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S. W. REGION



Principles of the Casualty Bureau Operating Procedures (Blueprint)

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This document has been updated in light of the National Police Chiefs Council proposal of forming Casualty Bureau (CB) capabilities in nine regional sites across the UK. The five South West Forces being Avon & Somerset, Devon & Cornwall, Dorset, Gloucestershire and Wiltshire. The Channel Islands Police Forces will also be considered to be part of the South West Region.

The agreed principles of the South West Regionalised Casualty Bureau provision and written into a legally binding Joint Services Agreement (JSA) covers the following areas and responsibilities:

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1. Overview

- 1.1 Major incidents create a requirement to deal with large amounts of information and a demand for information from emergency services, other agencies and the public alike.
- 1.2 Casualty Bureau activation within a force causes an impact on resources and leads to maintaining a significant number of trained staff within each force in preparation for such a response.
- 1.3 Fortunately, such activations are rare within each force. However, this means that the exposure of trained staff is limited to 'live' incidents and offers limited return on the investment of training, time and costs.
- 1.4 The introduction of a Regional Casualty Bureau (the Bureau), based at Devon and Cornwall (D&C) Police HQ provides an opportunity to address these issues for the benefit of the forces participating in the Regional Casualty Bureau.
- 1.5 The following are the forces participating in the South West Regional Casualty Bureau:

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Avon and Somerset Police

Devon and Cornwall Police

Dorset Police

Gloucester Police

Wiltshire Police

Jersey Police

Guernsey Police

- 1.6 The South West Casualty Bureau agrees to establish and maintain a Casualty Bureau to manage information about particular incidents and public emergencies occurring within one of the participating force areas and for the benefit of the participating forces who agree to the establishment of the Bureau, in D&C and to fund the Bureau as set out in the JSA.
- 1.7 It shall be understood that on payment of annual invoice to D&C, a participating force agrees to remain part of the regional Agreement for the following twelve months or until the next annual invoice is payable.

Withdrawal from the Agreement is as per para 3.7 below.

2. DEFINITIONS

- 2.1 In this Regional Agreement, the following shall have the following meanings: -

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- 'Participating force' - shall mean one of the forces who are within the Regional Agreement.
- 'Activating force' - shall mean the participating force which makes the request for the Bureau to be activated.

3. THE SET UP OF THE BUREAU

- 3.1 A request from an activating force for the Bureau to be opened can only be made with the authority of a Chief Officer.
- 3.2 The South West CB Trainer & Systems Managers will be the coordinator for the Bureau on behalf of the participating forces and will be responsible for the activation of the Bureau when requested by the activating force.
- 3.3 The South West CB will maintain a primary Casualty Bureau and may, at its discretion, maintain a secondary Casualty Bureau.
- 3.4 The South West CB will deal with a single Bureau activation at any one time. The South West CB reserves the right, at its absolute discretion to refuse to deal with a second activation unless prevailing circumstances allow.
- 3.5 The provision and maintenance of Bureau facilities will be funded in accordance with paragraph 6.2 below.
- 3.6 The activating force will also be responsible for all costs associated with the activation of the Bureau as set out in paragraph 6.3 below.
- 3.7 Any participating force wishing to withdraw from this Agreement is required to give a minimum of three months notice to all other participating forces of its intention to do so.

4. BUREAU FACILITIES

- 4.1 The Bureau will be located at Rooms G13 & 35 Devon and Cornwall Police Headquarters, Middlemoor, Exeter, Devon, EX2 7HQ.
- 4.2 The SWCB may, subject to its absolute discretion, provide secondary site facilities, at an alternative location within D&C force estate.
- 4.3 The Bureau will operate in line with the Civil Contingencies (APP), Casualty Bureau Authorised Professional Practice (APP) and Regional Working Practices, copies of all are available in all forces.
- 4.4 The SWCB Room Manager will work in liaison with the activating force to provide a service that meets the requirements of the activating force and the incident.
- 4.5 Future changes to this Agreement will be examined in the light of any future NPCC recommendations relating to matters such as Major Incident Response and National Mutual Aid Telephony.
- 4.6 The South West CB Trainer & Systems Manager and D&C Systems Managers in conjunction with The Regional Casualty Bureau User Group will co-ordinate and monitor: -
 - (a) Policy and Procedure affecting the Regional Casualty Bureau
 - (b) Equipment and system checks
 - (c) Activation processes
 - (d) Training requirements for the Regional Casualty Bureau
 - (e) Liaison with member forces
 - (f) Liaison with other agencies and carriers
- 4.7 The activating force will, as soon as a request for activation of the Bureau has been made, provide a CB Manager to work in the Regional Casualty Bureau at D&C during the currency of the activation of the Bureau, who will act as a point of contact with the Gold, Senior Identification Manager (SIM) and Senior Investigating Officer (SIO) of the activating force.

5. ACTIVATION

- 5.1 In the event of a major incident or disaster resulting in a participating force requesting the activation of the Bureau, the participating force must obtain the authority of the on-call Chief Officer to make the request (subject to the maximum number of requests as set out at paragraph 3.4 above). This participating force then becomes the 'activating force' for the purposes of this Agreement.
- 5.2 Once Chief Officer in consultation with the Force Lead SIM gives authority for the opening of SWCB, the activating force Duty Officer should contact the D&C Control Room Inspector requesting the activation of the Bureau firstly by telephone.
- 5.3 The activating force should then forward an email to the D&C Control Room Inspector with a copy to SWCBHUB@devonandcornwall.pnn.police.uk with the following information:
 - 5.4 Details of the incident – a brief scenario including time, date and nature of the incident
 - 5.5 Details of the Chief Officer authorising the request.
 - 5.6 The Control Room Inspector will notify the on-call ACC to authorise the activation of the Bureau as soon as possible.
 - 5.7 As soon as the appropriate authorities have been obtained, the Control Room Inspector will then be responsible for activating the Casualty Bureau following the procedure in their activation plans.
 - 5.8 The South West CB Room Manager will then be responsible for establishing a line of communication with the activating force.
 - 5.9 The South West CB Bureau Room Manager will be responsible for deciding when the Bureau will go live. This will be done in liaison with the activating and assisting forces, giving consideration to the point at which national mutual aide telephony system will go live. In the event agreement cannot be reached between the activating force and The South West CB, it is agreed that The South West CB will make the final decision. As the SWCB is hosted on 'HOLMES Cloud' assistance from SWCB Cadre members in other regional forces can be provided from within their own respective locations depending on the circumstances.
- 5.10 The South West CB will not be providing Call-taking facilities in addition to Bureau facilities. The activating force can elect to provide Call-taking or not.

6. ADMINISTRATION

- 6.1 The SWCB will be responsible for the co-ordination of all core management during a period when the Bureau has been activated
- 6.2 The annual cost associated with the provision and maintenance of the Bureau will be divided as per the agreed Police and Crime Commissioner Income Formula between all participating forces. D&C will invoice each participating force at the beginning of each financial year for their share of the annual costs as set out in the JSA.
- 6.3 In addition, the activating force in respect of an incident will be responsible for all costs arising out of their use of the Bureau in respect of that incident and will pay such costs to D&C. The costs payable under this paragraph will be invoiced by D&C at the conclusion of the incident.
- 6.4 Any significant variations from costs, as outlined in the JSA, will have to be taken into account in future years.
- 6.5 Grading System - The grading system for each missing person incident will be allocated by the designated SIM of the activating force who will be responsible for informing the South West CB Room Manager. The CB Room Manager will be responsible for ensuring the necessary information is displayed in the briefing document, uploaded onto the HOLMES system for the information of all assisting forces.
- 6.6 Documents - The activating force SIM, in liaison with the CB Room Manager, will stipulate the requirement for recording of descriptive and other information. The CB Room Manager must ensure that this information is included in the briefing document uploaded onto the HOLMES system for the information of all assisting forces.
- 6.7 On the completion of an incident the activating force will be responsible for the cost of transporting documents from any participating force.

7. DE-ACTIVATION

- 7.1 A Chief Officer from the activating force will be responsible for deciding when to close the Bureau. This decision will be taken in consultation with the CB Room Manager.
- 7.2 The activating force will liaise with the CB Room Manager to agree the closure procedure for the Bureau, in association with the closing of the National Mutual Aid Telephony system.
- 7.3 The SWCB will reserve the right to keep the bureau open and to maintain the mutual aid telephony, if agreement with the host force cannot be reached. In making a decision to keep the bureau open the CB Room Manager will evidence the reasons for doing so.
- 7.4 Review of the mutual aid telephony will be done in conjunction with CB Room Manager. Consideration must be given to the frequency and nature of calls to the bureau, irrespective of whether or not all reported persons have been accounted for and all casualties/fatalities identified (When taking the decision to close the mutual telephony

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system consideration must be given to alternative information lines that may be required, their capacity to handle the calls and the projected time scale of calls and availability of the alternative numbers).

8. DATA PROTECTION

- 8.1 Devon and Cornwall Police will operate Regional Casualty Bureau facilities, acting as the agent of the activating force.
- 8.2 All records and information created during the activation of the Bureau remain the property of the activating force, regardless of the storage medium used.
- 8.3 Computer data from the HOLMES II Casualty Bureau system is stored on a Devon and Cornwall Police server. Copies of the information will be supplied to the activating force in accordance with agreed timescales during an incident and on request when the incident has concluded.