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|  | **STUDENT DEATH PROCEDURES****Owner: Head of Student Services****Effective Date: April 2018** |
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|  | **procedures to be Followed in the event of the death of a student** |
| **1.** | **scope and purpose** |
| 1.1 | These procedures are for BU and student accommodation staff to follow in the event of a student death. For the purposes of this policy, an incident in externally-managed student accommodation will be treated in the same way as on university property. |
| 1.2 | Thankfully the death of a student is relatively rare. It is still necessary, however, to have procedures in place for dealing with such incidents. The actions required by the University will depend on a number of factors but at all times will:* Ensure the appropriate level of response
* Be carried out in a sensitive and compassionate way, ensuring that there is appropriate support for staff and students who may be affected by the death as well as an appropriate level of engagement with the family of the deceased
* Provide clear lines of responsibility
* Ensure that the University complies with any legal obligations that it may have, and ensure that all appropriate documentation is maintained.
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| 1.3 | Every incident will be different, but a common-sense and calm approach will be applied to ensure that the action taken is appropriate to that particular case. These procedures are therefore provided as guidance rather than prescriptive actions. |
| **2.** | **UNIVERSITY INVOLVEMENT** |
| 2.1 | The degree of University involvement will depend on the circumstances and cause of the student’s death. If a student dies on university property, in student accommodation or while engaged in university activity (e.g. placement or sports event) BU will have significantly more involvement than if a student dies at home following a long illness. |
| 2.2 | In all cases, consideration will be given to the support which may be required for any students or members of staff who are specifically affected by the death, for example if they have lost a good friend or if they have discovered a body or injured person. |
| 2.3 | If a student dies following an incident on university property, including student accommodation, and/or following an accident, crime or infectious disease, the incident will be managed via the BU Major Incident Plan and the Major Incident Group (MIG). |
| **3.** | **INCIDENT MANAGEMENT** |
| 3.1 | To ensure effective incident management, the BU Emergency Management structure will be followed in response to any sudden student death. Any member of staff who learns of a sudden student death must inform the Serious Incident Officer (SIO) via the BU Emergency Number 222 (01202 962222). The SIO will ascertain all the available facts and inform the MIG Co-ordinator as per the Major Incident Plan. The MIG Co-ordinator will decide whether to inform the MIG Leader, who will decide whether to invoke the Major Incident Plan. |
| 3.2 | If the Major Incident Plan is not required, the MIG Co-ordinator will instruct the SIO on any local action required. The SIO will normally be asked to notify the Head of Student Services for example, and may be asked to act as the Main Incident Contact with the Emergency Services. The SIO must submit a SIO Report detailing all actions taken. |
| 3.3 | If the Major Incident Plan is required, the MIG Leader will decide who is required to assist and will instruct the SIO and/or MIG Co-ordinator on the actions required – for example notifying the Head of Student Services, Residential Services Operations Manager and Head of Health, Safety and Wellbeing, and whether a meeting of the Major Incident Group is required. The MIG Leader will determine whether any member of staff is required to attend the scene and instruct the most appropriate person accordingly. |
| 3.4 | The MIG Leader is responsible for managing the BU response to incidents in student accommodation as well as on BU property, and will liaise with the most senior person in that accommodation. Further information, including contact details, is set out in Appendix X Operation Manhattan (Halls of Residence checklist).  |
| 3.5 | If the death is caused by, or may be caused by, a communicable disease, the procedure for dealing with communicable diseases (including meningitis and meningococcal disease) will be invoked (Appendix G of the Major Incident Plan) I:\OVC\Public\Business Continuity\Major Incident Plan\Appendices. |
| **4.** | **DISCOVERING A DEATH** |
| 4.1 | Any discovery of a death or serious injury on campus should immediately be notified to the Emergency Services by dialling 222 from an internal phone or 01202 962222 from an external or mobile phone. The 222 operator will contact the SIO once the Emergency Services have been called. Anyone finding a seriously injured or deceased student off campus must dial 999.  |
| 4.2 | Care must be taken to secure the surrounding area and ensure that the scene is not disturbed in any way. The SIO will liaise with the Emergency Services and follow their instructions, unless and until instructed otherwise. |
| 4.3 | The police will arrange for the removal of the body and they will formally notify the next of kin. They may wish to interview witnesses and/or seal off parts of the campus if required. No confirmation of any details may be released until the next of kin have been informed and all communications must be authorised by the Major Incident Group Leader.  |
| 4.4 | The Head of Health, Safety and Wellbeing should be informed so that he/she can ascertain whether it is a reportable incident and, if so, decide who is responsible for doing so (e.g. BU or a private accommodation provider) and confirm to the MIG Co-ordinator that this has been done. Reports will usually be made directly to the HSE, who will decide whether any other agencies, such as the local council environmental health team, need to be involved. |
| **5.** | **THE ROLE OF INTERNAL STAKEHOLDERS** |
| 5.1 | The Major Incident Group Leader will decide who needs to be informed immediately following notification of an incident, usually:* Head of Student Services
* University Chaplain
* Residential Services Operations Manager
* Head of Communications
* Director of Estates
* Accommodation Welfare Officer
* Faculty Contact, e.g. Director of Operations or ESM
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| 5.2 | Once the immediate actions have been taken, the following actions are required: |
| 5.2.1 | Head of Student Support Services:* Arrange for all student records to be updated and determine whether any refunds are due
* Liaise with internal stakeholders and advise on procedural issues/updates, such as SITS, BluQube, SportBU
* Liaise with Head of Communications on any specific communications
* Inform askBU staff in case of query
* Ensure that all information required by the police and coroner is collated and submitted as soon as possible.
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| 5.2.2 | University Chaplain:* Offer immediate support to students or members of staff who have been affected by the incident
* Act as the primary contact (family liaison) with the student’s next of kin to offer support and assistance, and liaise with other members of the University on their behalf, e.g. return of personal belongings.
* Share details of the funeral arrangements once these are known
* Liaise with the relevant faculty to ensure that transport is made available for any students who wish to attend the funeral
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| 5.2.3 | Residential Services Operations Manager:* Alert Welfare Coordinators to ensure that students are informed of and understand how to access the appropriate support services (note this is not an on-call or professional support role).
* Ensure that alternative accommodation is arranged promptly for those who need it
* Ensure those with PEEPS and other special needs are provided for
* Provide day-to-day liaison with next of kin (via the Chaplain if appropriate) regarding accommodation queries
* Ensure that the BU Comms Team is in touch with the private providers Comms Team if appropriate
* Ensure that accommodation records are updated and financial accounts are reconciled.
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| 5.2.4 | Head of Communications:* Draft press releases, monitor press and social media activity, and liaise with the media as required
* Assist the Faculty and Head of Student Services with any specific comms
* If appropriate, liaise with private provider Comms Teams to coordinate an agreed/joint response

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| 5.2.5 | Director of Estates:* Assess whether any specific action is required to secure or repair buildings, rooms or property and arrange for this to be done
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| 5.2.6 | Accommodation Welfare & Communities Officer: (does this need to be in separately?)* Ensure that students are informed of and understand how to access the appropriate support services
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| 5.2.7 | Faculty Contact, e.g. Director of Operations or ESM* Notify programme leader and liaise with the Head of Student Services regarding how and when to notify the student’s cohort.
* Arrange further student support as required
* Liaise with University Chaplain over funeral arrangements, etc.
* Update Faculty records
* Liaise with next of kin on specific study queries
* Send letter of condolence and arrange for flowers to be sent to funeral or charity donation once details are known
* Process award for aegrotat degree or similar, if appropriate
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| 5.2.8 | MIG Co-ordinator* Ensure that all stakeholders have been informed, including the Vice-Chancellor, Board Chairman, OfS and the university’s insurers (UMAL).
* Consider whether it’s appropriate to liaise with the student’s former school or college.
* Arrange for a letter of condolence to be sent to the next of kin from the Vice-Chancellor (copy to the Head of Communications).
* Arrange post-incident review and ensure all actions are completed.
* Draft summary report for MIG and the Audit, Risk and Governance Committee.
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| **6.** | **LINKS TO OTHER BU DOCUMENTS**This document forms part of the BU Major Incident Plan: I:\OVC\Public\Business Continuity\Major Incident Plan |  |
| **7.** | **FLOWCHART**A flowchart summarises the actions required. |  |

MB/RW/SNS

April 2018