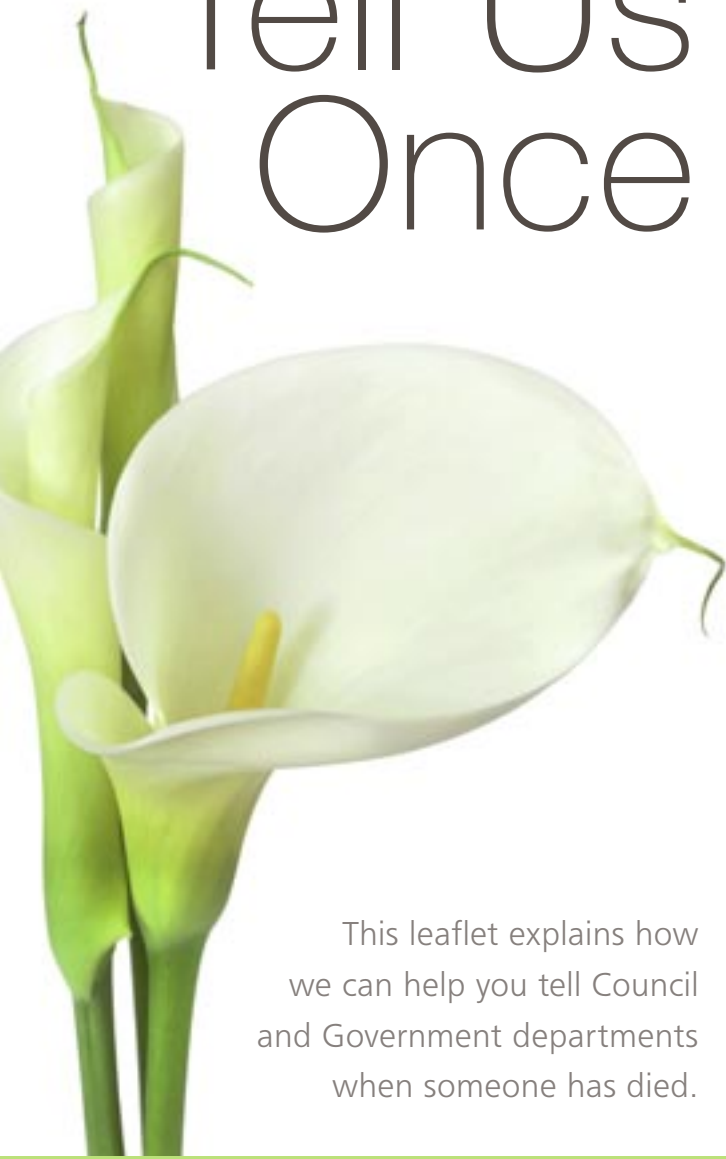


Tell Us Once



This leaflet explains how we can help you tell Council and Government departments when someone has died.

.....delivering services together

Tell Us Once

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.

Councils in North Wales are 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 - after the death registration has taken place. The Registrar will take information from you and give it to the Department of Work and Pensions on your behalf.
- By telephone - you can call the Department of Work and Pensions on 0800 085 7308 (lines are open Monday to Friday between 8 am - 8 pm). This number is free to call from a BT landline but other providers, including mobile phone providers, may charge. 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:

Child Benefit
Child Tax Credit & Working Tax Credit
Personal Taxation

Identity and Passport Service

Driver and Vehicle Licensing Agency

Local Councils:

Housing Benefit Office
Council Tax Benefit Office
Council Housing
Council Tax
Libraries
Blue Badges
Adult Services
Children's Services
Collection of payment for council services
Electoral Services

Other local council departments may also be informed including those not currently under the Tell Us Once / Local Authority service agreement.

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

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 Adviser 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.

For more information contact your local Council

Conwy County Borough Council

01492 576625 or www.conwy.gov.uk/TUO

Denbighshire County Council

01745 366610 or www.denbighshire.gov.uk/TUO

Flintshire County Council

01352 703333 or www.flintshire.gov.uk/TUO

Gwynedd Council

01766 771000 or www.gwynedd.gov.uk/TUO

Isle of Anglesey County Council

01248 751925 or www.anglesey.gov.uk/TUO

Wrexham County Borough Council

01978 292027 or www.wrexham.gov.uk/TUO

