

Date: 24/09/2021

Our Reference: FOIA-2021-092

RE: Freedom of Information Act 2000 Request

I write in response to your Freedom of Information Act 2000 (or 'FoIA 2000') request dated 01/09/2021:

"The most recent version of any guidance, procedures or protocols held by CoP regarding casualty bureaux."

When a request for information is made under FoIA 2000, a public authority has a general duty under section 1(1) of the Act to inform an applicant whether the requested information is held. There is then a general obligation to communicate that information to the applicant. If a public authority decides that the information should not be disclosed because an exemption applies, it must, under section 17(1) cite the appropriate section or exemption of the Act and provide an explanation for relying upon it.

It is important to note that a freedom of information request is not a private transaction. Both the request itself and any information disclosed are considered suitable for open publication, that is, once access to information is granted to one person under the legislation, it is then considered public information and must be communicated to any individual should a request be received. In light of this, our responses and disclosures are published on our external website at a later date. This should be borne in mind where a request is made for personal data of named individuals.

Decision

After conducting careful searches for any information relevant to your request I can confirm that information is held and is disclosed to you in the subsequent documents. However, an exemption does apply to one or more of the disclosed documents. Part of the information has been refused citing:

Section 43(2) – Commercial Interests

The College has spent considerable time and resource in developing materials used within the National Policing Curriculum (NPC), of which are licenced to numerous policing and non-policing organisations at a cost.

As a public authority, we have to ensure that we spend public money appropriately. If resources used within the NPC were to be released, other commercial organisations could use these resources to develop their own equivalent intelligence programme. From a commercial perspective, this would be costly to the College and if we were required to change or redesign the process due to our materials being replicated, the commercial viability of the programme would be damaged. In addition, this would result in a loss of customer confidence and damage the relationship of trust that we have with the organisations for which we offer support and training.

This exemption is subject to a public interest test which means that in considering your request, the Act requires us to balance the risk of harm if the information were to be released against the benefit that disclosure would have to the public. There is undoubtedly an interest in the work of the College and this directly links into the public interest in policing and police training in England and Wales. It is right that the public are reassured that the College provides training to the highest possible standard.

However, on balance, maintaining the integrity of the NPC and ensuring the College is able to deliver value for money, is paramount. For this reason the information will be withheld on the basis of commercial interests

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Yours sincerely,

Legal Services
Information Management and Legal Team
College of Policing

Email: FOI@college.pnn.police.uk

Website: www.college.police.uk

Appendix A

Rights

If you are dissatisfied with the handling procedures or the decision of the College of Policing made under the Freedom of Information Act 2000 (the Act) regarding access to information you can request that the decision is reviewed internally.

Internal review requests should be made in writing, within **forty (40) working days** from the date of the refusal notice, and addressed to: FOI team, Central House, Beckwith Knowle, Otley Road, Harrogate, North Yorkshire, HG3 1UF or email: FOI@college.pnn.police.uk

In all possible circumstances the College of Policing will aim to respond to your request for internal review within **20 working days**.

The Information Commissioner

If, after lodging an internal review request with the College of Policing you are still dissatisfied with the decision you may make application to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit their website at <https://ico.org.uk/for-the-public/official-information/>.

Alternatively, write to:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Phone: 0303 123 1113



National Policing Curriculum Learning Standard

Learning Standard Title:

[Casualty Bureau Manager]

Programme Title:

[Emergency Procedures]

Curriculum Code: [ENPSX042]

1. Introduction

Learning Overview:

[On successful completion of this learning, learners will be able to explain their role within a Casualty Bureau and the activation procedure; outline the policy considerations of a Casualty Bureau manager; explain the roles of the units that make up a Casualty Bureau; explain National Mutual Aid Telephony (NMAT) activation and closure considerations and have a working knowledge of HOLMES Casualty Bureau. Learners will also be able to explain the flow of information in a Casualty Bureau, formulate and revise Involvement Grading and Senior Identification Manager (SIM) questions. Also, they will be able to devise general instruction and cancelation policy, manage logistics and welfare issues, set communication strategies and explain how to de-activate a Casualty Bureau.]

Target Audience:

Required:

[Police Inspector or police staff equivalent with second-line managerial experience.]

Optional:

[DVI awareness]

Pre-Requisites:

Prior Learning:

[None]

Prior Experience:

[Management of personnel]

Co-Requisites:

[None]

Post-Requisites:

[Continuous professional development – yearly refresher]

2. Learning Outcomes

Successful achievement of this learning standard will enable learners to:

1. **Explain the purpose of a Casualty Bureau and the activation procedure**
2. **Explain the roles and responsibilities of the Casualty Bureau manager**
3. **Explain what to consider when creating Casualty Bureau policy**
4. **Explain the functions of the units that make up a Casualty Bureau**
5. **Explain the National Mutual Aid Telephony (NMAT) activation and closure considerations**
6. **Explain the process of Major Incident Public Portal (MIPP) for Police and Public use**
7. **Explain the flow of information in a Casualty Bureau**
8. **Explain how to formulate and revise Involvement Gradings**
9. **Formulate and revise SIM questions**
10. **Describe how to devise general instructions and cancellation policy**
11. **Explain the process for de-activating a Casualty Bureau]**

3. Learning Content

1. Explain the purpose of a Casualty Bureau and the activation procedure

[Redacted]

- a. [Redacted]
- b. [Redacted]
- c. [Redacted]
- d. [Redacted]
- e. [Redacted]
- f. [Redacted]

1.2. [Redacted]

- a. [Redacted]
- b. [Redacted]
- c. [Redacted]
- d. [Redacted]

1.3. [Redacted]

- a. [Redacted]
- b. [Redacted]

2. Explain the role and responsibilities of the Casualty Bureau Manager

2.1. [Redacted]

2.2. [Redacted]

2.3. [Redacted]

2.4. [Redacted]

2.5. [Redacted]

2.6. [Redacted]

- a. [Redacted]
- b. [Redacted]

2.7. [Redacted]

a. [REDACTED]

b. [REDACTED]

c. [REDACTED]

2.8. [REDACTED]

2.9. [REDACTED]

3. Explain what to consider when creating Casualty Bureau policy

3.1. [REDACTED]

[REDACTED]

3.2. [REDACTED]

3.3. [REDACTED]

3.4. [REDACTED]

[REDACTED]

3.5. [REDACTED]

4. Explain the functions of the units that make up a Casualty Bureau

4.1. [REDACTED]

4.2. [REDACTED]

4.3. [REDACTED]

5. To understand the strategic capabilities of the National Mutual Aid Telephony System (NMAT) for a CB activation. Explain the National Mutual Aid Telephony (NMAT) activation and closure considerations

5.1. [REDACTED]

[REDACTED]

5.2. [REDACTED]

a. [REDACTED]

b. [REDACTED]

c. [REDACTED]

d. [REDACTED]

5.3. [REDACTED]

a. [REDACTED]

5.4. [REDACTED]

6. Explain the process of Major Incident Public Portal (MIPP) for Police and Public use.

6.1. [REDACTED]

6.2. [REDACTED]

6.3. [REDACTED]

7. Explain the flow of information in a Casualty Bureau

7.1. [REDACTED]

8. Explain how to formulate and revise Involvement Gradings

8.1. [REDACTED]

8.2. [REDACTED]

8.3. [REDACTED]

9. Formulate and revise SIM questions

9.1. [REDACTED]

[REDACTED]

10. Describe how to devise general instructions and cancellation policy

10.1. [REDACTED]

10.2. [REDACTED]

10.3. [REDACTED]

11. Explain the process for de-activating a Casualty Bureau

11.1. [REDACTED]

11.2. [REDACTED]

[REDACTED]

11.3. [REDACTED]

[REDACTED]

11.4. [REDACTED]

4. Learning Resources Available

Trainer Resources	[Yes]
Learner Resources	[Yes]
Digital Learning	[No]
	[]
Immersive Learning	[No]
Assessment Resources	[No]

5. Metadata List

National Mutual Aid Telephony	[SIM
Involvement Gradings]	NPoCC
	Major Incident Public Portal
	(MIPP]

Emergency Procedures

National Policing Curriculum

Version number 1.0 – September 2021

College of Policing Limited
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Part 1: Introduction to the Emergency Procedures Curriculum

Purpose of this document

This document is intended for trainers and associated subject matter experts who will be engaged in the delivery of

This document provides:

- an overview of the modules
- detailed curriculum for:
 - Casualty Bureau Manager

Supporting guidance and resources

This document should be used in conjunction with a suite of supporting documents accessible via College Learn and the College of Policing website. These are:

- Trainer guides
- Assessment material
- College of Policing Authorised Professional Practice
- eLearning

Part 2: Curriculum outline

including the function and role of the Casualty Bureau Manager. Learners will gain an understanding of what major and critical incidents are, the importance of interoperability and the principles of shared situational awareness. This will include knowledge of the key roles and functions, communication principles and the Joint Decision Model (JDM)

Pre-/co-requisite learning

learning requires learning in **core professional policing areas** to be completed; this is either by one of the Policing Education Qualifications Framework (PEQF) initial entry routes or the Initial Police Learning Development Programme (IPLDP). Some of this learning is covered by eLearning resources (available via College learn).

Programme specific pre/co/post-requisites are:

Casualty Bureau Manager

- **Prior Experience**
 - Management of personnel

Learning overview

Casualty Bureau Manager

This learning is for police Inspectors or police staff equivalent with second-line managerial experience. This learning provides an understanding of the role of the Casualty Bureau and the activation and de-activation procedure. It outlines the policy considerations of a Casualty Bureau manager, explains the roles of the units that make up a Casualty Bureau, the National Mutual Aid Telephony (NMAT) activation and closure considerations, and knowledge of HOLMES Casualty Bureau. This learning also provides knowledge of the flow of information in a Casualty Bureau; how to formulate and revise Involvement Grading and Senior Identification Manager (SIM) questions; manage logistics and welfare issues; set communication strategies and devise general instruction and cancellation policy.

Delivery

The learning outcomes detailed in the curriculum below, provide the minimum level of learning required to acquire the knowledge, skills, understanding and behaviours required to fulfil a role/function related to CB.

Professional Profiles

The College has produced role-specific professional profiles, created in consultation with subject matter experts, national policing leads and end users relevant to role. This is detailed on the College Professional Development Platform.

Casualty Bureau Manager

Learning outcomes	Minimum content coverage
<p>1 Explain the purpose of a Casualty Bureau, the activation procedure and the functions of the units that make up the Bureau</p>	<p>1.1 [Redacted]</p> <ul style="list-style-type: none"> ■ [Redacted] ■ [Redacted] ■ [Redacted] ■ [Redacted] ■ [Redacted] ■ [Redacted] <p>1.2 [Redacted]</p> <ul style="list-style-type: none"> ■ [Redacted] ■ [Redacted] <p>1.3 [Redacted]</p> <ul style="list-style-type: none"> ■ [Redacted] ■ [Redacted] ■ [Redacted]
<p>2 Describe the responsibilities and activities of the Casualty Bureau Manager</p>	<p>2.1 [Redacted]</p> <ul style="list-style-type: none"> ■ [Redacted]
<p>3 Explain what to consider when creating Casualty Bureau policy</p>	<p>3.1 [Redacted]</p> <ul style="list-style-type: none"> ■ [Redacted] ■ [Redacted]

	<ul style="list-style-type: none"> ■ [REDACTED] ■ [REDACTED] ■ [REDACTED]
<p>4 Describe the National Mutual Aid Telephony (NMAT) activation and closure considerations</p>	<p>4.1 [REDACTED]</p> <ul style="list-style-type: none"> ■ [REDACTED] ■ [REDACTED] ■ [REDACTED] ■ [REDACTED] ■ [REDACTED]
<p>5 Explain the process of Major Incident Public Portal (MIPP) for Police and Public use</p>	<p>5.1 [REDACTED]</p> <p>5.2. [REDACTED]</p>
<p>6 Describe the flow of information in a Casualty Bureau</p>	<p>6.1 [REDACTED]</p>
<p>7 Explain how to formulate and revise Involvement Gradings and SIM questions</p>	<p>7.1 [REDACTED]</p> <p>7.2 [REDACTED]</p> <p>7.3 [REDACTED]</p>
<p>8 Describe how to devise general instructions and cancellation policy</p>	<p>8.1 [REDACTED]</p> <p>8.2 [REDACTED]</p>
<p>9 Explain the process for de-activating and closing a Casualty Bureau</p>	<p>9.1 [REDACTED]</p> <ul style="list-style-type: none"> ■ [REDACTED]

	<ul style="list-style-type: none"><li data-bbox="724 197 1382 264">■ [Redacted]<li data-bbox="724 277 1394 344">■ [Redacted]<li data-bbox="724 358 1350 425">■ [Redacted]
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About the College

We're the professional body for the police service in England and Wales.

Working together with everyone in policing, we share the skills and knowledge officers and staff need to prevent crime and keep people safe.

We set the standards in policing to build and preserve public trust and we help those in policing develop the expertise needed to meet the demands of today and prepare for the challenges of the future.

college.police

NPoCC – Mutual Aid Role Requirement

SPECIALISM		Casualty Bureau Manager	
Mercury Ref	402	Version No	3
Essential qualifications			
<p>Minimum Police Inspector or Police Staff equivalent with second Line management experience</p> <p>Has completed national CB Manager Course</p> <p>Responsibilities</p> <ul style="list-style-type: none"> • To understand the purpose of a CB and the activation procedure. • To understand their role as a CB Manager • Have knowledge and understanding of creating CB policy • To understand each unit within CB • Ensure corporate communications are provided with MIPP URL and NMAT details as soon as practicable, for media release • To understand the strategic capabilities of the National Mutual Aid Telephony System (NMAT) for a CB activation. • Explain the process of Major Incident Public Portal (MIPP) for Police and Public use. • Explain the flow of information in a Casualty Bureau • Explain how to formulate and revise Involvement Gradings • Formulate policy in relation to initial and revised SIM questions. • Devise General Instructions and Cancellation policy for SIM approval. • Explain process for deactivating a CB • To ensure measures are in place to safeguard the welfare, and health and safety of all CB staff in the workplace in accordance with legislation and force policy. • To remain aware of ongoing developments and ensure relevant staff are fully updated 			

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Skills and Experience

Live CB activation experience is desirable
 Practical understanding of HOLMES 2 and NMAT is essential
 Management skills essential
 Good written and oral communication skills essential

Uniform/Equipment Requirements

<p>NPCC Portfolio Lead/ Authorising Officer (name, rank & position)</p>	
<p>Date Authorised</p>	
<p>NPoCC Authorising Officer (name, rank & position)</p>	
<p>Date Authorised</p>	

NPOCC – Mutual Aid Role Requirement

SPECIALISM		CB Message Assessment Unit Operator	
Mercury Ref	407	Version No	3
Essential qualifications			
<p>Attend CB Message Assessment Unit initial training course</p> <p>Attend CB MAU Refresher course/exercise/activation once every 12 months</p>			
<p>Responsibilities: (below are the same as CB Input Unit Operator)</p> <p>Be capable of performing filtered and non-filtered searches on Holmes database.</p> <p>Be capable of filtering, classifying and prioritising electronic messages and other documentation in line with policy.</p> <p>Create/Update Casualty, Survivor, Evacuee and MISPER Nominal records in line with policy</p> <p>Create/Update associations between Indices and all documentation in line with policy</p> <p>Be capable of altering queue states for electronic messages and all documentation in line with policy</p> <p>Responsibilities:</p> <p>Manage Cancellation electronic messages</p> <p>Manage Identified Casualty Nominal records</p> <p>Manage Unidentified Casualty Nominal records</p> <p>Manage MISPER messages in line with policy</p> <p>Understand Ring Back process</p> <p>Manage Survivor/Evacuee information in line with policy</p> <p>Action management</p>			
Uniform/Equipment Requirements			

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NPCC Portfolio Lead/ Authorising Officer (name, rank & position)	
Date Authorised	
NPoCC Authorising Officer (name, rank & position)	
Date Authorised	

NPOCC – Mutual Aid Role Requirement

SPECIALISM		Casualty Bureau Message Assessment Unit Supervisor	
Mercury Ref	403	Version No	2
Essential qualifications			
<p>Sergeant or police staff equivalent.</p> <p>Attend Casualty Bureau Message Assessment Operator Supervisor Course</p> <p>Attend CB MAU Supervisor Refresher course/exercise/activation once every 12 months</p> <p>Supervisors MUST also hold respective NPOCC Operator role</p> <p>Responsibilities</p> <ul style="list-style-type: none"> • Establish prioritisation of work dependant on nature of incident. • Liaise with CB Manager & FLC to establish provision and nature of information, to assist decisions for FLO deployment. • Ensure all necessary communication links are established • Understand how to troubleshoot & process all work streams • Support MAU operators ensuring they understand priority workflows and policy. • Ensure staff are adequately briefed at all times • Identify high priority information and escalate via CB process and local policy • Implement force policy regarding staff welfare • Liaise with CB Manager to ensure adequate staffing levels are maintained. • Quality assurance of Action Management. • Provide statistic reports when requested for involved persons • Operational application of cancellation policy, and collation of outstanding missing person information, to support SIM policies. • Meet CB Managers requirements for duration of activation. 			
Skills and Experience			

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- Operating HOLMES
- Supervision of staff and delegation of responsibilities and tasks.
- Briefing.
- Perform other duties as directed by the CB Manager.

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Uniform/Equipment Requirements

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NPCC Portfolio Lead/ Authorising Officer (name, rank & position)	
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Date Authorised	
------------------------	--

NPoCC Authorising Officer (name, rank & position)	
--	--

Date Authorised	
------------------------	--

RESTRICTED

NPoCC – Mutual Aid Role Requirement

SPECIALISM		CB Input Unit Operator	
Mercury Ref	407	Version No	3
Essential qualifications			
<p>Attend Input Unit initial training course</p> <p>Attend Input Unit Refresher course/exercise/activation once every 12 months</p>			
Responsibilities			
<p>Be capable of performing filtered and non-filtered searches on Holmes database.</p> <p>Be capable of filtering, classifying and prioritising electronic messages and other documentation in line with policy.</p> <p>Create Casualty, Survivor, Evacuee and MISPER Nominal records in line with policy</p> <p>Create associations between Indices and all documentation in line with policy</p> <p>Be capable of altering queue states for electronic messages and all documentation in line with policy</p>			
Uniform/Equipment Requirements			
<p>NPCC Portfolio Lead/ Authorising Officer (name, rank & position)</p>			

OFFICIAL

Date Authorised	
NPOCC Authorising Officer (name, rank & position)	
Date Authorised	

NPOCC – Mutual Aid Role Requirement

SPECIALISM		Input Unit Supervisor Role	
Mercury Ref	407	Version No	2
Essential qualifications			
<p>Sergeant or police staff equivalent.</p> <p>Attend Casualty Bureau Input Unit Supervisor initial Course</p> <p>Attend Input Unit Supervisor Refresher course/exercise/activation once every 12 months</p> <p>Supervisors MUST also hold respective NPOCC Operator role</p> <p>Responsibilities</p> <ul style="list-style-type: none"> • Be aware of MIPP and functionality in line with incident policy • Be aware of Holmes and functionality in line with incident policy • Understand how to troubleshoot, create & update of Indices. • Ensure all necessary communication links are established • Understand business continuity for collation of information from hospitals and scene/s, if MIPP not available. • Ensure staff are adequately briefed at all times • Identify high priority information and escalate via CB process and local policy • Implement force policy regarding staff welfare • Liaise with CB Manager to ensure adequate staffing levels are maintained. 			
<p>Skills and Experience</p> <p>Good communication skills Management Skills MIPP/Holmes experience</p>			
Uniform/Equipment Requirements			

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NPCC Portfolio Lead/ Authorising Officer (name, rank & position)	
Date Authorised	
NPoCC Authorising Officer (name, rank & position)	
Date Authorised	

NPoCC – Mutual Aid Role Requirement

SPECIALISM		National Mutual Aid Telephony Manager	
Mercury Ref	406	Version No	2
Essential qualifications			
<p>Attend Casualty Bureau Incident Contact Centre (Call Handler) Course - Desirable</p> <p>NMAT Manager Course</p> <p>Attend NMAT refresher training/exercise/live activation every 12 months.</p> <p>Responsibilities</p>			
<p>Operationally deploy NMAT incident number. Provide strategic advice in relation to the best use of NMAT Record and manage Holding/Opening/Menu/Closing messages Assign force user ID's Run statistical reports as required Liaise with Incident Contact Centre (CB Call handler) Supervisors to ensure appropriate numbers of call handlers are in place locally/regionally/nationally as dictated by statistics. Troubleshoot any issue with NMAT with operators and third party provider Ensure correct closure procedures are followed.</p>			
Uniform/Equipment Requirements			
NPCC Portfolio Lead/ Authorising Officer (name, rank & position)			
Date Authorised			



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NPoCC Authorising Officer (name, rank & position)	
Date Authorised	

NPoCC – Mutual Aid Role Requirement

SPECIALISM		Incident Contact Centre (Call Handler) Supervisor Role	
Mercury Ref	407	Version No	2
Essential qualifications			
<p>Sergeant or police staff equivalent.</p> <p>Attend Casualty Bureau Incident Contact Centre Supervisor Course (Call Handler Course)</p> <p>Attend Call Handler Supervisor Refresher course/exercise/activation once every 12 months</p> <p>Supervisors MUST also hold respective NPoCC Operator role</p> <p>Responsibilities</p>			
<ul style="list-style-type: none"> • Operational knowledge and application of MIPP in line with incident policy • Ability to troubleshoot system and operator errors • Operational knowledge and application of Holmes in line with incident policy • Ensure documents are updated for staff briefings. • Escalate high priority information flagged by Call Handlers. • Have knowledge of media strategy • Implement force policy regarding staff welfare • Liaise with CB Manager (and NMAT Manager if applicable) to ensure adequate staffing levels are maintained. 			
<p>Skills and Experience</p> <p>Good communication skills</p> <p>Management Skills</p> <p>MIPP/Holmes experience</p>			
Uniform/Equipment Requirements			

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NPCC Portfolio Lead/ Authorising Officer (name, rank & position)	
Date Authorised	
NPoCC Authorising Officer (name, rank & position)	
Date Authorised	

NPoCC – Mutual Aid Role Requirement

SPECIALISM		CB Incident Contact centre Operator (CB Call Handler) Role Profile	
Mercury Ref	407	Version No	3
Essential qualifications			
<p>Attend Casualty Bureau Call Handler Initial Course</p> <p>Attend classroom based refresher course/exercise/activation once every 24 months OR Attend virtual four hour national refresher course once every 12 months (subject to software/technological advancements/changes)</p> <p>Responsibilities</p>			
<ul style="list-style-type: none"> • Be able to operate NMAT logon/ call management/ logoff functionalities • Be able to operate MIPP in line with incident policy • Be able to operate Holmes in line with incident policy • Personal responsibility to ensure adequately briefed • Understand caller expectations & telecommunications skills • Have ownership of personal stress management • Have knowledge of local support process 			
<p>Skills and Experience</p> <p>Good communication skills MIPP/Holmes experience</p>			
Uniform/Equipment Requirements			
NPCC Portfolio Lead/ Authorising Officer (name, rank & position)			
Date Authorised			



OFFICIAL

NPOCC Authorising Officer (name, rank & position)	
Date Authorised	



College of
Policing

Casualty Bureau Manager Course

Set up and Management of
Bureau

Guidance for Trainers



V1.0 (Mar 2015)

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The College is committed to the promotion of equal opportunities. Every effort has been made throughout this text to avoid exclusionary language or stereotypical terms. Occasionally, to ensure clarity, it has been necessary to refer to an individual by gender.

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Purpose of this Trainer Guidance

This guide for trainers has been developed to assist in the delivery of the Casualty Bureau Managers Course. It is important that you read the guide in full, prior to delivery of any learning. The guide will provide you with essential information on training delivery and learning resources.

Part 1: Introduction to the modules

In developing a modular Casualty Bureau Management learning programme, a nationally approved content is provided that meets the needs of anyone appointed as a casualty bureau manager following a major incident or disaster.

Ideally, the learning should form 'building blocks' and should be completed in order of listing. However, it is acknowledged that this is not always possible and therefore trainers should identify a suitable method of imparting this information.

Modules summary

This learning programme will provide a casualty bureau manager with the knowledge and skills to enable them to set up and manage a Casualty Bureau.

Target audience

Police inspector or police staff equivalent with second-line managerial experience

Part 2: Delivery of the Module

Learning outcomes

On successful completion of this module, learners will be able to:

1. Explain the purpose of a casualty bureau and the activation procedure
2. Explain the roles and responsibilities of the casualty bureau manager
3. Explain what to consider when creating casualty bureau policy
4. Explain the functions of the units that make up a Casualty Bureau
5. Explain the National Mutual Aid Telephony (NMAT) activation and closure considerations
6. Describe the functionality of CasWeb
7. Explain the flow of information in a Casualty Bureau
8. Explain how to formulate and revise Involvement Gradings
9. Formulate and revise Senior Identification Manager questions
10. Describe how to devise general instructions and cancellation policy
11. Explain the process for de-activating a casualty bureau

Delivery

This module has been designed to enable flexibility of delivery method, whilst ensuring standardisation of content and learning outcomes. It is designed to be delivered as knowledge and comprehension, consolidated, where appropriate, by practical exercises. This guide provides a skeleton on which to base learning: trainers should consider developing other materials and notes to aid delivery.

The outcomes should be delivered in combination with each other.

Trainer/Learner ratio

A ratio of 2 trainers to 12 learners is recommended to ensure resilience and to manage what are anticipated to be complex discussions.

Part 3: Pre-Course Preparation

General

Prior to the start of the course the lead trainer should ensure that:

- Joining instructions have been distributed to learners
- Appropriate arrangements have been made for co-facilitators (and guest speakers if necessary).

Facilities and resources

The following facilities and resources are a generic requirement and are not listed in individual lessons:

- Classroom with sufficient seating for the learners and trainers (it is recommended that there are sufficient desks for learners to write at)
- Computer, projector and screen
- DVD player
- Flip-charts and pens
- Dry-wipe board and pens.

The College has developed Student Notes and other resources to support the stated learning outcomes; these are available from the Casualty Bureau Programme Portal, on the College of Policing Managed Learning Environment (MLE). A copy of the notes should be distributed to learners at the start of the course to assist achievement of learning. It must be stressed however, that the student notes are **not** intended to replace Authorised Professional Practice (APP) or other official guidance, and are solely to be used as an aid to training delivery.

All materials have been validated for delivery by the College of Policing Legal, Diversity and Human Rights Unit. Trainers may wish to develop presentations and other supporting material: Trainers wishing to do this

will be responsible for ensuring that any such materials are legally accurate and where third party materials are to be used that they comply with any copyright restrictions.

Reference Documents

The course content is underpinned by Authorised Professional Practice (APP) for Civil Contingencies

Part 4: Delivery Guide

Trainer information

The National Decision Model (NDM) should be explained at the beginning of the training and become a core element throughout all individual sessions.

- Code of Ethics
- Gather information and intelligence
- Assess threat and risk and develop a working strategy
- Consider powers and policies
- Identify options and contingencies
- Take action and review what happened.

Session 1:

Introduction and overview of a Casualty Bureau including essential requirements of set up module

Duration: At trainers' discretion

Learning outcomes

At the end of this session learners will be able to:

- Explain the purpose of a Casualty Bureau and the activation procedure
- Explain the roles and responsibilities of the Casualty Bureau manager
- Explain what to consider when creating Casualty Bureau policy
- Explain the functions of the units that make up a Casualty Bureau

- Explain the flow of information in a Casualty Bureau
- Explain the process for de-activating a Casualty Bureau

During this session, trainers should cover the following

- Provide a comprehensive overview of a casualty bureau's purpose and circumstances for activation.
- Explain the numerous actions required on set up
- Explain the purpose of each casualty bureau unit and how each unit works within the bureau
- The flow of information within the bureau
- Explain policy and procedure to consider, in order to effectively manage a bureau

During this session, trainers should use the PowerPoint, and be prepared to explain the information contained within slides.

Session 2:

National Mutual Aid Telephony (NMAT) module

Duration: At trainers' discretion

Learning outcomes

At the end of this session learners will be able to:

- Explain the National Mutual Aid Telephony (NMAT) activation and closure considerations

During this session, trainers should cover the following:

- Procedure to obtain NMAT number
- Set up procedures for number once obtained call statistics and reporting

- Holding Messages and closure procedure

NB: Whilst it is accepted that a Casualty Bureau Manager should have a NMAT Manager to perform all required NMAT procedures, it is important that a Casualty Bureau Manager understands the function of NMAT to effectively support a Casualty Bureau.

Session 3:

CasWeb module

Duration: At trainers' discretion

Learning outcomes

- Describe the functionality of CasWeb

During this session, trainers should cover the following:-

- The purpose of CasWeb
- CasWeb administration, including functionality of:-
 - Creation and maintenance of users
 - Description and requirement of Involvement Grades
 - Upload of General Instructions
 - Creation and upload of SIM questions
 - Broadcast Message.

NB: Whilst it is accepted that a Casualty Bureau Manager should have supervisors to perform all required CasWeb procedures, it is important that a Casualty Bureau Manager understands the function of CasWeb to effectively support a Casualty Bureau.

Session 4:

Scenario 1: Train crash

Duration: **At trainers' discretion**

Learning outcomes

- Explain how to formulate and revise Involvement Gradings
- Formulate and revise SIM questions
- Describe how to devise general instructions and cancellation policy

During this session, trainers should utilise:

- Scenario 1 Task Sheet
- Briefing Document template
- Completed Scenario 1 Briefing Document
- Scenario 1 Breaking News video clip

Trainers are advised to place students into groups of three, to work through the task sheet. At the end of the task, each groups thoughts and findings to be shared through plenary discussion.

Session 5:

Scenario 2: Aircraft

Duration: **At trainers' discretion**

Learning outcomes

- Explain how to formulate and revise Involvement Gradings
- Formulate and revise SIM questions

- Describe how to devise general instructions and cancellation policy

During this session, trainers should utilise:

- Scenario 2 Task Sheet
- Briefing Document template
- Completed Scenario 2 Briefing Document
- Scenario 2 Breaking News video clip

Trainers are advised to place students into groups of three, to work through the task sheet. At the end of the task, each groups thoughts and findings to be shared through plenary discussion.

It is advisable to run Session 5 after Session 4, moving from simple to complex. Session builds upon principles learnt in Session 4.

Session 6:

Scenario 3: Football and city centre

Duration: At trainers' discretion

Learning outcomes

- Explain how to formulate and revise Involvement Gradings
- Formulate and revise SIM questions
- Describe how to devise general instructions and cancellation policy

During this session, trainers should utilise:

- Scenario 3 Task Sheet
- Scenario 3a Task Sheet
- Briefing Document template
- Completed Scenario 3 Briefing Document

- Completed Scenario 3a Briefing Document
- Completed Scenario 3b Briefing Document
- Scenario 3a Breaking News video clip
- Scenario 3b Breaking News video clip

Trainers are advised to place students into groups of three, to work through the task sheet. At the end of the task, each groups thoughts and findings to be shared through plenary discussion.

It is advisable to run Session 6 after Session 5, moving from simple to complex. Session 6 builds upon principles learnt in Session 5.

Session 7:

Scenario 4: Zinc – multi scenes

Duration: **At trainers' discretion**

Learning outcomes

- Explain how to formulate and revise Involvement Gradings
- Formulate and revise SIM questions
- Describe how to devise general instructions and cancellation policy

During this session, trainers should utilise:

- Scenario 4 Task Sheet
- Briefing Document template
- Completed Scenario 4 Briefing Document

Trainers are advised to place students into groups of three, to work through the task sheet. At the end of the task, each groups thoughts and findings to be shared through plenary discussion.

It is advisable to run Session 7 after Session 6, moving from simple to

complex, Session 7 builds upon principles learnt in Session 6. Although based on the principle learning theory of simple to complex, Sessions 4 – 7 can be selected as individual sessions at trainers' discretion or to fit within time available.

TIME TABLE

Casualty Bureau Manager Course

Day/Time	08.00-10.00	10.00 10.30	10.30-12.00	12.00- 12.45	12.45-1500
Day 1	Session 1 Introduction CB set up – Actions and Considerations: PowerPoint Presentation	BREAK	Session 1 CB set up – Actions and Considerations: PowerPoint Presentation	LUNCH	Session 1 CB set up – Actions and Considerations: Check List
Day 2	Session 2 Telephony/NMAT presentation Session 3 CasWeb/Call support Management		Session 4 Scenario 1 Chesterton Rail Crash Session 5 Scenario 2 Aircraft		Session 6 Scenario 3 Football Stadium Scenario Scenario 3a City Centre Scenario following Football Stadium. Session 7 Scenario 4 Zinc