

Beltinge & District Funeral Service Ltd

132 Reculver Road, Beltinge, Herne Bay, CT6 6PL

Tel/Fax: 01227 363300

Help for the Bereaved



A Guide for Family & Friends

Independant Local Family Owned



Golden Charter 
Smart Planning for Later Life



Helpful Numbers

Registry Office (Call Centre)
03000 415151

Department for Work and Pensions
Freephone 0800 0556688

Age UK, Herne Bay
01227 749570

Citizens Advice Bureau
01227 452762

Cruse (Bereavement Counselling)
Herne Bay 01227 639745
National 0808 8081677

Kent & Canterbury Hospital
Relatives Support Office
01227 864006

Queen Elizabeth The Queen Mother Hospital
Relative Support Office
01843 234452

The Probate Bureau
0800 0282837

Email: beltingefuneralservice@yahoo.co.uk

Introduction

We know that when you suffer bereavement, the funeral of a loved one can be the most difficult day of your life. Everything you, your family and your friends feels is expressed on that day.

When someone dies, it comes as a great shock and there are many decisions and arrangements to be made. Our aim is to make this as easy as possible by offering you help and guidance in creating a funeral which is personal to you and your loved ones.

Beltinge & District Funeral Service Ltd is a local, family owned, independent funeral director under the personal supervision of its proprietor John Wells. We are member of SAIF (Society of Allied & Independent Funeral Directors), AGFD (Association of Green Funeral Directors) and BIFD (British Institute of Funeral Directors). We abide by all their codes of practice. We are also authorised agents for Golden Charter Pre-Paid Funeral Plans.

As your funeral directors, we are here to help and advise in whatever way we can. We are dedicated professionals who provide a caring, personal service 24 hours a day, 365 days a year.

This booklet has been prepared to give you help and guidance about what to do, especially in the first few days.

John Wells & *Amanda Ford*
LMBIFD MIFDC CertFP Dip. MBIFD DipFD

Qualified & Licensed Funeral Directors

Arranging the funeral

Our services to you start either by you contacting us by telephone or calling into our office personally.

On initial contact, we will ask for preliminary details. If the deceased has passed away at home or in a Nursing/Care Home we would arrange for the transfer of the deceased to our private premises. If the deceased has passed away in a Hospital or Hospice, we will advise you accordingly.

We would then arrange a time and place to suit the family for the funeral director to arrange the funeral. This can either be at your home or at our office and will be arranged to a standard procedure that meets the needs and requirements of those concerned.

Costs and Charges

In all aspects of the funeral, we will point out the procedure and legal requirements.

Whilst arranging the funeral, we will advise on costs and charges to be incurred, culminating in a full written estimate that should be agreed and signed, so that you feel confident with the funeral arrangements you have made.

The funeral account itself is split into two separate parts; the funeral director's charges and the disbursements. Disbursements are fees we pay on your behalf such as Crematorium fees, Cemetery fee, Minister/Celebrant's fees, Doctor's fees etc.

If death occurs at home

Inform the doctor as soon as possible of the death. He/she may write out the medical certificate of cause of death when he/she visits the house, or may request you to attend the surgery for this purpose.

When death occurs in a nursing, residential or retirement home

When death occurs in one of the above, apply to the deceased's doctor for the medical certificate of death, unless there is a referral to the coroner.

If death occurs at hospital or hospice

When a death occurs in hospital or hospice, the procedure is very similar. Apply to the **hospital** for the medical certificate of cause of death, not your family Doctor.

The Coroner – Sudden & Unexpected Deaths

In certain circumstances a person's death may be referred to the Coroner. The Coroner is a lawyer or a doctor who is responsible for investigating the cause of death.

The law makes it clear which deaths must be reported to the Coroner, and these rules must always be followed. The Coroner and his officers are working in your interest. No Doctor will issue a Medical Certificate of Cause of Death.

To enable registering the death, the relevant paperwork will be sent by the Coroner to the Registrar's office in the district where the death occurred, or wherever the death is to be registered in the county of Kent, after contact has been made with the Coroner's office.

If there is to be an Inquest, the Coroner will advise you on the procedure you need to follow.

Once the Coroner has completed his investigation; he will then release the deceased to our care and send the necessary paperwork to the appropriate Registry Office.

Registering the death

All deaths must be registered with the Registrar of Births and Deaths within 5 working days, unless the Coroner is investigating the cause of death.

A death occurring in the county of Kent can be registered at any of the main offices provided by Kent County Council from Monday to Friday during normal office hours, usually local libraries. The registrar will advise you on all procedures you will need to follow.

However, you will need to telephone to make an appointment to register the death.

Documents required to register a death

The medical Certificate of Cause of Death, issued by the Doctor, unless there is a referral to the Coroner.

Birth Certificate (if available)

Marriage or Civil Partnership certificate (if applicable)

The deceased's medical card (if available)

Disabled parking 'blue badge and/or Concessionary bus pass (if applicable)

You tell the Registrar

The place of death

The date of death

The deceased's full name and last usual address

The deceased's maiden name (if applicable)

The deceased's date and place of birth

The deceased's last or main occupation and the occupation of partner (if applicable)

Date and place of birth of any surviving partner. (if applicable)

Occupation of partner (if applicable)

If the deceased was receiving a pension or allowance from public funds.

Full name and usual address of informant.

Qualification of informant.

The Registrar will give you

The Registrar will give you the Registrars Certificate for Burial or Cremation. This is often called the 'green form' and should be given to your Funeral Director. The funeral cannot happen until this certificate is given to the burial authority or the crematorium. This will not be issued in certain circumstances when the coroner has been involved. This form is free. A white Certificate of Registration of Death (BD8) will also be issued. This is to be taken or sent to the Department for Work and Pensions (DWP) or returned to the office from which any pension or benefit was issued together with any payment books

A death certificate will be issued. This is a certified copy of the death entry in the register and proves that the death has been registered. It is important to ask for additional copies of the death certificate if it is possible that the person's estate will have to go through probate. It is wise to get several copies of the death certificate as you will need to produce one for a bank or building society where there are accounts held and for pension or insurance policies. Photocopies of the certificate are not accepted for legal, financial and insurance companies. There is a cost for these certificates, which is payable at the time of registration.

Who Can Register?

A relative

Relative of the deceased who was present at the Death

A person present at death.

The person making the funeral arrangements with the Funeral Director.

The occupier e.g. the Manager or officer in charge of a nursing or residential home, provided they knew of the illness before the death and have the correct information about the deceased.

Tell Us Once

Tell us once is a service that lets you report a death to most government organisations in one go.

When you register the death the registrar will let you know if the service is available in your area, give you the phone number and give you a unique reference number to use the Tell Us Once service online or by phone.

Tell Us Once will contact:

HM Revenue and Customs (HMRC) to deal with tax and cancel benefits.

Department for Work and Pensions (DWP) to cancel benefits.

Passport Office to cancel a British Passport

Driver and Vehicle Licensing Agency (DVLA) to cancel a driving licence

The local council to cancel Housing Benefit, Council Tax Benefit, a blue badge, inform council housing services and remove the person from the electoral register

Public sector or armed forces pension schemes to stop pension payments.

Viewing the Deceased

You may find it helpful to spend time with the deceased in order to say your goodbyes. However some people prefer not to do so and this is a perfectly normal response as well.

If you would like to spend a few quiet moments with your loved one, this can be arranged by appointment on weekdays. We will also be only too pleased to arrange out of hours viewing, by appointment if required.

Relatives and friends often wish to pay their respects before the day of the funeral. We will only allow this on specific instructions of the family.

NOTES

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