



# Bereavement Support Information

## **Coping with a Death**

**The Avenue Surgery Partnership  
14-16 The Avenue  
Warminster  
BA12 9AA  
01985 224600**



## **Bereavement - Coping with Grief and Loss**

Bereavement is deeply distressing but is also a common and natural experience.

Grief is a natural response to loss and whilst everyone grieves in their own way, there are feelings, thoughts and behaviours which many people experience. These can include:

- numbness, shock and disbelief
- relief, guilt, fear, anger, anxiety, agitation
- loneliness, helplessness or depression
- Needing to understand why it has happened and whether anything could have been done differently
- Disappointment or despair that hopes and dreams will not now be realised
- Difficulty with sleeping, eating, concentration or short term memory
- Feeling upset if some family or friends avoid contact
- Being unable to contemplate a different future or that you'll ever find happiness again
- Feeling you are 'going mad'
- Experiencing a loss of self-confidence and confusion about who you are now

### **Some suggestions**

- Try not to bottle up your thoughts and feelings – for most people talking about what has happened is helpful
- Try to look after yourself as grieving is both exhausting and demanding. Take time out to sleep, to rest, to remember both the good and bad times and to be with those important to you
- Try to remain hopeful that your different future can be a positive one – try not to cut yourself off from friendships and activities that you used to enjoy
- Try not to ignore forthcoming anniversaries, holidays and other special events – expect them to be difficult and consider making a plan to cope with these significant days
- Accidents are very common in bereavement – so take extra special care when driving or operating other machinery



- Trust your own instincts when it comes to making major decisions or sorting through your loved one's personal effects. If in doubt, wait or seek advice.
- Try to share your grief with your family – children often need permission to express their feelings but also to carry on with normal activities such as going to school, playing etc.

Because grieving is a highly individual experience; there's no right or wrong way to grieve. How you grieve depends on many factors, including your personality and coping style, your faith and your life experience.

Inevitably, the grieving process takes time. Healing happens gradually; it can't be forced or hurried, it's important to be patient with yourself and allow the process to naturally unfold.



## **A Guide to the Days Following Bereavement**

In the first few days after a death it is often the responsibility of the person who is most distressed to make the necessary practical arrangements. It is therefore wise to have a friend or relative to help you with these arrangements.

**In this document, the term 'your relative' is used to refer to the member of the family, significant other or friend who has died.**

### **Contact a Funeral Director**

Funeral directors can manage funeral arrangements and give advice and support. Most people choose to use a professional Funeral Director but some people prefer to make their own arrangements as they consider this to be more personal and less expensive.

Factors that may affect your choice of funeral director include:

- The wishes of the person who has passed away
- Location of the firm's premises
- Do they belong to a trade association?
- The range of services provided
- Cost
- Recommendation of those who have used the service and trusted advisers
- The way you are treated by the staff
- Ownership – are they a large or small firm, a family business or company?
- Advice or recommendation of family or friends



## **Obtain the Medical Certificate**

The Medical Certificate (often called the death certificate) is an important legal document showing the cause of death, which has to be signed by the doctor who was responsible for your relative when they died. Once the surgery has been notified about the death, the Doctor will prepare the medical certificate. This usually takes 2-3 working days.

This may seem a long time when you are grieving, and planning a funeral, but the doctor has strict legal obligations to fulfil before they can issue the certificate. These obligations depend on the circumstances of the death, the location, and whether it was anticipated, but generally a doctor needs to physically verify the death, review the medical records and carefully complete the official paperwork.

In some cases there may be a delay in issuing the certificate should the death need to be referred to the Coroner, or the Doctor responsible for your relative is not immediately available. Any delay in receiving the certificate will not prevent you from making provisional funeral arrangements with a funeral director, although it is important to stress these are provisional until the death has been registered.

Once the certificate has been completed, the surgery will telephone you to let you know you can collect the certificate.

## **Arrange the funeral**

Before going ahead with any arrangements, it is advisable to check whether the deceased left a will and any instructions for the funeral. If you are not the Next of Kin (Nearest Relative) or Executor, you should check with them that you have the authority to proceed.

Most funeral directors are members of one of two trade associations:

- National Association of Funeral Directors (NAFD)
- Society of Allied and Independent Funeral Directors (SAIF)

Member firms must provide you with a price list on request and cannot exceed any written estimate they give you without your permission.



Most people would probably require the funeral director to provide the following services as a minimum:

- make all necessary arrangements;
- provide appropriate staff;
- provide a suitable coffin;
- transfer the deceased from the place of death to the funeral director's premises;
- care for the deceased prior to the funeral;
- provide a hearse to the nearest cemetery or crematorium;
- arrange for burial or crematorium as appropriate.

There may be extra costs for optional services for example, viewing of the deceased, or providing a limousine for mourners. Discuss these fully with your funeral director and make sure you receive an itemised written quotation.

Funeral costs for the same services may vary considerably from one funeral director to another. It is advisable to get more than one quote to compare costs and services. Funeral directors should provide detailed price lists for you to take away.

Disbursements are fees paid to others, i.e. for doctor's certificates, a minister, newspaper announcements, flowers, and crematorium. Ask the funeral director for a written quotation detailing all these fees.

In addition, it should be remembered:

- when you arrange a funeral, you are responsible for paying the bill;
- funeral payments are normally recoverable from the deceased's estate;
- check that the price includes what you require and whether there are any additional costs that will be added on.



## **Cremation Information**

When a cremation is organised, the doctor signing the medical certificate has further legal obligations to fulfil. They have to fill in a cremation form, then speak to another doctor (not from the same surgery) and arrange for them to provide independent verification of the death before the cremation can take place.

A fee is chargeable for this service as it does not form part of a doctor's NHS duties, and is done in addition to their patient workload. The funeral director or crematorium will deal with these arrangements on your behalf.

Whilst our doctors will do their best to ensure this is done as quickly as possible for the families, arranging this independent verification can often take 3-4 days, depending on the second doctor's other planned clinical commitments. We would encourage you to bear this in mind when making arrangements with a funeral director, and allow enough time for this to be completed.

## **Away from the funeral**

There will be a number of people and organisations who will need to be notified about the death to ensure the person's estate is dealt with appropriately. Banks in particular should be told quickly, information about this is available later in this booklet.

Telling people about a death is often difficult, and you may want to ask trusted family and/or friends to help you. Some organisations however may insist on speaking to the next of kin or executor of the estate.

It is useful to record the date, time, and name of the person you speak to when making calls. Additionally, if you send off any important documents, it is advisable to keep a copy of them and a note of when you sent them.

If you are using a professional (such as a solicitor) to deal with the estate, they will be able to help you with any legal requirements and advise you on benefits or other financial matters.



## Registering a Death

The Medical Certificate must be taken to the Registrar within five days of the death, unless it has been referred to the Coroner. The registrar cannot register the death until the coroner's decision is made.

People legally allowed to register the death are:

- a relative
- a person present at the death
- an official from the hospital
- the person making the arrangements with the funeral directors

When registering a death, you will need to take the Medical Certificate and (if available):

- birth certificate
- marriage/civil partnership certificates
- NHS Medical Card

You will also need to tell the registrar:

- the person's full name at time of death
- any names previously used, including maiden surname
- the person's date and place of birth (town and county if born in the UK and country if born abroad)
- their last address
- their occupation
- the full name, date of birth and occupation of a surviving spouse or civil partner
- whether they were receiving a state pension or any other state benefit

If a post-mortem is not being held, the registrar will issue you with:

- a Certificate for Burial or Cremation (called the 'green form'), giving permission for the body to be buried or for an application for cremation to be made
- a Certificate of Registration of Death (form BD8), issued for social security purposes if the person received a State pension or benefits (please read the information on the back, complete and return it, if it applies)





You can register the death (by appointment only) at:

Address	Day	Times
The Library Three Horseshoes Walk Warminster BA12 9BT  <b>0300 003 4569</b> <b>(Monday to Friday 9am - 5pm)</b>	Tuesday	Morning
	Thursday	Morning and Afternoon
Address	Day	Times
The Register Office County Hall Bythesea Road Trowbridge BA14 8JN  <b>0300 003 4569</b> <b>(Monday to Friday 9am - 5pm)</b>	Monday	9am - 4:30pm
	Tuesday	10am - 4:30pm
	Wednesday	9am - 4:30pm
	Thursday	9am - 4:30pm
	Friday	9am - 4:30pm
Address	Day	Times
The Registration Office Bourne Hill Salisbury SP1 3UZ  <b>0300 003 4569</b> <b>(Monday to Friday 9am - 5pm)</b>	Monday	9am - 4pm
	Tuesday	9am - 4pm
	Wednesday	10am - 4pm
	Thursday	9am - 4pm
	Friday	9am - 4pm

You can always use the **Government's online Register a death page**. This is a good place to find everything you need to know including who can register the death and what they'll need to do.

It's a good idea to ask for extra copies of the death certificate, as many organisations will need to see an original version (there can be a fee for this).



## The government's **Tell Us Once** service

When someone dies, there are a number of government departments you'll need to inform. To help, the government offers a **Tell Us Once** service which lets you contact several departments in one go, such as:

- Department of Work and Pensions
- HMRC
- DVLA
- Passport Office
- Local Authority

This service is offered by most local authorities but isn't available if the person was living permanently abroad. You can access this service online or by phone when you register the death. You'll need a unique reference number from the registrar to do this.

The government provides more guidance at  
<https://www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once>



## **Some sources of help and support**

### **Age UK**

Tel: 0800 169 6565

Web: [www.ageuk.org.uk](http://www.ageuk.org.uk)

Age UK is a national network of groups providing services for older people. Some Age UK groups offer bereavement counselling. Look in your phone book to find your local group, or ring the national office listed above.

### **Bereavement Advice Centre**

Helpline: 0800 634 9494

Web: [www.bereavementadvice.org](http://www.bereavementadvice.org)

The Bereavement Advice Centre offers practical advice on what to do when someone dies.

### **Citizens Advice Bureau**

Look in your phone book to find your nearest Citizens Advice Bureau, or go to their website: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### **The Compassionate Friends**

Helpline: 0845 123 2304

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

The Compassionate Friends is a charitable self-help organisation. Parents who have been bereaved themselves offer friendship and support to other bereaved parents, grandparents and their families.

### **Cruse Bereavement Care**

Helpline: 0844 477 9400

Web: [www.cruse.org.uk](http://www.cruse.org.uk)

Cruse Bereavement Care offers free information, advice and support to bereaved people. Cruse runs a helpline, and can supply a wide range of books, leaflets and a newsletter for bereaved people.



### **Facing Bereavement**

Web: [www.facingbereavement.co.uk](http://www.facingbereavement.co.uk)

Facing Bereavement contains articles offering advice and guidance on facing and dealing with bereavement.

### **Institute of Civil Funerals**

Tel: 01480 861411

Web: [www.iocf.org.uk](http://www.iocf.org.uk)

The Institute of Civil Funerals can help you find someone to conduct a non-religious funeral.

### **Natural Death Centre**

Tel: 01962 712 690

Web: [www.naturaldeath.org.uk](http://www.naturaldeath.org.uk)

Natural Death Centre offers advice on arranging a funeral with or without using a funeral director.

### **Probate and Inheritance Tax Helpline**

Tel: 0300 123 1072

Web: [www.hmrc.gov.uk/cto/iht.htm](http://www.hmrc.gov.uk/cto/iht.htm)

### **Samaritans**

Tel: 0845 790 9090

Email: [jo@samaritans.org](mailto:jo@samaritans.org)

Web: [www.samaritans.org.uk](http://www.samaritans.org.uk)

Samaritans are ordinary people from all walks of life who offer a sympathetic listening ear to despairing and suicidal people of all ages. Lines are open 24 hours a day, 365 days a year; all calls are charged at the local rate.

### **Service Personnel and Veterans Agency**

General Helpline: 0808 1914 218

Bereavement number and minicom line: 0800 169 3458

Web: [www.veterans-uk.info](http://www.veterans-uk.info)

The Service Personnel and Veterans Agency can offer support and advice to war pensioners, war widows, their dependants and carers.

### **War Widows Association of Great Britain**

Tel: 0845 241 2189

Web: [www.warwidows.org.uk](http://www.warwidows.org.uk)

The War Widows Association gives advice, help and support to war widows and dependants.



Other local and national organisations can be found by looking on the internet, contacting the local council or by visiting your local library.

## Bereavement

The legal terms and phrases explained.

Letting the bank know.



## **Bereavement - The legal terms and phrases explained**

There are many legal terms used when someone dies. Here are some of the most common ones you are likely to come across.

### **Administrator**

The person appointed when either no will can be found or there is no executor to carry out the intentions of the will.

### **Beneficiary**

Someone who is entitled to receive a specific gift, sum of money or share of the estate.

### **Death Certificate**

This is either the medical document issued by a qualified doctor, certifying the death of a person and stating the cause if known, or more commonly the legal document you get afterwards from a registrar, confirming the date, location and cause of the person's death.

### **Estate**

A person's estate includes everything they own and everything that's registered in their name.

### **Executor**

The person or persons named in a will to deal with the estate following a person's death.

### **Grant of Probate**

This is the official document that confirms to the executors that they have authority to act and which validates the will. Where there's a will, this will be a 'Grant of Probate'. Where there's no



will, it will be 'Letters of Administration'. In Scotland, this is known as 'Certificate of Confirmation'.

### **Inheritance Tax**

A tax on the estate that generally applies when someone dies and when the value of their estate is above a specific threshold. The tax is paid before the estate can be distributed to the beneficiaries.

### **Intestate/Intestacy**

When someone dies without leaving a valid will in place.

### **Letters of Administration**

This is the official document that appoints people to handle a person's estate, where there is no will, no executors appointed in the will, no executors still living, or no executors willing to carry out the executor's duties.

### **Personal representative**

This is the executor or administrator managing the deceased's estate.

The personal representative is responsible for administering the estate, which means they need to collect all the assets and pay all bills and debts that need to be paid. Depending on how much money and assets the person who died had, the personal representative may need to apply for a Grant of Probate – if so, then no accounts can be closed until they have this document.

### **Registering the death**

The government's website – [\*\*gov.uk/register-a-death\*\*](https://www.gov.uk/register-a-death) – is a good place to find everything you need to know including who can register the death and what they'll need to do.

Once you've registered the death, you'll be given:

- a death certificate, and
- a certificate for burial or cremation.

It's a good idea to ask for extra copies of the death certificate, as many organisations will need to see an original version (there can be a fee for this).

### **Letting the Bank Know**

#### **What the Bank will need to know**

- The full name, date of birth and the date of death.



- The personal representative's name and address – this tells the bank who to write to and who they can give information to.
- If you're the personal representative the bank will need to see your ID such as a valid full UK passport or valid full photo card driving licence and a recent proof of address such as a utility bill or bank statement.

### What the bank will do once you let them know

- If the bank knows who the personal representative is, they will write to them to let them know what the next steps are and how and when the accounts will be closed.
  - The bank will restrict any withdrawals on sole accounts to safeguard them.
  - The bank suppress any marketing.

### Once you have a death certificate

- Once you have the original death certificate, or the coroner's interim certificate, you can register the death with the bank.
  - Take the certificate or a certified copy into a bank branch; you will need to make an appointment for this.
- A 'certified copy' is a photocopy of the original document that has been certified to confirm the original has been seen.
- When you register the death at the registrar's office you can pay for several copies of the death certificate so you don't have to go to the trouble of getting someone to endorse (certify) a photocopy.

### Letting other financial providers know

If the person who died had accounts with a number of different providers, there's a free online Death Notification Service (DNS) that lets you complete one notification that will be sent to all the participating financial institutions you need to contact. For more information, please go to:

[www.deathnotificationsservice.co.uk](http://www.deathnotificationsservice.co.uk)





## Bereavement Support for Parents

### **Miscarriage Association**

A pregnancy loss helpline which provides information and support.

**Hours:** Monday – Friday: 9am – 4pm

**Helpline:** 01924 200 799

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

**Email:** [info@miscarriageassociation.org.uk](mailto:info@miscarriageassociation.org.uk)

### **The Compassionate Friends**

Offer bereaved families support after the death of a child of any age. The Compassionate Friends also has an online Forum where you can talk online and get support from other bereaved parents.

**Hours:** 10am – 4pm and 7pm – 10pm: every day of the year

**Helpline:** 0345 123 2304

**Northern Ireland Helpline:** 0288 77 88 016 (10am – 4pm & 7pm – 9.30pm) **Website:** [www.tcf.org.uk](http://www.tcf.org.uk) **Email:** [helpline@tcf.org.uk](mailto:helpline@tcf.org.uk)

### **Stillbirth & Neonatal Death (SANDS)**

The Sands free Helpline provides a safe, confidential place for anyone who has been affected by the death of a baby, however long ago. Their experienced Helpline Team are there to listen and offer support and information without judgement.

**Hours:** Monday – Friday: 9.30am – 5.30pm, plus Tuesdays and Thursdays: 6pm – 10pm

**Helpline:** 0808 164 3332

**Website:** [www.uk-sands.org](http://www.uk-sands.org) **Email:** [helpline@uk-sands.org](mailto:helpline@uk-sands.org)

### **The Lullaby Trust**

Support for families, friends, carers and professionals after the sudden and unexpected death of a baby or young toddler.



**Hours:** Monday – Friday: 10am – 5pm, Weekends and Bank Holidays:  
6pm – 10pm

**Helpline:** 0808 802 6868

**Website:** [www.lullabytrust.org.uk](http://www.lullabytrust.org.uk) **Email:**  
[support@lullabytrust.org.uk](mailto:support@lullabytrust.org.uk)

### **Child Death Helpline**

Your call will be answered by a trained volunteer who has also lost a child and understands the feelings that surround the death of a child. They offer a confidential, safe environment where you can talk openly about your child's life and death, and provide support not only at times of crisis but also for the on-going needs over your lifetime.

**Hours:** Helpline Monday – Friday: 10am – 1pm, Tuesdays and  
Wednesdays: 1pm – 4pm, Every evening: 7pm – 10pm

**Helpline:** 0800 282 986 – (Free from landlines)

**Helpline:** 0808 800 6019 – (Free from mobiles)

**Website:** [www.childdeathhelpline.org.uk](http://www.childdeathhelpline.org.uk) **Email:** via website



## Bereavement Support for Older People

### Silverline

Free confidential helpline providing information, friendship and advice to older people (aimed for people aged 55+).

**Phone:** 0800 470 8090 (open 24/7)

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

### Age UK Advice Line

Age UK Advice is a free, confidential, national phone service for older people and their carers, offering advice on practical issues related to getting older. You can also sign up for weekly friendship calls.

**Hours:** Open 8am – 7pm every day of the year

**Phone:** 0800 055 6112

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

### Independent Age

Call for information, free impartial advice, or to discuss receiving regular friendship calls or visits.

**Hours:** Open Monday – Friday: 8am – 8pm and

Saturdays: 9am – 1pm

**Helpline:** 0800 319 6789

**Email:** [advice@independentage.org](mailto:advice@independentage.org)



## Support for People who have lost their Partners

### **WAY (Widowed and Young) Foundation**

Peer to peer support groups for men and women aged 50 or under when their partner dies. Run by a network of volunteers who have been bereaved at a young age themselves.

**Apply to become a member (£25 a year) on their website:** [widowedandyoung.org.uk](http://widowedandyoung.org.uk)

**Email:** [membership@widowedandyoung.org.uk](mailto:membership@widowedandyoung.org.uk) to apply.

### **WAY Up**

Peer support for widows/widowers in their 50s and 60s, creating national, regional and very local meets. They communicate with members via their forum, so callers will need to be comfortable using the internet.

**Registration is free and simply, and can be done on their website:** [www.way-up.co.uk](http://www.way-up.co.uk)

### **Merry Widow**

Personal website set up by a young widow, providing support for anyone who has lost a partner via online peer to peer community forums and information.

**Website:** [www.merrywidow.me.uk](http://www.merrywidow.me.uk)

### **The Jolly Dollies**

An organisation started by widows, to help widows regain a social life through friendship and organised social events. There are Jolly Dolly groups in many areas of the UK you can join, with an annual membership fee of £10.



**Apply to be a member online at:** [www.thejollydollies.com](http://www.thejollydollies.com)

## Bereavement Support for Young People

### **Winston's Wish**

UK-wide national helpline offering support, information and guidance to children, young people and anyone caring for a child/young person who has been bereaved.

The trained staff can listen, offer support, provide information, give options and practical suggestions about how to deal with bereavement and anyone affected.

They also have a message board for young people on their website.

**Helpline:** 08088 020 021

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

### **Child Bereavement UK**

Supports families when a child of any age dies or is dying, or when a child is facing bereavement.

**Hours:** Monday – Friday: 9am – 5pm

**Helpline:** 0800 02 888 40

**Email:** [support@childbereavementuk.org](mailto:support@childbereavementuk.org)

### **Grief Encounter**

Grief Encounter aims to provide support to anyone who has suffered from bereavement. They offer support via their helpline. Their website has resources for children, teenagers, adults and professionals.

**Hours:** Monday – Friday: 9am – 5pm

**Helpline:** 0208 371 8455

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

**Email:** [support@griefencounter.org.uk](mailto:support@griefencounter.org.uk)

### **Hope Support Services**



Support services available to anybody aged 11 – 25 when a close family member is diagnosed with a life-threatening illness.

**Phone:** 01989 566 317

**Email:** [help@hopesupportservices.org.uk](mailto:help@hopesupportservices.org.uk)

## Support for People Bereaved through Crime

### Support after Murder and Manslaughter

Gives callers a chance to talk confidentially with volunteers who have been bereaved

by homicide, and to receive advice and support.

**Helpline:** 0845 872 3440

(if your call isn't answered please leave a message and they will get back to you)

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

**Email:** [info@samm.org.uk](mailto:info@samm.org.uk)

### Through Unity

Set up by families who have been bereaved by homicide.

Through their counselling

and other services they provide vital support for families who have been affected

by this, and aim to campaign and raise awareness of the impact of violent crime.

**Phone:** 07947 684 605

**Website:** [www.throughunity.co.uk](http://www.throughunity.co.uk)

**Email:** [reachingout@throughunity.com](mailto:reachingout@throughunity.com)

### Victim Support

Free confidential support (independent of the police) for anyone in England or Wales

who has been affected by crime.

**Hours:** 24 hours a day, 7 days a week

**Phone:** 0808 1689 111

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



## Support for People Bereaved through a Road Traffic Accident

### **Brake**

Support for anyone who has been bereaved or seriously injured in a crash or their

carers, however long ago this happened. It is also for professionals who need

information about how to help people affected by a crash.

**Hours:** Monday – Friday: 10am – 4pm

**Phone:** 0808 8000 401

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

**Email:** [helpline@brake.org.uk](mailto:helpline@brake.org.uk)

### **Road Peace**

Helps bereaved families cope and build resilience through peer support, local group networks and trauma support programmes.

They also provide information guides on navigating the justice system and help with seeking fair compensation for bereaved families and seriously injured victims.

**Hours:** Monday – Friday: 10am – 5pm

**Phone:** 0845 4500 355

**Website:** [www.roadpeace.org](http://www.roadpeace.org)

**Email:** [helpline@brake.org.uk](mailto:helpline@brake.org.uk)



# **Bereavement Support in: Urdu and Gujarati Cantonese and Mandarin**

## **Bereavement Trust Helplines in Other Languages**

**Urdu & Gujarati Bereavement Helpline: 0800 9177 416**

**Cantonese & Mandarin Bereavement Helpline:  
0800 0304 236**

**Website: [www.bereavement-trust.org.uk](http://www.bereavement-trust.org.uk)**





# Jewish Bereavement Support

## **Jewish Bereavement Counselling Service**

**Phone:** 0208 951 3881

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

**Email:** [enquiries@jbcs.org.uk](mailto:enquiries@jbcs.org.uk)



# Muslim Bereavement Support

## **Muslim Bereavement Support**

**Phone:** 020 3468 7333

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

**Email:** [info@mbss.org.uk](mailto:info@mbss.org.uk)



# Pet Bereavement

## **Blue Cross for Pets**

Telephone and email support provided by trained volunteers, for people in distress due to the death, loss or separation of their pet.

**Hours:** 8:30am – 8:30pm: 7 days a week

**Helpline:** 0800 096 6606

**Website:** [www.bluecross.org/pet-bereavement-support](http://www.bluecross.org/pet-bereavement-support)

**Email:** [pbssmail@bluecross.org.uk](mailto:pbssmail@bluecross.org.uk)



## Bereavement Financial Issues

### DWP

For further support from the Department of Working Pensions after someone has died (following on from the letter people may receive).

**Hours:** Monday – Friday: 8am – 6pm

**Phone:** 0800 731 0469

**Website:** [www.gov.uk/bereavement-payment/how-to-claim](http://www.gov.uk/bereavement-payment/how-to-claim)

### Funeral Costs Advice – ‘Down to Earth’

Whether faced with an immediate bereavement or worried about future costs, we can support you to plan an affordable and meaningful funeral.

**Hours:** Monday – Friday: 8am – 6pm

**Phone:** 020 8983 5055

**Website:** [www.quakersocialaction.org.uk/we-can-help/helping-bereavement/down-earth/how-it-works](http://www.quakersocialaction.org.uk/we-can-help/helping-bereavement/down-earth/how-it-works)

**Email:** [downtoearth@qsa.org.uk](mailto:downtoearth@qsa.org.uk)



## For Advice, Information and Support around Inquests

### **Inquest**

Inquest is a small charity (independent of the government) providing free advice to people bereaved by a death in state care (such as custody or detention).

**Phone:** 020 7263 1111 (press option 1)

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

**Email:** via website's contact form

### **Coroners Court Support Service**

The Coroners' Courts Support Service (CCSS) is an independent voluntary organisation whose trained volunteers offer emotional support and practical help to bereaved families, witnesses and others attending an Inquest at a Coroner's Court.

**Phone:** 0300 111 2141 (Monday – Friday: 9am – 5pm)

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

**Email:** [info@ccsupport.org.uk](mailto:info@ccsupport.org.uk)