

Practical information to help you with

death and bereavement

where do I?

how do I?

what do I?

**CROYDON
COUNCIL**
www.croydon.gov.uk

Croydon 
Primary Care Trust

 **METROPOLITAN
POLICE**
Working together for a safer London

DWP Department for
Work and Pensions

 **jobcentreplus**

 **CROYDON
VOLUNTARY
ACTION**
The Guild Supporting Voluntary Organisation

AGE
Concern

Why is this leaflet needed?

Customers say 'it is not easy to know where to find the information'...'at an emotional and demanding time easy access and clear signposting to those who can help us is needed'.

Croydon's Community Partners know that there are many invaluable advice points and brochures available to help people deal with death and bereavement. To help you access this information and support easily, we have brought together links and contact details so you only need to look in one place.

We are very grateful to Rowland Brothers International Funeral Directors for sponsoring the printing of this leaflet.

How do I find the information?

The signpost you need has been located on the Council's website and aims to provide you with links to many key areas of information and advice. These can be found by putting bereavement into the search box at www.croydon.gov.uk

Here you will find links that will point you to

- a **practical check list** of what you may need to know and do in the first few days, as well as who else you may need to contact after that

- **General information** by theme so you can find what will help you
- **Specialist organisations** for help and information

You can access the internet at your local library where staff will be pleased to help you find the information you require.

Should you be visiting the office or reception of any agency listed in this leaflet staff will also be able to give you contact details for those people you need to speak to.

Some key points for you to consider

- A doctor will issue a death certificate unless the death is referred to the coroner.
- A death must be registered, preferably by the closest relative, within 5 days unless the Registrar extends this. Please contact Croydon Council registrars for an appointment. You will find what information you need to bring listed clearly on the envelope containing the death certificate. The certificate shows the cause of death.
- The registrar will give you form BD8 (white) for Social Security. However there is a charge for all Death Certificates, you will need to decide how many copies you need to buy. Further copies can be ordered via www.gro.gov.uk/gro/content/deaths using the index reference that you will be given.

- Information about how to arrange a funeral and the options available for different faiths and beliefs is available from Croydon Council Bereavement Services or a funeral director.
- A funeral date can only be confirmed when the death has been registered and Green form 9 issued.
- Crematorium chapels are non-religious venues suitable for all beliefs.
- Any existing Will needs to be located so the executor /personal representative can act on their responsibilities, including any wishes regarding the funeral.
- Make any property involved secure; tell the property insurer if it is going to be empty
- Tell the Bank or Building Society where a current account was held.
- Consider any immediate support needs for the bereaved.
- It can be helpful to let the school know even if children are able to attend.
- Make sure everyone who needs to know is told when the time is right.
- The booklet D49 'What to do after a death in England and Wales... a guide to what you must do and the help you can get' is easy to use and a good reference document. Croydon Council Registrars Service will give you a copy or access it on line at:

www.dwp.gov.uk/advisers/d49

- The Directgov website has clear information on what to do after a death, wills, property, dealing with finances, benefits and allowances see www.direct.gov.uk/RightsAndResponsibilities/Death/WhatToDoAfterADeath/fs/en
- The Citizens' Advice Bureau website also has a wide range of information to help you www.adviceguide.org.uk/family_parent/family/what_to_do_after_a_death
- The Department of Work and Pensions should be contacted re any benefits being paid to the person who has died, any adjustments that may be necessary for dependents or where a new claim may be required.
- By phoning the Metropolitan Police Bereavement Information for Families Telephone Helpline you can choose to hear information about the role of the Coroner, death abroad, how to register a death, dealing with wills and estates.
- You can add the name and contact details of the person who has died to two on-line registers www.the-bereavement-register.org.uk and www.deceasedpreferenceservice.co.uk This will remove the person's name from direct mail databases and reduce the potential for fraud.

Further information on these and many more topics, plus a practical check list and contact details for specialist and support organisations can be found by putting bereavement into the search box on the Croydon Council's website www.croydon.gov.uk

Key Contacts

Croydon Council Registrars

www.croydon.gov.uk ☎ 020 8726 6300

Croydon Council Bereavement Services

www.croydon.gov.uk ☎ 020 8684 3877

Croydon Council General Enquiries

www.contact.thecouncil@croydon.gov.uk

☎ 020 8726 6000

Age Concern

www.ageconcern.org.uk ☎ 020 8680 5450

Bereavement Information for Families

Telephone Helpline ☎ 0800 032 9996

Citizens Advice Bureau (Croydon)

www.adviceguide.org.uk ☎ 01689 846890

Cruse Bereavement Care

www.cruse.org.uk ☎ 0844 477 9400

Cruse Croydon Branch ☎ 020 8916 0855

Cruse Young Person's Helpline

www.rd4u.org.uk ☎ 0808 808 1677

Job Centre Plus

www.jobcentreplus.gov.uk ☎ 020 8700 8306

Patient Advice and Liaison Service (PALS)

☎ 020 8401 3210 (Mayday Hospital)

☎ 020 8274 6333 (Croydon PCT)

The Pension Service

www.thepensionservice.gov.uk

☎ 0845 60 60 265

Samaritans

www.samaritans.org.uk

☎ 08457 909090 (24 hour)


You and bereavement

The way each one of us handles grief and bereavement is as different as the circumstances themselves. Our emotions and our ability to think clearly are usually affected. Everyone will have their own way of remembering the person who has died. Talking about them and focusing on the things you enjoyed together often helps. We often need the support of family, friends and professionals during this time to help us adjust and begin moving forward once more.

Your Doctor will be able to give you information and contacts that are particularly relevant to you. You may find helpful advice or support from organisations listed on the Council's website as well as from local support groups. Details of these can be found from health practitioners, the Citizens' Advice Bureau and libraries.

Cruse Bereavement Care produce a helpful pack with leaflets that set out the emotions you may feel and what others have found helped them **www.cruse.org.uk** There is also a Young Person's helpline and website.

We hope the information and contact details provided will help you identify the advice and support you are looking for... simply put bereavement into the search box on the council website **www.croydon.gov.uk**



Bereavement can be a particularly demanding time. Staff in all the organisations in the Key Contacts list will help you access the information you need. Should you require their help in any way, please ask.