



When a loved one dies: A Practical Guide

*R*EGISTRATION East Sussex



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Introduction

When someone dies there are many decisions that need to be made at a time when we feel least able to do so.

To support you through this difficult time East Sussex Registration has produced this brochure to help inform and guide you through the practical tasks and arrangements needed.

In this brochure you will find information on how to register a death, details about arranging the funeral, how to deal with the deceased's Estate, who to inform, and contact details of organisations who can provide support.

We understand the difficulties you may be facing at this time of bereavement and will do our best to provide a sympathetic, compassionate, professional and helpful service.

Contact us



0345 60 80 198



[eastsussex.gov.uk/registration](https://www.eastsussex.gov.uk/registration)





Register Offices in East Sussex



You can register a death at any Register Office in East Sussex.
We aim to give you an appointment within two working days.

Crowborough Register Office

Hookstead
Goldsmiths Avenue
Crowborough TN6 1RH
Email: registrar.crowborough@eastsussex.gov.uk

Eastbourne Register Office

Eastbourne Town Hall
Grove Road
Eastbourne BN21 4UG
Email: registrar.eastbourne@eastsussex.gov.uk

Hastings Register Office

Hastings Town Hall
Queens Road
Hastings TN34 1QR
Email: registrar.hastings@eastsussex.gov.uk

Lewes Register Office

Southover Grange
Southover Road
Lewes BN7 1TP
Email: registrar.lewes@eastsussex.gov.uk



Lewes 



To book an appointment visit
eastsussex.gov.uk/registration
or call us on 0345 60 80 198.

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Hastings



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www.sussexpast.co.uk



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Wadhurst Castle, Wadhurst,
Sussex TN5 6DA

Website: www.wadhurstcastle.co.uk
Email: info@wadhurstcastle.co.uk

Tel: 01892 784262
Mobile: 07962 947762

First Steps



When somebody dies there are several things you need to do, people to inform and documents to complete. If you are a relative or friend, you will be able to do some of these things; others will need to be done by the executor or administrator of the Estate.

There is plenty of support available to help you through this time. A list of various support services can be found on [page 30](#).

You will need to:

- Tell the deceased's doctor (if they don't already know)
- Obtain a Medical Certificate of Cause of Death from the certifying Doctor. If the Coroner is involved the Coroner's Officer will advise you about registering the death
- Register the death within 5 days at a Register Office
- Complete the Tell Us Once application if appropriate (a unique reference number and information will be given to you by the Registrar when you register the death)
- Check the Will (if there is one) for any special requests
- Contact a Funeral Director if you intend to use one
- Start making arrangements for the funeral
- Contact the executor of the Will. If necessary, they will need to start the process of obtaining probate
- If there is no Will, you will need to decide who will manage the deceased's affairs, and if necessary, apply for 'Letters of Administration' from the Probate Registry

Documents you may need

It may be useful to gather the following documents and information to help assist you in the coming days and weeks.

- Birth certificate
- Marriage/Civil Partnership Certificate
- NHS Number/Medical Card
- Organ Donor Card
- Passport
- Driving Licence
- Life Insurance Details
- Funeral Plan
- Pension Details
- Bank/Loan/Credit Card details
- Mortgage/Tenancy Agreement
- Savings/Investment details
- Benefits Statement
- Blue Badge

Information on how to do the above can be found throughout this brochure.



Registering a Death



Unless reported to the Coroner, a death MUST be registered within 5 days.

You can only register the death once you have obtained the Medical Certificate of Cause of Death from the certifying Doctor, or in the case of a death that has been referred to the Coroner, confirmation from the Coroner's Officer that the relevant paperwork has been sent to the Registrar.

If an inquest is being held, you will not need to attend the Register Office to register the death.

The death should be registered at a Register Office in the district where it occurred. However if this isn't possible you are able to 'Register by Declaration' at any Register Office in England and Wales. For further information see [page 12](#).

You will need an appointment to register a death.

To book an appointment at an East Sussex Register Office book online eastsussex.gov.uk/registration or call us on **0345 60 80 198**.



Who can register?

A death can be registered by:

- A relative
- A person who was present at the death
- The occupier of the establishment where the death occurred
- The person arranging the funeral
- The person in charge of the body

Information the Registrar will need

About the deceased:

- Date and Place of Death
- Full Names
(and any other names they have been known by)
- Date and Place of Birth
- Occupation
- Marital Status
- Full name and Occupation of their Spouse or Civil Partner (if applicable)
- Address
- Date of birth of any surviving spouse or civil partner
- Details of any Public Sector Pension
(e.g. Civil Service, Teacher, Armed Forces, NHS)

About the person registering:

- Full Name
- Relationship to the Deceased
- Address

It is important that you check this information carefully as any corrections that are made after the register page has been signed, will incur additional costs.



What documents should I bring?

You must bring the Medical Certificate of Cause of Death. If you do not have this the Registrar will be unable to complete the registration.

If the death has been referred to the Coroner, the Coroner will issue the relevant paperwork directly to the Registrar. You will be contacted by the Coroner's Officer to confirm once this has been done.

To make sure the correct information is recorded it would be useful to bring the deceased's:

- Birth Certificate
- Marriage or Civil Partnership Certificate
- NHS Medical Card
- Passport
- Blue Badge

Documents issued by the Registrar

Once all the information has been recorded, and the register page signed, the Registrar will issue the necessary forms and certificates.

- A certificate for burial or cremation (the 'Green Form'). This form authorises the funeral to go ahead. In some cases this form will be issued by the Coroner.
- Death certificates. You may have as many certificates as you like. These may be needed when informing certain businesses and organisations of a person's death. There is a statutory fee charged for each certificate issued.
- If required, certificates can be purchased at any time in the future.
- During your appointment the Registrar will register you onto the Tell Us Once system. Tell Us Once allows you to notify multiple government organisations about the death in one go.



Deaths Outside East Sussex and Registering by Declaration

All deaths must be registered in the district where it happened. If you are unable to attend a Register Office in the district where the death occurred then you are able to Register by Declaration at any Register Office in England and Wales.

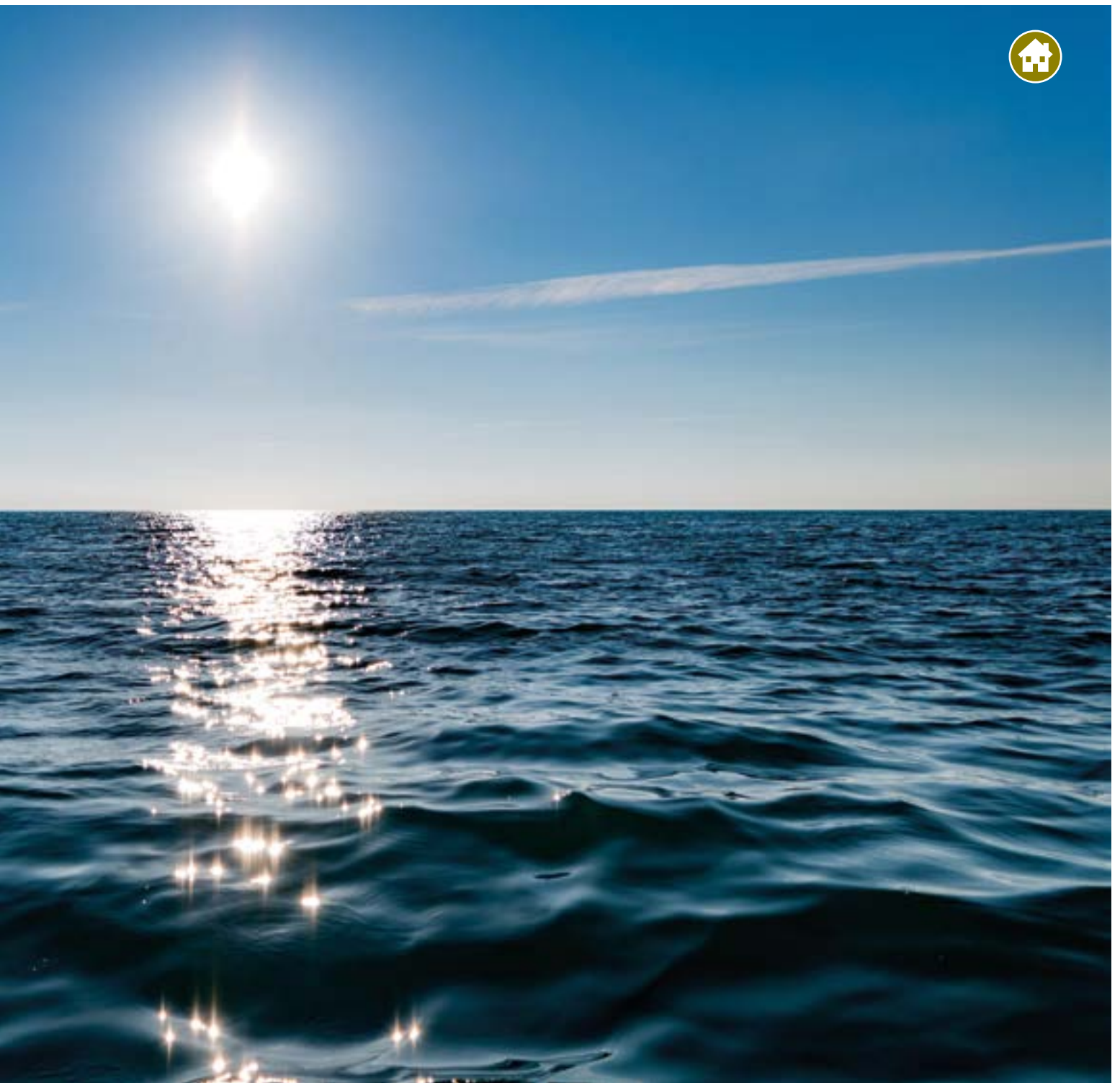
Registering by Declaration means the death is not registered in the office you attend. Instead, the Registrar will gather all the necessary information about you and the deceased and send it to the Register Office in the district where the death occurred.

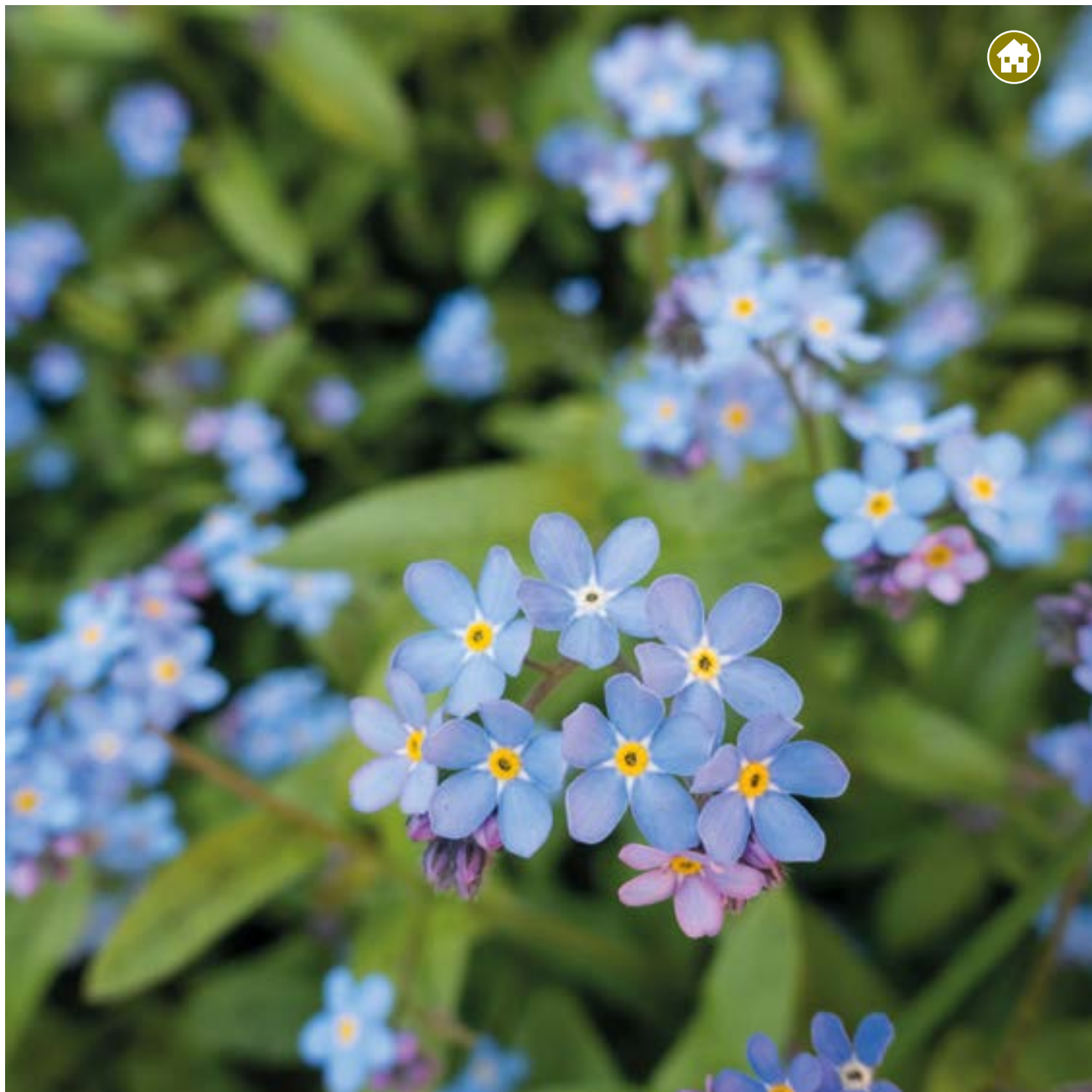
Once received, the Registrar from that office will complete the registration, contact you for payment of any death certificates and confirm where you would like the registration documents and certificates to be sent.

Registering by Declaration may cause delays in the issuing of the documents. Please bear this in mind when making the funeral arrangements.

To register a death by declaration at an East Sussex Register Office contact **0345 60 80 198**.







Deaths Abroad



When a person dies abroad you must register the death with the local authorities in the country where the person died. A death that occurred abroad can never be registered in a UK Register Office.

You can also register the death with the nearest British Embassy, High Commission or Consulate if you are overseas, or with the Consular Service Department in London.

For further information contact the relevant local authorities, British High Embassy, High Commission or Consulate or visit [gov.uk](https://www.gov.uk)



Tell Us Once

You can use **Tell Us Once** if the person died in:

- A Commonwealth country
- A European Economic Area (EEA) Country
- Switzerland

For more information about **Tell Us Once** see [page 20](#).

Bringing the Ashes Home

To bring human ashes into England & Wales you will usually need to show:

- The death certificate
- The certificate of cremation

Bringing the Body Home

To bring the body into England & Wales you must:

- Get a certified English translation of the death certificate
- Get permission to remove the body, issued by a Coroner (or equivalent) in the country where the person died
- Tell a Coroner in England if the death was violent or unnatural

Once the body is home, contact the Register Office in the district where the funeral is to take place to organise a 'Certificate of No Liability to Register'. You will need this form before the funeral can go ahead.

To obtain a 'Certificate of no Liability to Register' contact us on **0345 60 80 198**.



Coroner Involvement



A death will be referred to the Coroner if:

- It occurred after an accident or injury
- It occurred following an industrial disease
- It occurred during an operation or before recovery from an anaesthetic
- The cause is unknown
- It was violent or unnatural
- It was sudden or unexplained
- The deceased wasn't seen by the certifying Doctor after they died, or within 14 days before the death

If the Coroner is investigating you will not be able to register until the investigation is complete. The Coroner's Officer will advise what action you need to take and when you will be able to register the death.

What does the Coroner do?

The Coroner will decide whether further investigation into the cause of death is necessary. The Registrar cannot register the death until informed of the Coroner's decision.

If further investigation is needed they may decide to arrange a post-mortem; this is a medical examination which will help clarify the cause of death. If the post-mortem confirms the death was due to natural causes, the Coroner will issue the relevant paperwork (usually sent directly to the Registrar) allowing the death to be registered.

The Coroner may arrange for an inquest to take place. This is a legal inquiry into the medical cause and circumstances of a death. Inquests are held when the death:

- Was violent or unnatural
- Occurred in prison or police custody
- Was caused by a reportable industrial disease
- The cause of death is still uncertain after post-mortem

The Coroner's Officer will liaise with you directly in these circumstances.

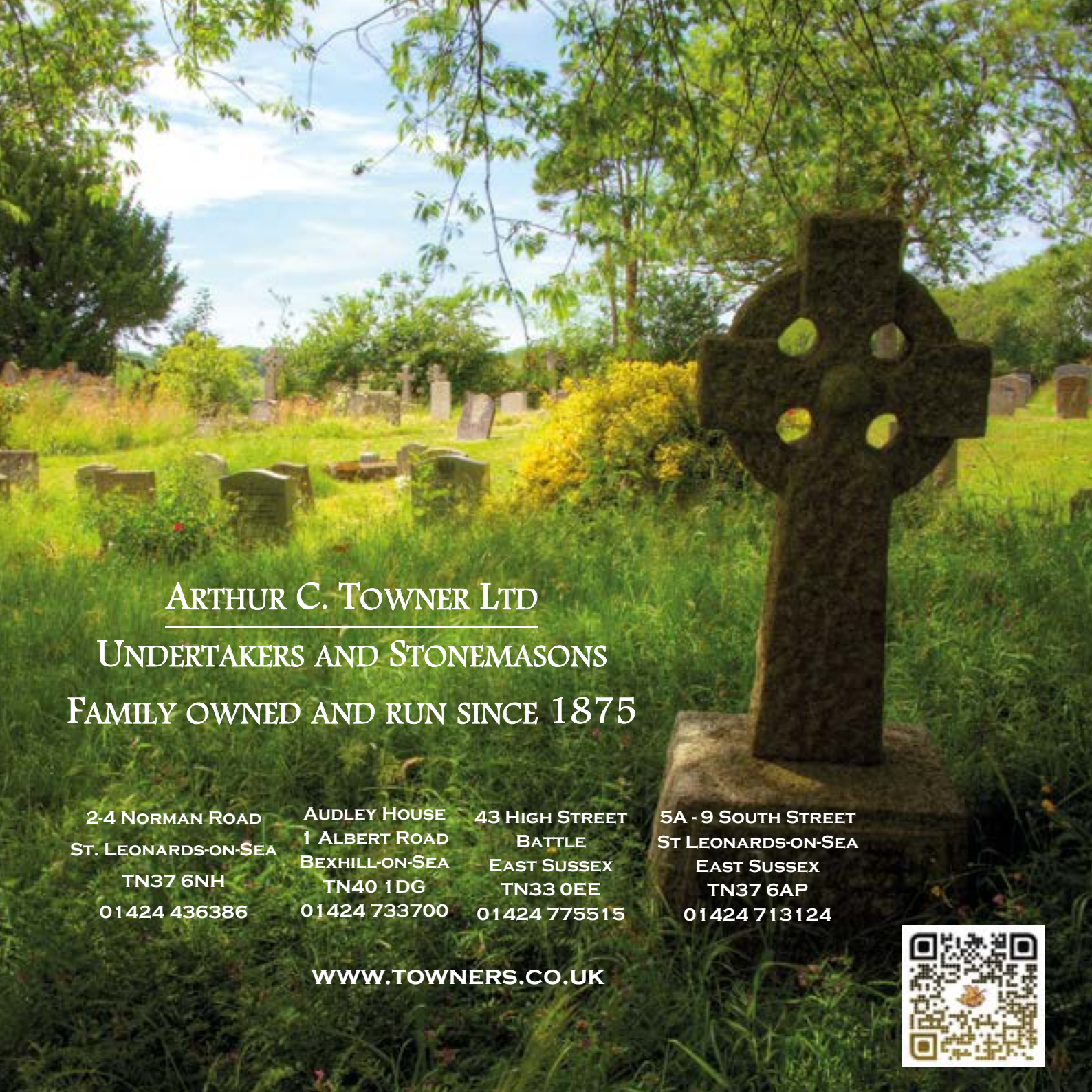
An inquest can sometimes take weeks or months to complete, which can cause delays to the registration. The Coroner will issue you with an interim death certificate while the inquest is proceeding so that you are able to deal with the deceased's Estate and personal affairs.

Once the inquest has been completed, the Coroner will issue the required form directly to the Registrar enabling them to complete the death registration. You do not need to attend the Register Office. The Coroner will give you details about how you can apply for copies of the official death certificate, should you want to do so.

Information about the Coroner for East Sussex can be found on the East Sussex County Council website: eastsussex.gov.uk/coroner







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**5A - 9 SOUTH STREET
ST LEONARDS-ON-SEA
EAST SUSSEX
TN37 6AP
01424 713124**

WWW.TOWNERS.CO.UK



Arranging the funeral



A funeral can be either a burial or cremation. You can organise it with or without the help of a Funeral Director and personalise it however you wish.

Before making any arrangements it is important to check the deceased's Will or other written instructions to see if they had any specific wishes regarding their funeral, or what should happen to their body.

Things to know

- You do not have to have a ceremony. If you do, you can choose what type of ceremony to have
- Although most people do, you do not have to use a Funeral Director
- A funeral can be Civil, Religious or Humanist
- You can have a ceremony that reflects any religious or spiritual belief
- The ceremony does not have to take place in a crematorium or place of worship. A funeral ceremony can take place anywhere, including your home

Donating a Body to Medical Science

In circumstances where the deceased's wishes were for their body to be donated to medical science you should contact your local Department of Human Anatomy. The hospital or Doctor will usually help to arrange this.

A written request to the Medical Science Department must have been made by the deceased.

For more information about donating a body visit hta.gov.uk



The death will still need registering in the usual way.

Using a Funeral Director

Although not compulsory most people choose to use a Funeral Director to assist with the funeral arrangements. Your Funeral Director will be able to support and advise you on the various options and decisions to be made.

If you choose to arrange the funeral yourself, contact the Cemeteries and Crematorium department of your local council who will assist with the organising of this.

Funeral Costs

If you are arranging the funeral you will be responsible for paying for it. It is important to check where the money will be coming from and how much it will cost.

Funeral costs for the same service may vary from one Funeral Director to another, so it may be best to get more than one quote.

A funeral can be paid for:

- From a financial scheme the deceased had (e.g. pre-paid funeral plan, insurance policy or pension scheme)
- By family and/or friends
- With money from the deceased's Estate

If you have difficulty paying for a funeral that you are arranging then you may be eligible to apply for financial help towards the costs. Eligibility depends on your relationship to the deceased, your financial resources and the value of the deceased's Estate. For more information visit gov.uk/funeral-payments.

Tell Us Once



Tell Us Once is a service that allows you to report a death to most government organisations in one go.

At the registration appointment the Registrar will provide you with a unique reference number so that you can use the telephone or online system to complete the Tell Us Once process. Once the death has been registered you have 28 days to complete your Tell Us Once application.

You will need the following details about the deceased before completing the Tell Us Once process:

- Date of Birth
- National Insurance Number
- Driving Licence Number (if applicable)
- Vehicle Registration Number (if applicable)
- Passport Number (if applicable)
- Details of any benefits or entitlements
- Details of any local council services
- Name and address of their Next Of Kin
- Name and address of any Surviving Spouse or Civil Partner
- Name, address and contact details of the person or company dealing with their Estate, known as the executor or administrator
- Details of any public sector or armed forces pension scheme they were getting or paying into

You must get permission from any person you will be providing information about, if it is not yourself.

Tell Us Once will notify:

- HM Revenue and Customs (HMRC) (you will need to contact HMRC separately for business taxes)
- Department for Work and Pensions (DWP)
- Passport Office
- Driver and Vehicle Licensing Agency (DVLA)
- Local Council (Housing Benefit, Council Tax Reduction, Blue Badge, inform council housing services, and remove the deceased from the electoral register)
- Veterans UK (to cancel Armed Forces Compensation Scheme payments)

Tell Us Once will also inform some public sector pension schemes so that they can cancel future pension payments. These include:

- My Civil Service Pension
- NHS Pension Scheme
- Armed Forces Pension Scheme
- Pension schemes for NHS staff, Teachers, Police, and Firefighters in Scotland
- Local authority pension schemes that participate in Tell Us Once

Organisations will contact you directly if further information is required.

The information you provide will be used to update records and will not be used to start a new claim. If you need to make a new claim for any benefits you must contact the relevant organisation directly.



If Tell Us Once is not available or you decide not to use it then you will need to let each organisation know about the death yourself.

For more information about Tell Us Once visit gov.uk/tell-us-once



Adult Social Care

Contact Health and Social Care Connect (HSCC) if:

- The deceased was in receipt of any Social Care Support, such as Homecare or a meals service
- The deceased had any daily living equipment provided by Social Care
- You were a registered carer for the deceased
- You have a CRESS card which is no longer required

Health and Social Care Connect



0345 60 80 191

Minicom via type talk 18001 0345 60



If you require any support from Adult Social Care you can complete an online assessment form at eastsussex.gov.uk/socialcare or contact them on the numbers above.



Who to notify



When someone dies there will be various organisations that will need to be informed.

You can use the following list as a guide to ensure you have notified everyone. Some organisations may require a copy of the death certificate, it is worth checking this before sending anything off.

- HM Revenue and Customs (HMRC)*
- Department of Work and Pensions (DWP)*
- Passport Office*
- Driver and Vehicle Licensing Agency (DVLA)*
- Local Council*
- Veterans UK*
- Civil Service Pension*
- NHS Pension*
- Teachers Pension*
- Police Pension*
- Armed Forces Pension*
- Private Pension
- Car insurance
- Medical Professionals/Private Health Care
- Employer
- Educational Establishments
- Utility Companies
- Credit card/loan companies
- Bank and Building Societies
- Investments/shares/premium Bonds
- Insurances (life, medical, home, etc.)

- Store Cards
- Mortgage Provider
- Landlord/Lady
- TV Licence/Subscriptions (SKY, Netflix etc)
- Phone Providers (mobile/land line)
- Internet Provider/email and website accounts
- Royal Mail (to arrange mail redirection)
- Clubs/Social Groups
- Church/Place of Worship

** If you have used the Tell Us Once service this organisation will have been notified and there will be no need to contact them separately.*

If the deceased owned land or property, there is a different process to update the property records. How you update these records will depend on whether they were a joint or sole owner.

For more information visit

[gov.uk/update-property-records-someone-dies](https://www.gov.uk/update-property-records-someone-dies)





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REGISTRATION

East Sussex

Crowborough Register Office
Eastbourne Register Office
Hastings Register Office
Lewes Register Office

Phone: 0345 60 80 198

Online: eastsussex.gov.uk/registration



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Our staff will support and guide you in creating exceptional service, allowing family and friends to come together, to honour, to support each other and to celebrate a life that has been well lived.

Finger Buffet from £16.00 Fork Buffet from £17.50
Afternoon Tea selection from £13.75

To book.

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Payment.

All Prices are per person and based on a minimum of 10 guests
To secure your booking a deposit of £50 will be required on booking and your final balance is to be settled 1 week prior to your event date.

Please contact us or just simply pop in: **01323 725 174**
events@lansdowne-hotel.co.uk Website: www.bw-lansdownehotel.co.uk
King Edward's Parade, Eastbourne, East Sussex, BN21 4EE



Celebration Of Life

At this difficult time, our experienced team will be there to guide you through the planning stages to ensure the day is as stress free as possible. We want you, your family and friends to celebrate your loved one whilst we take care of everything.

Package Menu

Bespoke packages available*

Options to include:

- Sandwich platters
- Afternoon tea
- Hot and cold buffets

* Minimum numbers apply.

from £12.50 per person

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Call 01825 880 088
events@eastsussexnational.co.uk
www.eastsussexnational.co.uk
Little Horsted, Uckfield, East Sussex, TN22 5ES, United Kingdom



Dealing with the Estate



When a person dies, somebody will need to sort out their Estate (money, property and possessions). This person is known as the Executor or Administrator. If you are the person doing this, you will be required to pay off any debts or outstanding payments and share out the remaining Estate to those entitled to it.

It is possible to deal with somebody's affairs and complete all the necessary forms yourself. However, if you wish you can arrange for a solicitor to do this for you.

Applying for Probate

Dealing with someone's Estate may require you to apply for probate. If there is a Will the Probate Office will issue you a 'Grant of Probate'. If there is no Will, then you will be given 'Letters of Administration'.

A Grant of Probate or Letters of Administration are legal documents, allowing those named in it to deal with the deceased's Estate.

Your local Probate Registry will assist you with the application and provide you with the necessary forms.

For more information visit
[gov.uk/applying-for-probate](https://www.gov.uk/applying-for-probate)



Do I Need Probate?

Probate is not always needed and isn't usually needed to release funds held in joint names. In these cases a death certificate may be enough to transfer any funds to the joint holder.

Certain organisations may allow money to be released without a Grant of Probate or Letters of Administration being produced, if the funds are below a certain amount. Contact each organisation to check what they will need.

What happens if there isn't a Will?

If someone dies without making a Will, they are said to have died intestate. In these circumstances the law states who should deal with their affairs and who will inherit the Estate. Dealing with an Estate without a Will can be complicated and take a long time in complex cases.

For more information visit
[gov.uk/inherits-someone-dies-without-will](https://www.gov.uk/inherits-someone-dies-without-will)



Financial Advice

You may wish to seek professional financial planning advice for the following:

- Tax efficient financial planning
- Dealing with the deceased's pension arrangements
- Life Assurance Plan
- Investment of Inheritance
- Estate Planning to protect your Estate from future tax



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Registering a Stillbirth



A stillbirth is when a baby is born without taking a breath, after 24 weeks of pregnancy. If a baby dies before the 24th week, this is known as a miscarriage.

The law requires a stillborn baby to be formally registered within 42 days. The Midwife or Doctor will issue a Medical Certificate of Stillbirth. This should be given to the Registrar at the registration appointment.

Who can register?

A stillbirth can be registered by:

- Either parent, if the child's parents are married to each other or in a civil partnership together
- If the child's parents are not married to each other, the child's father must attend the appointment with the child's mother if his details are to be included on the registration; if the mother attends alone, no father's details will be recorded

If a child was conceived as a result of fertility treatment, then please contact us for further information **0345 60 80 198**.



What documents should I bring?

The only document necessary is the Medical Certificate of Stillbirth issued by the Doctor or Midwife present at the stillbirth.

Documents issued by the Registrar

Once all information has been recorded and the register page signed, the Registrar will issue the necessary forms and certificates.

- A certificate for burial or cremation
- A certificate of Registration of Stillbirth

To book an appointment at an East Sussex Register Office call us on **0345 60 80 198**.



Following a stillbirth, you may still be entitled to:

- Statutory Maternity Pay or Maternity Allowance and Maternity Leave
- Statutory Paternity Pay and Paternity Leave

If neither parent can attend, the following people can register a stillbirth

- The occupier of the hospital or house where the stillbirth took place
- Someone who was present at the stillbirth
- Someone who is responsible for the stillborn child
- The person who found the stillborn child, if the date and place of the stillbirth are unknown



Support & Advice

Child Bereavement UK

childbereavementuk.org

0800 02 888 40

support@childbereavementuk.org

Child Death Helpline

childdeathhelpline.org.uk

0800 282986

Child Funeral Charity

childfuneralcharity.org.uk

01480 276 088

enquiries@childfuneralchairty.org.uk

The Compassionate Friends

Support for bereaved parents and their families

tcf.org.uk

0345 123 2304

helpline@tcf.org.uk

The Lullaby Trust

Support for those bereaved by cot death
(sudden infant death syndrome SIDS)

lullabytrust.org.uk

0808 802 6868

support@lullabytrust.org.uk

Sands

The Stillbirth and neonatal death charity

sands.org.uk

0808 164 3332

helpline@sands.org.uk



Bereavement Support



For most of us bereavement will be one of the most distressing experiences of our lives. Grief is a natural process, and some of us will cope with help and support from our family and friends. However, if you feel you may need some additional help then there are many organisations that can provide guidance and support.

Bereavement Advice Centre

bereavementadvice.org

0800 634 9494

Cruse Bereavement Care

cruse.org.uk

0808 808 1677

helpline@cruse.org.uk

Grief Encounter

griefencounter.org.uk

0808 802 0111

Contact@griefencounter.org.uk

Hope Again

hopeagain.org.uk

0808 808 1677

Hopeagain@cruse.org.uk

Macmillan Cancer Support

macmillan.org.uk

0808 808 00 00

Mind

mind.org.uk

0300 123 3393

info@mind.org.uk

Samaritans

samaritans.org

116 123

jo@samaritans.org

The Silver Line

Free, confidential helpline and friendship service for people aged 55+

thesilverline.org.uk

0800 470 80 90

St Michaels Hospice

stmichaelshospice.com

01424 456361

bereavement@stmichaelshospice.com

St Peter & St James Hospice

stpjhospice.org

01444 471598

enquiries@stpjhospice.org

St Wilfreds Hospice

stwhospice.org

01323 434257

hospice@stwhospice.org

Winston's Wish

Support, advice, and information for parents/carers and professionals supporting bereaved children and young people

winstonswish.org

0808 802 0021

ask@winstonswish.org



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East Sussex
REGISTRATION

Crowborough Register Office
Eastbourne Register Office
Hastings Register Office
Lewes Register Office

Phone: 0345 60 80 198

Online: eastsussex.gov.uk/registration

