



# Northumberland County Council

## Northumberland Registration Service Bereavement Guide

This guide has been prepared by a team of Registrars to provide guidance and advice for those who have recently suffered the loss of a loved one. If you have any further questions, please contact us at [deathregistration@northumberland.gov.uk](mailto:deathregistration@northumberland.gov.uk)

Unless there is involvement from the coroner, the death should be registered within 5 calendar days. This is usually done by the next of kin or a family member. If none are available, other informants may qualify. See <https://www.gov.uk/register-a-death> for more information.

### **When the Coroner has been involved:**

- They will issue paperwork to the Registrars. This will allow the death to be registered after enquiries have taken place. The need to register within 5 calendar days no longer applies.
- If a post-mortem is required, you will be notified when you can register the death.
- If an inquest is to take place, the death will be registered upon its conclusion. In the meantime, an Interim Death Certificate will be issued. This will allow you to deal with the deceased's affairs, and to complete Tell us Once and SettleIt (see below).

You may contact a funeral director before registering. You will be asked for funeral details during your appointment.

## To make an appointment:

- Go online to <https://northumberland.sishost.co.uk/Agenda/TelephoneRegistration/Appointment.html>
- Call Customer Services on 0345 600 6400
- For appointments where the coroner has been involved, call our Registration Service on 01665 602 870

We can issue death certificates during your appointment for £12.50 each. If you wish to pre-order them, please have a payment card ready when you call us. We would recommend ordering as few certificates as you think you need. Extra copies can be ordered later (see overleaf).

The Medical Certificate of Cause of Death (MCCD) will be sent to us from the doctor's surgery/hospital.

## During the appointment you will be asked for the deceased:

- full name and former names
- date and place of birth
- current address
- last occupation
- relationship status - if married, in a Civil Partnership or widowed:
  - partner's full name
  - date of birth and (last) occupation.

## For the informant:

- full name
- relationship to the informant/qualification to inform.
- full address

## Funeral details:

- whether burial or cremation
- place and date of funeral
- funeral director details

## Useful documents you could bring:

- Birth certificate
- marriage/CP certificate
- birth/death certificate of spouse
- passport
- driving licence
- proof of address
- NHS number
- ID for informant

You will be issued with any prepaid certificates at the appointment. If required, you can buy more copies during or after the appointment for £12.50 each.

Following registration, we will forward the Burial or Cremation form (the green form) to the relevant cemetery or crematorium where your loved one's funeral is scheduled to take place. If you do not know the place that the funeral is being held at the time of the appointment, please contact us on 01670 622378 as soon as you find out. This will allow us to issue the relevant forms for the funeral to take place. If the funeral is being held outside of England or Wales, please let the registrar know.

See overleaf for information of other services, ordering additional certificates, and help and support.

## Tell Us Once and Settled

After the death has been registered, there are many organisations who will need to be informed. This includes banks, utilities companies, pension providers and Government agencies. You may wish to delay informing any other organisations until after the death has been registered, and then use the following time-saving services. Using these services will mean you will need to buy fewer certificates.

Tell Us Once—this service informs all Government and Council services, including:

- HMRC (Tax)
- DWP (Benefits and pensions)
- Passport Office
- DVLA
- Council Tax
- Bus Pass
- Blue Badge

It is free to use. A unique reference code will be provided to you during the registration appointment. Go to <https://www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once/> for more details.

Settld— this free service informs private pension providers, banks and financial institutions, utilities providers and insurance companies. See <https://www.settld.care/> for more information.

Extra death certificates can be purchased for £12.50 each online: <https://registrar.northumberland.gov.uk/SelfService/> or call 0345 600 6400.

## Support

- Age Concern—A national organisation for older people. Phone: 0800 678 1602 Website: [www.ageuk.org.uk](http://www.ageuk.org.uk)
- Child Death Helpline—A helpline for all those affected by the death of a child of any age. Phone: 0800 282 986 or visit [www.childdeathhelpline.org.uk](http://www.childdeathhelpline.org.uk)
- Cruse – Bereavement Care—Provides nationwide emotional support, counselling and information to anyone bereaved regardless of age, race or belief. Phone: 0808 808 1677 [www.cruse.org.uk](http://www.cruse.org.uk)
- Lullaby Trust—Support for families of a baby who has died suddenly. Helpline 0808 802 6868 website: [www.lullabytrust.org.uk](http://www.lullabytrust.org.uk)
- Macmillan Cancer Support—Provides information, practical advice and emotional support to patients, their families and friends and others bereaved by the illness. Phone: 0808 808 0000 website: [www.macmillan.org.uk](http://www.macmillan.org.uk)
- Road Peace—The UK’s national charity for road crash victims. Support to those bereaved or injured in a road crash. Tel: 0800 160 1069 [www.roadpeace.org](http://www.roadpeace.org)
- SSAFA Forces Help—National charity helping serving and ex-service men, women, and their families in need. Phone: 0800 260 6767 website: [www.ssafa.org.uk](http://www.ssafa.org.uk)
- The Samaritans—Someone to talk to who will listen and give support. Look up local number phone book. Phone: 116 123 website: [www.samaritans.org](http://www.samaritans.org)
- The Stillbirth and Neonatal Death Society (SANDS)—Offers support for bereaved parents and families when a baby dies at, or soon after, birth. Helpline: 0808 164 3332 website: [www.sands.org.uk](http://www.sands.org.uk)
- The Terrence Higgins Trust—Charity providing help and support for anyone with or concerned about AIDS or HIV infection. Phone: 0808 802 1221 website: [www.tht.org.uk](http://www.tht.org.uk)
- The Citizens Advice Bureau—Provides help to people, to resolve their legal, money and other problems. The advice they provide is free, independent and confidential. Phone: 0800 144 8848 website: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)
- The Loss Foundation—Provides free support and guidance for those bereaved by cancer. Website [www.thelossfoundation.org](http://www.thelossfoundation.org)

## Financial support

If you receive certain benefits, you may be eligible to receive a Funeral Expenses Payment. This is also known as a Funeral Payment and helps cover the costs. Information can be found online at <https://www.gov.uk/funeral-payments>.