



HM Government

# When someone has died.....

we can help you  
tell the people  
who need to  
know.

**When someone has died, there are lots of things that need to be done, at a time when you probably least feel like doing them. One of these is contacting government departments and local council services that need to be told.**

Wakefield Council is offering a service which will make things easier for you to tell the government departments and local authority services that need to know.

### How the service can help you

When someone has died, their death needs to be registered with the Registrar.

We can help you to give the information to the Department for Work and Pensions and they can pass on this information to a number of other government departments and local council services for you.

### How you can contact us to use the service

Once you have registered the death with a Registrar there are a number of ways you can use the service:

- In person at the time of registering the death - When you contact us to make your appointment to register we will ask you if you would like to use the Tell Us Once service and will let you know which documents you will need to bring with you.

If the death occurred in the Wakefield District you can register at whichever of our offices is most convenient for you to attend. Please contact either Wakefield Register Office on 01924 302185 or Pontefract Registration Office on 01977 722670 to make an appointment.

- By telephone - If you would like to speak to someone on the phone please call the Department for Work and Pensions on 0800 085 7308. The lines are open Monday to Friday between 8am and 8pm. This number is free to call from a BT landline, but other providers, including mobile phone providers, may charge you. If you don't speak English, call 0800 085 7308; an Adviser and an interpreter will call you back and help you.

### What happens to the information?

It is possible to report the death to these organisations and services if you decide to use the service:

#### Local Councils

- Housing Benefit Office
- Council Tax Benefit Office
- Council Tax
- Collection of payment for council services
- Libraries
- Electoral services
- Blue Badges
- Adult Services
- Children's Services

#### Department for Work and Pensions

- Pension, Disability and Carers Service
- Jobcentre Plus
- Overseas Health Team

#### HM Revenue & Customs

- Child Benefit
- Child Tax Credit & Working Tax Credit
- Personal Taxation

#### Identity and Passport Service

#### Driver and Vehicle Licensing Agency

#### Ministry of Defence, Service Personnel and Veterans Agency

- War Pensions Scheme

### How we will treat the information you give us

The information you give will be treated securely and confidentially. The organisations who are contacted will use the information to update records; to end services, benefits and credits as appropriate; and to resolve any outstanding issues. They may use this information in other ways, but only as the law allows.

## Information you will need to use the service

Please bring the following information about the person who has died:

- Their National Insurance number and date of birth
- Details of any benefits or services they were receiving
- Their death certificate

Also, if these apply:

- Their Driving Licence or Driving Licence number
- Their Passport or Passport number and town/country of birth
- Their Blue Badge (disabled person's parking badge)

We may also ask you for the contact details for:

- Their next of kin
- A surviving husband, wife or civil partner
- The person dealing with their estate

You must obtain the permission of the persons listed above if you are going to provide us with information about them.

## Next of Kin

If you are the next of kin (closest relative by blood or marriage to the deceased), your entitlement to benefits may change, so please have your own National Insurance number with you when you contact us.

If you are not the next of kin, or the person who is dealing with the deceased's estate (the person sorting out their property, belongings and money), you can still use the service as long as you have the permission from these people to act on their behalf and to provide information about them.

Please remember that it is your responsibility to ensure that all organisations, that pay you a benefit/credit or provide a service to you, have correct and up to date information about you.