



People & Performance

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Death in Service

Introduction

When an employee dies, please read this whole document before taking action. If you have problems, seek guidance from your HR Business Partner.

Process for when an employee dies in service.

1. On receipt of notification of an employee's death (e.g. by relatives), a Service Senior Manger should delegate one officer to handle process completely. The delegated officer should remain the primary point of contact for family and for all enquiries (e.g. for gathering personal effects). This is important for the bereaved - too many people involved may become confusing and could lead to irretrievable errors. Make sure that the delegated officer has a copy of this guidance. The exception to this is for ongoing payroll and/or pension related matters.
2. The delegated officer should contact the Payroll Team, Pension Team and Service HR Business Partner to verbally to notify them of the death. The delegated officer should then arrange completion of an electronic leaver form.
3. If the employee had pension benefit entitlements, then the Pension Team should contact the next of kin direct to arrange payment of any balance of wages/salary and pension benefits that may be due. If the employee had no pension benefit entitlements, contact should be made by the Payroll Section, to arrange payment of any balance of wages/salary.
4. Close colleagues of the deceased should be made aware of the sad news and informed who has been appointed to handle the process on behalf of the Council.

5. The delegated officer should inform the Service Strategic Committee Chair to advise of action taken/to be taken.
6. If death occurred as a result of an incident at work or a possible work related incident, then the delegated should officer inform the Health Safety & Wellbeing Manager as soon as possible.
7. The delegated officer should establish the next of kin and makes contact to offer assistance. Confirm that Pension or Payroll Section will be in touch concerning wages/salary and pension entitlement.
8. A letter of condolence should be drafted to be signed in due course by Director and sent after funeral. Personal effects should be gathered together for handing over to the next of kin following funeral.
9. The delegated officer should establish the date, time and place of funeral and ensure Directors/HQ Senior Officers/Area Service Managers and colleagues are advised and make arrangements for flowers or wreath to be sent on behalf of colleagues & Council.
10. If the employee was a member of a Trade Union, the delegated officer should advise the local full-time officer (Payroll can advise if person had automatic deductions of union dues and to which union individual belonged).