



HM Government



When someone has died...

We can help you tell the
people who need to know

This service means that you can just

“TELL US ONCE”

and we will tell Council departments
and other Government
organisations for you.

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 things is contacting the Government departments and Council services that need to be told.

The City and County of Swansea and Neath Port Talbot County Borough Council are providing a service **“TELL US ONCE”** 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 in the county where the death occurred. 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 at the time of Registration**

You must make an appointment to see the Registrar to register the death and you could use the service on the same visit.

- **In person at a later date**

If you need more time to gather the information required, you can call in to see a Customer Service Adviser at your local Council if this is more convenient to you. If you chose to do this you need to have registered the death before you see us.

- **By telephone**

If you would like to speak to someone on the phone, please call the Department for Work and Pensions on **0800 085 7308**. The lines are open Monday to Friday between 8am and 8pm. This number is free to call from a BT landline, but providers, including mobile phone providers, may charge you.

If you do not 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:

The 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 Office
- Child Tax Credit & Working Tax Credit
- Personal Taxation

Identity and Passport Service

Local Councils

- Housing Benefit Office
- Council Tax Benefit Office

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

Local Councils

- Council Housing (if applicable)
- Libraries
- Adult Services
- Collection of payment for council services
- Electoral Services
- Council Tax
- Blue Badges
- Children's Services

Driver and Vehicle Licensing Agency

- Driving Licence

Additional services offered

If you come and see a Customer Service Adviser, they will also be able to give you other information and guidance about 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.

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:

If the death occurred in Swansea please call:

01792 637444

or visit www.swansea.gov.uk/tellusonce

If the death occurred in Neath Port Talbot

please call:

01639 686868

or visit www.npt.gov.uk/tellusonce

Welsh version available on request

