

“When someone has died, there are lots of things that need to be done, at a time when you least feel like doing them.

One of these is contacting government departments and local council services that need to be told.

East Dunbartonshire Council is providing a service which will make things easier.

This new service means you can just tell us and these organisations will be contacted”.





## How the service can help you

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

Once that's done, several other organisations may have to be contacted and given the same information.

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

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

**In person** – If you would like to come and use the service please call 0300 123 4510 to make an appointment. Our Registration offices are open Monday 9am-12.30pm and 1.30pm-5pm, and Tuesday to Friday 9am-12.30pm and 1.30pm-4pm. You can just call in between these hours, although you may have to wait for a while before you can see someone. If it helps, you can usually make appointments to see the Registrar to register the death and use the service on the same visit.

**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 us on 0800 085 7308 and one of our Advisers and an interpreter will call you back and help you. If you are calling from Wales you will have the choice of continuing the call in Welsh.

## 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
- Council Housing

## **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

This list is subject to change and the most updated list is held on the Directgov bereavement website. [www.direct.gov.uk](http://www.direct.gov.uk)

## **Additional services offered by East Dunbartonshire Council**

If you come and see an Adviser, they will also be able to help you find other information and organisations that can help you. If you wish we can share the information you give to update information held by other Council services such as:

- Care of Gardens
- Assisted Bin Collection
- Leisure Services

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 with you, about the person who has died, when you use the service:

- Their National Insurance number and date of birth
- Details of any benefits or services they were receiving
- Their death certificate
- Their Driving Licence or Driving Licence number
- Their Passport or Passport number and town/country of birth

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 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 and/or date of birth 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.

## Privacy

This service is committed to protecting all the information provided to it.

Our privacy statement tells you how the information you provide when using this service will be used and protected. Ask the Adviser if you wish to see the full privacy statement or you can look it up on the Directgov website.

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.

## Other Formats & Translations

This document can be provided in large print, Braille or on audio cassette and can be translated into other community languages. Please contact the Council's Corporate Communications Team at:

East Dunbartonshire Council, 12 Strathkelvin Place, Southbank,  
Kirkintilloch, G66 1TJ Tel: 0300 123 4510

本文件可按要求翻譯成中文，如有此需要，請電 0300 123 4510。

اس دستاویز کا درخواست کرنے پر (اردو) زبان میں ترجمہ کیا جاسکتا ہے۔ براہ مہربانی فون نمبر 0300 123 4510 پر رابطہ کریں۔

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅੰਗ ਕਰਨ ਤੇ ਪੰਜਾਬੀ ਵਿੱਚ ਅਨੁਵਾਦ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ 0300 123 4510 ਫੋਨ ਕਰੋ।

Gabhaidh an sgriobhainn seo cur gu Gàidhlig ma tha sin a dhith oirbh. Cuiribh fòn gu 0300 123 4510

अनुरोध करने पर यह दस्तावेज़ हिन्दी में भाषांतरित किया जा सकता है। कृपया 0300 123 4510 पर फोन कीजिए।



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