

Bereavement guide

Information and support organisations

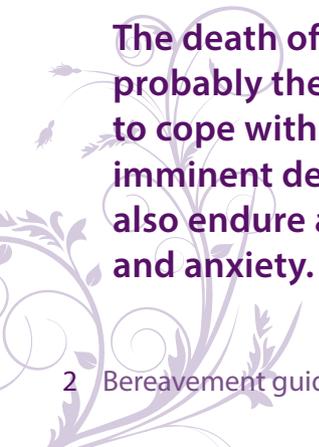




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Foreword



The death of someone close to us is probably the most severe loss we have to cope with and those facing the imminent death of a loved one must also endure a period of enormous strain and anxiety.

Although death and bereavement are an inevitable part of our lives, they are not often talked about openly, as they provoke painful feelings that we would all prefer to avoid. For this reason we may find ourselves unprepared to cope with bereavement when it happens to us.

Family and friends can often be the most immediate source of comfort and support, but in these particular circumstances they themselves are likely to be enduring similar pain and anxiety, and so are unable to offer appropriate support to those around them. In addition not everyone is in a position to turn to family and friends.

The aim of the booklet is to provide information about possible sources of help for people who have been bereaved, experienced trauma, or who are facing death. Some of the organisations listed are national, some local, some offer emotional support and reassurance to all those people who are experiencing the pain and grief of bereavement.

Because of the complexity of the practical arrangements that can surround a death, this booklet comprises an information section which has basic information covering such topics as arranging a funeral, pensions, wills and benefits. The booklet itself is available on our website: www.cornwall.gov.uk/bereavementguide in the publication section.

In addition there are other organisations listed which specialise in the particular difficulties faced by people who experience major trauma. Survivors of disasters, people who are diagnosed with AIDS / HIV and many others can be affected psychologically as well as physically. Specialist support is available from within your own particular faith community; please contact the NHS Bereavement Support Service. In most cases they will be able to advise you and put you in contact with an appropriate faith representative.

Within this guide there is a table which gives a brief description of the organisations listed. There is also a definition of some terms used in the guide.



Introduction

While this is a Bereavement Guide, it is intended for those experiencing or dealing with loss or anticipating the death of someone close to them. This booklet has been produced in conjunction with Cornwall Council's Registration Service and Adult Care and Support.

The first steps

What must you do when someone dies?

When someone dies you will need to inform a number of people and organisations and complete certain documents needed by law.

If you are a relative or friend you can do some of these things yourself. Others might need to be done by the Executor or administrator of the estate. There is plenty of support to help you through this difficult time.

- Tell the family Doctor
- Contact a funeral director if you intend to use one
- Obtain a medical certificate of cause of death signed by the doctor or if the Coroner is involved take instructions from the coroner's officers regarding registration of death
- Register the death at the Register Office.

Registering a death

In most cases a medical certificate of cause of death will be issued to the next of kin so that you can make an appointment and register the death. A death must be registered within 5 days from when it



occurred. This period can be extended in exceptional circumstances and if the Coroner is involved. If the death has been referred to the Coroner for further investigation then there is likely to be a delay before the death can be registered.

All deaths occurring in Cornwall must be registered in Cornwall but if it is difficult for you to get to an office in Cornwall, you may visit your local register office and declare the necessary information. In this case the registration by declaration may result in a delay in the issue of the documents needed for the funeral arrangements.

To make an appointment to register a death please contact The Customer Services Team on 0300 1234 181. Their hours are:

Monday to Friday 8.30am to 6.00pm

Who can register a death?

- A relative
- Someone present at the death
- An occupant of the nursing/residential home or a senior official from the hospital where the death took place
- The person arranging the funeral
- The person in charge of the body

What information will you need to give the Registrar about the deceased?

- The date and place of death
- The full names of the deceased and any other names they have been known by, including the maiden surname
- Their date and place of birth
- Their last occupation (if the deceased is married, widowed, or has a formal civil partnership, the full name and occupation of their spouse or civil partner).
- Their usual address
- The date of birth of the surviving spouse or civil partner
- Details of any public sector pension, e.g. civil service, teacher or armed forces

What information will you need to give the Registrar about yourself as the person registering?

- Your relationship to the deceased e.g. son, daughter, surviving civil partner
- Your full name
- Your usual address





What documents will you need when registering a death?

When you attend to register a death you must take with you:

- Medical certificate of cause of death signed by a Doctor, unless the Coroner is issuing the paperwork. In those circumstances the paperwork will already be at the Register Office.

It would also be helpful but not essential if you could bring:

- The deceased's birth certificate
- The deceased's marriage certificate/ civil partnership certificate
- NHS medical card

Some of the forms and certificates you may be given by Doctors or Coroners are listed on page 7. The list explains when and where you get each form.

When someone has died	Document to be issued	You will get this from the following
The death is not referred to the Coroner	Medical Certificate	Doctor
A baby is stillborn	Medical certificate of stillbirth	Doctor or Midwife
The death is referred to a Coroner, but there is no Inquest and no post mortem	Notification by the Coroner. This form is sent to the Register Office but a medical certificate will also be issued.	Coroner (the Coroner sends this direct to the Registrar) The medical certificate of cause of death is normally given to the informant by the Doctor or Bereavement Office
The death is referred for further examination and a post mortem is held	Notification by the Coroner (Form 100B)	Coroner (the Coroner sends this form direct to the Registrar)
There is an Inquest and the body is to be buried	Order for Burial	Coroner (the Coroner sends this direct to the Funeral Director)
There is a post-mortem or an Inquest and the body is to be cremated	Coroner's certificate for cremation	Coroner (the Coroner sends this direct to the Crematorium)
The body is to be removed out of England and Wales	Removal Notice	Coroner (the Coroner sends this direct to the Funeral Director)
The body is to be brought in to England or Wales	Evidence that the death has occurred elsewhere. The death is not registered here but a certificate must be issued for a cremation or burial to take place in England and Wales	Coroner or Registrar Usually the paperwork is issued by the Coroner but sometimes the Registrar will issue a certificate of no liability to register

Tell Us Once

To make things easier for you when you register a death in Cornwall, you can also choose to let the Cornwall Registration Service inform government departments and local council services through the Tell Us Once service.

There are organisations that need to be informed when you have a change in circumstances. Should you wish to take up the 'Tell Us Once' service, the registrar with your permission will be able to notify, if applicable, the Department for Work and Pensions, HM Revenue and Customs, Identity and Passport Services, Driver and Vehicle Licensing Agency, and the local authority by completing a simple and secure form once the death is registered.

As well as the items listed on page 6 and if you choose to take up the Tell Us Once service, you will need to bring the following:

- Their National Insurance Number and date of birth
- Details of any benefits or services they were receiving e.g state pension, blue badge etc
- Their driving licence or driving licence number
- Their passport or passport number and town and country of birth

We may also ask for the contact details about:

- Their next of kin
- A surviving husband, wife, or civil partner
- The person dealing with the estate
- Anyone who is receiving child benefit on their behalf

If you should provide information about the persons listed above and you are not the next of kin you must have their permission to do so.



The Coroner

What happens if the death is referred to the Coroner?

In a small number of cases - where the cause of death is unclear, sudden or unexpected - the Doctor or hospital or Registrar will report the death to the Coroner. In this case registration of the death will be delayed as an Inquest will need to be held. Under these circumstances there is no requirement for the death to be registered by an informant.

Inquests

It is the duty of the Coroners to investigate deaths which are reported to them and which:

- Appear to be due to violence
- Are unnatural
- Are sudden or of an unknown origin
- Occurs in legal custody

If the death has been referred to the Coroner and an Inquest is to be held you may wish to contact the Coroner for further information. The Coroner can be contacted

at The Cornwall Coroner, The New Lodge,
Newquay Road, Penmount, Truro, TR4 9AA.
Phone 01872 324438.

Applying for death certificates from Inquests

If you are aware or have been told that the inquest has now been concluded and a verdict given, please wait at least 5 days before contacting the Register Office to apply for certificates. There is a small fee for these certificates.



What documents will you receive from the Registrar? Summary of forms and certificates

When you register a death/stillbirth

If no Coroner has issued a certificate for cremation or burial order

If Jobcentre Plus or the Pensions Service needs to know about the death

If you need evidence of the death to get probate, pensions claims, insurance policies, savings certificates or premium bonds

If a baby is stillborn

If a baby is stillborn and you want a burial or cremation

You will usually get the following

Certificate for burial or cremation (the green form) This is for you to take to the Funeral Director so the funeral can take place.

Certificate of registration of death (form BD8)

Standard death certificate certified by the Registrar (there is a small fee for death certificates) You may need several copies of these.

Registration of stillbirth

Certificate for burial or cremation (the white form)

Registering a stillbirth

How is a still birth defined?

A stillborn child is legally defined as a child born after the 24th week of pregnancy, which did not, at any time after being born, breathe or show any signs of life.

What do you need to do to register a stillbirth?

When a child is stillborn, a Doctor or midwife will issue a medical certificate of

stillbirth. The person who registers the stillbirth must take the certificate to the Registrar. Every stillbirth in England and Wales must be registered in the district in which it takes place. A stillbirth may not be registered more than twelve months after it occurred.

Who can register a stillbirth?

Parents married to each other at the time of the stillbirth (or conception) and Civil

partners who have been through a formal civil partnership

- Either the mother or the father or the parent may register

Parents not married to each other and parents who have not been through a civil partnership with each other can still register a stillbirth but only:

- If both mother and father attend and both sign the stillbirth register
- If both partners attend and both sign the stillbirth register

It is possible for the father's details or partner's details to be entered if they cannot attend but only if certain conditions have been complied with. For further advice please contact the Customer Services Team on **0300 1234 181** and ask for the Truro Register Office.

If the parents of the child cannot register the stillbirth it is possible for certain other people to register stillbirth on their behalf.

- The occupier of the house or hospital where the stillbirth occurred
- A person who was present at the stillbirth
- A person who is responsible for the stillborn child

Information to be supplied for the registration of a stillbirth.

For the child

- Date and place of stillborn
- The forenames and surname if the parents wish to name the stillborn child
- Sex of the child.

For the father (where this information is to be entered into the register)

- Forenames and surname
- Date and place of birth
- Occupation at the time of the stillbirth or, if not employed at that time, the last occupation.

For the mother / parent

- Forenames and surname
- Maiden surname if the mother is, or has been, married
- Date and place of birth
- Occupation at the time of the stillbirth or, if not employed at that time, the last occupation
- Usual address at the time of the stillbirth
- Date of marriage or civil partnership if married to the stillborn child's father or has been through a formal civil partnership.

When you register a stillbirth

If a baby is stillborn

If a baby is stillborn and you want a burial or cremation

You will usually get the following

Registration of stillbirth

Certificate for burial or cremation (the white form)

The funeral

This text is taken from a leaflet compiled by the National Funerals College.

Funeral ceremonies

A funeral is usually a combination of a person's life and work, and committing them to rest. It can form a helpful part of the grieving process for family and friends, and there is often a sense of honouring the memory of the person who has died. There are now two broad types of service that are available, religious or civil ceremonies, depending on the wishes of the person who died, and those of their family. These services can usually be tailored to the person who has died, often with readings or songs that reflect their life. The family will usually have a chance to discuss the format of the service with the person who will be conducting it.

After the ceremony there is often a separate committal service if the person is to be buried or a brief service at the crematorium. Alternatively the funeral itself can be held at the crematorium, including the committal. Often some sort of gathering will be held after these, for the family and friends, sometimes known as the wake.

Religious ceremonies

In many religions there is a service or ceremony to commit the dead to the next life, or celebrate the life recently ended. These will vary between the different religions or denominations. Careful thought needs to be given to arranging a ceremony that would not offend the beliefs of the deceased and not alienate the beliefs of those mourning them, unless specific arrangements have already been made in advance.

If the person who died was a member of their local religious community, their minister of religion will be able to advise on the kind of service that could be arranged.

Often local Anglican, Methodist or Baptist Churches can conduct Christian funeral services for people who were not members of their congregation, although there may be a small charge for this. Speak to the local vicar or minister to discuss the arrangements. It will probably be the case that the funeral follows a standard Order of Service, but there may be flexibility in this to allow for choices of hymns or favourite readings. Religious services can also be held at the crematorium.

Burial or cremation

Individuals can feel strongly about whether they wish to be buried or cremated, and may have left specific instructions about what to do when they die. Some people will have bought a plot in a churchyard or cemetery, or express a wish to be buried next to their partner, or parents. Burial can take place in a non-religious burial ground or on private ground if certain permissions and conditions are fulfilled. For others, having their ashes scattered in a place that meant a lot to them is important. Burial or

scattering of ashes at sea are options but there are limits to where this can take place.

Cremation

Six out of ten people now choose to be cremated, and there are three crematoria in Cornwall which can carry out cremations.

Penmount Crematorium – covering generally the west of the County. Penmount has two funeral chapels, memorial rooms, vaults for caskets and 28 acres of grounds. Ashes may be scattered in the grounds, and a memorial, plant-dedication or plaque can be placed in memory of someone who has died, whether they are scattered there or not. They have a special area set aside for babies or young children with pottery animals and spring flowers. There is also a special book of remembrance for babies.

Penmount Crematorium
Newquay Road Truro TR4 9AA.
Tel: 01872 272 871

www.cornwall.gov.uk/penmount
Email: penmount-info@cornwall.gov.uk

The office is open Monday – Friday 9.00am – 5.00pm and services can be arranged during these times. The memorial rooms and grounds are open all year round.

Glynn Valley Crematorium – covering generally the east of the County and Plymouth.

Glynn Valley has one funeral chapel, seats 56, loop system, wheelchair access, picturesque window, a memorial room and 10 acres of grounds. Ashes may be interred (not scattered) either with or without a memorial or plant-dedication.

Glynn Valley Crematorium
Turfdown Road, Fletchers Bridge
Bodmin PL30 4AP.
Tel: 01208 73858

www.dignityfunerals.co.uk
Email: Bodmin.crematorium@dignity.co.uk

The office is open Monday – Saturday 9.00am – 5.00pm. Book of Remembrance can be viewed Saturday and Sunday 10.00am - 4.00pm.

Funerals may be arranged during these times but are more expensive at weekends. The grounds are open all year.

Treswithian Downs Crematorium – generally covering mid and west Cornwall.

Treswithian Downs has one purpose built funeral chapel with picture windows to frame the magnificent views over the

valley, memorial room, vaults for caskets and 7 acres of ground. Ashes may be scattered or interred in dedicated plots with a stone memorial, plant dedication or plaque. Alternatively they may be scattered without memorials or memorials may be placed without ashes. Facilities include a state of the art music system and library as well as a traditional organ, the ability to produce a DVD, CD and webcast of the service.

Treswithian Downs Crematorium
Puggis Hill Camborne TR14 0BL.
Tel: 01209 611835

www.treswithiandownscrem.co.uk
Email: Info@treswithiandownscrem.co.uk

The office is open Monday – Friday 9.00am – 5.00pm. Services may be arranged 24 hours a day. The memorial and grounds are open all year.

Burial

Many Anglican churches in Cornwall do not have spaces in their churchyards for new graves. People can generally only be buried there if they have existing plots, or wish to be buried above family members there. There will be a Deed of Grant in a person's papers if they already have a

space paid for in a cemetery. Most people wishing to be buried will be interred in the local cemeteries. Most villages and towns have cemeteries nearby. Telephone the Cornwall Council cemeteries department for information and charges.

Financial matters and probate

Wills – How do you sort out the estate of the deceased?

When a person dies, someone, often a relative is nominated to handle their affairs. This person is their 'personal representative'. If the deceased has written a will, they should have nominated their own personal representative, who is known as an 'executor'. If the personal representative is nominated by a court, they are known as the 'administrator'.

A 'personal representative' will need to apply for a grant of representation, which is permission to look after the deceased person's estate. Once all the taxes, debts and funeral costs have been paid, the remaining estate can be divided according to the wishes of the person who died, if they left a will.

If they died without leaving a will (intestate) there are rules which determine how the person's estate can be dealt with. A solicitor will be able to give you advice on this, or one of the voluntary organisations such as Citizens Advice Bureaux or Age Concern.

For more information about probate (managing a deceased person's estate) contact the Court Service:

Probate and Inheritance Tax Helpline:
0300 123 1072

Probate website: www.gov.uk/wills-probate-inheritance

Inheritance tax

A person's 'estate' is everything they own at the time of their death – all of their assets, minus anything that they owe. Inheritance tax is paid on a person's estate, as well as on some assets that may have been given away in the person's lifetime. At time of writing, Inheritance tax is paid at the rate of 40% on the part of the estate over a threshold value of £325,000, although the figure is usually increased slightly each year in the Budget. For further information the Inheritance Helpline number is: **0300 123 1072**.

www.gov.uk/inheritance-tax

There are complicated procedures for working out the value of a person's estate, as there are some assets which are exempt from Inheritance tax. The Inland Revenue has full information and guidance on this, and also detailed information regarding which gifts are exempt.

If the estate is complicated, you may want to work with a solicitor to value the estate and assess the tax due.

The 'personal representative', 'executor' or 'administrator' is responsible for paying the Inheritance tax that is due. This normally has to be paid within six months of the death, although in some cases payment can be made in instalments over 10 years.

Pensions

The deceased person may have a pension that can make payments to cover the funeral costs, or make a lump sum or ongoing payments to the deceased person's surviving spouse or children. You should check with their employer and any former employers to find out if there is an occupational pension's scheme in place. You will need a copy of the death certificate to show to the organisation that administers the pension.

Life Insurance and other possible payments.

There may be a Life Insurance policy that will make a payment on the death of the deceased. You should check their papers to see if anything exists.

Their Trade Union or other Members Club might also make a payment on their death. There may also be arrears due on any benefits the deceased was receiving.

If the deceased was a war pensioner, there may be money available to help towards paying for the funeral. Contact the Veterans Agency.

What needs to be returned?

You should return the following:-

- Order books, payable orders, or giro cheques to the social security office or other office which issued the payment. This also applies to a Child benefit Book which includes payment for a child who has died. Orders should not be cashed after the death of a person. It may be useful to keep a record of the pension book numbers or other social security numbers before you send anything back.
- The deceased's passport, to the Identity and Passport Service for them to cancel.

Before posting it, please cut off the top right hand corner of the passport.
www.gov.uk/passport-advice-line

- The deceased's driving licence to Driver & Vehicle Licensing Agency, Longview Road, Swansea SA6 7JL
- The registration documents of the car, for the change of ownership to be recorded
- A season ticket. Claim any refund that is due
- Membership cards of clubs and associations. Claim any refund due.
- Library book and tickets
- Bus passes to the One Stop Shop or Library
- Any National Insurance papers – you should send these to HM Revenue & Customs Office
- Any NHS or Adult Care and Support equipment such as wheelchairs, hearing aids, artificial limbs, or bath seats
- Disabled parking permits – should be returned to the local authority
- Tell Us Once – if you have chosen to use the Tell Us Once service some of the departments listed above will have been informed and you will not need to return the documents e.g passport, driving licence.



People to tell

In addition to the deceased person's friends and relations, there are a number of official services and organisations who need to be told of the death:

- The local Adult Care and Support department of the council, if the person was getting meals on wheels, home help, or daycentre care, or had an appliance or piece of equipment issued by the department, or if the person was a carer, and alternative arrangements need to be made to look after the person they cared for
- Any hospital the person was attending
- The family Doctor to cancel any home nursing
- The Inland Revenue
- The Department for Work and Pensions if benefit was being paid directly into the deceased's bank or building society account, e.g. State pension, refer to BD8 form given at the time of registering a death, Attendance allowance, Child benefit
- Any employer and trade union
- A child or young person's teacher, employer or college if a parent, brother, sister, grandparent or close friend has died
- A car insurance company (if you are insured to drive the car under the deceased's name, you may not still be legally insured to drive the car)
- All utilities, gas, electric and telephone suppliers
- Local council housing department if the person who has died was living in a council house
- The local council's housing benefit / council tax benefit if the person who has died was getting Housing benefit /and or Council Tax benefits
- The deceased's bank, building society, insurance company, etc
- The Post Office so that they can redirect mail if necessary
- Tell Us Once – if you have chosen to use the Tell Us Once service some of the departments listed above will have been informed e.g HM Revenue and Customs, the Department for Work and Pensions, Cornwall Council.

Practical and financial help for those who are bereaved

Carers

If the person who died was a carer, the person or people they cared for may need urgent help from Adult Care and Support. You should contact your local Adult Care and Support office on **0300 1234 131** to see if alternative arrangements can be made.

If children are left without a parent to take care of them, immediate steps need to be taken to ensure that they are cared for. If at all possible, children in these circumstances would be placed with family or friends in the short term. This would be managed by the department for Children's Schools and Families.

A death in the family can cause money problems for those who are left. They may only be for a short time, while you wait for the case to be released after probate, or you may need long term help.

There are a number of social security benefits or payments that can help you when someone dies. The Jobcentre Plus offices will show which forms to fill in, depending on your circumstances.

Bereavement Payment

A bereavement payment is a £2,000 lump sum to help you at the time of your husband, wife or civil partner's death.

If you are over State Pension Age (currently 65 for men and 60 for women) you will not usually be able to get bereavement benefits. But if your husband, wife or civil partner was not getting a State Pension, you may be eligible for this payment.

To find out more about bereavement payments and get a claim form visit www.gov.uk/bereavement-payment/overview

Bereavement Allowance

You may be able to claim Bereavement Allowance if all of the following apply:

- You were aged 45 or over when your husband, wife or civil partner 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 disease or accident

Funeral payments

This is intended to help you pay for a funeral if you are on a low income, and you are the person responsible for arranging the funeral. It is recoverable from the deceased person's estate if they have left one.

The person who has died must have been ordinarily resident in the UK at the date of death and the funeral must normally take place in the UK. However in certain circumstances, a funeral payment may be made for a funeral which takes place elsewhere in the European Economic Area (EEA).

You may be eligible for a Funeral Payment if it is reasonable for you or your partner to take responsibility for the funeral costs and you are getting any of the following:

- Income Support
- Income-based Jobseeker's Allowance
- Employment and Support Allowance (income-related)
- Pension Credit
- Housing Benefit
- Council Tax Benefit

- Working Tax Credit where a disability or severe disability element is included in the award
- Child Tax Credit at a rate higher than the family element.

Widowed Parent's Allowance

You may be able to claim a Widowed parents allowance if:

- you are bringing up at least one child and your late husband, wife or civil partner had paid National Insurance contributions
- or you are expecting a child by your late husband / civil partner as a result of artificial insemination or 'in vitro' fertilisation.

Guardian's Allowance (Help to bring up someone else's child)

If you are bringing up someone else's child you may qualify for a Guardian's Allowance. You must be entitled to Child Benefit for the child.

Normally both the parents must be dead but sometimes Guardian's Allowance may be paid if one parent is dead and the other cannot be traced or is serving a long prison sentence, or if the child's parents

were divorced and the parent still alive was not awarded custody of the child. It may also be paid if the child's mother is dead and the father is not known.

Other benefits

Other benefits such as Council Tax Benefit, Housing Benefit, Jobseekers Allowance, and Income Support are available following the normal rules and conditions. You may be eligible for one or more of these if your circumstances have changed because of the death. Your local Jobcentre Plus will be able to help you with these.

Working Tax Credit and Child Tax Credit may also be payable, if you are earning at a low rate, or looking after children. There are conditions attached to tax credits. The Inland Revenue's Tax Credits helpline is 0345 300 3900 (textphone 0345 300 3909) or visit their website on: www.inlandrevenue.gov.uk/taxcredits



Definitions of Terms

Befriending

This is the kind of support given by friends and neighbours and requires little or no special training. It may arise spontaneously in many communities with friends or neighbours 'looking out for' or making the effort to see, the person who has been bereaved or suffered a trauma.

Counselling

Counselling should only be given by individuals who have been specially trained to help people cope with problems. Counselling could include helping with the expression of grief; the acceptance of the loss of a loved one; exploring ways in which an individual can adjust to the type of life they can now have; or providing support, time and knowledge about normal reactions in similar circumstances.

Psychological therapies

These therapies are often more useful for complex problems, or prolonged reactions to grief or trauma, and may require specialist help from trained therapists.

Self help groups and social support groups

Attending groups is another type of support that people can find helpful. Usually self help groups are started by people who have suffered a common experience, the loss of a child. Groups may be combined with befriending schemes. The idea is that people who have shared similar experiences and ways of managing, exchange information and support each other in the process of coming to terms with their loss or particular predicament. Social support groups aim to enable people who have been bereaved, or who have suffered a trauma, to regain self confidence, make new friends and to take up new interests.

Financial and legal advice

For further information and advice, the Citizen's Advice Bureau may be able to help you.

Support organisations

Addaction – Substance misuse services and support

- Truro: 01872 263 001
(also general enquiries)
 - Penzance: 01736 365 467
 - Liskeard: 01579 340 616
 - Web: www.addaction.org.uk
-

Age UK – Services for older people and awareness raising

- Tel: 01872 266388
 - Web: www.ageuk.org.uk
-

Babyloss – Website providing information and support online for anyone affected by the death of a baby

- Web: www.babyloss.com
 - Email: support@babyloss.com
-

Bereavement Advice Centre – What to do when someone dies

- Tel: 0800 634 9494
- Web: www.bereavementadvice.org

Bereaved Parents' Support

- Tel: 029 2081 0800
 - Web: www.careforthefamily.org.uk
 - Email: mail@cff.org.uk
-

British Association of Counselling and Psychotherapy – Promoting counselling and listing counsellors

- Tel: 01455 883 300
 - Web: www.bacp.co.uk/
 - Email: bacp@bacp.co.uk
-

Campaign Against Drinking and Driving – Support for victims and families of people killed or injured by drunk or dangerous drivers

- Tel: 0845 123 5542
 - Web: www.cadd.org.uk/
 - Email: cadd@scard.org.uk
-

Cardiac Risk in the Young

- Tel: 01737 363222
- Web: www.c-r-y.org.uk
- Email: cry@c-r-y.org.uk



Child Bereavement UK - Child Bereavement UK supports families and educates professionals when a baby or child of any age dies or is dying, or when a child is facing bereavement.

- Tel: 0800 02 888 40
 - Email: support@childbereavementuk.org
 - Web: www.childbereavement.org
-

Child Death Helpline

- Tel: 0800 282 986
 - Web: www.childdeathhelpline.org.uk/
 - Email: contact@childdeathhelpline.org
-

Childhood Bereavement Network –

Network of organisations involved in caring for bereaved children

- Tel: 0207 843 6309
- Web: www.childhoodbereavementnetwork.org.uk/
- Email: cbn@ncb.org.uk

Children’s Hospice South West – Hospice for terminally ill children, or those with limited life expectancy

- Tel: 01726 871800
- Web: www.chsw.org.uk
- Email: enquiries@chsw.org.uk

Church and Religious Organisations

– General information about support available

Citizen’s Advice Bureaux (CAB) – Practical advice and information on various topics

- Tel: CAB Cornwall 03444 111 444
 - Web: www.cabcornwall.org.uk/
-

CLIC Sargent – Support for children and families with malignant illnesses, also research

- Tel: 0300 3300803
 - Web: www.clicsargent.org.uk/
-

Compassionate Friends (TCF) – Network of self help groups of bereaved parents

- Tel: 0345 123 2304
- Web: www.tcf.org.uk/
- Email: helpline@tcf.org.uk



Cornwall Hospice Care – Mount Edgcumbe and St Julia's Hospices

- Tel: 01726 65711 (Mount Edgcumbe)
01736 759070 (St Julia's)
01726 8391156 (General Enquiries)
 - Web: www.cornwallhospicecare.co.uk
 - Email: communications@cornwallhospice.co.uk
-

Cornwall Registration Service – Register offices for registering a death

- Tel: 0300 1234 181
 - Web: www.cornwall.gov.uk/registration
 - Email: registration@cornwall.gov.uk
-

Counselling Directory

- Tel: 0333 325 2500
 - Web: counselling-directory.org.uk
-

CRUSE Bereavement Care – Bereavement counselling

- CRUSE National Helpline: 0808 808 1677
CRUSE Cornwall: 01726 76100
- Web: www.cruse.org.uk
- Email: cornwall@cruse.org.uk

Department for Adult Care and Support – Support for older people, people with disabilities and carers

- Tel: 0300 1234 131
 - Web: www.cornwall.gov.uk/adultcareandsupport
 - Email: adultcareandsupport@cornwall.gov.uk
-

Disaster Action – Support to survivors or families in the aftermath of a disaster

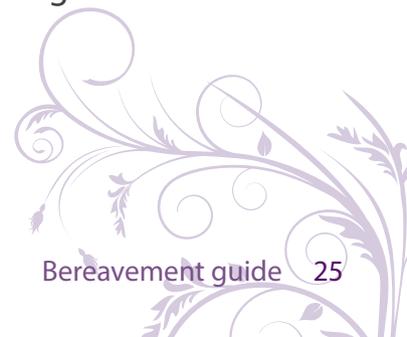
- Web: www.disasteraction.org.uk/
 - Email: admin@disateraction.org.uk
-

Epilepsy Bereaved

- Tel: **01235 772850**
 - Web: www.sudep.org
 - Email: info@sudep.org
-

Gingerbread – Advice and practical support for single parents

- Tel: 0808 802 0925
- Web: www.gingerbread.org.uk



Hope again - Bereavement support for young people run by CRUSE

- Tel: 0808 808 1677
 - Web: www.hopeagain@org.uk
 - E-mail: hopeagain@cruse.org.uk
-

Jobcentre Plus – Benefits advice, including for bereaved people

- Tel: 0345 604 3719
(for all branches in Cornwall)

Also branches in Truro, Penzance, St Austell, Bodmin, Bude, Liskeard, Newquay, Helston, Launceston, Penryn, and Redruth

LGBT Bereavement Helpline

- Tel: 020 7837 3337
-

LIFE – Pregnancy and abortion counselling service

- Tel: 01926 312 272
 - Web: www.lifecharity.org.uk/
 - Email: sam@lifecharity.org.uk
-

Lone Twin Network – Support for bereaved twins

- Web: www.lonetwinnetwork.org.uk
-

The Lullaby Trust (formerly FSID) – Cot death research and support

- Tel: 0808 802 6868
 - Web: www.lullabytrust.org.uk
 - Email: support@lullabytrust.org.uk
-

Macmillan Cancer Support

- Tel: 0808 808 0000
 - Web: www.macmillan.org.uk
-

Meningitis Now – Meningitis support, research and information

- Tel: 0808 801 0388
 - Web: www.meningitisnow.org
 - Email: info@meningitisnow.org
-

Miscarriage Association – Support for women and their families during and after miscarriage

- Tel: 01924 200799
 - Web: www.miscarriageassociation.org.uk
-

The Mission to Seafarers – Comfort, friendship and support for seafarers

- Tel: 0207 248 5202
 - Web: www.missiontoseafarers.org/
-

The Multiple Births Foundation (MBF)

– Support to parents of twins, triplets and more. Specialist bereavement support

- Tel: 0203 313 3519
 - Web: www.multiplebirths.org.uk/
 - Email: mbf@imperial.nhs.uk
-

National Association of Widows – Advice, information and friendship for widows

- Tel: 0845 838 2261
 - Web: www.nawidows.org.uk/
 - Email: info@nawidows.org.uk
-

The Natural Death Centre – Promoting natural funerals

- Tel: 01962 712690
 - Web: www.naturaldeath.org.uk/
 - Email: contact@naturaldeath.org.uk
-

NHS – Bereavement Support Services

- Advice and support to people suffering bereavement at the hospital

- Tel: 01872 252713
- www.royalcornwall.nhs.uk/services/pathology/mortuary-bereavement-services

Penhaligon's Friends – Support for children affected by death

- Tel: 01209 210624
 - Web: www.penhaligonsfriends.org.uk/
-

Pensions Service – Pensions advice including what to do when someone has died

- Tel: 0345 606 0265
 - Web: www.gov.uk
-

Perennial Gardeners' Royal Benevolent Society and Re-gain – Assistance for children or orphans of those who work in horticulture

- Tel: 0800 093 8510
 - Web: www.perennial.org.uk
 - Email: info@perennial.org.uk
-

The Red Poppy Company – Trauma management services

- Tel: 0845 201 1334
- Web: www.theredpoppycompany.co.uk/
- Email: info@theredpoppycompany.co.uk

Re-Gain – Listening, Supporting, Empowering

- Web: www.re-gain.org.uk
 - Tel: 0808 800 0306
 - Email: enquiries@re-gain.org.uk
-

RELATE – Relationship Guidance – Relationship counselling

- Tel: 0300 100 1234
 - Web: www.relate.org.uk
 - Email: Relate.Enquiries@relate.org.uk
-

RoadPeace – Practical and emotional support for people bereaved or injured due to road accidents

- Tel: 0845 4500 355
 - Web: www.roadpeace.org/
 - Email: info@roadpeace.org
-

Royal British Legion (RBL) – Support for former and current members of the Armed Forces, and their dependents

- Tel: 0808 802 8080
- Web: www.counties.britishlegion.org.uk/counties/cornwall
- Email: info@britishlegion.org.uk

Ruby Care Foundation – Counselling the terminally ill and bereaved

- Tel: 0333 011 7556
 - Web: www.rubycare.org
 - Email: info@rubycare.org
-

SALT South West – Support and advice for survivors of sexual abuse

- Tel: 01752 600599
 - Web: www.saltsouthwest.co.uk/
 - Email: email@saltsouthwest.co.uk
-

Samaritans – Emotional support

- Tel: 116 123
 - Web: www.samaritans.org
 - Email: jo@samaritans.org
-

Support and Care after Road Death and Injury (SCARD) – Support for people bereaved or injured due to road accidents

- Tel: 0345 123 5542
- Web: www.scard.org.uk/
- Email: info@scard.org.uk

SSAFA Forces Help – Helping former and current members of the Armed Forces and their families

- Tel: 0800 731 4880
 - Web: www.ssafa.org.uk/
 - Email: Cornwall@ssafa.org.uk
-

The Starlight Foundation – Brightening the lives of seriously ill children

- Tel: 020 7262 2881
 - Web: www.starlight.org.uk/
-

Stillbirth and Neonatal Death Society (SANDS) – Support for parents bereaved at or near birth

- Tel: 0808 164 3332
 - Web: www.sands.org.uk
 - Email: helpline@sands.org.uk
-

Support after Murder and Manslaughter (SAMM) – Supporting people bereaved by murder and manslaughter

- Tel: 0845 872 3440
 - Web: www.samm.org.uk/
 - Email: info@samm.org.uk
-

Survivors of Bereavement by Suicide (SOBS) – Helping people who have been bereaved by suicide

- Tel: 0300 111 5065
 - Web: www.uksobs.org
 - Email: sobs.support@hotmail.com
-

Talk to Frank - Drug independence information and counselling service

- Tel: 0300 123 6600
 - Web: frank@talktofrank.com
-

The Terrence Higgins Trust (THT) – Advice and help on AIDS and HIV, for anyone concerned

- Tel: 0808 802 1221
 - Web: www.tht.org.uk/
 - Email: info@tht.org.uk
-

Twins and Multiple Births Association (TAMBA) – Support for families with twins, triplets or more. Includes bereavement support

- Tel: 01252 332 344
 - Web: www.tamba.org.uk
 - Email: Enquiries@tamba.org.uk
-

Veterans UK – Advice and support on war pensions for ex members of the armed forces

- Tel: 0808 1914 218
 - Web: www.gov.uk/government/organisations/veterans-uk
 - Email: veterans-uk@mod.uk
-

Victim Support – Support for victims of crime

- Tel: 0808 168 9111
 - Web: www.victimsupport.org.uk/
 - Email: supportline@victimsupport.org.uk
-

War Widows Association of Great Britain
– Representation and support for war widows

- Tel: 0845 2412 189
 - Web: www.warwidows.org.uk/
 - Email: info@warwidows.org.uk
-

Way Foundation – Young widowed men and women supporting each other across the UK

- Web: www.widowedandyoung.org.uk/

Winston's Wish – Practical help for children dealing with bereavement

- Tel: 08088 020 021
- Web: www.winstonswish.org
- Email: ask@winstonswish.org





For more information or to make an appointment about any of our services please contact:

**Cornwall Registration Service
Dalvenie House,
Truro TR1 3AY**

Telephone: **0300 1234 181**

Email: **registration@cornwall.gov.uk**

www.cornwall.gov.uk

If you would like this information in another format or language please contact:

Cornwall Council, County Hall,
Treyew Road, Truro TR1 3AY

Email: **comments@cornwall.gov.uk**

www.cornwall.gov.uk

Telephone: 0300 1234 100

