

Tell Us Once Bereavement Service



All deaths in the London Borough of Hackney must be registered with the Council's Registrars Service.

How the service can help you

When someone dies, there are lots of things that need to be done at a time when you probably least feel like doing them. One of these things is contacting a range of government and local authority services who must be notified about the death.

Hackney Council is offering a service called '**Tell Us Once.**' The service will make things easier for you by notifying the relevant government and local services about the death so you don't have to.

What services we can notify

We will be able to inform the following services:

Government

- Department for Work and Pensions
- HM Revenue and Customs
- Identity and Passport Service
- The DVLA

Local Council Services

- Adult and Older Peoples Services
- Children and Young Peoples Services
- Blue Badge
- Housing and Council Tax Benefit
- Council Tax
- Electoral Services
- Library Services
- Hackney Homes
- Monies owed to the Council

How will we treat the information given?

We will treat all information confidentially and securely. The departments we give information to will use it to:

- update records
- end services and benefit entitlements as appropriate
- resolve any outstanding issues.

They may also use the information we give them in other ways, but only as the law allows.

You can access the 'Tell Us Once.' service in the following ways:

In person (with the Registrar during the death registration appointment)

The Registrar will carry out the registration and you will be able to inform the registrar at that time which council services you would like us to notify.



To book an appointment call Hackney Contact Centre on **020 8356 3355**

In person or by phone (with a Bereavement Officer):

If you are a Hackney resident and **do not wish** to access the 'Tell Us Once' service during the registration, you can still speak to one of our Bereavement Officers who you can inform you which government or council services, you would like us to notify of the death.

In addition, our Bereavement Officers are able to give Hackney residents Welfare Benefits advice and arrange access to other council services.

To book an appointment call **020 8356 3494**

The Department for Work and Pensions (DWP) (by phone):

Once you have registered the death and would like to speak to a 'Tell Us Once' advisor, please call **0800 085 7308**

The lines are open Monday - Friday 8.00am – 8.00pm.

The number is free to call from a BT landline, but other providers, including mobile phone providers, may charge you.

If you do not speak English, call **0800 085 7308** and an advisor and interpreter will call you back.

If you decide to use the Hackney Bereavement Officer Service or the DWP telephone service, once the death has been registered, the registrar will give you a reference number which you will need to quote to the DWP.

Your reference Number

Date of Registration

Information you will need to use the service

To ensure that we give you the best service, we want to make sure that the information we provide to any department is accurate. Please bring to your appointment the following information about the deceased.

Checklist:

- Their national insurance number and date of birth
- Details of any benefits or services they were receiving
- Their driving licence or driving licence number
- Their passport or passport number and town/country of birth
- Their Blue Badge (disabled person's parking badge)

We will also ask you for the contact details for;

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

You must obtain permission of one of the persons listed above if you are going to provide us with the information about the person who has died.

Next of kin

If you are the next of kin, you may be entitled to an increase in benefits. Please have your own National Insurance Number available when you contact one of our Bereavement Officers.

If you are not the next of kin, or the person who is dealing with the deceased's estate, you can still use the service if you have the authority to act on their behalf.

Please remember that it is still your responsibility to make sure any department that pays you a benefit has correct and up to date information. Let us help you notify them all.



For more information visit
[www.hackney.gov.uk/
death-registering.htm](http://www.hackney.gov.uk/death-registering.htm)



