

Information you will need to use the service

Please bring the following information with you, about the person who has died, when you use the service:

- ➔ 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

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 has correct and up to date information about you.

When someone has died.....

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.

Middlesbrough 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 - We have linked this service with the Register Office in Middlesbrough. If you would like to use this service immediately after registering the death, the Registrar will ask you some additional questions. Please call 01642 729004 to make an appointment. The Register Office is open Monday, Wednesday to Friday from 9am to 4pm and 10am to 6pm on a Tuesday.
- ➔ By telephone - If you do not want to use this service immediately after registering the death you can still use the service by calling the Department for Work and Pensions on 0800 085 7308 **after you have registered the death with the Registrar**. 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 Advisors and an interpreter will call you back and help you.

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
 - ➔ The Pension, Disability and Carers Service
 - ➔ Jobcentre Plus
 - ➔ Overseas Health Team

- ➔ Ministry of Defence, Service Personnel and Veterans Agency
 - ➔ War Pensions Scheme

- ➔ HM Revenue & Customs
 - ➔ Child Benefit
 - ➔ Child Tax Credit and Working Tax Credit
 - ➔ Personal Taxation

- ➔ Identity and Passport Service
- ➔ Housing Benefit Office
- ➔ Council Tax Benefit Office

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

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

Additional services offered by Middlesbrough Council.

If you come and see an Advisor, they will also be able to help you find other information and organisations that can help you.

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.