

## 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 and resolve any outstanding issues as well as to end services, benefits and credits. They may use this information in other ways, but only as the law allows.

## Information you will need to use this 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 if using the telephone service
- Their Driving Licence or Driving Licence number
- Their Passport or Passport number and town/country of birth
- Name of Social Housing Provider *if applicable*
- Blue Badge *if applicable*

We will 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 us 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.**

 HM Government

# When someone has died...



**TELL US ONCE**  
and let us do the rest

 HM Government



[www.newport.gov.uk](http://www.newport.gov.uk)  
**01633 414770**

The Register Office  
The Mansion House, 4 Stow Park Circle  
Newport NP20 4HE

This leaflet explains how we can help you tell government and council departments who need to be told about the death.

## We can help you tell the people who need to know...

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 the government departments and local council services that need to be told.

Newport City Council is 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

You need to have registered the death before you can use this service. There are different ways you can opt for Tell Us Once:

- **In person** – Tell Us Once is normally offered as part of the registration interview with the Registrar. Please call **01633 414770** to make an appointment. Our office is open from 9.00am to 4.00pm Monday to Friday (from 9.30am on Tuesday).

- **By telephone** – If you would prefer to speak to someone on the phone about Tell Us Once 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 other providers, including mobile phone providers, may charge you.

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.

## We can notify on your behalf:

- Department for Work and Pensions
  - Pension, Disability and Carers Service
  - Jobcentre Plus
  - Overseas Health Team
- HM Revenue & Customs
  - Child Benefit
  - Child Tax Credit and Working Tax Credit
  - Personal Taxation
- Identity and Passport Service
- Housing Benefit Office
- Council Tax Benefit Office
- Council Housing/Social Housing Provider
- Council Tax
- Libraries/Leisure Services
- Blue Badges
- Adult Services
- Children's Services
- Collection of payment for council services
- Electoral services
- Driver and Vehicle Licensing Agency
- Concessionary Travel
- Assisted Waste Collection
- Resident Parking Permits
- Licensing
- Education