



BEREAVEMENT GUIDE

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working for you



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FIRST STEPS

What you need to do when someone dies

There are many decisions and arrangements to be made and these decisions have to be made at a time of great personal distress. This guide is intended to help you by explaining some of the things you need to know.

You will need to inform various people and organisations and complete certain documents, required by law.

- Obtain a Medical Certificate of Cause of Death signed by a doctor or, if the Coroner is involved, take instructions from the Coroner's office regarding registration of the death.
- Register the death at the Register Office. You will find details of how to do this in the registration section of this booklet.

REGISTERING A DEATH

A death must be registered within five days from the date it occurred. This period can be extended if the Coroner is involved and in some other exceptional circumstances. The registration must take place in the district where the death occurred. If the death occurred in the Wakefield district, you will be able to register at one of the offices shown on this page.

If it is difficult for you to get to the appropriate Registration Office, you may visit your local Register Office and declare the necessary information. Please be mindful that registration by declaration will usually delay the issue of the document needed for the funeral arrangements. If you need further advice and help, please telephone either:

Wakefield Register Office

Wakefield Town Hall
Wood Street
Wakefield WF1 2HQ

Pontefract Registration Office

Town Hall
Pontefract
WF8 1PG

Bereavement Office

Pinderfields Hospital
Aberford Road
Wakefield
WF1 4DG

The offices are open Monday to Friday from 9.00am to 4.30pm. *(We also offer limited appointments on Saturdays subject to certain conditions).* To make an appointment please call:

Wakefield Register Office 0345 485 2888

Pontefract Registration Office 0345 485 2888

email: wakefieldregistrars@wakefield.gov.uk

Please allow about 30 minutes to complete the registration process.

If you arrive without an appointment at Pinderfields we may have to redirect you to one of our other offices.

You can only register a death once you have the Medical Certificate of Cause of Death from the doctor or, in the case of a death reported to the Coroner, confirmation from the Coroner's office that the relevant paperwork has been issued to the registrar.



Who can register a death?

The primary responsibility for registering a death rests with the closest relative by blood or marriage. If no relative is available to register, please contact us for advice.

Information we will need about the deceased

- The date and place of death
- Their full name and any other names they are known by, or have been known by, including the maiden surname of a woman who has been married.
- Their date and place of birth
- Their last occupation (if the deceased is married, widowed or has formed a civil partnership, the full name and occupation of their spouse or civil partner)
- Their usual address including postcode
- The date of birth of a surviving spouse or civil partner
- Whether they were receiving any public sector pension e.g. civil service, teacher or armed forces.

Information we will need about the person registering the death

- Their relationship to the deceased for example son, daughter, step-son, step-daughter
- Their full name
- Their usual address

Documents you must provide

Medical Certificate of the Cause of Death, signed by a doctor (unless the Coroner is issuing the paperwork)

The registration cannot be completed without the Medical Certificate of the Cause of Death or, if applicable the Coroners paperwork.

Other helpful documents

Documents relating to the deceased;

- Passport and/ or Birth Certificate
- Proof of Address i.e. utility bill
- Deed Poll (if applicable)
- NHS Medical Card or NHS appointment letter showing their NHS medical number
- Marriage and /or Civil Partnership Certificates - including any from previous relationships which are available

Documents relating to the person registering the death;

- Passport
- Driving licence
- Proof of Address i.e. utility bill

Please note that there is no legal requirement to produce these documents but if you do, they will help to ensure that the information is recorded correctly.

What documents will you receive from the registrar?

Prior to signing the register entry it is the informant's responsibility to ensure the information recorded within the registration is correct. Any errors spotted once the register entry has been signed and completed incur a statutory fee for correction and a time consuming process to apply for and effect a correction.

After the information has been recorded, the registrar will issue the necessary forms and certificates including;

- Death certificate (statutory fee applies) Additional copies of the death certificate can be purchased, should you need to produce a copy to a solicitor, private pension company, insurance company etc.
- Form 9 (green form) for the funeral director unless the necessary paperwork has been issued by the Coroner.
- Form BD8, Certificate for Department of Work & Pensions

SUNDAY AND BANK HOLIDAY EMERGENCY SERVICE FOR BURIALS

A service is in place for anyone who needs to make urgent burial arrangements or requires documentation for the Coroner to consider a request to remove a body out of England.

This service is available between 9am and 10am each Sunday and Bank Holiday and can be accessed by contacting Wakefield Council Contact Centre on 0345 8 506 506.

Documents you must provide

- Medical Certificate of the Cause of Death, signed by a doctor
- The Form 9 for burial (green form) cannot be issued without the Medical Certificate of the Cause of Death. If the death is one which requires referral to the Coroner the registrar may be unable to provide this service without the Coroners written authorisation.

Other helpful documents

Documents relating to the deceased;

- Passport and/ or Birth Certificate
- Proof of Address i.e. utility bill
- Deed Poll (if applicable)
- NHS Medical Card
- Marriage and /or Civil Partnership Certificates - including any from previous relationships which are available

Documents relating to the person registering the death;

- Passport
- Driving licence
- Proof of Address i.e. utility bill

Please note that there is no legal requirement to produce these documents but if you do, they will help to ensure that the information is recorded correctly.



If the burial is to take place in England or Wales

- If the death occurred in the Wakefield district, the registrar will issue a green form 9 for burial and an appointment will be made for the death to be registered as soon as possible during business hours.
- If the burial is to take place in the Wakefield district, the registrar will arrange for Bereavement Services to contact you to make the funeral arrangements.
- If the death occurred in the Wakefield district and the burial is to take place outside of the Wakefield district you will need to contact the Local Authority for the district in which the burial is to take place.
- Wakefield Council Bereavement Services will provide a burial between 10am and 2:30pm with the exception of Christmas Day.

Removing the deceased Out of England

If the deceased is to be removed Out of England , following registration the registrar will issue;

- Death certificate (statutory fee applies)
Additional copies of the death certificate can be purchased, should you need to produce a copy to a solicitor, private pension company, insurance company etc.
- Form BD8, Certificate for Department of Work & Pensions benefits
- Form 104 for Coroners authorisation

If the Coroner's Officer is not available at that time but may be available later that day, the registrar will pass the customer's contact details to him/her.

Please note that if due to other commitments the Coroners Officer is unable to respond to a request for an Out of England Order, then you will be advised by the registrar to contact the Coroner's Office during business hours on 01924 302180.

THE CORONER

What happens if the death is referred to the Coroner?

In some cases a death will be referred to the Coroner for investigation. Once the Coroner's investigations are completed he/she will provide written notification to the registrar for the registration to proceed.

The Coroner for the district can be contacted at:

71 Northgate
Wakefield
WF1 3BS
01924 302180



TELL US ONCE

We can help you tell the people who need to know

Wakefield Registration Service can signpost customers to a service called Tell Us Once.

Tell Us Once is a service delivered by the Department for Work and Pensions (DWP) which aims to reduce the number of local and central government departments that you have to contact following bereavement.

After the registration appointment the registrar will provide you with a unique reference number. With this number you can use the DWP telephone or on-line services to notify certain local and central government departments. Full contact details will be printed on the information sheet provided by the registrar.

Organisations that can be notified via the Tell Us Once Service:

- HM Revenue and Customs
- Identity and Passport Service
- DVLA
- War Pensions Scheme
- Housing Benefit Office
- Council Tax Benefit Office
- Council Tax
- Collection of payment for Council Services
- Libraries
- Electoral Services

- Blue Badges
- Adult Services
- Children's Services

The information you provide to the DWP will be used to update records; to end services, benefits and entitlements as appropriate; and to resolve any outstanding issues. They may also use the information in other ways, but only as the law allows.

Wakefield Council is under a duty to protect the public funds it administers. Please note that key Council Tax data may be provided to bodies responsible

for auditing or administering public funds for the purposes of preventing and detecting fraud.

Tell Us Once will also contact some public sector pension schemes so that they cancel future pension payments. They'll notify:

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, except where Tell Us Once is not available.



Information you will need to use the Tell Us Once service

It is useful to have the following information available

- The deceased's National Insurance number and date of birth
- The deceased's home address including postcode
- Informant's home address including postcode
- The place of death including postcode
- Details of benefits or services they were receiving
- DVLA driving licence or driving licence number
- Passport or passport number
- Blue Badge (if they have one)
- If the deceased has a surviving spouse or civil partner, their National Insurance Number or date of birth.

You may also be asked for information about

- Any surviving husband, wife or civil partner and their National Insurance number
- The person dealing with their estate

You must obtain the agreement of the persons listed above if you are going to provide information about them.

If you are not the surviving spouse, or the person who is dealing with the deceased's estate, you can still use this service if you have the authority to act on their behalf.

Please remember that it is your responsibility to make sure that any organisation that pays you a benefit or provides a service to you has correct and up to date information.

Once the death has been registered, you will be issued with a unique reference number to access the Tell Us Once service. You can either call the Department for Work and

Pensions on 0800 085 7308 to use the Tell Us Once Service quoting the reference number.

The lines are open Monday to Friday between 8am and 6pm.

This number is free to call from a BT landline, but other providers, including mobile phone providers, may charge you. If you do not speak English you can call 0800 085 7308 and an adviser and an interpreter will call you back and help you.

Alternatively, you can use the online service at

www.gov.uk/tell-us-once

Please note that whilst able to signpost you to the Tell Us Once Service, our staff are unable to provide advice on matters directly relating to the Department for Work and Pensions or other benefits. For further information on any direct Department for Work and Pensions enquiries and things to do after a death, please refer to the information online at:

www.gov.uk/after-a-death

WHO ELSE SHOULD YOU CONTACT?

You can use the following as a checklist to see if you have contacted everyone you need, although if you use the 'Tell Us Once' service you will receive confirmation of who has been contacted on your behalf.

- | | | | |
|---|--|--|---|
| <input type="checkbox"/> Accountant | <input type="checkbox"/> Doctors | <input type="checkbox"/> Local Co-operative Share Dividend Office | <input type="checkbox"/> Professional Bodies (if member) |
| <input type="checkbox"/> Bank/building society | <input type="checkbox"/> Employers | <input type="checkbox"/> Mortgage provider | <input type="checkbox"/> Private healthcare provider |
| <input type="checkbox"/> Benefits agency | <input type="checkbox"/> Hire purchase / loan companies | <input type="checkbox"/> Motoring breakdown policy | <input type="checkbox"/> Royal Mail - redirection |
| <input type="checkbox"/> Child benefit office (within 8 weeks) | <input type="checkbox"/> Home help agency | <input type="checkbox"/> National insurance contributions office (self-employed) | <input type="checkbox"/> Solicitor |
| <input type="checkbox"/> Church or other place of worship | <input type="checkbox"/> Hospital clinics | <input type="checkbox"/> Passport | <input type="checkbox"/> TV licence |
| <input type="checkbox"/> Clubs and Social Groups | <input type="checkbox"/> Income tax office | <input type="checkbox"/> Pension | <input type="checkbox"/> Telephone provider - landline and mobile |
| <input type="checkbox"/> Council tax office | <input type="checkbox"/> Insurance providers - Home, Car etc. | <input type="checkbox"/> Premium Bond Office | <input type="checkbox"/> Utilities - gas, electric, water |
| <input type="checkbox"/> Dentist | <input type="checkbox"/> Internet provider | <input type="checkbox"/> National Savings and Investments | |
| <input type="checkbox"/> DVLA - driving licence | <input type="checkbox"/> Landlord | <input type="checkbox"/> Probate Office | |
| <input type="checkbox"/> DVLA - car registration documents /car tax | <input type="checkbox"/> Library | | |
| | <input type="checkbox"/> Local Authority - rental / parking permit | | |
| | <input type="checkbox"/> Life assurance | | |

You should remember that if the deceased owned a vehicle then it is possible that there is no longer insurance cover for it to be driven. Many policies state that a vehicle may be driven by someone else with the owner's permission but when the owner dies any such permission may cease. It is best to contact the car insurance company before anyone drives the vehicle to make sure they are insured.

BEREAVEMENT

How can you get help and support with bereavement?

There are many organisations that can help and support you following bereavement. This is a list of organisations that might be useful to you at a time of bereavement.

Age UK

The UK's largest charity working with and for older people.

Tel: 01977 552114

www.ageuk.org.uk/wakefielddistrict

Child Death Helpline

The Child Death Helpline is a helpline for anyone affected by the death of a child of any age, from pre-birth to adult, under any circumstances however recently or long ago.

Tel: 0800 282 986

www.childdeathhelpline.org.uk

Citizens Advice Bureau

Helps people resolve their legal, money and other problems by providing free, independent and confidential advice.

Tel: 03444 111 444

www.wakefielddistrictcab.co.uk

Cruse Bereavement Care

Cruse Bereavement Care provides bereavement support, including for those experiencing loneliness. Their website is www.cruse.org.uk, or you can phone them on 0808 808 1677 in England, Wales and Northern Ireland. Cruse Scotland is on 0845 600 2227, their website is www.crusescotland.org.uk.

Lullaby Trust

Special support for anyone bereaved through Sudden Infant Death Syndrome (SIDS)

Tel: 0808 802 6868

Email: support@lullabytrust.org.uk

www.lullabytrust.org.uk

Macmillan Cancer Support

Provides a cancer information service that gives information, practical advice and emotional support to patients, their families and friends and others bereaved by the illness.

Tel: 0808 808 00 00

www.macmillan.org.uk

**Prince of Wales Hospice
Bereavement Support**

Bereavement Support for people whose friend or relative received Hospice Care.

Tel: 01977 708868

www.pwh.org.uk

RoadPeace

The UK's national charity for road crash victims provides support to those bereaved or injured in a road crash.

Tel: 0845 4500355

www.roadpeace.org

The Samaritans

For someone you can talk to who will give you support. There are over 180 branches that are open 24 hours a day.

Tel: 01924 377 011

Free call: 116 123

www.samaritans.org

SSAFA Forces Help

The national charity helping serving and ex-service men, women and their families in need.

Tel: 01924 374 724

www.ssafa.org.uk

SOBS

(Survivors of Bereavement by Suicide)

Offers group meetings, telephone support and information to those recently bereaved by suicide.

Tel: 0300 111 5065

www.uk-sobs.org.uk

Wakefield Hospice Bereavement Services

Bereavement support for the family and friends of people who have been known to Wakefield Hospice and have sadly died.

Tel: 01924 331400

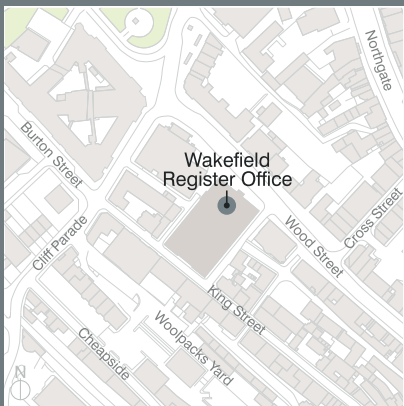
www.wakefieldhospice.org

The Silver Line

The Silver Line is a free, 24-hour, confidential helpline for older people.

Tel: 0800 470 80 90

www.thesilverline.org.uk



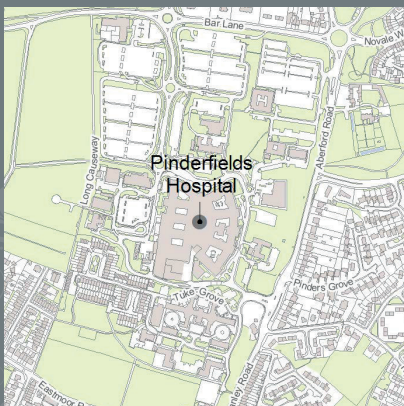
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Pontefract Registration Office

Pontefract Town Hall
Pontefract
WF8 1PG
Tel: 0345 485 2888
Email: wakefieldregistrars@wakefield.gov.uk



Bereavement Office

Pinderfields Hospital
Aberford Road
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Visit us at www.wakefieldregistrars@wakefield.gov.uk