

Some Government departments and Council services need to be informed about a death. With the Tell us Once service Perth & Kinross Council can help you tell the people who need to know.

***When
someone
has died...***



***tell us
once***

Bereavement

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 different services in the local authority that need to be told.

Perth & Kinross Council is providing the 'Tell Us Once' service which we hope will make things easier. This new service means that you can just tell us once and a number of 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.

You will need to make an appointment with the Registrar at any of our local registration offices.

For more information about this service:

Tel **01738 475121**

Email perth-registrars@pkc.gov.uk

Web www.pkc.gov.uk/registrars

Visit **5 High Street, PERTH PH1 5JS**

What happens to the information you provide?

If you decide to use this service we will be able to pass your information to 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 (SPVA)*
 - *War Pensions Scheme*
- *HM Revenue & Customs*
 - *Child Benefit*
 - *Child Tax Credit & Working Tax Credit*
 - *Personal Taxation*
- *Identity and Passport Service*
- *Housing Benefit Office*
- *Council Tax Benefit Office*

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

- *Local Councils*
 - *Council Tax*
 - *Council Housing*
 - *Libraries*
 - *Blue Badges*
 - *Adult Services, such as HomeCare, Community Alarms, Sheltered Housing*
 - *Collection of payment for council services*
- *Driver and Vehicle Licensing Agency*

Information you will need to use this service

To make sure the right information is given to any organisations it will help if you can bring along the following information about the person who has died:

- *National Insurance number and date of birth*
- *Details of any benefits or services they were receiving*
- *Death certificate*
- *Driving Licence or Driving Licence number*
- *Passport or Passport number*

We may also ask you for information about:

- *Next of kin*
- *Any surviving husband, wife or civil partner*
- *The person dealing with their estate*

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

Department for Work and Pensions Telephone Service

To access the Tell Us Once Service by telephone after the registration appointment, you can contact the Department for Work and Pensions direct on:

Tel **0800 085 7308**

Monday to Friday, between 8.00 am and 8.00 pm.

Calls to this number are free from a BT landline, but other providers, including mobile phone providers, may charge you.

If you require help with translation then an Adviser and an interpreter will call you back and 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.

Next of Kin

If you are the next of kin, your entitlement to benefits may change, so please have your own National Insurance number to hand when you contact us.

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 the next of kin behalf.

Please remember that it is still your responsibility to make sure that any organisation that pays you a benefit has correct and up to date information.

Privacy

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

If you or someone you know would like a copy of this document in another language or format, (on occasion only a summary of the document will be provided in translation), this can be arranged by contacting
Customer Service Centre on 01738 475000

إن احتجت أنت أو أي شخص تعرفه نسخة من هذه الوثيقة بلغة أخرى أو تصميم آخر فيمكن الحصول عليها (أو على نسخة معدلة لمُلخص هذه الوثيقة مترجمة بلغة أخرى) بالاتصال ب: الاسم: Customer Service Centre رقم هاتف للاتصال المباشر: 01738 475000

اگر آپ کو یا آپ کے کسی جاننے والے کو اس دستاویز کی نقل دوسری زبان یا فارمیٹ (بعض دفعہ اس دستاویز کے خلاصہ کا ترجمہ فراہم کیا جائے گا) میں درکار ہے

تو اس کا بندوبست سروس ڈیویٹپمنٹ Customer Service Centre سے فون نمبر 01738 475000 پر رابطہ کر کے کیا جاسکتا ہے۔

如果你或你的朋友希望得到這文件的其他語言版本或形式 (某些時候，這些文件只會是概要式的翻譯)，請聯絡

Customer Service Centre 01738 475000
來替你安排。

Jeżeli chciałbyś lub ktoś chciałby uzyskać kopię owego dokumentu w innym języku niż język angielski lub w innym formacie (istnieje możliwość uzyskania streszczenia owego dokumentu w innym języku niż język angielski), Proszę kontaktować się z
Customer Service Centre 01738 475000

P ežete-li si Vy, alebo n kdo, koho znáte, kopii této listiny v jiném jazyce nebo jiném formátu (v n kterých p ípadech bude p eložen pouze stru ný obsah listiny) Kontaktujte prosím Customer Service Centre 01738 475000 na vy ízení této požadavky.

Если вам или кому либо кого вы знаете необходима копия этого документа на другом языке или в другом формате, вы можете запросить сокращенную копию документа обратившись
Customer Service Centre 01738 475000

Ma tha thu fhèin neo duine a dh'aithnicheas tu ag iarraidh leth-bhreacadan chàipear seo ann an cànan eile neo ann an cruth eile, (aig amannan cha bhith ach gearr-chunntas a-mhàin ri fhaighinn air eadar-theangachadh) faodar seo fhaighinn le bhith a' cur fios gu:
Customer Service Centre 01738 475000



Council Text Phone Number 01738 442573

All Council Services can offer a telephone translation facility