

We may also ask you for the contact details for:

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

You must obtain the permission of the persons listed above if you are going to provide us with information about them.

Next of Kin

If you are the next of kin (closest relative by blood or marriage to the deceased), your entitlement to benefits may change, so please have your own National Insurance number and /or date of birth with you when you contact us.

If you are not the next of kin, or the person who is dealing with the deceased's estate (the person sorting out their property, belongings and money), you can still use the service if you have their permission to provide their details and act on their behalf.

Privacy

This service is committed to ensuring your information is protected. Our privacy statement tells you how we will use and protect the information you provide when you use this service. Ask the Advisor if you wish to see the full privacy statement.

Please remember that it is your responsibility to ensure that all organisations, that pay you a benefit/credit or provide a service to you, have correct and up to date information about you.

If you require any further help or advice, please do not hesitate to contact us at:
The Register Office, Backhouse Hall,
Bull Wynd, Darlington, DL1 5RG

Telephone: (01325) 346604

Fax: (01325) 346898

Email: RegisterOffice@darlington.gov.uk
www.darlington.gov.uk/living/registeroffice

If you would like this information in any other language or format for example

large print or audio please contact 'The Register Office' on (01325) 346604.

اگر آپ کو یہ سہولتیں چاہیں تو براہ کرم ہمیں (01325) 346604 پر فون کر کے حوالہ دیا جائے۔
درکاروں کو یہ سہولتیں (01325) 346604 پر فون کر کے حوالہ دیا جائے۔

ਜੇ ਇਹ ਪਰਚਾ ਤੁਹਾਨੂੰ ਅੰਗਰੇਜ਼ੀ ਤੋਂ
ਬਿਨਾਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦਾ ਹੈ,
ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਨੰਬਰ (01325) 346604 'ਤੇ
ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਹੋਰ ਸਹੂਲਤਾਂ (ਜੇਕਰ ਚਾਹੀਦੀਆਂ) ਨੰਬਰ ਦੱਸੋ।

यदि आप यह प्रकाशन अंग्रेजी के अलावा अन्य भाषा में चाहते हैं तो कृपया संदर्भ नम्बर (रेफरन्स नम्बर) बताकर निम्नलिखित (01325) 346604 पर संपर्क करें।

如果你需要其他语言的版本，请电以下
电话并报出参考号码：(01325) 346604

যদি আপনার ইংরেজী ছাড়া অন্য কোন ভাষায় এই
প্রকাশনার প্রয়োজন থাকে, তাহলে (01325) 346604
নম্বরে ফোন করুন এবং সূত্র নম্বর উল্লেখ করুন।

إذا رغبت الحصول على هذه النشرة
بلغة أخرى غير اللغة الإنجليزية نرجو
الاتصال بنا على رقم الهاتف التالي
: (01325) 346604 مع ذكر رقم الإشارة.



BRaille



When someone
has died.....

We can help you tell the
people who need to know



We can help you tell the people who need to know

When someone has died, there are lots of things that need to be done, at a time when you probably least feel like doing them. One of these is contacting government departments and local council services that need to be told.

Darlington Borough Council is providing a service which we hope will make things easier. This new service means that you can just tell us and these organisations will be contacted.

How the service can help you

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

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

We can help you to give the information to the Department for Work and Pensions and they can pass on this information to a number of other government departments and local council services for you.

How you can contact us to use the service

There are different ways you can use the service:

- **In person** - Please call (01325) 346604 to make an appointment to register the death. You will be offered the service automatically. (You can find out about the Registrar's opening hours or information about how to register a death by calling the number above or checking on www.darlington.gov.uk/living/registeroffice.)

- **By telephone** - Once you have registered the death and would like to speak to someone on the phone please call the Department for Work and Pensions on 0800 085 7308. The lines are open Monday to Friday between 8am and 8pm. This number is free to call from a BT landline, but other providers, including mobile phone providers, may charge you. If you don't speak English, call us on 0800 085 7308 and one of our Advisers and an interpreter will call you back and help you. If you are calling from Wales you will have the choice of continuing the call in Welsh.

What happens to the information?

If you decide to use this service we will be able to tell the following organisations:

- Department for Work and Pensions
 - Pension, Disability and Carers Service
 - Jobcentre Plus
 - Overseas Health Team
- Ministry of Defence, Service Personnel and Veterans Agency
 - War Pensions Scheme
- HM Revenue & Customs (HMRC)
 - Child Benefit
 - Child Tax Credit & Working Tax Credit
 - Personal Taxation
- Identity and Passport Service
- Local Councils
 - Housing Benefit Office
 - Council Tax Benefit Office

These organisations can also be told if you ask us to do so:

- Local Councils
 - Council Housing

- Council Tax
 - Libraries
 - Blue Badges
 - Adult Services
 - Children's Services
 - Collection of payment for council services
 - Electoral services
- Driver and Vehicle Licensing Agency

How we will treat the information you give us

The information you give will be treated securely and confidentially. The organisations who are contacted will use the information to update records; to end services, benefits and credits as appropriate; and to resolve any outstanding issues. They may use this information in other ways, but only as the law allows.

Information you will need to use the service

To make sure the right information is given to any organisations we contact for you and so that you get the most out of the service it will help if you can bring along with you the following information about the person who has died:

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

