

HELP FOR THE BEREAVED

Introduction

When someone dies there are many decisions and arrangements to be made. Unfortunately, these decisions and arrangements often have to be made at a time of great personal distress. This leaflet is intended to help by telling you some of the things you need to do.

Practical Necessities - What to do first

A death should normally be registered within 5 days of the date of death. However, there may be exceptions, for example, when the Coroner is involved. If the death has been referred to the Coroner, it cannot be registered until the registrar has received authority from the Coroner to proceed with the registration.

Please contact us for further information and advice if you think the Coroner is involved.

Who should register a death?

The primary responsibility for registering a death rests with the nearest relative of the deceased. If no relative is available to register, please contact us for advice.

Where do I go?

When someone dies, the death needs to be registered at the Register Office in the District in which the death occurred.

All necessary paperwork including death certificates will be issued at the time of registration.

You can go to a different Register Office if it is more convenient and complete the relevant paperwork in the form of a '**declaration**'. The declaration will then be forwarded to the registrar in the district where the death occurred, where it will be registered. The necessary paperwork and death certificates requested will be issued by post. Doing things this way may mean a slight delay to the funeral, since it is not possible for a burial or cremation to take place until after the registrar has issued the necessary paperwork.

Please contact the following Register Offices to arrange an appointment to register:

OFFICE ADDRESS	HOURS OF ATTENDANCE
<p>BARRY Civic Offices Holton Road Barry CF63 4RU Tel: (01446) 709518/9 <u>ALL REGISTRATIONS BY APPOINTMENT</u></p>	<p>MONDAY to FRIDAY 9.00am to 1.00pm 2.00pm to 4.00pm</p>
<p>PENARTH West House Stanwell Road Penarth CF64 2YG Tel: (02920) 707862 <u>ALL REGISTRATIONS BY APPOINTMENT</u></p>	<p>MONDAY to FRIDAY 9.00am to 1.00pm 2.00pm to 4.00pm</p>
<p>LLANTWIT MAJOR Town Hall Llantwit Major</p> <p>COWBRIDGE Town Hall Cowbridge</p> <p><u>TEL: (01446) 709518/9 FOR APPOINTMENT</u></p>	<p>TUESDAY 9.30am to 12.30pm</p> <p>THURSDAY 9.30am to 12.30pm</p> <p><u>ALL REGISTRATIONS BY APPOINTMENT</u></p>

**VALE OF GLAMORGAN COUNCIL
OUT OF HOURS EMERGENCY
TELEPHONE NO: (01446) 747874**

What documents will I need?

You will need to take the following documents with you when you attend to register a death:

- the Medical Certificate of cause of death issued by the doctor or hospital (if the doctor referred the death to the Coroner, the registrar may require additional paperwork from the Coroner before proceeding with the registration).
- the deceased's Medical Card, if available

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What information will I need to supply?

The registrar will ask you for the following information:-

About the Deceased

- Date and place of death.
- Forename(s) and surname of the deceased.
- Maiden name, if the deceased had been married.
- Date and place of their birth (town and county or foreign country).
- Occupation.
- Forename(s), surname and occupation of spouse, where the deceased was married or widowed or,

- Forename(s), surname and occupation of civil partner, where the deceased was in a civil partnership or was a surviving civil partner.
- Usual home address including their postcode
- Whether the deceased was in receipt of a pension or benefits from public fund

About the person (informant) registering the Death

- Informant's forename(s) and surname
- Their current address
- Informant's relationship to the deceased

Additional Information you will be asked

You will also be asked to answer the following questions. This information is used for government statistics and is kept confidential.

- If the deceased was married or in a civil partnership, the date of birth of the surviving spouse or civil partner.
- How long did the deceased stay in hospital or other establishment, for example, a hospice.
- If the deceased was under 75, the industry that they worked in.
- Was the deceased in receipt of an occupational pension from government funds. This will include occupations such as civil servants, NHS staff, armed forces personnel and war widows.

- The deceased's NHS number taken from their medical card, if available.

Once you have registered the death

Once you have completed the registration, the registrar will give you:

- A green form (called a 9w) to give to the funeral director (unless the Coroner has already issued one).
- A white form (called a BD8) this is for pension and social security purposes only. You will need to complete and send this form either to the Swansea Pension Centre or your local Jobcentre, Jobcentre Plus or social security office. The registrar will advise where the form should be sent and provide a business return envelope for your use.

You will also be able to purchase death certificates from the registrar. Each certificate will cost £3.50 and can be paid for by cash, cheque or postal order but **not** debit/credit card. You will need these certificates to deal with the deceased's finances. For example, banks and insurance companies will probably need a death certificate to allow you to close and access accounts and funds.

The registrar will give you advice on any other organisations that may need to be informed.

Probate, property and possessions (their estate)

When someone dies somebody has to sort out his or her estate. This person is known as the **personal representative** (also known as the **executor** if they are named as such in the will, or the **administrator** if there is no executor named or no will). It is important to find out if the deceased left a will, and if so, who the executor is. The will says what should happen to the deceased's money, property and possessions (known as the **estate**). The personal representative is responsible for paying all the deceased's debts, taxes and expenses, including funeral expenses. They make the payments from the estate, not from their own income or savings. Only when these duties are finished can the personal representative share out the rest of the estate to those people entitled to it.

If you are a personal representative you may have to apply for probate. The Probate Office will give you a "Grant of Probate" if the deceased left a will, or grant "Letters of Administration" if there is no will. Your local Probate Registry will send you the forms you need with notes and guidance on what you have to do. A useful Helpline number is **0845 3020 900** or visit the website **www.theprobateservice.gov.uk**.

If you have any difficulty in dealing with the deceased's estate or guardianship of their children, you should get advice from a solicitor or the Citizens Advice Bureau as soon as possible. You may already have a solicitor your family uses. If not, ask friends or family if they can recommend one. When you contact them remember to ask about their fees and charges.

What you will need to do next

Organising the funeral

Funerals can be expensive. So remember to check where the money for the funeral will come from before making any arrangements. The deceased may have a pre-paid funeral plan. However, if the deceased does not have sufficient money in their estate to cover the cost of the funeral, the person who organises the funeral will have to pay. If you are getting certain social security benefits you may be able to get a payment from the Social Fund to help pay for the funeral (please telephone **0845 6000 345** for advice).

If no one is able or willing to arrange and pay for the funeral, the local council, or in some cases the health authority may do so, but only where the funeral has not already been arranged.

Letting Organisations Know

When you sort out the affairs of someone who has died, you will need to deal with a lot of organisations. People have different circumstances and the organisations you need to contact will vary. We have listed some of the main organisations you may need to contact.

Pensions/Social Security Benefits/New Tax Credits

- The Department of Work and Pension to ensure any state pension payments are stopped. Telephone 0845 6060 265
- The deceased's employer or current occupational pension provider as they will advise if the deceased's occupational pension can be passed to another family member or surviving civil partner.
- The deceased's personal pension provider, if a policy was in place.
- The Jobcentre Plus or Social Security Office if benefit was in payment, for example, Income Support, Jobseekers Allowance, Child Benefit, Attendance Allowance. Telephone 0845 6000 345
- The HM Revenue and Customs, if tax credits were in payment (Working Tax or Child Tax Credits). Telephone 0845 3003900.

Health Services

- Tell the deceased's doctor and any other health service provider they may have used, such as local hospital, dentist and chiropodist.
- Return any equipment the deceased may have borrowed from a hospital, clinic or Social Services.
- Cancel any services received from Social Services, such as meals-on-wheels, transport or home help.

Money

There are a number of financial organisations who may need to be informed. These organisations will probably request to see a copy of the death certificate and include:-

- The Inland Revenue as there may be an Income Tax refund due.
- Banks, building societies, credit card companies, insurers, Post Office savings, premium bonds, stocks and shares.

Houses and Household Bills

- Ask the Post Office to redirect the deceased's mail, or, speak to the registrar about using the Bereavement Register to stop any unwanted junk mail or direct mailings.
- The laws states that the registrar who registers the death must tell the Council Tax Department of a person's death. However, you may wish to contact them direct to discuss any outstanding monies owed, refunds or reductions in Council Tax charges.
- Depending on the deceased's circumstances, you may need to speak to a council housing department, housing association, mortgage company or private landlord.
- Tell the deceased's gas, electricity, water and telephone line provider.
- Cancel any deliveries of heating oil.
- Inform the insurance company that provides the household insurance.

Transport and Travel

- Tell the car insurance company. Please note that anyone who is a named driver on the deceased's car insurance will no longer be insured to drive the vehicle. This is because the person who took out the insurance is not alive to give permission for someone else to drive.
- Return the deceased's driving licence to the Driver & Vehicle Licensing Agency(DVLA).
- Return the deceased's car registration documents to the DVLA to allow the change of ownership to be recorded.
- Cancel or return any travel passes or season tickets. Claim any refunds due.
- Return the deceased's passport to the UK Passport Agency.

Personal Items

- Return any library books and cancel membership.
- Send back any membership cards to clubs or associations and claim any refunds that may be due.

Useful Adresseses

Age Concern Cardiff & The Vale of Glamorgan
Enquires & Administration 91 Caerphilly Road, Cardiff
Tel: 029 2052 1052

The British Association of Cancer United Patients (Cancer BACUP)

3, Bath Place, Rivington Street, London EC2A 3JR
Tel: 020 7696 9003 (information) or 0808 800 1234 (freephone)

British Organ Donor Society (BODY)

Balsham, Cambridge CB1 6DL
Telephone 01223 893636

Cancerlink

11-21 Northdown Street, London N1 9BN
Telephone: 0808 808 0000

Vale of Glamorgan Citizens Advice Bureaux

119 Broad Street, Barry
Rear of 79 Eastgate, Cowbridge
The Old School, Wine Street, Llantwit Major
West House Cottage, Stanwell Road, Penarth
Tel:0845 1203756

Compassionate Friends

53, North Street, Bristol BS1 1EN
Tel: 0117 953 9639

Cot Death Helpline

14, Halkin Street, London SW1X 7DP

CRUSE – Bereavement Care

126, Sheen Road, Richmond, Surrey, TW9 1UR
Tel: 0208 940 4818

The Foundation for the Study of Infant Deaths (Cot Death Research and Support)

Artillery House, 11-19 Artillery Row, London SW1P 1RT
Telephone: 0870 787 0554 (helpline) or 0870 787 0885 (general)

Lesbian and Gay Bereavement Project

C/o THT Counselling, 111-117 Lancaster Road, London W11 1QT
Telephone: 020 7403 5969

National Association of Bereavement Services

C/o 68, Charlton Street, Camden, London NW1 1JR
Tel: 0207 388 2153

Miscarriage Association

C/o Clayton Hospital, Northgate, Wakefield WF13 JS
Tel: 01924 200 799 (24 hour answer phone)

National Association of Victim Support

PO Box 11431, London SW9 6ZH
Tel: 0845 303 900

National Association of Widows

48 Queen Road, Coventry, CV1 3ER

The Probate Helpline

IR Capital Taxes, Ferrers House, PO Box 38, Castle Meadow Road, Nottingham NG2 1BB

Telephone: 0845 3020 900

Roadpeace

PO Box 2579, London NW10 3PW
Telephone: 0845 4500355

SAMARITANS

75, Cowbridge Road East, Cardiff
Tel: 029 2034 4022 or 0845 7909090

SSAFS Forces Help

19 Queen Elizabeth Street, London SE1 2LP
Telephone: 020 7403 8783

The Stillbirth and Neonatal Death Society (SANDS)

28 Portland Place, London W1N 4DE
Telephone: 020 7436 5881

Terence Higgins Trust Helpline

52-54 Grays Inn Road, London WC1X 8JU
Tel: 020 7242 1010

The War Widows Association of Great Britain

C/o 48 Pall Mall, London SW1Y 5JY

The WAY Foundation

PO Box 6767, Brackley NN13 6YW
Telephone: 0870 0113450

The information included on these pages is for general guidance purposes only and is not a complete or exhaustive explanation of current Death Laws.

Vale of Glamorgan Office Addresses:

Vale of Glamorgan Register Office, Barry

Civic Offices, Holton Road, Barry, CF63 4RU

Tel: 01446 709490

E-mail: RegistrationService@valeofglamorgan.gov.uk

Office Hours Mon-Fri 0900 – 1300 by appointment only
1400 – 1600 “ “

Outstations

Register Office, Penarth

West House, Stanwell Road, Penarth, CF64 2YG

Tel: 029 2070 7862

Office Hours Mon-Fri 0900 – 1300 by appointment only
1400 – 1600 “ “

Llantwit Major Town Hall

Tel: 01446 719518/519

Office Hours Tuesday 0930 – 1230 by appointment only
“ “

Cowbridge Eastgate

Tel: 01446 719518/519

Office Hours Thursday 0930 – 1230 by appointment only