

Dying Matters

- Kate Spencer – Spondon Funeral Home
- Rachel Bolton – Allestree Funeral Home
- Chloe Speedie – Funeral Planning



The Way We Say Goodbye

- As one of the leading Funeral Directors, We believe that families should have as much information as possible to help arrange a loved one's funeral or to help plan ahead for their own
- Increasingly families are arranging funerals to capture all aspects of a persons life with personalised floral arrangements, dress codes, coffins, music and cortege.
- By Looking at the many different ways in which people choose to say goodbye we hope to help you in having those conversations and with your own choices.





What to do when someone dies

- Registration Death Certificates England And Wales
- The role of the Coroner
- Repatriation and Insurance
- Funeral Arrangements

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- **When someone dies at home**
 - The person's GP should be called as soon as possible. They will then usually issue the next of kin with a medical certificate confirming the cause of death. If the person did not have a GP or you cannot get in touch with the GP, please call the NHS on 111. If the case needs to be discussed with the coroner, you'll be told why this is needed and when to expect the certificate.



Register a Death

- **How do I get a medical death certificate**
- **When someone dies in the hospital or Hospice**
- The Hospital or hospice doctor will usually issue the next of kin with a medical certificate confirming the cause of death. Sometimes, the doctor will need to discuss the case with the coroner before giving you a certificate. The bereavement team on the ward will explain why this is needed and let you know when you can come back to collect the certificate.



Who can register a death



- The following people are legally allowed to register a death:
- A relative (this is preferred)
- A person present at the death
- The person arranging the funeral (not the funeral director)

Where should I register the death?

- You'll need to take the medical certificate to a register office (the office of the Registrar for Births and Deaths) to legally register the death. The death should preferably be registered in the district where it took place and should be done within five days. If you use the office in the area where the person died, you will be given the documents immediately that you need by the registrar to arrange the funeral.





- You can go to a different register office if you prefer. It just means you'll need to wait a couple of days for the documents you need, rather than being given them on the day.
- You will need to make an appointment to see the registrar.



How do I make an appointment with a register office

- www.gov.uk/register-offices
- Follow the links to find out which Register office you need to contact and fill out the online form for a call back or to make an appointment.
- You can find out lots of information on this website including Death and benefits.

What do I need to take to register a death?



- The medical certificate of cause of death (signed by a doctor)
- Proof of your own identity, eg passport, council tax bill, driving licence
- If you have them, it also helps to take the person's:
- NHS medical card
- Birth certificate
- Marriage or civil partnership certificate
- Council tax bill



What will the registrar want to know

- A registrar will talk to you in private about the person who has died. They'll ask for:
- The full name of the person who has died
- Any previous names, e.g a maiden name
- Their occupation
- The full name, date of birth and occupation of a spouse or civil partner (even if they are deceased)
- Whether the deceased was receiving a state pension or other benefits



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- The registrar's office also operates a 'Tell Us Once' service, which alerts other government agencies to a death. You can find out more about this on the [Gov.UK website here](https://www.gov.uk/tell-us-once).

What will the registrar give me

- The registrar will give you two certificates:
- A Certificate for Burial or Cremation (green form). This is for your funeral director and allows the body to be released for burial or cremation.
- A Certificate of Registration of Death (white form 'BD8'). This is for the department of Work and Pensions . You should read the information on the back of the form and, if needed, fill it in and send it back in the pre-paid envelope.



Do I need copies of the death certificate



- The death certificate is a copy of the entry made by the registrar in the death register. You'll need it to deal with money or property left by the person who has died and to deal with the Will. You will need to tell several organisations about the death so it might be worth getting several copies of the certificate as some companies will insist on seeing an original (not a photocopy). They are £11.00 each

Who do I need to contact when someone dies?


- Bank/building society
- Solicitor
- Royal Mail Deliveries
- Insurance company
- Employer
- Credit card companies
- Pension Providers
- DVLA
- Department for Work and Pensions
- Council offices
- Dentist
- Utility companies
- Opticians



The logo for 'Dying Matters' features the words 'Dying' and 'Matters' in a blue, sans-serif font, stacked vertically inside a light green speech bubble. The background of the entire slide is a solid blue color.

Dying
Matters

*'Let's talk
about it'*

A photograph of the entrance to a coroner's court. The building is made of red brick. Above the entrance is a dark wooden pediment. Below the pediment, the words 'CORONER'S COURT' are carved in large, bold, capital letters into the stone or concrete.

CORONER'S COURT

Role of the Coroner

- Coroners are independent judicial officers, appointed by the local authority, and are either doctors or lawyers responsible for investigating the cause of deaths. There are around 98 Coroners in England and Wales covering approximately 109 coroner areas
- Coroners employ officers to assist them with their investigations.

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- Coroners inquire into the causes and circumstance of a death and are directed solely to ascertain:
 - who the deceased was;
 - how, when and where the deceased came by his or her death; and,
 - the particulars (if any) required by the Births Deaths and Registrations Act 1953 to be registered concerning the death.



- A Coroner will conduct an investigation (legal inquiry) when informed that the body of a person (the deceased) is lying within their district
- The Coroner is expected to open an inquest where there is reasonable suspicion that the deceased has died a violent or unnatural death, where the cause of death is unknown or if the deceased died while in custody
- In addition, the Coroner will also investigate where the deceased has not been seen by the doctor issuing the medical certificate, or during the 28 days before the death.



- The Coroner will often sit alone to hear an inquest, but there are certain circumstances which place a requirement upon the Coroner to summon a jury to hear an inquest case:
- the death occurred in prison or similar place of detention;
- the death occurred whilst the deceased was in police custody, or resulted from an injury caused by a police officer(s) in the purported execution of his/her duty;
- the death was caused by an accident, poisoning or disease reportable to the relevant Government Department appointed under the Health and Safety at Work Act 1974.



- the death occurred in circumstances where the continuance or reoccurrence of these circumstances is prejudicial to public health and safety.
- the death was unnatural
- the death was sudden or unexpected
- the death was in other suspicious circumstances.
- The Coroner will normally open and adjourn an inquest for the funeral to take place.



Funeral Arrangements

- A funeral service is our final opportunity to say a fond farewell to a loved one. It is also an opportunity for family and friends to come together to show support for one another which is an important part of the grieving process. The funeral service will be down to personal choice and often is something that is not discussed in any detail until a death has occurred leaving the remaining family and/or friends with little or no knowledge of what sort of funeral the deceased would have wished for or where to go for help. It is a highly emotional time when someone passes away and one that in any normal circumstances would make people back away from making any important decisions.
- Which is where we can help advise and support you in making an informed choice.





Wills and probate

- A will isn't read dramatically to the family immediately following a death, in most cases.
- Instead, the executor or a family member typically files the will with the probate court, and the executor or an estate attorney sends copies to everyone who has an interest in the will.
- This typically happens within a couple of months after a death, although finalising the estate can take several months or longer.

Probate

- Probate is the judicial process whereby a will is "proved" in a court of law and accepted as a valid public document that is the true last testament of the deceased or whereby the estate is settled according to the laws of intestacy in the state of residence of the deceased at time of death in the absence of a legal will.



A vibrant rainbow arches over a large, fluffy white cloud against a clear blue sky. The rainbow's colors are bright and distinct, with red at the top and violet at the bottom. The cloud is large and billowy, with a soft, golden glow on its left side, suggesting the sun is low in the sky. The background is a deep, clear blue.

Rainbow

- Our Rainbow Service
- A complimentary service, providing care for children up to and including 17 years of age.

Help Towards Funeral Costs

- Funeral Expenses Payment (DWP) Pensions Insurance
- Benevolent Funds
- Children's funeral fund
- Bereavement Allowance
- Ssafo – Sailors, Soldiers and families Association
- There are other agencies that may provide financial support for hardship



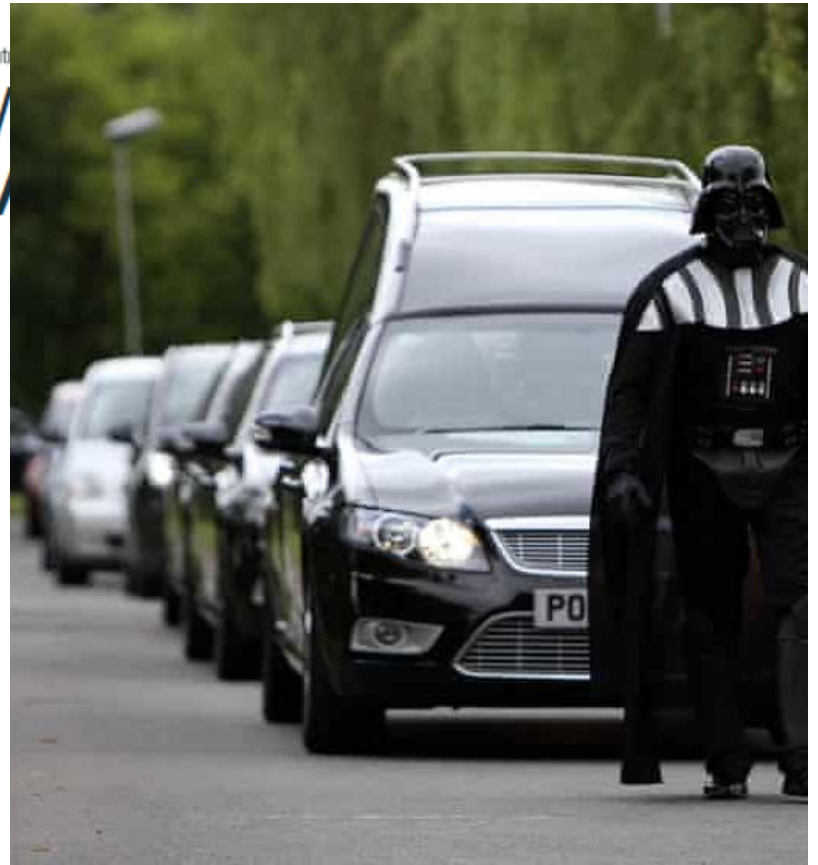
let's cooperate

Support with Bereavement

- Cruse – Bereavement Support
- Grief Chat – Online Bereavement Support
- Forget Me Not -Local Support Groups
- Widow and Young

The logo for Dying Matters, featuring the text "Dying Matters" in a dark green, sans-serif font. "Dying" is on the top line and "Matters" is on the bottom line in a slightly larger font. The text is centered within a large, yellow speech bubble that has a tail pointing towards the bottom right. The entire logo is set against a white background.

Dying
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Personalised Funerals

Motorcycle Funerals





Repatriation

- The return of someone to their country of choice
- Inbound or outward bound
- Always ensure you have travel Insurance as this can be a very expensive flight.
- **Moving a body for a funeral abroad**
- You need permission from a coroner to move a body for a funeral abroad. Apply at least 4 days before you want the body to be moved.

Eco - Funerals



- Cardboard Colorful coffin
- Daisy Water Hyacinth Round Basket Coffin
- Woollen Coffins
- Wicker Coffin
- These are just a few options available





Eco- Funerals

- Electric Hearse Nissan Leaf / Hybrid fleet and new Mustang fully electric fleet
- Horse Drawn Hearse
- Hand Barrow



Funeral Etiquette

- **Do I have to be invited to attend a funeral**
- Funeral etiquette in the UK means that unless the family has requested a private service, a funeral is open to anyone who has known the deceased. It can often provide closure and the opportunity to say goodbye to a dear loved one.
- Funerals are classed as public events



- **What should I wear**

- Black is appropriate but not always compulsory. In fact, certain religious or cultural circumstances dictate more colourful attire. And these days, many dress in muted or neutral colours, or even in a particularly personal way to celebrate their lost loved one.
- If you're not too sure what to wear, a good way to uphold proper funeral etiquette is to tastefully cover up. Think long sleeves, mid-length dresses and buttoned up collars.



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- When Attending a service
- Be on time or at least 15 minutes early
- Enter the place of service as quietly as possible
- Seats to the front should be taken by family and very close friends



Memorialisation

- Music and Media
- Floral Memorialisation
- Headstones
- Cemeteries
- Ashes into Glass
- Fingerprint Jewellery
- Rockets into Space
- Fireworks...!

The logo for 'Dying Matters' is a yellow speech bubble with a tail pointing towards the bottom right. Inside the bubble, the words 'Dying' and 'Matters' are written in a dark green, sans-serif font. 'Dying' is on the top line and 'Matters' is on the bottom line, both in title case.

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Music & Media

- Most Crematoriums now have the facility to download music prior to the service
- Live Webcasts for those not able to attend
- Slide Shows during the service
- USB & DVD Recordings available

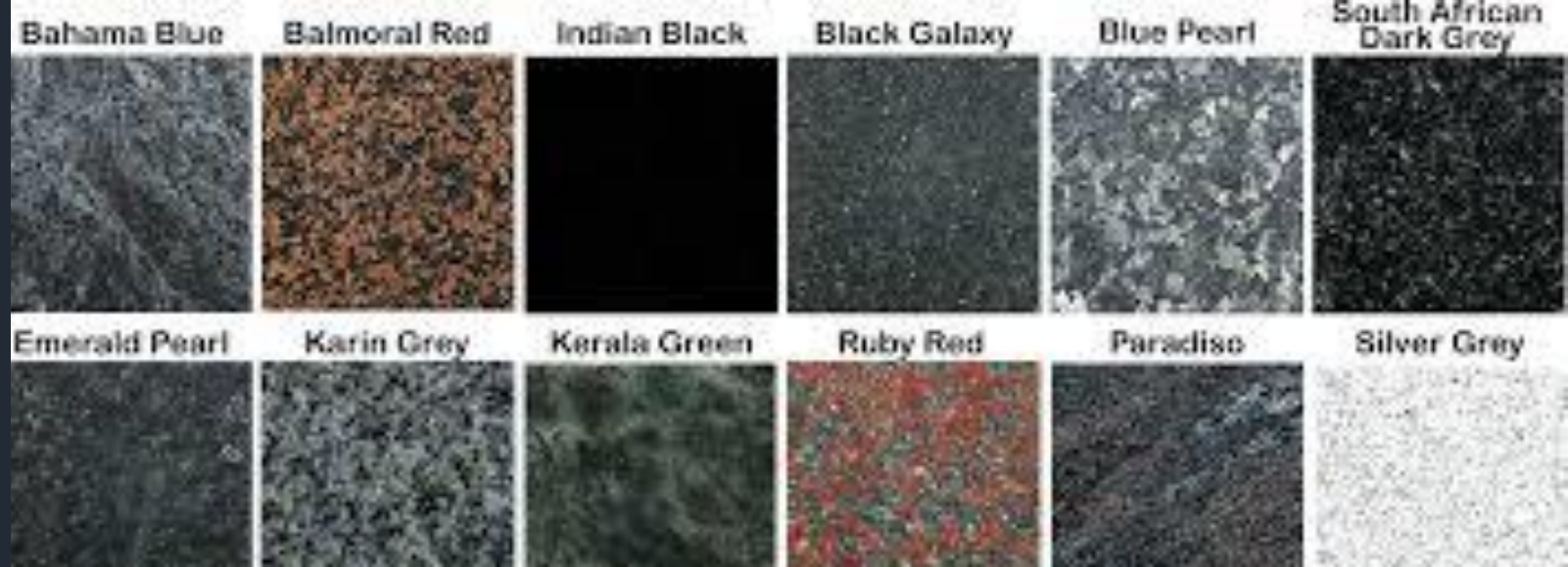




Floral Tributes

Our Talented Florists can personalise your tributes on request

Headstones, Plaques and Vases



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- Headstones are made from Granite Currently imported from India or China. Colour's are dependent upon the area of the mine.



Traditional Kerb sets

Headstones





Cremated Remains Plaques

Traditional Cemetery



- You will find a mixture of
- Traditional Kerbsets
- Headstones
- Cremated Remains

Lawn Cemetery



- All the Stones are the Same height and width and placed on Concrete to prevent subsidence
- These are Burial headstones
- Cremated Remains stones are smaller in size

Churchyard



- Maintained by the church
- Only natural Stone allowed
- No polished Surfaces
- Cremated Remains are usually poured into a hole dug in the grave with No Memorial just a Vase



Ashes into Glass & Recollections

Pre- Paid Funeral Plans

- The benefits of Pre-paid funeral plans
- Financial Conduct Authority
- Funeral Wishes
- How to trace a funeral plan

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Trace a Funeral Plan

- How You Can Find Out if Someone Has a Funeral Plan
- The best place to start is online with myfuneralmatters.co.uk
- The trace a plan system means you can easily check with a large range of funeral plan providers to see if they have a plan registered under the person's name. Sadly, not all funeral plan companies are registered providers.

<https://myfuneralmatters.co.uk/trace-a-funeral-plan>





FCA

Financial Conduct Authority

- Central Co-op Funeral plans are secured following the FCA code of conduct
- The funds are held separately with the Royal London Mutual society and if we were to cease trading the FCA would choose another Funeral Director to carry out the services that have been paid for
- The FCA also mediates complaints between Customers and FCA registered Providers

Benefits of Central Co-operative Funeral Pre Paid Funeral Plans

- NO HIDDEN COSTS
- Unlike some other funeral plans and providers our plans fully guarantee all third party charges that are included in the plan.
- This means there will be NO more to pay no matter how much prices rise
- You can use this plan in any Co-operative funeral care home across the country



Funeral Wishes

- The Co-operative Funeral care offer a Funeral wishes that anyone can access for Free.
- It enables you to make your wishes known but without Pre paying for your funeral in advance.
- You will receive a certificate to place with other important documents for relatives to use when needed.



Questions

Raise your hand if you have a question

or alternatively feel free to come and chat to us later

A large yellow circle containing the text 'Dying Matters' in a dark blue, sans-serif font. The word 'Dying' is on the top line and 'Matters' is on the bottom line. To the left of the circle are three short, curved yellow lines, and to the right is a solid orange circle.

**Dying
Matters**

