------	-------------	-----------------	--------------	------------------------------------

(a)	(b)	(c)	(d)	(e)
09	JONES	FJ	HEO	CIVIL SERVICE. NOK: WIFE/MRS/JH/JONES/23 LONGFIELD RD/PLYMOUTH/PL34 4GT/01752 345672
10	KNIGHT	PF	MR	CIVIL CONTRACTOR DMK ELECTRIC/UNIT 5/SPUR RD/FAREHAM/HANTS/01329 657243. NOK: FATHER/MR/KS/KNIGHT/45 SHOREVIEW AVE/FAREHAM/HANTS/01329 763424
11	LLOYD	HI	MR	CIVILIAN. NOK: MOTHER MRS/RJ/LLOYD/67 HILLTOP RD/SOUTHBOURNE/BOURNEMOUTH/DORSET
12	MARSHALL	CM	POC	CIVILIAN (POC). NOK: FATHER/MR/FH/MARSHALL/67 KILN ST/GLASGOW

3. **Embarked Units**

ADD: 847 A FLT/ARGUS  
DELETE: 824 B FLT/ILLUSTRIOUS

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**SOULS ON BOARD REPORTING – BASELINE UPDATE**

**SOB Baseline Update.** Specimen message updating SOB Baseline.

ROUTINE/RESTRICTED

TO: JCCC INNSWORTH

INFO: See Note 2

SIC: WAV

FOR: JCCC (MIC SOB DESK)

SUB: SOULS ON BOARD UPDATE SERIAL ..... (See Notes)

A. SOB BASELINE DATED .....

B. MY WAV ..... (Previous Date)

**4. Add (Embarked)**

- A. C034986R/JONES/JOHN P/CDR/INVINCIBLE
- B. 5555555/SMITH/JAMES S/NAAFI
- C. D164732W/ROBERTS/ALAN J/CA/COLLINGWOOD
- D. HOLMES/STEVEN A/MR/CIV CON/DRA  
GLASGOW/NOK/WIFE/MRS/LE/HOLMES/45 CASTLE VIEW/GLASGOW/0141  
456781
- C. EVANS/PAUL K/MR/CIV/NOK/MOTHER/MRS/MC/EVANS/67  
BUTTERCUP RD/HELSTON/CORNWALL  
(Service Number/Surname/First Name/Rank or Title/Arm/Joined from/and for non-  
Service personnel sponsoring authority and EC/NOK details).

**5. Delete (Landed)**

- A. C033548J/WHITE/RICHARD J/CDR/YORK
- B. D1455637K/BROWN/GORDON R/CPO/SULTAN
- C. W13461H/GREEN/ANN H/AB(MW)/BRITISH CONSULATE CAIRO
- D. 123456/BLACK/TIM/MAJOR/ROYAL CORPS TRANSPORT/RFA OLN
- E. D166666R/GREY/ALBERT B/LS(S)/LEAVE UK
- F. WHITE/PAUL T/CIV CON/DRA GLASGOW
- G. BLUE/HENRY J/CIV

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(Service Number/Surname/First Name/Rank or Title/Arm/Joined from/and for non-Service personnel sponsoring authority and EC/NOK details.

**6. Number of Souls on Board After Amendments (and Excluding Embarked Units) – 316 (Three One Six).**

7. Embarked Units:

*Add:* 846 A FLT/ARGUS

*Delete:* 824 B FLT/ILLUSTRIOUS

8. Service Personnel LNOK/PTBN Updates.

A. C035129F/JOHNSON/PHILIP LT/NOK/ADDNOM  
WIFE/MRS JOAN JOHNSON/1B ANY RD, PORTSMOUTH TEL 02392 722351  
FATHER/MR/TIM/JOHNSON/32 CHERRY RD, PORTSMOUTH TEL 02392  
722351

**9. Sailing from Gibraltar Within 24 Hours.**

(Additional information as required, e.g. next update on sailing)

**Notes:**

1. Update Serial is to be renumbered to Baseline, i.e. after new Baseline Update serial starts from ONE again.

2. Include relevant operating authority, Flotilla and Rear Party.

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**SOULS ON BOARD REPORTING – TERMINATION**

**SOB Termination:** Specimen message

RESTRICTED/ROUTINE

TO: JCCC INNSWORTH

SIC: WAV

FOR: JCCC (MIC SOB DESK)

SUB: SOB TERMINATION

A: SOB BASELINE DATED .....

B: MY WAV ..... (PREVIOUS UPDATE SERIAL .....

1. DTG & REASON (e.g. ALONGSIDE FOR, REFIT, RETURNED FROM DEPLOYMENT).

2. DATE OF NEXT SAILING/DEPLOYMENT TO ..... (IF KNOWN).

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**SOULS ON BOARD REPORTING – TEMPORARY VISITOR/LEAVER CHECK**

**SOB Temporary Visitor/Leaver Check.** Specimen message from FLEET COMMANDER to request details of personnel transferred to or received from HMS Stricken Vessel in last 24 hours.

RESTRICTED/IMMEDIATE

FROM: FLEET COMMANDER

TO: ALL SHIPS IN AREA OF STRICKEN VESSEL (See Note)

INFO: JCCC INNSWORTH

SIC: LAL/WAL/W5F AND V2E FOR RFA

FOR: JCCC (MIC SOB DESK)

SUB: MSD/SOB

A: JSP 751. CHAP 3 ANNEX D.

1. REPORT DETAILS TO JCCC OF PERSONNEL TRANSFERRED TO/FROM HMS STRICKEN VESSEL DURING PREVIOUS 24 HOURS.

**Note:** Port Authority and Establishment also if appropriate.

**SOB – Temporary Visitor/Leaver Check Response.** Specimen message to NMA GOSPORT FOR JCCC in response to FLEET COMMANDER order to report joiner/leavers from HMS Stricken Vessel in last 24 hours.

RESTRICTED/IMMEDIATE

FROM: HMS WHATEVER

TO: JCCC

INFO: FLEET COMMANDER

SIC: LAL/WAL/W5F (AND V2E FOR RFA)

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FOR: JCCC (MIC SOB Desk)

SUB: MSD/SOB

A. JSP 751

B. CINCFLEET LAL/WAL/W5F (Report Joiners/Leaver HMS Stricken Vessel).

1. THE FOLLOWING PERSONNEL JOINED FROM HMS STRICKEN VESSEL  
OFFICIAL NUMBER/NAME/INITIALS/RANK/RATE/ARM REMARKS. (See Note)

2. THE FOLLOWING PERSONNEL WERE SENT TO HMS STRICKEN VESSEL  
OFFICIAL NUMBER/NAME/INITIALS/RANK/RATE/REMARKS.

**Note:** Non-Service personnel details are to include sponsoring authority and  
LNOK/PTBN if known.

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## CHAPTER 4 - NOTIFICATION

### Section 1 - **Outline**

**01.01.0401.** This Chapter covers the policy and processes for notifying a casualty's Emergency Contact (EC) and Next of Kin (NOK). It identifies the role of the Joint Casualty and Compassionate Centre (JCCC) and includes the responsibilities of the Notifying Authority (NA) and the Casualty Notification Officer (CNO).

### Section 2 - **General**

**01.01.0402.** On receipt of a NOTICAS it is the responsibility of the JCCC to determine who must be informed and ensure that the agency that will do the notifying has the requisite information. For a Service casualty either the reporting unit will notify the EC or the JCCC will appoint a Notifying Authority (NA) responsible for ensuring notification is undertaken. In cases of death or missing both the EC and NOK will be notified. For "non-Service" casualties JCCC will inform the relevant agency in accordance with the list at Annex B to Volume 1, Part 1, Chapter 1 of JSP 751. That agency will be responsible for all contact with the casualty's relatives. The role of the Services will then be limited to providing information and advice to the responsible agency through the JCCC.

**01.01.0403.** The remainder of this Chapter deals with the notification process carried out for Service casualties.

### Section 3 - **Principles**

**01.01.0404.** The principles on which the notification process is based are as follows:

- a. The wishes of the casualty will be respected and the persons to be notified are those nominated by the casualty<sup>15</sup>.
- b. The Services should, where possible, be the first to inform the EC/NOK about the casualty. However, where death or injury occurs in the UK, whether on Service property or not, the civilian Police may insist on informing the NOK and in such cases have primacy<sup>16</sup>.

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<sup>15</sup> However parents or legal guardians of casualties under the age of 18 will be informed and the NOK will be informed of all deaths.

<sup>16</sup> SLA – Guidance on the Investigation of Deaths on Land or Premises Owned, Occupied or Under the Control of the Ministry of Defence – between the Association of Chief Police Officers of England, Wales & Northern Ireland and the Secretary of State for Defence

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- c. Notification must be carried out in a compassionate as well as timely manner and should, where possible, be carried out by an appropriate person from the casualty's own Service.
- d. Notification of death, missing or where the casualty's life is in serious danger (i.e. listed as VSI or SI) is to be carried out by way of a personal visit<sup>17</sup>. In other cases it may be done over the telephone.
- e. When notifying changes to a casualty's condition only good news is given by telephone.
- f. The information given should be comprehensive and absolutely accurate. Care must be taken to include all relevant details in order to avoid the possibility that the EC/NOK discovers potentially distressing factors through informal channels.
- g. The needs and wishes of the EC/NOK must be respected and appropriate support offered at an early stage.

### Section 4 - Notification Process

**01.01.0405.** Notifying the EC of a casualty is a task that must be completed as quickly, accurately and compassionately as possible. For death and VSI listings this is particularly important and to pre-empt unofficial notification (such as mobile phone or news broadcasts) it is imperative that notification of these categories of casualty takes place as soon as possible. Advance telephone warning will cause additional distress and defeat the purpose of sending out a CNO.

**01.01.0406.** Notification by the Reporting Unit.

- a. Where a unit is reporting a casualty of one of its own people and the EC lives close by, that unit should, if it has the capability, take on the responsibility of notifying the EC. If a unit has told the JCCC they will undertake Kinforming, the JCCC is then to immediately inform the relevant NA.
- b. The method of notification is to be in accordance with the principles and guidance in this Chapter.
- c. The unit may seek the advice of JCCC but does not require prior authority.

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<sup>17</sup> In exceptional circumstances and in consultation with JCCC; such as where the EC is urgently needed at the bedside then VSI and SI may be notified by telephone.

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- d. The unit is to report its actions in the NOTICAS using either KINFORMED or KINFORMING.
- e. On receipt of the KINFORMED or KINFORMING NOTICAS message JCCC must check whether anyone else needs to be notified. (Such as where the casualty had requested the NOK be notified in addition to the EC or in cases of death when the EC notified by the unit is not also the NOK).
- f. Where another person has to be notified JCCC will arrange it in accordance with the procedure described in para 01.01.0407 below.
- g. In cases of death, missing, VSI and SI the JCCC will appoint a NA (see para 01.01.0410 below for details) who will appoint the Visiting Officer (VO).

**01.01.0407. Notification Arranged by the JCCC.** The notification process where the reporting unit cannot notify the EC is as follows:

- a. On receipt of a NOTICAS the JCCC will verify the details and appoint a NA for the casualty's EC (and NOK if necessary). Ideally this will be a unit from the same Service as the casualty. However depending on the urgency and EC's location another Service unit may be appointed. Where no Service unit can carry out the notification quickly enough JCCC may<sup>18</sup> request the civil police to assist. Where the EC is overseas and where there is no British Garrison or unit nearby, assistance will be requested of the Defence staff in the nearest British Embassy or High Commission.
- b. The NA will select and appoint a Casualty Notification Officer (CNO) for deaths, missing and casualties listed as VSI or SI. The NA will also select and appoint a Visiting Officer/Escorting Officer (VO/EO) as required.
- c. The NA will brief the CNO and is to ensure they have the most up to date information available. If there is an additional person to be notified the JCCC may need to co-ordinate the timing of the notification to ensure the EC is notified first.
- d. Where a CNO has been appointed they will personally visit the EC/NOK and inform them about the casualty in accordance with the instructions and procedures described later in this Chapter.

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<sup>18</sup> Not in Northern Ireland or Eire.

- e. Where it is not necessary to appoint a CNO (casualties categorised as III or unlisted) the NA is to ensure that casualty information is passed to the EC in a timely manner by the most appropriate means. Whereas in many cases a telephone call should suffice due consideration should be given to the age and personal circumstances of the recipient of the information and, where necessary, information conveyed via a personal visit or through an appropriate third party known to the EC.



## Section 5 - Self-Kinforming

**01.01.0408.** Casualties, who are categorised UL only and sufficiently compos mentis<sup>19</sup> to deliver bad news in a manner which would be acceptable to the receiving NOK/EC<sup>20</sup>, may wish to personally notify their nominated EC/NOK of their admission to hospital and details of their injuries/illness. It must be ensured that casualties who are Self-Kinforming are making contact with the nominated EC/NOK<sup>21</sup> and has been briefed on the potential impact on their EC/NOK. For incidents where there are multiple<sup>22</sup> casualties Self-Kinforming or Kinforming for ULs must not take place without the authority of the JCCC, medical staff must counsel the casualty against inadvertently divulging personal information about other casualties involved in the incident prior to making the call to their NOK/EC.

**01.01.0409.** Medical staffs must ensure that the casualty has sufficient knowledge of all relevant aspects of their care prior to making the call. The EC/NOK may seek a depth of reassurance regarding the injuries sustained and details of when, or if, the casualty is likely to be medically evacuated; medical staffs must be on hand to answer any pursuant questions raised.



## Section 6 - Self Kinforming – Operational Unlisted Casualties

**01.01.0410. Principles.** Self kinforming is the process whereby Unlisted Casualties (UL) request permission to notify their EC/NoK themselves of their admission to a Medical Treatment Facility (MTF) giving details of their injuries or illness. This may only be permitted when sustainable follow-on support to the family can be guaranteed immediately after self kinforming has taken place. It is essential that the procedures are strictly adhered to and rigidly controlled from Theatre, in order to minimise distress to their

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<sup>19</sup> Not unduly influenced by medication or treatment.

<sup>20</sup> Sound clinical judgement should be used for this assessment, consideration should be given to known or potential head injury.

<sup>21</sup> As nominated on the individuals JPA records

<sup>22</sup> Incidents with more than one individual involved

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EC and ensure that all aspects of operational and personnel security are maintained. HQ Joint Force Support J1(HQ JF SP J1) Cell is the focus for control and co-ordination in Theatre and Rear Operations Group (ROG) or appropriate NA<sup>23</sup> is responsible for the provision of follow-on support to the family. Self informing from theatre may only be undertaken by casualties when the following criteria are fulfilled:

- a. **The casualty is categorised as UL only.**
- b. The casualty has not sustained a life changing injury/illness or if it is deemed inappropriate, by Medical staffs, for the casualty to carry out the 'self informing' process; if so the casualty should be re-categorised as III.
- c. The casualty is supported by clinical together with DMWS/Welfare staffs.
- d. The casualty is sufficiently **lucid** to inform their EC of the situation, and not under the influence of strong drugs.
- e. The casualty has been briefed on the potential impact of self informing on their EC, and is content to proceed.
- f. Arrangements are in place for the EC to be visited or receive a phone call from unit welfare staff as soon as possible following self informing.

**01.01.0411.** In cases where this cannot be achieved informing is to be conducted through normal channels (see 01.01.0407).

**01.01.0412.** Self informing must not take place until the MTF is given the go-ahead by HQ JF Sp J1 Cell.

**01.01.0413. Co-ordination.** Self informing must be properly coordinated to ensure that:

- a. OPSEC is maintained.
- b. Informing and personal details of other casualties are not compromised.
- c. The EC is afforded the appropriate level of immediate and subsequent support from the ROG or NA<sup>24</sup>.

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<sup>23</sup> Rear Operations Group for the Army, Notifying Authority for RN, RM and RAF

<sup>24</sup> Army units in Theatre will inform their own Rear Operations Group (ROG) when the self informing of UL casualties is going to take place for RN, RM and RAF J1 will inform the NA

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d. If OP MINIMISE is in force, the EC/Nok of any other more serious casualties are to be notified first. OP MINIMISE in itself should not stop or prevent self kinforming.

**01.01.0414. Re-categorisation.** In situations when kinforming or self kinforming has already taken place and the casualty is to be re-categorised from UL to III for the purposes of a surgical operation and the immediate post-operation recovery period, the ROG or NA and JCCC should be informed. Provided that the casualty post operation meets the criteria in Paragraph 01.01.0410 above, he/she may be permitted to self kinform the update. If, however, the casualty deteriorates or remains III, JCCC should be tasked to arrange kinforming in accordance with Chapter 2 of this document. Once JCCC has been tasked to arrange kinforming the casualty should not be permitted to self kinform unless agreed by JCCC and the NA.

**01.01.0415. Responsibilities.** Self kinforming is to be controlled and co-ordinated from theatre, using JPA for initial NOTICAS. Responsibilities are as follows:

a. **Medical Treatment Facility (MTF).** The MTF is responsible for recommending whether a casualty should self kinform, requesting authority from HQ JF Sp J1, and liaising with that HQ until all the criteria at Paragraph 1 have been met, and authority given. The MTF is to ensure that:

(1) The clinical staff, together with Welfare staffs, DMWS Officer or Chaplaincy personnel, are with the casualty when self kinforming takes place to provide information on clinical management and additional reassurance to both the casualty and the EC. Clinical staffs are responsible for ensuring that the casualty is not under the influence of strong drugs, and is sufficiently lucid to explain his/her injuries or illness to the EC in an unambiguous, straightforward and factual manner. Sound clinical judgement should be used for this assessment but consideration should be given to known or suspected head injuries, the effect of medication, the effects of delayed shock and the casualty's emotional condition.

(2) The casualty has sufficient knowledge of all relevant aspects of their care before making the call. It should be noted that, unlike a NOTICAS message, the ensuing conversation will be 'dynamic' and the EC will rightly seek a depth of reassurance that the individual casualty may not be in an immediate position to provide. Potential examples might include prognosis, subsequent operations or evacuation plan.

(3) No reference is made to others who were involved in the same incident, the location, or other details of the incident itself.

(4) Self kinforming is in the best interests of the casualty and the EC and that the making of such a call does not represent a delay or threaten recovery from injuries/illness. A member of the clinical staffs or DMWS welfare worker familiar with the casualty's condition, prognosis and management plan, including details of any aeromedical evacuation is to be immediately available to answer questions posed by the EC during the call.

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(5) The casualty confirms his Service No, parent unit and deployed unit to the MTF staff, to aid the JF Sp J1 Cell in identifying the casualty's correct unit.

(6) Inform JF Sp J1 Cell when self kinforming has taken place and confirm the prognosis of the patient, so that details can be passed to the unit and ROG or NA and JCCC.

b. **Headquarters Joint Force Support.** On receipt of a request for self kinforming from the MTF, HQ JF Sp J1 is to carry out the following:

(1) Alert the JCCC to possible self kinforming and raise the initial NOTICAS..

(2) Determine whether there are any OPSEC issues surrounding the incident, and brief the MTF accordingly.

(3) Inform the MTF of the names of any other casualties involved in the incident, and whether their EC has been kinformed, so that the patient can be informed before he speaks to his EC. If this information is not available in theatre, it should be acquired from JCCC.

(4) If OP MINIMISE is in force, decide whether self-kinforming can still go ahead.

(5) Inform the casualty's unit HQ in theatre that the MTF has requested self kinforming for the casualty, and alert the ROG or relevant NA for the EC to engage with and support the EC as soon as possible after self kinforming.

(6) Authorise self kinforming as appropriate, informing JCCC and the unit HQ in Theatre.

(7) Immediately after self kinforming has taken place, inform the casualty's unit HQ in Theatre and update JPA.

c. **JCCC.** Unless requested to carry out normal kinforming by the JF Sp J1 Cell, the JCCC will adopt a monitoring role and distribute the 'self kinformed' NOTICAS to all appropriate addressees in the normal way when it is received. The exception to this is when the UL self kinforming casualty has been involved in a multiple incident involving other listed casualties. In this situation JCCC is to liaise with the JF Sp J1 Cell and withhold authority to self kinform until the NAs have confirmed that the other related casualties have been kinformed.

d. **The Casualty's Unit.** When informed by the JF Sp J1 Cell that the casualty is going to self kinform, the theatre unit HQ must immediately alert its ROG or NA so that appropriate measures can be put in place to provide an immediate follow-up phone call or visit to the EC. If the level of support is considered not to be adequate or timely, the unit in theatre must inform JF Sp J1 Cell so that self kinforming can be delayed.

**01.01.0416. General.** It is fundamentally important that the ROG and relevant NA is provided with as much information as possible regarding the casualty's condition,

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prognosis and management, so that the person making contact with the EC can answer as many questions as possible.



## Section 7 - Notifying Authority (NA)

**01.01.0417.** The NA is the headquarters or unit responsible for notifying an EC or NOK, appointing a CNO and, where appropriate, a VO (see Chapters 5 and 8 Volume 1, Part 1 of JSP 751). **Where self-kinforming has taken place the NA is responsible for appointing a VO/Escorting Officer (EO) to provide support to the patient group where required see Annex B.** The selection training and ongoing support of the CNO and VO/EO are key tasks of the NA. The NA will be appointed by the JCCC from the list at Annex C to Volume 1, Part 1, Chapter 1 of JSP 751.

**01.01.0418. Tasks.** The tasks of the NA are as follows:

- a. All NAs (as listed in Annex C to Chapter 1) should maintain a list of potential CNOs and VOs for operational deployments.
- b. When tasked with a notification discuss with the JCCC any special requirements such as whether there is particular urgency, sensitivity or media interest.
- c. Appoint and brief a CNO if required.
- d. Carry out or direct the actual notification and inform JCCC when it is complete.
- e. Select and appoint a suitable VO/EO when the casualty is either dead, missing or detained in hospital and in other cases where the NA considers the particular situation warrants it. In the case of aeromed patients this should be in consultation with Duty Military Liaison Officer (MLO) who has delegated authority from CO Clinical Unit, RCDM.
- f. Arrange for media operations briefing and advice for the CNO and VO if required.
- g. Ascertain (in cases of death) if the police intend to appoint a Families Liaison Officer (FLO) and inform the CNO and VO accordingly.
- h. When aeromedical evacuees have been admitted to hospital in the UK and their parent unit is overseas arrange for the EC/NOK to visit the casualty.
- i. Ensure the CNO and VO are given appropriate training/briefing and support in what can be a difficult and traumatic role.

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- j. In cases where the casualty is a reservist or TA, the NA is to co-ordinate the briefing and release of information to the employer, through the Unit Employers Support Officer (UESO), and brief the VO accordingly.

## Section 8 - **Casualty Notification Officer (CNO)**

**01.01.0419.** The job of the CNO is difficult and potentially distressing. It must be done in a compassionate and respectful way, sensitive to the shock and emotions likely to be experienced. The selection of the CNO must be made with care.

**01.01.0420. Criteria.** The CNO should be:

- a. Trained
- b. Immediately available.
- c. Within reasonable travelling distance of the EC.
- d. A suitable person based on age and experience. This would normally be an officer of OF2 rank or above or an experienced Warrant Officer.

And, if possible:

- e. Be from the same Service.

## Section 9 - **The Notification Visit**

**01.01.0421.** When appointed the CNO must:

- a. Ensure they have the most up to date information on the casualty and agree with the NA when the visit will take place..
- b. Become familiar with the personal details of the casualty from the NOTICAS, including forename, the location, diagnosis and facts surrounding the circumstances of the injury, illness or death.
- c. Find out from the NA whether a VO/EO is to be appointed and their name if already identified.
- d. Be familiar with the procedure for DILFOR if appropriate (see Volume 1, Part 1, Chapter 7 of JSP 751).
- e. Have read the guidance notes for CNOs (Annex A of this Chapter).

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- f. Ascertain from the NA the likelihood of media interest in order to be able to brief the EC/NOK. Liaise with Media Operations staff as necessary.
- g. Be briefed on the full details of the incident by the NA, although in some circumstances this information might have to come from the JCCC direct.

**01.01.0422. Dress.** The CNO is the agent of the MoD and their Service and must dress in a manner showing the Services' respect for the casualty. This should be as directed by the NA and may be smart civilian clothes or uniform depending on the circumstances.

**01.01.0423. Timing.** The CNO should discuss the timing of the visit with the NA. However satellite television and 24hr news programmes increasingly provide real-time coverage of casualty incidents and, therefore, the following procedures will apply:

- a. The notification of death, missing, VSI and where DILFOR is recommended is to be made immediately, regardless of the hour and as directed by the NA.
- b. All other notifications should be carried out as soon as possible during the day or evening, unless otherwise directed by the NA.

**01.01.0424. Persons to Accompany the CNO.** The CNO should be accompanied so that someone can remain with the EC/NOK if the CNO has to leave to make a telephone call or speak to neighbours. If the EC/NOK is a female then ideally a female assistant should accompany a male CNO if possible.

**01.01.0425. Tasks during the Visit.** Guidance on how to conduct the visit is included in Annex A of this Chapter. In addition to informing the EC/NOK on the condition and location of the casualty there are a number of other tasks the CNO should aim to achieve. They are described in full in Annex A but in outline the CNO should:

**In all cases:**

- a. Give the EC/NOK as much information about the casualty and the incident as they can while limiting yourself to the known facts, as confirmed by JCCC. Make a point of advising the family that the information provided is all that is known at this time..
- b. Extend the sympathy of the Service and MoD.
- c. Establish any changes in the particulars of the EC/NOK or their address/contact details.
- d. Establish if there is anyone else who should be informed: for example – Serving relations, children from a previous relationships, separated/divorced parents and any complicated family dynamics

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- e. Leave the name and telephone number of a point of contact (the VO if known) in case there are further queries.

**In cases of death:**

- f. Ask the EC/NOK if they would like a delay in releasing the deceased's name to the media in order for them to inform other family members (see paragraph 01.01.0429).
- g. Make the EC/NOK aware of the likelihood of any media interest or intrusion and discuss if they would like assistance in dealing with it (see paragraph 01.01.0431).
- h. Ask the EC/NOK if they have a photograph of the deceased that they wish to be given to the media (see paragraph 01.01.0430).

**In the case of Operational Death:**

- i. Inform the EC/NOK that Service Eulogies will be published once the casualties' details are made public, and that they may wish to prepare a statement for publication with the Eulogies.

**In the case of notifiable illness or injury:**

- j. Where DILFOR (Overseas) or DILFOR (UK) has been authorised (see Volume 1, Part 1, Chapter 7 of JSP 751), discuss possible travel and accommodation requirements. For international travel check they have passports. See Annex B for guidance.
- k. Where DILFOR is not authorised but the casualty is in a UK hospital discuss rail warrants or motor mileage allowance to visit the casualty in hospital (see Chapter 7 for details).

**In cases where a VO is being appointed:**

- l. Reassure families of injured personnel that their names will not be released to the media by the MoD.

**01.01.0426. After the Visit.** Immediately following the visit the CNO must:

- a. Complete the CNO Report at Annex C and pass it to the JCCC and NA.
- b. Brief the NA.
- c. Brief the VO (if appointed).

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- d. In cases of a death report to the JCCC when notification is complete and inform them of any request to delay release of the deceased's name.
- e. Send any details, statements or photographs provided by the EC/NOK for release to the media to the JCCC or direct to D News Press Office staff in MoD.

**01.01.0427. Guidance Notes.** Further guidance notes for CNOs are contained in Annex A.

**01.01.0428. CNO's Report.** The generic CNO's report is at Annex C.

### Section 10 - **Role of the Visiting Officer/Escorting Officer (VO/EO)**

**01.01.0429.** A VO/EO may be appointed to look after the patient group up to the point at which they are established at RCDM. The duties of the VO/EO are covered in detail at Annex B.

### Section 11 - **Role of the Commanding Officer**

**01.01.0430.** Circumstances will often preclude a Commanding Officer (CO) from immediate involvement in the notification process. Nevertheless, they still has an important role to play in making sure changes in the condition and location of the casualty are passed on promptly and the EC is kept fully informed.

### Section 12 - **Role of Clergy**

**01.01.0431.** Service Chaplains may accompany CNOs on their initial visit in accordance with single Service practices, and in cases of death, or very serious illness, they may visit shortly afterwards to offer pastoral care and support if requested. They may however have a wealth of experience in dealing with bereavement and illness and should be consulted at an early stage in all cases of death or serious illness involving Service personnel, to establish if they have had any dealings or knowledge of the family.

### Section 13 - **Next of Kin (NOK)**

**01.01.0432.** The notification process is used to inform those persons nominated by the casualty. However, in the event of a death and in the absence of a Will nominating another person as Executor, there are certain responsibilities that will fall to the NOK, such as being consulted over the funeral arrangements and disposal of the estate. Therefore, in the rare instances where the NOK is not one of those nominated by the casualty they will nevertheless have to be notified. This will be co-ordinated by the JCCC in the same way as for the EC.

### Section 14 - **Under 18s**

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**01.01.0433.** Where a Service casualty is under the age of 18 their parents or legal guardian are to be notified even if they were not nominated by the Service person.

### Section 15 - **DILFOR**

**01.01.0434.** The policy for the provision of travel and accommodation at public expense for relatives and friends to visit sick and injured service personnel in hospital is termed DILFOR (Dangerously Ill Forwarding of Relatives). An explanation of the rationale is in Chapter 5 and full details are in Volume 1, Part 1, Chapter 7 of JSP 751.

### Section 16 - **Notification of Non Listed Casualties**

**01.01.0435.** There are occasions when non-listed, Unlisted (UL) casualties, minor injuries and even personnel involved in an incident and physically unhurt will be notified to ECs. This will only occur when the individual wants the EC to be informed but cannot do so themselves. The occasions are as follows:

- a. Where a unit has raised a NOTICAS for a UL casualty (see list at paragraph 01.01.0205 of Chapter 2).
- b. Where the individual has been involved in an incident of public interest for which a PUBLINTCAS has been raised.
- c. In a major incident as covered in Volume 1, Part 1, Chapter 3 of JSP 751.
- d. Where the individual is subject to an aeromedical evacuation.

**See paragraph 01.01.0408 for clarification.**

**01.01.0436.** Ideally notification will be carried out by the individual's own unit. However where the assistance of JCCC is required the same process as described above will be utilised and an appropriate NA appointed who will be responsible for carrying out the notification; this will normally be done by telephone.

### Section 17 - **Letters of Condolence**

**01.01.0437.** The MoD policy for letters of condolence is in Chapter 1 and guidance for COs is in Chapter 5.

### Section 18 - **Dealing with the Media**

**01.01.0438.** It is most important to ensure that dealings with the media are handled correctly. D News Press Office staff must always be consulted in cases where there will be press interest in casualties (see Annex F to Volume 1, Part 1, Chapter 8 of JSP 751 for guidance).

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**01.01.0439. Releasing the Names of the Deceased.** It is MOD practice to release the names of deceased casualties but only after NOK and ECs (if different) have been informed. The CNO should ask the NOK/EC if they wish to delay the release in order to inform other family members. Unless there are unusual circumstances this should not normally be less than 24 hours after notification. As far as practicable, the wishes of the NOK/EC will be respected. However they should be warned that there might be cases (such as an incident with multiple casualties) when the MOD may be obliged to release the name in order to allay the anxieties of relatives of other service personnel involved.

**01.01.0440. Photographs of the Deceased.** The CNO should explain to the family that the media might request photographs and details of personnel killed on operations or in high profile incidents. The family are not to be pressurised into releasing pictures or information but if they wish to do so, the CNO should offer their services or those of the VO, in conveying the picture and any other details to the media, through **D News Press Office staff via JCCC.**

**01.01.0441. Assistance in Dealing with the Media.** In circumstances of high media interest NOK/ECs may become the subject of unwelcome media intrusion. CNOs should make them aware of this possibility and offer the assistance of media operations staff in dealing with it. They should discuss this with whoever has been identified as their media advisor or directly with the D News Press Office staff (24 hr telephone 020 7218 7907).

**Annexes:**

- A. Guidance Notes for CNOs
- B. Support to the Patient Group (Guidance Notes to Visiting Officers (VO) & Escorting Officers (EO) for Casualties Admitted to RCDM.
- C. CNO's Report.

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## GUIDANCE NOTES FOR CASUALTY NOTIFICATION OFFICERS (CNOs)

*These notes offer guidance to those who may be required to notify an Emergency Contact (EC) or Next of Kin (NOK) of a casualty.*

1. The job of the CNO is difficult and potentially distressing. It must be done in a compassionate and respectful way, sensitive to the shock and emotions likely to be experienced. You should seek advice from the Notifying Authority who appointed you if you have any doubts or concerns.

### The Notification Visit

2. Prior to the Visit. Having been appointed as a CNO you must:

- a. Ensure you have the most up to date information on the casualty and agree with the Notifying Authority (NA) when the visit will take place.
- b. Become familiar with the personal details of the casualty, including forename, the location, diagnosis and any non-controversial facts surrounding the circumstances of the injury, illness or death. Be aware whether the casualty is regular, TA or a mobilised reservist.
- c. Find out from the NA whether a Visiting Officer (VO) is to be appointed and their name if already identified.
- d. Familiarise yourself with the procedures and rules for DILFOR visits (if appropriate) (see Volume 1, Part 1, Chapter 7 of JSP 751).
- e. Ascertain from the NA the likelihood of media interest in order to be able to brief the EC/NOK. If such interest is likely you should discuss it with whomever has been identified as your media advisor or directly with the D News Press Office staff (24 hr telephone 020 7218 7907).
- f. Be briefed on the full details of the incident, as known at that time.

3. **Dress.** You are the agent of the MOD and your Service and must dress in a manner showing the Services' respect for the casualty. Wearing Service uniform can be beneficial as it may help prepare the EC/NOK for bad news, but what you should wear will be directed by the NA. Kinforming should not be unnecessarily delayed just because you

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do not have your uniform to hand. You should discuss with NA whether you should wear uniform or smart civilian clothes.

4. **Timing.** Discuss the timing of the visit with the NA (or JCCC). However satellite television and 24-hour news programmes increasingly provide real-time coverage of casualty incidents and, therefore, the following procedures will apply:

- a. The notification of death, missing, VSI and where DILFOR is recommended is to be made immediately, regardless of the hour.
- b. All other notifications should be carried out as soon as possible during the day, unless otherwise directed by the NA or JCCC.

5. **Tasks During the Visit.** Your main task is to inform the EC/NOK on the condition and location of the casualty. There are some other tasks you should aim to achieve. They are described below but in outline you should:

- a. Give the EC/NOK as much information about the casualty and the incident as they can while limiting yourself to the known facts, as confirmed by JCCC. Make a point of advising the family that the information provided is all that is known at this time.
- b. Extend the sympathy of the Service and MOD.
- c. Establish any changes in the particulars of the EC/NOK or their address/contact details. If possible, try to establish the correct spelling of names.
- d. Establish if there is anyone else who should be informed and whether the EC/NOK will do this themselves.
- e. Where DILFOR (Overseas) or DILFOR (UK) has been authorised (see Volume 1, Part 1, Chapter 7 of JSP 751) discuss and make travel and accommodation arrangements.
- f. Where DILFOR is not authorised but the casualty is in an UK hospital offer rail warrants or motor mileage allowance to visit the casualty in hospital (see Volume 1, Part 1, Chapter 7 of JSP 751 for details).
- g. Make the EC/NOK aware of the likelihood of any media interest or intrusion and discuss if they would like assistance in dealing with it.

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- h. Leave a name and telephone number as a point of contact until a VO is nominated.

In cases of death:

- i. You must inform the EC/NOK that it is MOD practice to release the names of deceased casualties but only after NOK and ECs have been informed. You must ask them if they wish to delay the release in order to inform other family members first and if so for how long. Unless there are unusual circumstances this should not normally be more than 24 hours. As far as practicable, their wishes will be respected. However you should warn them that there might be cases (such as an incident with multiple casualties) when the MOD may be obliged to release the name in order to allay the anxieties of relatives of other service personnel involved.
- j. You must explain to the family that the media might ask for photographs and details of personnel killed on operations or in high profile incidents. Do not pressurise them into releasing pictures or information but if they wish to do so you should offer your services, or those of the Visiting Officer, in conveying the picture and any other details to the media, through the MoD Press Office staff.
- k. You must try to identify any family dynamics that may help the Visiting Officer (VO) later.
- l. You must explain the VO's role (see Volume 1, Part 1, Chapter 8 of JSP 751) and that they will make contact **as soon as possible but no later than 24 hrs.** Leave the VO's name and contact details if you know them. You should not be drawn into discussing issues which would be more appropriately addressed by the VO, such as repatriation, funerals, money/pensions etc.

### **Making the Visit – Points to Consider**

6. The following notes are to assist you when carrying out the visit. The background information on grief and bereavement counselling at JSP 751 Annex A to Volume 1, Part 1, Chapter 8 of JSP 751 may also be helpful.
7. You must exercise great caution when giving advice during this initial visit. Regulations change (sometimes retrospectively) and often, in the distress of the moment, statements made to the bereaved are misunderstood or not completely absorbed.
8. In all cases do not make the visit unaccompanied as this might necessitate leaving the bereaved unattended if a friend has to be contacted and there is no telephone in the

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home. Always have a mobile telephone, or alternatively, coin box change or phone card available. Try to be accompanied by someone of the same sex as the bereaved.

9. Consider going in separate vehicles to permit the accompanying visitor to remain longer with the bereaved if necessary.

10. **Do not telephone in advance to arrange the visit** (it creates suspense and speculation).

11. Check the address is correct.

12. Immediately prior to the visit contact the JCCC, via the NA, to confirm that you have the most up to date information.

13. The presence of young children can significantly complicate your task and you should discover what the situation is,. If children are there, the EC/NOK (having guessed the reason for your visit) should decide whether they wish the children to be present or not.

14. On arrival, ensure the identity of the EC/NOK before proceeding further.

15. Introduce yourself and carry some means of Service/formal identification. The formality of your dress shows respect for the deceased and prepares the EC/NOK for the receipt of bad news.

16. Ask if you may enter the house. Try to move from the entrance to somewhere you can all be seated.

17. The EC/NOK may guess the reason for your visit - "Is it.....?"

18. Break the news gently but firmly and try to ensure that the individual is seated. Do not prevaricate or attempt to couch it in phrases that the individual will not understand. **Remember - there is no easy way to notify a person of a fatality.**

19. When you have broken the initial news, refrain from conjecture when pressed for additional facts. Always be truthful and consider the option that 'you are unsure but will attempt to find out'. Avoid mention of harrowing details or suffering.

20. In cases of death you should warn them that there might be some delay in releasing the body for burial/cremation if the circumstances surrounding the death are difficult and an inquest/post mortem is required.

21. If a bereaved person seems eager to start discussing financial details with you caution them against planning any sudden changes and gently terminate conversation but

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try to get a feel for any financial difficulties. Let them know that they will be getting all the information and guidance they need via the VO and refrain from categorical answers.

22. If they raise the subject of Inquiries/Investigations; advise that it is a matter which will be covered subsequently by the VO.

23. The EC/NOK should be helped to inform other relatives as soon as possible after breaking the news. Are there any other immediate problems, e.g. meeting children from school?

24. Ask whether they wish to see a local clergyman, doctor or other such as a SSAFA representative.

25. Particularly in cases of death try to arrange for a friend/neighbour to remain with them.

26. Leave a name and telephone number for further help until the VO establishes contact.

27. Great tact and sympathy will be essential. Be prepared for extreme shock, fainting, tears, anger, etc. Do not panic; sit quietly with them; do not feel you have to do or say anything. Allow them to cry for some time (do not be embarrassed to shed a few quiet tears yourself). Do not jolly the person along or offer false comfort. In many cases it is just enough to be there and remain silent for some time. Try to be as brief and sympathetic as possible, leaving as soon as the task is complete, but without due haste, ensuring that the EC/NOK is not left alone (i.e. neighbour or accompanying visitor remains).

28. Try not to get deeply involved in discussions about funerals or financial matters at this stage, as there can often be problems arising out of post mortems and, if the death occurred abroad, the repatriation of bodies. Additionally, the decision is normally that of the NOK who may not be the person being visited. The VO is the person who will help with decisions about funeral arrangements and will contact the NOK direct once the notification visit is complete. It is important that the NOK are aware of the options at a time when they can assimilate the information and make a rational decision. If death occurred on duty overseas the NOK normally has the option of local burial overseas or repatriation of the deceased for a funeral in UK. Answers to this will be required early on, but the VO will deal with more specific funeral matters.

29. **Personal Reaction.** You will probably experience considerable emotional turbulence yourself and this is normal. Your task is only to notify the person you are visiting and be an element of the initial comfort that that person requires. You are not expected to provide all the answers and should not attempt to do so. You may find talking through your experience with another person or specialist welfare support helpful.

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30. Action when EC/NOK is not available - immediately inform the JCCC via the NA and discuss the way forward.

**After the Visit**

31. Immediately following the visit you must:

- a. Complete the CNO Report and pass it to the JCCC and NA.
- b. Brief the NA.
- c. Brief the VO (if appointed).
- d. Ensure any travel arrangements for hospital visits or DILFOR are in hand.
- e. In cases of a death report to the JCCC when notification is complete and inform them of any request to delay release of the deceased's name.

**Send any details or photographs provided by the NOK for release to the media to the JCCC or direct to Director News (D News) Press Office staff in MoD.**

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## SUPPORT TO THE PATIENT GROUP

### Guidance Notes to Visiting Officers (VO) & Escorting Officers (EO) for Casualties Admitted to RCDM

1. This aide memoir provides guidance to the person who is escorting the Patient Group<sup>25</sup> to RCDM; either the Visiting Officer (VO) or the Escorting Officer (EO). In either case the procedure is the same. **If the injured Service person is listed as UL, but has subsequently been awarded DILFOR, the VO/EO must first ascertain from the family whether the casualty initially self-kinformed, in order to discover what information the NOK/EC already has.** Upon appointment the VO/EO must contact:

- **NA** – for initial briefing and confirm that you are accompanying the family to RCDM.
  - obtain details from CNO if necessary to ascertain nature of family group.
- **JCCC** – inform JCCC that you have been appointed as the VO/EO.
  - obtain update on casualty
  - confirm what DILFOR has been authorised; for whom (relationship to casualty) and for how long.
- **RCDM** -
  - Defence Medical Welfare Service (DMWS) at Selly Oak 0121 627 8348/07786 854872 to introduce self as VO/EO and ask for current timings of aeromed, desired arrival time of Patient Group at RCDM and accommodation allocated. It may be possible for family to be accommodated on site, otherwise it will be in local hotels and guest houses.
  - MLO at Queen Elizabeth 07795 684511 to introduce yourself as escorting officer
- **Your own unit** and family to warn them that you may be away for next 2/3 days

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<sup>25</sup> Patient Group – both the Service person and their NOK/immediate family, including partners, whose involvement is important to the well being and recovery of the patient (the definition endorsed by SPB)

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- **Casualty's unit** to establish contact.
2. Contact the family to explain the DILFOR process and ascertain who will be travelling to RCDM; see JSP paragraph 01.01.0702. Consider asking JCCC if it would be possible for a member of the medical team in theatre to telephone the Patient Group to give an update; this may not always be possible due to pressures in theatre. Inform the Patient Group that the timings for Aeromed flights are wholly dependent on the medical conditions of the patients onboard.
  3. Travel arrangements and accommodation bookings should not be completed until the Aeromed message has been received and DILFOR confirmed; keep the MLO and DMWS at RCDM, informed.
  4. If RCDM accommodation is not available accommodation should be booked via the Defence Hotel Reservation Service (DHRS) on 0844 848 4422 or 0116 242 9857 for the DHRS DILFOR team. Ensure you ask for the DILFOR booking agent and state that is a DILFOR booking. Prior to confirming a booking check that the casualties unit has not already made a booking. Check that the driver has arranged his/her own accommodation
  5. Make necessary transport arrangements – through NA if your unit or casualty's unit cannot provide and/or if you need to book flights. Ensure that all civilian personnel's details are passed to the MTO or equivalent for MOD insurance purposes. If flights are required contact the NA Transport & Movement Branch, or if out of hours the Staff Duty Officer.
  6. If travelling by vehicle confirm directions to RCDM with the MLO. If travelling by air arrange for transport to collect you from the airport or, if the casualty's unit agrees, a hire car to be collected at the airport will give you more flexibility.
  7. Meet the DMWS/MLO at Alexander Wing – ensure you maintain your timings as given by the MLO as these timings will have been coordinated with other families.
  8. Be prepared to remain at RCDM until the family has settled (possibly 2/3 days). You should consult with DMWS to agree when your presence is no longer required ensure that you inform the casualties unit **prior** to your departure.
  9. In the first few days the casualty may have further surgery and taking the family out of the hospital environment for R&R will be appreciated both by them and by hospital staff. DMWS can offer advice on local amenities.
  10. You will not be included in the initial clinical brief to the family but should be prepared to be in support afterwards as directed by DMWS. Whether you see the casualty yourself will depend on family and on local requirements. If, when you see the casualty, he/she raises any admin issues they should be passed on to the parent unit for action.

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11. Prior to departing ensure that the family have your contact details for future use if required. Ensure they have all the relevant contact phone numbers for wards, DMWS or unit reps at RCDM.

- EOs must not disengage from families without consultation with RCDM and handing over to the patients Unit/Service welfare personnel. EOs can expect to be released no later than 3 days after arrival.
- VOs assigned to VSI and SI patients have an enduring commitment to the Patient Group. Whilst they can expect to leave the hospital after 2/3 days, the VO remains on call for the Patient Group as the enduring POC. This task is not time specific and VOs are not to stand down without the authority of the Notifying Authority.
- Visiting times for the Critical Care Ward 1100-1300 and 1500-2000
- Visiting times for the Ward 1400-1600 and 1830-2030

12. Complete the CNO/VO Initial/update Report from JSP 751 Chapter 4/8 respectively.

13. The responsibility for the needs of the Patient Group rests with the Chain of Command. Before disengaging you must ensure that you are handing over to an appropriate person; the VO or Welfare Co-ordinator who is taking on responsibility. You should ensure that the Patient Group have relevant names and contact details.

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**CASUALTY NOTIFYING OFFICER (CNO) REPORT**

**To:**

Joint Casualty & Compassionate Centre (JCCC)  
Imjin Barracks, Innsworth  
Fax No: 01452 510807                      Military: 95471 7363  
Tel No: 01452 712612 Ext 7325            Military: 95471 7325

**Copy to:**

The Notifying Authority (NA)  
1. Details of Casualty  
Number ..... Rank ..... Full Name.....  
Name known by, to family and friends: .....  
Unit/Rear party Details: .....  
Current Location: .....  
Current Category: VSI SI III UL (circle as necessary)  
Name of Welfare Coordinator: .....  
Brief details of injuries: .....

**2. Details of Person Visited**

- a. Nominated Emergency Contact/Next of Kin\*
- b. Relationship to Casualty (e.g. Spouse/civil partner/Mother/Father).....
- c. Full Name .....
- d. Address .....
- e. Tel No .....

**10. Details of Visit (Continue on separate sheet if necessary)**

- a. Instructions to act as CNO received at .....
- b. Instructions received from .....
- c. Date and Time of Arrival at EC/NOK address: .....
- d. Name of Accompanying Personnel (if applicable) .....
- e. Is the NOK/EC Address Correct? YES/NO\*

If not please provide correct details: .....

- f. Was the person at home? YES/NO\*

If not please provide an outline of the action taken to establish whereabouts and outcome: .....

\* Delete as applicable



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.....  
.....

g. Details of visit (Questions asked/actions taken/details of anyone else NOK/EC believes should be informed but whom they are unable to contact directly etc):

.....  
.....

.....Continue on a separate sheet if necessary

h. (Deaths only). NOK/EC content for name to be released to media?  
Yes / No / Delay Requested.

Photograph provided? Yes /No

i. Media Intrusion. Has protection been requested? Yes /No

j. Listed Casualties (where appropriate). DILFOR or other support offered to visit hospital?

Details: .....

.....

k. Did you agree a suitable date and time for the Visiting Officer (VO) to visit?  
YES/NO\*

Details: .....

l. Time of  
Departure: .....

11. Immediate Report to JCCC

Results of the visit were reported by Telephone/Message/Fax\* to the JCCC and NA at ..... (DTG)

3. **CNO's details**

Number ..... Rank ..... Full Name.....

Office Telephone Number: .....

Office Fax Number: .....

Mobile Telephone Number: .....

Home Telephone Number: .....

**Notes**

12. Before submitting this report the information below must be reported immediately by telephone to the JCCC and the NA:

\_\_\_\_\_

\* Delete as applicable

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- a. Whether the notification was successfully carried out (or not).
- b. Any change in the particulars of the EC or their address/contact details.
- c. How long the EC has requested the casualty's name be withheld from the media and if they have authorised the release of a photograph.
- d. If the EC is a parent of the casualty, whether the other natural parent is alive and living at the same address. If the other parent is not living at the same address, it must be ascertained whether the first parent can provide an address and if they will be informing the other parent, any siblings and the wider family. Similarly, if it is known that there is an estranged spouse/civil partner, or an ex-spouse (decree absolute) who has custody of the deceased's child(ren), then the CNO should attempt to ascertain the whereabouts of the estranged/ex-spouse, and whether the EC will inform them.
- e. Any relevant family problems.

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## CHAPTER 5 - ACTIONS FOLLOWING NOTIFICATION

### Section 1 - **Outline**

**01.01.0501.** This Chapter covers the actions following the initial reporting of a casualty, except notification which is covered in Volume 1, Part 1, Chapter 4 of JSP 751. It includes how the casualty is monitored and tracked and the assistance and support offered to the Emergency Contact (EC) and next of kin (NOK).

### Section 2 - **Principles**

**01.01.0502.** In cases where the casualty is alive the emphasis is on ensuring that the Services and the ECs (as nominated by the casualty) are kept informed of the casualty's state and location. In cases of serious illness or injury arrangements may also be made for close family members<sup>26</sup> to visit the casualty in hospital.

**01.01.0503.** In cases of death the emphasis is placed on providing support to the NOK and EC (if different). This includes arranging repatriation of the body (if the death occurred while serving overseas), dealing in a sensitive manner with the casualty's personal effects and assisting in a compassionate way the NOK to deal with the necessary administrative matters and make arrangements for the funeral.

**01.01.0504.** In all cases it is essential that the EC and (if different) NOK has an easily accessible point of contact within the Services responsible for answering their queries and keeping them informed.

### Section 3 - **Casualties Other Than Death**

**01.01.0505. DILFOR.** Dangerously Ill Forwarding of Relatives (DILFOR) is a process whereby arrangements are made for close family members to visit the casualty in hospital. The decision is a medical one and intended primarily for the benefit of the patient. DILFOR must be recommended by the medical authority responsible for the patient and authorised by the Joint Casualty and Compassionate Centre (JCCC). The criteria for the authorisation of DILFOR are shown in Volume 1, Part 1, Chapter 7, of JSP 751. The EC or NOK will normally be informed of the decision by the Casualty Notification Officer (CNO) who may also assist in making the travel arrangements. For full details of the DILFOR scheme see Volume 1, Part 1, Chapter 7 of JSP 751.

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<sup>26</sup> Close family is defined as Spouse, Parent, Legal Guardian, Children, Grand Parents, Sibling including whole or half blood, Parent in Law, Emergency Contact.

**01.01.0506. Hospital Visits.**

- a. **EC.** When a Service casualty is VSI, SI or III in a UK hospital the EC should be offered rail warrants or motor mileage allowance for 2 people to visit the casualty in hospital. This may be repeated every 2 weeks if the casualty remains listed for a prolonged period. The costs are to be borne by the casualty's parent unit.

**NB.** Accommodation and overseas travel are only provided at public expense when DILFOR is authorised.

- b. **Parent Unit.** When a Service casualty is admitted to hospital and listed as VSI, SI or III, the parent unit has a responsibility to visit the casualty within the first week and regularly thereafter. Where the casualty's own unit cannot carry out these visits they must make arrangements for a more local unit to take on the role on their behalf.
- c. **Aeromedical Evacuees.** When aeromedical evacuees have been admitted to hospital in the UK and their parent unit is overseas the visits will be arranged by the relevant single Service Notifying Authority (NA).

**01.01.0507. Reporting Changes.**

- a. Once a casualty has been admitted to hospital and the initial report has been made, it is important that contact is maintained with the hospital authorities, that reports of progress and any changes in condition or location are sent to JCCC and that the EC is kept informed. Reports to JCCC are to be made using an Update NOTICAS as described in Volume 1, Part 1, Chapter 2 of JSP 751. This enables the casualty to be tracked and ECs to be notified (if the casualty or parent unit is unable to inform them themselves).
- b. These progress reports are to be provided by the reporting unit or the Ministry of Defence Hospital Unit (MDHU) holding the patient.
- c. Details of all personnel admitted to civilian hospitals are to be notified to the appropriate authority in accordance with single Service instructions. NOTICAS reports on listed patients will then be provided by PRU based on reports provided by hospital staff.

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- d. Routine Progress Reports<sup>27</sup>. Irrespective of any change in condition or location, and unless prior authority is obtained from JCCC, routine progress reports are to be made on all reported Service casualties until such time as they are discharged from hospital<sup>28</sup>, discharged from the airhead on sick leave, return from missing or die. The timing of these progress reports is to be as follows:
- (i) **VSI Patients.** First progress report after 24 hrs; thereafter every 48 hrs.
  - (ii) **SI Patients.** First progress report after 3 days; thereafter every 7 days and upon any change in condition or location.
  - (iii) **Ill Patients.** First progress report after 3 days; thereafter every 7 days and upon any change in condition or location.
  - (iv) **Missing.** First progress report after 24 hrs; thereafter every 48 hrs. At JCCC discretion, reporting may be reduced to weekly intervals if absence is prolonged.
- e. **Unlisted Casualties.** First progress report after 3 days; thereafter every 14 days whilst hospitalised and upon any change in condition or location.
- f. **Long Term Illness.** For long term cases, such as cancer, where a patient, listed under any category is discharged to a private address until the next hospital appointment, progress reports are required in line with the sub para d above. Instead on the occasion of each hospital appointment or monthly, whichever is the sooner, an Update NOTICAS is to be issued confirming the current status of the patient and stating when the next appointment is due and the expected date of next Update NOTICAS. Any change of condition or listing is to be reported in the normal way.

**01.01.0508. Aeromedical Evacuation (AE).** When a casualty is evacuated by air using the AE system the non-medical aeromedical messages (messages 1 and 3) will be copied to the JCCC.

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<sup>27</sup> Casualty reporting should continue (with updates being provided at least once per month) in those rare cases where a casualty listed VSI/SI is discharged to a private address until such time as an appropriate medical authority concludes their condition is such they can be classified as "Fit" or death occurs

<sup>28</sup> For long term illness, where a patient, listed under any category is discharged to a private address until the next hospital appointment, authority can be sought from JCCC to change the frequency of the reporting. JCCC will review such cases on a quarterly basis and inform reporting units of any revised frequency. A change of condition or listing is to be reported in the normal way.

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**01.01.0509. Point of Contact (POC).** The NA must provide the EC/NOK with a POC where they can make enquiries and obtain information. Ideally this will be in the casualty's own unit although this may not always be possible in such cases the NA closest to the casualty should act as POC.

**01.01.0510. Informing NOK/ECs.** ECs are to be informed of changes to the location and condition of a casualty strictly in accordance with the principles and procedures laid down in Volume 1, Part 1, Chapter 4 of JSP 751. In summary only those nominated should be informed and only "good news" or "no change" may be passed by telephone. Any deterioration must be reported in a personal visit by a CNO or the VO (if appointed).

**01.01.0511. Role of JCCC.** The JCCC is the Joint Service agency that is required to monitor the condition and location of all reported Service casualties. This monitoring will continue until the casualty has been discharged from hospital and removed from all casualty lists or returned from missing. For personnel notified by units as admitted to civilian hospitals in the UK the PRU is responsible for providing NOTICAS reports to JCCC for further distribution.

**01.01.0512. Prisoners of War (PWs).** Information on, and contact with, Service persons that have become PWs or otherwise detained against their will is normally provided through the British Red Cross (BRC) and the International Committee of the Red Cross (ICRC). Further details regarding PWs are detailed in Volume 1, Part 2, Chapter 1, of JSP 751.

### Section 4 - Presumption of Death

**01.01.0513. Incidents Overseas.** The decision to presume death for administrative purposes of a casualty listed as "Missing Overseas" is the responsibility of the JCCC after discussion with the General Register Office. In circumstances where there is unquestionable and direct evidence that the casualty has died, registration of death can be applied for by JCCC. When such evidence is not available the only suitable course is to allow an appropriate time lapse before presuming death. The period of time will depend on the individual circumstances of the case. Further details on registration of death are in Volume 2, Part 1, Chapter 2.

**01.01.0514. Incidents In The UK.** In the UK it may not be possible to declare a missing person legally dead for up to 7 years after the event unless there is convincing evidence that the death has occurred. Presumption of death can only be made by application under the judicial system (to the Family Division of the High Court/Procurator Fiscal). The Executor, administrator of the estate, or legal representatives is responsible for pursuing such actions, but the MoD should (on request) make available any evidence that may assist the application.

### Section 5 - Actions following death

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**01.01.0515. Reporting and Registration.** In addition to the NOTICAS in cases of death in the UK, the reporting unit (or the VO) may need to assist the family in reporting the death to the Registrar of Births, Marriages and Deaths and assisting the NOK obtain a death certificate. Details covering this and the reporting and registration of deaths overseas are in Volume 2, Part 1, Chapter 2 of JSP 751.

**01.01.0516. Liaison with Next of Kin (NOK)**

- a. **The Visiting Officer (VO).** In all cases where a Service casualty dies, is missing or classified VSI or SI an appropriate person will be appointed from the casualty's own Service as the prime point of contact for the NOK. A VO may also be appointed for an EC who is not the NOK or anyone else if the NA considers it appropriate. The VO will remain the principal link between the Services and the bereaved for as long as is necessary. VOs perform a key function in the Services' casualty procedures and Chapter 8 is dedicated to their role and tasks.
- b. **Police Family Liaison Officer (FLO).** The FLO is not part of the Services' casualty procedures. The FLO is a police officer who may be appointed by the civil (or Service) police in cases of unnatural death or deaths that are liable to attract media attention. **The role of the FLO can overlap with that of the VO, in which case the FLO has primacy.** It is most important that the VO makes contact with the FLO if one is appointed. This becomes essential when it is a civil police FLO who may have little idea of what a VO is or does. It is a responsibility of the NA to determine if a FLO has been appointed and pass the relevant details to the VO. The role and responsibilities of the FLO are shown in Annex A.
- c. **Assistance in dealing with the media.** In circumstances of high media interest ECs/NOK may become the subject of unwelcome media intrusion. In such cases media operations staff can provide assistance if the EC/NOK requests it. This will be provided through regional media staff but co-ordinated as necessary by MoD Director News (D News) Press Office after consultation with the CNO/VO.

**01.01.0517. Commanding Officers' Messages of Condolence.** The MoD policy on Letters of Condolence is in Chapter 1. This section gives guidance on messages of condolence from Unit Commanding Officers.

- a. **Policy.** No matter how or where a death occurs, the service person's Commanding Officer is to offer his/her (and their unit's) condolence to the Next of Kin in person and in writing. Letters of Condolence (which in exceptional circumstances may be sent to the EC instead of the NOK) should be despatched by first class mail within 7 days of the death being reported. An example is at Annex B. In addition the COs may choose to write to any other members of the family or a long term partner if they feel it

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would be beneficial and appreciated. The CO's letter of condolence should always be handwritten.

- b. **Personal Visit.** When offering condolences in person the Commanding Officer should bear in mind the rules concerning the content of letters of condolence below. If the death was due to unnatural causes the Commanding Officer must send a written report to the JCCC including a full account of the information given to the NOK directly or indirectly and any information withheld, explaining the reasons why it was withheld.
- c. **Additional Nominee.** Where an additional nominee is known to have been especially close to the Service person (for example the parent of a young and recently married person whose nominated NOK is their spouse), the Commanding Officer may at his/her own discretion also send a letter of condolence to this nominee.
- d. **Contents.** The contents of letters of condolence may be limited to such information as the Commanding Officer considers appropriate but must be written so as to avoid any impression of reticence. The following may be included:
  - (1) The date, time, place and apparent cause of death.
  - (2) A résumé of undisputed facts. No inference should be drawn from the facts where they could indicate suicide. In such an event the facts must be allowed to speak for themselves.
  - (3) The steps taken to save the life and, whenever possible, an assurance that everything possible was done.
  - (4) An expression of sympathy from the unit as a whole.
  - (5) When necessary, the information being given is preliminary and liable to correction when investigations are complete.
  - (6) The name and contact details of the VO.
- e. **Things to Avoid.** The following should not be mentioned, either initially or at a later date:
  - (1) Facts still to be proved or verified.
  - (2) The identity of any other person involved in the occurrence.
  - (3) Any opinion as to blame, error of judgement or hint of negligence which might be seen as attributing responsibility to the deceased or anyone else or encourage relatives to suppose that there are grounds for claiming compensation or damage.
  - (4) Harrowing unnecessary details such as a description of injuries or suffering which are likely to cause distress (but see d. (2) above).

**01.01.0518. Role of JCCC.** Once the deceased's EC and NOK have been notified and a VO appointed, the main focus for the welfare action becomes the casualty's own

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Service. However the JCCC will continue to direct and coordinate the process until the funeral and thereafter retain some specific function, in particular to:

- a. Ensure DBS staff Veterans – UK (Pay, Pensions, VWS and Medal Office) are informed (within 24 hrs).
- b. Prepare a comprehensive information pack for the NOK to be sent from OC JCCC via the VO (Chapter 1, para 0121 refers).
- c. Provide advice and guide VOs to single Service NAs and Units as required.
- d. Inform D News Press Office staff when the NOK and EC have been notified and forward any request for a delay in release of the deceased's name.
- e. Liaise with General Register Office regarding Registration of Deaths overseas.
- f. Make arrangements for the repatriation of bodies as required including informing the appropriate coroner.
- g. Arrange the release of the deceased's personal effects to the Executor or NOK.
- h. Notify the Executor of any money from the MoD which is due to the Estate and make this payment once legal requirements are complied with.
- i. Arrange the production of headstones or grave markers if required.
- j. Provide information for MoD as requested.

**01.01.0519. Repatriation of Bodies.** Details regarding removal of bodies and repatriation of the dead are in Volume 2, Part 1, Chapter 1 of JSP 751.

**01.01.0520. Arrangements for Funerals.** The policy for Service funerals, burials, cremations and the provision of headstones are covered in Volume 2, Part 1, Chapter 3 of JSP 751.

**01.01.0521. Disposal of Effects.** The procedures for dealing with the effects of a deceased Service person are in Volume 2, Part 1, Chapter 6 of JSP 751.

**01.01.0522. Service Inquiry.** The policy for how and when the results of Service Inquiries and other inquiries can be passed to families is covered in Volume 2, Part 1, Chapter 4 of JSP 751.

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**Annexes:**

- A. Role and Responsibilities of the Police Families Liaison Officer (FLO).
- B. Example of a CO's Letter of Condolence.
- C. Military Administrative Officer (Civil Hospitals) Contact Details and Areas of Responsibility

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## THE ROLE AND RESPONSIBILITIES OF THE POLICE FAMILY LIAISON OFFICER (FLO)

1. **Background.** The Family Liaison Officer (FLO) was first introduced by UK Police Forces some time ago and a greater emphasis was placed on their role following the Stephen Lawrence murder enquiry in 1993 and the subsequent report produced by Sir William MacPherson. All Police Officers (including members of the Service police) employed in this role are now trained to a nationally agreed standard as required by the Association of Chief Police Officers (ACPO) Crime Committee Family Liaison Project Board.
2. **Roles and Responsibilities.** When the nature of an incident is such that an FLO is required, primary responsibility for family liaison will rest with the police with prime objectives being:
  - a. To provide care, support and information in a sensitive and compassionate manner to the family, who may well be the victims of a crime.
  - b. To ensure that family members are given information about support agencies and that referrals are made to Victim Support and other agencies in accordance with the family's wishes.
  - c. To gather evidence and information from the family in a manner which contributes to the investigation and preserves its integrity.
  - d. To secure the confidence and trust of the family thereby enhancing their contribution to the investigation.
3. **Contact between the FLO and the Visiting Officer (VO).** Since some of the duties of the FLO are similar to those performed by the VO, it is essential that both parties establish contact with each other before any visit is made to the family. In this way a clear division of responsibility can be achieved, with support being given and information passed to the family coherently. First impressions to the family are an important factor in gaining their trust and co-operation and, if it is clear that the VO and FLO are working in harmony, they are more likely to accept them as a source of support and information.
4. **Contact.** Before the VO visits the Emergency Contact (EC) or Next of Kin (NOK), the Notifying Authority must establish via JCCC if a FLO is being used by the Police. If one has been appointed, contact details should be passed to the VO who should, in turn, establish contact with the FLO and the local Service police.

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**ANNEX B to  
CHAPTER 01.01.05 of  
JSP 751**

**EXAMPLE OF CO'S LETTER OF CONDOLENCE**

**From: Lieutenant Colonel A N OTHER**

2nd Bn the Loamshire Regiment  
Glencoe Barracks  
Dover  
Kent CT10 6LB  
Tel: 01206 776932

Mr J G Smith  
42 Spring Gardens  
Eastbourne  
Sussex EE2 4NK

24 January 2000

Dear Mr Smith<sup>29</sup>

On behalf of the whole Regiment and particularly his very many friends, may I express our deepest and most sincere sympathy on the tragic death of your son John on A Company's Exercise Joint Venture.

This is terrible news — an awful shock — and such a waste of a really good young life. As you know the accident happened in Kenya so details are still far from clear. However, I have spoken to our Military Attaché in Nairobi on the telephone and received a communication from him. He tells me that on Monday 23 August, John was commanding his section on a patrol in two Land Rovers. It was just after 1130 am local time and they had just completed repairing a puncture, parked beside a river. As I am sure you realise, it is extremely hot out there now, so once this job was done the four men involved went for a wash and swim. Apparently there was a rocky shelf which they were on, but one of them fell and got into difficulties. The rest of the section, including John, still wearing his uniform and boots — rushed to help. But the river obviously had a deceptively strong current and John was swept away. They all searched frantically, but it was a full hour before some locals eventually found his body.

Some of this early information may possibly prove to be inaccurate and as soon as I hear more details I will of course let you know.

I understand you have asked for the funeral to be at home in Eastbourne and arrangements for this are now under way. You have already met Major Enderby of my

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<sup>29</sup> Normally written by hand

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Regiment and, if you require any further information or help please do not hesitate to contact him, or me, at any time.

This is a terrible shock for you as it is for all his many comrades in the Regiment. As you know he was doing so well in the Army, had just been promoted to the rank substantive Corporal and had a bright future in front of him. Even more important he had made a multitude of friends and was intelligent and ever cheerful.

His death is a tragic loss — but that his final act was to go to the help of a fellow soldier was entirely characteristic of all he stood for.

Yours, most sincerely<sup>30</sup>

Silent copy to:  
JCCC

---

<sup>30</sup> Normally written by hand

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## CHAPTER 6 - AEROMEDICAL EVACUATION

### Section 1 - **Outline**

**01.01.0601.** This Chapter is not intended to replace or even summarise AP 3394. It deals solely with Strategic Aeromedical Evacuation (AE) and the role of the Joint Casualty and Compassionate Centre (JCCC) and single Services once the patient has reached the UK.

### Section 2 - **General**

**01.01.0602.** The MOD policy for AE is contained in AP 3394. Units requiring AE must follow the procedures laid down in that document. Any listed (VSI, SI, III or UL but due to circumstances the JCCC has been tasked with taking KINFORMING action) casualty (as defined in Volume 1, Part 1, Chapter 1 of JSP 751) who is moved by air using AE system will be reported and monitored as a casualty by the JCCC. Most Service casualties will be either discharged at the UK airhead or moved to the Royal Centre for Defence Medicine (RCDM) in Birmingham. However some may be admitted directly to other NHS or private hospitals especially at times when large numbers are being evacuated. In these cases special arrangements are made which are covered by the Reception Arrangements for Military Patients (RAMP) Instructions issued by the UK Joint Planning Staff (JPS).

### Section 3 - **Entitled Patients**

**01.01.0603.** The list of casualties entitled to be moved under the AE system is shown in Leaflet 9-01 of Air Publication (AP) 3394<sup>31</sup>.

### Section 4 - **Casualty Reporting**

**01.01.0604.** All units must raise an initial NOTICAS (JPA or message) in respect of all notifiable casualties, in accordance with JSP 751 Volume 1, Part 1, Chapter 2 Section 3.. Under no circumstances should the aeromedical messages 1, 3 and 4 (as defined in AP 3394) be considered as an initial or update NOTICAS messages for notifiable casualties being evacuated by air. Nor may Aeromed messages be used as a means of reporting changes in the casualty categorisation for those listed III or above. As separate NOTICAS/message must always be raised to report such occurrences to the JCCC. The sole exception to this rule is that once a casualty has been re-categorised as UL, and providing that the notification does

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<sup>31</sup> Service personnel are strongly advised to take out appropriate travel insurance before travelling anywhere overseas at their own expense.

**not raise his/her categorisation, an aeromedical message will be considered as an Update NOTICAS.**

## Section 5 - Notification

**01.01.0605.** The notification of Emergency Contacts (ECs) is to be carried out in exactly the same way as for any other casualty. For "Unlisted" (UL) casualties it should only be carried out if the casualty wishes and is unable to do so them self (paragraphs 0409, 0424, 0427 and 0429 refer). JCCC will be responsible for tasking the relevant notifying authority.

## Section 6 - Agencies Involved in AE

**01.01.0606.** The key agencies with responsibilities for AE are as follows:

- a. **Aeromedical Evacuation Control Centre (AECC).** The AECC, based at RAF Brize Norton, authorises and organises all strategic aeromedical evacuation. (Contact telephone numbers: 95461 5300 (civil 01993 895300) or outside working hours 07770 648688).
- b. **Royal Centre for Defence Medicine (RCDM).** Service aeromedical evacuees who require acute hospital admission or urgent outpatient review are normally transferred to and administered by RCDM in Birmingham. (Contact Aeromedical Control Cell RCDM, Tel: 0121 627 8830, fax: 0121 627 8590)
- c. **University Hospital Birmingham NHS Trust (UHBT).** RCDM is in partnership and co-located with UHBT. It is the group of hospitals to which the majority of Service aeromedical evacuees are referred.
- d. **Defence Medical Welfare Service (DMWS).** DMWS welfare staff are present at RCDM and the other Medical Defence Hospital Units (MDHUs) (as well as RAF Akrotiri and German Provider Hospitals) and will visit all aeromedical in-patients. They also provide assistance to families visiting Service casualties and can be contacted through JCCC.
- e. **Sickness Absence Management (SAM)/Military Administrative Officer (Civil Hospital) MAO(CH)** There is a SAM/MAO(CH) on the staff of each Army UK Regional Division or district. Their task is to locate, identify and report on the condition of Army casualties in civilian hospitals. Under RAMP MAO(CH)s carry out this function for all 3 Services and enemy prisoners of war (EPW) subject to AE.

## Section 7 - Joint Casualty & Compassionate Centre (JCCC)

**01.01.0607.** The role of the JCCC in AE is to:

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- a. Check aeromedical messages for previously unreported notifiable casualties (as defined in Volume , part 1, Chapter 1 of JSP 751) and enter them into the casualty reporting system, (liaising with parent units as necessary).
- b. Initiate notification as required (see paragraph 01.01.0605).
- c. Update the location and state of all previously reported casualties.
- d. Continue to monitor the location and state of all Service AE casualties up to the point where they are discharged either from hospital or at the airhead.
- e. Maintain close liaison with the AECC and the AE cell at RCDM to capture AE casualties admitted to other NHS hospitals and MDHUs.
- f. Ensure relevant single Service authorities are informed.

**Section 8 - Parent Units**

**01.01.0608. If possible the parent unit must:**

- a. Ensure the casualty has civilian clothing, money etc prior to departure for use in the UK hospital (or on sick leave).
- b. Ensure the casualty's EC has been informed (if this is what the casualty wishes) and inform JCCC accordingly. Alternatively the unit may request JCCC assistance in notification.
- c. Make arrangements for the casualty to be visited after arrival in hospital in UK in accordance with MoD policy (at paragraph 0612 below).
- d. After arrival maintain contact with the patient if necessary via a local unit, MAO(CH) or DMWS.
- e. Secure the casualty's personal belongings.

**Section 9 - Reception Arrangements for Military Patients (RAMP)**

**01.01.0609.** RAMP is a joint MoD and Department of Health contingency plan, which caters for when the number of AE casualties arriving in the UK is beyond the capacity of RCDM and UHBT. When the plan is activated Service patients can be directed to NHS hospitals throughout the country.

**01.01.0610.** The casualty reporting and notification procedures remain principally the same as described above. The task of the JCCC in monitoring the location and state of all the casualties and informing ECs/NOK becomes more complex. If numbers dictate the

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Major Incident Centre (MIC) may be activated to assist in the administration and notification of the casualties.

**01.01.0611.** During high level of AE to civil airports the SAM Teams/MAOs(CH) has a vital role in RAMP which extends to the tracking and reporting of all Service personnel. Under these conditions MAOs(CH)s will send reports to JCCC for AE casualties from all 3 Services.

**Section 10 - Visits to AE patients in Hospital**

**01.01.0612.** Service casualties who have been evacuated by air to the UK and admitted to hospital are to be visited by a suitable officer from their own Service, who will be responsible for ensuring that the casualty has all relevant information regarding allowances as outlined in JSP 752. The casualty should be visited within 7 days of admission and thereafter at regular intervals. The JCCC will inform the casualty's parent unit (if in the UK) or the single Service Notifying Authority (NA) in whose area the hospital lies and the unit will be responsible for arranging these visits.

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**CHAPTER 7 - VISITS BY RELATIVES & FRIENDS TO SICK & INJURED PERSONNEL (Dangerously Ill Forwarding Of Relatives - DILFOR)**

*Please see also JSP 752 Chapter 4 Section 11 (Service Families Travel)*

Section 1 - **General**

**01.01.0701.** DILFOR is intended primarily to assist the recovery of the casualty, through attendance of family and friends, when hospitalised in the UK or overseas or, following a medical recommendation, to enable attendance when there is significant risk to the patient. It is therefore for the benefit of both the patient and family. JCCC will authorise the initial 7 day period taking into account the direct recommendation of the medical authority<sup>32</sup> concerned. JCCC is responsible for making recommendations to the administering / parent unit for extensions to the initial 7 day period. The admin / parent<sup>33</sup> unit is responsible for undertaking an in depth review (see Annex A for criteria) prior to a request being made to JCCC. The following criteria apply for DILFOR:

- a. The patient is VSI, SI, or III and is likely to remain so until the visitor arrives or a medical recommendation has been made stating that a visit would benefit the recovery of the patient.
- b. Where there is significant risk to the casualty and in cases where the patient is out with the medical facility, to allow the family to be present at the time of death.
- c. The possibility of evacuation to the UK before the arrival of the visitor is unlikely.
- d. When a casualty returns from an overseas location/Operational Theatre via the Aeromed system, RCDM staffs will authorise an initial period of DILFOR not to exceed 7 days for 3 visitors, only rising to 5 visitors in exceptional circumstances. When more than 5 visitors are requested, RCDM must seek approval, through JCCC .
- e. Whenever possible, assessment and any review of DILFOR cases is to be undertaken by a Service Medical Officer. Civilian hospitals or doctors may not

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<sup>32</sup> The term 'medical authority' is not intended to be prescriptive but constitutes those responsible for the patients care. Examples include Doctors, Ward Sisters, and Senior Staff Nurse.

<sup>33</sup> Read Parent Unit as Sponsoring Unit that funds the post therefore DILFOR.

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necessarily be familiar with the system of illness categorisation used by the Services. Where a Service Medical Officer is not available, the civilian medical authorities are to be advised of the definitions of the Service illness categories and DILFOR conditions to enable them to apply a listing and make an informed judgement as to whether a DILFOR visit is recommended.

**01.01.0702.** This chapter governs the arrangements for eligible family members or friends when visiting Service Personnel (SP) or other eligible casualties, in hospital. It is the authority for meeting travel and accommodation costs at public expense<sup>34</sup>. There are 2 separate circumstances where this applies, which includes all casualties hospitalised on return from an operational theatre:

- a. **DILFOR (UK).** Where the SP, or eligible casualty, is hospitalised within the UK for any reason and is VSI, SI, III or a medical recommendation has been made.
- b. **DILFOR (Overseas).** Where the SP or eligible casualty is hospitalised abroad, and is classified as VSI, SI or III or a medical recommendation has been made.

**01.01.0703. Eligible Visitors.** Subject to the criteria defined within this chapter, when travel to visit a SP or eligible casualty is authorised by JCCC<sup>35</sup>.

### Section 2 - **DILFOR UK**

**01.01.0704. DILFOR (UK).** When a SP is unexpectedly hospitalised within the UK, and categorised VSI, SI or III (irrespective of the reason or whether on duty or not), or hospitalised for scheduled intervention and medical staff recommend that family presence is central to recovery or there is significant risk to the SP, travel for eligible family and friends may be authorised by JCCC. This includes:

- a. Travel from anywhere in the world, excluding individuals who are on holiday/leave who should have private medical insurance to the medical facility in the UK.

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<sup>34</sup> Other unavoidable ancillary costs may also be met by Public Funds with the authority of JCCC

<sup>35</sup> Normally 3 members of immediate family, or friends/EC, if no immediate family and can rise to 5 in exceptional circumstances with prior authority from JCCC.

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b. DHRS booked hotel accommodation for up to 7 nights that can be extended in 7 day periods up to a maximum of 28 days. Requests for extensions beyond 28 days may exceptionally be authorised by JCCC. See Paras 01.01.0701 and 0705

c. Day subsistence may be claimed at the prevailing Service rates. Receipts must be provided.

d. Reimbursement of one return trip for 2 family members or friends to visit the casualty's dependants at their usual place of residence to provide support. This applies only if the casualty has dependants who require support while the spouse or civil partner is visiting under DILFOR (UK) arrangements. Travel expenses only apply; accommodation and subsistence cannot be claimed.

**01.01.0705. Repeat Visits.** If the casualty remains in a medical facility for a prolonged period beyond 28 days, subject to a further medical recommendation the admin/parent unit may authorise visits of up to 3 days duration to be repeated every two weeks<sup>36</sup>.

**01.01.0706. Eligible Casualties.** DILFOR (UK) applies to regular SP, mobilised/on duty members of the Reserve Forces; Expeditionary Forces Institute (EFI) & Naval Canteen Service (NCS) are also eligible if being Aeromed from an operational theatre.

Section 3 - **DILFOR Overseas**

**01.01.0707.** DILFOR (Overseas) can be authorised when an eligible individual is hospitalised anywhere in the world. This comprises:

a. Travel from usual place of residence anywhere in the world to hospital anywhere in the world (subject to receipt of a medical recommendation). Responsibility for the initial support of eligible family members will fall to the CNO in conjunction with the parent/administering unit.

b. DHRS booked hotel accommodation of up to 7 nights that can be extended in 7 day periods, beyond the initial 7 days, up to 28 days in consultation with the parent/administering unit.. Extensions beyond 28 days may exceptionally be authorised by JCCC.

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<sup>36</sup> To be taken as single days visits or aggregated up to 3 days at the discretion of the visitor when T&S will apply.

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c. Day subsistence can be claimed at the prevailing Service rates. Receipts must be provided.

d. Reimbursement of one return trip for 2 eligible family members or friends to visit the SP's dependants at their usual place of residence to provide support. This applies only if the casualty has dependants who require support while the spouse or civil partner is visiting under DILFOR (Overseas) arrangements. Travel expenses only apply; accommodation and subsistence can not be claimed.

**01.01.0708. Eligible Casualties.** DILFOR (Overseas) applies to:

a. SP serving overseas including mobilised/attached/temporarily assigned members of the Reserve Forces; Expeditionary Forces Institute (EFI) & Naval Canteen Service (NCS) are also eligible if deployed.

b. UK based MOD Civilians (UKBC) serving overseas.

c. Spouse/civil partners of the above on accompanied overseas assignments.

d. NAAFI UK based civilians serving overseas.

e. Members of the following MoD funded Welfare Services serving overseas:

- (1) Soldiers' Sailors' & Airmen's Families Association (SSAFA).
- (2) Women's Royal Voluntary Service (WRVS).
- (3) Defence Medical Welfare Service (DMWS).

**01.01.0709. DILFOR (Overseas) - Ineligible Casualties.** The following are NOT eligible to receive family visits at public expense under the DILFOR (Overseas) scheme:

a. Eligible persons on leave outside the country of their current assignment.

b. Dependants other than spouse/civil partner.

c. MoD civilians who are not UK based.

d. British Forces Broadcasting Services (BFBS) staff.

Section 4 - **Admin Arrangements**

**01.01.0710. Authorisation of DILFOR Visits.** Initial DILFOR visits are authorised in advance of family members travelling, by JCCC except in circumstances listed below:

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a. When a casualty returns from an overseas location/Operational Theatre via the Aeromed system RCDM staffs will authorise an initial period of DILFOR not to exceed 7 days for 3 visitors only rising to 5 visitors in exceptional circumstances. When more than 5 visitors are requested, RCDM are to seek approval, through JCCC.

**01.01.0711.** The recommending of DILFOR extensions beyond the initial 7 day period rests solely with JCCC and it will be for the parent/administration unit to authorise. Each extension request will be subject to an in depth review by the admin unit and be forwarded to JCCC with a continued Medical recommendation. DILFOR extensions must be sent to JCCC at least 24 hours before the expiry date of the previous authorisation, accompanied by a full justification for each patient, outlining the need for the number of visitors and their relationship to the patient. See examples at Annexes A and B.

**01.01.0712. Travel Arrangements – DILFOR (UK).** Where visits are approved, travel is to be booked by the parent unit. It should be by the quickest route available by economy class air or standard rail fares, including, if required taxi transfer to/from airfield/station of arrival/departure. Where possible unit MT is to be utilised. Motor Mileage Allowance, where granted will be at the private Car Rate, plus passenger allowance. If travel is booked via private arrangement prior to JCCC authorisation, reimbursement of costs will be made at the rate that would have been obtained by the unit. Suitable arrangements are available for the reception, accommodation, security, safety and care of the visitors.

**01.01.0713. Travel Arrangements – DILFOR (Overseas).** Where visits are approved, travel will be booked by the DSCOM Compassionate Travel Cell (Civilian 0117491 39676/7 or GPTN 9352 39676 (24 hours)) in liaison with JCCC and units. Travel is to be by the quickest route available by direct economy class air or standard rail fares, including if required, taxi transfer to/from airfield/station or arrival/departure. Where possible unit MT is to be utilised. If travel is booked via private arrangements prior to JCCC authorisation, reimbursement of costs will be made at the rate that would have been obtained by the DSCOM Compassionate Travel Cell.

**01.01.0714. Passports, Visas and Vaccination Certificates.** All DILFOR visitors undertaking foreign travel must carry a valid passport with the necessary visa and vaccination certificates appropriate to the country that they are visiting.

**01.01.0715. Promulgation of Flight Details.** JCCC will inform all involved parties of flight details of the visitors to enable reception arrangements to be made at the destination.

**01.01.0716. Extensions of Stay By Personal Choice.** If, for personal reasons, a visitor wishes to remain after the authorised period of DILFOR has expired, this

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may be approved at the SPs admin/parent unit discretion. All subsequent accommodation, subsistence and other costs will then be the liability of the visitor. However, the return journey to the home destination may still be arranged at public expense.

**01.01.0717. Costs.** All DILFOR costs will fall against the Admin / Parent unit to which the patient belongs, at the time of admission to hospital unless hospitalisation was as a result of a contingency funded Operation, in which case they will be chargeable against that Operation. If the specific named operation ends during ongoing DILFOR visits cost will default to the SPs admin/parent unit.

**01.01.0718. Death Before a DILFOR Visit is Made.** When a patient dies after a DILFOR request has been authorised, but before the arrival of the visitors, the death is to be reported to JCCC by the fastest possible means. If the visitors are already travelling the SPs admin/parent unit is to consider whether it is appropriate to intercept them or to inform them on arrival, as appropriate.

**01.01.0719. Death During a DILFOR (Overseas) Visit.** Where death occurs during a DILFOR visit the body will normally be repatriated to the UK at public expense. However if the NOK wishes, a funeral may be held locally (see Volume 2, Part 1, Chapters 1 and 3). In such instances the visitors may request authority for an extension to their overseas visit, as necessary, to attend that funeral.

**01.01.0720. Request for the Presence of the NOK.** A DILFOR visit may be authorised when the hospital authorities have requested the presence of the NOK to discuss the donation of organs/the switching off of a life support system. DILFOR visits may also be granted to enable the family members to be present at the time of death.

**01.01.0721. Return Journey.** On completion of the DILFOR visit, the Admin / Parent unit is to arrange for the visitors to return home by the most direct economical route. Details must be passed to the JCCC.

**01.01.0722. DILFOR Visitors' Financial Assistance.** All major costs, as defined within this chapter, of an authorised DILFOR journey will be met from public funds. This includes transport, accommodation and food but can also include passports, visas and inoculations with prior authority from JCCC and in consultation with the Admin / Parent unit.

### Section 5 - **Dangerously Ill Forwarding of Relatives (Ghurkha) (DILFOR (Ghurkha))**

**01.01.0723. DILFOR (Ghurkha).** The arrangements for eligible family members to visit seriously ill Ghurkha soldiers (or their spouses/civil partners when accompanied) are now incorporated into DILFOR (Overseas) and DILFOR (UK)

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schemes. The separate DILFOR (Ghurkha) scheme is no longer in use. Contact with families in Nepal is to be carried out via HQ British Ghurkha's Nepal. **Contact Details**

**Annexes:**

**Guidance**

- A. Examples of DILFOR Review Details Required
- B. Example of a DILFOR Message

(In line with the ongoing reform of JSPs this element will be incorporated into part 2 of JSP 751 when it is issued in the new format).



**EXAMPLES OF DILFOR INITIAL/EXTENSION DETAILS REQUIRED**

- **Extensions to DILFOR when required must be submitted to JCCC at least 24 hours prior to the expiry date of the current DILFOR period.**

ALPHA	INITIAL DILFOR UK/OVERSEAS or EXTENSION DILFOR UK/OVERSEAS. Insert Ser No; 01, 02 etc and include "NOTICAS DTG: .....(NOTAL) REFERS"
BRAVO	Rank, Initials (and known forename), Surname, Service (RN, RM, Army, RAF, etc), Service Number, Unit, Regt/Corps (Army only). NB. If a dependant is the casualty, then give the relationship and details of the Service person (e.g. wife of ...).
CHARLIE	Current Medical Listing, i.e. VSI, SI or III
DELTA	Medical recommendation to be a conscious decision by the appropriate medical authority in charge of caring for the patient for the 7 day period of DILFOR requested. It is to include the following statement, "the visit will benefit the patient's recovery or the family should there be significant risk to the patient.
ECHO	In depth review completed on,' Insert date' by 'Insert full name, rank/position, Unit/establishment and telephone number. The review to include: <ul style="list-style-type: none"> <li>• Anticipated medical listing for the DILFOR period.</li> <li>• Anticipated location for the DILFOR period.</li> <li>• Prognosis/general overview of patients medical condition (not in-depth medical details but whether patient stable, responding to treatment, terminal, requires constant care, under rehabilitation, expected to undergo surgical procedures over an extended period, i.e. weeks/months.</li> <li>• While recognising that exceptionally up to 5 people can be considered in the initial DILFOR it is expected that</li> </ul>

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	extensions will normally be for 3 people maximum. If more than this the reason for the requirement must be clearly stated.
FOXTROT	Full names, relationship, addresses and telephone numbers (if known) of the intended visitor(s)
GOLF	Name and address of hospital
HOTEL	Nearest airport (or suitable arrival point) to the hospital
INDIA	DILFOR period requested, from (date of arrival if overseas) – to (not normally to exceed 7 days (inc)). If period is in excess of 7 days the requirement is to be covered in the review at para ECHO.
JULIET	Full name, addresses and 24/7 Tel No for Unit POC who will be responsible for coordinating travel, accommodation, reception, security, safety and care of visitors.

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ANNEX B  
CHAPTER 01.01.07 of  
JSP751

EXAMPLE OF A DILFOR MESSAGE

**This message should be sent to JCCC by the quickest possible means:**

**Email: DBS-JCCC Group Mailbox (MULTIUSER)**

**Fax No: 01452 510807**

Precedence - Action: IMMEDIATE

DTG: 081422Z MAY 14

From: HQ BFC

To: JCCC INNSWORTH

SIC: ABAWAL

DILFOR

A. DILFOR (OVERSEAS) 01, UNIT NOTICAS DTG 081300Z MAY 14 REFERS.

B. PTE JL (JOHN) HARRISON, ARMY, 23456789, 1 BLANKSHIRES, RLC/REME etc.

C. VSI.

D. DILFOR RECOMMENDATION BY SMO, MAJ R SHORT RAMC EPISKOPI 1234.  
SMO HAS LIAISED WITH DR SNIEDER AT HOSPITAL AND CONFIRMED THAT  
VISITING RELATIVES WILL SIGNIFICANTLY BENEFIT THE PATIENTS RECOVERY.

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E. IN DEPTH REVIEW COMPLETED BY MAJ SHORT ON 8 MAY 14. IT IS EXPECTED THAT SOLDIER WILL REMAIN VSI AT CURRENT LOCATION FOR THE PERIOD OF DILFOR REQUEST. ALTHOUGH CURRENTLY STABLE, SOLDIER REMAINS IN A CRITICAL CONDITION.

F. MR T HARRISON (FATHER), SIX GARDEN STREET, YORK. TEL 01904 333471.

G. NICOSIA HOSPITAL.

H. LARNAKA AIRPORT.

I. DILFOR REQUESTED FOR THE PERIOD 9 TO 15 MAY 14 INCLUSIVE

J. 1 BLANKSHIRES POC CAPT G R (GARY) SMITH, 2IC A COY. HOHNE MIL 943212506 OR MOB 0044 77888000 WILL BE RESPONSIBLE FOR COORDINATING TRAVEL, ACCOMMODATION, RECEPTION, SECURITY, SAFETY AND CARE OF VISITOR(S).

**PRECEDENCE & SUBJECT INDICATOR CODE (SIC) WHERE THE ORIGINATOR HAS ACCESS TO HIGH GRADE MESSAGING SYSTEM IT SHOULD BE SENT IMMEDIATE USING THE SICS ABA/WAL FOR MILITARY OR ABA/VAL FOR CIVILIANS.**

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## CHAPTER 8 - VISITING & FOLLOW ON SUPPORT

### Reference:

- A. JSP 770 Tri Service Operational and Non Operational Welfare Policy
- B. JSP 464 Tri Service Accommodation Regulations (TSARs)
- C. JSP 754 Tri-Service Regulations for Pay and Charges

### Section 1 - **Outline**

**01.01.0801.** This Chapter covers the advice and support provided to a Service casualty's family from the time when they are first notified. It explains the role of the single Services and their respective welfare organisations, the Joint Casualty and Compassionate Centre (JCCC) and in particular that of the Visiting Officer (VO).

### Section 2 - **Role of the Commanding Officer (CO)**

**01.01.0802.** The casualty's CO should remain actively involved with the NOK/EC until agreement is reached between the VO and the family. This involvement may or may not be in person but the CO must maintain contact with any deployed VOs, even if not under their command, and satisfy himself (or herself) that the NOK/EC and the VO are getting the help, advice and supervision from the NA they require. The NA is to ensure that the VO is appropriately supervised and carrying out their duties in accordance with JSP 751.

### Section 3 - **Role of the JCCC**

**01.01.0803.** For a death, in accordance with the principles at paragraph 01.01.0805 once a VO has been appointed the role of the JCCC becomes primarily one of monitoring and provision of information and advice in particular on arrangements for the repatriation of bodies from overseas, marking of graves and issues relating to the deceased's estate. For a casualty who is missing the JCCC role is more active; monitoring progress reports and keeping NA's, D News, MoD, SSLA and secretariats informed as well as the VO. If the casualty is confirmed as a POW or otherwise detained, the JCCC will provide a direct link to the BRC. For an injured casualty the JCCC will report and monitor their progress from the point of incident through the initial stages of the medical pathway until the individual has been released to the care of the single Service casualty management process when the JCCC will only record significant events such as change of medical category.

### Section 4 - **General**

**01.01.0804.** The Services will offer ongoing practical support for the NOK and ECs (if different) of deceased, missing, injured or ill Service casualties. They may also provide such support for other casualties if the particular circumstances warrant it. However in cases of death, it is the NOK who are likely to have to make difficult and sometimes

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painful decisions at what is already a deeply distressing time and they need the most assistance and advice. For this reason the support offered concentrates on the NOK and they will be given a single prime point of contact with the Services who will personally visit them, assist them and be available to them for as long as is considered necessary. This point of contact is called the Visiting Officer (VO). When the EC is not also the NOK (see chapter 4 of this volume), the NA, having discussed the situation with the CNO, will decide whether or not to also appoint additional VO's for the EC and NOK, or anyone else, especially when the casualty is missing or VSI. **It must be clearly understood that VO's are not trained grief and bereavement counsellors**, see Annex A for guidance notes.

### 01.01.0805. Principles

- a. **Focus.** The notification and visiting follow up actions are carried out for the benefit of the NOK or EC (as nominated by the Service casualty). It is their needs and wishes which the Services must determine and seek to satisfy to the best of their ability within the constraints given, but without making assumptions as to what they may want.
- b. **Single Service Provision.** The support that is offered is common to all 3 Services. However, each Service has a loyalty and duty towards their own; they also have unique traditions and support networks. Consequently, each Service is responsible for the ongoing contact with, and support to, the NOK and ECs in accordance with the overall direction given in this publication. The responsibility for aftercare following the funeral in the case of a death, or Hospitalisation when ill or injured, is passed to the Single Service Lead Authority (SSLA) for each of the services by the JCCC, they are as follows:
  - (1) NAVY PERS-PFCS SO1, West Battery, Whale Island, PORTSMOUTH PO2 8DX
  - (2) Army – Army Inquiries and Aftercare Support Cell (AIASC), Army HQ, D Pers Ops, Ramillies Building, , Marlborough Lines, Andover SP11 8HJ
  - (3) AIR – HQ Air Personnel Policy, Community Support RAF High Wycombe Bucks.

The NA is responsible to the SSLA for the day to day management of the VO and they will act under direction of the SSLA and the JCCC.

- c. **Support.** Unlike notification, the visiting function and associated support is provided for a variable term through the single service NA under direction of the single service lead authority who in turn co-ordinated their activity with the JCCC. There are no hard and fast rules as to how long as every case is

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different, support will always be available until the completion of any inquiries.

- d. **Single point of contact.** There are a considerable number of agencies that may become involved. This can be confusing for the family and can add to the distress at a very difficult time. Therefore, it is most important, from the NOK/EC's point of view, that they have one person whom they know and trust who is the principal representative of the Service. All contact with the NOK/EC must be made through, or arranged by, the Visiting Officer (VO). Ref back to FLO paragraph.
- e. **(UK and Republic of Ireland ONLY) Veterans Welfare Service (DBS VWS).** VWS Welfare Managers are able to provide advice on the War Pensions Scheme, the Armed Forces Compensation Scheme and the Armed Forces Pension Schemes. In addition to this the VWS can provide advice or a gateway In respect of any presenting welfare need. **(See Appendix 1 to Annex B to Chapter 8, Visiting Officer's Checklist)**
- f. **(OVERSEAS Cases).** VWS are only deployed within the UK and the Republic of Ireland. In cases where families overseas require help and guidance on the provision of any entitled Service related pension and/or compensation VWS caseworker support will be provided through their Norcross Office. The appointed VO and/or local admin officer/Embassy or Consulate Staff are to contact the VWS Support Office on 01253 332799 to request an officer be appointed. Stipulating the preferred UK geographical location, which should be determined by UK activity needs.
- g. **Ship/unit/Station Administrative Support for the DBS.** Commanding Officers are to provide, through their Administrative Offices, to the JCCC, Veterans Pension and Welfare staff and VO such assistance in the form of information and confirmation on known issues as necessary relating to the deceased within the UK.
- h. **Overseas families.** Families are to be supported by the appointed VO and Ship/Unit/Station Administration Office/Embassy or Consulate. Support in respect of Service pension and compensation will be provided by the VWS to the beneficiary through the VO by telephone contact, 01253 332799 VWS Support-Office – who will ensure the VO has the contact details of an appointed Welfare Manager).
- i. **DBS (VWS) Ongoing Support.** The VWS purpose is to enhance the quality of life for the veterans community and their dependants. Under Veterans-UK the VWS works in collaborative partnership with the Services, ex-Service charities, statutory and not-statutory bodies, local community service providers and Veterans Advisory & Pensions Committees to deliver a welfare service that promotes independence within a veterans”

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community, but provides continuous support through life. It also provides support to enable the seamless transition from Service to civilian life for the more challenged groups. It achieves this by adopting a single central co-ordinating role that facilitates access to all appropriate services involved. The VWS can be contacted via the Helpline Freephone: 0800 1914218 or email: [veterans-uk@mod.uk](mailto:veterans-uk@mod.uk).

### Section 5 - Visiting Officer (VO)

**01.01.0806.** Visiting Officers are selected and appointed by the Notifying Authority (NA). Considerable care must be taken in this selection and some guidance on selection criteria is below.

**01.01.0807. Selection Criteria.** The Commanding Officer should carry out a suitability assessment on any individual prior to them undertaking the duties of a VO. The NA should review their suitability prior to deployment, (Has he/she suffered from a family bereavement or breakdown in recent months for example?)

The VO should be:

- a. A suitable person based on training, experience and of an appropriate rank and status. They would not normally be the deceased's immediate superior; they must be familiar with the personal details and circumstances of the Service casualty, including any additional details that may not have been available to the CNO at the time of notification
- b. In a position to be able to continue in the role for a reasonable period.
- c. Padres must not be used in the role of a VO.

**01.01.0808. Responsibilities.** The VO should:

- a. Wherever possible, act as the link to all MoD agencies and assist with any queries or problems that they may have. The appropriate VWS Office will be made aware of the VO details by the JCCC. If contact with the VWS has not been established the VO should contact their NA for assistance or contact the VWS Support Officer directly on 0125333 2799.
- b. Liaise with Media Operations staff through their NA under direction of the JCCC regarding dealing with the media including arranging support in the event of unwelcome media attention and the release of photographs and other details (unless this has already been done by the CNO).
- c. Act as a conduit for all official correspondence from the MoD to the NOK and where appropriate obtain their written permission to pass details to a

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third party, such as SSAFA-FH or the Services' Widow/Widower/Civil Partners Associations.

- d. Go through the information provided by the JCCC covering issues such as housing, funeral arrangements, personal effects. The VWS will be able to provide assistance with the completion of paperwork and forms associated with pension, compensation, other social benefits, wills, probate and financial matters calling in specialist help as required.
- e. When appropriate, explain the repatriation process and procedures (see Volume 2 Chapter 1). In particular, the VO should make it clear that provision for relatives to attend repatriation is limited to seven persons in each family group, unless exceptional approval is granted by Pers Trg Operational Welfare (see Annex F to Volume 2, Part 1 Chapter 1 paragraph 0105).
- f. When appropriate, explain the funeral options available (See Volume 2, Part 1 Chapter 3). The decision concerning funeral arrangements is to be made by the NOK or someone nominated by them. They should not be placed under any undue pressure to make a decision on funeral arrangements within the first 48 hours of being informed of the death (see Annex F to this chapter for guidance).
- g. The VO is not to commit the MOD to anything without first gaining relevant authority,
- h. Maintain a diary of events of all contacts with the NOK (or EC) with a note of the issues raised and action taken this should correspond with the content of the Reports provided to the JCCC and NA.
- i. Inform JCCC, VWS and the single Service Point of Contact (sS POC), see Appendix 3 to Annex G of Volume 2, Part 1, Chapter 1, of any changes to personal family details as they occur. At the conclusion of their duties with the family the VO is to ask the bereaved family to keep the sS POC informed of any further changes to the details, a letter to assist with this process can be found at Appendix 2 to Annex G, Volume 2 part 1 Chapter 1.
- j. At an appropriate point, when all VO responsibilities have been addressed and to be agreed with the family, a formal handover to the VWS should be arranged. Actions should be noted on the VO final report.

**01.01.0809. Guidelines.** Some guidance notes for VOs and a standard VO's checklist are attached at Annex B. These are to form the basis of any further guidance notes produced by NAs or single Services.

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**01.01.0810. Initial Contact.** The initial contact of the VO to the NOK (or EC) should take place within 24 hours of informing. However before undertaking the contact it is important the VO has been fully briefed by the NA and spoken to the Casualty Notification Officer (CNO) in order to be aware of the latest facts and particular family circumstances. On arriving at the NOK address, on the initial contact, the VO should introduce themselves and explain their role. It is recommended that they provide the NOK with a letter confirming this information, which should contain their contact details plus those of the JCCC.

**01.01.0811. VO's Reports<sup>37</sup>.** The VO is to produce an initial report to the Notifying Authority (NA) with a copy to the JCCC within 48hrs of the first visit. The format is at Annex C for Bereavement and Annex D for Casualty. A second "update" report is to be made immediately following the funeral and thereafter update reports are to be made monthly. The format is at Annex E. A final report is to be sent in the format at Annex F when it is agreed with the family and single Service lead authority that the VO's role is complete.

### Section 6 - Notifying Authority

**01.01.0812.** The NA will have been appointed by the JCCC from the list at Annex B to Chapter 1.

#### The NA's role is to:

- a. Select the VO ( See 01.01.0807 for criteria)
- b. Ensure the VO is properly briefed, trained and has the most up to date information including any information from the CNO.
- c. Ensure adequate supervision and support mechanisms are in place for the VO.
- d. Ascertain from the JCCC if the police have appointed a Family Liaison Officer (FLO) and ensure co-ordination of the contact details. (see Annex A to Chapter 5 of this volume for the roles and responsibilities of FLOs) and brief the VO accordingly.
- e. Maintain close contact with the VO and provide assistance, guidance and advice as necessary.

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<sup>37</sup> VO's should be mindful that reports may be subject to disclosure.

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- f. Ensure the JCCC and the appropriate Single Service Lead Authority is kept informed as required.
- g. Ensure the VO's reports are completed and submitted as required.
- h. If it is necessary to change a VO, the change must be done with the full knowledge of the NOK/EC. The outgoing VO must introduce the incoming VO to the NOK/EC. All details of the new VO are to be passed to the JCCC and the WMS.

### Section 7 - Defence Business Services – Veterans UK

**01.01.0813.** Veterans-UK has a key role for deaths-in- service. The staff at Norcross, Blackpool administers the Armed Forces Compensation Scheme (AFCS) and the War Pension Scheme (WPS), and decides if death or injury is caused by service. If death is caused by service their dependants will be eligible for benefits from either AFCS or the WPS (see Annex G to this chapter). Additionally for death-in- service, dependant benefits will also be available from the Service pension schemes administered by staff at Glasgow. They administer the Armed Forces Pension Scheme 1975 (AFPS 75) and Armed Forces Pension Scheme 2005 (AFPS 05) both which pay pension benefits to eligible dependants for death-in-service.

**01.01.0814.** For all deaths-in-service the dependants (this can be - spouses, eligible partners, in a substantial relationship, of either sex or eligible children) of the deceased may receive some form of pension and/or compensation payments. The process of assessing eligibility to these pensions or payments will be carried out by the Veterans-UK. An additional consideration will be whether the death can be considered as caused by service, which can vary the levels of pension and compensation payments.

**01.01.0815.** The VO has an important role to play in this process and will be the point of contact between Veterans-UK and the dependants. It is therefore especially important for you to work closely with the VWS in arranging an accompanied visit, or if overseas by liaising with the VWS by phone prior to the visit. They have a responsibility to provide you with full assistance and co-operation in providing advice and information regarding what financial benefits they will receive from the MOD for the death of their spouse or civil partner and undertake completion of appropriate application forms. The Welfare Manager will brief the bereaved that the process within Veterans-UK for this has commenced and that they will be informed by letter of their benefits as soon as is possible. No guarantees of entitlement should be given before confirmation is received from Glasgow for pensions and Norcross for compensation.

**01.01.0816. No guarantees of entitlement should be given at any time. It is for DBS Glasgow (Pensions) and Norcross (Compensation) to determine and notify.** The Welfare Manager will have the role of co-ordinating the completion of the necessary paperwork to claim for pension entitlement and collecting information to take forward the compensation process. This paperwork will form part of the package supplied by the

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JCCC. It is essential that the Welfare Manager establishes the dependant's status, for example existence of a partner, who may have not been designated as Next of Kin or children of the deceased who could be living with a guardian.

### Section 8 - **Support Agencies**

**01.01.0817.** There are a considerable number of support agencies available to provide assistance to the bereaved following the death of a Service person. See JSP 770, Part 1 Chapter 7.

### Section 9 - **Continuity of Care**

**01.01.0818.** After the funeral has taken place, the after care of NOK/EC and any other family members passes to the Single Service Lead Authority (SSLA), the VO, must be prepared to act as the official, designated point of contact with the family, linking in to the wider Service and civilian welfare support network and engaging experts, where necessary. The Veterans Welfare Manager will be able to assist at this stage as they will become a long term point of contact for the NOK/family members. As time moves on the family will become more responsible for their own decision making and problem solving. However some support, guidance and assistance may well be required from the VO for a considerable time, this will be driven by the family and their situation under direction of the NA following authority being granted by the SSLA.

**01.01.0819.** Allowances & Finance Reference. Full details of all allowances can be found in JSP 752.

### **Annexes:**

- A. Background Information on Grief and Bereavement
- B. Guidance Notes.
- C. VO's Initial Report (Bereavement)
- D. VO's Initial Report (Casualty)
- E. VO's Update Report.
- F. VO's Final Report.
- G. Guidance to Casualty Notifying Officers (CNO) and Visiting Officer (VO) on Media Aspects

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## BACKGROUND INFORMATION ON GRIEF AND BEREAVEMENT

**These notes are intended for guidance and to help Casualty Notification Officers (CNOs) and Visiting Officers (VOs) have some understanding of the grieving process and bereavement. In many cases CNOs and VOs will probably not be trained counsellors and should, therefore, seek help from those with the relevant training and experience.**

1. CNOs and VOs are encouraged to contact the Armed Forces Chaplaincy Centre at Amport House early in their tour and request any handouts on bereavement and loss that can be sent. Additionally, if time allows, they may wish to attend a Bereavement and Loss Course.
2. Whilst these notes are not a substitute for attendance at any course it does provide CNOs, VOs and the corresponding chain of command with useful information for dealing with the bereaved. The following paragraphs offer a very basic introduction to grief and its characteristics, some simple advice on listening and some basic advice that can be offered to the bereaved, including Service personnel who are bereaved and on whom JSP 751 is not focused.

### Worden's Four Tasks of Mourning

3. A useful start point is J William Worden. He states that mourning - the adaptation to loss - may be seen as involving the four basic tasks outlined below. It is essential that the grieving person accomplishes these tasks before mourning can be completed. Uncompleted tasks impair development.

- a. **Task 1: To Accept the Reality of Loss.** It is necessary for the bereaved to accept the reality that the person is dead. A searching behaviour relates to the achievement of this task but denying that the person will not come back hinders the grieving process. The keeping of possessions and exploring spiritualism are signs of this. Thus, saying 'goodbye', through the ritual of the funeral and seeing the body are all-important to the bereaved, and will help them to come to terms with their loss. Obviously, accepting death is much harder if there is no body, such as cases where the body is too badly damaged or lost and never recovered.
- b. **Task 2: To Work Through the Pain and Grief.** The bereaved must be allowed to experience the pain and loss, to demonstrate the feelings that will often include sadness, anger, guilt, anxiety, loneliness, fatigue, helplessness, shock, yearning, relief, numbness. Additionally, disbelief, confusion, pre-occupation, a sense of presence, hallucinations, are all 'normal' and the

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bereaved should be assured as such. Individuals may try to 'run away' from the situation. A consequence of failing to work through this task may be depression.

- c. **Task 3: To Adjust to an Environment in which the Deceased is Missing:**  
When someone dies, the shape of the bereaved life will have changed. If a partner has died, they will be 'incomplete'. If a child has died there will be a new shape to the family. These changes have to be adjusted to, new routines established and new tasks learned which the dead person used to do. The survivor is not usually aware of all the roles played by the deceased for some time after the loss occurs. For women especially, who may define their identity through relationships and caring for others, bereavement means not only the loss of a significant other but also the sense of a loss of self. Failure to fulfil the additional roles may lead to low self-esteem.
- d. **Task 4: To Relocate the Deceased Emotionally and Move on with Life.**  
Gradually the bereaved will start to look forward and outward. The bereaved may need to know that it is all right to move on. This does not mean that they have 'got over' the loss, but rather that they are learning to live more comfortably with it. For many, this task is the most difficult. Some people's lives stop at this point in their grieving.

4. Individuals will pass through these tasks in a different order. They may move backwards and forwards between them in a random order or they could be working through two at the same time. Grieving in different ways and at different times may cause difficulties in a family who are all grieving and one member may be ready to reinvest emotional energies before another.

5. One benchmark of completed grief reactions is when the person is able to think of the deceased without pain. Mourning is also finished when a person can reinvest his or her emotions back into life and in the living. In terms of timescale for a close relationship, 2 years is not too long.

### **An Overview of Bereavement**

6. All counselling is, in a sense, dealing with loss at some level; loss of effectiveness, dignity, self respect, status, health, break-up of a marital relationship and death of someone close. Loss is an inescapable part of life. It is the penalty we pay for loving and everyone suffers a series of 'little deaths' throughout life. Grief is a reaction to loss.

7. Death is the most obvious and final loss and through the work of people like Dr Colin Murray Parkes, we now know far more about the stages of grieving and the feelings involved. There are four main phases in the grieving process, but they vary from individual to individual. They are:

- a. Shock, numbness and sometimes denial.

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- b. Overt grief, pining, disbelief, anger, guilt.
- c. Aimlessness, apathy and depression.
- d. Mitigation and restoration.

8. In the first phase, the bereaved person suffers from shock, feelings of helplessness, of being 'lost'. It is at this time that there is a great deal of practical help needed, with many arrangements to be made. This is followed by the second stage of grief: weeping, fear, anxiety, anger and frequently physical symptoms such as inability to sleep, loss of appetite, indigestion, headaches and palpitations. Sometimes the symptoms affect parts of the body which were the cause of death in the dead relative of friend, e.g. palpitations after death from heart attack. In addition, there may be psychological symptoms where the dead person's voice is thought to be heard, or he/she is 'seen'. These can be frightening, but are quite normal and the counsellor can offer reassurance. As the intensity of grief diminishes, the third stage of aimlessness, apathy and depression increases and the bereaved person needs continued support and understanding through this to help him/her move to the final stage of restoration. Some people move more rapidly than others through these phases and, in general, the counsellor must move at their pace, allowing time for feelings to be resolved and making himself as easily available as possible, so that the bereaved person feels to able to be in touch as quickly as possible when feelings are most painful.

9. The final stage of restoration takes times and varies greatly in length and can be made more difficult by financial, housing and economic circumstances. If the counselling has been successful the process will continue to have times when memories are painful and grief is felt but at a level where they can see the pain is more manageable. The experience of grief well resolved can give added strength and maturity and develop an ability with the inevitable future losses in life in a much better way.

10. In dealing with the death of a parent, or a child in the family, it is important to include all the children in the counselling process. The same principles apply in bereavement counselling as in any other counselling situation and the counsellor must try to accept whatever feelings the bereaved person expresses; grief, guilt, anger, at the dead person and at others involved in the death, such as the employer, doctors, or at the counsellor himself. As nearly as possible, he must try to 'feel with' the bereaved person.

11. Mention must be made of abnormal grief reaction, where counselling is offered, but the normal reactions to grief do not progress. Instead they may heighten or intensify or, conversely, there may be an absence of any grief. They could either be denied or delayed. Later reactions may be more severe and prolonged and denial can lead to prolonged apathy, aimlessness and depression of a more serious kind. Guilt may be excessive and unresolved and the bereaved person may neglect him/herself, fail to eat adequately and be dependent on previous habits and lifestyle. In all these circumstances, medical and psychiatric help is needed.

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12. For actual bereavement symptoms which may be experienced, the following is a rough checklist of the possible effects:

- a. Depression, leading to an inability to manage one's life normally.
- b. Anger and resentment - with the dead person and the Service - and the counsellor.
- c. Shame.
- d. Loss of self-esteem and belief in oneself.
- e. Numbness.
- f. Fear.
- g. Guilt.
- h. Confusion.
- i. Ambivalence - not able to make and keep to decisions, easily led in various directions.
- j. Hopelessness. (Both i. and j. may be associated with depression.)
- k. Relief at departure of a partner.

### **Advice For Those Involved With The Bereaved**

13. Be aware of the symptoms of grief and shock. Remind yourself that just being there and doing your job is the kindest thing you can do. Months later, people will remember your courtesy and tend to be forgiving over any minor hitches that looked so awful at the time. You may well feel embarrassed; people may say or do things that are normally kept private, it is no shame to cry. Get together afterwards with others involved. Talk it over, either in a group or with someone you can trust; use the Chaplain, the unit Welfare Officer, SSAFA-FH. Be aware of the unconscious ways in which you may displace your feelings; kicking the cat, arguing with your partner; becoming over-involved in a campaign to prevent similar deaths. Keep a sense of proportion.

### **Dos And Don'ts For Those Assisting The Bereaved**

14. The following are worth remembering:

- a. Do remember that the role of grief counselling is to facilitate the tasks of mourning.

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- b. Do remember that everyone is different and will react in different ways.
- c. Do remember that everything you have been given relating to feelings and timetables of grief change. They are rough guides only and should not be ticked off like a shopping list.
- d. Do acknowledge that you may not be up to dealing with acute loss.
- e. Do let the bereaved cry.
- f. Do touch them if you feel comfortable and it is appropriate.
- g. Don't try to 'cheer them up'.
- h. Don't ever tell them that you know how they feel.
- i. Don't tell them "at least you've got...".

### **A Guide To Good Listening**

15. The following are the 10 Commandments of good listening:
- a. Stop talking! You cannot listen if you are talking.
  - b. Put the talker at ease. Help the talker feel that he or she is free to talk.
  - c. Show the talker that you want to listen. Look and act interested. Do not read while she or he talks.
  - d. Remove distractions. Don't doodle, tap or shuffle papers.
  - e. Empathise with the talker. Try to put yourself in the talker's place so you can see that point of view.
  - f. Be patient. Allow plenty of time. Do not interrupt.
  - g. Hold your temper. An angry person gets the wrong meaning from words.
  - h. Go easy on argument and criticism. This puts the talker on the defensive. Do not argue; even if you win, you lose.
  - i. Ask questions. This encourages the talker and shows you are listening.

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- j. Stop talking! This is the first and last, because all other commandments depend on it.

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**GUIDANCE NOTES FOR VISITING OFFICERS (VOs)**

These notes have been compiled on the basis that the most probable Next of Kin (NOK) to be assisted is the widow/widower/civil partner or nominated relative of a Serviceperson. VOs who are appointed to advise NOK of single personnel should use the notes as guidelines but should seek advice from the relevant specialists where appropriate. The term chaplain refers to an appropriate religious or ethnic faith leader who is able to advise and support the family and Visiting Officer.

A checklist of actions to be taken is at Appendix 1 to this Annex.

<b>Section</b>	<b>Subject</b>
1	General Guidance
2	First Visit
3	Viewing the Body/Repatriations/Funeral Arrangements
4	Service Inquiries
5	Service Families Accommodation
6	Wills
7	Financial Benefits
8	Assistance to NOK of Personnel Missing Believed Killed/Detained
9	Medals/Elizabeth Cross and Memorial Scroll
10	Emotional Support
11	DBS Veterans Welfare Service (VWS)
12	Single Service Lead Authority (SSLA)
13	Conclusion

**SECTION 1 – General Guidance**

2. A VO's role is to act as the Service's focal point in offering assistance and advice to the EC/NOK and to be the conduit through which the EC/NOK can seek specific help or guidance on service-related issues. The VO should seek guidance from subject matter experts where appropriate.
3. The role of VO is a complex task requiring common sense and sensitivity. This guide is designed to help you carry out your duties, but you will need to seek advice and guidance from the Notifying Authority who appointed you, Unit staff, the Joint Casualty and

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Compassionate Centre (JCCC) Operations and Deceased Estates Section. You will also be contacted in the early days of a case by an appointed Veterans-UK Welfare Managers, welfare staff, the single Service aftercare support agency and various other experts.

4. Before you contact the EC/NOK, you should ensure that you have been briefed by the NA and find out all the facts that you can; see Appendix 1 to this document for guidance. If possible you should also make contact with the Casualty Notification Officer (CNO) who carried out the initial notification to the NOK and the relevant Ship/Unit or Station to gather any background on the casualty and their family. Study all available notes and acquaint yourself with JSP 751 especially Chapter 8. OC JCCC will forward various useful information pamphlets and a letter for the EC/NOK, through you, within 3-4 days of the death. You are advised to familiarise yourself with this information and liaise closely with the VWS Welfare Manager.

### SECTION 2 – First Visit

5. During your first visit you should explain your role and ensure the EC/NOK have your contact details. You should advise them that you will be the conduit for a lot of information. Do not speculate or extrapolate, but explain that the various SMEs will be in contact (through you) to discuss various entitlements. You must ensure, however, that you arrange a briefing on the pay and allowance situation through your NA, Veterans-UK or the Deceased Estates section of JCCC prior to your initial visit to the EC/NOK. You need to be able to inform the EC/NOK of their immediate financial situation without going into too much detail. Do not forget to obtain through the JCCC and make a note of the Serviceperson's service number, National Insurance (NI) number, tax code and address of their tax office (Ty Glas, Cardiff) for reference when assisting the family in dealing with the deceased's finances.

6. Bereavement can bring with it a variety of reactions that may require specialist counselling. Chaplains and welfare staff are available to provide advice and support. A brief description of the phases of grief is available at Annex A to Chapter 8 of JSP 751, but remember each bereaved person behaves differently.

6. **Dress.** You will be representing your Service and your dress should show the Service's respect for the deceased. You should discuss it with your NA. For your first visit it should be a suit or as directed by your NA although thereafter smart civilian clothing may be more appropriate, depending on the circumstances and location of the EC/NOK.

7. **Diary of Actions/Reports.** It is essential that for the duration of your appointment as VO you maintain a diary of contacts and action. Regular reports are also to be made to the NA / JCCC and sS POC using the forms at Annexes C & D to Chapter 8 of JSP 751. On completion of your duties the Diary of Action is to be forwarded to JCCC with your final report (Annex E).

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8. **Checklist.** There is a useful checklist list at Appendix 3 to this Annex. It is not exhaustive but provides guidance in carrying out your role. By completing the dates you will also have a useful record of when certain things were done.
9. **Confidentiality.** It is essential that throughout your assistance you keep the EC/NOK's financial and personal circumstances confidential. If you have reason to discuss their financial affairs or personal circumstances with anyone, you must seek their permission first. Any actual amounts paid should not be included in your reports.
10. From the first visit onwards numerous subjects could be brought up. The information from paragraphs 11 onwards should help you answer the EC/NOK's enquiries although more detailed and specific answers can always be investigated subsequent to each visit. All pay, service allowances and centrally recovered charges cease from the day following the date of death but other benefits are commenced. Allowances may continue beyond the date of death, but you should check with your admin staff or those of the casualty's ship/unit/station for the latest rules.

### **SECTION 3 - Viewing The Body/Repatriations/Funeral Arrangements**

11. Where death was unexpected, or did not occur in their presence, the NOK may wish to view the body. On your initial visit you should ascertain who in the family intends to view the body. If no arrangements have been made you should liaise with the JCCC Operations staff/Undertaker / Coroner (where appropriate) to determine whether this is possible. If viewing is not recommended, this information has to be conveyed sensitively to the NOK and family; you should request assistance from the Coroner/ Family Funeral Director or chaplain, they would be expected to undertake this task rather than you. Where a body can be viewed, chaplains may, on request, accompany the family and are ideally placed to offer advice and support. The final decision on viewing the body and arrangements for doing so rests with the NOK.
12. In certain circumstance such as aircraft accidents / explosions, not all of the body may be immediately recovered. Prior to finalising the funeral arrangements you should liaise with JCCC Operations staff / the Undertaker and Coroner to establish whether recovery was complete, and if any body parts have been withheld or remain to be identified. If there is any possibility of any further significant body parts (not tissue samples) being returned to the family at a later date, this information should be conveyed sensitively to the NOK. The aim is to be open and honest with the family without causing any unnecessary distress. The Coroner's officer will usually offer to brief the family on this issue in your presence. However, you could also consider asking the Unit / family chaplain for assistance with this delicate task
13. The options available to NOK/EC regarding funeral arrangements and entitlements are listed in Volume 2, Part 1, Chapter 3 of JSP 751 with further advice contained in the Annexes to the letter issued to you by the JCCC Deceased Estates Office on your

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appointment as a VO. You should familiarise yourself with the contents of this Chapter and should be prepared to discuss in detail the advantages and disadvantages of the various options available, you should consider asking the advice of a Chaplain (particularly if they are likely to be conducting the service) and the NA. Ensure there is no pressure for a large military attendance as this can have significant financial implications for the family, which will not be covered by the public purse.

14. Repatriations are covered in detail in Volume 2, Part 1, Chapter 1 of JSP 751.

### SECTION 4 - Service Inquiries

15. Dependent on the circumstances and cause of death, it may be the case that a Service Inquiry is convened. VOs should seek clarification through single Service routes, see contact details listed below:

- a. Navy – NAVY SEC-1 POLSEC6 – Tel No 93832 5112/5109
- b. Army – Army Inquiries and Aftercare Support Cell (AIASC), Army HQ, D Pers Ops, Tel: 01264 381991/457 or 94391 7991/5457, Fax 94391 7994
- c. RAF – Initial contact through your unit PMS/J1, Air Personnel Casework at HQ Air are the HQ POC for Service Inquiries.
- d. Further guidance is contained in JSP 832 and Volume 2, Part 1, Chapter 4 of JSP 751.

### SECTION 5 - Service Families Accommodation

16. **Service Families Accommodation (SFA) / Substitute Service Families Accommodation (SSFA).** The message to convey in the immediate aftermath of a fatality is that “the family of individuals who have died in service may remain in their SFA for as long as they need to in order to assess their longer term housing requirements.” See JSP 464 Tri Service Accommodation Regulations (TSARS) Part 1 Chapter 4 Annex C for current regulations and JSP 754 Tri-Service Regulations for Pay and Charges. They should also be advised that they automatically take over the licence to occupy the SFA and the rent remains the same; a bill will be handed to the VO for delivery to the family after approximately three weeks.

### SECTION 6 – Wills

17. Following your appointment to the role of VO, you should check with the JCCC Deceased Estates and parent unit to see if there is any record of a MOD/Service will having been made. Any Service will held locally should be sent **Recorded Delivery** to JCCC (Deceased Estates). (JCCC staff will check with the Document Holding Centre in Glasgow and arrange the recall of any will held there). Irrespective of whether a Service will is

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located, you should make discrete enquiries with the NOK to ascertain if they are aware of any private will (which may predate, or supersede, a Service will) .If such a will exists, ask for details of the executor and forward these to JCCC (Deceased Estates).

### SECTION 7 – Financial benefits

18. **Ministry of Defence benefits.** Application forms for benefits will be delivered by you, the VO, as part of the pack issued by the JCCC. These payments do not form part of the deceased's estate. It is the responsibility of the VWS Welfare Manager to deal with the application form. They will assist the bereaved with the completion of this form and will take responsibility for sending the completed application form to Norcross and copy the form to Glasgow. In overseas cases where there is no Welfare Manager, the VO must take responsibility for assisting with the completion of the application form calling on the appointed UK based VWS Welfare Manager for help and advice as appropriate, then sending the form to Glasgow who will ensure that a copy is sent to Norcross. Guidance can be obtained from VWS. In the case of Service personnel who are single death in service payments are automatic and no application should be made, the VWS Manager appointed to the case will be able to deal with this issue along with guidance on what other benefits they may be entitled to.

19. It is recognised that, although the Services pay for the majority of costs associated with a Service Funeral, including a Grant toward non Service funeral expenses, there may be associated additional outgoings relating to the funeral and subsequent cathartic events that the bereaved family may incur. As a result, the MoD will provide a tax free Funeral Expenses grant of £1000 which can be used to defray such outlay. The grant would normally be paid to the NoK but can also be paid to the Legal Executor of the deceased's estate. Payment of the grant is to be arranged by the VO, in consultation with JCCC. In addition, the VO is to offer guidance on how best the grant may be utilised. Although the VO cannot dictate how the grant is to be spent, they should advise the family that the grant is to be used to defray costs that are directly associated with their bereavement, which are over and above the publicly funded entitlement. Such areas might include:

- a. Upgrading the coffin
- b. Transport cost over and above the entitlement for the funeral
- c. Funeral attire
- d. Flowers
- e. Orders of Service
- f. Travel, accommodation and subsistence costs to attend cathartic events e.g. medal parades, memorial/Regimental events attendance at trials/Courts Martial.

20. **Death Grant.** Help for people on low incomes, who are faced with funeral expenses for a close relative, is now made through the Social Fund. Applications for help from the fund can be made by people on Income Support; Income based Jobseekers Allowance, Working Families Tax Credit, and housing or council tax benefit. Applications should be

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made on Form SF 200 available from Job Centres or on DWP web site under guidance from the VWS Manager.

21. **Forces Railcards.** As a special concession, the Association of Train Operating Companies (ATOC) has agreed that widows/widowers/surviving civil partners and dependant children of a deceased Service person may retain the use of purchased railcards for the remainder of the valid period, until the expiry date of the card. There after, HM Forces Railcards can be obtained by war widows/widowers (under the age of 60) and their dependants through the Royal British Legion at a cost of £2.50. The eligibility criteria are as for Service personnel with the additional proviso that those claiming (including dependants) are in receipt of a Forces Family Pension. Further details can be obtained from:

Pensions Department/Railcards  
The Royal British Legion  
199 Borough High Street  
London  
SE1 1AA

Tel: 0203-207-2164

22. **Relevant Service Dependant's Trust.** Discretionary Grants may be made irrespective of cause of death from relevant Service Trusts. You should contact the relevant Trust and brief them after your first visit.

23. **Sponsored Trust/Insurance/Saving Schemes.** The VO should ascertain if the deceased was a member of any Service sponsored Trust, Insurance or savings scheme for which benefits may be due on death, such as Military Assurance Trust, Forces Safeguard, Army Foundation Savings Plan (AFSP) PAX etc. You should also point out to the NOK the need to deal with any non Service related policies.

### **SECTION 8 - Assistance to NOK of Personnel Missing Believed Killed/Detained**

24. In the event of a missing Service person full pay and allowances will continue to be paid for a period of 13 weeks after which the situation will be reviewed by single Service pay Colonels and MoD policy staff. The unit/VO should contact the JPAC and NA for guidance, JSP 752 refers

25. It is important that you maintain regular contact with the NOK during the very difficult period when they are waiting to learn whether the Serviceperson is alive or dead, and provide all the help and support you can.

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26. In cases where the Serviceperson is missing and believed to be a POW/detained, the VO will be the main POC for information for the family and the role will vary depending on the circumstances.

### SECTION 9 – Medals/Elizabeth Cross and Memorial Scroll

27. **Medals.** The VO is to liaise with the individuals' unit / MOD Medal Office over any medals due to the deceased in respect of their service, and if requested (by NOK) arrange to display the medals at the funeral. Any medals found on **MOD property or in the possession of the deceased** should be sent by registered mail /recorded delivery to the JCCC (Deceased Estates Office)<sup>38</sup>. The JCCC will arrange for the medals to be mounted and returned to the VO to pass to the PR. Where the identity of the individual entitled to receive the medals is uncertain / contested, the JCCC must pass the medals to the executor of estate to decide on disposal.

28. **Elizabeth Cross and Memorial Scroll.** The Elizabeth Cross and Memorial Scroll which was introduced in Aug 09 will be granted to the NOK of Armed Forces Personnel **killed on operations or as a result of terrorism** since 1948. The NOK will be offered the opportunity for the Elizabeth Cross and Memorial Scroll to be presented either publicly, privately, or in an appropriate way at the time of the funeral. The process will require close engagement by the VO with the MOD Medals Office to ensure that the NOK's wishes are clear. **The VO should also ensure that they do not pre-empt the matter with the NOK until the MOD Medals Office have given definite authority for the award.** The latter point is particularly important in circumstances which may not be as clear cut as might first appear DIN2009DIN09-009 refers. Where the MOD Medals Office confirms the NOK is entitled to the Elizabeth Cross he/she will receive one Cross and one Scroll. Up to two further scrolls may be presented to parents in the event of split relationships.

### SECTION 10 – Emotional Support

29. There are many organisations that can provide support. The EC/NOK should be encouraged to contact any that they feel can be of use to them. All members of Service Widows associations and family support groups have been bereaved and new widow/widower/civil partners often find it reassuring and useful to talk to and meet others in a similar position. You should ask the EC/NOK if they would like their contact details if appropriate. They may not be receptive in the first instance, and you may need to repeat the offer at a later date. SSAFA will also be ready to assist any Service

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<sup>38</sup> Medals already in the possession of NOK / other relative do not have to be returned.

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widow/widower/civil partner; again, seek permission before you give their name to SSAFA-FH who will then make contact and advise what assistance they can give.

### **SECTION 11 –Veterans Welfare Service**

30. The Veterans Welfare Service (VWS) Managers are available to provide advice on the War Pensions Scheme and the Armed Forces Compensation Scheme. In addition to this the VWS can be called on to help with any welfare problem and provide advice or a gateway for help to resolve general benefit issues, disability needs issues, employment difficulties and issues of social isolation requiring involvement of Government Agencies. The use of such officials and engagement of SSAFA-Forces Help and Service Welfare organisations should allow the VO to gradually reduce their contact with the family, whilst ensuring the widow/widower/civil partner does not feel abandoned.

### **SECTION 12 – Single Service Lead Authority (SSLA)**

31. Each Service has a focal point for dealing with policy issues and family inquiries in the medium to long term. The JCCC pass the responsibility for the case to these agencies immediately following the funeral. The single Service Notifying Authorities are directly responsible to their SSLA but must maintain an information flow to the JCCC. The SSLAs are as follows:

32.

- a. Royal Navy & Royal Marines – FLEET DCS Inquest Support Section, MP 1-4 Leach Building, Whale Island, PORTSMOUTH PO2 8BY Tel: 02392 625112 between 9 am to 5 pm Mon to Friday
- b. ARMY - Personal Services 4 Army Inquiries & Aftercare Support Cell Andover.
- c. RAF – HQ Air Personnel Policy, RAF Community Support, RAF High Wycombe Buckinghamshire - Tel: 01494 495433/495620 between 9am to 5pm Mon to Friday

### **SECTION 13 – Conclusion**

33. If you encounter any problems not covered by these notes you should seek immediate advice from your NA. If they are unable to resolve the problem, you should contact the relevant casework officer at the JCCC or SSLA for advice.

34. You must always keep your Commanding Officer (CO) and CO of the casualties ship/unit/station (if different) informed of the progress being made and of any difficult problems being encountered.

35. It cannot be emphasised enough that the most important aspect of the follow-up phase is a diligent approach on your part and successful co-ordination with specialist agencies. Underpinning this, it is essential that you establish a good rapport with the

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EC/NOK, gain their confidence and ensure that they have the feeling of the support that the situation demands. It is essential that final decision-making on issues remains with them and that you achieve an appropriate balance of providing practical assistance in a compassionate manner.

36. Finally, the task is a difficult one and you may not always feel in control of the situation. Do not be afraid to ask for help and support if you feel you have a need. Your CO and unit staff, the NA, the Chaplain, the JCCC staff, your Service Welfare staff, VWS and others are all there to assist you and will probably have faced similar situations in the past. You cannot expect to remain unaffected by close involvement with the EC/NOK's grief.

### **Appendices:**

1. PJHQ SOI - Notification of Sensitive Information to Families
2. Key Subject reference List
3. Visiting Officers Checklist

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**PJHQ STANDARD OPERATING INSTRUCTION\*\*\*\* – NOTIFICATION OF SENSITIVE INFORMATION TO FAMILIES**

13 Mar 12

Staff Sponsor: J1 HERRICK Cap/Dev.  
Staff Team Focal Point: Coordination Staff Team.

**References:**

- A. JSP 751 Joint Casualty and Compassionate Policy and Procedures.
- B. JSP 832 Guide to Service Inquiries.

**AIM**

- 1. This SOI aims to highlight key processes when dealing with the passing of sensitive information to NOK/EC, regardless of whether the information is received in-theatre or the Home Base.

**SCOPE**

- 2. This SOI highlights how sensitive information is to be scrutinised and released to NOK/EC. It is not intended to dilute the existing casualty notification procedures managed by the Joint Casualty & Compassionate Centre (JCCC). Disclosure in relation to Service Inquiries (SIs) is covered in Reference B and so is not covered in this guidance.

**REQUIREMENT**

- 3. Sensitive information from theatre or the Home Base will be conveyed to the NOK/EC through the following process (see para 13 for detailed process):
  - a. Receipt of Information.
  - b. Assess.
  - c. Evaluate.
  - d. Disseminate.
  - e. Release.
  - f. Inform.

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## BACKGROUND

4. The passing of information relating to the death or injury of personnel has always been a controlled process that requires both accuracy and speed in order to ensure information is passed without confusion, error or delay. This SOI incorporates the three Services' and civilian casualty procedures and lays down in-theatre and Home Base arrangements for the notification of sensitive information to NOK/EC out with the initial casualty notification process following a death or serious injury.
5. There are a number of areas where sensitive information may be received. In theatre, forensic and biometric exploitation, retrieval of other physical evidence, intelligence reporting and information provided by detained local nationals may lead to the positive linkage of individuals to specific incidents in which UK personnel have been killed or wounded. External factors, such as media interest stories, may lead to linkages between incidents and personnel which may need to be commented on prior to exposure in the press.
6. It is imperative that information is received as expeditiously as possible and assessed for its accuracy and importance to the case concerned. If it is assessed as appropriate to pass the information to the family, it must be done in a timely, sensitive and appropriate fashion. The information delivered to the family must be accurate at the time of receipt, with appropriate caveats placed on the reliability of the information and considered context provided on what might be expected to happen next. Despite all best efforts, information could leak from theatre or the Home Base, therefore being the first with correct updates is critical to ensure the family receive the most accurate information in order to maintain trust between the MoD and the NOK/EC.
7. Crucial to this process is the Visiting Officer (VO) who will have been the main conduit of information for the NOK/EC. They will have built a rapport with the NOK/EC over a period of weeks and months, and wherever possible, they should be the Service representative who informs the family of sensitive information. This may not be possible in all cases, therefore the link between the VO, the Joint Casualty Compassionate Cell (JCCC) and the single Service Aftercare Team will be critical in determining who is best placed to inform the NOK/EC.
8. **Redaction.** Throughout the process, careful consideration must be given to Operational Security (OPSEC) as well as any Service Police investigation that may still be in progress and whether any information passed may prejudice either. Chapter 7 to Reference B provides further clarification of what material may be redacted.

## TYPES OF SENSITIVE INFORMATION

9. There are a number of areas from which sensitive information may originate. These may include the following:

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- a. **In Theatre.** The exploitation of captured personnel or information received during operations. For Op HERRICK, this is most likely to be received from Task Force Helmand HQ (TFH HQ) or from the Intelligence Exploitation Force (IEF).
- b. **External.** An approach to a Service organisation from an external party such as a media outlet who may have received information relating to an in-theatre incident.
- c. **Home Base.** This will typically be to counter rumour or hearsay. This will usually come to the attention of the FLCs who, in turn, may require clarification from in-theatre organisations via PJHQ.

10. It may also be necessary to provide accurate information to families to counter speculation and rumour, particularly on the return of Service personnel from theatre who may subsequently make contact with the NOK/EC. In these instances much of the work may be reactive, especially if the NOK/EC decide to approach the media with the information they have received. In this case, it is important that the relevant Secretariat provides the official line to either counter or support the issue.

11. **Need to Know/Need to Inform.** It is important to understand the difference between information that the NOK/EC need to know and that about which they should be informed:

- a. **Need to Know.** This includes any information that is distributed as part of a Service process or formal procedure. Examples include releasable information from Service Police investigations to which the NOK/EC are entitled (subject to Freedom of Information (Fol)/Public Interest Immunity (PII) restrictions).
- b. **Need to Inform.** This will be information that may not necessarily be obtained from Service processes but will be of interest to the NOK/EC regarding the specific case, the non-disclosure of which may lead to a breakdown of trust between the MoD and the NOK/EC. Examples include the imminent release of a related media article or the transfer of a suspect into host nation custody.

12. There will also be information that should not be officially confirmed to the NOK/EC. Whilst not exhaustive, this may include any information that may prejudice an ongoing Service Police investigation, information that cannot be verified (hearsay, rumour) and information that has no direct correlation to the specific incident pertinent to the NOK/EC.

## RESPONSIBILITIES

13. The following outlines the responsibilities of those organisations/personnel who may receive or be responsible for the dissemination of sensitive information to NOK/EC:

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- a. **TFH/IEF (Assess)**. For Op HERRICK, TFH or the IEF will most likely be the first to receive in-theatre information relating to an incident, although it may also be received from organisations across theatre, including coalition partners. Wherever the information originates, it is imperative that such information is kept tightly controlled to avoid leaks of premature or inaccurate information to the family. Information should be scrutinised at the lowest level for accuracy and relevance – speculation, hearsay and rumour must be removed, with facts, supported by evidence, driving the information. Once such rigorous scrutiny has been observed, relevant information should be passed on to JFSp J1 and Force Provost Marshal for onward dissemination.
- b. **Force Provost Marshal (FPM) (Evaluate)**. The FPM will often be the recipient of sensitive information either from in-theatre Service Inquiries or from the Detention and Exploitation process. He will scrutinise the information, add context where necessary, and request JFSp J1 support in answering Requests for Information (RFIs) that may occur following the receipt of information either from PJHQ or Home Base organisations.
- c. **JFSp J9 (Evaluate)**. JFSp J9 will:
- (1) Be the Authority responsible for receiving in-theatre information and act as the single POC between theatre and PJHQ for the receipt, scrutiny and onwards dissemination of information to PJHQ. Scrutiny by JFSp J1 and the FPM (in consultation with the relevant Service Police Authority) will ensure that the in-theatre welfare and investigative impacts of such information will have been assessed prior to onward dissemination.
  - (2) Be responsible for informing the PJHQ J3 Ops Controller of any such information.
  - (3) Be responsible for answering RFIs that may occur following the receipt of information either from PJHQ or Home Base organisations.
- d. **PJHQ J3 Ops Controller (Evaluate)**. PJHQ J3 Ops Controller is responsible for the receipt of information from JFSp. The Ops Controller is to disseminate the information to nominated officers in PJHQ J1 and J9 (POLADs and Media) and is to keep them updated on any further information that is received from theatre.
- e. **PJHQ J1/J9 (Evaluate)**. PJHQ J1 and J9 will scrutinise incoming information. J9 will advise on policy sensitivities, broader context and Lines to Take (LTT), and J1 will lead on its further dissemination. Clarification may be required with the relevant Service Police authority prior to distribution although PJHQ J1 must lead as the single point of contact for information distribution onto either JCCC or relevant Service Aftercare Team. Input will be required from across other Staff Branches, particularly J2 (OPSEC) and J3/5 (any effects to ongoing/future operations).

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f. **Front Line Commands/DIU (Assess).** Representatives from the Front Line Commands (FLCs), alongside the Defence Inquest Unit (DIU), may receive information from units that may require clarification on points of hearsay or rumour. FLCs/DIU are to approach PJHQ J1/J9 who will liaise with the appropriate in-theatre organisation via JFSp. In turn, PJHQ J1/J9 are to scrutinise the findings and, if required, develop LTT for the dissemination of information to the NOK/EC, ever mindful of the current operational picture (in particular managing expectations relating to future developments) and findings may have an impact on current or future operations.

g. **Joint Casualty & Compassionate Centre (JCCC) (Disseminate).** The JCCC is the coordination centre and prime source of information on all reported casualties to the VO/NOK/EC and chain of command for so long as the individual is a listed casualty, on any change of casualty status, or up to the funeral (in cases of death). The JCCC will retain the best working knowledge of the particular case, including details of family dynamics and the information that has already been briefed to them (usually contained within VO reports). The JCCC will be the preferred route for disseminating additional relevant information to the VO and NOK/EC in the immediate aftermath of a casualty event. Once a funeral has taken place, or the individual is no longer reported as a casualty, any further communications with any party, including the NOK/EC, should be arranged through the relevant single service point of contact (Vol 2, Ch 1 to Reference A refers).

h. **Relevant Service Aftercare Teams (Disseminate).** Service Aftercare Teams provide long-term links between bereaved families, their respective Service and the wider MOD once the VO has completed their duty. In this context, they will be vital in assisting with the delivery of information to the family, particularly if the VO has ceased their role. In this case, it would be appropriate for a member of the Service Aftercare Team to brief the NOK/EC. It may also be appropriate for the Service Aftercare Team to brief the Family Liaison Officer (FLO) at this stage if one has been appointed for the case.

i. **Visiting Officer (VO) (Release/Inform).** The VO is vital in disseminating information to the family, especially if the case is in its infancy. They will be aware of the family dynamic and the likely impact of the information. It is imperative that the VO uses any Secretariat approved LTT and does not deviate/speculate further beyond those. The VO will confirm to the relevant Service Aftercare Team that the information has been delivered and also feedback any additional requests for information that the NOK/EC may have. The relevant Service Aftercare Team is to inform PJHQ J9 of the VO feedback, particularly if it may affect the wider operational/political context.

14. **Summary.** It is recognised that the issue of notifying NOK/EC of sensitive information is not a straightforward process as information will vary in terms of its origin, interpretation and most appropriate form of delivery. This SOP aims to provide a solid

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handrail upon which organisational roles are understood and to identify who is to both scrutinise and deliver information through the operational and Home Base chains.

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APPENDIX 2 to  
ANNEX B to  
CHAPTER 01.01.08 OF  
JSP 751

**Key Subject Reference List**

<b>Subject</b>	<b>Policy Reference</b>	<b>Recommended Advisor</b>
Role of the Visiting Officer	JSP 751 Volume 1, Part 1, Chapters 5 to 8 and Volume 2, Part 1 Chapters 4 to 6.	Service Notifying Authority (NA)
Role of the CNO/VO in the following a serious injury	JSP 751 Volume 1, part 1, Chapters 4 to 7 and Volume 2, part 1 Chapters 15 and 15.	Service Notifying Authority (NA)
Role of the Police Families Liaison Officer (FLO)	JSP 751 Volume 1, Part 1, Chapter 5 Annex A	Service Notifying Authority (NA)
Media	JSP 751 Volume 1, Part 1, Chapter 8 Annex H	Service Notifying Authority (NA)
Operational Repatriation & Non Operational Repatriation	JSP 751 Volume 2, Part 1 Chapter 1	JCCC, Service Notifying Authority (NA)
Registration of a Death	JSP 751 Volume 2, Part 1, Chapter 2.	JCCC, Service Notifying Authority (NA)
Personal Effects	JSP 751 Volume 2, Part 1 Chapter 6.	JCCC Deceased Estates Section, Service Notifying Authority (NA) Standing * or Unit Committee of Adjustment
Funeral, Burial, Cremation, Headstones and Plot markers/ Books of remembrance	JSP 751 Volume 2, Part 1, Chapter 3. Annex E – Covers Grants	JCCC Memorials & Graves section, Notifying Authority and Padre
Financial entitlements and payments to the	JSP 751 Vol 2, part 1, Chapter 7, JSP 752 and	Ship, Unit or Station Administration Offices

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estate	VWS	& VWS Manager appointed to the family
Service Family Accommodation	JSP 464 JSP 754	Local DHE Office
General Welfare and support agencies	JSP 770	Service Welfare Services and VWS Manager
Corners Inquest & Service Inquiries	JSP 832 JSP 751 Volume 2, part 1, Chapters 4 and 5.	Service Notifying Authority (NA)
Wills	DIN- 2012DIN01.179 Tri-Service Arrangements for the Administration of Service Wills	

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### VISITING OFFICER'S CHECKLIST

**To be used in conjunction with the VO Guidelines**


1. Before First Visit

No	Action to be Taken	Date of Action	Remarks	Notes
1	Ensure you are familiar with Volume 1, Part 1, Chapters 4 & 8 and Volume 2, Part 1, Chapters 1 to 3 and 6.			
2	<p>Contact Notifying Authority (NA) and CNO for information which covers these "must do" actions on the first visit:</p> <p>a. Full Brief on details of the case including details of the deceased family and first name of the casualty for example.</p>			<p>Sub-paragraph's 3a to 3e do not necessarily take place before the first visit.</p>

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<p>b. How was EC/NOK notified of death and what was their reaction.</p> <p>c. Details of immediate family.</p> <p>d. Check whether the family lives in Service accommodation and also whether any children are in boarding school.</p> <p>e. Advice on whether Chaplain has been informed/visited EC/NOK</p> <p>f. Advice on funeral options.</p> <p>g. Speak to CNO to establish how the NOK reacted.</p> <p>h. Contact EC/NOK to arrange appointment within 6 to 24 hours of death</p>	<p>Note if there are children from a previous marriage or previous relationship, stepchildren or unmarried partner, this may have to be confirmed on the first visit.</p> <p> If appropriate, ensure that you understand the effect of death in Service on family quarter occupancy (JSPs 464 and 754) and entitlement to Continuity of Education Allowance (BSA) (JSP 752).</p> <p>Liaise with Chaplain/Local clergy to ensure aware of death and establish their involvement to date. Chaplain will also be able to brief / advise on funeral.</p> <p>Has the family mentioned any immediate concerns? Are any family members or close friends available to help?</p> <p>CNO should have arranged to introduce you to the family during their visit, if not then you will have to make the call.</p>	
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	<p>notification and as soon as the family wish.                  i. If the death was overseas details of the repatriation should be obtained from the JCCC</p>		<p>You will need to be aware of any operational repatriation level and possibly when it is likely to take place as well as your role in supporting the family. Issues relating to a non-operational repatriation should be directed to the NA.</p>
3	<p>Contact the NA/ship/unit/station administration (if different from your own) and gather the additional information if time permits but if not make them a high priority for the next visit:</p> <p>a. Briefings on pay and allowance situation and take a note of the Serviceperson's details.</p> <p>b. To ascertain whether the Service Person was undertaking resettlement.</p> <p>c. Check if a Service Inquiry is to be convened.</p> <p>d. Check with your NA if</p>	<p>You will be limited as to what you can achieve on the first visit so be prepared to take questions away and obtain accurate answers quickly for the second visit</p> <p>If yes, contact the Unit/Regional Resettlement Advisor and ask them to inform the Career Transition partnership (CTP), to stop any further correspondence from them</p> <p>JSP 751 Volume 2, Part 1, Chapter 4 and JSP 832 refer to SI's.</p> <p>If yes, advise that the Royal British Legion can</p>	<p>Service number:                  .....</p> <p>NI number:                  .....</p> <p>Tax code:                  .....</p> <p>Tax office:                  .....</p>

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	there is likely to be a Coroners inquest. e. Liaise with MODMO regarding eligibility for the Elizabeth Cross and memorial Scroll.		advise on legal representation. (Tel 0207 973 7220) You need to identify who is entitled to receive the Cross, do not discuss this with the family until you have the answer. DIN2009DIN09-009 refers	
4	Open a Case Diary and record all contacts with EC/NOK and all questions asked by the family and actions taken.			
5	Establish with the relevant Trust that the deceased was a member of the respective Service Dependents Fund. If so, when it will be paid. (Note: check if beneficiary is NOK or another individual).		This money is not part of the deceased's estate and is paid directly to the named beneficiary, usually within 48 hours. Where applicable, the cheque should be paid into an account in the widow's name. It may be necessary to open a new account.	

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6	Establish who is responsible for the deceased's effects.		<p>Personal effects are to be collected and stored in accordance with the policy detailed in JSP 751 Vol 2 Chapter 6 and appropriate single Service guidance.</p> <p>Where personal effects are collected/retained by the Police (SIB or civil) in connection with their investigations advice on accounting for and returning such items is provided in Annex A to JSP 751 Vol 2 Chapter 6.</p> <p>Only the JCCC Deceased Estates Office (95471 6323/6301) should authorise the release of effects held by the Service authorities.</p>	Make contact with the holder of the Personal Effects and introduce yourself
7	Establish if the deceased had with PAX insurance or Service Life Insurance			
8	If the case is likely to attract significant media coverage contact your NA for advice.		You may have to contact D News for assistance directly, however your NA will assist.	

2. **The First Visit** – Usually carried out within 24 hours after death notified.

No	Action to be Taken	Date of Action	Remarks	Notes
9	Introduce yourself and explain that you have been appointed to provide		Make sure you leave contact details for yourself and the JCCC.	

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	Service related practical support and advice and help resolve any problems that may arise following the death over the next few months.		You must also confirm that the details you have relating to the family are accurate as it will be used for all future communications.	
10	Explain the options available for repatriation if applicable.		See Volume 2, Part 1, Chapter 1 of JSP 751. Be aware that provision is made for up to 7 family group members to attend repatriation in the UK at public expense. If the family group is larger you must gain direction from the JCCC.  Where a Service person dies whilst on holiday/leave overseas repatriation will not be arranged by the MoD but should be facilitated under the deceased's travel insurance.	Exception authority may be granted to exceed 7 if the family dynamics so dictate, but only with JCCC agreement.
11	Explain that you are able to assist with arranging a Service funeral <b><u>if that is what NOK want</u></b> but suggest you discuss on next visit.		Do not press NOK on funeral arrangements on first visit, offer to help with arrangements but let bereaved have time to consider options. See Volume 2, Part 1, Chapter 3 of JSP 751.	
12	If MODMO have confirmed eligibility for the Elizabeth Cross and Memorial Scroll(s) ascertain EC/NOK's wishes for presentation.		The MOD MO may need this to be undertaken on the first visit. DIN2009DIN09-009 refers	

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13	Passport/Driving licences”		<b>Check that the family are happy for JCCC to cancel these items. VOs should notify JCCC Deceased Estates of the family’s wishes.</b>	
14	If the family is in Service accommodation, be prepared to discuss tenure.		<b>Reassure EC/NOK that nobody will be Pressing them to move out of their Service accommodation in the near future whilst they assess their options.</b>	See JSP 464 <u>Tri-Service Accommodation Regulations (TSARS)</u> and JSP 754 <u>Tri-Service Regulations for Pay and Charges</u> for clarification
15	Advise NOK that they will receive a letter within the next few days from the JCCC enclosing forms and advice on claiming grants, pensions and gratuities that may be available, and that, you will be arranging for the Welfare Manager to visit shortly.		Explain that Veterans-UK staff will automatically be assessing if death was caused by service and whether benefits can be paid from the AFCS in parallel with AFPS considering pension benefits. You will be liaising with the Veterans Welfare Manager who will be able to provide you with assistance in completion of the relevant application forms and advice on pensions and compensation. This will be done in the form of an accompanied visit.	
16	If the deceased was in receipt of any Continuity of Education Allowances, be prepared to answer questions on CEA.		If this issue arises you may be better off taking advice from a Subject Matter Expert (SME) rather than provide your own interpretation of the regulations.	

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17	Has a death certificate been obtained?		If death has not been Registered offer to assist NOK. Be prepared to register the death and obtain a certificate from local Registrar. If death occurred outside the UK whilst individual was serving in the country concerned, the JCCC or the appropriate Service Registrar will register the death on receipt of relevant details from Unit in theatre. See volume 2, Part 1, Chapter 2 of JSP 751.	If death occurred overseas, JCCC/Registering authority will need to know place of birth of casualty (Town & Country). As this information may not be readily available from electronic records, if the death occurs overseas, the VO should make enquires with the individuals' unit (or NOK) and pass the details to the JCCC.
18	Did the deceased make a will?		It is important to establish the existence and whereabouts of a will. Check with the JCCC 95471 6323/6301 to establish if a Service will is held, if not, at an appropriate moment, check with NOK to see if they know if a will is held elsewhere (Bank/solicitor/home). Ask them to pass you the contact details for the executor so that you can forward them to JCCC Deceased Estates.	
19	Media – If the case is likely to attract media attention gain an understanding on the families views.		Obtain a photo and the families thoughts on a eulogy and also warn them that release of the name cannot be delayed beyond 24 hours. Pass the photo and eulogy if provided to the NA.	If the media are encamped on the door step contact the NA for assistance.

**3. After First Visit**

No	Action to be Taken	Date of Action	Remarks	Notes
20	Phone the JCCC and NA		See Annex C to Volume 1, Part 1, Chapter 8 of	

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	(during working hours) and complete an Initial Report as soon after the visit as possible.		JSP 751	
21	Where appropriate (such as incidents/accidents where body is likely to have suffered major trauma) liaise with JCCC or Coroner/Undertaker to establish if complete body recovered or if any likelihood of further body parts being returned at later date.		If there is any possibility of further body parts being recovered at a later date, or if incomplete recovery made, information should be conveyed sensitively to NOK. Coroner's officer may be willing to brief family. If not, Unit/family chaplain may be able to assist with this delicate task.	
22	Contact the Veterans Welfare Service and provide the Welfare Manager with a Brief overview of the case.		A dedicated Welfare Manager will be able to assist with the completion of forms, investigating benefits available and act as a gateway service to organisations that may be able to help the customer. This should be done in the form of an accompanied visit. This will be the start of a long term relationship between the customer and the Welfare Service, who will be available for as long as the customer requires them.	
23	Contact the relevant Service Dependant's Trust and brief them on the family's circumstances.		The Trusts will have to confirm who is entitled, how much and when any cheque is to be sent out. VO to confirm beneficiary has a back account.	

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24	If requested by the family contact the Chaplain and Service welfare services and request their assistance.		If counselling is requested the Service welfare Agency will sign post once they have assessed the case, this may mean them visiting the family.	
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4. **Second Visit** – Usually carried out within 48 hours of death notification

No	Action to be Taken	Date of Action	Remarks	Notes
25	Confirm repatriation arrangements if applicable:  Date and Location inc facilities.  Who will attend?  Allowances for attendance.		See volume 2, Part 1, Chapter 3 of JSP 751.  You will be contacted by the relevant Service authority and direct you on your role in respect of the repatriation. You will need to provide a short pen picture on each family member attending. If in doubt contact the JCCC or NA for guidance.	
26	Confirm funeral requirements with NOK:  a. Service or Privately funded funeral.  b. Burial or Cremation.  c. Location of funeral.		The decision of the NOK whether or not to have service honours rendered at the funeral does NOT effect the entitlement to a Service funeral at public expense.  Contact the families Funeral Director and liaise with the family and them on matters relating to the funeral and burial.	If the NOK desire burial of a serving relative in a Commonwealth War Grave Commission maintained plot in a Council/Church cemetery, you must contact the CWGC without delay; before giving any commitment to the NOK, to establish whether it will be possible to accommodate the family's wishes. <b>Telephone: 01628 507200.</b> (Volume 2,

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	<p>d. Date of funeral.</p> <p>e. Funeral Director.</p> <p>f. Is Service involvement required?</p> <p>Additional matters which may be covered on later meetings as necessary are:</p> <p>g. Hat/Medals on coffin?</p> <p>h. Wreaths or Donations?</p> <p>i. Memorial Service?</p>		 <p><b><u>A date for the funeral should not be confirmed until the body has been released by the coroner.</u></b></p>	<p>Part 1, Chapter 2 of JSP 751)</p> <p>Check with the family if they wish to have representation from The Royal British Legion at the Funeral Service. Contact details:          Royal British Legion  <a href="http://www.britishlegion.org.uk">www.britishlegion.org.uk</a>          Tel: 08457 725 725 (For details of local branch contacts)</p>
27	<p>Check if NOK wish to view body. Offer to speak with Undertaker/Coroner (where appropriate) and JCCC to see if this is possible/advisable</p>		<p>If it proves necessary to inform NOK that body is not suitable for viewing, it is recommended that the undertaker or Unit/Family chaplain accompany you on visit to assist with the briefing of the family. Ascertain if the Chaplain or undertaker will also be willing to accompany NOK when viewing the body. Liaise with Chaplain over arrangements.</p>	
28	<p>Service Dependants Trusts. Where NOK was the nominated beneficiary of a</p>		<p>If payment due and not paid alert SDT staff</p>	

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	Service Dependants Fund, make discrete enquiries with NOK to establish if they have received a letter or payment.			
29	Where NOK choose a Service funeral inform Unit that appropriate arrangements should be made under the terms of funeral contract.			
30	<p>If Service involvement requested at funeral liaise with NA/Unit over :</p> <p>a. Funeral Ceremonial:</p> <ul style="list-style-type: none"> <li>- Funeral Director</li> <li>- Coffin bearers</li> <li>- Wreath bearers</li> <li>- Church ushers</li> <li>- Firing party</li> <li>- Car door openers</li> </ul> <p>b. Ordering of Wreaths.</p>		<p>Brief / liaise with Ship/Unit/Stn / family chaplain and families Funeral Director over arrangements.</p> <p>Work with the family's nominated person as the decision maker.</p>	<p>Liaise with NA/Unit/Divisional HQ and undertaker over billing arrangements for a Service funeral. Ensure arrangements are put in place to meet any non-admissible expenses, either directly by family. (Family receive a £1000 grant from MOD to help refund costs), or with prior agreement of CO from non public funds.</p> <p>For a list of admissible expenses for a Service funeral see Volume 2, Part 1, Annex E to Chapter 3 of JSP 751.</p>
31	You should confirm the expectations of the family in		<p>Do they want the clothing laundered?</p> <p>Are there any specific, sentimental items which</p>	This is a sensitive subject and will need delicate handling. Ensure JCCC

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	respect of the return of personal effects		they are expecting? Will the circumstances of the incident affect the return of any items?	Deceased Estates and Service committee of adjustment are informed of executor/NOK's wishes.
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**5. Third Visit**

No	Action to be Taken	Date of Action	Remarks	Notes
32	Ensure NOK are briefed / content with funeral arrangements.			
33	Deliver folder and all documentation from JCCC within 3-4 days of death.		Familiarise yourself with the information provided before you visit.	Remember that the DBS (VWS) Manager will deal with the pension and compensation forms and matters.

**6. After Third Visit**

No	Action to be Taken	Date of Action	Remarks	Notes
34	Liaise with appropriate authority holding the deceased effects /JCCC over the return of personal items of sentimental value		Arrange to deliver the Personal Effects once released by Deceased Estates.	

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	held on Service property.			
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**7. First Visit after Funeral**

No	Action to be Taken	Date of Action	Remarks	Notes
35	Raise Burial/Cremation Report (See JSP 751 Volume 2, Part 1, Chapter 3 Annex C) and send to JCCC Deceased Estates Office.		Where the family elect to have a <b>private</b> , rather than a Service funded funeral, ask the family to provide you with a copy of receipted funeral bill once they have settled the account this should then be forwarded to the JCCC (Deceased Estates) to allow payment of the Funeral Grant .	A completed Burial / Cremation Return is necessary to allow the JCCC to pay the appropriate Funeral Grant and, where a service funeral is held, to initiate the offer to supply a Headstone /Urn Plot Marker or entry in a Book of Remembrance at public expense.
36	Army appointed VOs should make contact with the Army Inquiries & Aftercare Support Cell (AIASC) as the case now passes from the jurisdiction of the JCCC to the AIASC the single service lead authority.		Contact with the AIASC can be through  Tel No: 01264 381 991/457 Mil 94391 7991/5457 Fax ext 94391 7994.	The AIASC desk officer will give a brief on the contact process and responsibilities of the JCCC, NA and AIASC following the funeral.

**8. Subsequent Visits**

No	Action to be Taken	Date of Action	Remarks	Notes

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37	<p>a. In all cases irrespective of whether a Service Inquiry has been convened or not, outline the procedures to the EC/NOK at an early opportunity.</p> <p>b. You must maintain a watching brief with the family to ensure their views and concerns are passed through to the relevant Service agencies</p> <p>c. Explain that a Service Inquiry can take some time (several months at least) to complete.</p>		<p>Clarification should be sought from single Service NAs Further clarification can be found in JSP 832 (Service Inquiries) Appendix 1 to Annex A of Chapter 1</p> <p>The family must be kept up to date with the progress of any investigations, SI, or indeed if dispensation is granted. Your NA will be able to keep you informed.</p>	
38	<p>Contact the NA for details/date of any Inquest/Fatal Accident Inquiry. Advise EC/NOK of outcome.</p>		<p>The Defence Inquest Unit may be involved if the case is of high profile or related to an operational incident. They will expect the VO to coordinate the attendance of the family under single Service arrangements.</p>	
39	<p>Where appropriate, check whether EC/NOK has received letters from :</p> <p>Ministers, Senior Officers,</p>		<p>If expected letter has not been received liaise with appropriate organisation/JCCC.</p> <p>Usually write within 7-10 days of death.</p>	

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	CO  Service Benevolent Fund.  Relevant Service Widows Association Veterans-UK (Pensions) (use Veterans Welfare Manager to further enquiries).		Shortly after the death.  Will write to through JCCC/ Visiting Officer after the funeral They will advise EK/NOK pension entitlement/gratuity/benefits (as appropriate) that are due.	
40	Dealing with the families mail:  a. Timeline between death and MOD agencies being able to stop mail. b. Unpleasant mail or material		VO should advise family to let them know if inappropriate mail arrives so that the necessary action can be taken.  Pass such matters on to your NA for action	
41	Some 3-4 weeks after death, if the family are living in SFA you will be asked to hand deliver a bill for SFA charges.		See JSPs 464 and 754	

9. **Other Actions**

No	Action to be Taken	Date of	Remarks	Notes
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		Action		
42	<p>Some 4-8 weeks after death you may be asked to ascertain NOK wishes with regards to headstone / marking of grave or an entry in a book of remembrance (following Cremations).</p> <p>Liaise with NOK/JCCC over NOK's wishes regarding inscription / erection of headstone or wording on Urn Plot Marker/book of remembrance.</p>		<p>Letter will only be issued where individual had a Service funeral/cremation. (If letter not received within 2 months of death, check progress with JCCC Graves Casework(on 95471 6304/6442). In the majority of cases, and assuming prompt return of the headstone schedule, the stone should be erected over the grave within 6-7 months of a death.</p> <p>Where NOK elect to have a private funeral and claim appropriate Funeral Grant from MOD, provision and erection of headstone is at their own expense.</p>	<p>The JCCC will supply a photograph of a Service Headstone or UPM, but to help ensure a military memorial will meet the NOK approval/expectations, the VO should consider taking the NOK to see a service headstone/UPM in situ in a local cemetery.</p>
43	<p>Give NA and JCCC updates post-funeral using the VO's Update Report format.</p>		<p>See Annex D to Volume 1, Part 1, Chapter 8 of JSP 751</p> <p>Reports are to be submitted monthly form the funeral unless advised differently by the NA.</p>	
44	<p>Personal Effects of the deceased are to be passed to the executor or family through the VO this will include items in the possession of the SIB/Police as well as those</p>		<p>JCCC Deceased Estates have primacy.</p> <p>See Volume 2, Part 1, Chapter 6 of JSP 751</p> <p>The VO must deliver the possessions personally.</p>	

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	collected and prepared by the Committee of Adjustment.			
45	<p>When you consider your role to be at an end discuss it with the NOK, NA and SVW Welfare Manager. Arrange a handover to SVW if NOK is in agreement. Obtain up to date contact details and pass them to the sS POC and complete the VO's Final Report.</p> <p>This is also the appropriate point to hand over to the Service Associations (such as Regimental Associations in respect of the Army).</p>		<p>See Annex E to Volume 1, Part 1, Chapter 8 of JSP 751</p> <p>See Annex G to Volume 2, Part 1, Chapter 1 of JSP 751</p>	

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**VISITING OFFICER (VO) INITIAL REPORT (Bereavement)**

**This report is to be completed within 48 hours of the first visit**

**To:** The Notifying Authority

**Copy to:**

JCCC

Imjin Barracks, Innsworth

Fax No: 01452 510807

Tel No: 01452 519951

Military: 95471 7363

Military: 95471 7325

**1. Initial Briefing**

Initial briefing on role and tasks of the VO was carried out  
on ..... by .....

**2. Details of Casualty**

Number ..... Rank ..... Full Name.....  
Name Known By to Family and Friends .....  
Place of Birth .....  
Date of Death .....

**3. Details of Person Visited**

Relationship to Casualty (e.g. Spouse/civil partner/Mother/Father) .....  
Full Name: .....  
Address: .....  
Tel No: .....

**4. Detail of all children (if applicable)**

Full Names: .....  
.....  
Dates of Birth: .....  
.....

**5. Details of Visiting Officer**

Number: ..... Rank: .....

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Full Name: .....

Address .....

.....

Post Code .....

Office Telephone Number: .....

Office Fax Number: .....

Mobile Telephone Number: .....

Home Telephone Number: .....

6. Details of Visit

Date and Time of Arrival: .....

Who was present (e.g. family members): .....

.....

Time of Departure: .....

7. Items of Discussion

a. Repatriation required (overseas deaths only): YES/NO \*

b. Type of Funeral required:

Public expense/Private Expense\*

Burial/Cremation\*

c. Location of Burial/Cremation \* .....

.....

.....

d. Funeral Directors Details: .....

.....

.....

Tel No: .....

e. Visit by Padre requested? YES/NO \*

f. Visit by SSAFA/NPFS/RMW/AWS \* requested? YES/NO \*

g. Permission received to release their details to outside agencies?

YES/NO \*

h. Permission received to release the deceased's name to the media?

YES/NO \*

If not, how long do they wish to withhold the information? .....

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i. Photograph obtained from Emergency Contact to release to media?  
YES/NO \*

8. **Questions raised by NOK.** Please outline any concerns/questions raised by the Emergency Contact and actions taken by yourself to resolve them or whom you referred to for advice. (Use an additional sheet if necessary).

9. **Any other relevant information.** Outline any information or complicating issues relevant to the NA, Command or JCCC

Date and Time of Next Visit .....

Signature: .....

Date: .....

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**VISITING OFFICER (VO) INITIAL REPORT (Casualty)**

**This report is to be completed within 48 hours of the first visit**

**To:** The Notifying Authority

**Copy to:**

JCCC

Imjin Barracks, Innsworth

Fax No: 01452 510807

Tel No: 01452 519951

Military: 95471 7363

Military: 95471 7325

**1. Initial Briefing**

Initial briefing on role and tasks of the VO was carried out  
on ..... by .....

**2. Details of Casualty**

Number ..... Rank ..... Full Name.....

Name Known By to Family and Friends .....

Place of Birth .....

**3. Details of Person Visited**

Relationship to Casualty (e.g. Spouse/civil partner/Mother/Father) .....

Full Name: .....

Address: .....

Tel No: .....

**4. Detail of all children (if applicable)**

Full Names: .....

.....

Dates of Birth: .....

.....

**5. Details of Visiting Officer**

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Number: ..... Rank: .....

Full Name: .....

Address .....

.....

..... Post Code .....

Office Telephone Number: .....

Office Fax Number: .....

Mobile Telephone Number: .....

Home Telephone Number: .....

**6. Details of Visit**

Date and Time of Arrival: .....

Who was present (e.g. family members): .....

.....

Time of Departure: .....

**7. Items of Discussion**

- a. Aeromed Details (if applicable) YES/NO\*
- b. Hospital/Treatment details:
- c. DILFOR Requirements:
- d. Liaison with RCDM PSS (RCDM only) YES/NO \*
- e. Visit by SSAFA/NPFS/RMW/AWS \* requested? YES/NO \*
- f. Welfare Assessment by SSAFA/NPFS?RMW?AWS\* requested?  
YES/NO \*

**8. Questions raised by NOK.** Outline actions taken to resolve them or whom you referred to for advice. (Use additional sheet if necessary).

**9. Immediate Welfare & Accommodation Needs.** Outline action taken:

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10. **Any other relevant information.** Outline any information or complicating issues relevant to the NA, Command or JCCC

Date and Time of Next Visit .....

Signature: .....

Date: .....

**VISITING OFFICER (VO) UPDATE REPORT No.....**

**This report is to be completed after the funeral and then as appropriate, but at a minimum of every month**

**To:** The Notifying Authority

**Copy to:**

JCCC

Imjin Barracks, Innsworth

Fax No: 01452 510807

Tel No: 01452 519951

Military: 95471 7363

Military: 95471 7325

**1. Details of Casualty**

Number ..... Rank ..... Full Name.....  
Date of Death .....

**2. Details of Person Visited**

Relationship to Casualty (e.g. Spouse/civil partner/Mother/Father) .....  
Full Name: .....  
Address: .....  
Tel No: .....

**3. Details of Visiting Officer**

Number: ..... Rank: .....  
Full Name: .....  
Office Telephone Number: .....  
Office Fax Number: .....  
Mobile Telephone Number: .....  
Home Telephone Number: .....

**4. Details of VWS Welfare Manager**

Full Name: .....  
Office Telephone Number: .....  
Office Fax Number: .....  
Mobile Telephone Number: .....

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Home Telephone Number: .....

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5. **Details of Visit**

Date and Time of Arrival: .....  
Who was present (e.g. family members) .....  
.....  
Time of Departure: .....

6. **Outline of Visit.** Please provide a detailed description of the nature of the visit or telephone contact with the family, in particular any concerns or questions that they had how these were dealt with or to whom they were referred (continue on a separate sheet if necessary).

Date and Time of Next Visit .....  
Signature: .....  
Date: .....

**VISITING OFFICER (VO) FINAL REPORT**

**This report is to be completed when relinquishing VO duties**

**To:** The Notifying Authority

**Copy to:**

JCCC

Imjin Barracks, Innsworth

Fax No: 01452 510807

Tel No: 01452 519951

Military: 95471 7363

Military: 95471 7325

**1. Details of Casualty**

Number ..... Rank ..... Full Name.....  
Date of Death .....

**2. Details of Person Visited**

Relationship to Casualty (e.g. Spouse/civil partner/Mother/Father).....  
Full Name: .....  
Address: .....  
Tel No: .....

**3. Details of Visiting Officer**

Number: ..... Rank: .....  
Full Name: .....  
Office Telephone Number: .....  
Office Fax Number: .....  
Mobile Telephone Number: .....  
Home Telephone Number: .....

**4. Details of Final Visit**

Date and Time of Arrival: .....  
Who was present (e.g. family members) .....  
.....  
Time of Departure: .....

5. **Outline of Final Visit**

Please provide a detailed description of the nature of the visit or telephone contact with the family, in particular any concerns or questions that they had, how these were dealt with or to whom they were referred.

6. **Handover to the Veterans Welfare Service.**

You should advise the Emergency Contact that you are handing over to the Welfare Manager who will become the focus for any aftercare matters.

Tel No: .....

Signature: .....

Date: .....

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## **GUIDANCE TO CASUALTY NOTIFYING OFFICERS (CNO) AND VISITING OFFICERS (VO) ON MEDIA ASPECTS**

### **CASES OF DEATH**

#### **GENERAL GUIDANCE TO CNOs AND VOs**

1. The MOD has a duty of care to protect and support NOK when the death of a serviceman/woman occurs. Strict procedures exist to manage the release of information to the media to ensure that the family find out of a death in the most appropriate way and thereafter that the family have the chance to decide what information is released. Whilst the family concerns will always be paramount the MOD also has a duty to inform the wider public (through the media) of the details of casualties; indeed it would be quite wrong not to pay public tribute to those who have died whilst serving their country.
2. The CNO and VO play an important role in setting the tone of the relationship between the MOD and the bereaved family. This is particularly sensitive in relation to the media where there must be no suggestion that the MOD is attempting to censor comments which the family may wish to make. The family has an absolute right to speak freely to the media if they so wish. The MOD role is to provide advice on how to stay in control of their relationship with the media, and to manage the release of information which the family wish us to put into the public domain. All suggestions must be clearly termed as offers to help, and in no way a suggested course of action.

#### **ADVICE TO FAMILY – WHAT IS GOING TO HAPPEN AND HOW TO DEAL WITH IT**

3. The CNO initially and the VO subsequently should explain that their bereavement could be a national as well as a local story and that news agencies (TV, radio and print) could all be interested, potentially at both levels. It is certain that their address will be discovered and someone will knock on their door and ask for a reaction. The MOD is not in a position to prevent this, journalists are at liberty to make an approach, but can assist if the family becomes harassed by a particular individual – see guidance below. Families should be warned that the media will approach them and be advised to prepare a simple statement that they can give to the media. They should always answer any query politely, but firmly and if they do not wish to speak to the media should simply say so. Journalists are unlikely to ask the family directly if they wish to ‘give an interview’ or ‘make a statement’, they are far more likely to offer the opportunity to ‘pay tribute to your family member’. The most likely approach will be from a media agency, who will sell on any statement given to as many outlets as possible.

#### **WHAT ARE THE MEDIA AFTER?**

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4. **The press are after a 'story'**. The first story is that a death has occurred; the second is the identity of the deceased and the reaction to the death by the family and the appropriate Service. The latter is always provided in the form of a eulogy from the Commanding Officer. It is for the family, normally, to decide what if any photograph should be released and what, if any reaction to give publicly. The general advice is that they should release a photograph and issue a short statement – a single sentence is sufficient – which allows them to pay a proper tribute to the deceased. CNOs and VOs are advised to prepare a simple and very short statement to offer to the family. Deliberately there is no 'stock' statement since these must be personal views of the family, but to give CNOs and VOs an idea of what may be appropriate in terms of tone and length:

- a. "XX was a tremendous son. He was proud to be a soldier and died doing a job he loved."
- b. "We are devastated by the loss of XX who was a loving son/daughter. We are proud of the fact that XX was prepared to do his duty helping the people of ...."
- c. It is stressed that suggested word should only be offered if the families request assistance in drafting a statement – the final choice of words must be left up to them.

### HOW DO THE FAMILY MANAGE MEDIA ATTENTION?

5. The family need to decide if they wish to encourage media attention, or minimise it. The general advice would be that they should minimise media attention whilst they are at their most vulnerable, which is the period immediately after they have been informed of the death. Unfortunately this coincides with the period when the family are of most interest to the media, but experience would suggest that grieving families have no difficulty in getting media attention at a later date if they wish it. **THE PROFESSIONAL ADVICE TO THE FAMILIES IS NOT TO SEEK MEDIA ATTENTION, BUT IT MUST BE MADE CLEAR THAT THIS IS THEIR DECISION TO MAKE.**

### HOW CAN THE FAMILY MINIMISE MEDIA ATTENTION?

6. If the family wish to minimise media attention the advice is that they should:
  - a. Prepare a short statement paying tribute to their family member, but also requesting the media to allow them to grieve in peace.
  - b. Release this statement to the Press (MOD Press Office can do this on the family's behalf).
  - c. Answer any media enquiries politely and firmly, restricting comments to the statement already made. A simple formula such as "Thank you for your enquiry

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but we have said all that we wish to already, goodbye'. Responsible journalists will leave it at that.

- d. Ensure that the wider family circle (Uncles, Aunts, Grandparents etc) are aware of the 'family position'. The MOD only liaises directly with the NOK, the family themselves must ensure that the family members are aware of their wishes.
- e. Be consistent. The family should be aware that if they issue a statement asking to be left alone by the media but then speak to one outlet they are likely to attract attention from other outlets since they will have been seen to 'change their mind' over attention.

### **WHAT SUPPORT CAN BE GIVEN TO THE FAMILY IF THEY RECEIVE UNWELCOME MEDIA ATTENTION?**

7. Should a family receive persistent or inappropriate attention from the media then they can call upon the MOD Media operations staff for help. This can be accessed through the VO or directly at either a regional or national level. In the first instance VOs are likely to be the single channel from the family to all MOD resources. VOs should be equipped with the contact details (including out of hours) for their local regional or TLB media operations staff. If a journalist clearly works for a regional outlet then the regional staff should be informed. If there is any doubt, or if the journalist works for a national outlet or agency then the MOD Press Office should be informed. The MOD Press Office has a 24/7 duty line which is 0207 218 7907. **THIS NUMBER SHOULD BE GIVEN TO THE FAMILY.** Through either route the family can access the support of media professionals who will be able to speak to the media organisation concerned and, if necessary, deploy a media handler to assist.

### **WHAT SHOULD THE FAMILY DO IF THEY RECEIVE UNWELCOME MEDIA ATTENTION?**

- a. Be polite, firm and consistent.
- b. Refuse to comment, refer to an earlier statement.
- c. Ask the journalist for his name and the organisation they represent. This information is vital if a complaint is to be lodged.
- d. Report any concerns to the MOD Press Office or appropriate regional staff, via the VO or direct.
- e. Warn other family members of the unwanted attention and ensure they are aware of the families desire to be left alone.

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**WHAT SHOULD THE FAMILY DO IF THEY WISH TO GET THE WIDEST POSSIBLE PUBLICITY FOR A TRIBUTE TO THE DECEASED OR OTHER COMMENTS THEY MAY WISH TO MAKE?**

8. In some circumstances a family may also wish to ensure that they are able to pay tribute to a loved one to the widest possible audience. Similarly they may feel that they have a duty to the deceased to 'tell their story'. This is a more difficult scenario for the MOD to assist with, since it can neither censor what a family wants to say, nor actively encourage criticism of ourselves. The MOD can appropriately provide contact details for media outlets and general advice.

**WHAT SHOULD THE FAMILY DO IF THEY ARE UNHAPPY WITH MEDIA COVERAGE?**

9. The family may, having seen the coverage which will have been generated by the release of the name, be upset by some aspects of what has been said. VOs should enquire on their follow-up visit if the family are happy with the coverage. If they are not as a result of insensitive comments or distressing speculation, their concerns should be passed to the MOD Press Office who will take the matter up with the appropriate agency.

**WHAT SHOULD THE FAMILY DO IN RESPONSE TO BIDS FROM MEDIA ORGANISATIONS?**

10. The MOD will almost always receive bids from the media for access to the family once the name is released. Press Office practice is to refer the first such bid to the family (via the VO) for consideration. This allows the family to change their mind about speaking to the media, having seen the initial coverage if they wish. The pros and cons of doing so should be outlined by the VO. The guiding principle should be 'what the family feel will assist them in their grieving the most'. If they feel that there is more that should be said they may wish to accept an offer and the MOD Press Office can help in identifying a sympathetic journalist. The potential drawback in doing so at this stage is that other media organisations may see this as the 'green light' to approach the family direct. The advice would be not to accept an invitation from anyone who 'cold calls' but for the family to retain an element of control by referring journalists to the MOD Press Office or, if they prefer, to appoint a family 'spokesperson'. If the family turn down the initial bid, the MOD Press Office will refuse all subsequent bids on their behalf without referral, unless the VO advises that the family wish to consider further bids.

**CASES OF INJURY**

11. In general, similar principles apply in cases of families with a serving relative who has been returned to the UK for treatment following serious injury. However, in such cases, the MOD has a policy of not actively identifying personnel. Therefore media approaches to the family are less inevitable, although still possible.

12. It is Joint Medical Command policy that there is no media interaction with military patients whilst they are at RCDM. It is for the NHS Trust to authorise any media activity

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on hospital property and no arrangements should be made by patient group, units or VOs without prior consultation with RCDM in the first instance.

13. Support and advice will be offered by RCDM to the patient group should they wish to engage with the media. Should they not wish to engage with the media, support and advice will also be offered by RCDM

**IN ALL CASES, THE MOD PRESS OFFICE IS AVAILABLE 24/7 ON 0207 218 7907 FOR ADVICE AND ASSISTANCE**

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Part 2

CHAPTER 1 - **PRISONERS OF WAR**

**Reference:**

- A. The Geneva Conventions of August 12 1949.
- B. Joint Doctrine Publication 1-10 Captured Persons (CPERS)

Section 1 - **Outline**

**01.02.0101.** This Chapter covers the reporting, notification and monitoring of UK Prisoners of War (PW)<sup>39</sup>. It will also cover the reporting of casualties to Enemy PW (EPW) in the custody of UK forces and the policy for contact with Red Cross organisations.

Section 2 - **Prisoner of War Information Bureau (PWIB)**

**01.02.0102.** Article 122 of the Third Geneva Convention stipulates that all parties in a conflict open an Official Information Bureau for PWs who are in their custody (Reference A sets out the detail required by the International Committee of the Red Cross (ICRC)). The UK PWIB is operated by the Joint Casualty & Compassionate Centre whilst policy issues pertaining to the PWIB are overseen by Deputy Chief of the Defence Staff (Personnel) staff (Assistant Director Pers Ops)

Section 3 - **British Red Cross (BRC)**

**01.02.0103.** The role of the BRC is to collate the names of UK civilians and Service personnel who have been detained and initiate tracing action with the Central Tracing Agency of the ICRC. Its Headquarters is in London.

Section 4 - **International Committee of the Red Cross (ICRC)**

**01.02.0104.** The ICRC is based in Geneva, Switzerland and is the sponsor for the original Geneva Convention for the protection of wounded military personnel, and of the

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<sup>39</sup> For the purposes of this Chapter, the term PW or EPW encompasses detainees, internees and other persons who are afforded 'protected' status by the ICRC.

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humanitarian Conventions which supplement it. The Central Tracing Agency<sup>40</sup> collects all information obtainable through official or private channels in respect of PW/detainees and transmits this as quickly as possible to their country of origin or to the Power on which they depend.

### Section 5 - UK Prisoners of War and Detainees

**01.02.0105.** Notifiable casualties<sup>41</sup> who have become PW, or otherwise deprived of their freedom, are initially to be reported as Missing<sup>42</sup> using the normal NOTICAS system described in Chapter 2. The JCCC is immediately to inform MoD DNews and Defence Staff (Personnel) staff (Assistant Director Pers Ops) and appoint a Notifying Authority<sup>43</sup> (NA). The NA is to appoint a Casualty Notification Officer (CNO) who will notify the casualty's EC(s) as laid down in Chapter 4.

**01.02.0106.** The NA is to appoint a VO for each EC. In cases where PWs have not nominated their next of kin (NOK), unless there are convincing reasons not to do so, the JCCC will also arrange the appointment of an additional VO for the NOK after consultation with the individual's own Service.

**01.02.0107.** The JCCC is to report the possibility of capture to the PWIB who will in turn notify the BRC. The BRC will act as a link for the MOD and families to the ICRC and the prisoner. Notification of capture should be reported by the belligerent PWIB to the ICRC who should be able to confirm location and state of health to the BRC.

**01.02.0108.** It is likely that the detention of a UK Service person or attached civilian will have considerable media and ministerial interest. The responsibilities for briefing ministers and dealing with the media are laid down in Volume 1, Part 1, Chapter 1 of JSP 751.

### Section 6 - Enemy Prisoners of War (EPW)<sup>44</sup>

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<sup>40</sup> The Geneva Conventions provide for a "Central Agency" that may be created in any neutral country. In practice this becomes the Central Tracing Agency of the ICRC.

<sup>41</sup> For a list of Notifiable Casualties see Annex A to Chapter 1.

<sup>42</sup> For Reporting Categories see Annex A to Chapter 2.

<sup>43</sup> For a list of NAs see Annex A to Chapter 4.

<sup>44</sup> For the purposes of this Chapter EPW encompasses detainees, internees and other persons who are afforded 'protected' status by the ICRC.

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**01.02.0109.** In times of conflict, EPW held by UK forces are to be reported to the PWIB via JPA (Prisoner of War Information System). The details of EPW will then be notified to the ICRC via the PWIB (Text to be expanded in due course)

**Section 7 - Contact Telephone Numbers**

**01.02.0110. Contact details are:**

- a. PWIB Policy: Per Trg SVW SCW Op Wel SO1: Telephone 96621 83005 : (+44 2072183005)
- b. PW and wider detention-related policy issues. Assistant Director Policy / Commitments. Telephone 9621 83624 (+44 2072183634)
- c. PWIB (JCCC SO3 Deceased Estates-PWIB Telephone: 95471 8174 (+44 1452 712612 Ext 8174)
- d BRC. Head of International Law, British Red Cross .Head Office 44 Moorfields, London EC2Y 9AL. Tel: 0844 871 11 11. Fax: 020 7562 2000
- e ICRC Central Tracing Agency. 19, Avenue de la Paix, 1202, Geneva, Switzerland

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Part 3

CHAPTER 1 - **COMPASSIONATE LEAVE TRAVEL AT PUBLIC EXPENSE – SERVICE PERSONNEL AND THEIR SPOUSE/CIVIL PARTNERS**

Reference:

- A. JSP 752 Chapter 4 para 04.0117 (Compassionate Leave and Travel)
- B. JSP 760 Chapter 6 (Domiciled Collective Leave (DOMCOL))

Section 1 - **Compassionate Leave**

**01.03.0101.** Compassionate leave is defined as an authorised period of absence granted to enable personnel to resolve an immediate<sup>45</sup> domestic **crisis**. A period of compassionate leave does not count against an individual's annual leave entitlement. The authorisation and duration of compassionate leave rests with the individual's CO, who may authorise up to 4 full weeks. In considering applications CO's should treat each case individually on its merits by examining an individual's need to resolve a domestic crisis. However, 2 full weeks will normally be sufficient in the first instance. Only in exceptional circumstances and following a re-examination of the circumstances should compassionate leave exceed 4 full weeks. Repeated periods of compassionate leave should rarely be authorised; Service personnel are expected to resolve their personal affairs within a reasonable timescale. Recurring problems should more appropriately be dealt with by applying for some other form of resolution through Single Service channels.

**01.03.0102.** This Chapter will deal, for the most part, with the compassionate leave travel of Service personnel from overseas to the UK or their home unit abroad. For the purposes of this Chapter, Northern Ireland (NI) is an overseas duty location.. Similarly, ships at sea, **outside UK Territorial waters** (12 mile from coast line), are to be considered as overseas, for the purposes of authorising travel at public expense. Authority for compassionate leave travel within the UK rests with the Service person's CO. This authority should be used only when circumstances are particularly distressing and a genuine need for travel at public (rather than personal) expense is identified. The categories and entitlements for travel at public expense are defined at Annex A.

- a. **RN.** The RN has a central vote against which all inter-UK compassionate travel costs should be allocated.

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<sup>45</sup> This does not include advance notice/pre planned events exceptions to this rule must be authorised.

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- b. **Army and RAF.** Compassionate travel costs from one UK address (normally the parent unit) to another within the UK are to be met from unit travel and subsistence allocations.

**01.03.0103.** **Ghurkha** soldiers whether serving in formed Ghurkha units and stationed in UK, Brunei and overseas are recruited and attested in Nepal. Thus, for the purposes of compassionate travel, Nepal is regarded as their home and travel at public expense is authorised. Travel arrangements to and from Nepal are booked, as for all other compassionate travel, on authority from JCCC and through Move Ops in Abbey Wood.

**01.03.0104.** No hard and fast regulations can be laid down for the granting of compassionate leave; each case requires individual, objective and sensitive assessment. The authority for travel at public expense on compassionate leave (other than inter-UK travel – see paragraph 01.03.0102) rests entirely with the Joint Casualty and Compassionate Centre (JCCC) and will normally only be considered in cases involving relatives of all Service personnel, and/or accompanying spouse/civil partners of personnel serving overseas and providing the case concerns certain 'IN SCOPE' relatives. These relatives are as follows:

- a. Parents including step parents and parents in law.
- b. Spouse/civil partner (including former relationships, if their condition affects the welfare of any children from that relationship).
- c. Children including stepchildren of current marriage or civil partnership.
- d. Children outside marriage providing they are the child of the serving person (not children by another relationship) and where the serving person provides permanent financial support and/or the permanence of the relationship can be supported by the CO of a unit.
- e. Siblings/step siblings and in laws
- f. Legal Guardians or Grandparents who have acted in loco parentis, which means the legal responsibility of a person to act in place of a Parent and assume parental rights and duties for a minor, and where this can be shown to have been in effect for a significant period of time.

**01.03.0105.** Specific cases where compassionate travel at public expense will always be authorised will include the following:

- a. When the spouse/civil partner or child of a serving person is very seriously ill or has died.

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- b. When a serving person's presence is the only means of preventing the break up of his or her immediate family. Under these circumstances, a great deal of care should be taken and specialist assistance in assessing the need should be sought. For example, there may well be cases where the break up of the family is inevitable, has been an issue for some considerable time, or where the return of the individual to the family home will not contribute to the resolution of the problem.
- c. Where the care of young 'In Scope' children can only be provided satisfactorily by the serving person's presence.
- d. When the death of an 'In Scope' relative is imminent. In these cases, every endeavour is to be made to enable the serving person (and his family if appropriate) to arrive before the death.
- e. When an 'In Scope' relative (other than those already covered at sub-para a) is very seriously ill, provided that the serving person will be of practical help and that there is no other appropriate relative who is available to help.
- f. On the death of an 'in Scope' relative (other than those already covered by sub-para a). In these circumstances, every endeavour is to be made to enable the serving person to arrive in time for the funeral.

**01.03.0106.** There will be other occasions where COs and personnel staffs believe that compassionate travel at public expense is justifiable. As a general guideline, cases for authority to travel at public expense will always be considered, regardless of the circumstances, by the JCCC, but travel at public expense will be granted only when those circumstances are more than usually distressing – see Annex A Category 12.

**01.03.0107.** Compassionate travel at public expense will not be granted for the death or serious illness of relatives falling 'Out of Scope'. Out of scope relatives include Grandparents, Aunts and Uncles.

**01.03.0108. Travel from overseas on compassionate leave at public expense can only be authorised by the JCCC.** Comp A travel is to be by the fastest possible means and this includes civilian scheduled airlines or, by exception civilian whole charter aircraft. The DSCOM Compassionate Travel Cell will only suggest travel at public expense to JCCC if there are no military outlets that would meet the urgency of need determined by JCCC. If it is identified that a Comp A could travel either immediately, by chartering an aircraft, or later on a commercial airline, DSCOM Compassionate Travel Cell is to present the alternative options, with likely costs of each, to JCCC. Following consultation with the medical services JCCC will determine whether the best option is an immediate charter aircraft or delayed travel by commercial means. A robust audit trail to show proof of good order is to be maintained by DSCOM Compassionate Travel Cell and copied to JCCC on completion of travel.

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**01.03.0109.** The JCCC will receive applications or referrals for compassionate travel at public expense from a wide variety of sources. These could include: a deployed unit; the individual's parent unit in the UK or overseas; single service welfare agencies; or relatives of the serving person. Having investigated the circumstances of the case, and called for specialist assistance from single Service authorities (unit welfare staffs, NPFS/RM Welfare, AWS etc) where appropriate, the JCCC will categorise the case in accordance with the guidance at Annex A.

**01.03.0110.** Arrangements for travel will be coordinated by the JCCC in liaison with the Compassionate Travel Cell at Abbey Wood, the individual's Parent unit and administering unit see Annex B.

## Section 2 - **Compassionate Travel at Public Expense to the UK from Overseas**

**01.03.0111.** The following paragraphs detail the administrative action to be taken when urgent and exceptional circumstances connected with family affairs or health of relations necessitates the temporary return to the UK of Service personnel and/or their families, if applicable, serving overseas. Similarly, these paragraphs detail the action to be taken to effect the return of a serving person on an operational deployment to his parent unit or family address in the UK.

**01.03.0112.** The circumstances will be investigated by the Compassionate Cell within JCCC and a categorisation for leave travel at public expense, if appropriate, will be awarded in accordance with current MoD policy. **It is emphasised that categorisation of cases is the responsibility of the JCCC.**

**01.03.0113.** Personnel proceeding abroad on detachment/posting are issued with a Compassionate Leave/Travel from Overseas Card by their parent unit. The card contains instructions and 24-hour telephone numbers for relatives and friends wishing to report a family bereavement or serious illness. All potential compassionate cases **must** be reported to the JCCC.

**01.03.0114.** The person making the application should give his or her full name, address and telephone number and as much information as possible including:

- a. The rank, name, number and trade of the individual concerned and the unit abroad in which he/she is serving, plus his/her normal parent unit if he/she is detached abroad.
- b. If notifying the serious illness or death of a member of the family:
  - (1) The name and address of the sick or deceased relative and the relationship to the individual or spouse/civil partner.
  - (2) The gravity of the illness and the expectation of life if appropriate.

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- (3) The name, address and telephone number of the doctor attending the case, or, if appropriate, the address and telephone number of the hospital in which the patient is receiving or received treatment.
- (4) Details of other relatives available.

**01.03.0115.** In the event of units in the UK being advised of circumstances that may give rise to compassionate leave travel at public expense for personnel serving abroad, details are to be notified as quickly as possible, preferably by telephone, to the JCCC.

**01.03.0116.** The decision regarding duration of compassionate leave remains the prerogative of the Commanding Officer of the overseas unit. Long periods of compassionate leave should be granted only in exceptional cases; as a guideline, 10 working days should be sufficient initially.

**01.03.0117.** In cases where there is no entitlement to travel at public expense the CO may at his/her discretion authorise a period of annual or compassionate leave to enable the individual to visit the UK at his/her own expense. In this connection the individual's attention should be drawn to the current regulations concerning indulgence or concession fare paying flights (JSP 800).

### **Section 3 - Action by Overseas/Despatching Unit**

**01.03.0118.** When the decision is taken to return an individual or his/her spouse/civil partner to the UK for compassionate reasons the overseas unit/despatching unit is to follow the process outlined at Annex B. Any changes to travel arrangements should be notified to Comp Cell (Abbey Wood) immediately. On completion of all actions JCCC will contact Parent/Admin unit.

### **Section 4 - Travel within the UK by Parents, Parent-in-Law or Relatives of the Same Generation in Lieu of Compassionate Leave Travel to the UK by Individual.**

**01.03.0119.** The JCCC may authorise travel within the UK at public expense by standard class rail for a parent, parent-in-law or relative of the same generation to visit a spouse/entitled partner whose Service partner is serving overseas, or where a single serving parent is admitted to hospital in the UK and when he/she requires the support which the parent, parent-in-law or relative of the same generation can give. Authorisation of such travel is subject to the following conditions:

- a. The individual would otherwise have been granted compassionate leave travel to the UK under the terms of these regulations.
- b. The individual is not serving on a trooping/charter route.
- c. It is confirmed that the parent, parent-in-law or relative of the same generation would be able to remain with the spouse/civil partner for as long as he/she requires assistance.

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- d. Assistance to the parent, parent-in-law or relative of the same generation will be limited strictly to a standard class return rail warrant from his/her home to the spouse/civil partner's home, except that travel between NI and the mainland may be by civil air. No other expenses or subsistence allowance will be payable.
- e. The serving person is either Pstat Cat 1 or Pstat Cat 2 see JSP 752 Chapter 1 section 4 for clarification.

Section 5 - **Documentation and Briefing of Personnel before Departure**

**01.03.0120.** It is important that personnel who return to the UK for compassionate reasons are properly documented and briefed by the overseas unit before departure. It is vital that all personnel proceeding on compassionate leave are given, preferably in writing, their points of contact in the UK. Particular attention is to be paid to the following:

- a. **Documentation.** A leave pass is to be completed for all Service personnel. For compassionate Bravo travel personnel are to be given a return railway warrant/rail ticket booking reference number to their home address; or two single warrants if points of disembarkation and embarkation are different. For compassionate Alpha travel see para (d) below.
- b. **Subsistence.** Subsistence allowances are available for compassionate leave journeys which necessarily take more than 24 hours to complete. See JSP 752 Para 03.0144.
- c. **Pay.** An advance of pay, if appropriate, is to be made, and/or currency exchanged into sterling before departure (subject to any local instructions issued). The effect on Local Overseas Allowance of the classification of the flight should be accounted for. If the serving person's family/spouse/civil partner is remaining overseas, the individual should be advised to satisfy themselves that they will be properly funded in their absence. The appropriate form showing the current UK drawing rate and the date to which they have been paid is to be issued. They are to be advised that if, exceptionally, he/she requires an advance of pay and allowances whilst in the UK, they should contact their administering unit in the UK.
- d. **Arrival at Airfield in the United Kingdom.** If compassionate leave is authorised under Category A of Annex A, onward travel arrangements to final destination will be made by DSCOM Compassionate Travel Cell. Personnel who experience difficulty on arrival in the UK should contact their administering unit in the UK or the JCCC.

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- e. **Return Passages.** The DSCOM Compassionate cell will note the individual's leave dates and treat the day following the last day of leave as the 'ready to move' date. Should the circumstances dictate an extension of the leave, The Administering Unit will advise the overseas unit of the details by message, and include JCCC and DSCOM Compassionate Travel Cell as information addressee, for a new 'ready to move' date to be established. The individual's CO will then make a further decision as the 'authorising authority'. The individual's administering unit, in liaison with the DSCOM Compassionate cell, will be responsible for advising the individual at his/her leave address and issue any necessary warrants for travel. When the Compassionate Cell Abbey Wood is able to allocate an air passage, the flight details will be notified direct to the individual. Indulgence applicants should not contact DSCOM Compassionate cell or JCCC regarding return indulgence passages. All inquiries regarding such passages are to be made to DPRC Abbey Wood on telephone number 03067981146/7.
- f. **Request for Extension of Compassionate Leave.** If an individual considers that his/her circumstances justify remaining in the UK beyond his/her leave expiry date he/she is to contact his/her administering unit in the UK (NPFS/RMW for the Naval Service), who will liaise with the JCCC if necessary. Applications are, wherever possible, to be made before the initial period of compassionate leave expires.

### Section 6 - **Extended Compassionate Action**

**01.03.0121.** If it appears likely that a case may develop from one involving compassionate leave to an application for compassionate posting/assignment /appointment, or even for compassionate discharge, the individual's parent unit is to take action in accordance with Single Service guidelines.

**01.03.0122.** When the spouse/civil partner of an individual is repatriated on medical or administrative grounds, and the individual is granted compassionate leave so that he/she may accompany his/her family, the dispatching unit is to inform the JCCC and the individual's parent unit (if applicable) whether or not any further administrative action will be taken in respect of the serving person.

### Section 7 - **Time Off for Dependants**

**01.03.0123.** The Employment Relations Act 1999 gave effect in UK law to the right to unpaid time off for urgent family reasons as published in DCI JS 154/01 and its successors. It is envisaged that these unpaid entitlements will only be used in circumstances where, in the opinion of the Commanding Officer, there are insufficient grounds to grant paid compassionate leave.

**01.03.0124.** Time off for dependants is unpaid and, therefore, is non-reckonable service and does not count towards seniority for promotion, completion of a commission or

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engagement or pension entitlements. Furthermore there is no statutory right to extend service by the amount of time taken off for dependants to ensure that an engagement is fully completed. The Services will, however, normally offer to extend an engagement unless there are exceptional circumstances.

**01.03.0125.** A dependant is the spouse, civil partner, partner, child or parent of the individual or someone who lives in the same household as the individual. A dependant can also be someone who reasonably relies on an individual to make arrangements for the provision of care for assistance should they fall ill or are injured or assaulted. For example, this could include an elderly aunt or grandparent. It does not include tenants or boarders living in the family home, or someone who lives in the household as an employee, for example a live-in housekeeper.

### Section 8 - Ghurkha Compassionate Travel

**01.03.0126.** The JCCC is the focus for all Ghurkha compassionate travel, and is the sole authority for compassionate leave travel at public expense, and DSCOM (Civilian 0117 91 39676/7 or GPTN 9352 39676 (24 hours)) DSCOM Compassionate cell will be the sole booking authority as notified by JCCC. This policy is based on the central principles that BG Nepal (BGN)/BG Kathmandu (BGK) have delegated authority for checking the veracity of requests for Ghurkha soldiers to travel home to Nepal, and that the soldier's CO retains the authority to approve and grant leave.

### Section 9 - Compassionate Travel – MoD Civil Servants and Contractors

**01.03.0127.** The JCCC may, from time to time, be asked to assist in the return to the UK on compassionate grounds of MoD Civil Servants and contractors (CONDO, EFI/NAAFI, WRVS etc) who are working alongside UK Forces overseas:

- a. **MoD Civil Servants.** In accordance with the Statement of Civilian Personnel Policy – Healthcare Welfare and Compassionate Travel while Overseas, authorisation for civilians to travel at public expense on compassionate grounds is the responsibility of line management and/or nominated Command staff in the overseas location. Associated travel arrangements for civilians and their dependants are made by line management and/or nominated Command staff through Defence Supply Chain Operations and Movements (DSCOM Mil 9352 39676/7 Civil 0117 9139676/7 (24 hours)). The People Pay and Pensions Agency Employee Wellbeing Service (PPPA EWS) Helpline, based in Bath, must be informed of all requests for compassionate travel involving civilian staff. All calls received by the JCCC in respect of MOD civil servants should be referred to:

(1) Working Hours – 93345 7047/0800 345 7074, (UK callers) or 9355 82424/00441225882424 (Overseas Callers).

(2) Silent hours – 0207 2186002 (MOD Resident Clerk who will contact the EWS Duty Officer)

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- b. **Contractors.** The return to the UK on compassionate grounds of contractors is primarily the responsibility of the employer. There will be occasions, however, when Service assistance may be requested to affect a rapid return from, say, an operational theatre. JCCC staff should afford any support they are able to provide, if applicable, claims for repayment of the cost of travel will be made retrospectively and in accordance with extant Service Level Agreements.

**Annex:**

- A. Compassionate Leave Scheme Criteria for Categorisation for Travel at Public Expense
- B. Compassionate Processes.

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## COMPASSIONATE LEAVE SCHEME

## CRITERIA FOR CATEGORISATION FOR TRAVEL AT PUBLIC EXPENSE

	Class A		Class B		Class C (Unclassified)	
Category	An extremely compassionate case justifying travel at public expense by the fastest possible means.		A compassionate case for justifying travel at public expense to reach the intended destination by a specified date.		A weak case, travel at public expense not justified (indulgence).	
1. <i>Illness of spouse/civil partner</i>	(i)	Spouse/civil partner are very seriously ill.	(i)	Spouse/civil partner are seriously ill.	(i)	Illness is not serious.
	(ii)	Spouse/civil partner have become mentally unstable.	(ii)	Spouse/civil partner are ill and individual's presence is necessary to care for child or children under 18.	(ii)	Illness is chronic but spouse/civil partner was in that condition when serving person went abroad.
	(iii)	Spouse/civil partner are seriously ill and child or children under 18 need care.				
2. <i>Confinement of spouse/civil partner</i>	Medical authorities anticipate complications when confinement due, which <b>imminently</b> endangers life of mother or child.		Medical authorities anticipate complications when confinement due, which endangers life of mother or child.			
3. <i>Death of spouse/civil partner</i>	Death of spouse/civil partner.					
4. <i>Illness of child</i>	Child is very seriously ill.		Child is seriously ill.		(i)	The illness is likely to be permanent or of long duration.
					(ii)	Recurrent illness among weakly children or normal childhood complaints.

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	<b>Class A</b>		<b>Class B</b>	<b>Class C (Unclassified)</b>
5.. Illness of child of a single parent Where support of a spouse, civil partner or other parent is not available	Where child is VSI a close relative is entitled to travel to assist the parent		Where child is SI a close relative is entitled to travel to assist the parent	N/A
6. <i>Death of child</i>	Death of child.		Death of child during pregnancy (post 24 weeks). Also see Note 2.	
7, Illness of Spouse/Civil /Partner or a Single Parent Where support of a spouse, civil partner or other parent is not available	<b>Where the person is either VSI or SI a close family member is entitled to travel to assist with the care of dependant children.</b>		<b>Where the person is ill or admitted to hospital and requires support to care for dependant children.</b>	
8. <i>Illness of parent/parent in law/step parent or other person in loco parentis</i>	Either parent is very VSI.		Either parent is SI.	Either parent is ill but not VSI or SI.
9. <i>Death of parent/parent in law/step parent or other person in loco parentis</i>	(i)	The bereaved parent is destitute or aged and infirm, or prostrate with grief and no other suitable relative is available to render assistance.	All other cases even where other relatives are available; however, should Class B travel not permit the individual to reach his or her destination in time for the funeral then the case is to be given Class A.	Not applicable in cases of death of parents.
	(ii)	No other suitable relative is available to make funeral arrangements.		
	(iii)	Travel under Class B would not permit the individual to reach his or her destination in time for the funeral.		

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	<b>Class A</b>		<b>Class B</b>	<b>Class C (Unclassified)</b>	
<p>10. <i>Death or imminent death (VSI) of siblings<sup>46</sup>, including stepsiblings. See flow diagram Appendix 1 to Annex A of this chapter.</i></p>	<p>Imminent death (VSI) of sibling, including stepsibling.</p>	(i)	<p>Death of sibling or stepsibling. Family travel includes the serviceperson, spouse/civil partner and any other dependant children who are in full time education see JSP 752 for clarification, who are resident in theatre. However, shall Class B travel not permit the family to reach their destination in time for the funeral then the case is to be given Class A.</p>		
		(ii)	<p>Sibling or stepsibling seriously ill.</p>		
<p>11. <i>Domestic Hardships.</i></p>	<p>Serious criminal charges against spouse/civil partner and any case where child protection issues have been formally raised by social services or the statutory authority abroad.</p>	(i)	<p>The individual's presence is necessary to assist in caring for an in-scope child/ children.</p>	(i)	<p>Childless couple desire children and wife is approaching the age when child bearing is likely to be difficult.</p>
		(ii)	<p>Spouse/civil partner have been morally unstable and/or neglects children.</p>		

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<sup>46</sup> Siblings include half blood siblings.

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	Class A	Class B	Class C (Unclassified)
		(iii) Relations between the couple have deteriorated to such an extent that the presence of the spouse/civil partner is essential if there is to be any hope of saving the marriage. <b>(See para 01.03.0105 b).</b>	
12. <i>Circumstances that are more than usually distressing</i>	Commanding Officer, in close liaison with <b>Specialist/Secondary<sup>47</sup> Welfare workers (NPFS, RMW, AWS and SSAFA)</b> , not primary <sup>48</sup> welfare workers, considers that compassionate travel at public expense is justifiable. In exceptional cases requests from Primary Welfare organisations will be considered.		

**Definition of Terms for casualties:**

**See Chapter 2 paragraph 01.01.0205**

**Notes:**

1. Children Accompanying Parents. Children aged 18 years and under may accompany parents when they return to the UK on Compassionate Leave when there is no one in theatre to care for them (e.g. the Service person is absent on exercise or an operational tour).
2. In the event of miscarriage prior to 24 week gestation each case will be judged on its merits with consideration given to medical advice.

Appendix:

1. Compassionate Leave Travel – in Scope Relatives

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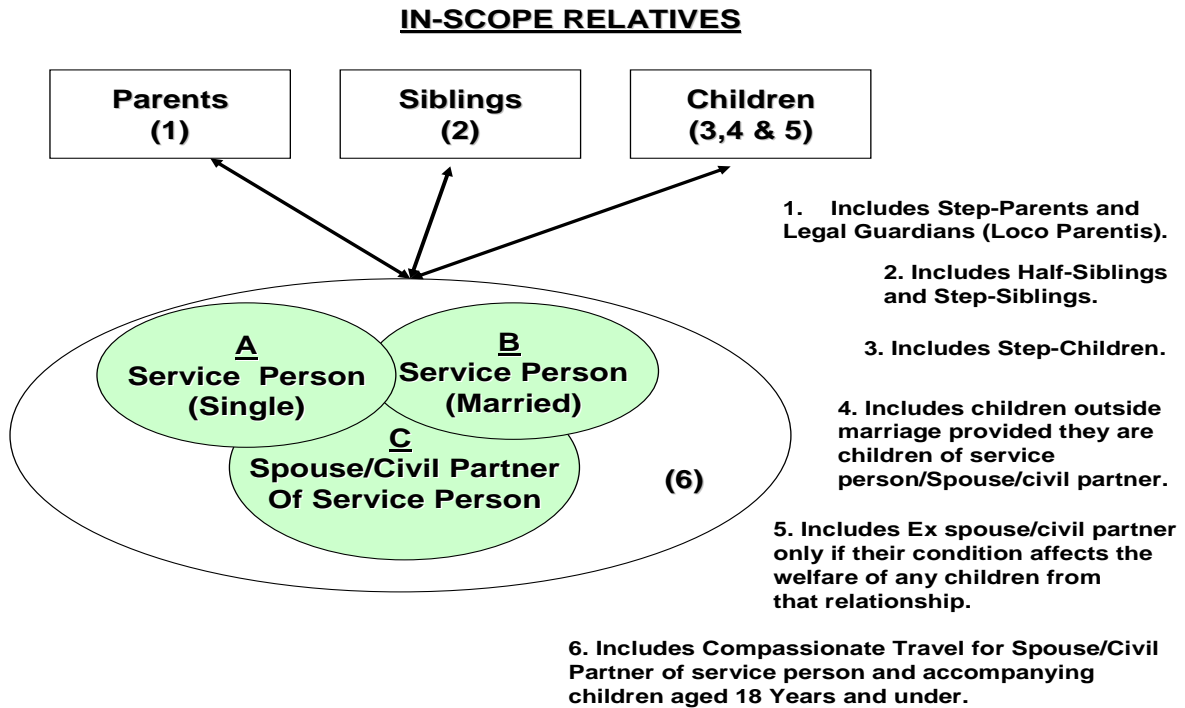
<sup>47</sup> Secondary welfare support is defined as that which cannot or should not be dealt with at the primary or unit level since it requires specialist trained staff.

<sup>48</sup> Primary support is defined as the provision of welfare support generally available from within unit resources. Primary level support can be given by Commanding Officers, their Chain of Command and the unit administrative and welfare staff including pastoral and medical personnel.

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**COMPASSIONATE LEAVE TRAVEL – IN SCOPE RELATIVES**



**(A) Single Serviceperson:**

Parents/Step Parents/Loco Parentis.  
Siblings/Half-Siblings/Step-Siblings.  
Service person's Children.

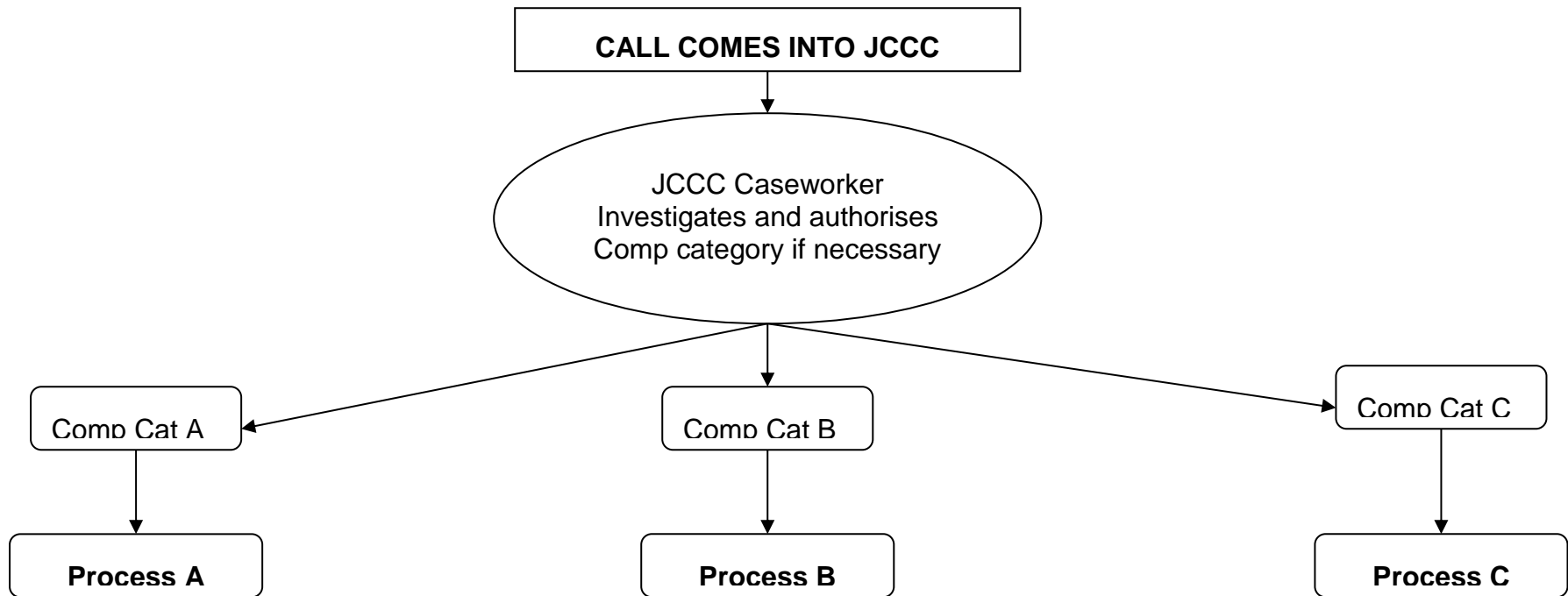
**(B) Service Person (Married/Civil Partnership):**

Spouse.  
Parents/Step Parents/Loco Parentis  
Spouse's Parents/Step Parents/Loco Parentis.  
Siblings/Half-Siblings/Step-Siblings.  
Spouses Siblings/Half-Siblings/Step-Siblings.  
Service person's Children/Step children.

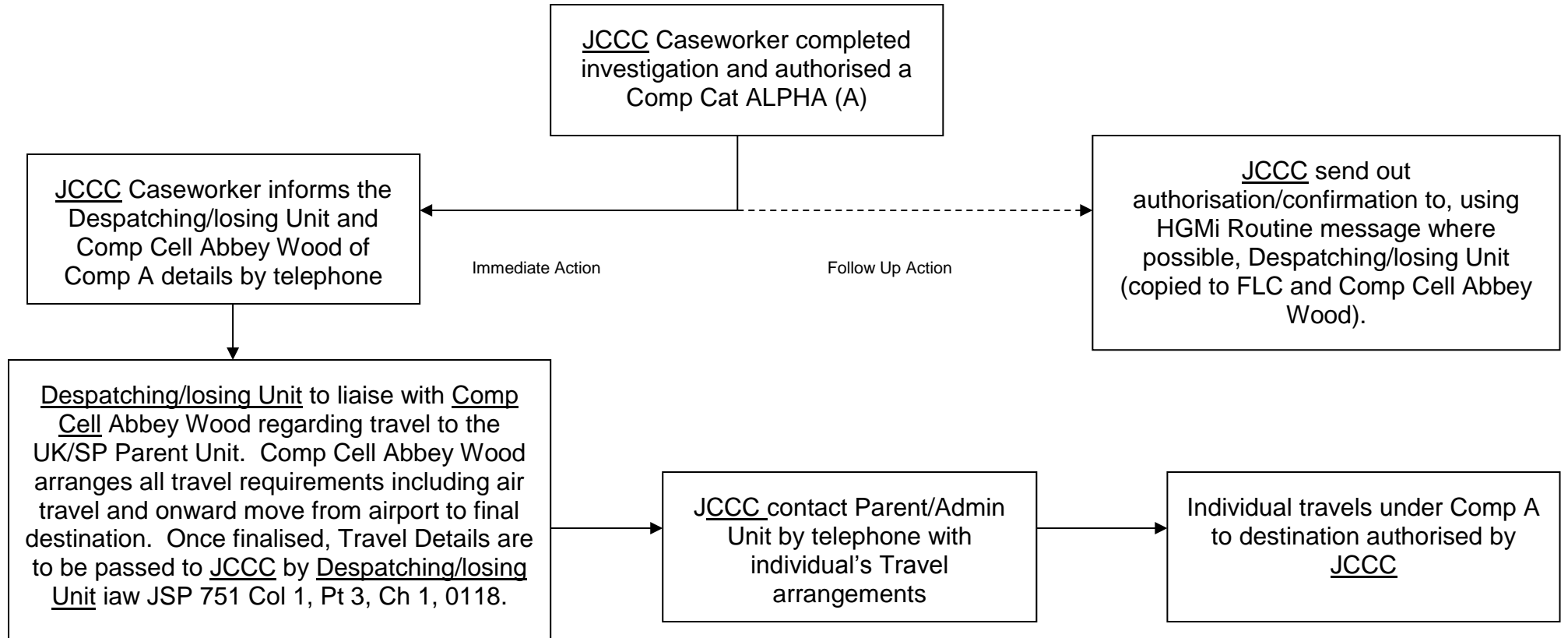
**(C) Spouse/Civil Partner of Service person:**

Spouse.  
Parents/Step Parents/Loco Parentis  
Spouse's Parents/Step Parents/Loco Parentis.  
Siblings/Half-Siblings/Step-Siblings.  
Spouses Siblings/Half-Siblings/Step-Siblings.  
Children/Step children.

COMPASSIONATE PROCESS



**\*ANY CHANGES TO TRAVEL ARRANGEMENTS MUST BE NOTIFIED TO COMP CELL (ABBEY WOOD) BY THE DESPATCHING UNIT\***

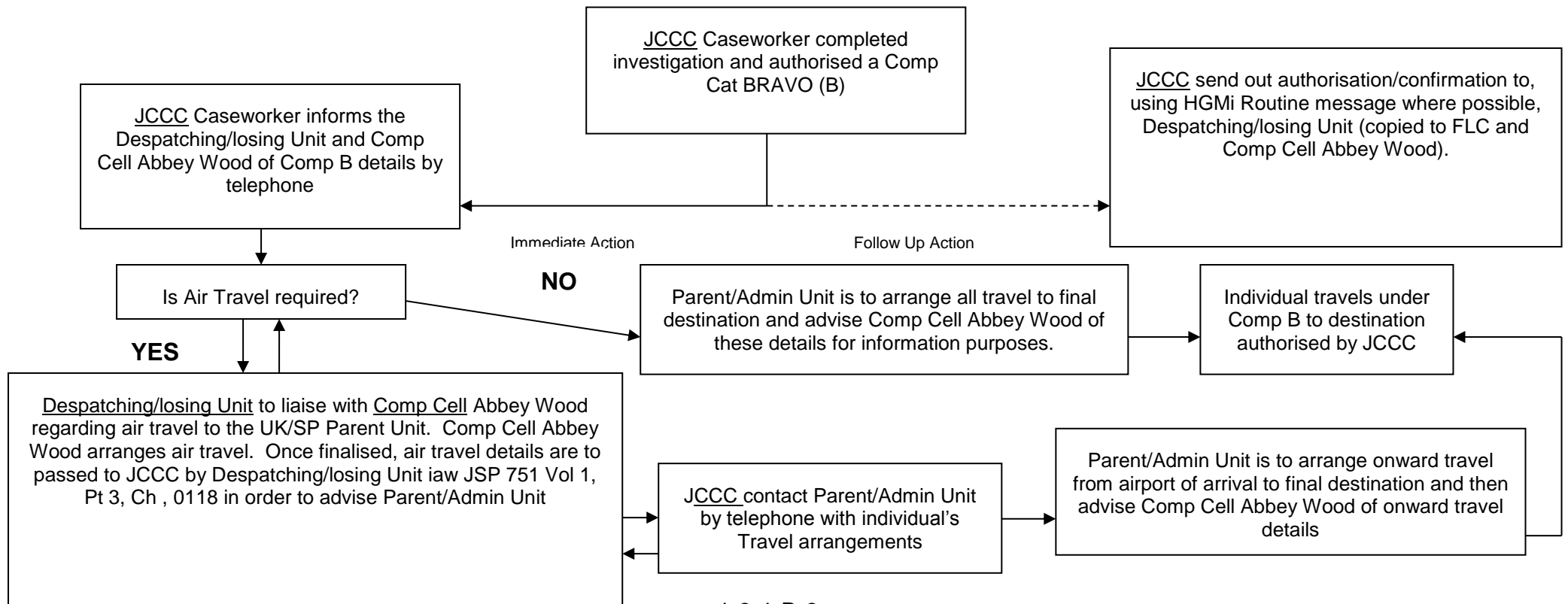


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**\*ANY CHANGES TO TRAVEL ARRANGEMENTS MUST BE NOTIFIED TO COMP CELL (ABBEY WOOD) BY THE DESPATCHING UNIT\***

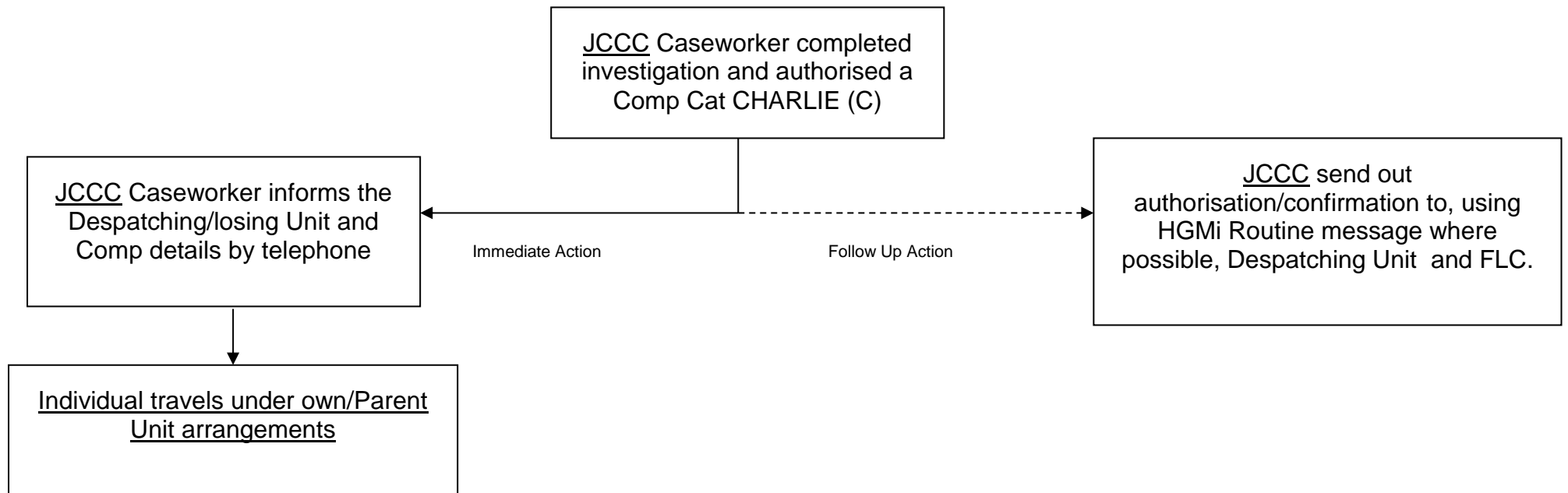
**PROCESS B – COMPASSIONATE BRAVO**



1-3-1-B-3

**\*ANY CHANGES TO TRAVEL ARRANGEMENTS MUST BE NOTIFIED TO COMP CELL (ABBEY WOOD) BY THE DESPATCHING UNIT\***

**PROCESS C – COMPASSIONATE CHARLIE**



**\*ANY CHANGES TO TRAVEL ARRANGEMENTS MUST BE NOTIFIED TO COMP CELL (ABBEY WOOD) BY THE DESPATCHING UNIT\***