

# Guidance and support after someone dies



[www.sthelena.org.uk](http://www.sthelena.org.uk)

Tel: 01206 845 566

Charity No 280919



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## Guidance and support after someone dies

When someone dies, not only is it a sad and difficult time but there are many things that have to be done. This booklet is divided into sections and designed to guide and support you through the various tasks you will have to undertake in the coming days and weeks.

### Section one: What to do first

There are three things you need to do within the first few days after someone dies.

- 1 Obtain the medical certificate of cause of death. You will need this to register the death.
- 2 Register the death within five days. You will then receive the documents you need for the funeral.
- 3 Start to arrange the funeral. See section two of this booklet for more information.

## 1. Obtain the medical certificate of cause of death

You will need this document to register the death. The certificate will show the cause of death and will be signed by a doctor. When someone dies at the hospice, a doctor will issue the medical certificate of cause of death and St Helena will arrange to give this to the next of kin or executor of the deceased's Will. The deceased will then be moved on to Hunnaball Family Funeral Group within 24 hours, unless you have chosen the funeral directors you would like to use. In this case, St Helena will liaise with your chosen funeral director.

When someone dies at home or in a care home, the GP needs to be contacted immediately, even if out of hours (please contact your own GP surgery for details of how to contact a GP out of hours). The GP will provide you with the medical certificate of cause of death. You can also contact a funeral director immediately (many offer a 24 hour service) to collect your loved one and take them to their chapel of rest.

Under certain circumstances, a doctor reports a death to the local coroner. If this does happen, you can find out more at **[www.gov.uk/after-a-death](http://www.gov.uk/after-a-death)**

## 2. Register the death

All deaths must be registered at the register office in the county where the death occurred within five days.

If you go to another register office they will be able to register the death but cannot issue any death certificates – these will be posted to you by the registrar in the county where the death took place and may cause a delay in the scheduling of the funeral.

If a funeral needs to be organised urgently for reasons of faith, it is sometimes possible to obtain the necessary paperwork from the register office prior to the full registration of the death.

Because of the Covid-19 pandemic, it may not be possible to register a death in person. To check the current guidance on how to register a death, please visit **[www.gov.uk/register-a-death](http://www.gov.uk/register-a-death)**

Who can register the death?

- A relative
- Someone who was present at the death
- A member of staff from St Helena or the hospital
- The person making arrangements with the funeral director

You can make an appointment at **[www.essex.gov.uk](http://www.essex.gov.uk)** or telephone 0345 603 7632 and you can expect appointments to take approximately 30 minutes.

If your loved one has died at the hospice then the next available appointment at the register office will be booked for the next of kin by the St Helena team.

You will need to take the medical certificate of cause of death with you to the appointment. (Please see point 1 on page 2 on how to obtain the certificate.)

And, if available, the deceased person's:

- Birth certificate
- Council tax bill
- Driving licence
- Marriage or civil partnership certificate
- NHS medical card
- Passport
- Proof of address (i.e. utility bill)

Don't worry if you can't find all these documents – you'll still be able to register the death without them.

You will need to tell the registrar:

- The person's full name at the time of death
- Any names previously used i.e. maiden name
- The person's date and place of birth
- Their last address
- Their occupation
- The full name, date of birth and occupation of a surviving or deceased spouse or civil partner
- Whether they are getting a state pension or any other benefits

At the appointment you will receive a death certificate. You can buy extra death certificates at the appointment. Please note, register offices only accept cash. Often banks, insurance companies, utility companies and other institutions will need original death certificates to close down accounts and will not accept photocopies.

To find your nearest register office please visit **[www.gov.uk/register-offices](http://www.gov.uk/register-offices)**

Please note, you will need to book an appointment in advance.

### **Tell Us Once service**

Most register offices have access to the Tell Us Once service which can be used to report the death to most government and local government organisations. For more information, visit **[www.gov.uk/after-a-death](http://www.gov.uk/after-a-death)**

### **Other information**

If the deceased registered as an organ donor, they should have told someone close to them. More information can be found at **[www.organdonation.nhs.uk/about-donation](http://www.organdonation.nhs.uk/about-donation)**



## Section two: How to arrange a funeral

### Did you know?

- The only legal requirements in England and Wales are that the death is certified and registered and the deceased is either buried or cremated.
- You do not need to have a funeral ceremony.
- You do not need a religious minister.
- You do not have to use a funeral director.

### Funeral arrangements

Most people use a funeral director to arrange the funeral, but you can arrange a funeral yourself. We hope the information here will help you as you make choices and arrangements.

### Different types of funeral

Funerals can be religious, non-religious or anything in between. Your loved one may have already expressed their wishes for their funeral. If not, you can decide what you would like to include in the funeral service, and many often choose music, poetry, hymns and readings. You may like the idea of having someone talk about your loved one – you could do this yourself and/or ask friends and relatives to do so.

If you have your own faith leader, this person would be the natural choice to lead the funeral – and to help you with planning. Funeral directors will have a good range of contacts if you are unsure who to ask.

## Planning a funeral with a funeral director

How to choose a funeral director:

Unless you have a particular funeral director that you know well or your loved one wished to use, it is advisable to call or visit a few and ask for written, itemised quotes. There may be additional factors that influence your choice, such as their location and word of mouth recommendations.

We strongly recommend that you choose a funeral director who is a member of one of the following:

- National Association of Funeral Directors ([www.nafd.org.uk](http://www.nafd.org.uk))
- National Federation of Funeral Directors ([www.nffd.org.uk](http://www.nffd.org.uk))
- Society of Allied and Independent Funeral Directors ([www.saif.org.uk](http://www.saif.org.uk))

These organisations have codes of practice – they must give you a price list when asked.

The websites above may also be useful in helping you find a funeral director to approach. If you would like a list of funeral directors, please ask a member of staff for our funeral directors leaflet.

The British Humanist Association can also help with information on non-religious funerals. For more information visit: [www.humanism.org.uk/ceremonies/non-religious-funerals](http://www.humanism.org.uk/ceremonies/non-religious-funerals)

## **What will a funeral director do?**

Your chosen funeral director should support you throughout the process of organising the funeral. This could include: providing a coffin, transferring the deceased from the place of death to their premises, care for the deceased in preparation for transportation to the funeral (usually a hearse), and arranging the burial or cremation as appropriate.

## **When can you visit a funeral director?**

You can contact and make arrangements with a funeral director before the death is registered, but they will need to see some of the paperwork you received from the registrar before the funeral can take place.

## Planning a funeral without a funeral director

If a funeral director is not involved, you will need to liaise directly with the cemetery or crematorium where the funeral is to take place.

Funerals can be held in a place of worship, a crematorium chapel, or at home. More information can be found at [www.goodfuneralguide.co.uk](http://www.goodfuneralguide.co.uk) and [www.moneyadvice.service.org.uk](http://www.moneyadvice.service.org.uk)

Natural burial grounds are an increasingly popular choice and are usually ecologically friendly. The body or ashes are buried in a woodland setting. Information and advice can be found at [www.naturaldeath.org.uk](http://www.naturaldeath.org.uk)

Our chaplaincy team can offer you help and advice so that you can plan the most appropriate funeral for your loved one. You can call them on 01206 845 566 or ask to see them at the hospice.

## Funeral donations

Many people like to ask for donations instead of flowers at funerals. If you would like donations to be made to St Helena, we can help by providing donation envelopes and a personalised funeral collection box. Personalised online Tribute Funds can also be set up at [www.timelesstributefunds.org.uk](http://www.timelesstributefunds.org.uk) Please contact the fundraising team if you would like to discuss the options available at [memories@sthelena.org.uk](mailto:memories@sthelena.org.uk) or call us on 01206 931 468.

## **Paying for a funeral**

Costs may vary considerably from one funeral director to another. It is worth discussing with family and/or friends what is important and how the costs will be met before arrangements are made.

The person who signs the contract with the funeral director is responsible for paying for the funeral. It does not need to be the same person who registers the death.

Some funeral directors will ask for a deposit to cover some initial costs. These are the costs the funeral director will pay to others, for example, the crematorium fee, newspaper announcements or flowers. You can ask your funeral director for a written quote detailing all these fees.

## **Funeral plans**

It is worth checking whether a pre-paid funeral plan exists as some people prefer to make their own plans before they die.

## **Paying for the funeral from the estate**

If there are funds from the deceased's estate (including life assurance payments), it is expected that this will be used to pay for the funeral. Most banks usually agree to release money for the funeral as quickly as possible. The bank will let you know which documents you need to provide, but it is normal for them to ask for the death certificate and the invoice from a funeral director.

## Help with funeral payment

If you are on a low income and you need help to pay for the funeral you are arranging, you could be eligible to receive a Funeral Payment from the state. You will be expected to pay the money back if you receive money from the deceased's estate at a later date. You can read more about this – including whether you are eligible – at [www.gov.uk/funeral-payments](http://www.gov.uk/funeral-payments)

## Covid-19 impact on funerals

The Covid-19 pandemic has sadly meant that thousands of people have been unable to attend the funerals, cremations and wakes of loved ones' and although restrictions have been lifted, some may still be unable to attend if they need to travel, if they are isolating or have tested positive.

We understand being unable to attend the funeral of a loved one will impact on your bereavement and that you may wish to have support to make sense of this. Please go to section three to find out more about our bereavement support service.

## When you cannot attend the funeral

Even if you cannot watch in real time, you can still set aside some time to have your own private goodbye or memorial at home.

It may be worth asking those attending to film the funeral service. If you cannot make the service you could look at pictures, play some of the person's favourite music, write a message to them, light a candle or follow any of your own cultural rituals. You could also ask those who have been able to attend the funeral to call you afterwards so you can hear their account of the event, and take the time to share your memories of the person together.

## Section three: Bereavement

### Grieving

The death of a family member or friend can be devastating and can bring about stronger emotions than you have previously experienced.

For some people, grieving starts at the time of death. For others, it can start much earlier; even during your loved one's life.

Grieving is part of bereavement, and is unique and personal to you. It can be a stressful time, which you will cope with in your own way, and support from others may help.

Grief comes in waves. Some waves are small; you can feel them but they don't engulf you. Other times the wave is huge and overwhelming. Waves of grief will come and go and are a normal part of bereavement.



Here are some of the feelings and thoughts you may have encountered already or may encounter:

- Numbness, shock, and difficulty accepting the person has died
- Thinking you have seen or heard the person, or searching for them
- Difficulty in sleeping or eating
- Feeling physically low and worrying about your health
- Sadness, guilt, anger, anxiety, feeling nothing at all
- Loneliness
- Feelings of relief
- Depression/low mood
- Finding everyday situations and relationships difficult to cope with
- Disappointment that plans and dreams may not be fulfilled
- Difficulty in remembering their voice

It's really important to look after yourself after the death of a loved one. Here are some tips of dos and don'ts to help you:

## Do

- Talk to others about who has died and your feelings
- Tell others what you need and how they can help you
- Make time to sleep, eat, rest and think
- Give yourself permission to grieve
- Tell yourself that whatever emotion you experience right now is ok

## Don't

- Isolate yourself
- Feel guilty for needing support
- Use drugs or alcohol to 'cope' - the relief will only be temporary
- Make major life decisions, if avoidable, for at least a year

## Traumatic loss

Sudden and/or traumatic death can affect grief. Many people are haunted by images, sounds and smells. Often we avoid reminders because it is so awful. This is not uncommon and usually improves with time. Symptoms can be eased by talking over events with a trusted adult.

Sometimes trauma symptoms do not get better over time and this may lead to Post Traumatic Stress Disorder (PTSD). You should discuss this with your GP who may suggest treatment, usually a talking therapy.

When trauma is experienced you may feel numb. Numbness is your mind's way of protecting you from pain to help you cope. Do talk about your thoughts and feelings and seek advice from your GP or the Samaritans urgently if you feel depressed or suicidal.

## How St Helena can support you

Many people manage their grief with the love, help and support of the people around them. However, some people may find they benefit from support from someone who is not closely involved in their life. Our goal is to support you, helping your life to go on after a bereavement.

## Bereavement support for adults

We offer both informal and therapeutic groups designed to provide support, information and coping strategies for people who are adjusting to living with grief. We also offer therapeutic counsellor-led groups for support after bereavement by suicide, stillbirth and neonatal death, or death of a child. Our groups are welcoming and run by experienced staff and volunteers. At present, all group support is provided via video link.

Our bereavement support may also include one to one counselling and support, based on an assessment of your needs. We have an experienced team of specialist bereavement volunteers and counsellors able to provide this support. At present, all one to one support is provided via telephone.

St Helena holds in memory services throughout the year which can be a further source of comfort to families and friends. For some, attending a service can be a really important part of grieving and remembering a loved one.

## Bereavement support for children

We offer bereavement support to children and young people up to the age of 17 who have had a loved one cared for by the hospice. Support can either be individual or as a family group, depending on the age of the child/young person. However, children under five will be supported via their parent/guardian or within their family unit and not individually.

We use talking or creative therapies which enables young people to express their thoughts and feelings whilst using different creative mediums, such as art, storytelling, puppets and toys.

## How to refer to us

If you or anyone you know would like access to our bereavement services, either now or in the future, please contact us.

**Adults (over 18s)** - To access our bereavement service please refer yourself online at **[www.sthena.org.uk/referrals](http://www.sthena.org.uk/referrals)**

This will take you between 10-15 minutes to complete, so please ensure you have plenty of time available to answer all the questions in detail. If you do not have access to the internet, please call 01206 984 274 to refer yourself.

**Children or families** - If you would like to refer your child or your family as a group please contact SinglePoint on 01206 890 360. Young people can refer themselves if competent to do so.

## Bereavement support in the community

A number of other organisations offer local bereavement groups in the community which may be able to offer you support.

To find your nearest group and to find out how they can support you, please contact the following organisations directly yourself.

### CRUSE

Telephone: 0845 2669710

Email: [essex@cruse.org.uk](mailto:essex@cruse.org.uk)

Website: [www.cruse.org.uk](http://www.cruse.org.uk)

### Age UK Essex

Telephone: 01245 346106

Email: [info@ageukessex.org.uk](mailto:info@ageukessex.org.uk)

Website: [www.ageuk.org.uk/essex](http://www.ageuk.org.uk/essex)

### Samaritans

Telephone: 116 123

Website: [www.samaritans.org](http://www.samaritans.org)

## Section four: Remembering someone special

### Visiting the hospice's multi-faith chapel

This quiet space at the hospice, for people of all faiths and all beliefs, is open for you to visit at any time and offers you a space to remember alone, or with family and friends. There are opportunities to leave messages, memories, thoughts and prayers, and the opportunity to light a candle in memory of a loved one.

The Book of Remembrance is kept in the multi-faith chapel. You can request the name of your loved one to be entered. The book is always kept on display and will be left open at the day's date (except when it is being updated).

Because of the pandemic we are currently asking anyone who would like to visit the multi-faith chapel to book ahead of time with our hospice reception. Please call 01206 845 566 to book your visit. For the latest guidance on visiting, please check our website **[www.sthelenas.org.uk/coronavirus](http://www.sthelenas.org.uk/coronavirus)**

## Donating to St Helena in memory of someone special

Many people choose to honour the memory of their loved one by raising funds for St Helena in their name. By doing so, you will be enabling others to benefit from our care and support in the future.

We rely heavily on the help and generosity of our supporters – without you we wouldn't be here. We all share a common goal: to be here for everyone who needs us, helping life go on in the face of dying, death and bereavement.

There are lots of ways to support St Helena in someone's memory with many listed in this booklet. We understand that you may prefer to talk through the options with us to see what works best for you to honour your loved one. You are welcome to call the fundraising team on 01206 931 468 for more information and to discuss further.



## Funeral donations

You may wish to ask family and friends attending your loved one's funeral to donate to St Helena instead of buying flowers.

To help your friends and family feel connected at this time, you may consider creating a Timeless Tribute, to give them the opportunity to leave a message of remembrance, light a virtual candle or make a donation in memory of your loved one.

We can also help by providing donation envelopes and a personalised funeral collection box. Please contact the fundraising team if you would like to discuss the options available at [memories@sthelena.org.uk](mailto:memories@sthelena.org.uk) or call us on 01206 931 468.

## Set up a Timeless Tribute Fund

Setting up a Timeless Tribute Fund in memory of your loved one is a wonderful way to ensure that all donations given to St Helena by you, your family, or friends are given in their name.

Tribute Funds are often set up when planning a funeral, usually for donations in lieu of flowers, however a fund can be set up at any time and donations can be backdated.

Any donation, no matter how big or small, can be made through your Timeless Tribute Fund and seeing the fund grow can give a great sense of achievement. You can also celebrate your loved one with friends and family, sharing memories, adding photos and videos and marking special occasions with a virtual candle.

Setting up your Timeless Tribute Fund is really straightforward – simply visit  
**[www.timelesstributefunds.org.uk](http://www.timelesstributefunds.org.uk)**

For more information you can contact the fundraising team at [memories@sthelena.org.uk](mailto:memories@sthelena.org.uk) or call us on 01206 931 468.



## Memory Tree

St Helena's Memory Tree, located at the hospice, provides a stunning tribute to your loved one, whether they were cared for at the hospice, or not. The tree is one of the first things you see when you walk in and symbolises the many memories of people whose names are on the leaves. The beautiful handmade sculpture features a hand-carved oak trunk and branches, with 500 bronze, silver and gold leaves which can be engraved with the name of your loved one in return for a donation to St Helena and will remain on the tree for as long as you wish.

You are welcome to visit the hospice at any time to see your leaf and can then spend time in the multi-faith chapel, a tranquil place for quiet contemplation, reflection and to remember.

If you would prefer to keep your leaf close to you, we can have the leaf engraved with your loved one's name and sent straight home to you. For more information on arranging this please contact us on [memories@sthelena.org.uk](mailto:memories@sthelena.org.uk)

Because of the pandemic we are currently asking anyone who would like to visit the Memory Tree to book ahead of time with our hospice reception. Please call 01206 845 566 to book your visit. For the latest guidance on visiting, please check our website [www.sthelena.org.uk/coronavirus](http://www.sthelena.org.uk/coronavirus)

## Services and Appeals

For some, attending a service can be a really important part of the remembrance process, as it means taking time out to reflect and remember a loved one. We have found that they are a real comfort to families and friends.

The services held by St Helena are informal and provide an opportunity to get together with others and celebrate your loved ones at a special time. The appeals also enable you to support St Helena by making a donation in memory of your loved one.

To be kept informed of forthcoming appeals and services, please contact the fundraising team on [memories@sthelena.org.uk](mailto:memories@sthelena.org.uk) or call 01206 931 468.

## Taking part in an event or challenge

We usually hold a number of events throughout the year with many people taking part with friends and family and dedicating their participation to the memory of someone special.

Some people like to take on a bigger challenge like cycling from London to Paris or climbing Mount Kilimanjaro for example. We organise some challenges ourselves and have spaces in other big events, such as the London Marathon, that you can sign up to and raise sponsorship for St Helena.

Raising money for St Helena in memory of someone special can be extremely rewarding and will enable us to continue to provide our care to local people.

## Regular giving

We are extremely grateful for every donation that we receive at St Helena. By choosing to make a regular gift, not only will you ensure St Helena can continue to be here for everyone who needs us, now and in the future, but you will also provide us with the stability to plan our care and support for patients and their families more effectively.

Our services run 24 hours a day, 365 days a year across the whole of north east Essex, to provide vital end of life care and bereavement support to people enduring the most difficult of times. Your regular gift, however large or small, will make a difference to those needing comfort, care and advice.

To set up a direct debit or for more information, visit [www.sthelenas.org.uk/donate](http://www.sthelenas.org.uk/donate) or contact the fundraising team on [fundraising@sthelenas.org.uk](mailto:fundraising@sthelenas.org.uk) or call on 01206 931 468.

## Share your story

Stories about people's personal experiences of St Helena's services can help to reassure other people who may be apprehensive about being cared for by a hospice, and stories help our fundraising activities as they explain how we support local people. If you would like to share your story, please contact marketing on [stories@sthelenas.org.uk](mailto:stories@sthelenas.org.uk) or call 01206 931 464.

However you decide to honour your loved one, the fundraising team will be with you every step of the way to provide support. If you have any questions about any of these ways to remember someone special, or just want to talk through your own ideas then you can contact a member of the fundraising team on [memories@sthelenas.org.uk](mailto:memories@sthelenas.org.uk) or call them on 01206 931 468.

# Other ways to support St Helena

Most of our funding comes from our local community and not from the NHS or government.

Did you know the equivalent of 7 out of 10 of the patients and families we care for are funded by people in our local community giving donations, buying from our shops, playing our lottery and leaving gifts in Wills?

We rely heavily on the help and generosity of our fundraisers, donors and volunteers. Without them we wouldn't be here.



## St Helena House Clearance service

Clearing the home of someone you love after their death can be a very emotional and distressing experience. We are here to help.

Our House Clearance service is undertaken by our trained, professional staff and volunteers who offer a quality service at competitive prices.

Our dedicated team will clear property of any size with every property receiving the same level of care and respect. The service is tailored to your needs and you can have as much or as little taken away as you wish.

Please note this is a chargeable service. Our House Clearance team will assess your property on an individual basis and provide a personal quote based on the level of clearance you require.

The fee will depend on the size of the property, amount of items for removal, and the proportion of saleable items.

The charge for this service covers some of our costs, including the disposal of unsaleable items. Any profit from items sold within our shops or online, as well as the income from recycling, goes directly to help local people face incurable illness and bereavement.



We are happy to liaise with a third party – solicitors and estate agents – and can collect keys from them in order to view and clear properties.

For a free, no obligation quote, please call 01206 890 165 or email [houseclearances@sthelena.org.uk](mailto:houseclearances@sthelena.org.uk)

## **Make a donation**

You can donate online at [www.sthelena.org.uk](http://www.sthelena.org.uk) or over the phone by contacting our fundraising team on 01206 931 468.

## **Leave a gift in your Will**

Our lives are all made up of unique stories and the close of one has the incredible power to give hope and comfort to another. Every gift in every Will, however large or small, will enable St Helena to care and support the future generations that follow in our footsteps. For more information please email [giftsinwills@sthelena.org.uk](mailto:giftsinwills@sthelena.org.uk) or contact the fundraising team on 01206 931 468.



## About St Helena

We help local people face incurable illness, supporting them and their families, friends and carers. We also support adults who are facing bereavement, regardless of the cause or place of death. We reach out to members of our community, helping them make their own choices and live with dignity. By focusing on their physical, emotional and spiritual needs, we aim to bring comfort and relief to all those who need it, offering the people of north east Essex individual care and total support, regardless of their diagnosis or personal circumstances.

At St Helena we all share a common goal: to be here for everyone who needs us, helping life to go on in the face of dying, death and bereavement.



# Notes

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# LESLEY BARLOW & FAMILY

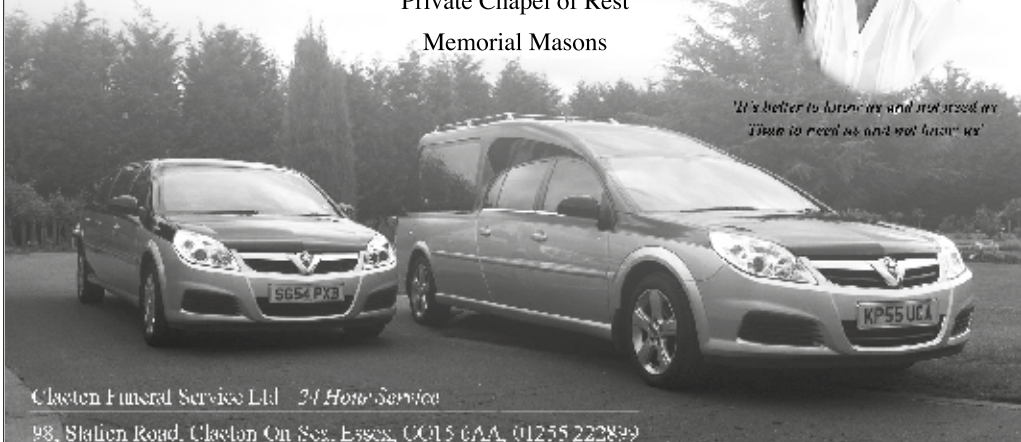
*Independently Owned and Run  
Family Funeral Directors*

Golden Charter  
Later Life Planning 

Personal and Caring Service  
Loving Respect Assured  
Private Chapel of Rest  
Memorial Masons



*'It's better to have us and not need us  
than to need us and not have us'*



Clacton Funeral Services Ltd. 24 Hour Service

98, Station Road, Clacton On Sea, Essex, CO15 6AA, (01255 222899)

## R. BARLOW MEMORIALS

We know you want the perfect tribute to  
remember your loved ones.  
At R Barlow Memorials we will help you to  
create a memorial that is every bit as special,  
and fitting to their memory.



98-102 Station Rd. Clacton-On-Sea,  
Essex CO15 6AA

Telephone 0797 2813437

email: [rbarlowmemorials@hotmail.co.uk](mailto:rbarlowmemorials@hotmail.co.uk)

# What happens next?



## FJG can help

Losing a loved one is always emotional and it can be difficult to make important decisions at this tricky time. So access to trusted legal professionals who offer sound advice is essential.

Fisher Jones Greenwood Solicitors are experts in dealing with Wills and Probate matters. We can collect assets, deal with debtors, obtain Grant of Probate and distribute Estates as well as offering a fixed fee extraction only service if you prefer to handle certain tasks yourself. If you want to discuss Inheritance Tax, Trusts, or selling property we can help with that too.

Call us today to take the next step.



FISHER  
JONES  
GREENWOOD  
SOLICITORS

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102 High Street,  
Billericay, CM12 9BY  
Offices across Essex and London

**01277 424080**  
[www.fjg.co.uk](http://www.fjg.co.uk)  
[enquiry@fjg.co.uk](mailto:enquiry@fjg.co.uk)



*stopping mail*

# **STOPPING JUNK MAIL**

It is distressing to deal with a bereavement and unsolicited mail can be insensitive and destructive during a grieving process.

By scanning the below QR code on your phone or visiting [www.stopmail.co.uk](http://www.stopmail.co.uk), we are able to securely share this information with mailing organisations and under the Data Protection Act the information will not be used for any other purpose.

Other benefits reduce the possibility of identity fraud, such as assumed identity and you will only have to supply the information once.



**[www.stopmail.co.uk](http://www.stopmail.co.uk)**

**0808 168 9607 from a landline**  
**0333 006 8114 from a mobile**

# Probate Matters

You may need help, support or advice on what to do when someone dies in relation to probate.

**Freephone: 0808 168 5181**

**Mobiles: 0333 240 0360**

We offer free guidance and advice on the legal and financial aspects of bereavement including your responsibilities and whether probate is required.

Calls are free from most land lines, some calls may be monitored for training purposes and all calls are confidential.





# When all you want is a simple cremation

We understand how expensive funerals can be and specialise in providing a valued service for those who want just a simple cremation with no service or attendees.

Since the Covid pandemic families have increasingly chosen our simple but dignified option. This allows them to plan a celebration of life at a future date when we will have safely returned or scattered the ashes.

**To discuss how we can bring your loved one into our care for a private and respectful cremation call 0808 169 8454**

**Our Service is  
£1000.00\***

Price valid at time of publication  
but may be subject to change.

# *John J. Smith*

*Independent Family Funeral Directors*



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*“Our family caring for your family”*

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*“Your gift for gently supporting  
and advising us during our loss  
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