



Explaining Disaster Victim Identification in Major Incidents

**What happens when someone
dies as a result of a mass fatality
incident?**

Information for families

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Our Commitment to you

We will

- Treat any person who has died with respect and dignity
- Treat you, as bereaved relatives with respect and dignity in a sympathetic and caring approach throughout
- Provide you with truthful and accurate information, as we know it, at all times and at every stage
- Return items belonging to the person who has died as quickly as possible to you
- Keep in contact with you and provide you with up to date contact details
- Provide details of any support agencies that could help and assist you
- Conduct a thorough and professional investigation for HM Coroner that seeks to explain how the person who has died met their death, and where necessary undertake a criminal investigation into the circumstances of the death.
- Avoid any mistaken identification

Introduction

This information has been designed to help you understand what happens after someone close to you dies in an incident of mass fatality. We hope you will find it helpful at this difficult time.

You and your family may be dealing with the death of someone close to you for the first time. It can be difficult to cope with the arrangements and understand the processes that are particular to death in mass fatality.

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Explaining Disaster Victim Identification (DVI)

Disaster Victim Identification is the appropriate internationally accepted way of identifying victims of specific types of fatal incidents. This could be a natural disaster i.e. a tsunami or a criminal act where there are difficulties in immediately identifying who the victims are.

A variety of procedures, many of them scientific, will need to take place to make sure that your loved one is correctly identified and visual identification alone is not considered appropriate. This is to ensure that misidentification does not occur before they are repatriated with you.

Identification which follows a mass fatality event may take some time to complete. It is a meticulous process, with set guidelines based on INTERPOL Standards and also needs to comply with legal standards that must be adhered to on behalf of the Coroner/Procurator Fiscal (Scotland) (*For brevity the term Coroner will also refer to Procurator Fiscal throughout the document*).

The aim is to ensure that your loved one is correctly identified and any evidence required by the police investigation or H.M. Coroner is gathered before being returned or reunited with you.

Foreign Nationals in the UK

Foreign nationals in the UK affected by an incident may wish to contact their Embassy or High Commission to provide information or assistance. Under terms of the Vienna Convention on Diplomatic Relations the police are obliged to inform the Embassy or their High Commission of the deceased person.

The Scene

Depending on the size and location of the incident it may take days or even weeks to fully remove your loved one from the scene. Specially trained DVI personnel at the scene will at all times ensure that everyone is accounted for and recovered and that each person is treated with respect and dignity throughout. It is possible that there will be

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incidents where this is not possible. Should this be the case it will be fully explained to you.

Scenes of disasters or incidents can be complex, dangerous and depending on the incident unsafe for DVI personnel to enter potentially for several days and sometimes weeks. Every effort will be made to ensure that authorised personnel will remain safe by assessing site safety risks prior to entering the scene on an ongoing basis. Delays may occur if any new risks are identified. The recovery at the scene will be co-ordinated by a person known as a Police Scene Evidence Recovery Manager (SERM).

What Happens at the Mortuary?

Once the person has been recovered they will be taken to the Designated Mortuary where a post mortem examination will be required. This is where all the persons who have died are examined by specialists to gather evidence for identity, forensic evidence and evidence as to the medical cause of death. The latter usually involves a post mortem examination which may include a scan. The need for a post mortem examination is compulsory in law and can only be stopped in exceptional circumstances.

If you have any religious or cultural objections to a post mortem examination being carried out please speak to the family liaison officer or the Coroners Officer or Liaison Officer in Scotland.

During the mortuary procedures trained DVI staff will carry out detailed examinations to secure evidence which may include, dental examinations, fingerprints, DNA profiling and other indicators i.e. tattoos, scars, x-rays, along with any information relating to medical implants and personal property that the victim may have had in their possession that would assist in the identification process.

This information will be collated using INTERPOL documentation forms – more commonly referred to as the “Pink Forms”

The type of post mortem examination can vary and may require a detailed post mortem examination. The type of examination needed will be decided by the Coroner and the reasons for it will be explained to you by the Family Liaison Officer (FLO). You can ask for

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a copy of the post mortem examination report but they are normally written in formal, impersonal language and can be distressing to read.

What is ante mortem information?

Following a death in cases of mass fatality, we have to confirm the identity of the person who has died.

This is where you as the family, partner or friend can provide us with the most assistance. A specialist officer, normally a police Family Liaison Officer (FLO) will be assigned to meet you, and complete an INTERPOL ante mortem form which is often referred to as a 'Yellow Form'. This form is used in cases of major disaster, and if the incident has occurred abroad it can be forwarded to that country for any identification purposes.

The completion of this form can be lengthy as you will be asked a series of pre-determined questions to assist us with the identification. It will include questions about the description of the missing person, requests for photographs, description of jewellery, clothing and other personal items they may have had with them, plus any details on technology (i.e. mobile phones or tablets/computers) or social media sites that they use.

They may also want to collect items used by the missing person that may produce scientific evidence e.g. DNA profiles, to assist in identification. It would help us if you do not touch anything that the person who has died may have recently handled. If they have their own room or private space, please leave it as undisturbed as possible until a police officer or member of police staff has been in touch.

While we will make every effort to safeguard any items removed for examination; some processes we need to undertake to obtain fingerprints or DNA samples may result in damage. We may need to examine personal items for DNA or fingerprints to help us with identification. This may be done by specially trained staff, known as Crime Scene Examiners, who are experts at fingerprint taking and analysis.

Any property that the person had with them when they died can normally only be given back with the permission of the Coroner.

This will usually be given to their next of kin. It may take some considerable time for

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permission to be granted and arrangements made to hand back the items. Please bear in mind that any items returned to you may not be in the same condition as when you last saw them.

They may also ask family members to submit DNA samples so that a familial relationship can be established. Details of the missing person's medical and dental information including the names and locations of dentists and doctors would also be helpful. They will ask you for written permission to obtain those records.

What does reconciliation mean?

When the post mortem and ante mortem details have been collected, a team of specialists will meet and will begin to compare the information to determine identification. Once they are satisfied that they have a reliable match, they will present to the Coroner at a meeting called an Identification Commission. The Coroner will consider the evidence and will make the final decision as to the formal identity of a deceased person.

Once any identification is confirmed you will be informed immediately, most likely by the FLO. The Identification Commission will ensure that the evidence of identification meets the required standard which is set by the Coroner. Only once identification has been scientifically confirmed will the release and repatriation of your loved one be permitted. All efforts will be made to release your loved one to you as soon as possible. This is a thorough and detailed process using Interpol standards.

What Happens Next – England and Wales?

HM Coroner

The Coroner will have legal control and care of your loved one when the death is reported until all enquiries are complete; this includes authorising the removal of your loved one from their place of death to a mortuary and a post mortem examination. It is the Coroner's responsibility to establish identity and how, when and where the death occurred.

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A Coroner conducts an inquest into the death of a person within their area, where they have reasonable cause to suspect that the deceased has died in the following circumstances:

- a violent or unnatural death
- a sudden death of which the cause is unknown
- in prison, or in such place or in such circumstances, that requires an inquest under legislation.

An inquest is held to establish the following:

- who died
- where they died
- when they died
- the circumstances surrounding their death

All inquests in England and Wales are held at a Coroner's court for the area where the death occurred. Inquests are not held to establish blame. They may be held in a courtroom, which we can arrange for you to visit beforehand, if it helps to prepare you. Occasionally, a jury will be present at the inquest.

You may or may not need to attend the opening of the inquest but the Coroner's Enquiry Co-ordinator or Coroner's Officer will tell you. If you wish to attend you can, regardless of whether or not you have been asked to. You can ask for copies of any statements that you make to the police in case you wish to refer to them at the time of the inquest. Should you make a decision not to attend there will be a need to liaise with the Coroner's officer.

Following the opening of the inquest, it will be adjourned to enable a date to be set for the full inquest. This date would be some time in the future. Coroners also have the power to suspend inquests which means a future hearing date does not have to be listed whereas it does with an adjournment.

Once the inquest has been opened and adjourned, the Coroner will issue an interim

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death certificate. This allows you to make arrangements for the funeral. You will need to let the Coroner know what type of funeral you are arranging. You can also use this certificate to tell organisations about the death and apply for probate. Funeral directors are used to dealing with these types of certificate and the arrangements for them. They will be able to provide you with further advice.

Once the inquest comes to an end, the Coroner, or jury, if one is present, will come to a conclusion.

The conclusion can be one of several, including:

- Unlawful Killing
- Open (the Coroner or Jury is unable to come to a decision as to why the person died)
- Accidental
- Suicide
- Narrative (this is where the Coroner or Jury writes a short factual statement outlining the circumstances of the death)

This is not a complete list of possible conclusions. The conclusion reached in each case will depend on all of the factors that led to the death.

Witnesses may be called to give evidence. These can include:

- Police Officers
- Pathologists
- Doctors
- Eye witnesses
- Family members
- Anyone else the Coroner thinks may help the inquest reach a conclusion

The Coroner will ask questions of witnesses. Anyone who has a proper interest (such as a parent, spouse, partner, child of the person who has died or Legal Advisor) can ask questions of a witness during the inquest. If there is a jury, they can also ask questions of witnesses.

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It is also possible that the Coroner may ask for your loved one's injuries to be described during the inquest. If you do not wish to hear these details, tell the Coroner's Officer at the inquest, and the inquest will normally be stopped to allow you to leave whilst this is done.

At the conclusion, a death certificate will be issued. If there were any notes or messages left by your loved one and they are addressed to you, you can ask to have them along with any personal effects that were kept for the inquest.

Inquests are held in public and journalists may be present. Whether or not you choose to speak to a journalist is a matter for you. If you do not wish to speak to them, tell them.

The FLO will be able to give you advice on dealing with the media and seek support for you from their press office, which deals with media enquiries.

What Happens Next – Northern Ireland?

Coroners are independent judicial officers who are available to deal with matters relating to deaths that may require further investigation to establish the cause of death.

Coroners inquire into deaths reported to them that appear to be

- Unexpected or unexplained
- As a result of violence
- An accident
- As a result of negligence
- From any cause other than natural illness or disease
- In circumstances that require investigation

The Coroner will seek to establish the cause of death and will make whatever inquiries are necessary to do this e.g. ordering a post mortem examination, obtaining witness statements and medical records, or holding an inquest.

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When is a death reported to the Coroner?

A death is reported to the Coroner in the following situations:

- A doctor did not treat the person during their last illness
- A doctor did not see or treat them in the 28 days before they died
- The cause of death was sudden, violent or unnatural such as an accident, or suicide
- The cause of death was a homicide
- The cause of death was an industrial disease of the lungs such as asbestosis, or
- The death occurred in other circumstances that may require investigation

A death should be reported to the Coroner by the police, when:

- A body is found
- A death is unexpected or unexplained
- A death occurs in suspicious circumstances

What will the Coroner do when a death is reported?

Initially, the Coroner will gather information to investigate whether the death was due to natural causes and if a doctor can certify the medical cause of death.

The Coroner will authorise the police to gather this information which means that they will need to speak to relatives and others present when the death occurred, or involved in the care of the deceased.

If a doctor cannot certify the medical cause of death then the Coroner will investigate the death and may order a post mortem examination to be carried out.

Once the Coroner's investigation into the death has finished, the Coroner will usually decide if an inquest is to be held. This can take some time to complete and is dependent on the circumstances of the death and the final report of the post mortem examination.

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An Inquest is an inquiry into the circumstances surrounding the death. The purpose of the inquest is to find out whom the deceased person was and, how, when and where they died, and to establish the details the Registrar of Deaths needs to register the death.

What Happens Next – Scotland?

Procurator Fiscal.

In Scotland, the Procurator Fiscal has a duty to investigate all sudden and unexplained deaths, including any deemed to be suspicious. To do this they may direct that a police report is prepared. This does not automatically mean a criminal investigation is taking place just that we, the police are acting as agents of the Procurator Fiscal.

The Procurator Fiscal will, on receipt of the initial report of a person's death, decide what investigations are required and direct the police accordingly. Once the police inquiry has been completed and all statements have been seen by the Procurator Fiscal they will then decide:

- if there is a need for a criminal investigation
- if there is a need for a Fatal Accident Inquiry (FAI)
- that neither an investigation nor FAI is required
- to send their findings to the Crown Office

The Crown Office is based in Edinburgh. It is staffed by qualified advocates who will assess the evidence and direct the Procurator Fiscal appropriately.

Liaison Officer

A Family Liaison Officer (FLO) will contact you and help explain the various processes to you in more detail. Please do not contact the Procurator Fiscal directly. Use your FLO – they are there to help you.

Following a post mortem examination, the pathologist will issue a death certificate. This is given to the police and then handed to you with the agreement of the Procurator

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Fiscal. You must keep this safe as it will be needed for registering the death.

Once the death certificate has been issued, the police will tell the Procurator Fiscal. It is the Procurator Fiscal's responsibility to decide when to release the body so funeral arrangements can be made. They will do this if they are satisfied that all relevant inquiries have been carried out and that the release of the body will not hinder the investigation. You should speak with your Family Liaison Officer about when to make funeral arrangements. The timing of the funeral will depend on the inquiries surrounding the death.

If you wish to have a cremation rather than a burial, you need written permission (form E1) from the Procurator Fiscal. This is generally a formality and your Family Liaison Officer or funeral director will be able to help you with this.

Before a funeral or cremation can take place, you must have registered the death with the Registrar. This must be done within eight days of the death occurring.

A death must normally be registered by a family member or next of kin. Whoever does it will need to take the death certificate, birth certificate and marriage lines (if applicable) with them.

Fatal Accident Inquiry (FAI)

Following a death there may be a need to hold a Fatal Accident Inquiry (FAI). These can be held for various reasons and, depending on the circumstances, such an inquiry may be mandatory, whilst in others it may be discretionary.

FAIs are not held to establish blame, nor are they criminal inquiries. They are held to establish these facts:

- who died
- when they died
- where they died
- what reasonable precautions could have been taken to prevent the death

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- identify any unsafe working practices
- any other facts that may be connected to the death

Your FLO will be able to tell you if an application to hold an FAI is being made to the relevant Sheriff.

FAI's are held in public, and journalists may be present. Whether or not you choose to speak to them is a matter for you. If you do not wish to speak to them, tell them. If an FLO has been appointed to the investigation, they will be able to give you advice on dealing with the media. They can seek support for you from the force's press office, that deals with media enquiries.

Who will be Involved?

The Senior Identification Manager (SIM): The senior police officer responsible for overseeing the recovery and identification process. She/he will work closely with a Coroner to prepare evidence for the Identification Commission and the Police Senior Investigating Officer in relation to the investigation. All SIM's are professionally accredited in all aspects of DVI and are also professionally accredited Senior Investigating Officers.

Senior Investigating Officer (SIO): An emergency or major incident may require a criminal investigation. The senior investigating officer (SIO) will be responsible for all aspects of that investigation, including liaison with other authorised investigative agencies.

DVI staff: Trained to work in this area of policing. The training makes sure they adhere to INTERPOL guidelines and policies which put respect and dignity for the dead and their loved ones at the forefront of the operation.

Casualty Bureau: Following an incident where it is believed there may be a large number of casualties, the police have the option to activate the Casualty Bureau. This is a police call management system utilising police call centres. It is not specifically intended as a helpline, but as a contact centre to report missing persons.

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The Casualty Bureau that is activated may or may not be sited within the police force area where the incident has occurred. The information from callers is entered into police systems then collated by a lead Casualty Bureau.

The Casualty Bureau will aim to get a list of persons highly likely to have been involved in the incident as a survivor, evacuee, casualty or fatality.

Family Liaison Officer (FLO): This is clearly a distressing time for families; it can be lengthy and frustrating at times. In circumstances where there is a report of mass fatality the police will appoint an FLO to your family. FLOs are either serving police officers or police investigators that are appointed to liaise with families who have reported their loved ones missing. They are trained in family liaison and ante mortem aspects of disaster victim identification.

They are investigators and they are an integral part of any police investigation. In cases such as mass fatality they will be asking you to assist in gathering evidence that will help to formally identify your loved one.

Why they will be appointed to families: It is believed by either the police or by you, that a member of your family has been involved in the incident which is being investigated. It may be that you have reported them missing or some other reason that they are considered to be involved. Your FLO will explain what these reasons are.

What will they do? : The role of the Police Family Liaison Officer includes:-

- Gathering evidence and information to assist with identifying the persons who are missing or have died. Any material gathered will also potentially help the overall investigation.
- Ask for your assistance to fill in documentation (Interpol Ante Mortem form) which comprehensively describes your family member. This is an extremely detailed form which requires a lot of time and patience.
- Gathering items to help with identification. Examples would be a toothbrush, razors, photographs, medical and dental records.
- Gather evidence and information from the family, which contributes to the investigation and preserves its integrity.

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- Provide you with updates regarding the progress of identification, the investigation and be the liaison to the officer in charge of the investigation and the investigation team;
- Inform you of the Criminal Justice and Coronial process and also offer practical support;
- Give you help and advice when you might need to talk to or deal with other organisations, such as the Crown Prosecution Service/Crown Office (Scotland), local authorities, the Coroners' Office, the Foreign and Commonwealth Office;
- Ensure you are given information about supporting agencies, for example Homicide Service, Victim Support or any other relevant support agency, so that with your agreement, you can make decisions about what help and advice you may want.
- Answering any questions you may have however many times you may ask them.

Mass fatality incidents are very emotional and distressing times for families. You will be treated professionally, appropriately and with respect according to your needs. They recognise that every family is unique. They will do their best to make sure that they can meet your needs in a way that really helps you. They will recognise that it may be difficult for you to work with a police officer/investigator at such a traumatic time and will always take this into consideration in their liaison with you. We know that, on occasions, police officers/investigators may ask, say or do things that you may not understand, are unexpected or confusing. Please ask them for an explanation so that they can help you understand.

Questions you may have for the FLO

Can I see my loved one?

You may wish to see the person who has died. We will do what we can to help you with this. This will need arranging through the Coroner's Office or Procurator Fiscal (Scotland) office and could take some time.

The injuries a person suffers when they die in instances of mass fatality can be very severe. If you want to know what injuries they suffered, we will tell you what we know, but as FLOs are not medically qualified, they can only tell you what they have seen.

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Viewing of your loved one will only occur after formal identification has taken place.

Being told what injuries someone close to you has suffered is likely to be very distressing and disturbing. If their injuries are severe you may need to think carefully about going to see them. It may help to take someone else with you. Each case is different and this will be discussed with you.

Can I go to visit where my loved one died?

If you wish, we will also do what we can to help if you want to visit the place where they died. This will be done through the Senior Investigating Officer or Senior Identification Manager who has been appointed to your case.

The scenes of mass fatality can be a very dangerous place and, both for your safety and the safety of others; we will not take you to any places that put you or anyone else at risk. We will take you as close as we safely can. Such a visit will need to be planned in advance and could take some time to organise. However, you will be informed at every stage of the planning.

If you would like to leave a tribute and are not sure where might be appropriate please speak to us and we may be able to offer advice. The SIM or SIO will be responsible for putting the arrangements in place.

Who needs to know about the death?

There are various people or organisations you will need to tell in due course.

These can include:

- family, friends, acquaintances and neighbours
- employers
- doctors
- utility companies – e.g. gas/electric/water
- banks/credit/mortgage companies

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- government agencies – e.g. DVLA/DWP
- solicitors
- insurance companies – e.g. life/car

This is not an exhaustive list and much will depend on individual circumstances. Your FLO will speak to you about referrals to local support services within your area but also local council, GP, solicitor and funeral directors may also be able to help.

The **gov.uk** website is also a good source of useful information.

Dealing with the press and Social Media

When a person dies in cases of mass fatality there is often public interest in what has happened, and sometimes the national and local media will contact the Police for more information. The force dealing with the incident will have a media relations team and their job is to manage this interest and release information to the public. When a death has happened, they will normally release brief details of what has happened. This will include when and where the death occurred and, once the next of kin have been informed, their gender, age and area of residence.

However, it is important to know that once the Coroner has opened an inquest, the name of the person becomes a matter of public record and the media are able to ask for the name from them. They are then able to report this.

Sometimes reporters may find out the address of the person through publicly available information, such as the electoral roll or social media profiles. They may visit their home or yours and ask to speak to you about the person. It is your choice if you want to speak to them or not.

Some families like to release a public tribute to their loved one, or a picture they would like the media and community to have. The media relations team are available to help you put together wording and advise on the best way to release this information.

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Sometimes this can also help if you feel you wouldn't like to speak to reporters directly but want to pay a public tribute in some way.

It is also worth bearing in mind that sometimes the media may use public social media posts to form a tribute article. Friends and acquaintances of the person who died, often want to pay tribute to them by posting on sites like Facebook. If their posts can be seen publicly, the media may use what they have said in their reporting of what has happened.

The media relations team is available for any advice, to help you put together a tribute or deal with media enquiries on your behalf if you do not want to do this in person. Please speak to the FLO appointed to your case, who will make arrangements for this.

What happens if the incident happens overseas?

If an incident happens overseas, the consular crisis group at The Foreign and Commonwealth Office (FCO) consular directorate takes the lead. They will decide the best way to provide assistance to British nationals affected by the crisis.

If the incident is a terrorist incident then the FCO Counter Terrorism Policy Department takes the lead.

If requested by the government, the National Disaster Victim Identification Unit - UK DVI can support the response to incidents that occur outside the UK. This is normally when there are believed to be British nationals involved. It is important to remember that the responsibility for the investigation sits with the appropriate authorities in the country where the incident has happened. The police in the UK have no legal authority to investigate matters that occur overseas.

The only way that UK officers can become involved in an overseas investigation, is if they are expressly invited to do so by the host country. This is a complex legal process and requests received for assistance are usually considered by the United Kingdom

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Central Authority (UKCA) which is part of the Home Office. Not all applications for UK assistance are approved.

The Foreign and Commonwealth Office Consular Services has the principal responsibility for the communication and liaison with a UK family following the death of a UK citizen abroad. However, the police service may be called upon by the FCO to support FCO Consular staff through the appointment of a locally based FLO.

In relation to a mass fatality incident the UK police service has the capability to assist the FCO with overseas incidents when requested. They can supply support when requested by the FCO in the event of a crisis involving British nationals overseas.

Body Repatriation

Should there be any repatriation to England or Wales we will ensure that we get the correct identification. This means that a local FLO will liaise with you and should obtain all the relevant information from you, such as DNA and other forensic samples, original medical and dental records and fingerprints as outlined above. If the wrong body is repatriated there would be significant difficulties in recovering the correct one.

The Coroner will also require the services of the police in ensuring that the identification is carried out. It is possible that they will order a post mortem even if one was carried out abroad. The evidence for any Inquest is much more difficult to assemble in cases where bodies are returned from overseas. This is due to a reliance on the voluntary co-operation of overseas agencies with no power to compel them to co-operate and no power to summon witnesses.

In some countries the judiciary lead on an investigation and not the police. This can lead to confusion and sometimes when incidents happen abroad the identification process can take much longer. When we collect ante mortem information in this country (to prove identification) we have to send it abroad for this to be completed. This sometimes takes longer and in countries where there are additional complications this causes time delays. There are also occasions where sharing information is challenging due to laws that prevent us doing this i.e. secrecy law. We will however, tell you what these complications are as soon as we can so that you are informed.

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If there are multiple deaths from the death overseas and the victims are from different areas then the Chief Coroner will appoint an incident Coroner and the inquests will be held in that Coroner area.

Getting Help and Further Support

Grief can manifest itself in many ways. To what extent depends on many factors, including your relationship with the person who has died and the way they died. In a traumatic death, such as losing a loved one, those feelings of grief can be magnified.

Public Health England provide a booklet called 'Help is at Hand', although the contents of this booklet focuses on those bereaved by suicide, it includes practical and emotional guidance for anyone dealing with bereavement. Public Health Wales also produce a booklet called 'Help is at Hand – Cymru'. NHS Scotland has produced information on its website in relation to coping with bereavement.

You may also find it helps to talk to family or friends, or you may find some of the organisations below of help to you.

- **Assist Trauma Care** - e-mail enquiries to admin@assisttraumacare.org.uk or visit website www.assisttraumacare.org.uk or telephone number 01788 551919
- **Good Grief Trust - Website url:** www.thegoodgrieftrust.org
- **Disaster Action** – www.disasteraction.org.uk
- **Interpol** - www.interpol.int
- www.gov.uk/world/embassies and the telephone number for Consular enquiries is 020 7008 1500
- **Coroners Support Services** – to support practically and emotionally the family and other witnesses attending the Coroners Courts. Helpline 0300 111 2141 or info@ccsupport.org.uk
- **FLACSS** – Family Liaison and Co-ordinations of Support Services – is a network

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of organisations who exist to help those affected by Murder/Manslaughter, Fatal Road Collisions, Mass Disasters and Terrorism. Website www.flacss.co.uk

- **Samaritans** – e-mail enquiries to jo.samaritans.org.uk or visit website www.samaritans.org or telephone number 116 123
- **Cruse Bereavement Care** – Email info@cruse.org.uk or visit website www.cruse.org.uk or www.crusebereavementcare.org.uk. Telephone number 0808 8081677.
- **Homicide Service** (victimsupport.org.uk in cases of criminal investigation) – Visit website www.victimsupport.org.uk or telephone number 08 08 16 89 111.
- **British Red Cross** - e-mail enquiries to contactus@redcross.org.uk or visit website www.redcross.org.uk or 0344 871 11 11
- **Embrace** – e-mail enquiries to info@embracecvoc.org.uk or visit website www.embraceevoc.org.uk or telephone 0345 60 999 60.
- **Brake** – e-mail enquiries to helpline@brake.org.uk or visit website www.brake.org.uk or 0808 8000 401
- **Lucie Blackman Trust** - Telephone **+44 (0) 1983 718802** or **24 Hour Emergency Response – 07623 984238** or visit website - www.lbtrust.org

In Cases of a Terror attack

- Victims of Terrorism (victimssofterrorism.campaign.gov.uk)

Useful Contacts

Your Family Liaison Officer

Name _____

Contact number _____

Email _____

The Coroners Officer /Procurator Fiscal

Name _____

Contact number _____

Email _____

The Senior Identification Manager

Name _____

Contact number _____

Email _____

The Senior Investigating Officer

Name _____

Contact number _____

Email _____

Support Contact

Name _____

Contact number _____

Email _____

