

“Tell us Once” - A helping hand when you need it

The death of a loved one is incredibly traumatic, often made more difficult by a great deal of administration - in recognition Warwickshire County Council has launched a new free service to help local people through the process.

We can help you tell the people who need to

know...When someone dies there are a lot of things that need to be done, one of these is contacting all the government organisations that need to be told of the death.

Warwickshire County Council's Registration Service has launched a new free service to try and make the whole process easier.

How the service can help you...The *'Tell Us Once Service'* means a customer can tell the Registrar the information, and all the other government organisations will be contacted on their behalf.

How you can contact us to use the service.....Anyone with a Registrar appointment to register a death can now ask to extend this appointment and take up the 'Tell Us Once Service'.

The contact number to book a death registration appointment is 0300 555 0255, lines are open from 8am to 8pm Monday to Friday, and from 9am to 4pm on Saturday.

In order to take up the 'Tell Us Once Service' on the day the death is registered with the Registrar the following additional information about the person who has died is required:

- Their National Insurance number and date of birth
- Details of any benefits or services they were receiving
- Their driving licence
- Their passport or passport number and town/country of birth.

Next of Kin....If you are the next of kin (closest relative by blood or marriage to the deceased) your entitlements to benefits may change so please have your own National Insurance No./or date of birth with you.

If you are not the next of kin... but are the person who is dealing with the deceased person's estate (the person sorting out their property, belongings or money), you can still use the service on behalf of the next of kin, providing that you have their permission to provide their details and act on their behalf. If you are acting on behalf of the next of kin, we will ask for the contact details of the next of kin, details of the surviving wife, husband, or civil partner (if any) and the person dealing with the deceased person's estate.

If you do not want to take up the Tell Us Once

Service on the day that you register the death with the Registrar, you can telephone the information through at a later date to the Department of Work & Pensions, quoting a unique number which is given to you when you register the death with the Registrar.

The contact number for Department of Work & Pensions (DWP) is **0800 085 7308**. The lines are open Monday to Friday 8am to 8pm. This number is free to call from a BT landline, but other providers, including mobile phone providers, may charge you. If you do not call you back and help you

What happens to the information?

If you decide to use this service we will be able to tell the following organisations on your behalf:

- **The Department for Work and Pensions** – which covers the pension, Disability and Carers Service and Job Centre Plus.
- **HM Revenue and Customs** – covering Child Benefit, Tax Credit and Working Tax Credit.
- **Identity and Passport Service.**
- **Driver and Vehicle Licensing Agency (DVLA)**
- **Warwickshire County Council** – including Blue Badge Services, libraries, adults services and children's services.
- **The district or borough council** – including housing benefit, council tax payments, electoral services.

How will we treat the information that you

give us? The information you give will be treated securely and confidentially. The organisations who are contacted will use the information to update their records

For more information visit www.warwickshire.gov.uk/deathregistration or call 0300 555 0255 to make an appointment.