



BEREAVEMENT GUIDE HARINGEY

contents

Haringey Registration and Citizenship Service - Edition One - 2013

Page 3

First Steps

Page 4

Registering a Death

Page 6

Registering a Stillbirth

Page 10

Coroner's Involvement

Page 12

Arranging & Paying for a Funeral

Page 16

Administering the Estate

Page 22

Informing Central & Local Government

Page 24

Informing Other Individuals & Organisations

Page 26

Coping with your Grief & Loss

Page 28

Useful Contacts

Guidance, support and reassurance...

Losing someone close to you can be very painful. After a significant loss, you may experience all kinds of emotions. Dealing with the practicalities that a death involves can seem very distressing and overwhelming.

This guide aims to be of help to you at this difficult time by providing you with sympathetic, considerate and clear guidance, to make sure that you feel supported to make the best arrangements for everyone involved.

"When someone you love becomes a memory, the memory becomes a treasure."

Paul Oram

Superintendent Registrar



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First Steps

Some of the first steps you will have to take may include:

- Obtaining a medical certificate of cause of death signed by a doctor or, if the Coroner is involved, take instructions from the Coroner's Officers with regards to the registration of the death
- Registering the death
- Contacting a funeral director
- Starting funeral arrangements
- Informing the family doctor
- Contacting the Minister of Religion, if appropriate
- Considering the deceased's organ donation wishes, if applicable
- Finding out if there is a will and, if so, where it is and who should be dealing with it



Registering a Death

Registration of a death needs to take place within five days and in the district where it took place. If it is impractical to do this, information may be given at any other register office in England and Wales as a 'declaration'. This can then be forwarded to the Registrar where the death occurred.

This, however, may delay funeral arrangements, as the appropriate paperwork and death certificates will be issued by post. Further information on this can be obtained from any register office.

For the death to be registered, you need to present the Medical Certificate of Cause of Death (MCCD) from a doctor. However, if the death has been referred to the Coroner, it cannot be registered until the Registrar has received confirmation from the Coroner to proceed with the registration. If the registration is delayed due to the Coroner being involved, you need not worry.

Who can register a death?

Normally, a death should be registered by:

- A close relative of the deceased
- A person present at the death
- The occupier of premises where the death occurred
- The person responsible for arranging the funeral (but not the undertaker).

When making an appointment to register a death, please ensure if you are planning to go to the correct office. Deaths must be registered in the district they occurred.

What information will you need to provide about the deceased?

- The date and place of the death
- The date and place of the person's birth
- The full name and any other names of the deceased (and maiden surname, if applicable)
- The former occupation of the deceased
- The full name of his/her husband/wife/civil partner and their occupation, if applicable
- The address of the person who has died
- Information regarding any public sector pension
- If the deceased was married or in a civil partnership, the date of birth of his/her husband/wife/civil partner
- If available, please provide the National Health Service number of the deceased and also his/her NHS medical card



What information will you need to provide about yourself when registering the death?

- Your relationship to the deceased
- Your full name
- Your usual address

What documents will you receive from the Registrar?

- Certified copies of the death certificate: you can purchase as many copies of this certificate as you wish and these copies are considered the “original death certificate” (as banks and others may request to see), even though the official term is “certified copies of the death certificate”. As a general rule, it is advisable to purchase one for each bank account, building society and share holding of the deceased. Please note that it is illegal to make your own copies of the certificate for copyright reasons and many organisations will not accept photocopies as formal evidence of the death. In the case of an inquest taking place, the death cannot be registered until after the inquest and the Coroner will issue you with an Interim Certificate of the Fact of Death, which may be used instead of certified copies.

- Certificate of burial or cremation: this form is referred to as “the green form” and it serves as proof to the funeral director and the cemetery or crematorium authorities that a funeral may take place. This form is replaced by a document from the Coroner if an inquest is underway or there has been a post-mortem examination followed by cremation.
- Certificate of Registration/Notification of Death: this form is sometimes referred to as “the BD8” and the back of it needs to be filled in and sent to the Department of Work and Pensions to notify them of the death, if the deceased received a state pension or any other benefits. This form is free of charge and can be handed in at local Job Centre Plus office.



Registering a Stillbirth

Legally, a stillborn child is one that was born after the 24th week of pregnancy and that showed no sign of life after being born.

What do you need to do to register a stillbirth?

The person registering the stillbirth will have to present a medical certificate of stillbirth at the Registrar, which is issued by a doctor or midwife. Every stillbirth in England and Wales must be registered within three months of its occurrence and in the district in which it took place.

Who can register a stillbirth?

- Parents married to each other: if the child's parents were married to each other at the time the stillbirth (or conception) occurred, either the mother or the father may register.
- Parents not married to each other: if the child's parents were not married to each other at the time the stillbirth (or conception) occurred, information about the father may only be entered in the register in the following circumstances:
 - If the mother and father sign the stillbirth register together at the register office.
 - If the father is unable to go to the register office with the mother, he can make a statutory declaration acknowledging his paternity and the mother needs to take this form to the Registrar (this form is available in any Register Office in England and Wales).

- A statutory declaration must be made before a justice of the peace, commissioner of oath, practicing solicitor, or notary public.
- If the mother is unable to go to the register office with the father, she can make a statutory declaration acknowledging the paternity of the stillborn child and the father may take this form to the Registrar (this form is available in any Register Office in England and Wales).
- If the parents of the stillborn child cannot register the stillbirth, the following qualify to do so:
 - The occupier of the house where the stillbirth took place
 - A person who was present at the stillbirth
 - A person who is responsible for the stillborn child (e.g. Coroner's Officer)
 - The person who may have found the stillborn child (where the date and location of the stillbirth are not known).

What information do you need to supply for the registration of a stillbirth?

For the Child:

- Date and place of stillbirth
- Sex of the child



- If the parents wish to name the stillborn child, the forename(s) and surname they want to give him/her.

For the father:

- Forename(s) and surname
- Date and place of birth
- Occupation at the time of the stillbirth (if not employed at the time, the last occupation).

For the mother:

- Forename(s) and surname
- If the mother is, or has been married, her maiden surname
- Date and place of birth
- Occupation at the time of the stillbirth (if not employed at the time, the last occupation)
- Usual address at the time of the stillbirth
- Date of marriage (if the mother is married to the stillborn's father at the time of the stillbirth).

this certificate at the time of registration or anytime afterwards. The father can only buy this certificate if his details are recorded in the register entry.

- Certificate of burial or cremation: this certificate is issued by the Registrar and is normally passed to the person responsible for the funeral arrangements. Please note that a funeral can only take place once this certificate is given to the burial authority or the crematorium. However, if there is a delay with the registration and the stillbirth does not need to be reported to the Coroner, it is possible for this certificate to be issued before the stillbirth is registered.
- A new system of death certification is being tested throughout the country, alongside the existing procedure explained in this guide, and the doctor or hospital will inform you if they are taking part in one of the pilot sites. This new system is being tried out as it will eventually be introduced everywhere to improve the quality of death certification, make the causes of death easier to understand by bereaved people, as well as make it simpler for them to express any concerns that may arise.

What documents will you receive from the Registrar?

- Certificate of registration: this certificate is free of charge and will be given to the person who registers the stillbirth.
- Stillbirth certificate: the mother or the father may buy





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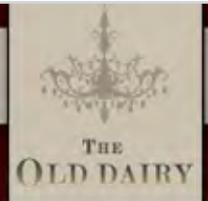
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Coroner's Involvement

A coroner is a senior and independent judicial officer who investigates human deaths. Although most deaths referred to the Coroner are of natural causes, sometimes they may need to be reported to him/her because they happened suddenly or unexpectedly (e.g. following an accident). If the cause of death is not known, it is a legal requirement in England, Wales and Northern Ireland to refer the death to the Coroner, which is usually done by the Police or a doctor.

In some circumstances, the Coroner will allow the doctor to issue a Medical Certificate but also provide an additional document to the Registrar. Try not to be alarmed as this is a normal procedure and the Coroner's office will be able to answer any questions you may have.

What is a post-mortem examination?

In some cases, to be able to determine the cause of death, it is necessary to proceed with a post-mortem examination, but this will only take place after the Coroner or someone from his/her office speaks to the nearest relative or their representative, as well as to any doctors that have been looking after the deceased.

A post-mortem examination is an external and internal examination of the body and its only purpose is to determine the cause of death.

You will be able to tell the Coroner's office if you object to it for any reason and, if you are a family member, you have a legal right to be represented at the examination, although most people find this unnecessary. This examination is not done for research or any other purposes.

What happens after the post-mortem examination?

If the cause of death is determined to be natural and there are no other circumstances requiring an inquest, a document instead of an MCCD will be issued by the Coroner, allowing the death to be registered. This document will be sent to the Registrar directly or you may need to collect it in person.

Usually, the funeral director will contact the Coroner's office to find out when the body can be collected to prepare for the funeral.

What is an inquest?

If the cause of death remains unknown or if the Coroner suspects that the person died a violent or unnatural death or died in legal custody, he/she may hold an inquest.



An inquest is not considered a trial. It is an enquiry to establish who the deceased was and how, where and when they died. Most inquests are heard in front of a Coroner but some may be heard in front of a Coroner with a jury. The length of the inquest will vary according to the circumstances to be investigated.

When the Coroner decides to hold an inquest, the death cannot be registered, but the Coroner will normally issue the necessary documentation to permit a burial or cremation so the funeral can take place. In order to assist with the administration of the estate, an Interim Certificate of Fact of Death is issued, which is normally accepted by banks and other financial institutions. This certificate can also be used to obtain a Form DB8 from the Registrar.

How will you know about the progress of the inquest?

You will be informed of the progress of the investigation accordingly, but you are required to be patient as, in many cases, the Coroners and their staff are waiting for information from other people.

The Coroner usually ensures that any questions are answered during the inquest, so the experience is less stressful for the ones involved. After an inquest the death is registered automatically and death certificates can be purchased from the Registrar.

If families decide to have legal representation at an inquest, they may do so at their own expense, as legal aid is not yet available for this. The help of lawyers is also not usually necessary, unless there is a possibility of further legal action (e.g. suing someone that may have been responsible for the death).



Arranging & Paying for a Funeral

The first thing to be done when starting to prepare your loved one's funeral is to find out if the deceased has a pre-paid funeral plan, which will set out some or all of what they would like at their funeral. Alternatively, they may have left instructions in their Will. If there are no instructions from the deceased, you have the choice of organising the funeral yourself or contacting a funeral director.

How do you choose a funeral director?

Most people choose to contact a funeral director, as there are many decisions to be made at this time and appointing someone else to deal with the funeral arrangements can make it less stressful.

Friends, family, clergy or even a doctor may be able to recommend a good local funeral director, but it is always advisable to check if the one you choose is a member of either the National Association of Funeral Directors (NAFD) or Society of Allied and Independent Funeral Directors (SAIF). Members of these two organisations must provide you with a price list on request and they cannot exceed any written estimate they give you without your permission.

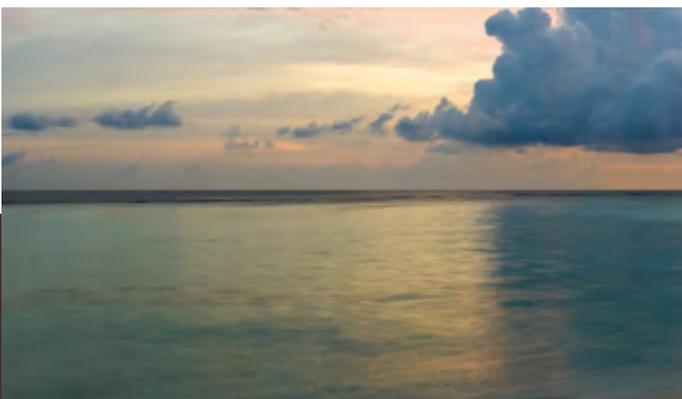
Funeral directors are also able to advise you on what to do in exceptional circumstances, for example, how to proceed if the death occurred away from home.

What choices do you have when planning the funeral?

To start with, if there are no specific instructions from your loved one, you will have to decide whether they will be buried, cremated or if they will have a green funeral. There are a number of legal controls over the disposal of a body in the United Kingdom, but the only requirement is that the death is certified and the body is properly taken care of, by either burial or cremation.

Burial: The only requirement is the death certificate signed by a doctor and a certificate for burial from the registrar of deaths. If you decide not to use a funeral director, then you should contact the Cemeteries and Crematorium Department of your Local Authority for advice. You may find in the Will of the deceased if a grave space in a churchyard or cemetery has been arranged. If a grave space has been paid for in a cemetery, there will be a deed of grant.

Cremation: a cremation is always cheaper than a burial and the majority of deceased people are now cremated. Ashes can be scattered in a garden, in a favourite spot of the deceased or kept in an urn. Please make sure you inform the funeral director about your wishes at the outset.



Green funerals: a green funeral involves conducting final arrangements and disposing of a body in an environmentally-friendly way and without using the harmful chemicals and non-biodegradable materials commonly used by the funeral industry. In general, when speaking about green funerals we are referring to a meadow or woodland burial, complemented by the use of a coffin made from biodegradable materials i.e. willow or chipboard.

The green funeral option continues to grow in popularity and there are now many woodland burial sites all over the country. The environment of green burial grounds are kept as wild and as natural as possible. Memorials and headstones are generally not permitted, but often memorial trees can be planted to mark the grave.

After a decision is made, you can decide on other arrangements, such as if the funeral will be held overseas and whether you would like a religious, civil or humanist ceremony.

The funeral

The plans for the ceremony will normally take into consideration any wishes of the deceased and their religion, if applicable. Above all, the service will celebrate the life of the person that has died and will express what the deceased or the bereaved people left behind believe about life.

If you wish, you may place notices or announcements of the death of your loved one in local newspapers, in case you find it difficult to let other people know. Your funeral director will be able to give you advice on this.

What is the cost of a funeral and who will pay for it?

Things such as money may be the last in your mind at this difficult time, but please be aware that funerals can be expensive, so it is highly recommended that you seek quotes from a couple of companies to be able to compare prices before making a decision. It is very common nowadays for funeral directors to ask for a deposit because of the number of people who have arranged but not paid for funerals in the past. Please also be honest with yourself and the funeral director about what can be afforded for the funeral.

If the deceased had a pre-paid funeral arrangement, you may not need to worry about costs. If this is not the case, the costs of the funeral will usually be covered by the estate of the deceased, as the funeral costs have priority over any other debts. Provided that there is money in the account of the deceased and that an invoice is presented, a bank will usually send payment to the Funeral Director directly.

What should you do if no-one is able to arrange and pay for the funeral?

Please contact the Department of Work and Pensions for further advice. You may be able to get help from the Social Fund.



Dealing with a death is naturally a sensitive and emotional time.

It is important to remember that no two people are the same and as such, we all deal with the loss of a friend or relative in different ways - it's very personal and often impossible to predict how you will feel. It can also be very difficult having to deal with the practical side of things, such as applying for the grant of probate while grieving the loss of a relative or friend.

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What does Probate mean?

Probate is the legal term given to the legal process that is followed after someone has died. There are a few cases where probate is not required but in the majority of situations it is required.

Why do I need it?

By law you need permission to deal with a deceased person's affairs. The Grant of Probate is applied for at the Probate Registry and without this, it is not possible to act on the wishes of the deceased or tie up any loose ends.

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ESTATE AGENTS

Administering the Estate

This brochure provides a brief guide to a subject that can be quite specific. Please seek professional help for further expert advice and guidance.

Where can you look for the Will?

It is important to find the Will as soon as possible. This is a legal document or a signed letter left by the deceased giving instructions on what should happen after his/her death and how the estate should be divided. To start with, look amongst personal papers at home, in the bank, with the deceased's lawyer/solicitor, or with relatives.

If there is a Will, it should appoint an executor(s), who is the person responsible for paying debts, dealing with money, property and possessions of the deceased. If there is no Will or if the Will does not name an executor, then the next of kin will usually be the person responsible for dealing with the estate of the deceased.

People feel honoured to have been named as an executor, but they can feel daunted by the responsibility that this involves. Therefore, most people appoint a professional such as a solicitor to help, as they have detailed knowledge of this area of the law. They will know the steps to take and how to deal with problems when they arise, as well as be familiar with the usual correspondence and documents needed, including potential valuations and calculations of tax.

What is the estate?

The estate is everything that the deceased person has left behind. These possessions need to be distributed to those who are entitled to receive it. The person to do that is the executor and, to be able to do that, he/she needs to apply for probate. If there is no Will or if the Will does not mention an executor, then an application for legal authority to administer the estate should be made to the Probate Registry.

What is Probate and do you need it?

Probate is a document issued by the Probate Registry confirming that an executor has the right to wind up the estate of the deceased. Depending on the size of the estate, you may not need a probate.

If you do need one, it can be obtained by filling in some forms, the most important being the 'Executor's Oath'. As a general rule, the larger the estate, the more complex and lengthy the process can become.

If you prefer to get help, you may contact your own solicitor or someone who regularly looked after the affairs of the person who has died. You may also find details of local solicitors elsewhere in this brochure.



Who inherits?

If there is a Will, inheritance will be determined by its instructions. If there is no Will, the legal rules of intestacy apply, which strictly determine who can inherit.

What if there is an inquest?

A grant of probate or letter of administration can usually be obtained using an Interim Certificate from the Coroner, although it will not be possible to distribute the estate until the inquest has been completed.

What organisations do you need to inform of the death? Most organisations can be informed of the death by a professional supporting you with probate, so please discuss the list of organisations below with them. You may need to contact these organisations yourself if probate is not required.

Please note that there is an overlap between this list and the central/local government list – discuss this with your solicitor.

- Banks
- Building Societies
- Life Insurance company
- Mortgage provider
- Credit/store cards
- Friendly Societies
- Other money, (e.g. National Savings/Premium Bonds/loans/hire purchase agreement)
- Pension providers
- Buildings Insurance company
- Home Contents Insurance company
- Car Insurance company
- Travel/Holiday Insurance company
- Identity & Passport Service
- Tax Office
- Council Housing Office/Private Landlord/Housing Association
- Electricity provider
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Probate is the legal process of settling the estate of a deceased person and distributing their assets - including property - under their Will or in accordance with the rule of intestacy. Frequently, this process involves the selling of a house or flat so that the proceeds can be distributed.

Whether you need some advice on what steps to take following the loss of a loved one, or need someone to handle the process for you, we can help.



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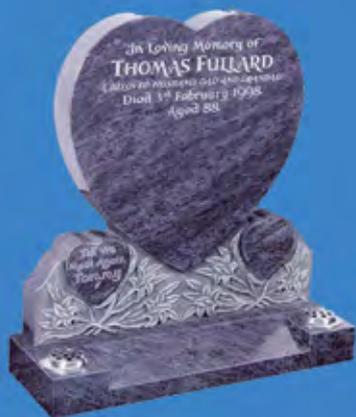
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Showrooms in Edgware, Stanmore, Gants Hill, Aveley, Romford

Informing Central & Local Government

When you are responsible for the affairs of a deceased loved one, you will need to inform a number of organisations about the death. The Registry Office may inform some of the organisations below on your behalf, so please liaise with them.

When professional help is sought to deal with probate, they will normally inform nearly all of the organisations mentioned below, which may be a welcome help in such a difficult time.

Local Government

- Council Housing Office/Housing Association
- Housing Benefit
- Council Tax
- Council Tax Benefit
- Adult social services (including day care/home care)
- Council children's services
- Blue badge/Concessionary travel pass
- Library
- Electoral registration office

Central Government

DWP: State Pension, Pension Credit, Attendance Allowance, DLA, Carer's Allowance, Incapacity Benefit, income Support, Jobseeker's Allowance, Employment and Support Allowance

- Child Support Agency
- UK Border Agency
- Identity & Passport Service
- Tax office
- Child Tax Credit/Working Tax Credit/Child Benefit
- DVLA
- Prison/Probation/Court Service

Benefits

The death of a partner can affect your own entitlement to benefits and, in some cases, your income may fall if a work pension is lost. However, your income may increase after the death due to inheritance, which may take you over the threshold for some benefits.

Any State Pension or benefit payments received after the death will have to be repaid to the government from the deceased's estate, so please inform The Pensions &



Disability Service as soon as possible to avoid that. The criteria and contact numbers for benefits change from time to time, so if you need to check any information, please call us.

Bereavement Benefit & Bereavement Allowance

Claimed using form BB1 and only available to surviving spouses or civil partners, usually under state retirement age.

Widowed Parent's Allowance

Also claimed on form BB1 (it replaces Bereavement Allowance when a parent has children still in education or younger).

Guardian's Allowance

Claimed from the tax office.



Informing Other Individuals & Organisations

People tend to find it difficult having to inform complete strangers about the death of a loved one. To help you with that, you may want to inform a few people that you trust and ask them to let their branch of the family, friends or members of their social network know.

If the person was working or recently retired, a manager or colleague can take responsibility for informing work associates. It also helps to keep the funeral's details by the phone, so they can be given out by anyone who answers incoming calls. If you are not entirely sure who to inform, social network sites such as Facebook, an address book, contacts on a computer or a mobile phone that belonged to the deceased may be of help.

Apart from family and friends, you may need to cancel existing appointments such as:

- Doctor appointments
- Hospital(s) appointments
- Dentist appointments
- Podiatrist appointments

You may also need to return any medical equipment the deceased may have borrowed, cancel travel passes, season tickets, magazine subscriptions and club memberships, as well as services such as meals-on-wheels, transport and home help.

If the deceased had borrowed books from the library, they will need to be returned and the membership cancelled.

We advise you to take copies of important documents and to make a note of the date that anything is sent out in the post.





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Coping with your Grief & Loss

Grief is a natural response to loss and it is the emotional suffering you feel when something or someone you love is taken away. There is no right or wrong way to grieve. However, there are healthy ways to cope with the pain as, usually, grief that is expressed and experienced has a potential for healing that eventually can strengthen and enrich life.

Understandably, the more significant the loss, the more intense the grief and the way each person grieves depends on many factors, including personality and coping style, life experience, faith and the nature of the loss. Some people start to feel better in weeks or months. For others, the grieving process is measured in years. Whatever your grief experience, it is important to be patient with yourself and allow the process to naturally unfold.

A few facts about grief:

- Trying to ignore your pain or keep it from surfacing will only make it worse in the long run. You have to try your best to deal with it.
- Allow yourself to cry and feel sad, frightened or lonely. These are all normal feelings associated with grief. You do not need to “protect” your family or friends by putting on a brave front, as showing your true feelings can help them and you.

- Crying is a normal response to sadness, but it is not the only one. Those who do not cry may feel the pain just as deeply as others. They may simply show it in different ways.
- There is no exact time frame for grieving. It differs from person to person.

A grieving person normally goes through stages. They are:

Denial: “This cannot be happening to me.”

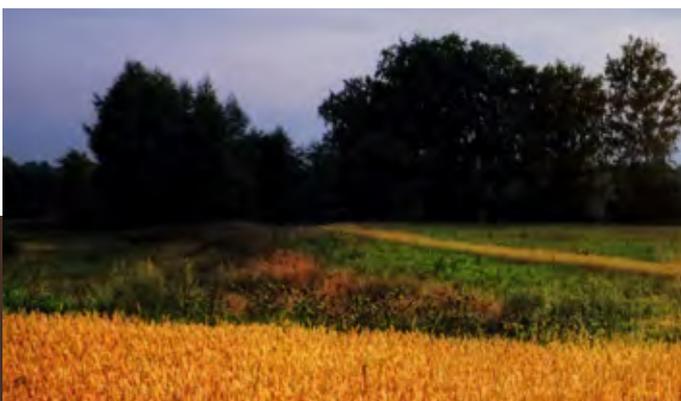
Anger: “Why is this happening? Who is to blame?”

Bargaining: “Make this not happen, and in return I will ____.”

Depression: “I am too sad to do anything.”

Acceptance: “I am at peace with what happened.”

If you experience any of these emotions following a loss, your reaction is absolutely natural. However, contrary to popular belief, you do not have to go through each stage in order to heal. In fact, some people do not go through any of these stages. And if you do go through these stages of grief, you probably will not experience them in a neat, sequential order, so do not worry about what you “should” be feeling or which stage you are supposed to be in.



Grief can be a roller coaster

Instead of a series of stages, we might also think of the grieving process as a roller coaster. You may have ups and downs, highs and lows. Like many roller coasters, the ride tends to be rougher in the beginning and the lows may be deeper and longer. The difficult periods should become less intense and shorter as time goes by, but it does take time to work through a loss.

Common symptoms of grief

While loss affects people in different ways, many experience symptoms such as shock and disbelief, sadness, guilt, anger, fear and physical symptoms when they are grieving. However, remember that the single most important factor in healing from loss is having the support of other people.

Sharing your loss makes the burden of grief easier to carry. Wherever the support comes from, accept it and do not grieve alone, as connecting to others will help you heal.

Coping with your Practical Concerns

It is normal to feel worried after you lose someone you love. Some people will have to start dealing with day-to-day issues that they were not used to and some may feel they need help. A good idea is to check whether you are entitled to any welfare benefits.

Some widows, widowers or surviving civil partners are entitled to special bereavement benefits and, if the death means that your income has decreased, you may be able to claim for Pension Credit or Council Tax benefit. If you would like to check if you are entitled to any benefits, contact the Department of Work and Pensions or organisations such as Age UK.



Useful Contacts

Samaritans

08457 90 90 90

Available 24 hours every day.

A confidential emotional support service for anyone experiencing feelings of distress or despair for any reason, including those which could lead to suicide.

www.samaritans.org

Cruse

0844 477 9400

The largest bereavement support charity in the UK.

www.crusebereavementcare.org.uk

Child Death Helpline

0800 282 986

(0808 800 6019 free for main network mobiles)

Open every evening of the year 7 – 10pm.

A helpline for anyone of any age affected by the death of a child (from pregnancy to adulthood) in any circumstances. All calls are answered by parents who have experienced bereavement.

The Miscarriage Association

01924 200799 Mon to Fri - 9am - 4pm

Offers support and information on all aspects of pregnancy loss (miscarriage up to 24 weeks and ectopic pregnancy).

www.miscarriageassociation.org.uk

SANDS (Stillbirth And Neonatal Death)

020 74365881

Offers support to parents bereaved through pregnancy loss, stillbirth or neonatal death.

www.uk-sands.org

FSID Helpline

(formerly Foundation for the Study of Infant Deaths)

0808 802 6868

helpline@fsid.org.uk

10am – 6pm Monday to Friday

6 – 10pm Weekends and Bank Holidays

Support and information for anyone affected by the sudden death of a baby.

TCF National UK Helpline

0845 1 23 23 04

Support and information daily from 10am – 4pm and 7 – 10pm. The line is always answered by a bereaved parent.

TCF (formerly The Compassionate Friends) is a charitable organisation of bereaved parents, siblings and grandparents dedicated to the support and care of other bereaved parents, siblings, and grandparents who have suffered the death of a child/children.

The WAY Foundation

0870 011 3450

Provides help and support for anyone who has lost a life partner aged under 50.

www.wayfoundation.org.uk



National Association of Widows

0845 838 2261

Offers a friendly helping hand to all widows and their families (male or female).

www.nawidows.org.uk

Road Peace

0845 450 0355

The UK's national charity for road crash victims; provides support to those bereaved or injured in a road crash.

www.roadpeace.org

SSAFA Forces Help

0845 1300 975

The national charity serving ex-servicemen, women and their families in need.

www.ssafa.org.uk

War Widows Association

0845 2412 189

Gives advice, help and support to all service widows and dependents.

www.warwidowassociation.org.uk

The Terrence Higgins Trust

0845 122 1200

Provides practical support, help, counselling and advice for anyone with or concerned about AIDS or HIV infection.

www.tht.org.uk

London Friend

(Formerly Lesbian and Gay Bereavement Project)

Bereavement Helpline 020 7837 3337

Helpline for the lesbian, gay, bisexual and transgender community, their families, friends and carers.

Tuesday 7.30 – 9.30pm

www.londonfriend.org.uk

Citizens Advice

This website has an excellent range of information on a very wide range of issues.

0844 477 2020 – Telephone advice for Wales.

0844 411 1444 – Telephone advice for parts of England

www.adviceguide.org.uk

Gov.uk

Public services all in one place. This website has a wide range of information and links to many other sites that you will find useful, including local authorities.

www.gov.uk

NHS Choices

Information about local health services, medical/health advice, information about a huge variety of conditions and much more.

www.nhs.uk

Money Advice Service

0300 500 5000

Free impartial financial advice.

www.moneyadviceservice.org.uk





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Haringey Council

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Haringey Civic Centre, High Road
Wood Green, London, N22 8LE
Telephone 020 8489 2605

www.haringey.gov.uk/registeroffice