

HELP FOR THE RECENTLY BEREAVED

A practical guide to help you cope with administrative issues in the early days of your bereavement

When someone close to you dies...

What to do first

You will need to collect a Medical Cause of Death Certificate from either the hospice if your loved one died there, or from the hospital or from their GP if they died at home.

Arranging the funeral

It is important that you contact a funeral director as soon as possible so that they can start making arrangements on your behalf. **You do not need to wait for the death certificate.** Most funeral directors are available seven days a week. If you wish, they can visit your home to advise you on the necessary arrangements. Prices for funerals do vary and you may wish to see a brochure and price list or contact several funeral directors to compare prices before you make a final decision.

If you receive certain benefits through the DWP you may be eligible for help towards the cost of the funeral. The funeral director will be able to help you claim or you can ask your local DWP office for leaflet NP 45 "A guide to bereavement benefits". Please check these details carefully so that you understand which costs the DWP will cover.

Registering the death

After you have collected the Medical Cause of Death Certificate you will need to make an appointment by phone or email with the Register Office to register the death. **You should do this within five days of the date of death.**

It is probably better to go home and gather the correct information before going to the register office. Once information has been recorded in the register, it cannot easily be corrected and will inevitably cause you time and trouble to put right. Please make sure you are legally able to register the death before you go to the register office.

The Register Office is located at:

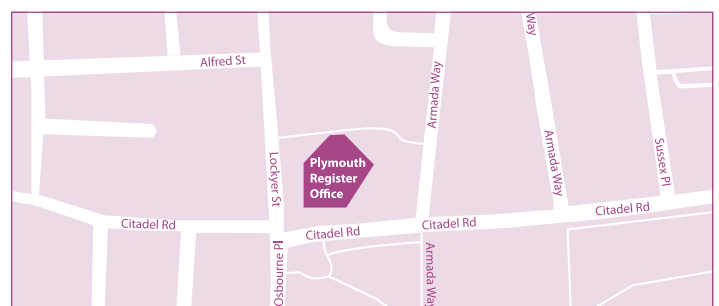
Lockyer Street
Plymouth
PL1 2QD

01752 268331
regoff@plymouth.gov.uk

**Monday, Wednesday
and Thursday**
9.00 am - 5.00 pm

Tuesday
9.00am - 6.00pm

Friday
9.00am - 4.30pm



When someone close to you dies...

Information which will be required by the Register Office:

- The Medical Cause of Death Certificate
- The medical card or National Health Service number of the deceased
- The date and place of death

Full name and surname

Maiden surname (if applicable)

Date of birth Town and country of birth

Last full time occupation

The name and occupation of husband/wife/civil partner if they were married/in a civil partnership

Address (including postcode)

If the deceased was married, the date of birth of the surviving spouse

The reference number of any pension paid out of public funds (apart from state retirement pension)

The registrar will give you:

- A green form to hand to the funeral director
- A white form (BD8) to send to the Department of Work and Pensions. You may be able to claim certain benefits and arrears of pension with this form. You can obtain an information booklet DWP 1027 "What To Do After A Death" issued by the Department of Work & Pensions

Support and advice

Remember your doctor can help. Other organisations that may be of assistance include:

- **St Luke's Hospice** (bereavement service):
01752 964200
- **Cruse** (for help with emotional and practical problems):
01752 408134
- **Samaritans**
01752 221666
- **Mustard Tree** (counselling for those bereaved through cancer):
01752 763672
- **Jeremiah's Journey** (support for bereaved children and their families):
01752 763666
- **Probate Registry**
01208 72279

People to inform

There are various people, companies and other interested parties who need to be informed of the death, especially if the deceased lived alone.

- Local social services if meals on wheels, home help, day centre transport were used.
- Any hospital the person was attending.
- The family doctor.
- The local Inland Revenue office.
- The local Department for Work and Pensions to cancel pensions, allowances, benefits etc.
- Any employer or trade union.
- A child or young person's teacher, employer or college, should be informed if a parent, brother, sister, grandparent or close friend has died.
- Car insurance company, this is important as people driving a car insured in the deceased's name are not legally covered.
- Local offices of gas, electricity, telephone company, Royal Mail deliveries, local newsagents and milkman.
- Professional organisations.
- Local authority housing department, if the deceased was receiving housing benefits/ council tax benefit and/or if the deceased was living in social housing.
- Private landlord.