



the moray council

# When someone has died...

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

## 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 the information you provide when using this service will be used and protected. Ask the Registrar 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.

## Other formats

If you need information from the Moray Council in a different format, such as Braille, audio tape or large print, please contact:

如果閣下需要摩里議會用你認識的語言向你提供議會資訊的話，請要求一位會說英語的朋友或親人與議會聯繫

Jeżeli chciałby Państwo otrzymać informacje od samorządu rejonu Moray w swoim języku ojczystym, Państwa przyjaciel lub znajomy, który mówi dobrze po angielsku, może do nas

Se necessita de informação, do Concelho de Moray, traduzida para a sua língua, peça o favor a um amigo ou parente que fale Inglês para contactar através do:

Jeigu Jums reikalinga informacija iš Moray regiono Savivaldybės [Moray Council], kurią norėtumėte gauti savo gimtąja kalba, paprašykite angliškai kalbančių draugų arba giminaičių susisiekti su mumis

Чтобы получить информацию из Совета Морэй на Вашем языке, попросите, пожалуйста, Вашего друга или родственника, говорящих по английски, запросить ее

Si necesitas recibir información del Ayuntamiento de Moray en tu idioma. Por favor pide a un amigo o familiar que hable inglés que:



Project Officer  
Chief Executive's Office  
High Street  
Elgin, IV30 1BX



Phone: 01343 553319



Email: [equalopportunities@moray.gov.uk](mailto:equalopportunities@moray.gov.uk)



Textphone (Wednesday or Thursday only):  
18002 01343 563319



the moray council

The Moray Council is providing a service which 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

Once you have registered the death with a Registrar there are a number of ways you can use the service:

- **In person** – If you would like to come and use the service please call the Registrar to make an appointment. Details of our main office in Elgin and our other part-time offices are noted below. You can just call in during opening hours, although you may have to wait for a while before you can see someone. You need to have registered the death before you see us. If it helps, you can usually make appointments to see the Registrar to register the death and use the service on the same visit.

ELGIN	01343 554600
BUCKIE	01542 832691
FORRES	01309 694070
KEITH	01542 885525

You can find out about the Registrar's Opening Hours by calling the numbers above or checking on [www.moray.gov.uk](http://www.moray.gov.uk)

- **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 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.

## What happens to the information?

It is possible to report the death to these organisations and services if you decide to use the service:

### Local Councils

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

### Department for Work and Pensions

- Pension, Disability and Carers Service
- Jobcentre Plus
- Overseas Health Team

### HM Revenue & Customs

- Child Benefit
- Child Tax Credit & Working Tax Credit
- Personal Taxation

### Identity and Passport Service

### Driver and Vehicle Licensing Agency

### Ministry of Defence, Service Personnel and Veterans Agency

- War Pensions Scheme

Additional services offered by the Moray Council  
If you come and see a Registrar, they will also be able to help you find other information and 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

It will help if you have the following information with you, about the person who has died, when you use the service:

- 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 information about them.**