

Nottinghamshire Police Casualty Bureau

The casualty Bureau is usually activated following a major incident and is designed to receive information relating to anyone involved in the incident.

When a major incident occurs in Nottinghamshire involving a large number of casualties, or is likely to result in a large number of telephone calls from concerned relatives and friends, police will normally activate the Force Casualty Bureau.

The purpose of a Casualty Bureau

The Police Casualty Bureau serves three main purposes:

1. To gather as much information as possible about the people involved, or potentially involved
 2. To process the information
 3. To provide accurate information to relatives and friends as well as the police officer in charge of the enquiry
- The Casualty Bureau is designed to receive details from friends and relatives about people who have not returned from the scene of an incident.
 - Details of anyone who has either been evacuated or has survived will also be received from the scene of the incident.
 - Although the Casualty Bureau is receiving information from the scene it may not be in a position to immediately answer any specific concerns about a particular person.
 - Details of any casualties will be forwarded to the Casualty Bureau by the hospital so that any next of kin are informed quickly.
 - Witnesses to the incident may also be requested to contact the Casualty Bureau to pass on any information they may have.

Public telephone number

A telephone number will be issued via the media for concerned friends and relatives to ring and lodge details of the person they are worried about.

Reporting Someone Missing

If you are worried about a missing friend or relative following a major incident this section will advise you what to do. This procedure should only be used in the case of a major incident and is not the standard way to report a missing person. The standard way is to contact your local police station.

If you wish to report someone missing, who may have been at the incident, you can telephone us but please be aware that we will ask for the following information.

It will assist us if you have the following information ready before telephoning us...

About the Missing Person:

Why do you think the person you are concerned about may have been involved?

What is their full name and date of birth or approximate age?

What is their current or last address?

What is their home telephone number, including STD code?

What is their ethnic appearance?

- White European



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- Dark European
- African-Caribbean
- Asian
- Arab
- Oriental
- Other

Do they have any major distinguishing features i.e. unusual clothing, that would make them stand out in a crowd?

Did they go to the event on their own or with anyone else?

Did they go to the event in a vehicle? If so what is the make, model, colour, type i.e. saloon, estate, etc. and vehicle registration number?

Is there any other information about the person that may be helpful?

About you:

What is your full name and relationship to the person that you are concerned about?

What is your full address, including the country if it is outside the UK?

What is your home telephone number, including full dialling details if outside the UK?

Do you have a different contact number i.e. A pager or mobile telephone number?

About the next of Kin:

Are you the next of kin?

What is the full name and relationship of the next of kin?

What is the address of the next of kin?

What is the telephone number and any other contact number of the next of kin?

It is important that you let other members of your family and friends know that you have reported someone missing, as they might be trying to contact us to tell us the same information.

If the person who you are concerned about contacts you to advise that they are safe you should contact the Casualty Bureau straight away to pass on that information. This allows us to concentrate on those people who are still unaccounted for.

Any information that you supply will be entered onto a computer database. This helps manage the records as well as provide the Investigation Team at the scene of the incident with up to date details.

If you are reporting a family missing, a separate entry will need to be completed for each family member who you are concerned about.

Once we have definite news about the person(s) who you have reported missing we will contact you. Therefore it is important that someone is near to the telephone to receive the call.

When a Casualty Bureau is activated, hundreds of callers will be trying to get through. We will try to deal with these calls as quickly as possible therefore you may find that you have to queue for sometime before being answered.

Please be patient.