



# Cabinet (Resources) Panel

17 June 2014

<b>Report title</b>	Corporate Condolence Protocol	
<b>Cabinet member with lead responsibility</b>	Councillor Paul Sweet	
<b>Key decision</b>	No	
<b>In forward plan</b>	No	
<b>Wards affected</b>	All	
<b>Accountable director</b>	Keith Ireland, Delivery	
<b>Originating service</b>	Office of the Chief Executive	
<b>Accountable employee(s)</b>	Tessa Johnson	Graduate Management Trainee
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<b>Report to be/has been considered by</b>		

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## Recommendation(s) for action or decision:

Cabinet Resources Panel is recommended to:

1. Approve the corporate condolence protocol to be implemented when required.

## **1.0 Purpose**

- 1.1 This report outlines the corporate condolence protocol (attached as Appendix A) which has been created to ensure a consistent and efficient response to the deaths of significant public figures or members of the Royal Family. The protocol enables a coordinated response from a number of service areas, including communications, human resources and facilities. The protocol will be maintained by each service area and followed automatically when a notable figure dies.
- 1.2 Ensuring there are condolence books already purchased and measures already put in place will enable a fast and smooth response from the Council.

## **2.0 Background**

- 2.1 The Communications team has previously been responsible for condolence procedures, but there was no set protocol to follow to ensure consistency.
- 2.2 The protocol was written in light of recent deaths of notable figures such as Nelson Mandela, to ensure that in the future there would be an automatic and fast response. It is particularly important to be in place in case of the death of Her Majesty or another major Royal.

## **3.0 Discussion**

- 3.1 This report was considered by Delivery Directorate Leadership Team (DDLTL) on 1 April 2014 and Strategic Executive Board (SEB) on 20 May 2014 and subsequent amendments were made. It has been reviewed by Human Resources to ascertain there are no significant HR implications.
- 3.2 Colleagues from Facilities and Communications have also reviewed and commented upon the protocol.
- 3.3 The use of an online condolence book was suggested, which may be established in due course. However, this protocol establishes the most basic requirements as a starting point.

## **4.0 Financial implications**

- 4.1 There will be a small cost associated with purchasing condolence books, but this can be funded from existing Communications team revenue budgets. [GE/02062014/M]

## **5.0 Legal implications**

- 5.1 There are no legal implications associated with this report. [RB/02062014/K]

## **6.0 Equalities implications**

- 6.1 There are no equalities implications associated with this report.

## **7.0 Environmental implications**

7.1 There are no environmental implications associated with this report.

## **8.0 Human resources implications**

8.1 There may be human resources implications in the case of the death of the Monarch as the day of the state funeral would most likely be granted as an additional bank holiday. This would be dealt with at the time by the Chief Human Resources Officer and carried out in a similar manner to the additional bank holiday for the Royal Wedding.

## **9.0 Corporate landlord implications**

9.1 There are no corporate landlord implications.

## **10.0 Schedule of background papers**

10.1 N/A

## Appendix A

# Corporate Condolence Protocol: local person of note or non-Royal

This protocol should be followed in the case of the death of a local significant public figure, or of a national significant public figure who is not a major Royal.

## Communications

Action	Additional Information	Person Responsible
Inform Chief Executive and Leader and implement condolence protocol		Head of Communications, or an 'on call' Communications Officer
Add article from the Mayor to website home page	This will signpost the details of the book of condolence.	Communications Officer Mayor
Publish press release from above onto City People and inform employees of any procedures e.g. minute silence.		Communications Officer Mayor
Minutes/ two minutes silence	In the case of a significant public figure who is not a member of the immediate Royal family, monitor media to ascertain whether and when a silence would be appropriate.	Communications Officer

## Flag Flying

Action	Additional Information	Person Responsible
In The Director of Delivery will decide when to fly the flag at half-mast.	The union flag should be flown at half-mast from the main flag pole. The council flag may be flown from another pole, at half-mast, but must be lower than the union flag.  When raising the flag, it must be first raised to the	Director of Delivery  Implemented by keepers via Facilities Management

	top of the flag pole for a few seconds and then lowered to the position of half-mast (which is not halfway down the pole, but rather one third down.)	
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## Book of Condolence

Action	Additional Information	Person Responsible
Table to be prepared	The table will be placed between the two pods in the main concourse, ground floor, with a chair.	Keepers via Facilities Management
The book of condolence is to be opened on the first working day.	Spare condolence books will be kept by communications.  A loose leaf binder will be used.	The Mayor will sign the book first, with a section reserved at the front of the book for the Leader and Chief Executive to sign.
Notice placed on noticeboards and at reception	Template for notices and tent cards below	Communications Officer
The book of condolence will be closed when appropriate and an individual bookplate written and placed in the front.  The book is then placed in the Wolverhampton archives. When appropriate, alternatively the book can be presented to the person's family.		Head of Communications

## Actions for non-Royal persons of note

### Communications

- Purchase books of condolence to be kept in storage:
  - [Loose leaf book](#) for non-Royal person of note.
- Loose leaf pages to be designed and printed in house by the Studio in advance

## Keepers

- Instructions for layout of table to be maintained
- Flag flying policy to be maintained.

# Corporate Condolence Protocol: Royal Family

To be followed in the case of the death of the monarch or other members of the immediate Royal family

## Communications

Action	Additional Information	Person Responsible
Inform Chief Executive and Leader and implement condolence protocol		Head of Communications, or an 'on call' Communications Officer
Add article from the Mayor to website home page using pre-prepared press release.	Pre-prepared press releases are kept by the corporate communications team and attached below and can be personalised by the Mayor.  This will signpost the details of the book of condolence.  This should happen even on a weekend/holiday.	Communications Officer  Mayor
Publish press release from above onto City People and inform employees of any procedures e.g. minute silence.	Pre-prepared press releases are kept by the corporate communications team and can be personalised by the Mayor.  This will signpost the details of the book of condolence.  This should happen even on a weekend/holiday.	Communications Officer  Mayor
Minutes/ two minutes silence	Receive guidance from the Palace as to when silence will be held. For Her Majesty Queen Elizabeth, Queen Mother, two	Communications Officer

	minutes silence were held during her funeral.	
<p><b>In the case of the death of the sovereign.</b> Announce closures of schools and services via internal and external communication.</p>	<p>The day of the state funeral could be a national holiday.</p> <p>This would most likely be awarded as an additional national holiday day to all staff in a similar way to the bank holiday of the Royal Wedding.</p> <p>The same services which usually remain open on a bank holiday would do so.</p>	<p>Communications Officer to announce the national holiday, working alongside HR</p> <p>Head of Human Resources to agree national holiday</p>
<p><b>In the case of the death of the sovereign.</b> On Proclamation Day (when the new monarch is announced) the new monarch is immediately named at Accession Council in Westminster.</p>	<p>Communications Officer should respond to guidelines issued at the time by the Palace.</p> <p>These will most likely stipulate the declaration of the new monarch at the city hall which should be read by the mayor or chief executive. The mayor should be present.</p>	

## Flag Flying

Action	Additional Information	Person Responsible
<p><b>In case of the death of the Sovereign</b> the flag should be flown at half-mast as soon as possible, even on a public holiday or weekend, until after the funeral (except on Proclamation Day).</p> <p>In the case of the death of a member of the royal family, the funeral of a prime minister or ex-prime minister or the funeral of</p>	<p>The union flag should be flown at half-mast from the main flag pole. The council flag may be flown from another pole, at half-mast, but must be lower than the union flag.</p> <p>When raising the flag, it must be first raised to the top of the flag pole for a few seconds and then lowered to the position of half-mast (which is not</p>	<p>Keepers via Facilities Management</p>

foreign prime minister, the sovereign may instruct the flag to be flown at half-mast.	halfway down the pole, but rather one third down.)	
<b>In case of the death of the sovereign</b> the flag must be raised to full-mast on Proclamation Day (when the new monarch is announced).	It must be raised to full mast at 11am until sunset, after which it must be lowered to half-mast until after the funeral.	Keepers via Facilities Management

### Book of Condolence

Action	Additional Information	Person Responsible
Table to be prepared	<p>The table will be placed between the two pods in the main concourse, ground floor, with a chair.</p> <p>A framed photograph should be placed next to it.</p> <p>Photographs are to be kept by communications.</p>	Keepers via Facilities Management
The book of condolence is to be opened on the first working day.	<p>Spare condolence books will be kept by communications.</p> <p>For immediate royals, a bound leather book will be used.</p>	The Mayor will sign the book first, with a section reserved at the front of the book for the Leader and Chief Executive to sign.
Notice placed on noticeboards and at reception	Template for notices and tent cards below	Communications Officer
<p>The book of condolence will be closed when appropriate and an individual bookplate written and placed in the front.</p> <p>The book is then placed in the Wolverhampton archives. If desired, a letter of sympathy may be</p>		Head of Communications



written to Buckingham Palace (or relevant body) highlighting the existence of such a book of condolence, to provide a cross reference.		
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### **Actions for Royal protocol Communications**

- Templates of communications in the case of the death of a major royal to be drafted and kept by the corporate communications team, to be personalised by the Mayor.
- Photographs of HM the Queen and HRH Prince Philip to be printed and framed
- Templates of tent cards and bookplates to be designed by the Studio, to be ordered at short notice with the appropriate name inserted
- Purchase books of condolence to be kept in storage:
  - [Leather condolence books x 2](#) (for HRH the Queen and HRM Prince Philip)
- External calligrapher to write generic message on the top of pages of gold edged books

### **Keepers**

- Instructions for layout of table to be maintained
- Flag flying policy to be maintained