

BRECKLAND COUNCIL



**PROTOCOL FOLLOWING THE DEATH
OF A SENIOR MEMBER OF THE ROYAL FAMILY**

THE ROYAL FAMILY

The protocol applies as follows.

H.M. The Queen (The Sovereign)
H.R.H. The Prince of Wales
H.R.H. The Duchess of Cornwall
H.R.H. The Duke of Cambridge
H.R.H. The Duchess of Cambridge
H.R.H. Prince George of Cambridge
H.R.H. Princess Charlotte of Cambridge
H.R.H. Prince Louis of Cambridge
H.R.H. The Duke of Sussex
H.R.H. The Duke of York
H.R.H. The Earl of Wessex
H.R.H. The Princess Royal

Summary of Funeral Arrangements

HM The Queen will be given a State Funeral.

HRH The Prince of Wales will be given a Ceremonial Royal Funeral.

All others on the list above will be given non-Ceremonial Royal Funerals.

Contents

Contents	Page 3
Implementation of the Protocol	Page 4
Summary of National Events	Page 5
Initial checklist on hearing news	Page 6
Flag Flying	Page 7
Books of Condolence	Page 8
Flowers	Page 9
Events during the period of mourning	Page 10
Proclamation arrangements	Page 11
Proclamation and Mourning Dress Code	Page 12
Marking a Silence	Page 13
Letters of Condolence	Page 14
Annexe 1 Flying Flags	Page 15
Annexe 2 Chairman's Statement	Page 16
Annexe 3 Reading of the Proclamation	Page 17
Annexe 4 Contact List	Page 18
Annexe 5 How to drape black ribbon	Page 19
Annexe 6 Protocol for a Senior National Figure	Page 20
Annexe 7 BDC Website	Page 21
Annexe 8 Letter of Condolence	Page 22
Annexe 9 D-Day Checklist	Page 23
Annexe 10 Timetable	Page 26
Annexe 11 During National Restrictions (COVID-19)	Page 27
Annexe 12 eBooks of Condolence	Page 28
Annexe 13 Out of Hours Duty Officer Guide	Page 29
Special Notes	page 30
Supplier's	page 31
Breckland Contact List	Page 32

Implementation of protocol

This Protocol has been approved by Breckland Council's Chief Executive.

Breckland Council is referred to as BDC and the authority (Chief Executive) is referred to as CE in this document.

- The protocol will be implemented on the **formal announcement** of the death of any of the Senior Members of the Royal Family named in this protocol once verification from The Lord-Lieutenants office has been received.
- Verification should be expected by various means of contact:

1. Via WhatsApp message (to county civic group) enabling the County to react as a collective and in unison

2. By official announcement from the DLUHC to the Chief Executive confirming the mourning period has started and that Local Authorities should follow the guidelines

3. Should the news break before the above have reached us, then the protocol can be activated once the official announcement is added to the Palace gates.

- Implementation of this protocol will be authorised and overseen by the CE.
- The table below has been confirmed and acknowledged with NCC as BDC's preferred first contact list (21/10/2021)

District	Contact Name 1-3	Position	Office hours	Evenings and weekends
Breckland	Maxine O'Mahony	Chief Executive	07787 573444	07899066957
Breckland	Rob Walker	Executive Director	07867 988826	
Breckland	Duty Officer Out of Hours	Only to be used for Operation London Bridge		07789 651241

Full Contact List can be found on [page 32](#)

Return to contents

Protocol – Death of a Senior Member of the Royal Family –
Reviewed May 2022 with new Proclamation Times
Next review October 2022

Summary of National Events

Following the death of The Sovereign
BDC response is highlighted

Day D (day of death)	Event	Flags Lowered to half mast
D+1	Proclamation Day St James' Palace 11am (2pm Sunday) and noon at the Royal Exchange	Flags return to full mast at 11am and throughout D+1 until after Breckland proclamation D+2
D+2	Regional Proclamations Cardiff, Edinburgh, and Belfast at noon (Second reading in Edinburgh at 12.30pm) <i>Sunday timings- Cardiff, Edinburgh, and Belfast at 14:00</i> (Second reading in Edinburgh at 14:30pm)	
D+2	Proclamation by High Sheriff at County Hall at 13:00	
	(District level at 13:30) (Town and Parishes, early evening)	Flags return to half- mast following proclamation and remain at half mast
D+5	Lying-in-State at the Palace of Westminster	
D+10	Lying-in-State concludes Procession to Westminster Abbey Two minutes silence at 11am State Funeral Service (unless a Sunday then deferred to Monday) State Procession to Windsor via Wellington Arch Private burial in King George VI Memorial Chapel	
D+11	Books of Condolence close at 5pm	Flags return to normal at 8.00am

[Return to contents](#)

Initial checklist on hearing news

D-DAY (see also Annex 9)

- **Verification will have been received confirming HMQ has passed away - BDC CE will have received DLUHC email, and advice from the LL Office as to what information can be shared.**
- **CE will contact the Leader and Chairperson by telephone to notify them of the death and that the protocol has been implemented.**
- **BDC CE to authorise:**
 1. Lowering of flag to half-mast at Dereham Office
 2. Communications Team to email all other Council Members and staff to notify them that the protocol has been implemented. [\(Proposed email drafted\)](#)
* **Communications Team should take guidance from LL office as to what information can be shared.**
 3. CE to contact BDC's five Market Town Clerks to notify them of the death and that the protocol has been implemented. [Contact list](#)
 4. Communications Team will email Parish Council clerks to notify them of the death.
 5. Communications Team to issue a pre-approved Chairman's statement, or in their absence the Vice-Chairman, expressing the sadness of the Council. This should be available to Democratic Services and electronically.
The statement will be placed on BDC website and will provide links to Norfolk County Council and Buckingham Palace websites (www.royal.uk). The statement will confirm that flags are to be flown at half-mast at Breckland Council's office in Walpole Loke, Dereham.
(The statement will be issued after notification from Norfolk County Council that their statement has been released)
Democratic Services to inform the Chairman, or in their absence the Vice-Chairman, that this has been done. [\(Annexe 2\)](#)
 6. Comms and Dems will liaise to organise the opening of the eBooks [\(see Annexe 12\)](#) and the Books of Condolence and publicise their locations within Breckland.
(In the case of the death of the Sovereign or a member of the Royal Family the statement will also mention any arrangements for an e-Book of Condolence on the Royal website)
Books of Condolence will be available at: -
Elizabeth House - Dereham
Breckland House - Thetford
Books of Condolence at Attleborough, Swaffham and Watton Town Halls will be opened, supervised, closed, and archived locally.
 7. Comms to send an internal email to all staff, members, and officers regarding dress code. Dems have black ties, armbands and rosettes for Members and key members of staff
(Executive Directors, Members, Dems officers, Reception, Facilities, and staff monitoring the Books of Condolence-tbc). There are 30 days of official mourning for the Sovereign, dark/sombre clothing or armbands/black ties/rosettes etc. are recommended by NCC for official business within this period.

STOCK CHECKED Feb 2022	Black Ties	Black Arm bands	Rosettes
Elizabeth House, Dereham	68	65	35
Breckland House, Thetford	2	4	2

 8. Comms to draft a letter of condolence to be agreed by CE/Leader and signed by Chairman, or in their absence the Vice-Chairman.
 9. Property Team to liaise with Police regarding using the car park at Elizabeth House as a "Relief Point" for the additional police required at Sandringham to use as a "park and ride". The Property Team will provide supervision at gate and will liaise with Tesco, and Comms will keep BDC staff informed regarding using Tesco car park as an overflow. Police contacts for queries/activation are CI Nik Hewitt (CI for Breckland and King's Lynn Districts) and Logistic Lead Supt Chris Harvey. [\(see contact list\)](#)
 10. BDC to continue to follow and implement the protocol through to the day after the funeral.

[Return to contents](#)

Protocol – Death of a Senior Member of the Royal Family –
[Reviewed May 2022 with new Proclamation Times](#)
[Next review October 2022](#)

Flag Flying

Immediately (on D-day) at the request of the CE, any flags flying at Breckland Council's office at Walpole Loke, Dereham will be removed and be replaced by the Union Flag which will be raised to full mast and then lowered to half-mast. ([Elizabeth House has a new flag to use on the event of the death of HM The Queen](#))

Elizabeth House, Dereham – Breckland Place Manager (or their authorised deputy)

If D-Day falls on a weekend CE to arrange with Breckland Place Manager Dereham, to lower flags.

The Sovereign

Following the death of HM The Queen, flags will fly at half-mast from D-day until 11am on D+1 when they will return to full mast for the period of the proclamation. Flags will return to half-mast following the proclamation at BDC on D+2 and remain there until 08:00 the day following the funeral.

Other Senior Members of the Royal Family

Following the death of other members of the Royal Family, flags will fly at half-mast continuously until 8am on the day following the funeral which will take place within 10 days, or fewer.

Where a flag is usually flown, it can return to full mast on the day following the funeral or taken down if no flag is usually flown.

The correct procedure for flag flying is set out in [Annexe 1](#).

Note that if death or period of mourning falls on St George's day, the flag of the Patron Saint should be replaced by the Union Flag at half-mast.

If only one flag is to be flown and there are two flagpoles, the Union Flag should be flown on the flagpole to the observer's left.

See www.flaginstitute.org for full details

***There is no longer a flagpole at Brecklands Thefford office.**

[Return to contents](#)

Books of Condolence

The Books of Condolence should be opened on the first working day after the day of death of the Sovereign or other members of the Royal Family listed on [page 1](#).

A Book of Condolence will be opened at Elizabeth House, Dereham.

Additional Books of Condolence will be opened at Breckland House, Thetford and Town Halls at Attleborough, Swaffham and Watton. Dems have the Books of Condolence, black tablecloths and other equipment boxed and already in place at Elizabeth House Dereham, and Breckland House Thetford.

Kit Boxes with Books of Condolence and the necessary equipment are with Dems and ready for delivery to the Town Halls.

BDC Dereham Boxes - Dems will ensure that a stock of items including loose-leaf black folders, a supply of black edged paper, and tablecloths and framed photographs of members of the Royal Family are held in Democratic Services.

BDC Thetford Boxes – The Thetford office is in receipt of their fully stocked boxes with a supply of black ties, armbands, and rosettes (checked February 2022)

Town Council Boxes - Dems will ensure that a stock of items including loose-leaf black folders, a supply of black edged paper, and tablecloths are held in Democratic Services.

- A trestle table and chair will be positioned in each venue.
- Books of Condolence (loose-leaf black folders) and a supply of black edged paper will be supplied, as will tablecloths and framed photographs of the relevant person.
- The first page of the bound book should include tributes from the Chairman, Leader, and other entries.
- Democratic Services/Customer Service Officers/Town Hall staff will be available to always supervise the Books of Condolence and ensure there is adequate paper available in the book.
- Pages that have been defaced or include offensive or other questionable comments should be quietly removed until such time as a decision can be taken by CE on whether they should be permanently excluded.
- Dems to ensure that all pages of the final closed book are ordered appropriately – such as Chairman of the Council to be first page and sent to be bound.
- Books of Condolence will be open from 09:00 to 17:00 Monday to Friday at Elizabeth House, Dereham and Town Halls and will remain open until 17:00 on the day following the funeral.

The day after the funeral of the Sovereign (D+11) the Book of Condolence will be sent to the supplier to be bound and then stored at Elizabeth House, Dereham.

(The Chairman will have notified Buckingham Palace of this in the condolence letter which was sent [Annexe 8](#)).

eBooks – The eBook will require activation by the Democratic Services Team [see Annexe 12](#)

An eBook of Condolence is in place for HM The Queen, the link will be available via the Breckland website.

The Online Book Company have received approved tributes from the Chairman and Leader to appear as first comments in the eBook ([Tribute for HM The Queen revised following HRH Prince Philips death, October 2021](#))

All tributes will be monitored by the Comms Team with back up from the Dems Team.

Members of the Democratic Services and Communications Teams will have completed “Moderation” training, and this will be reviewed quarterly ([next review due October 2022](#)).

There is also a dedicated email address for condolences in place which is published on the Breckland website condolences@norfolk.gov.uk.

All Books of Condolence will close at 5pm on the day after the funeral.

[Return to contents](#)

Protocol – Death of a Senior Member of the Royal Family –

[Reviewed May 2022 with new Proclamation Times](#)

[Next review October 2022](#)

Flowers

- Chairman to lay flowers after proclamation (*Floral tribute NOT a wreath*).
 - Flowers will be laid under the flagpole at Breckland Council offices in Dereham
 - [Flowers at Thetford tba](#)
 - Comms will update the BDC website showing locations and procedures for laying flowers, and this will refer the public to the Norfolk County Council website for full details of countywide locations.
 - Customer Services to be notified, that flowers can be left under the flagpole at Elizabeth House, Walpole Loke, Dereham and a location tbc in Thetford.
 - Memorial tributes laid at Elizabeth House, Dereham and Breckland House, Thetford, will be managed (stack and neaten items when required) by the Property Team and Customer Services.
 - Security of memorial tributes laid at Elizabeth House, Dereham and Breckland House, Thetford, will be managed by the Property Team and Customer Services.
 - Public access to lay/view memorial tributes at Elizabeth House, Dereham and Breckland House, Thetford, will be managed by the Property Team and Customer Services and they will assist the public in laying memorial tributes when required.
 - The Property Team and Customer Services to liaise during office hours.
 - Access to be made available 24/7 – Property Team to organise out of hours.
-
- **Removal of flowers to be the day after the funeral.**
Property Team to arrange for flowers to be composted at Queen Mothers Garden, Dereham.
 - **Removal of memorial tributes to be the day after the funeral.**
Property Team will arrange for a local charity to collect items.

Recommendations from NCC

Recommended Website information regarding Tributes

Gifts, cards, labels, or other documents will not be noted in books of condolence or preserved in a local archive; all plastic wrappings, tags etc. should be removed from floral tributes before laying, and a charitable donation may be preferred

When to remove flowers is a matter for local decision, but the steer from the Earl Marshal's office is the day after the funeral even though that may mean flowers are in place for over 2 weeks.

Weather conditions will have an effect, but there will need to be sensitivity when making the decision.

Planning will take place regarding the logistics of removing floral tributes sensitively composting/memorial trees and donations of living plants to local organisations.

All Norfolk County Civic Offices have agreed a uniform approach and will remove flowers the day after the funeral.

[Return to contents](#)

Protocol – Death of a Senior Member of the Royal Family –
[Reviewed May 2022 with new Proclamation Times](#)
[Next review October 2022](#)

Events during the period of mourning

The Chairman and Leader in discussion with the CE will review the Council's programme and engagements undertaken by the Chairman to ensure it is appropriate in a time of national mourning, and that it sits comfortably with the national mood.

- The Chairman and the Chairman's Secretary in discussion with the CE will review the programme of engagements undertaken by the Chairman - If it is decided that attendance at some events will not take place Dems to write to the host of the events and advise that the Chairman will be unable to attend.
- The Leader in discussion with the CE will review the programme of meetings and events held by the Council - Should an event be considered appropriate to take place then arm bands, black ties or rosettes will be worn by Officers and Members attending – Democratic Services have a supply of these.

Guidance Notes from Lord-Lieutenants Office-

LLO will also provide guidance on appropriate events to Borough and District Councils if requested- although it is impossible to create hard and fast rules around cancelling long planned events.

It may be better to not be guided by the cost and inconvenience of cancelling, and rather be guided by public mood, and whether it is necessary or appropriate to go ahead.

Latest info from NCC

"If the event is not a party, then it is business, and should continue"

[Return to contents](#)

Protocol – Death of a Senior Member of the Royal Family –
[Reviewed May 2022 with new Proclamation Times](#)
[Next review October 2022](#)

Proclamation Arrangements

On D+1 The Accession Council meet, and The King is 'proclaimed' after the meeting of the Privy Council

On D+1 the Principal Proclamation will be made at St. James's Palace at 11am (or 2pm on a Sunday— to be confirmed) and at 12 noon at the Royal Exchange

On D+2 Reginal Proclamations will be read in Belfast, Edinburgh, and Cardiff between 12 noon and 12.30pm.

County and District Proclamations will proceed as follows:

On **D+2 at 13:00** (After the above cities have read their Proclamations) The High Sheriff* will make the Norfolk proclamation on the steps of County Hall. The reading will have been circulated by the Privy Council to High Sheriffs, Lord Mayors and Mayors.

**if unavailable, HM Lord-Lieutenant will carry out this duty.*

District/Boroughs to make their proclamations at **13:30** after the County Proclamation, and then flags return to half-mast. (The flag should always be at full mast during a reading of the Proclamation no matter where and when it takes place).

Details of the Proclamation at County Hall and District/Borough readings will be available on the NCC website.

- After the High Sheriff has made the Norfolk proclamation the Breckland Council Chairman will make their proclamation outside Elizabeth House, Walpole Loke, Dereham.

The Communications Team is responsible for publication of the notification.

If the Lord-Lieutenant or Deputy Lieutenant is in attendance provision should be made for them to offer words of introduction before the Breckland Proclamation is read.

- Chairman to lay flowers after proclamation, Chairman's Secretary to organise.
- Reading of the Proclamation to be publicised on the council website
The Communications Team and Breckland Place Manager (or their authorised deputy) will make sure all those listed in [Annexe 4](#) will be invited to the proclamation and will have been given information on where to go (see above) and how to dress appropriately.
- The Communications Team and Breckland Place Manager (or their authorised deputy) will plan for crowd control, media access and liaison with local police and other agencies.
- The Communications Team to arrange notification of the reading of the Proclamation to be publicised in a press release, on the Council website and by e-mail from the Authorising Officer to those identified in [Annexe 4](#).

Chairman, Members and Officers please refer to [page 12](#) for Dress Code

For Proclamation www.royal.gov.uk or www.privy-council.org.uk for wording to be used

[Return to contents](#)

Dress Code

Following the death of The Sovereign

On the death of the Sovereign, civic chains of office will not be worn for the period of public mourning; instead badges of office will be worn on black neck ribbons from D-day until and including the day of the funeral of the Sovereign.

The Chairman's Secretary to liaise with the Chairman and Vice-Chairman to assist them with hanging the Chairman's Chain, Vice Chairman and Consorts medal from black ribbons.

(Past Chairman's, if a Past Chairman requests to wear their medal it should be on black ribbon)

A stock of black ties, rosettes and black arm bands will be available from Democratic Services for use by Councillors and Officers attending any meetings following the death of a senior figure.

Black armbands should be worn on the left arm with a black tie.

Black rosettes should be worn on the left lapel.

The stock of black arm bands, ties, and rosettes to be issued and maintained in good order by Democratic Services.

For all other members of the Royal family referred, follow the protocol for senior National figures on [page 20](#), unless a formal period of public mourning has been announced.

Guidance for all Members, Senior Officers and customer facing staff to wear dark clothing or attending a Proclamation, or 2-minute silence and this guideline should also be circulated by Comms Team.

NCC Recommendation for BDC to consider-

The official mourning period for the Sovereign is 30 Days, if the Chairman/Vice-Chairman are on Council business within the 30-day mourning period, black armbands/rosettes or sombre clothing should be considered

[Return to contents](#)

Marking a Silence

To mark the death of The Sovereign or other Senior Member of the Royal Family there will be a **Two Minute Silence (TMS)** at **11am on the day of the funeral** (D+10 for The Sovereign, D+8 for other senior Royals). This will be confirmed by Buckingham Palace.

- At BDC, the Chairman will lead a Public Two Minute Silence outside Elizabeth House, Walpole Loke, Dereham, Dems will support the Chairman with this.
The Chairman and Chairman's Secretary will liaise with Comms Team and CE.
- Comms will keep the public informed of the two minutes silence by way of a press release and an item on the Council's website.
- All those listed in [Annexe 4](#) to be invited to be present, they may need to be contacted by telephone in the first instance due to tight timescales
- Dark clothing to be worn by Councillors and Officers, black ties, rosettes, and armbands. Stock of items are available in Democratic Services
- Chairman's Chain of Office is on black ribbon. Chairman's Secretary to assist
- Arrangements to be made for crowd control, media access and liaison with local police and other agencies - Breckland Place Manager (or their authorised deputy) to be responsible for these arrangements.

The day of the funeral, referred to as a Day of National Mourning will be classed as a public holiday. Arrangements will be circulated to staff.

[Return to contents](#)

Letters of Condolence

- As soon as practical, a draft letter of condolence ([see Annexe 8](#)) will be circulated to the Leader of the Council and CE for approval, before being signed by the Chairman on behalf of the Council – Comms Team/Dems
- Only **one** letter of condolence is to be sent to the Private Secretary of the deceased offering condolences to the next of kin.
- Letters of condolence should be handwritten (a supply of suitable writing paper and envelopes are kept at EH in the black box).
- Letters should mention the Books of Condolence will be stored at Elizabeth House, Dereham (to enable Buckingham Palace to reference in the future).
- In the case of The Queen, the letter should be sent to The King's Private Secretary offering condolences to the new Sovereign.

**LL Office will confirm the name and address of the Private Secretary*

[Return to contents](#)

Annexe 1

Flying flags

Full details of the correct way to fly flags at half-mast is given on the website of the Flag Institute www.flaginstitute.org

It is important that the guidance given by the Flag Institute is adhered to strictly.

Half-mast means the flag is flown two-thirds of the way up the flagpole, with at least the height of the flag between the top of the flag and the top of the flagpole. Flags cannot be flown at half-mast on poles that are more than 45° from the vertical, but a mourning cravat can be used instead (see the Flag Institute's website for further details).

When a flag is to be flown at half-mast, it should first be raised all the way to the top of the mast, allowed to remain there for a second and then be lowered to the half-mast position.

When it is being lowered from half-mast, it should again be raised to the top of the mast for a second before being fully lowered.

When a British national flag is at half-mast, other flags on the same stand of poles should also be at half-mast or should not be flown at all. Flags of foreign nations should not be flown unless their country is also observing mourning.

If Commonwealth Day, Armed Forces Day, or Merchant Navy Day fall between day of death and the funeral their flags **should not be flown**.

If only one flag is to be flown and there are two flagpoles, the Union Flag should be flown on the flagpole to the observer's left.

[Return to contents](#)

Annexe 2

Chairman's Statement

Statement to be issued by the Chairman on the announcement of the death of the Sovereign or Senior Member of the Royal family

- To be publicised by Communications and on the BDC website.
- The statement should begin with a suitable expression of the sadness of the Authority on hearing the announcement.
- It will explain that flags will be flown at half-mast and for how long.
- It will confirm when and where Books of Condolence will be opened, and when, once closed they will be stored in local archives and will include information on where flowers can be left.
- It will explain arrangements for the Proclamation readings across the county (Sovereign only)
- It will explain where updates for the public will be available (on the BDC website)
- Statement can be found at:
G:\Operation London Bridge\Communications

Information may be required from Norfolk County Council (Lord Lieutenant's Office)

*See Annexe 2 & 2A of Norfolk Lieutenancy Office document pages 15-17 for NCC draft tribute, Chairman's Statements and Leader prepared quotes for HM The Queen and PDF Document can be found at-
G:\Operation London Bridge\protocol\Norfolk Protocol January 2019 PDF*

[Return to contents](#)

Protocol – Death of a Senior Member of the Royal Family –
[Reviewed May 2022 with new Proclamation Times](#)
[Next review October 2022](#)

Annexe 3

Reading the Proclamation

The Proclamation in Council Districts and Boroughs will be read by the Lord-Mayor (Mayor or Chairman) with the Leader of the Council and the Chief Executive on the platform.

Note: Provision should be made to offer words of introduction before the proclamation is read, by the Lord-Lieutenant or Deputy Lieutenant, if in attendance, or by the Chairman (or in his/her absence by the Vice-Chairman or the immediate past Chairman).

Following the introduction, the Chairman (or in his/her absence the Vice-Chairman or the immediate past Chairman)) will say:

Ladies and Gentlemen. The Proclamation of the Accession.

READS THE PROCLAMATION-

At the end of the Proclamation the Chairman will say: ***God Save The King***

Official Guests repeat: ***God save The King***

All present join in saying: ***God save The King***

The Band (if one is present) will play one verse of the National Anthem

Finally, the Chairman will call for three cheers for His Majesty the King.

Dispersal

[Return to contents](#)

Protocol – Death of a Senior Member of the Royal Family –
[Reviewed May 2022 with new Proclamation Times](#)
[Next review October 2022](#)

Annexe 4

Contact List

Those to be invited to be present at the Reading of the Proclamation on the accession of a new Sovereign & at the Public Observance of a Two Minute Silence on the day of the funeral.

HM Lord Lieutenant of Norfolk (or representative)

Currently- Lady Philippa Dannatt MBE

All Members of the Council

Past Chairmen

Chairmen of Town/Parish Councils

Chief Inspector (District Commander)

Senior Officers of Breckland Council

MPs – Rt. Hon. George Freeman MP and Rt. Hon. Elizabeth Truss MP

Commanding Officer 1st The Queen's Dragoon Guards
Robertson Barracks, Swanton Morley, NR20 4TX

British Legion – Chairman Peter Loades

[G:\Operation London Bridge\Proclamation Invitation list - Annexe 4 - May 2022.docx](#)

[Return to contents](#)

Annexe 5

How to apply black ribbon



Many local authorities display in public areas or in the offices of their Chairman or Mayor photographs or paintings of members of the Royal Family.

On the death of the person depicted in the picture it will be appropriate to mark that in some way.



A black ribbon across the corner of the picture (shown left) is one means of doing that.

A black ribbon draped across the top of the picture (shown below) is an alternative.



There will come a point, after the funeral, when it will be appropriate to replace or reposition the picture. In the case of Her Majesty, this is likely to be before the Coronation of The King.

However, decisions on pictures and where they hang is not something that needs to be rushed and it can be determined taking into account both the public mood and the availability of new pictures

Photographs of the deceased with others in the picture should be removed from view and if relevant can be relocated following the official period of mourning.

[Return to contents](#)

Annexe 6

Protocol for a Senior National Figure

Protocol for marking the death of a Senior National Figure

This protocol sets out the action to be taken in the event of the death of:

The Prime Minister or former Prime Minister

The Members of Parliament for the constituencies within Norfolk

A serving Leader of the Council

A serving member of the Council

- For all the above (i.e., non-Royals) in the list above, flags will fly at half-mast on D-day.
- On subsequent days the usual local arrangements will resume until the day of the funeral when they again fly at half-mast.
(8am on funeral day until 8am the following morning)
- On the death of any of the above (or other significant person), the Chairman will discuss with the CE and Leader whether a Book of Condolence should be opened
- If there is no formal public mourning period for the deceased, then black ties and/or black armbands can be worn instead from D+1 to the day before the funeral.
- A National Two Minute Silence may be observed to mark the death of other Senior National Figures, but this will be advised in the event. A council can still decide to observe a silence even if no National arrangements are in place.

[Return to contents](#)

Annexe 7

Breckland District Council Website

See Annexe 7, page 23 of Norfolk Lieutenancy Office document for NCC Website information

PDF Document can be found at;

G:\Operation London Bridge\protocol\Norfolk Protocol January 2019 PDF

[Return to contents](#)

Protocol – Death of a Senior Member of the Royal Family –
[Reviewed May 2022 with new Proclamation Times](#)
[Next review October 2022](#)

Annexe 8

Suggested Letter of Condolence

PROPOSED LETTER – REQUIRES SIGN OFF and names to be confirmed by Palace/LL Office

Dear xxxxxx

On behalf of the people of Breckland, please extend our heartfelt condolences to HRH Prince Charles/King XXXX and to all members of the Royal family, on the death of HM The Queen.

Throughout her seven-decade reign, she showed an inspirational sense of duty and unwavering dedication to this nation. The nation will forever be in her debt.

Our district joins those across Norfolk, the country, and the world in mourning her loss, and we will never forget how she dedicated her life to public service with selfless devotion.

Yours sincerely

Cllr xxxx

Chairman, Breckland Council

This letter should be handwritten - good quality handwriting paper and matching envelopes are available in the EH black box

Also see Annexe 8, Page 24 of Norfolk Lieutenancy Office document for NCC upon the Death of a Sovereign

PDF Document can be found at;

G:\Operation London Bridge\protocol\Norfolk Protocol January 2019 PDF

[Return to contents](#)

Annexe 9

D-Day and beyond checklist

PHASE 1 - D Day Immediate action required.	WHO	DONE
<p>Sadly, we learn HM Queen Elizabeth II has passed away, and her death is verified</p> <p>(* when DofE passed the LL Office verified protocol had been activated via WhatsApp notifying all County Civics to proceed, as news broke via TV/social media first)</p>	<p>DLUHC EMAIL</p> <p>LL OFFICE</p> <p>NOTICE ON PALACE GATES</p>	
<p>Protocol activated and key players notified. Directors, Chairman, Leader, Dems, Comms, Facilities and Contact Centre Managers</p>	<p>Chief Executive</p>	
<p>Chairman told.</p> <p>Chairman's pre-approved statement issued to web team.</p> <p>Chairman and Leaders tributes appear on first pages of the eBook of Condolence (Provided 25/10/21)</p>	<p>Dems</p> <p>Comms & Web Team</p> <p>Comms Team</p>	
<p>Website protocol activated</p>	<p>Comms & Web Team</p>	
<p>Press releases / social media releases checked & actioned</p>	<p>Comms</p>	
<p>Website checked and published</p>	<p>Comms & Web Team</p>	
<p>eBook activated ready to be opened on D+1, and closing date confirmed to TOBC</p>	<p>Dems Activators</p>	

Protocol – Death of a Senior Member of the Royal Family –
 Reviewed May 2022 with new Proclamation Times
 Next review October 2022

	WHO	DONE
PHASE 1 - D Day Continued....		
Physical Books of Condolence delivered to Market Towns ready to be opened on D+1	Dems	
Notify Thetford Office and BDC's Market Towns that the protocol has been implemented	Chief Executive & Dems	
New Flag - Present lowered Flag	Property Team	
Property Team will prepare BDC car park for Police Relief Point Police Relief Point Logistics lead - Supt Chris Harvey Christopher.Harvey@norfolk.pnn.police.uk Also - CI Nik Hewitt - nicholas.hewitt@norfolk.police.uk (CI for Breckland and King's Lynn Districts)	Property Team & Police Relief Point Logistics lead	
Email Officers, staff, and Councillors to advise protocol has been activated	Comms	
Dress code, armbands, ties, rosettes are issued to Councillors, Senior Officers & visiting VIP's Drape photos of deceased with ribbon/garland (Stock checked 25/10/21)	Dems Dems & Property Team	
Letter of condolence agreed by CE/Leader and signed by Chairman *THIS SHOULD BE HAND WRITTEN ** LL Office provided address for DofE, so expect they will confirm address for HMQ	Chief Executive, Leader & Chairman	
Issue invitations to Proclamation annexe 4	Comms & Dems	
Update website with information as available: Location of Proclamations, flowers etc.	Comms	

Protocol – Death of a Senior Member of the Royal Family –
Reviewed May 2022 with new Proclamation Times
Next review October 2022

Phase 1 – Day 1 Continued	WHO	DONE
Open Books of Condolence and moderate entries	Dems, Reception & 3 Market Towns Comms Moderators (Dems)	
Keep all key players informed via email	Comms	
Proclamation arrangements	Dems	
Phase 2. D+10 Funeral		
National 2-minute silence (Or agreed implementation of any local silence)	Comms, Dems & Property Team	
Phase 3. D+11 after Funeral		
Removal of flowers etc.	Property Team	
Collection, binding, and storage of books of condolence	Dems	
De-brief meeting with key players, LL Office and TOBC	All departments	

[Return to contents](#)

Annexe 10

Timetable

Day of Death							
Monday	D-Day						
Tuesday	D+1	D-Day					
Wednesday	D+2	D+1	D Day				
Thursday	D+3	D+2	D+1	D Day			
Friday	D+4	D+3	D+2	D+1	D Day		
Saturday	D+5	D+4	D+3	D+2	D+1	D Day	
Sunday	D+6	D+5	D+4	D+3	D+2	D+1	D Day
Monday	D+7	D+6	D+5	D+4	D+3	D+2	D+1
Tuesday	D+8	D+7	D+6	D+5	D+4	D+3	D+2
Wednesday	D+9	D+8	D+7	D+6	D+5	D+4	D+3
Thursday	D+10	D+9	D+8	D+7	D+6	D+5	D+4
Friday		D+10	D+9	D+8	D+7	D+6	D+5
Saturday			D+10	D+9	D+8	D+7	D+6
Sunday				D+10*	D+9	D+8	D+7
Monday					D+10	D+9	D+8
Tuesday						D+10	D+9
Wednesday							D+10

*Funeral deferred to Monday

[Return to contents](#)

Protocol – Death of a Senior Member of the Royal Family –
 Reviewed May 2022 with new Proclamation Times
 Next review October 2022

Annexe 11

Place at the front of this protocol when required

Annexe 11	DURING NATIONAL RESTRICTIONS e.g., COVID-19
Changes to the Protocol	
<p>Book of Condolence To avoid unnecessary social contact, books of condolence will not be available in the Council's reception area at either Elizabeth House, Dereham or St Nicholas House, Thetford. A message will be displayed on the Council's website directing residents to an e-condolence book.</p> <p>eBooks of Condolence An eBook is in place for HM The Queen should a Bridge Protocol require action during National Restrictions such as Covid-19 or any other lockdown period – see Annexe 12</p> <p>District Proclamation in the event of HRH The Queen's passing To avoid unnecessary social contact, the District proclamation will either not take place, or behind closed doors, depending on lead from Lord-Lieutenant's office</p> <p>Flag-raising arrangements will remain with Facilities and take place either with a skeleton staff, or not at all, again depending on lead from Lord-Lieutenant's office.</p> <p>Laying of flowers and tributes will not take place to minimise public contact.</p>	

[Return to contents](#)

Annexe 12

eBooks

An eBook of Condolence has been built and is in place and ready to activate for HM The Queen

The eBook is available to view and to submit tributes via links on the Breckland website.

HM The Queen – www.tolbc.com/BrecklandHMTheQueen

eBook tributes will be moderated by the Communications Team with assistance from Democratic Services if required. Moderation training is being delivered by TOBC and will be reviewed quarterly. (Next review due Jan 2022)

The eBook will need to be activated on hearing the validated news of the death, opened and available to receive submissions on the first working day following the death and closed at 5pm on the day following the funeral (this is the same as and in line with the physical books of condolence).

The Democratic Service Team will activate the eBooks by calling The Online Book Company representatives shown below:

Jonathan Haward	Mobile: 07836 613 388 Email: jonathan@theonlinebookcompany.com
Julie Pentecost	Mobile: 07833 5467 956 Email: julie@theonlinebookcompany.com

The action plan document provided by The Online Book Company as their guide to activating either of the eBooks has been completed and acknowledged with current moderator and activator information and will require regular attention to keep up to date.
(Reviewed 11 May 2022)

BDC Activators	BDC Moderators
Rory Ringer - 07827 827046	Matthew Barnard – 07721234580
Teresa Smith - 07464 900987	Nathan Flatman - 01953 714 669
Julie Britton – 07555 957173	
Ruth Tudge – 07908 370963	Holly Attlesey- 07799647091
Matthew Barnard – 07721234580	
Nathan Flatman - 01953 714 669	

The Communications Team will share moderation –

Please use the communications@breckland.gov.uk email address when logging in to moderate.

The Democratic Services Team (plus Mat and Nathan from Comms) will be able to activate the eBook–

Please use the Democraticservices@Breckland.gov.uk email address for eBook correspondence

Approved tributes have been received by TOBC so that the Chairman's and Leaders comments appear first in either eBook **(21/10/2021)**. **Photo updated 18/02/2022**

[Return to contents](#)

Protocol – Death of a Senior Member of the Royal Family –
[Reviewed May 2022 with new Proclamation Times](#)
[Next review October 2022](#)

Annexe 13

Out of Hours Duty Officer Guide

Out of Hours
Duty Officer

**ONLY TO BE USED
FOR
Operation
London Bridge**

07789 651241

Initial checklist on hearing news

- D-DAY the Lord-Lieutenant's office will have verified the report and confirmed what information can be shared.

*During normal working hours, first notice may be via WhatsApp message to the county civics
- or by email from DLUHC to Breckland Councils CE Maxine O'Mahony,
and if she is unavailable, by phone call to the Out of Hours Duty Officer.*

- The Duty Officer receiving the call from the Lord-Lieutenant's office should contact Maxine O'Mahony in the first instance so that the protocol can be activated.
- If Maxine is unavailable, please contact Rob Walker.
- In the unlikely absence of both Maxine and Rob, please contact Rory Ringer

Current contact list

1st contact Maxine O'Mahony	Chief Executive	office hours 07787 573444 weekends/evenings 07899066957
2nd contact Robert Walker	Executive Director	07867 988826
3rd Contact Rory Ringer	Democratic Service Manager	07827 827046

[Return to contents](#)

Protocol – Death of a Senior Member of the Royal Family –
[Reviewed May 2022 with new Proclamation Times](#)
[Next review October 2022](#)

Special Notes

The Duke and Duchess of Sussex – Awaiting update

Last update from 2019-

The Duchess of Sussex

If The Duchess of Sussex lives to a grand old age, then Prince George, Princess Charlotte and Prince Louis will all have grown up, may have had children of their own and all be active members of the Royal Family ranking in the order of precedence above The Duke and Duchess of Sussex. It is therefore likely that the funeral for The Duchess of Sussex will be a low key affair.

However, the Guidance Notes are designed to be read as of now. If the Duchess were to meet an untimely end in the near future there would be a great outpouring of sadness and the response would be significantly greater.

Local Connections

There might well also be a local connection to take into account, for example;

The Duke of Kent lived for many years where the Duke and Duchess of Cambridge now live, at Anmer. The Duke is the High Steward of Kings Lynn and Royal Patron of the Kings Lynn Festival of the Arts.

Therefore, whilst many of us will not do a great deal when H.R.H. dies, because of those connections a letter of condolence from the Mayor of Kings Lynn and West Norfolk might well be appropriate. H.R.H. now lives at Kensington Palace and the local Mayor will write a letter and flags will fly at half-mast. Other Councils will do significantly less.

Suppliers

Black arm bands can be purchased from:

Vanessa Treasure Designs
43 Heaton Terrace
Porthill
Newcastle-under-Lyme
Staffordshire
ST5 8PA

01872 626829
v.treasure@btconnect.com
www.vanessatreasure.co.uk

Black mourning rosettes can be purchased from:

Amazon
Toye, Kenning and Spencer

Black ties can be purchased from:

John Lewis, Marks & Spencer or other similar Department Stores

Table cloths can be purchased from:

Amazon
John Lewis
Marks & Spencer
Argos
Dunelm (Soft Furnishings) Ltd.

Framed photographs can be purchased from:

Mike O`Keefe (mike@royalimages.co.uk)
Custodian of the Official Royal Image Library of H.M. The Queen and H.R.H. The Duke of Edinburgh
Contact Mike O`Keefe before ordering as possible discount NACO discount

Paper for Books of condolence can be purchased from:

Barnard and Westwood
23 Pakenham Street, London, WC1X 0LB
www.barnardandwestwood.com

This company can also bind the loose leaf pages when the book is closed.

Flags

J. W. Plant – the Flag Company , Phisalcris House, 39 Ashley Road, Leeds, LS9 7AJ

0113 2480454
accounts@jwplant.co.uk
info@jwplant.co.uk
pauline@jwplant.co.uk

[Return to contents](#)

Breckland Contact Details

Name	Position	Telephone Number
1st contact Maxine O'Mahony	Chief Executive	Mobile – 07787 573444
Robert Walker	Executive Director	Mobile – 07867 988826
OUT OF HOURS DUTY OFFICER	ONLY FOR BRIDGE PROTOCOLS	07789 651241
Sarah Barsby	Assistant Director People and Governance	Mobile – 07870 157290
Rory Ringer	Democratic Services Manager	Mobile – 07827 827046 Private Mobile – 07495 766415
	Chairman	
Councillor Sam Chapman Allen	Leader	Mobile – 07342 086887
Councillor Ian Sherwood	Executive Member – People, Communications and Governance	Mobile - 07766 688081
Peter Loades	British Legion Chairman	07742 015359
Oak Park Security	Control Room	01206 793637
Police Relief Point Queries/activation	(CI for Breckland & King's Lynn Districts) CI Nik Hewitt	nicholas.hewitt@norfolk.police.uk
Logistics Lead	Supt Chris Harvey	Christopher.Harvey@norfolk.pnn.police.uk

Protocol – Death of a Senior Member of the Royal Family –
Reviewed May 2022 with new Proclamation Times
Next review October 2022

Stuart Oakley	Property Team – Caretaking Supervisor	07787 536151
Mark Dobson	Property Team	07552 250131
Riana Rudland	Assistant Director Contracts and Operations	Mobile – 07823 553988
Ralph Burton	Assistant Director Property and Projects	01362 656327
Matthew Barnard	Communications Manager	Work – 01362 656815 Mobile – 07721 234580
Teresa Smith	Democratic Services Team Leader	Private Mobile – 07713 756818 Mobile – 07464 900987
	Democratic Services Chairman's Secretary	
The Online Book Company	Jonathan Haward	Mobile: 07836 613 388 jonathan@theonlinebookcompany.com
The Online Book Company	Julie Pentecost	Mobile: 07833 5467 956 julie@theonlinebookcompany.com
HM Lord Lieutenant	PA to Lord Lieutenant	Sharon Stone Norfolk County Council Lieutenancy Office Ground Floor South Wing Norwich Norfolk NR1 2DH 07708 715007 01603 228881 01603 222208 sharon.stone@norfolk.gov.uk

Breckland District Council

George Freeman MP	MP for Mid Norfolk	<p>George Freeman MP 8 Damgate Street Wymondham Norfolk NR18 0BQ 01953 600617 george@georgefreeman.co.uk</p> <p><u>Westminster</u> George Freeman MP House of Commons London SW1A 0AA 020 7219 6502 george.freeman.mp@parliament.uk</p>
Elizabeth Truss MP	MP for Southwest Norfolk	<p>Rt Hon Elizabeth Truss MP House of Common, London SW1A 0AA. 01842 757 345 elizabeth.truss.mp@parliament.uk 01842 757 345</p>
	Commanding Officer 1 st The Queen's Dragoons Guards	<p>1st The Queen's Dragoons Guards, The Welsh Cavalry Robertson Barracks Swanton Morley Dereham Norfolk NR20 4TX</p>

Town Council Contact Details

Attleborough Town Council	Town Clerk 01953 456194	Current Mayor - Cllr Philip Lesley Contact Anne Willet CEO assistant anne@attleboroughtc.org.uk enquiries@attleboroughtc.org.uk
Dereham Town Council	Town Clerk 01362 693821	Current Mayor – Cllr Stuart Green Contact Tony Needham tony.needham@derehamtowncouncil.org
Swaffham Town Council	Town Clerk 01760 722922	Current Mayor – Cllr Judy Anscombe Contact Hannah Duggan administrator@swaffhamtowncouncil.gov.uk townclerk@swaffhamtowncouncil.gov.uk
Thetford Town Council	Town Clerk 01842 768545	Current Mayor - Cllr Mrs Jane James Contact Kerry Leeder KerryLeeder@thetfordtowncouncil.gov.uk
Wattton Town Council	Town Clerk 01953 881007	Current Mayor - Cllr Jane Fountain Contact Michelle Thompson admin@wattontowncouncil.gov.uk clerk@wattontowncouncil.gov.uk

[Return to contents](#)