



UNIVERSITY OF
LINCOLN

STUDENT DEATH PROTOCOL

Scope of Policy:	This protocol sets out the procedure to be followed in the instance of a student death.
Author and contact for further information:	Head of Student Services / Deputy Academic Registrar
Applicable to:	Staff and students
Consultation Process:	Education & Student Life Committee
Approval Body:	Academic Board
Date of Approval:	9 November 2022
Date of Implementation:	As above
Review Date:	Every two years
Version:	As referenced in footer

Student Death Protocol

1. Introduction

This document sets out the roles and responsibilities for University of Lincoln staff when notified of a student death. The purpose of the guidance is to ensure that information is transmitted promptly, on a need-to-know basis and that all University departments involved are aware of what can be expected of them and of their colleagues.

2. How to report a student death

Information regarding a student death could be received via several routes, including:

- From an academic member of staff
- From fellow students
- From an accommodation provider
- From the University Security Team
- From the Police
- From the family of the deceased*

In the event that information of a student death is received, it must be reported immediately to the Academic Registrar or in their absence, the Head of Student Services/Deputy Academic Registrar on extension 6400.

If the death is sudden and has not been reported to Emergency Services, this must be done immediately by telephoning 999. University Security should also be informed on 01522 88 6062*.

If information of a student death has been received by the family of the deceased, it is likely that they have notified the emergency services and they are passing this information over to the University.*

**Exercise caution when talking to members of the public. Unfortunately prank calls or calls from media posing as family members can be a possibility and therefore it is essential to check details. Under no circumstances must information on a student be passed to anyone external to the University without checking first.*

3. Immediate Response Team

Following the receipt of the initial notification, an Immediate Response Team will take responsibility for coordinating the University's response. They will provide updates on matters as they progress and will ensure communications are regular and accurate.

The immediate response team includes the following staff:

Member of staff	Role
Academic Registrar (Judith Carey)	To liaise with Senior Team
Head of Student Services / Deputy Academic Registrar (Jacqueline Mayer)	To liaise with Communications, Development and Marketing department (CDM), Student Admin and other areas to inform (If Academic Registrar not available will also complete above)
Head of Student Wellbeing (Julie Spencer)	To liaise with family, students, Police, NHS and/or Coroner (to provide a point of contact within the University for next of kin)
Head of Student Support (Rebecca Courtaux)	For general support to students and Students Loans Company (SLC) and prepare Residence Life support if required

The immediate response team will gather information on the background of the deceased student and any contact which may have occurred with support services previously. They will also gather names of other students involved or directly affected by the incident to ensure that support is available. They will also liaise with the Police or other relevant external agencies to gather information and updates.

4. Next steps following the notification

Depending on the circumstances of the death, several actions will take place with the main priority to gather as much information as possible and to confirm the identity of the deceased.

Following this, the Academic Registrar, or in their absence the Head of Student Services / Deputy Academic Registrar or nominee, will immediately contact the members of staff/departments outlined in the table below to alert them to the situation on a 'need to know' basis until further information has been received. This information may be of a sensitive nature and therefore should not be circulated wider unless instructed.

<u>Outside of Student Services</u>	<u>Reason for notification</u>
On Duty incident Manager	To assess level of incident and instigate formal incident management process if necessary.
Vice Chancellor (cc Linda Marshall) or in their absence a Deputy Vice Chancellor (DVC).	For information and to write condolence letter if required.
Pro Vice Chancellor (PVC) /Head of School	The relevant PVC/Head of School will officially inform staff and relevant student cohorts of the death and ensure that they are aware of support available to them.
Student Services – Head of Student Support, Head of Student Wellbeing, Head of International College and Chaplaincy Co-ordinator	Student Services will ensure that any students who are affected by the death are given priority support either individually or in groups.
CDM (Ian Richard)	To manage media and to prepare a suitable statement for release if requested by the press.
Head of Student Administration or Deputy Head of Student Administration (Alex Jones or Caroline Connell)	The Head of Student Administration or nominee will lock the student's record to ensure that no further correspondence is sent out. The next of kin details (name and address) will be noted for further communication
Finance (Michelle Toyne)	To ensure that any outstanding debt is managed.
Library (Lesley Thompson)	To ensure that any outstanding Library fines are managed.
Students' Union (SU) (James Brooks and Hannah Coleman)	For SU records and support
Accommodation (Alison Godfrey/Ben Ball)	Residential Services will offer advice to directly affected students on their options if they are unable to access their accommodation or do not wish to remain there.
Security Manager (Lee Jones)	To manage on campus presence of emergency services
Careers & Employability (only applies to students who have graduated) (Harpaul Dhindsa)	To lock record on Careers database

International Office (Peng Issit and Stefan Prest) (only applies to international students)	To assist with communications, embassies, next of kin etc
Multi Faith Chaplaincy Co-ordinator (Subash Chellaiah)	To assist with support for staff and students affected.
UOL Health Centre GP (If registered there)	

It is vital that the name of the deceased student is not circulated wider than the above group until confirmation has been received via an official route on the identity of the student. This is to protect any individuals against hoax information or malicious intent.

5. Confirmation of deceased

Once confirmation of the name of the deceased has been received and it has also been confirmed that the next of kin have been informed, the following actions can take place:

- **Press Enquiries**

It is normal for the local media to make enquiries if they are made aware of an incident. They may have received information via social media or by the presence of emergency services at a location. All press enquiries should be directed to the Press Office to respond to. Under no circumstances should any details regarding the incident be passed on to anyone other than the immediate staff outlined above.

- **Distressed students**

There may be a number of students who are in distress as a result of the incident who may have been present at the time or live in the same accommodation or know the student who has died. These students may need to be interviewed by the Police or Coroner which may also be a stressful experience for which they require support. If any students require immediate support, the Student Wellbeing Team should be informed so that they are able to follow up directly with the students involved. The Student Wellbeing Team will also facilitate any Police interviews on campus if required.

- **Notification of Next of Kin**

Depending on the circumstances, the Coroner or another member of the emergency services will normally notify the next of kin of the death. This task may be assigned to the consulate or embassy if the next of kin is overseas.

Under no circumstances should any member of University staff contact the next of kin or publicly release the name of the deceased until confirmation of notification to the next of kin has been confirmed by the Police.

6. International Students

It is important to consider the deceased student's faith / cultural background when making any decisions. There may be an expectation from the family and friends of the deceased that their normal rituals are performed.

Bereavement is different for each person; their culture / faith may influence the response to a bereavement. The bereaved student/s may need the opportunity to perform certain rituals, in line with their cultural / faith norms. Bereaved students may want to access spiritual / cultural support, as well as wellbeing support so this should be taken into account when offering support for the bereaved.

If the deceased student is an international student, communication with the family may be difficult due to language barriers. The Director of the International Office will take a key role in helping to facilitate communication with the family. Depending on circumstances, the family of the deceased may wish to travel to the UK. If this happens then the International Office, relevant School and Student Services will liaise appropriately to help to facilitate this.

7. Notification of death received from the family of the deceased

If notification of a student death is received directly from the family it is normally for information only. In these circumstances the Academic Registrar or nominee will send official notification to key

members of staff who will arrange for letters of condolence to be sent and details of any funeral arrangements to be passed on if the family wishes them to do so. Student Services will act as a liaison point for the family for advice and guidance to make arrangements to notify relevant organisations e.g. Student Finance England etc. and also be available for any other students directly affected by the death to access support.

8. Suicide

If a student has died by completing suicide, The Student Wellbeing Centre will capture data from the death of the student. This will help the university learn from any deaths by completed suicide so the University can continue to work on suicide prevention strategies. The University's Suicide Prevention Intervention Postvention Group (SPIPG) will also carry out a serious incident review for every student that dies by suicide.

9. Action on discovery of a body of a deceased student

Steps to take if a member of staff discovers a body:

- Call 999
- Do not touch or move the body or any objects at the scene
- Immediately notify the Security Office. Security will then immediately notify the Head of Security (or nominee)
- Take a note of any witnesses (any other persons present at the time of discovering the body) and forward this information to Security

If information of a student death received out of working hours, the Security Team to be informed immediately in order to escalate to on duty Incident Manager: Tel 01522 886062

Telephone Numbers:

Student Services – 01522 886400/01522 837080

Security – 01522 886062

FLOWCHART OF PROCESS FOR DEALING WITH THE DEATH OF A STUDENT

