

Information you will need to use the service

It will help if you have the following information about the person who has died when you contact the Department for Work and Pensions:

- Your 'Tell Us Once' service number provided by the Registrar
- The death certificate
- Details of any benefits or services they were receiving
- Their Driving Licence or Driving Licence number
- Their Passport, or Passport number and town/country of birth
- Details of Blue Badge
- Dates of any recent stays in hospital, a hospice or care home
- Their date of birth and, if you have it, their National Insurance number.

You may also need the contact details for:

- A surviving husband, wife or civil partner
- The next of kin
- The person dealing with the estate.

You must obtain the permission of the persons listed above if you are going to provide information about them.

Next of Kin

If you are the next of kin, your entitlement to benefits may change, so please have your own National Insurance number and / or date of birth with you when you contact the Department for Work and Pensions.

Please remember that it is your responsibility to ensure that all organisations that pay you a benefit have correct and up to date information about you.

If you are not the next of kin, or the person who is dealing with the deceased's estate (sorting out their property, belongings and money), you can still use the service as long as you have permission to act on their behalf.

Privacy

This service is committed to ensuring that the information provided is protected. The Department for Work and Pensions privacy statement tells you how the information you provide when using this service will be used and protected. Ask the advisor if you wish to see the full privacy statement or you can look it up at:

www.gov.uk/tell-us-once

Tell Us Once

When someone has died...
We can tell the people who need to know.

How the 'Tell Us Once' 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 need to be contacted and given the same information. Barnsley Council is providing a 'Tell Us Once' service to help you report a death to the council and most government departments in one go.

How we will treat the information you give us

The information you give will be treated securely and confidentially. The organisations contacted will use the information to update records; to end services, benefits and tax credits as appropriate; and to resolve any outstanding issues. They may use the information in other ways, but only as the law allows.

The information you provide will not be used to start a new claim. To make a new claim for any benefit you will need to contact the relevant organisation.

Using the 'Tell Us Once' service

After you have registered the death, the Registrar will give you a 'Tell Us Once' service number.

You can use the number to contact the Department for Work and Pensions within 28 days, either:

Online - www.gov.uk/tell-us-once

Telephone – call **0800 085 7308**

Monday to Friday between 8am and 6pm. 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 and require an interpreter to call you back with an advisor, they can arrange this.

What happens next?

You can choose which of the following services you would like the Department for Work and Pensions to notify about the death.

Barnsley Council services

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

** You can end a council tenancy online at www.berneslaihomes.co.uk/yourhome/ending-your-tenancy/*

To cancel assisted waste collection service, visit www.barnsley.gov.uk/help-with-your-bin

You will also need to contact any Barnsley Council or Government service not on this list.

Government services

Department for Work and Pensions

- Pensions and Benefits

HM Revenue & Customs

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

HM Passport Office

- Passport

Driver and Vehicle Licensing Agency

- Driving licence

Ministry of Defence, Veterans UK

- War Pensions Scheme

