

Bereavement

at Willow Burn Hospice



What to do when someone dies

It can be a confusing time following a death and difficult to know what you need to do. Deaths in England, Wales and Northern Ireland should be notified to the Registrar of Births, Marriages and Deaths within 5 days. Most registration offices operate an appointment system so please telephone before you visit.

The person registering the death is called 'the informant'. This must be a close relative, someone present at the death or the person taking responsibility for the funeral. When you telephone to make an appointment, check that the person planning to register is entitled to do so, and that they are registering at the correct office.

You need to take the Medical Certificate with you. It is also helpful to take:

- Birth and marriage/civil partnership certificates for the deceased.
- Passport, driving licence, National Insurance number and NHS medical card if you have them.
- Details of any state benefits received.
- Date of birth.
- Place of birth
- Place and date of death
- Usual address
- Marital status
- Occupation (or former occupation if retired)
- National Insurance number of a surviving spouse or civil partner.
- Documents proving the identity of the person registering the death such as passport, driving licence, council tax bill.
- You will be asked for information about the person who has died:
 - Surname
 - Forenames
 - Maiden names/any previous names
 - National insurance number of the person who has died and spouse or civil partner.

Tell Us Once Service

The registrar will give you details of the Tell Us Once service. This can be done online or by telephone. This is a service that lets you report a death to most government organisations in one go. After you register the death, you must use the service within 28 days. You will need the following details of the person who died:

- date of birth
- National Insurance number
- driving licence number
- vehicle registration number
- passport number

You'll also need:

- details of any benefits or entitlements they were getting, for example State Pension
- details of any local council services they were getting, for example Blue Badge
- the name and address of their next of kin
- the name and address of any surviving spouse or civil partner
- the name, address and contact details of the person or company dealing with their estate (property, belongings and money), known as their 'executor' or 'administrator'
- details of any public sector or armed forces pension schemes they were getting or paying in to.

You need permission from the next of kin, the executor, the administrator or anyone who was claiming joint benefits or entitlements with the person who died, before you give their details.

Tell Us Once will notify:

- HM Revenue and Customs (HMRC)
- Department for Work and Pensions (DWP)
- Passport Office
- Driver and Vehicle Licensing Agency (DVLA)
- the local council
- Veterans UK
- My Civil Service Pension
- NHS Pension Scheme
- Armed Forces Pension Scheme
- pension schemes for NHS staff, teachers, police and firefighters in Scotland
- local authority pension schemes that participate in Tell Us Once.

You will need to contact banks, mortgage, pension or insurance providers separately to

Useful Contacts

Bereavement Advice Centre

www.bereavementadvice.org

0800 082 1203

Information on practical bereavement issues.

Samaritans

www.samaritans.org

116 123

Available 24 hours every day. A confidential emotional support service for anyone experiencing feelings of distress or despair for any reason, including those which could lead to suicide.

Cruse Bereavement Care

www.cruse.org.uk

0808 808 1677

The largest bereavement support charity in the UK.

Government Services and Information

www.gov.uk

Government services and information all in one place – this website has lots of information and links to lots of other useful sites, including local authorities.

NHS Choices

www.nhs.uk

Information about local health services and medical/health advice and information about a huge variety of conditions and much more.

Citizens Advice

www.adviceguide.org.uk

This website has an excellent range of information on many issues.

Simplify Probate

www.simplifyprobate.co.uk

01789 777358

Probate experts who will help and advise you on the grant of probate and estate administration process.

Money Advice Service

www.moneyadviceservice.org.uk

Free impartial advice service helping people manage their money and tackle debt.

Willow Burn Hospice

If you would like to find out more about our work, please visit our website:

www.willow-burn.co.uk

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