



College of Policing

Casualty Bureau Manager Suggested Initial Actions

- Obtain full incident details.
- Establish CB Management Team.
- Establish facilities/location for all CB Units in accordance with force plans.
- Agree Senior Identification Manager Questions, grading policy, opening times, single point of contact for the public (NMAT Number) and direct line of contact for police officers, including call avoidance strategy with the SIM.
- Agree with SIM the Major Incident Public Portal (MIPP) activation strategy
- Liaise with Telephony Manager (NMAT Manager) to ensure all aspects of NMAT are being set up – including obtaining NMAT number.
- Liaise with force Media Cell – and provide NMAT number and/or the MIPP link.
- Establish requirement for mutual aid for telephony and MIPP triage - local/regional/national support required?
- Compile Briefing Document with Involvement Grades and SIM Questions, Description requirement and Misper Cancellation Policy
- Ensure circulation of completed Briefing Document to all CB personnel
- Ensure CB Manager receives notification when calls start to be received.
- Liaise with all unit supervisors to ensure all units within CB are being set up without problem or delay.

- Liaise with Holmes System Manager to ensure all appropriate staff are created and authorised to perform designated roles on identified IT applications in line with force policy.
- Implement fault reporting and management policy, and ensure all supervisors are aware of same.
- Ensure Documentation Teams have been deployed to appropriate locations (e.g. Hospitals/SRC/FFRC/Mortuary) and process is in hand for CB to receive and collate all information recorded, in line with CB and force policy.
- Maintain CB Managers policy book.
- Update Gold/SIM as required and link into all Gold meetings throughout activation.