

What to do when someone dies

A guide to practical issues and
bereavement support services
available in Tower Hamlets



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Introduction

When someone dies, it can be a very difficult time for the people involved. You may be a spouse, partner, parent or other relative or friend who is reading this. It is a time when there are many practical things that will need to be done, for example, registering the death.

This booklet aims to help you understand some of the details that need to be undertaken after a death, whether it is an adult or child who has died.

It provides names, addresses and telephone numbers of organisations both locally and nationally that have expertise in dealing with the issues that arise after someone dies.



Dealing with the practical aspects of bereavement

Most deaths occur in a house or an institution such as a hospital or care home.

Death in a hospital or care home

If death occurs in a hospital or care home, one of the staff will contact the person named as next of kin on the admission form. An appointment will be made for you to collect any personal possessions. A doctor will issue a medical certificate, which you will also need when you register the death and arrange a funeral.

Death at home

When the death occurs at home you should inform the deceased's family doctor (GP). If the death is expected and the person has seen their GP within 14 days then the GP will visit and certify the death. They will then be able to arrange for a medical certificate which states the cause of death, to be issued. If the death occurs outside of your normal GP opening hours, the GP 'out of hours' service should be contacted so death can be verified and the person's GP can issue a certificate the next day. However if the patient has not been seen by their own GP in the last 14 days, the 'on-call' doctor will need to contact the local coroner to inform them of a home death. You will also need to contact a funeral director. (see page 31 of this booklet)

Expected death

Expected death can occur in hospital, at home, in a care or nursing home or hospice, and the relevant professionals should be contacted. However, there may be circumstances where a coroner would need to be notified by the medical staff or GP and this includes whenever a patient has mesothelioma. *

Unexpected or sudden death

If a doctor is unsure about the cause of death, or if the deceased has not been seen by a doctor for 14 days or more, the doctor cannot issue a medical certificate detailing the cause of death. This would also happen if the death was caused by an injury or an accident. In these cases a post mortem will be carried out either at the hospital where the deceased was taken or the local Coroner's Court.

A post mortem is a series of tests and examinations carried out by medical professionals. The Coroner then issues the medical certificate. If the results of the post mortem are inconclusive, the Coroner may decide to open an inquest. If the deceased's religion dictates that a funeral should take place within 24 hours, the Coroner will try to assist. However, this can be difficult if the death has occurred in suspicious circumstances. In these cases the law will take precedence, and the Coroner's decision is final.

Registering a death

All deaths in England and Wales must be registered on the register of Births, Marriages and Deaths

The people who can register a death in these circumstances are:

- A relative of the deceased
- A person present at the death
- The occupier of the house or institution where the death took place, if there is no known relative
- The person who is arranging the funeral (i.e. the person who is instructing the funeral director)

The death has to be registered at the Register Office in the district in which it took place. You can get more information on this from your local Register Office.

The death must be registered within five days of the date of the death.

In some circumstances the death may be reported to the Coroner. In this case, the registration of the death may be delayed. For more information contact your local Coroner's Office or Register Office.

The Registrar will require the following information

- Date and place of death
- Full name of the deceased
- Maiden name of the deceased, if she was a married woman
- Date and place of birth of the deceased
- Occupation of the deceased and if she was a married woman, the full name and occupation of her husband
- Usual address of the deceased
- Whether the deceased was getting a pension from public funds
- If the deceased was married, the date of birth of their spouse
- If available, the deceased's National Health Service number or their medical card

At the end of the registration you will be given the following documents:

- Death certificate. This is a copy of the entry of the death in the register
- A burial certificate. This is a green form to take to the undertaker authorising the burial or cremation. In some cases this will be issued by the Coroner

- A (white) form for the Department of Works and Pensions (DWP). This should be completed and sent or taken to the nearest DWP office if applicable.

Death certificates can be purchased. These may be required for insurance or pension companies who will not usually accept photocopies. It is usually easier to purchase all the copies you need at the same time.

Tower Hamlets Register Office

Bromley Public Hall

Bow Road E3 3AA

Telephone: 020 7364 7880

Opening times

Mon, Tue, Thurs, Fri: 9.30am-12.30pm/1.30-4pm

Wed: 9.30am-11.30am/2pm-4pm

Sat : 9am-12pm

Contacting the Registrar urgently

On Saturday the Register office is open for burial certificates only.

On Saturdays between 12pm-4pm and on Sundays between 9am-4pm and on bank holidays, The Registrar can be contacted on 07946 390 834. Burial certificates can be arranged urgently, but the legal registration of the death will need to take place during office opening hours.

Organ donation

The deceased may have wanted to donate their organs for transplant. If so, the doctor attending should be informed as soon as possible. If a Coroner has been involved, permission will be needed, and this will usually be given wherever possible. If the person dies at home, organ donation may not be possible, but tissue donation is. This should not delay the funeral, as organs need to be transplanted as quickly as possible to be effective. If you do not want the deceased's organs to be used, you have the right to refuse permission, even if the deceased carried a donor card.

If you would like organs to be donated, even if you are unsure of the deceased's wishes, you may make this request.

UK Transplant Organ Donation Telephone: 0845 6060400

Tissue Donation Service: Telephone: 07659 180773

Medical Education

The deceased may have wanted to donate their body to medical science. The contact for this is:

Anatomy Donations co-ordinator
Louise Evans
London Anatomy Office
Division of Basic Medical Sciences
St George's University of London
Cranmer Terrace
London SW17 0RE
Tel: 020 8725 5196
Fax: 020 8725 4790
E-mail: lao@sgul.ac.uk
Mon-Fri: 8.30am-3.30pm

If the body is accepted for anatomical examination, education, training and research, the next of kin will be sent forms to complete. Every May, a general service of thanksgiving is held at Southwark Cathedral for all those who have donated their bodies to medical education in the previous year. Next of kin can be advised of the precise date and invited to attend if they wish to do so.

Families may want to arrange their own private memorial service after the death. Most funeral arrangers will help with this type of arrangement.

* This is cancer of the mesothelium, the mesothelium is a thin membrane that lines the chest and abdomen, asbestos is the most common cause of mesothelioma.



How to arrange the funeral

The person who has died may have left instructions about the type of funeral they wanted. If not, someone will need to make the decision, perhaps in discussion with family and friends. There is no legal requirement to have a funeral service of any particular kind or to have one at all. The service does not need to be rushed or expensive. Depending on the wishes and religious beliefs of the deceased, you must decide whether there is to be a burial or a cremation.

The deceased may have left funeral instructions in a will if they wrote one.

One of the most convenient ways of organising a funeral is to use a funeral director. Funeral directors are required to understand the relevant laws and the requirements of different faiths. They are experts in the care of the deceased. They can also arrange for repatriation of bodies from abroad or organise funerals in other countries. The funeral director will ask you for a certificate for burial or cremation, which is the green form given to you, when you register the death. You will also agree a date for the funeral and sign an agreement. You should also be given full details of the cost of these arrangements. (see page 19 for local Funeral Directors).

Burial

If the deceased has not already reserved a plot, one must be arranged and paid for. If no plot has been reserved, and you know of no preference, you must decide where you want the grave to be. There are no working cemeteries in Tower Hamlets. Burials in East London are usually held in the following locations:

East London Cemetery – Plaistow E13

Manor Park Cemetery – Forest Gate E7

City of London Cemetery – Manor Park E12

Woodgrange Muslim Cemetery – Forest Gate E7

The average price for a private funeral is £3,000. Further information can be found at the end of this book

Cremation

There are no crematoria in Tower Hamlets. Cremations are usually held at East London Cemetery & Crematorium, Manor Park Crematorium or the City of London Crematorium. Further information can be found at the end of this book

When you arrange the cremation service, the funeral director will arrange most of the paperwork but you will need to provide the certificate of burial or cremation you were given by the Registrar.

After the cremation, you need to decide what to do with the ashes. You can usually arrange to collect the ashes the day after the cremation. Ashes can be scattered in the crematorium's Garden of Remembrance or Memorial Garden. There may be a fee for this service, which can include a rose bush or other plant or shrub and a plaque. Prices start at around £400 Ask the crematorium for a brochure. Alternatively you may have a particular spot that is personal to you or the deceased, such as favourite garden, or beauty spot. You may need permission to scatter ashes in some places, for example, a football pitch, in which case you must contact the relevant authorities.

East London Cemetery & Crematorium

Grange Road Plaistow E13 0HB

Telephone: 020 7476 5109

E-mail: supt@eastlondoncemetery.co.uk

Website: www.eastlondoncemetery.co.uk

Mon-Fri: 9.30am-4pm office hours

Mon-sat 8.30-4.30 sun 10-4.30 Cemetery hours

Manor Park Cemetery & Crematorium

Sebert Road Forest Gate

E7 0NP

Telephone: 020 8534 1486

Fax: 020 8519 1348

E-mail: jan@mpark.co.uk

Website: www.mpark.co.uk

Mon-Fri 9am-5pm

City of London Cemetery & Crematorium

Aldersbrook Road

E12 5DQ

Telephone: 020 8530 2151

E-mail: cityoflondoncemetery@corpoflondon.gov.uk

Website: www.cityoflondon.gov.uk/cemetery

Mon-Fri: 9.30am-3.30pm

Woodgrange Cemetery

540 Romford Road Manor Park, E7 8AF

Telephone: 01375 891440

Mon-Fri: 9am-5pm

To arrange funeral/burial contact superintendent Clive Mansfeld
on mobile 07778 818654

The United Synagogue Burial Society

(www.unitedsynagogues.org.uk)

Has a regional office through which burial arrangements can be made.

For Jewish funerals at Bushey and Willesden, Waltham Abbey, East Ham, Plashet and West Ham cemeteries contact:

Bushey Burial Office
The New Lodge,
Bushey Jewish Cemetery,
Little Bushey lane,
Bushey, Herts, WD23 3TP
Telephone: 020 8950 7767

Cremation Society of Great Britain

Telephone: 01622 688292
Mon-Fri 9am-5pm
Website: www.cremation.org.uk

Alternatives to traditional funerals

Details of some organisations which offer alternatives to traditional funerals are listed at the end of this booklet. The British Humanist Association can help arrange a non-religious funeral.

Repatriation

Sending bodies abroad requires permission from the coroner at least four days before the body is to be moved. The paperwork that is required and the regulations are dependent on the country of destination and need to be checked with the relevant Embassy or consulate. Some funeral directors have experience of repatriation and can give advice and guidance.

Funeral payments

If you are worried about your own funeral you can plan and pay for it in advance.

Co-operative Funeral Services can provide advice. If you are a next of kin arranging a funeral and you are claiming an income-

related benefit such as Income Support, you may be eligible for a payment from Jobcentre Plus to help with the arrangements. The amount you receive depends on your savings and on any money left by the person who died.

Financial help for the bereaved

There are three types of bereavement benefits available and are based on a late husband or wife's National Insurance contributions. These are:

- Bereavement Payment – a one-off tax-free payment.
- Bereavement Allowance – a weekly benefit which can be paid for up to 52 weeks.
- Widowed Parent's Allowance – a weekly benefit if you are a widow or widower, or your civil partner has died and you have a child or care for young person aged between 16 and 20.

You can only get these benefits if your husband, wife or civil partner paid National Insurance contributions. Your own contributions are not taken into account.

To find out if you are eligible for financial help visit

www.jobcentreplus.gov.uk > Customers > Leaflets and Guides

Look out for the following leaflets

'If you are widowed or your civil partner dies' (Leaflet code WIDA5DWP)

'Help with funeral expenses from the Social Fund' (Leaflet Code SFFA5JP)

To make a claim for financial help call the Jobcentre Plus - Social Fund Enquiry Line 0845 608 8661 textphone, 08459151515

Where the deceased does not have the means to pay for a funeral, and no family or friends have been identified who can take financial responsibility – even after the Social Fund has been considered, Tower Hamlets Council will provide a Parish Funeral. The funeral provided is basic but respectful and because of this, the Parish Funeral is very much a last resort. Most families requiring financial assistance prefer to use the Social Fund as they can then make arrangements themselves and can meet any wishes the deceased may have had. Wherever possible, Tower Hamlets Council will recoup funeral costs from the estate of the deceased. Further details of Parish Funerals are available by contacting Mr Okey Ngoka on 020 7364 5008.



Who to inform when someone dies

There are a number of people and organisations who need to be informed of a death, and it is easy to overlook some of them. This checklist should help you ensure that you do not miss anyone.

Business

- Bank
- Credit card companies
- DVLA – the deceased's driving licence must be returned
- Passport office
- Landlord
- Mortgage company
- Council Tax office
- Utility companies – gas, electricity, telephone, water etc
- Hospital the deceased was attending
- Family doctor (GP)
- Deceased's employer and trade union
- Accountant – a business may need to be wound up or transferred to another member of the family
- Solicitors – the lawyer may hold the will
- Social Services department – if the deceased was receiving any help such as meals on wheels, home help, carer etc
- Insurance companies for car, life, house and contents insurance. If you have the relevant policies when you telephone, this will be useful. The companies will need a copy (not a photocopy) of the death certificate. If the deceased had a financial adviser, he or she can contact the insurance companies for you
- Season ticket and membership cards of clubs and associations
- Log book of any car owned by the deceased to allow for change of ownership to be recorded
- Library books and tickets
- Bus company/rail company (for return/refund of bus or rail pass)

Personal

Family members, including any living abroad

- Family friends
- Neighbours
- Place of worship
- Colleagues
- Teacher – if a parent or child has died

You may also want to put an announcement in one of the local newspapers.

Inheriting a tenancy

If the deceased was a council or housing association tenant, the tenancy may be passed on to:

- Their husband or wife – provided they were living together and the property was their main home
or
- Their partner, if they were not married, (including same sex couples)
- another member of the family – provided the property was their main home.

If the property has already been inherited, there may be other details to consider. For clarity you should contact the relevant housing association

Making a will

Things are much easier for families and friends if a will has been made. It can often provide a guide to what kind of funeral the deceased wanted and any other instructions or information he or she wanted to give. It is particularly important for same sex couples who currently have limited legal rights. It is needed as early as possible in the proceedings and can often be found among personal papers or with a solicitor, bank, friend or relative.

To ensure that the details of the will are carried out, an Executor must be appointed. They are usually named in the will, but if this is not the case, your solicitor can arrange for the local Court to appoint one. The Executor is usually a close relative. Often the Executor asks a solicitor to help them carry out their duties.

These are:

- Obtaining a legal document which gives the Executor power to make and receive payments from the deceased's estate. This is called a Grant of Probate
- Making a list of the full assets of the deceased's estate including money, house or property, furniture, bank savings etc
- Discovering if any money is owed to the deceased from pension schemes or life assurance policies
- Paying inheritance tax, if any is due
- Having valuables professionally valued
- Ensuring the funeral takes place and arranging payment for it
- Paying the deceased's bills such as gas, electricity etc
- Paying any money the deceased left to specific people
- Making any necessary tax returns.

What happens if there is no will?

If this happens, it is said the deceased is 'intestate'. No one has the power to deal with the estate and it returns to the state. However, a family member can apply to become an administrator and will have the same duties as the Executor. This is done by applying for a 'Grant of Letters of Administration'. A solicitor will help with this. It is always advisable to ask how much it will cost.



Bereavement advice and information services

If the deceased died in hospital

Most hospitals employ a bereavement officer who can give advice and support.

The Royal London Hospital

Telephone: 020 7377 7199

Mon-Fri: 9am-4pm

St Bartholomew's Hospital

Telephone: 020 7601 8018

Mon-Fri: 9am-3pm

The London Chest Hospital

Telephone 020 8983 2397 (answer phone)

Mon-Fri: 8.30am-4pm

Or Telephone: 020 8983 2415 and ask for the admissions office

Bancroft Unit /Mile End Hospital

Patients Services and Bereavement Co-ordinator

Telephone: 020 8223 8893

Mon-Fri: 8am-4pm

Homerton Hospital

Mon-Fri: 9.30am-3.00pm

Telephone: 020 8510 7150

Newham University Hospital

Telephone: 020 7363 8056

Mon-Fri: 9am-4pm

Bereavement Advice Centre

Supports bereaved people on a range of practical issues, offering information and advice on all aspects of bereavement

from registering the death and finding a funeral director through to probate, tax and benefit queries.

Telephone: 0800 634 9494

Mon-Fri 9am - 5pm (answer machine for messages at all other times)

Email: info@bereavementadvice.org

Website: www.bereavementadvice.org

Bereavement Register

Specifically designed to remove from databases and mailing files the names and addresses of people who have died.

Freepost SEA8240,

Sevenoaks TN13 1XR

Telephone: 0870 6007222 (automated service)

Telephone direct: 01732 467940

Website: www.thebereavementregister.org.uk

Department of work and pensions (DWP)

Have various free leaflets/ booklets, such as 'what to do after a death in England and Wales' (leaflet code D49)

Website: www.dwp.gov.uk



Dealing with grief – bereavement support

After the funeral and other arrangements have been dealt with, you may find it hard to cope and want to speak to someone about how you are feeling. Grieving can take time and it can help talking about the loss of someone close to you with family and friends. However some people feel they would like to talk to someone else.

The following organisations can offer support at this time.

City and East London Bereavement Service

Provide four main services: Bereavement Counselling; Bereavement Counselling for couples after the death of a child; Volunteer Visiting Service that offers befriending and a Muslim Visiting Service. All services are free and confidential

61 Philpot Street E1 2JH

Telephone: 020 7247 1209

Mon-Fri: 9.30am-4.30pm

Appointments available daytime and evenings.

Local Chaplaincy Service

This is a multi-faith group offering help and support for relatives and friends of those who die in hospital.

C/o Barts and the London Trust and Tower Hamlets Primary Care Trust

Royal London Hospital

Whitechapel E1 1BB

Telephone: 020 7377 7385

Mon-Fri: 9am-5pm

Outside these hours, call hospital switchboard 020 7377 7000 who will refer you to one of the chaplaincy team. There are local faith leaders who can found in your local telephone directory.

Child Bereavement Charity

Offers a confidential listening service and signposting to other organisations and resources. In addition it offers support sessions, telephone or face to face support, as well as support to children and families.

Aston House, West Wycombe, High Wycombe,
Bucks HP14 3AG

Telephone: 01494 446648

Website: www.childbereavement.org.uk

Cruse Bereavement Line

Free confidential bereavement support services providing emotional support and practical information.

Telephone: 0844 4779400

Mon-Fri: 9.30am-5pm

Website: www.cruse.org.uk

Cruse Young Peoples Freephone Helpline

Telephone: 0808 8081677

Website: www.rd4u.org.uk

Kites at St Josephs Hospice

Provides information, advice and support for young bereaved people, their families and any involved professionals in the boroughs of Tower hamlets, Hackney and Newham

Mare Street, Hackney, E8 4SA

Telephone: 020 8525 6091

Email: kites@stjh.org.uk

Website: www.stjh.org.uk

Lesbian and Gay Bereavement Helpline

Helpline providing support for lesbian, bisexual, gay and transgendered people , as well as their families and friends who are facing bereavement or who have been bereaved.

Telephone: 020 7403 5969
Tues, 7.30pm-10.00pm
Website: www.londonfriend.org.uk

St Josephs Hospice Bereavement Service

Offers bereavement support service to families and carers of patients who have died under the care of St Josephs or another hospice.

Mare Street, Hackney, E8 4SA
Telephone: 020 8525 6031
Mon – Fri 9 -5pm
Email: bereavement@stjh.org.uk



Useful general advice and information

Age Concern Tower Hamlets

Provide advice on community care, welfare benefits, health care provided by English and Bengali speaking advisors. Advisors by appointment, home visits available for housebound

82 Russia Lane E2 9LU

Telephone: 020 8981 7124

Mon-Fri: 9.30am-1pm; 1.45pm-3.15pm

Website: www.acth.org.uk

Email: info@acth.org.uk

Age Concern England Information Line

Information and advice on whole range of topics: benefits, social and health services, residential care etc. Age concern produce a factsheet called 'planning for a funeral', which can be downloaded from their website.

Freepost SWB 30375

Ashburton Devon TQ13 7ZZ

Telephone: 0800 009966

Everyday : 8am-7pm

Website: www.ageconcern.org.uk

Carers National Helpline

Telephone: 0808 808 7777

Wed, Thur: 10am-12noon; 2pm-4pm

Can offer advice

Citizens Advice Bureaux in Tower Hamlets

Whitechapel CAB

32 Greatorex Street E1 5NP

Telephone: 0870 126 4014

Website: www.adviceguide.org.uk

Disability Advocacy Network & Disability Coalition for T/Hamlets
Information and advocacy for disabled people (physical, sensory and neurological)

40-50 Southern Grove E3 4PX

Telephone: 020 8980 2200

Mon-Fri: 9.00am-5.00pm

Gourob

Benefit and advocacy advice, counselling etc for Bangladeshi people with disabilities. Call 020 7791 3655 and ask for Gulrook Begum. You can also leave a message

Stepney Meeting House

John Knox Church

145 Stepney Way

E1 3EE

Help the Aged Senior Line

Offers advice on welfare benefits and community care, and has access to bereavement information booklet.

Telephone: 0808 800 6565

Mon-Fri: 9am-4pm

Health Advocacy Department

Provides a bi-lingual advocacy service for the Bengali, Sylheti, Hindi, Urdu, Chinese, Vietnamese, Somali, and Turkish speakers.

The Royal London Hospital

3rd Floor John Harrison House

Whitechapel E1 1BB

Telephone: 020 7377 7280

Mon-Fri: 9am-5pm

Link Age Plus Programme

The Link Age plus programme is available to anyone over 50 who lives in Tower Hamlets and helps individuals to access local services such as Primary Care, the Council, Housing Associations and Voluntary Sector agencies.

- Sundial centre, which covers Bethnal Green North and Globe Town – 0207 021 4137
- Toynbee Hall, which covers Bangla town and Bethnal Green South – 0207 392 2951
- St Hilda's East, covers Whitechapel, Stepney Green, Wapping and Shadwell - 0207 265 9292
- Age Concern Tower Hamlets, covers Bow and Bromley by Bow – 0208 981 7124
- Neighbours in Poplar, covers Limehouse, East India and the Isle of Dogs – 0207 987 0257

Patient Advice and Liaison Service (PALS)

PALS aims to provide information and advice on any aspect of your or your family or friend's health care as well as point you to other local health or support organisations that may be able to help.

Barts and the London NHS Trust (PALS)

The Royal London Hospital

Ground Floor Front Block

Whitechapel, E1 1BB

Telephone: 020 7943 1335

Mon-Fri: 9.30am-5.30pm

Answer machine also available

Minicom: 020 7943 1350

Email: PALS@bartsandthelondon.nhs.uk

Tower Hamlets Primary Care Trust (PALS)

Mile End Hospital,
Main Block, 2nd Floor
Bancroft Road,
E1 4DG
Freephone: 0800 389 3093
Telephone: 020 8981 0425
Fax: 020 8981 0368
Mon- Fri 9.30-4.30
Email: Pals@thpct.nhs.uk

Princess Royal Tower Hamlets Carers Centre

Offer advocacy casework, 1:1 support on all aspects of the carers role and counselling services
21 Brayford Square
London E1 0SG
Telephone: 020 7790 1765
Answer machine available.
Website: www.carerscentretowerhamlets.org.uk
Email: enquiries@carerscentretowerhamlets.org.uk



Advice and help on legal matters

Disability Law Service

Legal advice in Community Care, Consumer Contract, Further and Higher Education, Employment and Welfare Benefits.

39-45 Cavell Street

London E1 2BP

Telephone: 020 7791 9800

Mon-Fri: 9.30-5.30

Email: advice@dls.org.uk

Website: www.dls.org.uk

Legal Advice Centre

Deals with letters of administration and housing succession matters. (Phone before visiting to be sure centre is open)

104 Roman Road

London E2 0RN

Telephone: 020 8980 4205

Drop in sessions Mon 10-12 wed 2-4 Eve Wed 6-8pm and Thurs 7-9pm. All other times appointment only

Tower Hamlets Law Centre

Offer advice on immigration, housing, welfare benefits and education

214 Whitechapel Road

London E1 1BJ

Telephone: 020 7247 8998

Mon, Wed, Thu, Fri: 10am-4pm(closed 1-2) Tue: 10am- 1pm

Support groups

Asian Family Counselling Services

Telephone: 020 8571 3933

Mon-Fri: 9am-5pm

Child Death Helpline

Support line staffed by bereaved parents. Interpreting service is also available

Telephone: 0800 28 29 86

Mon, Thurs, Fri 10-1pm

Tues and Wed 10- 4pm

Mon-Sun 7pm-10pm

Website: www.childdeathhelpline.org.uk

Cot Death Helpline

Helpline offers bereavement support for families and professionals dealing with these families.

Foundation for the Study of Infant Deaths

Telephone: 020 7233 2090

Mon-Fri: and public holidays 9am-11pm Sat Sun: 6pm-11pm

Email: helpline@fsid.org.uk

Website: www.fsid.org.uk

Miscarriage Association

Answer machine outside these hours with individual number in an emergency.

Telephone: 01924 200799

Mon-Fri: 9am-4pm

Website: www.miscarriageassociation.org.uk

Positive East

Help and support to those affected or living with HIV/Aids.

159 Mile End Road E1 4AQ

Telephone: 020 7791 2855

Mon-Fri: 9.30am-5.30pm

Email: info@positiveeast.org.uk

The Samaritans

Telephone: 08457 90 90 90 24 hours a day

Stillbirth & Neonatal Death Society (SANDS)

Telephone: 020 7436 5881

Mon-Fri: 10am-5pm

Website: www.uk-sands.org/

Support after Murder & Manslaughter (SAMM)

Telephone: 020 7735 3838

Mon-Fri: 9am-5pm

Terrence Higgins Trust

Offers advice, support, counselling etc on HIV/Aids related issues.

Telephone: 0845 1221200

Mon-Fri: 10am-10pm

Sat Sun: 12noon-6pm



Local Funeral Directors

A &C Tadman

116 Jubilee Street,
London E1 3EB
Telephone: 020 7790 4097 (24hour)

A & C Tadman

452 Bethnal Green Road
London E2 0EA
Telephone: 020 7739 5182 (24 hour)

C Selby

116b Bow road
London E3 3AA
Telephone: 020 8980 3034 (24 hour)

Co-operative Funeral Services

62 Chrisp Street,
London E14 6LR
Telephone: 020 7987 3364 (24 hour)

Francis & C Walters

811 Commercial Road,
London, E14 7HG
Telephone: 020 7987 2928

Francis & C Walters

441 Roman Road
London E3 5LX
Telephone: 020 8980 1152

Haji Taslim Funerals

Arrange Muslim funerals repatriation. Also provides a service called 'Friends of Africa' which helps African people.

East London Mosque

45 Fieldgate Street
London E1 1JU
Telephone: 020 7247 2625/ 9583
Fax: 020 7247 3412

The United Synagogue Burial Society

(www.unitedsynagogues.org.uk)

Has a regional office through which burial arrangements can be made.

For Jewish funerals at Bushey and Willesden, Waltham Abbey, East Ham, Plashet and West Ham cemeteries contact:

Bushey Burial Office

The New Lodge,
Bushey Jewish Cemetery,
Little Bushey lane,
Bushey, Herts WD23 3TP
Telephone: 020 8950 7767

T Cribb and Sons

10 Woolwich Manor Way
London E6 5PA
Telephone: 020 7476 1855 (24 hour)

W English and Son

464a Bethnal Green Road
London E2 OEA
Telephone: 020 7739 8933 (24hour)



Other useful contacts for funerals

British Humanist Association

Provide advice, support and arrange non-religious funerals

1 Gower Street,

London WC1E 6HD

Telephone: 020 7430 0908

Mon-Fri: 9am-5pm

Website: www.humanism.org.uk

Green Undertakings

Suppliers of environmentally friendly coffins etc

Telephone: 01984 632285

Heaven on Earth

Specialist and bespoke funeral service

18 Upper Maudlin St

Bristol BS2 8DJ

Telephone: 0117 926 4999

Tue-Sat: 10.30am-5.30pm

National association of Funeral Directors

618 Warwick Road, Solihull,

West Midlands

B91 1AA

Telephone: 0845 230 1343

Website: www.nafd.org.uk

National Society of Allied and Independent Funeral Directors

3 Bullfields, Sawbridgeworth,

Herts, CM21 9DB

Telephone 0845 230 6777

Website: www.saif.org.uk

Email: info@saif.org.uk

Natural Death Centre

Independent advice, for family or carers organising inexpensive and environmentally friendly funerals

12a Blackstock Mews,

London N4 2BT

Helpline 0871 2882098

Mon-Fri: 9.30am-6.30pm

Website: www.naturaldeath.org.uk

Peace Funerals

Offer alternative and bespoke funeral services

Telephone: 0800 0930505

Website: www.peacefunerals.co.uk



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Availability

Copies are free and available in health centres, hospitals, libraries and other community venues or can be ordered from THPCT leaflet distribution service on 0207 655 6681

It is also available on the web.

Go to **www.thpct.nhs.uk/publications** and type 'dies' in the search field.

Disclaimer

The information in this booklet is intended as a general guide. It is not a full and authoritative statement of the law. Every effort has been made to ensure all the details are correct at the time of publication. Addresses and telephone numbers may change.

Tracy Cunningham
Tower Hamlets Primary Care Trust
Palliative Care Service Improvement Lead
August 2008



