

A free and simple service to help you tell us that someone has died.

When someone has died, there are a lot of people that need to be told, at a time when you probably feel least like doing it. Somerset County Council's Registration Service provides a service which we hope will make things easier for you. This service means that when you tell us about a death, we can then contact other organisations on your behalf.

In partnership with



# 'Tell Us Once'



## How the service can help you

After someone has died, one of the first things that must be done is to legally register the death with the Council's Registration Service. Once that's done, several other organisations may still need to be contacted and given the same information.

To save you time and worry, Somerset's Registration Service offers a free service which can pass this information directly to a number of other government departments and local council services.

## Who can we inform?

### Council Services:

- Adult Social Care
- Blue Badges
- Children's Services
- Collection of payments for Council Services
- Council Tax
- Council Tax Benefit
- Electoral Services
- Housing Benefits
- Libraries

### Department for Work and Pensions:

- Jobcentre
- Overseas Health Team
- Pension, Disability and Carers Service

### Driver & Vehicle Licensing Agency:

- Driving License Cancellation

### HM Revenue & Customs:

- Child Benefit
- Child Tax Credit and Working Tax Credit
- Personal Taxation

### Identity and Passport Service:

- Passport Cancellation

### Ministry of Defence, Service Personnel and Veterans Agency:

- War Pensions Scheme

[www.somerset.gov.uk/tellusonce](http://www.somerset.gov.uk/tellusonce)

If the deceased person lived outside of Somerset we will advise you at your appointment if their local District or Borough Council offers this service.

## Information that you will need to use this service

We want to make sure that the right information is passed onto other organisations. When you have your appointment with the Registrar, we therefore ask you to bring 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 driving licence or driving licence number (if they had one)
- Their passport (if they had one)

## We may also ask for information about

- The next of kin
- The person dealing with the deceased's estate

If you are the person registering the death, but not the next of kin or the person who is dealing with the deceased's estate, you can still use this service if you have their permission to provide their details and act on their behalf.

## How we will treat the information you give us

We will treat your information securely and sensitively. All of the organisations that we contact will use the information to update their records in accordance with the law **within 15 working days**.

Please remember, that it remains your responsibility to ensure that organisations that provided a service to the deceased have correct and up to date information.

## How you can contact us to use the service

All Registration Offices in Somerset will automatically offer the 'Tell us Once' service when you make an appointment to register a death.

Contact details and opening hours for all of the Registration offices in Somerset are available at [www.somerset.gov.uk/tellusonce](http://www.somerset.gov.uk/tellusonce). Alternatively, you can call **0845 345 9144** for details of your local office.

[www.somerset.gov.uk/tellusonce](http://www.somerset.gov.uk/tellusonce)

**0845 345 9144**



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