

# Bereavement Guide

Step by step help for those facing the loss of a loved one





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## INTRODUCTION

The death of a loved one inevitably causes a great deal of grief and sorrow for those left behind. For those closest to the deceased it sadly also means a great number of decisions and arrangements need to be made. Faced with such emotions and pressure, it is understandable that you might feel confused and overwhelmed by what's happening. We have produced this guide to provide as much practical help as we can during this time in an effort to give you as much chance as possible to grieve and come to terms with your loss.

In the next few pages we hope to guide you through everything that you are either required to do or might be asked to do in the coming days and weeks. We are deeply sorry for your loss, but hope that this practical guide provides some use or comfort at this time.

In this section you will find general advice on some of the first actions you need to take – as far as possible this information has been tailored for people who live in the Lancaster City Council area.

## Where do I register a person's death?

The Registration Office in Lancaster is based in Queen Street, Lancaster and covers the whole of the Lancashire District apart from Blackpool and Blackburn Unitary Authorities.

The Registration Office  
4 Queen Street  
Lancaster  
LA1 1RS

Open Monday to Friday 9am–4.30pm  
(last appointment is at 4pm)

If you are unable to call in person at the Registration Office, you can book an appointment by calling the Customer Service Centre on 08450 530021.

Directgov, the official public services website has set up a simple interactive service which provides all the information needed to register a death and make the necessary arrangements, guiding you through the process as smoothly as possible.

See [www.direct.gov.uk/en/governmentcitizensandrights/death](http://www.direct.gov.uk/en/governmentcitizensandrights/death)





# Visiting the Registration Office

## What do I need to bring?

If the person dies at home the family doctor and nearest relative should be informed.

The family doctor who attends the death must complete a certificate giving the cause of death. The doctor's certificate should be taken to the Registration Office, normally within five days. Sometimes the doctor will send the certificate direct to the Registration Office.

You can give any registrar in England and Wales the information to register a death. If the death took place in a different area from the registrar you choose, they will send the details to the registrar for the area in which the death occurred.

## The information required on this visit:

- The medical certificate stating the cause of death.
  - The full names of the deceased.
    - The date and place of death.
    - The address of the deceased.
    - Any other names that they have been known by, including the maiden name of a woman who has been married.
    - Their place and date of birth.
    - Their most recent occupation.
    - If they were married or civil partners, their partner's full name and occupation.

This information is necessary as it will be included in the death register. Other questions will be asked about the date of birth of the surviving spouse/partner, where applicable, along with information about any state benefits or allowances that the deceased was receiving. The National Health Service insurance number will be

requested and the deceased's medical card should also be surrendered – if, however, you are unable to locate the medical card, do not delay registering the death as this can be submitted at a later date.

Once the death is registered, a white certificate is issued free of charge, containing a social security form to claim any arrears of benefit due to the estate of the deceased person and to ensure correct benefits are paid to the surviving spouse/partner.

A green certificate is issued for the burial/cremation.

Copies of the death certificate can be purchased as these will be necessary for probate or the granting of letters of administration.

## What happens if the death occurs in hospital?

Hospital staff will contact the person named by the deceased as the next of kin. The hospital will keep the body in the hospital mortuary until such time as the executor can arrange for it to be collected.

## What happens if the death occurs in the Accident and Emergency Department?

It is routine for the doctor involved in the patient's care to inform the Coroner's office.

The Coroner's office will contact the patient's next of kin to explain the procedure for issuing the death certificate.

## Organ donation

If you are aware that the deceased wished to donate organs for transplant it is important that the next of kin are made aware of that wish to make sure that they do not object to the organ donation. There are very clear rules which guide medical staff on how this is carried out and the doctor attending will explain how this would happen. After organ donation the body is released to relatives.

## Viewing the deceased person

If you, or any member of the family, were not present at the time of death, it may be possible for you to visit the hospital mortuary to see the deceased person. An appointment is necessary and should be made by telephoning the Mortuary staff on 01524 583799 during office hours, i.e. between 8.30am–4.30pm.

## Hospital chaplains

Hospital chaplains provide a 24-hour service, seven days a week. You can ask on the ward or main reception if you would like to see the chaplain on duty and he/she will come to see you as soon as possible. Contact with the chaplain can also be arranged by ringing the general switchboard on 01524 65944. There is a hospital chapel situated within the Royal Lancaster Infirmary in Medical Unit 1 on the Bromley Corridor. The chapel is available for both Christians and non-Christians to use.

## The deceased's personal effects

These can be collected along with any relevant documentation from the ward on which the deceased died. The ward can be contacted by ringing the Royal Lancaster Infirmary general switchboard on 01524 65944.

# The Coroner

## When would a death be reported to the Coroner?

In certain circumstances the doctor can report the death to a Coroner, for example, if the cause of death was sudden or unknown.

If the doctor treating the deceased has not seen him or her either after death or within 14 days before death, then it must be referred to the Coroner.

## Who is the Coroner?

He or she is a doctor or lawyer responsible for investigating deaths in certain circumstances.

## What does the Coroner do?

The Coroner may arrange for a post mortem – this is a medical examination of the body which can help find out more about the cause of death. If the post mortem shows that the death was due to natural causes, the Coroner might issue a notification known as a Pink Form B – this is normally sent direct to the Registration Office but might be handed over to the next of kin to deliver.

If the body is to be cremated, the Coroner will issue the Certificate for Cremation (form E) which allows the cremation to take place.

The Coroner can also organise an inquest – this is an inquiry into the medical cause and circumstances of death. The Coroner will hold an inquest if the death was:

- Violent or unnatural.
- Caused by a reportable industrial disease.
- The death occurred in prison.
- The cause of death remains uncertain after the post mortem.

## Where is the Coroner's Office?

It is based at Coroner's Court, 2 Faraday Court, Faraday Drive, Fulwood, Preston PR2 9NB  
Tel: 01772 703700, Fax: 01772 704422



## The funeral

A funeral is an important part of the grieving process and offers a chance to remember the life of the person who has died, to say goodbye to them and to share that farewell with other mourners. The information below aims to help you when making these arrangements.

### Your rights and options

The main requirements in England and Wales are that the death is certified by a doctor or coroner, registered with a Registrar of Births, Marriages and Deaths, and the body either buried or cremated. Depending on religious tradition, some of the information below might not be applicable.

- You do not have to have a funeral ceremony.
- You do not have to use a religious minister.
- You do not have to use a funeral director.
- A ceremony does not have to take place in a crematorium or place of worship.

There are more options concerning the content of a funeral ceremony and its duration than many people realise. Woodland burial and other green options are increasingly available.

The majority of people choose to make their arrangements through a funeral director, but some people see 'do-it-yourself' funerals as more personal and less expensive. If this approach appeals, and you have time to research and prepare, enquire at the cemeteries department at your local authority for guidance. You could also get information from the Natural Death Centre [www.naturaldeath.org.uk](http://www.naturaldeath.org.uk) Some funeral directors are willing to help with such funerals.

The type of funeral service and the manner in which it is to be conducted are entirely a matter of personal choice. Your funeral director will advise and guide you on the format of the service and will inform the Cemeteries Services of any specific requirements in advance. If you are not using a funeral director, it is best to speak to the Cemeteries Services staff as early as possible so that they are aware of your wishes in this respect.



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## Lancaster City Council's Cemeteries Service

### The overall aim of the Service is as follows:

- “Our primary objective is to provide a cemeteries service that meets nationally recognised standards and is delivered in a caring and sensitive manner”

The cemeteries team are also committed to protecting and enhancing biodiversity and developing its cemeteries to meet Green Flag Award criteria which is the national standard for cemeteries, parks and green spaces.

Website: [www.greenflagaward.org.uk](http://www.greenflagaward.org.uk)

### What is biodiversity?

It is the variety of living things around us, from mammals and birds to plants, insects and microbes and the habitats they live in.

Improved biodiversity has been achieved by increasing wildflower plantings, tree, hedge and grounds maintenance management, reducing herbicides, providing nest boxes, hedgehog and bee hotels and creating areas to attract butterflies and bees.

### Opening hours

The Cemetery Office is based at Morecambe Town Hall, Marine Road East, Morecambe LA4 5AF and is open between 9am–12pm and 1.30pm–5pm Monday to Friday for personal visits.

For telephone enquiries please ring 01524 582635 E-mail: [environmentalhealth@lancaster.gov.uk](mailto:environmentalhealth@lancaster.gov.uk)

The office holds all the statutory records relating to the council's cemeteries to which the public have a right of inspection.

Please note that the local crematorium is not operated by Lancaster City Council. For information please contact Dignity Funerals on 01524 848394.



# Charter for the Bereaved

Lancaster City Council is a member of the Charter for the Bereaved. In order to become a member, a burial authority has to demonstrate that they satisfy 36 basic rights associated with funerals.

The Charter also contains objectives and helps burial authorities to set priorities for future development and improvement.

Members of the public can be assured that a burial authority that has adopted the Charter is committed to providing excellent service designed to meet their needs and this is certainly the case in Lancaster.

A copy of the Charter for the Bereaved can be viewed at the Cemetery Services office or a copy can be borrowed or alternatively can be viewed or downloaded from the Institute of Cemetery and Crematorium Management website at [www.iccm-uk.com](http://www.iccm-uk.com)

## Service standards

### What we will aim to do:

- Adhere to Lancaster City Council's Customer Service Charter.
- Be courteous and helpful at all times.
- Give our name when we answer the telephone.
- Act with honesty, integrity, sensitivity and respect confidentiality wherever possible.
- Reply to letters and e-mails within five working days and Freedom of Information requests within 20 days.
- Funerals can usually take place within four days of booking.
- Meet our legal obligations relating to cemeteries.
- Recognise and support the needs of ethnic, religious and non-religious groups.

If you feel we have not delivered a satisfactory service please contact the Public Health and Safety Manager or Head of Health and Strategic Housing at Morecambe Town Hall in the first instance. The council has a customer complaints policy and procedure for dealing with complaints that cannot be resolved initially or alternatively there is a Charter for the Bereaved grievance procedure.





## **Lancaster Cemetery**

The first cemetery to be opened in Lancaster City Council's area was Lancaster Cemetery in 1855. The cemetery is the last resting place of many who helped shape Lancaster, including Lord Ashton and William Storey. The layout, planting scheme and architecture of the site is recognised by the fact that it is a Grade II listed site on English Heritage's Register of Parks and Gardens of Special Historic Interest.

## **Morecambe Cemetery**

Opened in 1874 and is the final resting place of many who helped to shape the old fishing village of Poulton-Le-Sands and the development of Morecambe.

No new graves are available but the cemetery still provides burial facilities in existing family graves. A Friends' Group has recently been established.

## **Scotforth Cemetery**

Opened in 1891. A full range of graves are available including a cremated remains section and a Muslim section. A chapel is available for a burial service.

## **Skerton Cemetery**

Opened in 1904. New graves are available, including cremated remains. A chapel is available for a burial service.

## **Torrisholme Cemetery**

Opened in 1906. New graves are available including a woodland burial area, cremated remains graves and vaults and a new baby and young child area.

A chapel is available for a burial service. The cemetery has an active Friends Group and achieved the Green Flag Award standard in 2008 and 2009. It was judged winner of the Cemetery of the Year Award 2009 in the 5–15 acre category.

## **Carnforth Cemetery**

Opened in 1925. New graves are available including cremated remains graves.

## **Hale Carr Cemetery**

Opened in 1926. New graves are available, including the development of a "green" meadowland burial area and cremated remains area. A chapel is available for burial services.

## **Chapels**

The cemetery chapels are non-denominational and are available to all religions, sects and beliefs. The chapels are equipped with loop systems to assist the hard of hearing.

# BURIAL SERVICES

A full service may be held in the cemetery chapel, followed by the burial or, alternatively, a service could be held in a church or other venue and the coffin brought to the cemetery for burial only.

Cemeteries staff will prepare the grave for the burial and a burial attendant will ensure that the service takes place safely and smoothly.

In preparing the grave it is usual to construct a soil box adjacent to the grave being dug and this will preclude access for a few days to those graves nearby.

Following the burial, when the mourners have left, the grave will be back-filled. Any floral tributes will be placed on the grave and left for at least two weeks before being removed by cemeteries staff.

The grave will be checked at one, two and five months following the burial, and if the ground has settled, will be topped up and re-turfed or seeded as necessary.

## Graves

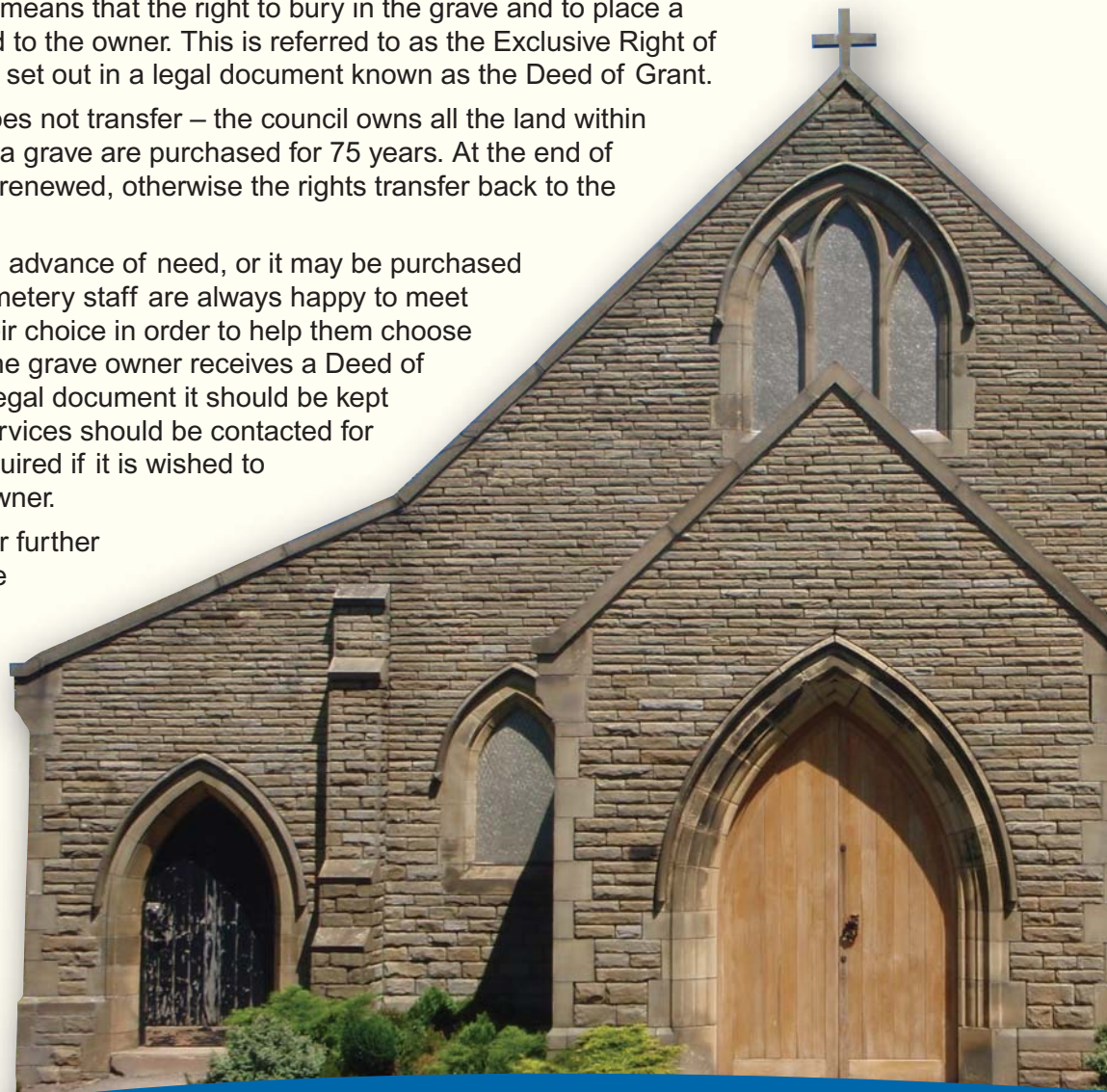
Burials take place in graves, which are laid out in a regular pattern within the cemeteries.

A grave may either be unpurchased, which means that the rights to it remain with the council, or purchased, which means that the right to bury in the grave and to place a memorial on it are transferred to the owner. This is referred to as the Exclusive Right of Burial and your entitlement is set out in a legal document known as the Deed of Grant.

The ownership of the land does not transfer – the council owns all the land within the cemeteries. The rights to a grave are purchased for 75 years. At the end of the period, the lease may be renewed, otherwise the rights transfer back to the council.

A grave may be purchased in advance of need, or it may be purchased subsequent to the burial. Cemetery staff are always happy to meet clients at the cemetery of their choice in order to help them choose from the available options. The grave owner receives a Deed of Grant to the grave and as a legal document it should be kept in a safe place. Cemetery Services should be contacted for advice on the procedures required if it is wished to transfer the Deed to a new owner.

Once a grave has no room for further full coffin burials, it is possible for a number of cremated remains to be buried in it, thereby extending the life of the grave for future generations.





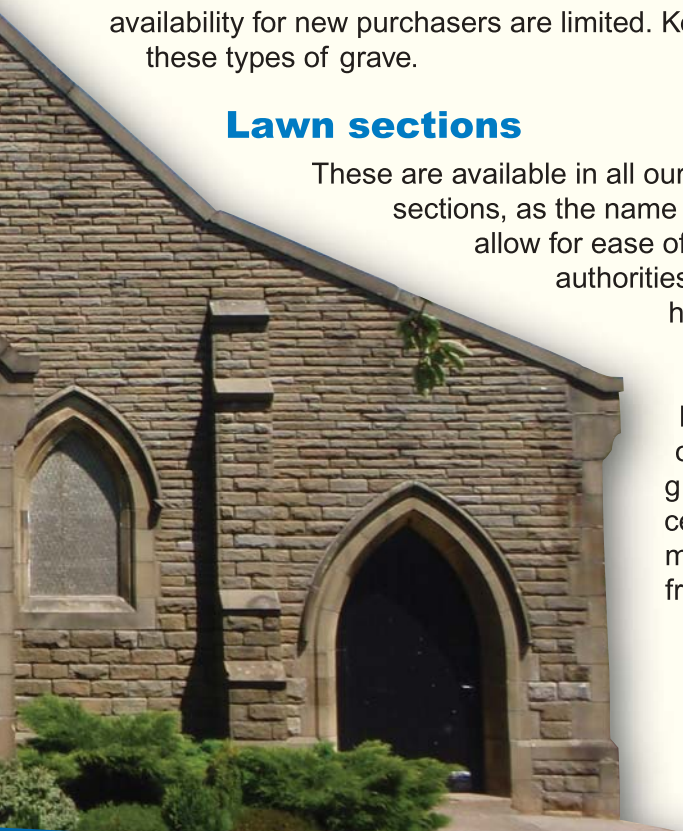
# Types of graves

## Traditional sections

These are to be found in all our cemeteries and are located in the older sections and consequently their availability for new purchasers are limited. Kerb sets and more options for memorialisation are possible with these types of grave.

## Lawn sections

These are available in all our cemeteries except Lancaster and Morecambe cemeteries. Lawn sections, as the name implies, are grassed areas laid out in the war graves style to allow for ease of grass cutting to provide a neat and cared for appearance. Many authorities do not allow any further memorialisation other than the headstone, however, here in Lancaster, we recognise that many of the bereaved would like to add additional items in memory of their loved ones. Therefore, an 18 inch area in front of the headstone is allowed for personal memorialisation, eg the placing of bedding plants, bulbs or a further vase, etc. The rest of the grave will be maintained as part of the general maintenance of the cemetery. It is requested that kerbstones, edging or loose materials are not placed on the grave. Further details are available from the Cemetery Services office.





## Garden of remembrance sections

These are for the interment of cremated remains. The plots for burial can take up to two sets of cremated remains. A new section has just opened in Torrisholme Cemetery which will allow up to four sets of cremated remains to be placed in above ground vaults.

## Dedicated baby and young child section

The first of these areas has just opened at Torrisholme Cemetery and offers the bereaved a number of different memorial options. See the separate information leaflet for this area.

## Memorials

As members of the Charter for the Bereaved, our regulations are kept to a minimum and we encourage diversity and artistic expression in the choice of memorial for a grave and there are no restrictions on the type of materials that can be used. It is vital, however, that any memorial that is fixed on a grave is safe; therefore, only approved memorial masons who can demonstrate their qualifications will be allowed to work in Lancaster's cemeteries.

Whilst vandalism is a very rare event in our cemeteries, it can occur from time to time. As the council cannot be held liable for damage caused by the irresponsible action of others, we strongly recommend that insurance is taken out on any memorial.

Memorials can become dirty and dilapidated over time, and can become dangerous if they are not regularly checked.

We will undertake a check on each memorial when it is first fixed, and then every five years to ensure that it remains safe. Any problems will be reported to you and you will be given options for having the memorial made safe. In cases of extreme danger from an unstable memorial, we may need to lay it flat or temporarily stake and band it to make it safe until such time as it can be repaired.

Further information about memorials can be gained from a memorial mason or from the Cemetery Services office.

## Cremated remains

Cremated remains are what are commonly known as ashes, and various options exist for their final resting place, such as scattering, burial in a grave, placing in a columbarium (a vault above the ground) or taking home. Cemetery Services staff or your funeral director will be able to advise you of your options, and it is recommended that you give careful consideration to your choice.

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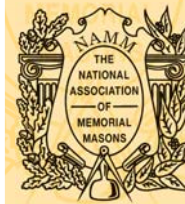
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## Funeral Payments

If you are on a low income and need financial help to pay for a funeral you are arranging, you may be able to get a one-off Funeral Payment from the Social Fund. This depends on the benefits you are getting, your relationship with the person who has died and any other money that may be available to help with the cost of the funeral. This payment covers part of the expense of a simple low cost funeral and must be claimed within three months of the date of the funeral. You may be able to claim this if you, your partner or civil partner are getting any of the following:

- Income Support.
- Income-based Job Seekers' Allowance.
- Income-related Employment and Support Allowance.
- Pension Credit.
- Housing or Council Tax Benefit.
- Working Tax Credit, which includes a disability or severe disability element.
- Child Tax Credit at a rate higher than the family element.

You can ask for a claim form by contacting your local Job Centre Plus Office. If the person who died was a war pensioner, you may be able to get help from the Veteran's Agency with the cost of a basic funeral – telephone 0800 169 2277 for more information and advice.

## Bereavement Payment

If your husband, wife or civil partner has died, you may be able to claim Bereavement Payment which is a one-off tax free lump sum payment of £2,000.

You may be eligible for this if your husband, wife or civil partner had paid their National Insurance Contributions or their death was caused by their job and either you were under State Retirement age when they died or they were not entitled to category A State Retirement Benefit when they died.

## Bereavement Allowance

After you are widowed, you may be eligible to claim Bereavement Allowance – you may be able to claim this if all of the following apply:

- You are a widow, widower or surviving civil partner aged 45 or over when your husband or wife died.
- You are not bringing up children.
- You are under State Pension age (currently 60 for women and 65 for men).
- Your late husband, wife or civil partner paid National Insurance contributions, or they died as a result of an industrial accident or disease.

You can order a Bereavement Benefits pack by contacting your local Job Centre Plus Office.





# Widowed Parent's Allowance

If you are a parent whose husband, wife or civil partner has died and you have dependent children (under 16 or under 19 when still in non advanced education), you may be eligible to claim Widowed Parent's Allowance if all the following apply:

- You are under State Pension Age (currently 60 for women and 65 for men).
- Your husband, wife or civil partner died on or after 9 April 2001.
- You are bringing up a child for whom you are getting Child Benefit.
- Your husband, wife or civil partner paid National Insurance Contributions.

You may also claim if:

- You are expecting your late husband's baby.
- Your husband or wife died as a result of their work – even if they didn't pay National Insurance contributions.

You can order a Bereavement Benefits pack by contacting your local Job Centre Plus office.

## Other Benefits

### Housing Benefit, Council Tax Benefit, etc.

In addition to the bereavement benefits and allowances mentioned above, you should check with your local Job Centre Plus Office or Local Pension Service whether you are receiving all the benefits that you are entitled to.

They will be able to advise you whether you are eligible to claim Housing or Council Tax Benefit – this will depend on your circumstances and your income. Please check to see if you are eligible to receive these benefits.

In certain circumstances, you may be eligible to receive discounts on the amount of Council Tax you pay, even if you are not eligible for Housing or Council Tax Benefit.





## Probate

When a person dies somebody has to deal with their estate – the money, property and possessions left – by collecting in all the money, paying any debts and distributing the estate to those people entitled to it.

If you need Probate you can:

- Use the services of a solicitor who will arrange this for you.
- Do it yourself. If you wish to do this you can telephone the Probate Tax and Benefits Helpline at the Bereavement Advice Centre. Call freephone on 0800 634 0101.

The term 'probate' often means the issuing of a legal document to one or more people authorising them to do this. The Probate Registry issues the document, which is called a Grant of Representation, of which there are three types:

- Probate – this is issued to one or more of the executors named in the deceased's will.
- Letters of Administration (with a will) – this is issued when there is a will, but there is no executor named, or when the executors are unable to apply, or do not wish to be involved in dealing with the estate.
- Letters of Administration – this is issued when the deceased has not made a will, or any will made is not valid.

A grant is necessary as organisations holding money in the deceased's name need to know to whom that money should be paid. The grant is proof that the person named in it may collect the money.

The distribution of the estate to the correct people is the responsibility of the person named in the grant.

# Inheritance Tax

Whether or not Inheritance Tax has to be paid out of the estate depends on:

- How much the property and belongings of the dead person were worth when they died.
- The value of any trust from which the dead person benefited.
- The value of certain gifts the person made in the seven years before they died.

If all of these add up to more than a certain amount, called the nil rate band, the estate has to pay inheritance tax on the sum of money above this amount.

Please check the current amount with HM Revenue & Customs as this amount can change each year.

Some of the unusual phrases or terms used in wills and Probate matters are:

- **Administrator** – the person who deals with the estate of a person who has died without making a will.
- **Bequest** – a gift of a particular object, eg an item of jewellery.
- **Devise** – a gift of a house or land.
- **Estate** – all the assets and property of the person who has died, including all houses, cars, investments, money and belongings.
- **Executor** – the person appointed in the will to deal with the estate of a person who has died.
- **Inheritance Tax** – the tax that may have to be paid when the total estate of a person who has died is more than a certain amount.
- **Intestate** – a person who dies without having made a will.
- **Legacy** – a gift of money (usually a specific amount), or an article bequeathed in a will.
- **Personal chattels** – personal belongings, including jewellery, furniture, pictures, books, cars, but not money investments, property or business assets.
- **Proving the will** – making the application for probate to the Probate Registry.
- **Testator** – a person who makes a will. Testatrix is sometimes used to mean a female will maker.

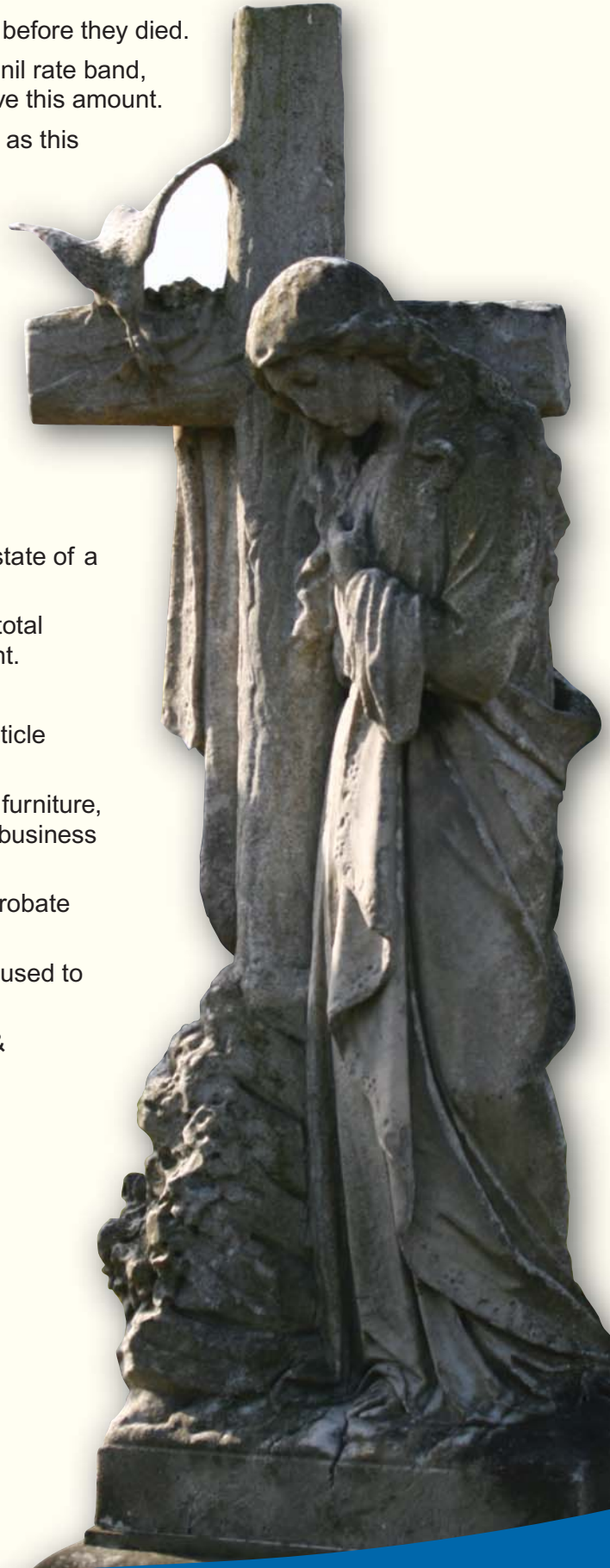
The contact details for the Probate Registry and HM Revenue & Customs are:

Probate Registry  
The Queen Elizabeth II Law Courts  
Derby Square  
Liverpool  
L2 1XA

Tel: 0151 236 8264

HM Revenue & Customs  
Charter House  
7, Dalton Square  
Lancaster  
LA1 1JU

Tel: 0845 302 1478



# SUPPORT AND COMFORT

You may feel that you want more than practical advice and that you need to talk to someone sympathetic who is outside your immediate family, or with other people who have been through a similar experience.

In addition to Ministers of Religion, there are both local and national organisations which give this kind of support.

## **Age Concern Lancashire**

Coping Alone Service, offering help and support for those people 55 and over who've been bereaved, in the Wrye, Fylde and Lancaster area.

Please call 03003031234 and ask for the Coping Alone Service or e-mail [Copingalone-north@ageuklancs.org.uk](mailto:Copingalone-north@ageuklancs.org.uk)

## **The British Association of Cancer United Patients**

3 Bath Place  
Rivington Street  
London  
EC2A 3JR

Tel: 0808 800 1234 or 020 7696 9003

Website: [www.cancerbacup.org.uk](http://www.cancerbacup.org.uk)

## **The Compassionate Friends (TCF)**

TCF offers local contacts (befrienders) who listen and provide a safe environment for bereaved parents and their families to express themselves in the company of others who understand their grief.

Tel: 0845 123 2304

Website: [www.tcf.org.uk](http://www.tcf.org.uk)

## **Cruse Bereavement**

A national charity set up to offer free confidential help to bereaved people.

Helpline: 0844 477 9400

Website: [www.crusebereavementcare.org.uk](http://www.crusebereavementcare.org.uk)

## **The Foundation for the Study of Infant Deaths**

Artillery House  
11-19 Artillery Row  
London  
SW1P 1RT

Helpline: 0870 787 0554

Website: [www.sids.org.uk/fsid](http://www.sids.org.uk/fsid)

## **The National Association of Widows**

Head Office, 3rd Floor  
48, Queens Road  
Coventry  
CV1 3EH

Tel: 0845 838 2261

Website: [www.nawidows.org.uk](http://www.nawidows.org.uk)

## **Widowed and Young – WAY Foundation**

WAY offers support and friendship for men and women up to age 50 who have lost a partner.

Tel: 0870 011 3450

Website: [www.wayfoundation.org.uk](http://www.wayfoundation.org.uk)

## **Young people and bereavement**

Sometimes young people find it difficult to express their feelings to someone who is not the same age as themselves.

**RD4U** is a website which has been set up by Cruse Bereavement Care's Youth Involvement project – it is designed for young people by young people and exists to support them after the death of someone close.

It contains message boards which posts messages from other young people who are grieving about their loss, the experiences of different people and how they have felt at various stages after the death of someone close, and gives suggestions on coping.

The website address is: [www.rd4u.org.uk](http://www.rd4u.org.uk) or you can telephone 0808 808 1677 Monday–Friday 9.30am–5pm if you want to talk to someone direct.

**Winston's Wish** provides support for bereaved children up to the age of 18 and also offers support to their parents or carers.

You can telephone their national helpline on 08452 03 04 05 and they will give you some ideas on how to support a grieving child.



## Douglas Clift & Co Solicitors

Dealing with the affairs of a loved one after their death is a difficult task during an emotionally distressing time.

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Call us on **Freephone 0800 04 32437**

25 Church Street, Lancaster, Lancs, LA1 1LP

**Email:** probate@douglasclift.co.uk

**www.douglasclift.co.uk**

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- Free half hour telephone consultation

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**FREEPHONE 0808 20 21 300**

**www.progressionsolicitors.com**

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www.craigwellhotel.co.uk



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CROOK O'LUNE, CATON, LANCASTER, LA2 9HR

Tel: (01524) 770267 Email: enquiries@thescarthwaite.co.uk

# OTHER THINGS TO THINK ABOUT

You might find that you have a number of documents which all relate to the daily life of the deceased.

If any of this relates to the council then call into your nearest Customer Service Centre or telephone on 01524 582000 and they will help tell you what needs to be done.

You might find it appropriate to contact some of the following:

- Utility companies – so that they can submit a final bill and amend the billing details so that bills are sent out to the correct person.
- Pension firm – if the deceased was receiving a private pension, then contact the company concerned.
- Bank or building society – so that they can stop any further actions on the account(s).
- Driving licence – return the deceased's driving licence along with a covering letter to:

Correspondence Section (Drivers)  
Ground Floor  
Contact Centre  
Sandringham Way  
Swansea Vale  
Swansea  
SA7 0EE

- Department for Work and Pensions – if they receive any benefits from them you will be able to stop further payment and, where appropriate, check if you are entitled to any help.
- Passport Service – return the deceased's passport along with a completed "What to do with a passport when the passport holder has died" form to the local passport office:

Liverpool Passport Office  
101 Old Hall Street  
Liverpool  
L3 9BD

The form can be downloaded from [www.ips.gov.uk/passport/returning.asp](http://www.ips.gov.uk/passport/returning.asp)





Register the details of the deceased with the Bereavement Register and this will help to reduce the amount of direct mail sent to those who have died. Forms are available from the Cemeteries Office or contact the Bereavement Register on 01732 467940, or visit their website: [www.thebereavementregister.org.uk](http://www.thebereavementregister.org.uk) Below is a list of some of the organisations you might be looking to inform of the death of your loved one:

- Council
- Catalogues
- Standing orders
- Hire purchase
- Friends, family and neighbours
- Car insurance
- Home insurance
- Contents insurance
- Life insurance
- Doctor and dentist
- Clubs (gyms, etc)
- Vet
- Employer
- HM Revenue & Customs
- Satellite/TV provider
- TV licence
- National Insurance
- Trade union
- Post Office
- Schools/colleges

## Join a Friends' Group

There is a well established Friends' Group for Torrisholme Cemetery and a newly formed group for Morecambe Cemetery. Friends' groups, as well as offering support, offer the opportunity for individuals to get involved in the maintenance and future conservation of our cemeteries. Whether your interest is in family history, wildflowers, wildlife, creating a nice place to visit or because a loved one is buried within a cemetery, your involvement will be welcomed and appreciated.

If you are interested in forming a new friends' group for one of our cemeteries please contact the Cemeteries Office.

### Friends of Torrisholme Cemetery

Our objective is to advance public understanding and enjoyment of Torrisholme Cemetery, and working with Lancaster City Council to conserve and develop Torrisholme Cemetery for the benefit, amenity and safety of the public.

For further details of our activities and meetings contact:

Bill Jackson Tel: 01524 417035 or  
E-mail: [friends\\_torrisholme\\_cemetery@yahoo.com](mailto:friends_torrisholme_cemetery@yahoo.com)

### Friends of Morecambe Cemetery

For further information contact Rita Gerrard  
Tel: 01524 426911

Lancaster City Council  
Health and Strategic Housing  
Town Hall  
Morecambe  
LA4 5AF

Telephone: 01524 582635

Email: [environmentalhealth@lancaster.gov.uk](mailto:environmentalhealth@lancaster.gov.uk)

Website: [www.lancaster.gov.uk/cemeteries](http://www.lancaster.gov.uk/cemeteries)

