



Martlets

life-changing hospice care

The next steps...

Helping you during the first days after
your bereavement

Martlets Hospice, Wayfield Avenue, Hove BN3 7LW

www.themartlets.org.uk

Registered Charity No: 802145

One step at a time ... coping in the first days and weeks

While grief is a natural part of life when someone you love dies, it can also be a difficult and devastating experience.

There are a lot of practical things you'll need to do over the next few days and weeks. The information in this leaflet takes you through some of these next steps and suggests places to contact for advice and support.

During this period, you may find yourself experiencing a whole range of thoughts and feelings, all in a short space of time. This is normal. You may feel numb, confused and disbelieving. Your thoughts and concentration may fluctuate. You may feel some immediate relief, or perhaps you may be unable to stop crying.

Every person has their own unique and individual response to the death of a loved one, and each person will find their own way to grieve. There can be good days and bad days, ups and downs ... this is a normal and understandable response to your loss.

Around six weeks after your bereavement you'll receive a letter from Martlets Bereavement Service offering support to you, your family and close friends. However, if we can be of any help now or at any other time you're very welcome to call us on **01273 273400**.

Registering the death

You should usually register a death within 5 working days. You'll need to make an appointment with the Register Office first. You should normally register the death at the Register Office in the district in which the person died. (You can register at any convenient Register Office but it will take time to post the certificates to you.)

If the death has been reported to the Coroner there may be a delay. He or she will issue the documents you need to enable you to register the death.

To contact the Coroner's Office, call **01273 292046** (Brighton & Hove). For information about the Coroner's Service and contact details for East and West Sussex visit **www.brighton-hove.gov.uk**, **www.new.eastsussex.gov.uk** or **www.westsussex.gov.uk**.

To make an appointment to register the death

Deaths in Brighton & Hove

Tel: 01273 292016

Online booking: bdm.brighton-hove.gov.uk

Address: Brighton Town Hall, Bartholomew Square (off East Street), Brighton BN1 1JA

Weekends and Bank Holidays

For people requiring burial within 24 hours

Tel: 07979 648227 (10.00am – 12.00 noon)

Deaths in East Sussex

You will need to make an appointment at Lewes Register Office.

Tel: 0345 60 80 198

Further information from:

www.new.eastsussex.gov.uk/community/registration/deaths/register

Address: Lewes Register Office, Westfield House, Western Road, Lewes BN7 1RJ (temporary address until early 2017)

Deaths in West Sussex

You can book an appointment to register at any West Sussex Registration Office.

Tel: 01243 642122

Further information and online appointment booking:

www.westsussex.gov.uk/births-marriages-and-deaths/deaths/

You will need to take

The Medical Certificate of Cause of Death.

The Registrar will ask you for

- The date and place of the death
- The full name of the person who has died, and any other names they may have been known by
- Their date and place of birth
- Their occupation and whether they were retired
- Their usual address
- The full name and occupation of their wife, husband or civil partner
- Whether they were receiving a pension from public funds

At your appointment

The Registrar will give you:

- A **Green Form (Certificate for Burial or Cremation)** to give to the Funeral Director (in some cases this will be issued by the Coroner)
- A **White Form called BD8** to send to the Department for Work and Pensions

You will be able to buy:

- **Certified copies of the entry in the Register (known as the Death Certificate).**

You'll need these for banks, building societies, probate, insurance companies etc. The Registrar can tell you how many copies you might need (usually around 4 to 6 depending on circumstances).

Note: it costs considerably more to order certificates later on.



Department for Work and Pensions (DWP)

Bereavement Service Phone Line

The DWP offers a single service so you need only contact them once to report a death. They deal with the notification of the death and can check if the surviving partner or next of kin is entitled to benefits. If so, claims for bereavement benefits or funeral payments can be started there and then over the phone. Any relevant changes to the state pension of the husband, wife or civil partner can be made at the same time.

Please note that the bereaved husband, wife, civil partner or next of kin needs to be present if a telephone claim is to be made. You will also need the date of birth and National Insurance number of both the person who has died and the person calling, and any other relevant benefits/pensions information.

Call 0345 606 0265 Textphone 0345 606 0285

When you hear "to report a death or check what help may be available following a bereavement" select Option 2.

Note: this telephone line is run by the Pension Service Division of the DWP but also deals with calls about bereavement from people of all ages.

Arranging the funeral

If you haven't already done so, you'll need to choose a suitable Funeral Director. There are a wide variety of Funeral Directors in our area, who offer a range of options.

Funeral Directors are experienced professionals who can be very helpful and supportive. Make sure you ask any questions you may have about the funeral and the cost. Funeral costs can vary greatly and if you think you will have difficulty meeting the bill, please tell the Funeral Director. You may find that you're eligible for certain financial assistance.

The Funeral Director needs to know

- Name, age and religion (if appropriate) of the person who has died
- The place of death and the name of the doctor who has signed the death certificate
- Whether burial or cremation is required:
If burial, details of existing or new graves. If cremation, what is to happen to the ashes
- Any particular requests left by the deceased
- Style of coffin
- Who will take the funeral (celebrant, clergy, family)
- The type of ceremony, music, readings, cars, newspaper notices, flowers and any other special requests

Note: the Funeral Director will need the Green Form from the Registrar's Office

Things to do after the death

You may need to contact

- Solicitor
 - Housing department, mortgage company or landlord
 - Bank and Building Society
 - Credit card/store card companies
 - Local Social Services Department if the deceased was receiving help
 - Employer and trade union
 - Insurance company and personal pension provider
 - Council Tax office
 - Television Licensing
 - Utility companies – gas, water and electricity if bills are addressed to the deceased
 - Telephone/mobile phone company
 - Car insurance company
- Note: If you are insured to drive under the deceased's policy, you will cease to be insured

Further useful information can be found at www.gov.uk/after-a-death

You may need to return

- Passport
- Driving Licence - send the person's driving licence and registration certificate (V5C) to DVLA with a cover note
- National Insurance documents to the relevant office with a cover note
- Benefits/Social Security cards
- Bus pass/blue badge
- Library books and card
- Any NHS equipment on loan

The Bereavement Register

This free service stops direct mail being sent to people who have died.

How to register:

Online: www.thebereavementregister.org.uk

Tel: 0207 089 6403 (9.00am—5.30pm Monday to Friday)
0800 082 1230 (automated phone registration service)

Write to: The Bereavement Register
Freepost RTEU-JSHJ-LCTZ
1 Newhams Row, London SE1 3UZ
(You don't need a stamp)

Email: help@thebereavementregister.org.uk

Unwanted sales calls – the Telephone Preference Service

If the deceased continues to receive telemarketing calls you can register the number with the Telephone Preference Service by visiting www.tpsonline.org.uk or calling **0845 070 0707**.

The TPS is a free service.

Places to contact for advice and support

AGE UK: www.ageuk.org.uk

*Helps people over the age of 50 and those who support and care for them.
Advice on local services, counselling, finances, publications, support services.*

National Advice Line: 0800 169 2081

Brighton & Hove: 29-31 Prestonville Road, Brighton BN1 3TJ

Tel: 01273 720603

East Sussex: 54 Cliffe High Street, Lewes BN7 2AN

Tel: 01273 476704

West Sussex: Tel: 01903 731800

Covers whole of West Sussex

BEREAVEMENT ADVICE CENTRE: www.bereavementadvice.org

Supports and advises people on what they need to do after a death.

Call **0800 634 9494** (freephone number) or request a callback

CITIZENS ADVICE BUREAU: www.citizensadvice.org.uk

Free, confidential and impartial advice on a wide range of issues, including benefits, debt, employment and housing.

Brighton & Hove: Tisbury Road Offices, Hove Town Hall, Tisbury Road, Hove BN3 3BQ.

Tel: 01273 223951

Lewes: The Barn, 3 North Court, Lewes BN7 2AR

Tel: 03444 111 444

Worthing: Citizens Advice Central & South Sussex, Worthing Town Hall, Chapel Road, Worthing BN11 1HA

Tel: 03444 771 171

CRUSE: www.cruse.org.uk

Provides free, confidential advice, information and support to bereaved people. If no-one is in the office, you can leave a message on their answerphone and they will call you back.

National helpline: 0808 808 1677

Brighton & Hove: Tel: 01273 234007

East Sussex: Tel: 01323 642942

West Sussex: Tel: 0300 311 9959

JOBCENTRE PLUS (Department for Work and Pensions): www.gov.uk

For help with benefits advice and applications.

Brighton: Windsor House, 30-35 Edward Street, Brighton BN2 0LN

Tel: 0345 604 3719 or 0845 604 3719

Hove: Boundary House, Boundary Road, Hove BN3 7GA

Tel: 0345 604 3719 or 0845 604 3719

Lewes: Medwyn House, Mountfield Road, Lewes BN7 2XR

Tel: 0345 604 3719 or 0845 604 3719

Worthing: Crown House, High Street, Worthing BN11 1NG

Tel: 0345 604 3719 or 0845 604 3719

MIND: www.mind.org.uk

*Support for anyone affected by a mental health problem.
Offers advice and information on bereavement.*

Mind in Brighton & Hove

51 New England Street, Brighton BN1 4GQ
Tel: 01273 66 69 50

Coastal West Sussex Mind

The Gateway, 8-10 Durrington Lane, Worthing BN13 2QG
Tel: 01903 277000

SAMARITANS: www.samaritans.org

They will listen to you and help you talk through your concerns, worries and troubles, whatever they may be.

The Samaritans of Brighton, Hove and District

Dubarry House, Newtown Road (near Hove Park Villas), Hove BN3 6AE
Tel: 01273 772277

Useful Websites

For general information:

www.gov.uk
www.brighton-hove.gov.uk
www.new.eastsussex.gov.uk
www.westsussex.gov.uk

For advice and support:

www.ageuk.org.uk
www.bereavementadvice.org
www.citizensadvice.org.uk
www.cruse.org.uk
www.mind.org.uk
www.samaritans.org

The Bereavement service at Martlets is able to offer you and your family support following the death of a loved one.

You're very welcome to call us on **01273 273400**
email: bereavement@martlets.org.uk



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Registered Charity No: 802145

