

# DVI roles and responsibilities

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## Senior identification manager

DVI managers and personnel should have completed the College of Policing approved DVI courses relevant to their role.

The senior identification manager (SIM) is a senior police investigator and leader responsible for managing all aspects of the identification process.

The strategic commander appoints the SIM where there are fatalities or there is an expectation of fatalities.

- [See SIM initial actions](#)

## Responsibilities

SIM responsibilities include:

- [consulting with the senior investigating officer \(SIO\)](#)
- [assume overall responsibility for the management of the DVI process](#)
- liaising with HM Coroner or Procurator Fiscal
- [setting a casualty bureau \(CB\) and major incident public portal \(MIPP\) strategy and appointing a trained and competent CB manager](#)
- setting a communications strategy in consultation with the strategic commander, tactical commander and SIO
- setting involvement gradings, including SIM questions
- setting a [missing persons](#) cancellation policy
- briefing and debriefing
- quality assuring protocols, procedures and functionality during the identification process
- appointing experienced family liaison coordinators (FLCs)

- establishing a family liaison strategy and risk assessment for obtaining Ante Mortem data.
- ensuring that the next of kin are kept informed throughout the investigation and identification process
- submitting Ante Mortem and Post Mortem data to the identification commission in respect of fatalities
- establishing effective protocols for information sharing in line with gold strategy
- establishing a policy book or file for recording all policy decisions
- liaising with the Welfare Tactical Commander with regard to managing and assessing risk, health, welfare and wellbeing issues
- consider appointing trained DVI manager such as scene evidence recovery manager (SERM), police mortuary operations coordinator (PMOC), Ante Mortem coordinator (AMC) and reconciliation coordinator. These key managers will provide support to strategies for identification of the deceased including recovery from the scene and mortuary operations. Careful consideration must be given to strategies involving engagement with families for reconciliation and repatriation of human remains and involve consultation with HM Coroner or Procurator Fiscal, SIO, FLC and Lead Pathologist

## Senior investigating officer

An emergency or major incident will require a criminal investigation. The senior investigating officer (SIO) will assume responsibility for all aspects of that investigation, including liaison with other authorised investigative bodies. The gold commander should consider early appointment of an SIO.

A police SIO is required to:

- perform the role of officer in charge of an investigation, as described in the Code of Practice under **Part II of the Criminal Procedure and Investigations Act 1996**, and be accountable to chief officers for conducting the investigation
- develop and implement the investigative strategy
- develop the information management and decision-making systems for the investigation
- manage the investigations' health, safety, welfare and wellbeing issues, as well as allocated resources (people, finance and equipment)

The relationship between the SIO and the SIM is crucial for effectively managing any DVI or mass fatality incident. They should agree terms of reference soon after their appointments and should

determine the actual relationship and reporting structure, taking into account the incident's relevant circumstances. The designated strategic commander can ratify the SIO and SIM's relationship, agreeing the command structure, and present these to the strategic coordination group (SCG). This enables all strategic and tactical commanders in the police service and partner agencies to understand where responsibilities lie.

Once agreed, the strategic commander, SIO and SIM should sign the [\*\*terms of reference\*\*](#). The SIO and SIM must record any changes to the terms of reference in a policy log entry.

## **HM coroner or procurator fiscal**

HM coroner or procurator fiscal in Scotland are responsible for chairing the identification commission, where the identity of the deceased is confirmed.

HM coroner or procurator fiscal conduct an inquest into the death of a person in their area, where they have reasonable cause to suspect that the deceased has died:

- a violent or unnatural death
- a sudden death of which the cause is unknown
- in prison, police custody or other state detention

It is HM coroner or procurator fiscal's responsibility to establish the deceased's identity, as well as how, when and where the death occurred. They have the power to:

- take lawful possession, control and care of the deceased person or human remains from when the death is reported until all enquiries are complete. HM coroner or procurator fiscal are required to release the body as soon as reasonably practical
- authorise removing the deceased from their place of death to a mortuary for a full post-mortem examination

## **Procurator fiscal**

In Scotland, the Lord Advocate is the Head of the Crown Office and Procurator Fiscal Service. They are the public official responsible for prosecuting crime. They are also responsible for investigating all sudden, suspicious and unexplained deaths.

Supported by procurators fiscal, in circumstances where a death is sudden, suspicious or unexplained, the Lord Advocate will investigate the death and seek to establish the cause of death and the circumstances of the death. If necessary, this may involve instructing that a post-mortem examination is carried out.

Death investigations may lead to a fatal accident inquiry (FAI), which is a form of judicial inquiry governed by the Inquiries into Fatal Accidents and Sudden Deaths etc. (Scotland) Act 2016 (IFA(SD)A 2016).

The procurator fiscal carries out an investigation to determine whether there are circumstances that suggest the death may have been caused as a result of a criminal act or omission. If so, criminal proceedings may be taken. If not, the investigation may discover that the death has occurred in circumstances where an FAI is appropriate.

An FAI is essentially a fact-finding exercise carried out in the public interest. Its purpose is not to apportion blame for the death, but to determine:

- where and when the death took place
- the cause of the death
- reasonable precautions whereby the death might have been avoided
- the defects, if any, in any system of working that contributed to the death or any accident resulting in the death
- other facts relevant to the circumstances of the death

There are two types of fatal accident inquiry.

## 1. Mandatory

In terms of Section 2 of the IFA(SD)A 2016, a mandatory FAI is conducted where the death occurred in Scotland and where the death occurred:

- (i) as the result of an accident when the deceased was acting in the course of their employment or occupation, or
- (ii) when the deceased was in legal custody or was a child detained in secure accommodation at the time of the death

## 2. Discretionary

In terms of Section 4 of the IFA(SD)A 2016, a discretionary FAI is conducted on the authority of the Lord Advocate, where the death occurred in Scotland and the Lord Advocate considers that the death was sudden, suspicious or unexplained. Or it occurred in circumstances that give rise to serious public concern and it is decided that it is in the public interest for an inquiry to be held into the circumstances of the death.

The FAI takes place in front of a sheriff (judge) and will lead to the sheriff issuing a determination. The purpose of an FAI is to identify any systemic defects in ways of working that led to the death. This is so that the sheriff can make recommendations as to how deaths can be prevented from occurring in similar circumstances in the future.

## Casualty Bureau

The Casualty Bureau (CB) is the central point where all information related to an incident is received, collated and assessed. This includes information about people believed to be involved in the incident.

The CB provides resources and a process to manage high-volume data, to identify key or critical information at the earliest opportunity. The CB also provides a phone line for the public to report people involved in an incident, as well as an online reporting facility, the Major Incident Public Portal (MIPP).

The MIPP has two tiles for a CB activation. First there is a police and partner agency tile, which is active 24/7. It allows any police force in the country to collate the details of people involved at survivor reception centres or hospitals and includes an investigative triage form (ITF), which is password protected. The other tile can be activated for the public to directly report missing persons and other information.

A CB is likely to be activated when there is a significant demand from the public for information that exceeds normal force call-handling capabilities. It may also be activated by the SIM to receive a significant volume of information from the public (using the ITF) at Survivor Reception Centres and Hospitals.

It is important to note that the CB information contact centre can only receive details. It cannot be used to provide details to the public about the incident.

All police regions are required to have a CB capability. All police forces can provide additional CB call-handling resources to support any other CB following a mutual aid request.

When the CB is activated for a mass fatality incident, it manages all information in relation to the recovery, reconciliation, identification and repatriation of victims, as well as criminal investigation.

## Casualty Bureau manager

The CB manager reports directly to their SIM. Their delegated responsibilities are to lead and manage the CB, which is made up of three separate units:

- incident contact centre
- input unit
- message assessment unit

The CB manager has a number of responsibilities and tasks, as set out in [CBSAP 2024](#). Their main responsibility is the efficient setting up, execution and closure of the CB.

## Family liaison

- Note: This section should be read and implemented in conjunction with SIM responsibilities.

Major/mass fatality incidents are very emotional for families and will clearly be distressing. They can also be a lengthy and frustrating process at times. One of the most important considerations is the relationship between bereaved families and the police. It is therefore essential that family liaison officers (FLOs) are deployed to families. FLOs are the primary point of contact for the family and this will be their sole and dedicated role following the incident.

The role of family liaison in a mass fatality event is different to that in a murder investigation or road traffic collision. The FLO helps the SIM and SIO achieve their identification and investigation strategies. This is different to a crisis support worker, who provides emotional and practical support to family or friends. Ante-mortem trained FLOs should be used when available, as they have additional expertise in ante-mortem collection in a major/mass fatality incident.

There may be times throughout the investigation when the SIM or SIO request a meeting with the families or vice versa. In the event of a major or mass fatality incident, the SIO or SIM may be unable to see families individually. It may, therefore, be advantageous for the families to be brought

together for periodic briefings. These can be arranged by FLOs to meet the needs of all parties. However, it is important to consider families who are unable to attend or do not wish to attend and ensure they receive the same information.

Any requests to share information about bereaved families should be discussed with the families themselves and consent obtained prior to sharing. Families often request details of other families involved in the investigation as well as requests from media outlets and other organisations. These requests can cause an enormous amount of stress for the families.

To some extent, the police may be able to resolve this with other agencies. The police can, however, minimise the duplication of requests from other agencies to families by channelling them through the FLO.

## Family liaison coordinator

The SIM should consider appointing a family liaison coordinator (FLC) if the scale and the nature of the incident requires the deployment of multiple family liaison advisors (FLAs) and FLOs. In a major incident or mass fatality, the deployment of an experienced FLC should be considered. They can support the SIM and lead on family liaison deployment. The lead FLC should establish how many FLAs and FLOs need to be deployed to the incident.

See [family liaison coordinator suggested initial actions](#).

## Family liaison adviser

Depending on the nature of the incident, it may be necessary to deploy FLAs to support the FLC. The scale and nature of the incident will dictate the amount and locations of FLAs. FLAs will be responsible for deploying and tasking FLOs and will report to a SIM, SIO, FLC or lead FLA.

## Family liaison officer

The FLO helps the SIM and SIO achieve the identification and investigation strategies. This is different to a crisis support worker, who provides emotional and practical support to the family or friends. Ante-mortem trained FLOs should be used when available, as they have additional expertise in ante-mortem collection in a major/mass fatality incident.

## Responsibilities

The FLO is responsible for:

- obtaining ante-mortem material as applicable
- working with the family to comply with their right to receive all relevant information connected to the enquiry
- explaining DVI procedures to the family
- obtaining ante-mortem evidence as per the FLO strategy (including fingerprints, medical and dental consent, and photographs of the missing person)
- completing the ante-mortem form as a matter of urgency
- completing a victimology statement
- completing a death notification to HM Coroner or Procurator Fiscal and any identification statement taken
- providing the family with the [\*\*Explaining Disaster Victim Identification in Major Incidents\*\*](#) document
- informing families of the [\*\*INTERPOL website\*\*](#)
- if the incident is declared a criminal investigation, discussing with family/friends referral to the Victim Support Homicide Service and/or direct eyewitnesses referral
- if relevant, informing the family about the [\*\*National Emergencies Trust\*\*](#)
- establishing that referrals are made to support services
- returning personal property of the deceased in accordance with the wishes of the bereaved and SIM
- supporting the family in their contact with the media
- facilitating family visits to the scene or family viewing area as appropriate (when safe to do so)
- acting as the initial link between the family and the SIM
- maintaining a written log of all contact with the families and their representatives
- facilitating contact with other statutory and voluntary agencies

## Scene evidence recovery manager

DVI managers and personnel should have completed the College of Policing approved DVI courses relevant to their role.

The scene evidence recovery manager (SERM) is a police manager who is responsible for the retrieval of deceased persons, human remains, evidence and property from within the inner cordon. They work on behalf of HM Coroner or Procurator Fiscal and the SIM.

On appointment, the SERM discusses the DVI strategy, policy and process with the SIM. They should attend the scene to liaise with the incident commanders. The SERM ensures that appropriate controls are in place at the scene to restrict access to authorised persons. They are responsible for collating and documenting evidence. The SERM ensures that due respect is paid to the deceased lying within the scene, taking account of circumstances at that time.

The uninjured are evacuated from the scene and emergency triage provided to the injured. Following this, the rescue phase can be declared over. The response phase moves into retrieval and investigation. The SERM assumes responsibility for the area contained within the inner cordon from the fire and rescue scene commander. The SERM assesses personnel, equipment and specialist assistance required for site clearance and the timescales involved using established JESIP principles to recover the deceased.

For further information see [Scene Evidence Recovery Manager Suggested Initial Actions](#).

## Responsibilities

On appointment, the SERM is responsible for:

- overall scene management and coordination
- ensuring scene preservation and security
- appointing, tasking and coordinating specialists at the scene
- implementing predetermined strategies for identification and investigation
- obtaining evidence, including seizing and retaining personal property for identification and/or criminal investigation at the scene(s)
- completing all appropriate documentation
- chairing the scene evidence recovery group and ensuring that effective briefings are conducted between multiple agencies using the JESIP Principles.
- fully documenting all decisions and rationale in a decision log
- liaising with other stakeholders, including initial responders and category 1 and 2 responders, in compliance with obligations set out in the Civil Contingencies Act 2004 managing the health, safety, welfare and wellbeing of all personnel at the scene
- identifying the importance of risk assessments, as well as health, safety, welfare and wellbeing strategies of themselves and their colleagues at all phases of DVI operations
- identifying and coordinating specialist logistical support provided by external contractors
- managing family/VIP attendance at the scene

# Police mortuary operations coordinator

DVI managers and personnel should have completed the College of Policing approved DVI courses relevant to their role.

A police mortuary operations coordinator (PMOC) should be appointed in any mortuary, whether based in existing mortuary facilities or an emergency mortuary. The PMOC is responsible for ensuring compliance with all police DVI procedures at the mortuary for identifying the deceased and investigating the incident. The PMOC will be a suitably trained and qualified police officer or member of police staff.

The PMOC manages the police mortuary teams and liaises between the mortuary documentation officer and the supervising or lead pathologist, while ensuring that the agreed mortuary procedure is implemented.

See [Police Mortuary Operations Coordinator Suggested Initial Actions](#).

## Responsibilities

The police mortuary operations coordinator (PMOC) is responsible for:

- obtaining, seizing and retaining evidence and personal property at the mortuary in line with strategies set by the senior investigating officer (SIO) and senior identification manager (SIM)
- liaising with the designated individual to ensure the provisions of the [Human Tissue Act 2004](#) are adhered to within the mortuary
- ensuring continuity and security of evidence
- ensuring that all relevant Post Mortem documentation is completed
- liaising with the emergency mortuary coordinator
- coordinating the activities of specialists in the mortuary
- liaising with funeral directors
- liaising with the tactical health, safety, wellbeing and welfare lead to manage the health, safety, wellbeing and welfare of all personnel in the mortuary and ensuring that the appropriate risk assessments including all personal protective equipment (PPE) and respiratory protective equipment (RPE) are documented
- coordinating family attendance for viewing purposes
- mortuary security
- documenting all personal decisions and the rationale for them

- assisting the mortuary facilities manager with decommissioning an emergency mortuary
- ensuring all personal or sensitive information is handled correctly
- ensuring no photographs are taken in the mortuary unless authorised

## Pathologist

A **pathologist** examines deceased persons or human remains and ensures that relevant data is recorded on the pink post-mortem form.

The pathologist's main objectives are to:

- ascertain cause of death
- gather evidence for criminal investigation
- contribute towards gathering identification evidence

The pathologist may take samples for histology and DNA analysis and undertake an autopsy when authorised to do so by HM Coroner or Procurator Fiscal. Careful consideration should be given to obtaining this information by non-invasive examination, such as CT scanning.

It is important that those involved in the care of the deceased recognise the emotional impact that taking histology samples may have on the victims' families, especially when taking samples from children. This should only be carried out following careful consideration.

## Pathologist responsibilities

It is the pathologist's responsibility to ensure recording of:

- external injuries and the position of injuries and/or burns
- a description and arrangement of traumas, fractures, internal bleeding and any upper respiratory issues
- old surgical procedures and internal implants, for example pacemakers
- any anatomical particularities

The SIM or SIO will liaise with HM Coroner or Procurator Fiscal around the level of pathology required. HM Coroner or Procurator Fiscal will be responsible for appointing a lead forensic pathologist. Additional pathologists may be appointed to support the investigation and identification process.

## Anatomical pathology technologist

The anatomical pathology technologist (APT) has an important role in the mass fatality incident. They should be familiar with the mortuary environment, as well as the procedures and risks there.

The APT assists pathologists at the post-mortem examination and assists police during the DVI process. They are experienced in handling bodies and removing clothing and other items during strip and search. APTs are also skilled in reconciling body parts and reconstructing the deceased. They prepare the deceased for viewing and release the bodies at the end of the DVI process.

## Local authorities

Local authorities may have agreements with private sector organisations to support the response to a mass fatality incident. Any such arrangements should be incorporated into local or regional mass fatality plans.

Local authorities are responsible for providing:

- an executive officer to attend the SCG
- a suitably designated officer to support the MFCG
- immediate shelter and welfare support for survivors at a survivor reception centre
- emergency mortuary capability if existing mortuary provision is exceeded
- inspection of dangerous structures to ensure they are safe for emergency personnel to enter
- support for traffic management
- emergency transport facilities for evacuees, survivors and casualties
- medium-to-long-term welfare of survivors and the bereaved (for example, setting up survivor reception centres, evacuation and humanitarian assistance centres, and social care support)
- specialist environmental and public health advice
- coordination of activities of involved voluntary sector agencies and spontaneous volunteers
- facilities for waste disposal and facilitation of remediation and reoccupation of affected sites or areas
- assistance in organising plant, demolition and site clearance facilities and emergency accommodation and care for the displaced or homeless

## Multi-agency partners

Various agencies and organisations (private and voluntary) may be involved in the response to a mass fatality incident. Each agency's level of involvement is determined by the incident's scale and nature. Each **local resilience forum** (LRF) has plans and arrangements in place for dealing with mass fatality incidents.

The multi-agency response will follow the Joint Emergency Services Interoperability Principles (JESIP).

- Co-location
- Communication
- Coordination
- Joint understanding of risk
- Shared situational awareness

Further information can be found at [JESIP](#).

Agencies that may be involved in the response to a mass fatality incident in the UK and abroad include the following.

- [Home Office](#) and [Cabinet Office](#)
- [LRFs](#)
- Local authorities
- Fire and rescue services
- [Department of Health and Social Care](#) and the [NHS](#)
- [Ministry of Defence](#)
- Foreign, Commonwealth & Development Office (FCDO)
- UK National Disaster Victim Identification Unit (UK DVI)
- National Police Coordination Centre (NPoCC)
- [Health and Safety Executive](#) (HSE)
- [Air Accidents Investigation Branch](#) (AAIB)
- [Rail Accident Investigation Branch](#) (RAIB)
- [Marine Accident Investigation Branch](#) (MAIB)
- [Maritime and Coastguard Agency](#)
- [INTERPOL](#)
- Private sector organisations
- Voluntary sectors

## Fire and rescue services

The role of fire and rescue services in an emergency or major incident is to rescue those trapped by fire, wreckage or debris. They may also support recovering deceased persons and human remains.

Fire and rescue services have an urban search and rescue (USAR) capability. They can assist in recovering deceased and human remains from constricted sites, collapsed buildings or from the wreckage or transport incidents.

USAR is a functional support sector for fire and rescue services. USAR respond to incidents involving unstable and collapsed structures resulting from deliberate or accidental causes. They search, detect, locate and rescue trapped casualties and support the recovery of the deceased. This includes working in environments that are difficult to access such as underground, in restricted spaces or at heights. They also respond to serious transportation incidents involving trains, trams and aircraft.

In these challenging environments, USAR teams have various specialised methods and an array of equipment allowing them to conduct:

- technical searches
- breaking and breaching
- lifting and moving
- propping and shoring to stabilise structures and prevent further collapse

The National Fire Chiefs Council and the National Police Chiefs' Council have a memorandum of understanding to support policing in mass fatality incidents.

See: [\*\*Joint Working Principles for Urban Search and Rescue Support to Police in Disaster Victim Identification\*\*](#) (NFCC, NPCC and College of Policing, 2017)

## Ambulance Hazardous Area Response Team (HART)

Hazardous area response teams are specifically recruited and trained personnel, equipped to provide the ambulance response to high-risk environments and complex emergency situations.

HARTs are based in each NHS Trust in England and Wales, providing cover across the whole of each country. In some cases, they may work together on specific, large scale or high-profile

incidents, either accidental or deliberately caused.

HARTs work alongside the police and fire and rescue services within the inner cordon (or 'hot zone') of a major incident. The job of the HART is to triage and treat casualties and to help save lives in very difficult circumstances.

They are also there to look after other emergency personnel who may become injured while attending these difficult and challenging incidents.

The primary areas of ambulance service responsibility at a major incident are to:

- save life together with the other emergency services
- provide treatment, stabilisation and care of casualties at the scene
- provide appropriate transport, medical staff, equipment and resources
- establish an effective triage sieve and sort system, prioritising the needs and evacuation requirements of the injured and establish a safe location for casualty clearing
- provide a focal point at the incident for all National Health Service (NHS) and other medical resources
- nominate and alert receiving hospitals for the injured and inform other agencies
- arrange the most appropriate means of transporting the injured to hospitals
- conduct the termination of death and verification of death

## National interagency liaison officers (NILOs)

National interagency liaison officers (NILOs) are security vetted, trained and identifiable emergency responders from the fire and rescue service, ambulance service, HM Coastguard, military and police.

They may operate in either a command, tactical advisor or service specific role. They can support pre-planned or spontaneous operations at strategic, tactical and operational levels, including facilitating interoperable working with partner agencies.

## Command and control

## Operational structure

The SERM will assume control within the inner cordon from the fire and rescue scene commander. In addition to liaising with the tactical health, safety, wellbeing and welfare lead, a specialist health and safety adviser should be consulted regarding scene safety, as appropriate to the type and scale of incident.

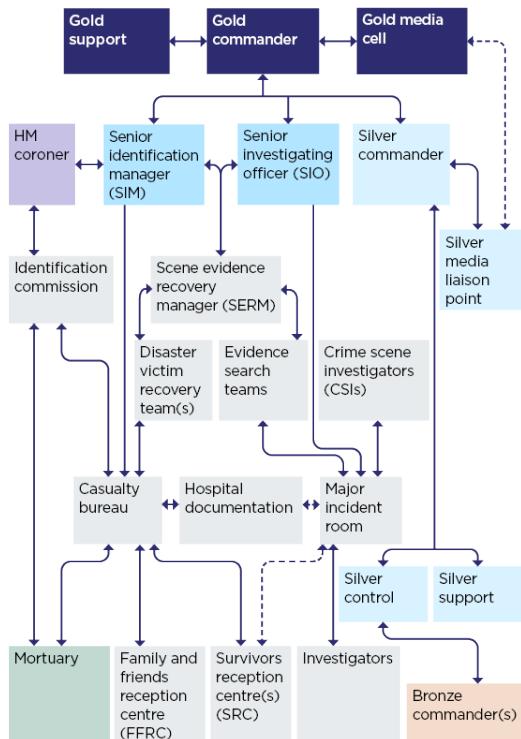
The SERM will establish a:

- scene access control point
- scene evidence recovery group
- joint health and safety cell

The SERM is responsible for:

- ensuring that the inner cordon is clearly delineated and secure
- agreeing access and documentation for the inner cordon
- deploying specialist personnel, to work in confined spaces or work safely at height, and equipment

The diagram below demonstrates the type of command structure that the SERM will operate under.



## Operational plan

The SERM develops an operational plan for recovering the deceased, human remains, property and evidence. The senior identification manager (SIM) and senior investigating officer (SIO) should approve the plan.

It contains:

- a risk assessment of the scene
- health and safety procedures to be adopted (including personal protective equipment)
- details for establishing a victim holding audit area (VHAA) for the deceased persons and human remains
- a property and evidence audit area

## Scene evidence recovery group

The SERM will manage all actions undertaken during the retrieval and investigation stage of the operation at the scene until the scene is officially handed over to the local authority, normally at the recovery phase. The SERM will develop and implement a coordinated plan to retrieve deceased persons, human remains, property and evidence from the scene. These exhibits will then be examined by appropriate investigating agencies. To achieve these outcomes, the SERM will form and chair a scene evidence recovery group consisting of people with a role to play in recovering the deceased, human remains, property and evidence from the scene (see diagram of a scene evidence recovery group).

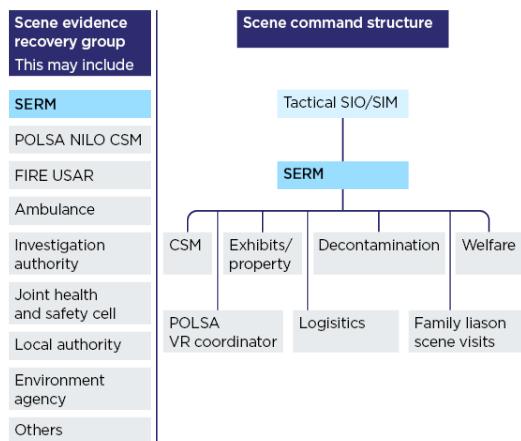
## Scene evidence recovery group members

This group may include:

- scene evidence recovery manager (SERM)
- victim recovery team leader
- property recovery team leader
- operational scene commander
- police search adviser
- police forensic adviser or crime scene manager
- health and safety coordinator
- Health and Safety Executive (HSE) adviser

- fire and rescue service scene commander
- a representative of other statutory investigative agencies, for example, the air accident investigation branch (AAIB), marine accident investigation branch (MAIB) and rail accident investigation branch (RAIB)
- Logistics coordinator
- Environment Agency representative
- local authority representative, for example an emergency planning officer, building control inspector or environmental health officer
- specialist contractors, landowner(s) or property owner(s) or their representative

Below is an example of a command structure for the retrieval and investigation phase.



The SERM will manage all actions undertaken during the retrieval and investigation stage of the operation at the scene on behalf of the SIM and SIO. Initially, the SERM will establish a scene evidence recovery group. This group will be responsible for delivering the outcomes required to clear the site of the incident in line with strategies set in relation to the investigation and identification process.

The scene evidence recovery manager (SERM) will manage all actions undertaken during the retrieval and investigation stage of the operation at the scene on behalf of the SIM and SIO. Initially, the SERM will establish a scene evidence recovery group. This group will be responsible for delivering the outcomes required to clear the site of the incident in line with strategies set in relation to the investigation and identification process.

## Strategic coordination group

The SCG has overall responsibility for the multi-agency management of the emergency. For further information, see civil contingencies APP.

## Tactical coordination group

The tactical commanders of all responding agencies should come together to form a [tactical coordination group](#) (TCG). The TCG should meet at an appropriate mutually agreed location as soon as practicable. For further information, see [civil contingencies APP](#).

## Mass fatality coordination group

The mass fatality coordination group (MFCG) coordinates the DVI process on behalf of the gold commander and HM Coroner or Procurator Fiscal. It allows sensitive matters regarding the deceased to be discussed outside the SCG.

Normally the MFCG will be chaired by HM Coroner or Procurator Fiscal or the SIM.

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For further information see [MFCG aide memoire](#).

## Mass fatalities coordination group members

Members of the MFCG can include:

- HM Coroner or Procurator Fiscal
- senior identification manager (SIM)
- senior investigating officer (SIO)
- scene evidence recovery manager (SERM)
- supervising or lead pathologist
- police mortuary operations coordinator (PMOC)
- family liaison coordinator (FLC)
- a local authority representative with delegated powers around finance
- a legal team representative
- a representative of the [Human Tissue Authority](#) (HTA)
- any other designated individual in relation to the HTA licence
- key staff from planning, resourcing and logistics teams

Please note this list is not exhaustive and the MFCG group members will be dependent upon the incident and changing circumstances.

See here for example [aide memoire](#).

## Casualty bureau incident room

The Casualty Bureau (CB) Incident Room is the central point where all information related to an incident is received, collated and assessed. This includes information about people believed to be involved in the incident.

The CB Incident Room provides resources and a process to manage high-volume data, to identify key or critical information at the earliest opportunity. The CB Incident Room also provides a telephone line for the public to report people involved in an incident, as well as an online reporting facility, [\*\*Major Incident Public Portal\*\*](#) (MIPP).

This website can be used by the public to directly report information. It can also be used by police and other partner agencies to report people involved using the Investigative Triage Form (ITF), which is password-protected and predefined by the CB Manager.

A CB Incident Room is likely to be activated when there is a significant demand from the public for information that exceeds normal force call-handling capabilities. It may also be activated by the SIM to receive a significant volume of information from the public (using the ITF).

All police regions are required to have a CB Incident Room capability. All police forces can provide additional CB call-handling resources to support any other CB Incident Room upon a mutual aid request. All information received via the CB Incident Room telephone numbers and online via MIPP is recorded into a secure incident cloud-based account. This ensures that all information is collated in the same place.

When the CB Incident Room is activated for a mass fatality incident, it manages all information in relation to the recovery, reconciliation, identification and repatriation of victims, as well as criminal investigation.

For further information see [\*\*Casualty Bureau Manager Suggested Initial Actions\*\*](#).

For more information see the [\*\*command, control and coordination section\*\*](#) of the APP.

## Tags

Civil emergencies