

USEFUL CONTACT INFORMATION

Listed below are the names and contact details of organisations you may find helpful in dealing with death and the bereavement process.

On the back of this leaflet you will also find the contact details of Tamworth Co-operative Funeral Service branches where staff are ready to offer practical help and advice 24 hours a day.

The National Association of Funeral Directors

618 Warwick Road,
Solihull,
West Midlands, B91 1AA.
Website: www.nafd.org.uk

Department for Work and Pensions

Tel: **0207 712 2171**
Website: www.dwp.gov.uk

CRUSE Bereavement Care

Tel: **0208 940 4818**
Website: www.crusebereavementcare.org.uk

The Bereavement Register

Website: www.the-bereavement-register.org.uk

Co-operative Legal Services

Probate and Estate Administration
Tel: **0845 603 5475**
Freephone Legal Helpline: **0845 603 7199**
Please quote P0025
Website: www.co-operative.coop/legalservices

FUNERAL SERVICE BRANCHES

Tamworth Co-operative Funeral Service

The Mews, 35-37 Upper Gungate,
Tamworth, Staffordshire, B79 7NZ.
Tel: **01827 62094**

Bereavement Advice Centre

5 Colehill, Tamworth,
Stafforshire, B79 7HA.
Tel: **01827 65333**

Uttoxeter Co-operative Funeral Service

34 High Street, Uttoxeter, ST14 7HT.
Tel: **01889 565561**

Woodville Co-operative Funeral Service

107 Granville Street, Woodville,
Swadlincote, Derbyshire, DE11 7HJ.
Tel: **01283 217237**

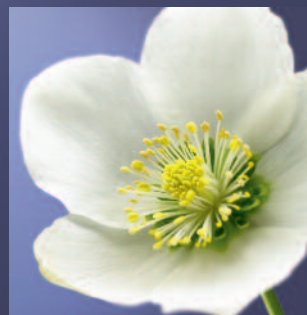
Tamworth Co-operative Funeral Service is part of the Tamworth Co-operative Society Limited.

Registered office:

5 Colehill, Tamworth, Stafforshire, B79 7HA.
Telephone: **01827 63711**
Website: www.tamworth.coop

Established 1886.

The information contained in this leaflet was believed to be correct at the time of printing but Tamworth Co-operative Society accept no responsibility for omissions and errors.



Bereavement support guide



Important information and advice on dealing with a death

INCLUDES USEFUL CONTACT NUMBERS

Tamworth Co-operative Funeral Service

WHAT TO DO WHEN SOMEONE DIES

WHEN SOMEONE DIES AT HOME OR IN A NURSING HOME

The first contact should be with the **deceased's doctor** because the death will need to be verified by a GP. Verification of death can also be carried out by an appointed person who has been trained to recognise when life has ended.

The GP's surgery or the out of hours service will arrange to verify the death unless there is a **qualified person** present who can do so. A qualified person could be a member of the care team at the nursing home, the ambulance service or the rapid response team.

Death needs to be ascertained before the deceased can be moved. Once death has been verified the family's chosen **funeral director** can convey the deceased to the funeral home.

The family will need to arrange collection of a **Medical Certificate of Cause of Death** from the GP if they have seen the deceased in the previous 14 days and are sure of the actual cause of death.

If the GP has not seen the deceased in the previous 14 days or is unsure of the cause of death then they will have to refer the death to the **Coroner**.

WHEN SOMEONE DIES IN HOSPITAL

The nursing staff will arrange for the death to be verified and the relatives will be put in touch with the **Bereavement Office** to arrange the collection of the Medical Certificate of Cause of Death and any personal belongings of the deceased.

WHEN SOMEONE DIES SUDDENLY

When someone dies suddenly or unexpectedly it is normal for the Coroner to be involved and there are various reasons for this. It may be that the GP has not seen the deceased within the previous 14 days and is unable to issue a Medical Certificate of Cause of Death. It may also be that the death is one of the many that need to be reported to the coroner. In either case you will be appointed a **Coroner's Officer** who will guide you through the process of what to do next. You can also contact one of our funeral homes and we can advise you on the procedures involved.

WHEN SOMEONE DIES AWAY FROM HOME OR ABROAD

When the death takes place some distance away from home, either within the UK or anywhere abroad, please do not hesitate to contact one of our funeral homes. We can guide you through exactly what to do and help make all the necessary arrangements.

HOW TO REGISTER A DEATH

Once you are in possession of the Medical Certificate of Cause of Death or the Coroner has given you permission to register the death you will then have to make an appointment at the **Register Office** in the district of where the death took place. Registration, in most cases, will take place prior to the funeral.

A relative of the deceased usually registers the death however, if no relative is available, then this may be done by:

- Any person present at the death
- An occupier of the premises where the death took place
- The person accepting responsibility for arranging the funeral

WHAT DOES THE REGISTRAR NEED TO KNOW?

- The date and place of their death
- Their full name
- The date and place of their birth
- Their occupation
- Their home address
- If they were in receipt of a pension or allowance from public funds
- If married, the date of birth of the surviving spouse

THE REGISTRAR WILL ALSO REQUIRE THE FOLLOWING DOCUMENTS:

- The **Medical Certificate of Cause of Death**
- The deceased's **National Health Service Medical Card** (if available)
- The deceased's Birth Certificate
- The deceased's Marriage Certificate (if applicable)

THE REGISTRAR WILL THEN ISSUE:

The Registrar will then issue a **Green Certificate** for burial or cremation which will be required by the funeral director prior to the funeral taking place.

The Registrar will also issue the **Certified Copy of an Entry of Death** (Death Certificate). There will be a small charge for each copy and it would be advisable to obtain more than one as a Death Certificate is sometimes required for legal or financial purposes.

A **Certificate of Registration of Death** (FORM BD8) will also be issued. This form is for social security purposes if the deceased was in receipt of a state pension or benefits. Read the information on the reverse of this form and, if applicable, return the form.

If the Death has been referred to the Coroner the Registration Process may vary and we will advise you accordingly.

REGISTER OFFICE INFORMATION

BIRMINGHAM

The Register Office,
Holliday Wharf,
Holliday Street,
Birmingham, B1 1TJ.
Tel: **0121 675 1000**

DUDLEY

The Register Office,
Priory Hall, Priory Park,
Dudley, DY1 4EU.
Tel: **0300 555 2345**

SUTTON

The Register Office,
Council Buildings,
King Edward Square,
Sutton Coldfield, B73 6AP.
Tel: **0121 675 2902**

WOLVERHAMPTON

Wolverhampton Register Office,
Civic Centre, St Peters Square,
Wolverhampton, WV1 1RU.
Tel: **01902 551234**

All Staffordshire Registrars including:

**BURTON, CANNOCK, LEEK, LICHFIELD,
NEWCASTLE UNDER LYME,
PENKRIDGE, RUGELEY, STAFFORD,
STONE, TAMWORTH, UTTOXETER,
and WOMBOURNE** are by appointment only.

To make an appointment please call **0300 111 8001**

STAFFORDSHIRE REGISTER OFFICES

The addresses and directions to all Staffordshire Register Offices can be found at:

www.staffordshire.gov.uk/community/lifeevents/offices

GENERAL REGISTER OFFICE

Official information including a directory of all Register Offices in the United Kingdom can be found at:

www.gro.gov.uk

If you're experiencing problems with any aspect of bereavement please do not hesitate to contact one of the **TAMWORTH CO-OPERATIVE FUNERAL SERVICE** branches listed on the back page of this leaflet. You will find our staff responsive, sympathetic and ready to help.