

<b>Reference Number: UHB 197</b> <b>Version Number: 2</b>	Date of Next Review: September 2022 Previous Trust/LHB Reference Number: N/A
<b>DEATH IN SERVICE PROCEDURE</b>	
<b>Introduction and Aim</b>  Cardiff and Vale University Health Board (the UHB) is committed to employing the best possible standards in its duty of care to staff and in its employment practices.  In the unfortunate event of a death in service, the UHB recognises the need to balance sensitivity with the practical need to administer pay arrangements during a difficult and emotional time for the next of kin.  In addition, it is accepted that the death of a colleague has a major impact on the team. Managers should ensure that appropriate support is put into place/offered to colleagues through this difficult and emotional time.	
<b>Objectives</b> <ul style="list-style-type: none"> <li>• To support managers in the sad event of an employee's death. It is essential that these situations are handled in both a sensitive and effective way to prevent any additional distress for relatives and colleagues.</li> <li>• To support managers to make this situation as uncomplicated as possible and to ensure that consistency is applied in all cases. As this process will not be the norm, this procedure acts as a guide on the steps to be taken and the responsibilities of managers and other staff involved.</li> <li>• To prevent the next of kin from additional distress, ensuring that they are treated in a respectful and sympathetic way, whilst also ensuring practicalities are dealt with.</li> </ul>	
<b>Scope</b>  This procedure applies to all employees of the UHB.	
<b>Equality Impact Assessment</b>	An Equality Impact Assessment has been completed and found that there was no negative impact.
<b>Health Impact Assessment</b>	A Health Impact Assessment (HIA) has not been completed
<b>Documents to read alongside this Procedure</b>	N/A

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<b>Accountable Executive or Clinical Board Director</b>	Executive Director of Workforce and OD
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<b><u>Disclaimer</u></b>	
<p><b>If the review date of this document has passed please ensure that the version you are using is the most up to date either by contacting the document author or the <a href="#">Governance Directorate.</a></b></p>	

<b>Summary of reviews/amendments</b>			
<b>Version Number</b>	<b>Date Review Approved</b>	<b>Date Published</b>	<b>Summary of Amendments</b>
1	August 2013	August 2016	New procedure
1a	28.07.2016	02.08.2019	Updated to reflect new UHB template – no other changes made. Rolled forward
1b	09.11.2016	25.11.2016	Sections 1.2 and 2.2 amended to advise managers that overtaken annual leave should not be recorded on termination form
2	25.09.2019	08.10.2019	Rolled forward with no changes

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1	<b>Responsibilities</b>
1.1	<p><b>Chair</b></p> <p>The Chair will ensure appropriate condolences are expressed at a senior level from the UHB to the next of kin and deceased member of staffs' team.</p>
1.2	<p><b>Line Manager</b></p> <p>The line manager is likely to be the first person to be advised when a member of staff dies; it is therefore the line manager's responsibility to notify key parties in a timely manner, including the relevant senior management, payroll and human resources.</p> <p>The line manager is also responsible for:</p> <ul style="list-style-type: none"> <li>• Notifying colleagues in a sensitive way. Where appropriate, this can be done on a one by one basis. Any staff affected by the death of a colleague should be offered relevant support (e.g. Employee Wellbeing Service, Chaplain Service).</li> <li>• Completing the Chair's letter proforma (Appendix 1). This should be done as soon as possible to ensure that the Chair is able to contact the next of kin soon after the event.</li> <li>• Sending appropriate correspondence to the member of staff's next of kin.</li> <li>• Responding appropriately to the requests of the next of kin, bearing in mind the need to be sensitive to any religious or cultural beliefs or practices.</li> <li>• Completing a termination form and forwarding to payroll as soon as possible. N.B. the Manager should <b>not</b> record any overtaken leave on the termination form.</li> <li>• Arranging for the member of staff's email account to be assigned to them so that messages can be dealt with in an appropriate way.</li> <li>• Ensuring that the deceased employee's details are removed from circulation lists, rotas etc.</li> <li>• In situations where there has been long term sickness, Occupational Health will need to be informed so that any appointments are cancelled and no further correspondence is sent.</li> <li>• Dealing sensitively with the return of personal belongings to the next of kin</li> <li>• Ensuring the return of UHB property e.g. keys, ID Badge etc. at an appropriate time. However, relatives or next of kin should not be pressured immediately after the death to return such items.</li> <li>• Advise the deceased employee's family that a "death benefit" may be payable if they were a member of a trade union/professional organisation.</li> </ul> <p>Line Managers should be supported in this by the relevant Directorate Manager and Clinical Board Head of Workforce and OD as appropriate.</p>
1.3	<b>Workforce and OD</b>

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	<p>Advice on the process with regard to the administration of a death in service can be obtained from the HR Administration and Advisory Team.</p> <p>The Employee Wellbeing Service is able to offer support on various levels. The Organisational Health Psychologist and Lead Counsellor are available to support, advise and provide assistance to the managers concerned in helping them to best support their staff. They can also meet with staff either individually or as a group to offer support in the first instance.</p> <p>Grief is a normal emotional reaction to loss, in many cases the most supportive actions in the immediate aftermath of a death is peer support – colleagues sharing their grief with colleagues – and not professional help. However, if a staff member feels that their grieving is prolonged or they feel that the intensity of their emotions has not reduced with time, they can refer themselves to the Employee Wellbeing Counselling Service.</p> <p>Alternatively if some aspect of the death may have left staff experiencing psychological trauma, the staff member can refer themselves to the Employee Wellbeing Service and be fast tracked for an assessment for the psychological trauma care pathway.</p> <p>The Occupational Health Service is also available for members of staff who feel they need support. This can be accessed either via a self-referral or by a managerial referral. Managers may need to consider this for long term support and advice.</p>
1.4	<b>Payroll</b>
	The Payroll department are responsible for ensuring the timely administration of payment of salary and, where appropriate, pension administration.
2	<b>PROCESS</b>
	In the unfortunate event of an employee death in service, the following procedure should be followed.
2.1	<b>Correspondence and Communication</b>
	<p>The deceased's departmental manager (with support from the relevant Directorate Manager/Senior Nurse or other appropriate manager) should inform the Chair's PA, Payroll, the Clinical Board Head of Workforce and OD and any other key parties as soon as possible. Three letters will follow:</p> <p>Letter 1 - A signed letter of condolence will be sent by the Chair on behalf of the UHB. This will be based on the information provided by the line manager using the proforma attached in Appendix 1</p>

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	<p>Letter 2 (optional) - The line manager may wish to send a personal letter to the next of kin expressing their sorrow at the loss of their employee. The content of this letter will be dependent on the individual manager and member of staff.</p> <p>Letter 3 – A third letter will follow within one week of the first two. The focus of this letter, as well as expressing sympathy, will focus on the practical need of administrating pensions and pay issues. It is essential that the name, address and contact details of the Next of Kin are requested in this letter so that payroll can contact them to arrange payment of any monies owed. The co-ordination and responsibility of this letter will be the deceased’s immediate line manager.</p>
2.2	<p><b>Administration</b></p> <p>The line manager is responsible for ensuring that a Termination Form is completed and sent in confidence to payroll as soon as possible in order to avoid any overpayment. The reason for leaving should be recorded as ‘death in service’. If known, details of the executor of the estate / next of kin (name, address, relationship to the deceased and contact telephone number) should be included as this information is required by the Pensions Department.</p> <p>Any outstanding annual leave should be calculated and recorded in the usual way.</p> <p>No deduction from the final salary payment should be made in respect of annual leave taken in excess of entitlement on the date of death. Therefore, overtaken annual leave should not be recorded on the termination form</p> <p>Upon notification of a death in service the Payroll department will stop all payments until they have received a termination form. If there is a Will the next of kin details are also required with copies of the Letters of Administration. If there is no Will any monies due will be payable to the Executor of the Estate.</p> <p>If the deceased employee was a member of the NHS Pension scheme, on receipt of the termination form the Pensions department will contact the next of kin to either arrange a meeting or to confirm documentation will be sent in the post so that the pensions administration can be processed.</p> <p>Where the payments due are in excess of £5,000 and there is no legal spouse/partner Grant of Probate will need to be obtained before any monies can be released.</p>
2.3	<p><b>General Guidance</b></p> <p>Line managers should consider in conjunction with family wishes any or all of the following:</p>

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	<ul style="list-style-type: none"> <li>• It might be seen as appropriate for a Director or Senior Manager to represent the UHB at a senior level by attending the deceased employee's funeral. Line Managers should discuss this with the family and assess whether or not it is appropriate. If so, the Director/Senior Manager's PA should be informed in good time to arrange attendance.</li> <li>• The involvement of the UHB chaplaincy team and a memorial service.</li> <li>• A message sent via the administrator email/intranet notifying the UHB of the deceased's death and, if appropriate, details of a memorial service.</li> </ul>
3	<b>DEATH AT WORK</b>
	<p>If someone died as a result of a work related activity the Incident, Hazard &amp; Near Miss Reporting Policy applies.</p> <p>If this scenario occurs the Line Manager must contact the Health &amp; Safety Unit immediately so that an immediate and urgent investigation can be undertaken.</p>
4	<b>CONFIDENTIALITY</b>
	<p>All calls, correspondence or queries in person relating to the death in service must be dealt with in a confidential and sensitive manner. Where there is likely to be press interest or it is appropriate for staff obituary, press releases etc. please contact the Assistant Director of Strategic Communications or a member of the Communications team immediately to brief them on the circumstances and agree a strategy for dealing with queries. No information should be given to any external enquirer; instead they should be referred to the Communications team.</p>
5	<b>SALARY SACRIFICE SCHEMES</b>
	<p>Where a member of staff has an agreement where payment for goods or services (e.g. Childcare Vouchers, Cycle to Work Scheme) is taken directly from their salary, the agreement will cease if the member of staff dies. No further payments will be deducted from their salary.</p>

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**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Caerdydd a'r Fro  
Cardiff and Vale  
University Health Board

Appendix 1

**DEATH IN SERVICE PROFORMA  
DETAILS FOR LETTER FROM CHAIR**

Title: Mr/Mrs/Miss/Ms/Dr/Other	
Name of Member of Staff:	
Job Title:	
Dept/Directorate/Location:	
Name of Next of Kin:	
Address of Next of Kin:	
Relationship of Next of Kin:	
Start Date in UHB ( <i>if known</i> ):	
Cause/Date of Death ( <i>if known</i> ):	

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<p>Please provide the Chair with a few comments to enable a more personal letter to be sent with condolences:</p>	
<p>Person Filing Details: Name/Job Title/Tel No:</p>	
<p>Please ensure all parts of this form are completed and e-mail if possible to:  <a href="mailto:Janice.Pitt@wales.nhs.uk">Janice.Pitt@wales.nhs.uk</a> or send to:  Janice Pitt, Room 9 - Boardroom Corridor, University Hospital Llandough, Penlan Road, Penarth CF64 2XX  Tel: 02921 826884 - Ext: 26884 UHL</p> <p style="text-align: right;">Thank you</p>	