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Death in Service

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3.00	Section 3.1 Awards, Recognition and Ceremonies Unit to be notified of a death in service at the same time as P&D Section 4.1 paragraph amended to note Creation of Briefing Note For The CC Form 153-001 to send with letter of condolence and addition of CC Executive`s Support team email address. Appendix D added to note Form 153-001. Section 9.1 paragraph added to note details of possible exemptions from Inheritance Tax, where a member of the emergency services dies in service under specific circumstances.	11/04/2016
4.00	Section 4.1 Amendment to mailbox address from DirectorHR@scotland.pnn.police.uk to DirectorPeopleandDevelopment@scotland.pnn.uk	18/07/2018
5.00	Reviewed and rewritten as part of policy simplification. Additional clarification added around letter of condolence and death notification process for SPA. Additional focus on wellbeing element – for manager, bereaved colleagues, and next of kin. Support provided by Scottish Police Federation, Trade Unions, and other staff associations highlighted as appropriate. Removal of specific pension/death in service benefit information; replaced by contact details for all pension administrators.	01/04/2019

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1 Overview

1.1 What is this about?

1.1.1 This information explains what should be done if a serving officer or member of staff dies. It provides information to help us support the family of the deceased, and deal with the necessary arrangements as efficiently as possible.

1.2 Who is this for?

1.2.1 This is for all officers and staff.

1.3 Key information

1.3.1 When one of our serving officers or staff dies, we will support the family or next of kin by:

- appointing a suitable contact for internal processes and family liaison (generally the Divisional Commander/Head of Department or someone delegated by them);
- processing any entitlement, benefits or pension documentation as quickly as possible; and
- completing all HR processes in an efficient and respectful way.

1.3.2 We will support colleagues by:

- letting them know about the death in an appropriate and sensitive way;
- granting requests for leave on compassionate grounds, if required; and
- signposting them to the Employee Assistance Programme (EAP) and/or relevant external support organisations.

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- 1.3.3 The nominated manager will have overall responsibility for ensuring all parts of this process are completed. People and Development (P&D) will support the manager, provide the necessary documents, and let the manager know more detail about which documents are required from the next of kin. For serving officers who die, the Scottish Police Federation will guide and support the manager, next of kin, and bereaved colleagues throughout this process too, and provide a more personal touch.
- 1.3.4 Staff associations can give support to the family or next of kin of their members who die in service. This may include financial assistance. Diversity staff associations may also be able to help and advise managers about death rituals and etiquette for their religion or culture, where required.
- 1.3.5 In some cases, it may also be useful to refer to the Investigation of Death SOP

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2 Officer/Staff

2.1 What you need to do:

2.1.1 If you are the first person to be told of the death of a fellow team member:

- ask for the name and telephone number of the person reporting the death, and their relationship to the deceased;
- check if the family has been notified (if the information comes from someone other than the family or next of kin); and
- tell the individual's manager or supervisor straight away. If their manager is not available, tell another manager or supervisor, preferably within the same department.

2.1.2 The death of a colleague can be a very difficult time. If you (or another colleague) need support in coping with the death of a colleague, support is available from:

- your manager; and/or
- the Employee Assistance Programme (EAP).

2.1.3 Additional support may be available from staff associations if you are a member.

2.1.4 There are also specialist organisations who can help with bereavement support. Details for the EAP and other organisations are in the Resources section.

3 Manager

When the line manager is told of the death of one of their team, they should tell the Chief Superintendent/head of department straight away. The Chief Superintendent/head of department will nominate a manager to deal with all aspects of this process, as follows.

3.1 What you need to do:

- 3.1.1 Contact People and Development (P&D), who will work with you and support you as you complete the following tasks:
- Advising the rest of the team/department.
 - Supporting the wellbeing needs of other team members.
 - Drafting letter of condolence to next of kin (Police Scotland only).
 - Arranging for letter of condolence to be sent out.
 - Liaising with the next of kin.
 - Liaising with any external organisations the individual may have been working with/for.
 - Any additional tasks relating to a death on duty/work-related death, where applicable.
- 3.1.2 You will need to do all of the above as soon as possible. The letter of condolence must be sent out no later than 48 hours after the death. You should contact the appropriate office with the relevant forms/letters no later than 24 hours after the death so that the family receive the letter of condolence as early as possible.
- 3.1.3 The Scottish Police Federation (SPF) or Association of Scottish Police Superintendents (ASPS) (depending on rank) are able to advise regarding any death benefits and insurances for officers. Both SPF and ASPS can be contacted via the Area Control Room (ACR) if you do not have contact details for your local representative, or the death takes place outwith office hours. The Employee Assistance Programme (EAP) is able to give emotional and practical assistance. Diversity staff associations are able to give practical guidance where relevant.
- 3.1.4 The following sections explain how to deal with each of these areas. There is also a checklist document (see the Resources section), which includes specific things to cover in your meetings with the next of kin.

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3.2 Advising the rest of the team/department

- 3.2.1 Let the rest of the team/department (and any other relevant colleagues) know about the death of their colleague in a sensitive way. This should be done in person, wherever possible. Remember that individuals will probably need some time and space to process this information.
- 3.2.2 Think about how much detail you give about the circumstances of the death, and remind team members to be sensitive when discussing this news with others. This should ensure that facts do not get confused, which can add to distress for friends and family of the deceased.
- 3.2.3 P&D can help you decide on the best way to break this news. The EAP offers support to managers in how to deliver bad news.

3.3 Supporting the wellbeing needs of other team members

- 3.3.1 Remember that your team may be suffering from bereavement so may need your support at this time. Consider giving time off to team members who are affected, and reallocating work, where appropriate. You should remind them that the EAP can offer free, confidential support and counselling.
- 3.3.2 The Health and Wellbeing team can advise on how you can support your team. The SPF can also support bereaved team members, either through group briefings, or individually. Diversity staff associations can provide guidance and information to colleagues about death rituals and funeral etiquette for particular religions or cultures, where appropriate. They can also help team members access their chaplaincy services.
- 3.3.3 If you are informing colleagues from outwith your team, consider their welfare needs too. It may be appropriate to signpost them to the EAP or invite them to any briefings you have with your team.

3.4 Arranging for letter of condolence to be sent out

- 3.4.1 **Police Scotland:** Complete the Briefing Note for the Chief Constable Form (153-001) and use the Letter of Condolence from the Chief Constable template (available from P&D) to draft a letter. Send both the form and the letter of condolence to the Chief Constable's Executive Support team, and cc in the Director of People and Development. (Contact details for both below.) The Executive Support Team will arrange for the letter to be signed and sent within 48 hours of the death. If you feel it would be appropriate, you may also send a letter of condolence on behalf of the department, but the letter from the Chief Constable must always be sent.

Or

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3.4.2 **SPA (except Forensic Services):** Send an email to the Chief Executive's Office (cc in the Director of People and Development), letting them know that the team member has died, and asking for a letter of condolence to be written and sent. (Contact details for both below.) They might contact you for more details to help them write the letter of condolence. The Chief Executive's Office will arrange for the letter to be composed and sent within 48 hours of the death. If you feel it would be appropriate, you may also send a letter of condolence on behalf of the department, but the letter from the Chief Executive must always be sent.

Or

3.4.3 **Forensic Services:** Send an email to the Director of Forensic Services (cc in the Director of People and Development and also cc in the PA to the Director of Forensic Services), letting them know that the team member has died, and asking for a letter of condolence to be written and sent (contact details for both below). The letter will be sent by the Director of Forensic Services/PA to the Director within 48 hours of the death. If you feel it would be appropriate, you may also send a letter of condolence on behalf of the department, but the letter from the Director of Forensic Services must always be sent.

3.5 **Liaising with next of kin**

3.5.1 Contact the next of kin and arrange to visit them. Given that the funeral may take place relatively quickly after the death, depending on the religious/cultural circumstances, you should make contact as soon as possible, so that funeral details can be passed to colleagues (where the next of kin has requested this).

3.5.2 You will need to do some preparation before you meet with the next of kin. P&D can advise on what benefit schemes and financial assistance the next of kin may be entitled to. They will also be able to advise on timescales for the individual's final salary payment.

3.5.3 The team member's SCoPE record may be marked as 'not in service' very quickly after their death. If you can no longer access it, P&D can give you contact details for the next of kin.

3.5.4 We understand that this will not be an easy meeting for you. So you may prefer to take another manager with you to this meeting, for support.

3.5.5 You should meet with the next of kin as soon as practicable, at a time and place that they have chosen. You should be sensitive to any cultural or religious arrangements that may be in place.

3.5.6 You will usually need to meet with the next of kin twice. The initial meeting will allow you a chance to offer condolences and check on their welfare needs. You may want to give them a copy of the Bereavement Support information sheet, which gives details of the organisations that can support

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them at this difficult time, and/or signpost them to relevant staff associations. The initial meeting will also be your opportunity to ask about funeral arrangements. If the next of kin asks any questions or raises any issues that you do not have the answer to, or will need to look into in more detail, let them know that you will find out and let them know as soon as possible.

- 3.5.7 You should confirm the next of kin's preferred method of contact, and check that email addresses are correct before sending any sensitive information. You should also give your contact details to the next of kin, and let them know that they can contact you if they have any further questions. Let them know how you will respond if you are off duty when they try to contact you.
- 3.5.8 After you have met with the next of kin for the first time, speak to P&D. Let them know what their wishes are regarding the funeral.
- 3.5.9 The follow up meeting will give you a second chance to check how they are coping and offer support. You should collect the paperwork that is needed for us to pay the final salary and any other applicable benefits to them. You should also make arrangements for uniforms, equipment, and/or resources to be returned at an appropriate time, and for the deceased's personal belongings to be returned to the next of kin in a sensitive, appropriate way. They may also want to get in touch with the Scottish Police Recreation Association (SPRA), if the deceased was a member, to discuss continuing their membership (and associated discounts), so you can give them contact details if required.
- 3.5.10 After the follow up meeting, send the death certificate and any other relevant paperwork to P&D. Once they return them to you, you should return them to the next of kin as soon as possible.
- 3.5.11 If the next of kin would like an obituary and/or funeral details to be posted on the intranet, speak to P&D, who will arrange for this to be posted on both the Police Scotland and SPA intranet. All requests for obituaries/funeral details to be put on the intranet must go through P&D, and not directly to the Internal Communications team.

3.6 Liaising with external organisations

- 3.6.1 If the team member was on secondment to (or working with/for) another organisation, you should let them know. Ideally, you should try to speak to the appropriate supervisor, where possible.

3.7 Death on duty

- 3.7.1 If the death was on duty (or work related), contact the Health and Safety Manager and Health and Safety Mailbox as soon as possible. They must let the Health and Safety Executive (HSE) know, as they may investigate the incident.

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3.7.2 Deaths that occur in the course of duty may have to be investigated. If this is the case, a Senior Investigation Officer and a Family Liaison Officer will be appointed. You, as the nominated manager, will still deal with all other aspects of the death, as detailed above. For all deaths on duty, you must also contact the Police Roll of Honour Trust with the following details:

- Full name
- Rank
- Age
- Circumstances
- Force/Federation point of contact

3.7.3 They will ensure that the team member's details are included in the:

- UK Police Roll of Honour
- National Police Memorial Day
- UK Police Memorial, Staffordshire (under construction)
- National Police Memorial, London

3.7.4 They also notify the Scottish Police Memorial Trust, who ensure that the team member's details are included in:

- The Scottish Police Memorial, Tulliallan
- Scottish Police Roll of Honour
- Scottish Police Memorial Service

3.8 Pension and other benefits

3.8.1 More details on pension death in service benefits can be found on the relevant pension administrator's website.

3.8.2 If the deceased was a member of the SPF or a Trade Union, P&D will inform them of the death, so that they can offer support to the family. The SPF may also provide financial assistance. Some financial assistance may be available from Trade Unions, depending on whether the individual had taken out insurance with them.

3.9 Making arrangements for a police funeral

3.9.1 For more information and guidance on police funerals and how to organise them, contact your local Awards, Recognition and Ceremonies Unit.

3.10 Contact details

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- Awards and Ceremonies East
- Awards and Ceremonies North
- Awards and Ceremonies West
- Health and Safety Mailbox
- Health and Safety Manager (REDACTED)
- Chief Constable's Executive Support team (Police Scotland only)
- Chief Executive's Office (SPA only)
- Director of Forensic Services
- PA to the Director of Forensic Services
- Director of People and Development Mailbox
- Police Roll of Honour Trust
- Scottish Police Federation

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4 Resources

Forms

- Briefing Note for the Chief Constable Form (153-001)

Reference Documents

- Bereavement Support factsheet
- Checklists

Related Procedures

- Career Break procedure
- Health and Safety procedure
- Investigation of Death SOP
- National and International Deployment Welfare procedure

Useful Links

- Cruse Bereavement Care Scotland (CBCS)
- Employee Assistance Programme online portal (username: REDACTED; password: REDACTED)
- People Experiencing Trauma and Loss (PETAL)
- Survivors of Bereavement by Suicide (SOBS)
- Finance Act (2015) – Part 2, Section 75
- Health and Wellbeing team site
- Pension Fund Administrators – Contact Details
- Scottish Police Recreation Association (SPRA) – contact us
- Staff Associations: Diversity staff associations
- Staff Associations: Scottish Police Federation
- Staff Associations: Unite the Union
- Staff Associations: UNISON



Death in Service Checklists

Checklist 1: General

To Do:	✓
Tell the Divisional Commander/head of department	
Advise People and Development	
Contact Scottish Police Federation/Association of Scottish Police Superintendents (ASPS) (officer only)	
Advise Training Management Coordination Unit	
Draft a letter condolence (Police Scotland only)	
Police Scotland only: Email Executive Support with the draft letter of condolence and Briefing Note for the Chief Constable Form (153-001) (cc in Director of People and Development)	
SPA only: Email the Chief Executive's Office to inform them of the death (cc in Director of People and Development)	
Forensics only: Email Director of Forensic Services (cc in Director of People and Development and PA to Director of Forensic Services)	
Contact any external organisation(s) the individual may have been working with/for (e.g. if seconded externally)	
Let the Health and Safety Manager know (if death on duty or work-related death)	
Meet with next of kin (initial meeting)	
Meet with next of kin (second meeting)	

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Checklist 2: Initial meeting with next of kin

To Do:	✓
Check how the next of kin and immediate family are coping	
Check if there are any particular religious or cultural beliefs or needs that you should be aware of when discussing the individual's death/funeral	
Ask about funeral arrangements:	
<ul style="list-style-type: none">• Date/time/location (if arranged) – or arrange to speak in a few days to find out, if not already arranged	
<ul style="list-style-type: none">• Are colleagues welcome?	
<ul style="list-style-type: none">• Should officers attend in uniform?	
<ul style="list-style-type: none">• Are flowers/charitable donations welcome?	
Offer support in making funeral arrangements, if needed	
Let them know about benefits that they may be entitled to:	
<ul style="list-style-type: none">• Death in service benefit (and spouse's/qualifying partner's pension and/or children's pensions, where applicable) from pension scheme	
<ul style="list-style-type: none">• Scottish Police Federation Death Benefit Scheme lump sum	
Check welfare needs and offer support if they need any	
Let them know about relevant support services, including the Employee Assistance Programme and staff associations	
Explain that you will be back to check how they are doing and collect the documents listed on Checklist 3	
Give them your contact details, if you have not already done this, so they can phone or email if they have any further questions or need to make you aware of any additional information	



Checklist 3: Follow up meeting with next of kin

To Do:	✓
Collect death certificate	
Collect the following (as applicable):	
<ul style="list-style-type: none"> marriage/civil partnership certificate 	
<ul style="list-style-type: none"> evidence of co-habitation for 2 or more years (where no marriage/civil partnership exists) 	
<ul style="list-style-type: none"> children's birth certificates 	
<ul style="list-style-type: none"> any other paperwork that is required for payment of death in service benefits 	
Give pension form and ask for relevant section(s) to be completed (you will then need to return the completed form to People and Development)	
Ask them to complete bank details form for Payroll, so that final salary can be paid into their bank account. (Usually only required if there is no pension form – but check with P&D if unsure.)	
Let them know when the individual's final salary will be paid into their account	
Ask whether they would like an obituary put on the Police Scotland and SPA intranet (you should then let People and Development know)	
Put in place arrangements for the return of uniform, equipment, and/or resources that belong to SPA/Police Scotland	
Mention possibility of continuing SPRA membership (if deceased was a member) – contact SPRA to discuss	
Put in place arrangements for the deceased's personal belongings to be returned to the next of kin	
Check if there is anything else that you/the organisation can do to support the next of kin/family at this time	



Appendix B

Bereavement Support Information

We understand that this will be a very difficult time for you and your family. There are many organisations who can offer support and guidance, including our own Employee Assistance Programme. We have put together a list of some organisations that we think could be helpful to you and your family just now or in the future. We hope that you find these useful.

Practical advice

Scottish Government 'Death and bereavement' page

<https://www.mygov.scot/births-deaths-marriages/death-bereavement/>

This gives information about registering a death, benefits that spouses may be entitled to, wills, inheritance tax, and more.

Bereavement Advice Centre

<https://bereavementadvice.org/>

0800 634 9494 (Monday to Friday, 9am – 5pm) Information provided includes how to plan a funeral, how to close down social media and email accounts, and how to stop junk mail being sent to the person who has passed away.

HMRC

<https://www.gov.uk/government/organisations/hm-revenue-customs/contact>

HMRC will be able to check if any tax is owed or due to you. They will also be able to advise on Child Allowance and/or Guardians Allowance, if applicable.

Emotional support

Employee Assistance Programme

TELEPHONE NUMBER REDACTED

The Police Scotland/SPA Employee Assistance Programme is available to officers, staff, and family members in the same household (over 16s only). It can offer emotional support, practical advice, guidance, and counselling.

Cruse Bereavement Care Scotland (CBCS)

<http://www.crusescotland.org.uk/support.html>

0845 600 2227

Cruse Bereavement Support Scotland provides support for both adults and children/young people. They offer a national helpline, support groups, and a number of leaflets that can help you understand and cope with your grief.

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Care of Police Survivors (COPS)

<http://www.ukcops.org/>

COPS helps the families of officers who have lost their lives on duty. It offers peer support and information to the surviving family members. It also organises social events for the bereaved families, and can fund 10 hours of driving tuition for surviving children of officers who lost their lives on duty.

Childline

<https://www.childline.org.uk/>

0800 1111

A free, confidential support service that children and young people (up to the age of 19) can contact by phone or email, or through one-to-one counsellor chat. It can offer support, guidance and counselling after the death of a loved one. It also has a bereavement information page.

The Compassionate Friends

<https://www.tcf.org.uk/>

The Compassionate Friends offer support for bereaved parents, siblings, and grandparents who have suffered the death of a child of any age. They offer this through a telephone helpline, an online forum, and support groups.

People Experiencing Trauma and Loss (PETAL)

<http://www.petalsupport.com/>

01698 324502 (Monday – Thursday 9am – 5pm; Friday 9am – 4pm)

PETAL offers support to people who have been bereaved through murder or suicide. They offer therapy sessions to help those suffering the loss of a loved one by murder or suicide. They also help children and young people, and can help parents unsure of how to talk to their children about what has happened.

Police Dependants' Trust

<https://www.pdtrust.org/>

020 89416907

The Police Dependants' Trust offer support and financial assistance to the loved ones of officers who are killed on duty. Officers do not need to have donated to the organisation for their dependants to be eligible for support.

Samaritans

<https://www.samaritans.org/>

116 123

Samaritans is a service for anyone who feels they do not know where to turn. They offer a safe place to talk about anything that is causing upset or distress, including the loss of a loved one and the impact this is having.

Survivors of Bereavement by Suicide (SOBS)

<https://uksobs.org>

0300 111 5065 (9am – 9pm Monday to Friday)

SOBS supports over 18s who have been bereaved by suicide. Their helpline gives you the chance to talk to other people who have been bereaved by suicide, who can support you and help you realise that you are not alone.

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Appendix C

Death in Service Process Map

