



*What to do when  
someone dies?*



246 Chichester Road  
Bognor Regis  
West Sussex  
PO21 5BA

**Tel: 01243 868630**  
**Fax: 01243 841070**

**Email: [info@kevinholland.co.uk](mailto:info@kevinholland.co.uk)**  
**[www.kevinholland.co.uk](http://www.kevinholland.co.uk)**



## About Us

Kevin Holland Funeral Service is an independent family business, owned and managed by Kevin and Sue Holland along with their two sons Anthony and Robert. With over 90 years combined experience, Kevin Holland and family fully appreciate that a time of bereavement is a difficult one for any family and sympathetically provides a very personal service.

Their offices and Chapel of Rest are situated at 244/246 Chichester Road, Bognor Regis where Kevin or one of the family are available 24 hours a day for any advice you may require. They are also able, by appointment, to visit you to make arrangements in the comfort of your own home.

As members of The British Institute of Funeral Directors and the Society of Allied and Independent Funeral Directors, Kevin Holland's constant aim is to uphold and improve the standards and public knowledge of his service.

At this difficult and emotional time Kevin, Sue and family are there to assist you in carrying out all the legal requirements, to ease and alleviate the paperwork and to make all the arrangements for the funeral itself.



## **What to do when someone dies?**

We can be contacted 24 hours a day to provide advice and assistance when someone dies. If the death occurs in hospital, the hospital staff will contact the next of kin and make arrangements for the doctor to sign the Medical Certificate of cause of death. The hospital will usually have a 'Patient's Affairs Office' or 'Bereavement Support Office' who you will need to contact in this regard. They will advise on when the certificate will be ready for you to collect and will also hold any last effects and property if you haven't already collected it from the hospital ward itself.

If the death occurs at home, you should first contact the deceased's GP. The GP's surgery will discuss with you whether it is necessary for a doctor to attend at the place of death to see the body. You may then contact the funeral director who will make arrangements to attend at the place of death so that the deceased may be removed to our Chapel of Rest. If a doctor attends, he or she may well leave the Medical Certificate of cause of death with you. If not you should contact the doctor's surgery to find out when it will be available for you to collect.

If the death has occurred outside of surgery hours, you should still contact the doctor's surgery where an answerphone message will provide the phone number to contact the out of hours doctor's service. This service will then discuss with you whether the emergency doctor should attend at the place of death.

If the death occurs in a nursing home, the nursing staff will contact both the doctor and us on your behalf and make these initial arrangements. You should contact the doctor's surgery to find out when the Medical Certificate of cause of death will be issued and be made available for you to collect.

This 'Death Certificate' is necessary for you to comply with the legal obligation to register the death with the local Registrar of Births, Deaths and Marriages.

## **Registration Procedure**

A death must be registered by law, preferably in the district in which it has occurred, by a near relative if possible and within five days.

Please take with you:

- The Doctor's Certificate of the cause of death;
- The deceased's Birth Certificate if available; and
- The deceased's Medical card if available.

If H.M. Coroner has assumed jurisdiction, no death certificate will be issued by a doctor. The Coroner will send an equivalent certificate direct to the registrar so that you can register the death.

N.B. Do not delay to register if you cannot find the birth certificate or medical card.

### **Who should register?**

If the person died in a house or hospital, the death can be registered by:

- A relative;
- Someone present at the death;
- An occupant of the house/official from the hospital, if that is where the death occurred;
- The person making the arrangements with the funeral directors.

Deaths taking place anywhere else can be registered by:

- A relative;
- Someone present at the death;
- The person who found the body;
- The person in charge of the body;
- The person making the arrangements with the funeral directors.

The majority of deaths are registered by a relative of the deceased. The registrar would normally allow one of the other people listed above to register the death only if there are no relatives available to do it. The death should be registered by as close a relative as possible.

## **What information will I be asked for?**

You should be prepared to provide the Registrar with the following information:

- The date and place of death;
- The full name of the deceased;
- Any names previously used, including the maiden surname if the deceased was a woman who had married;
- The date and place of birth;
- The Occupation;
- The name and occupation of spouse, where the deceased was married or widowed;
- The name and occupation of civil partner, where the deceased was in a civil partnership or was a surviving civil partner;
- The deceased's usual address;
- Whether the deceased was in receipt of a pension or allowance from public funds;
- If the deceased was married or in a civil partnership, the date of birth of the surviving spouse or civil partner.

## **What documents will I receive?**

The Death Certificate:

You will receive one certified copy of the entry in the death register and will also have the opportunity to buy one or more additional certificates, which are often required for a range of administrative purposes such as banks, building societies and insurance policies.

Certificate for burial or cremation:

The Registrar will issue a certificate authorising the burial or cremation of the body and should be passed to the funeral director without delay. This is green in colour. In cases where a death has been reported to HM Coroner and the funeral is a cremation no such green certificate will be issued, as the coroner himself will send direct to the funeral director a certificate authorizing the cremation to proceed.

Certificate for social security benefits/pension:

A Certificate of Registration of Death (form BD8), issued for social

Security purposes if the person received a state pension or benefits  
(please read the information on the back, complete and return it)

## **Where are the Registrar's Offices?**

The two nearest offices of the Registrar of Births, Deaths and Marriages of West Sussex can be found at:

Bognor Regis Registrar,  
Durban House,  
Durban Road,  
Bognor Regis,  
PO22 9RE.

Chichester Registrar,  
Record Office,  
3 Orchard Street,  
Chichester,  
PO19 1DD.

To make an appointment for West Sussex registration services you can use the online booking service at **[www.westsussex.gov.uk/registration](http://www.westsussex.gov.uk/registration)** or by telephone **01243 642122**

## **Deaths Referred to H.M. Coroner**

The coroner is a doctor or a lawyer responsible for investigating deaths in certain circumstances, particularly when the death is sudden, unexpected or unexplained. The Coroner's duty is to establish the cause of death where a doctor is unable to certify this.

A death might be reported to the coroner for various reasons, for example if the doctor is not certain as to the cause of death, if someone died unexpectedly, if someone died without having seen a doctor in the last fourteen days of their life, if the death followed recent surgery or if the death was due to an industrial disease etc. (This list is not exhaustive.)

If the Coroner decides he needs to assume jurisdiction it may well be necessary for a post mortem examination to take place at a hospital to ascertain the cause of death. Relatives will be kept informed of the situation by a Coroner's Officer and will be advised about the registration of death and the making of the funeral arrangements.

## **The Funeral Arrangements**

Funeral arrangements can be made either at our offices in Bognor Regis or in the comfort of your own home. Once instructed, we will provide written confirmation of all the arrangements and costs. We will make all necessary payments to clergy, cemetery, crematorium, doctors, newspapers and other disbursements on your behalf. The first decision you must address, is whether the funeral should be a burial or cremation. There are then various matters to be discussed and would include:

### **The Funeral Service**

We would discuss where and when you would like the funeral service to take place and whether you would like a minister of religion to take the service. If not we can advise you on non-religious or humanist funeral services. The funeral cortege can leave from home with limousine transport for mourners or you can meet the cortege at the chosen church, cemetery or crematorium. We can advise on appropriate music and hymns for the service.

### **Choice of Coffin**

We are able to offer a wide choice of coffins or caskets for the funeral service. Many of these are very traditional in appearance, whether it be a simple cremation coffin or a traditional solid wood coffin or casket. However, many other alternatives are available to choose from and particularly popular are our environmental range. We have available coffins made from bamboo, willow, pandanus, seagrass, banana leaf, water hyacinth, solid pine or cardboard. Other alternatives are coloured coffins or bespoke photo/image designed coffins.





## **Cremated Remains**

Cremated remains can be strewn or interred in the Garden of Remembrance at the crematorium, in a new or existing cremation grave at a churchyard or cemetery, interred in an existing family grave or scattered privately at a place chosen by the family.



## **Chapel of Rest**

Our Chapel of Rest is available by appointment for family or friends to visit and pay their last respects.

## **Flowers**

We can arrange or advise on the ordering of your floral tributes and we ask that all flowers are sent directly to our chapel of rest prior to the funeral.



## **Donations to charity in lieu of flowers**

Donations received in lieu of flowers will be recorded, a receipt issued and a list of donors sent to the family, normally four to five weeks after the funeral.

## **Newspaper Notices**

We will be pleased to help complete and place any notices required for both local and national newspapers. We will also insert acknowledgements or notices of thanks when required.



### **Printing Services**

We can arrange to print Orders of Services for funeral and memorial services, together with other remembrance items. Much of this is printed in house, but we also have professional links with a local printer.

### **Music for the Funeral Service**

We are able to advise on suitable hymns and music for the Service. We can download music and create a CD if commercially available for use.

### **Catering**

We can assist with arranging local venues and private caterers for refreshments following the service.



### **Masonry**

Advice can be given on all masonry work by one of our funeral directors or by passing you to a Monumental Mason for further professional assistance. We can assist you in choosing a new memorial or with additional or remedial work on an existing memorials.

### **Distant Funerals**

We are occasionally asked to arrange a funeral to or from another part of the Country. Through our professional association we have very close links with Funeral Directors in all areas. We are also experienced in funeral arrangements to and from other Countries including dealing with the various regulations and documentation required.

## **Funeral Vehicles**

We provide a traditional black motor hearse for the funeral service to transport the coffin from our chapel of rest to the venue for the funeral service. When making the funeral service arrangements, your funeral director will discuss with you whether it is appropriate for the cortege of vehicles to travel direct to the church, crematorium or cemetery from our chapel of rest or whether you would like the cortege to leave from the deceased's home or other suitable local address.

A limousine is available to transport mourners and comfortably seats up to six passengers. Additional limousines can be provided if necessary.



## **Alternative Motor Vehicles**



Arrangements can be made by request for alternative funeral vehicles. For example, to provide a motorcycle hearse and rider. Currently, either a black triumph, silver Harley Davidson or a Suzuki Hyabusa are available. Alternatively, we can arrange for Rolls Royce or Daimler funeral vehicles, white or silver funeral vehicles, or even a vintage lorry.

## Horse Drawn Hearses

Arrangements can be made to provide a horse drawn hearse.

Traditionally a black horse drawn hearse is used, but arrangements can be made, subject to availability, for a white hearse. The Hearse can be drawn by pairs or teams of black or white horses. Mourners carriages are also available.



## **Funeral Costs**

Funeral arrangements can be provided from the simplest to the most elaborate. We will provide you with full confirmation in writing of the costs involved once we have obtained specific information regarding your personal requirements.

We will make all necessary payments to clergy, cemetery, crematorium, doctors, newspapers and other disbursements as required.

Our itemised account will be forwarded approximately ten days after the funeral.

If you're on a low income and need help to pay for a funeral you are arranging, you may be able to get a Funeral Payment from the Social Fund. Your eligibility for a Funeral Payment will depend on the benefits you are receiving, your relationship to the person who has passed away, and any other money, other than your personal savings, that may be available to help with the cost of the funeral. If successful in your application, the Funeral Payment will be a contribution towards the cost of the funeral rather than meeting the full cost.

Further information and application forms can be obtained from the government's website [www.direct.gov.uk](http://www.direct.gov.uk) or in person from the nearest Department of Social Security Office:-

Job Centre Plus  
Gloucester House  
High Street,  
Bognor Regis  
PO21 1HH  
0845 6043719

Job Centre Plus  
5 Southgate  
Chichester  
PO19 1JS  
0845 6043719

## **Probate**

The distribution of the deceased's estate is the responsibility of the Executors. When there is no will the deceased is said to have died "intestate" and an application must be made to a special division of the High Court in order to administer the estate, via the local probate office.

District Probate Registry,  
William Street,  
Brighton,  
East Sussex.  
BN2 2LG

01273 684071

Probate and Inheritance Tax Helpline 0845 3020 900

## **Golden Charter Pre Paid Funeral Plans**

Comfort, reassurance, freedom from worry and stress - these are benefits mentioned by almost everyone with a Golden Charter funeral plan. Many people, through losing loved ones, have known the grief of bereavement and the stress of selecting the funeral arrangements, as well as the financial anxiety. Sometimes they worry about how their sons, daughters or even grandchildren will cope at the time of their own funeral.

Consideration for others is the most common reason for buying a Golden Charter plan. Peace of mind is the most common benefit. With Golden Charter you know that your loved ones will be spared much of the burden of arranging your funeral. You'll have specified every detail of the funeral in advance, selected the funeral director and taken care of the costs.

You can be sure your money will always be secure. Your payment goes directly to the Golden Charter Trust, which holds the money for your funeral on behalf of participating funeral directors. The Trust Fund is a separate legal entity from Golden Charter.

We can provide you with advice on the selection of the funeral plan (three different plans are available or a bespoke plan is available through our 'Independent Way' funeral plans) and assist you in personalising the plan to accommodate all of your wishes for your own funeral. For example, you may wish to specify favourite hymns, music or readings, or request that the funeral cortege of vehicles travel a certain route to the funeral or place of rest or you may have a special place you want ashes to be laid to rest.

## **Points to Remember**

- If the deceased has a solicitor, contact him or her as soon as possible. If not, check whether the deceased had made a will. If no will can be traced it may be advisable to see a solicitor.
- Notify any insurance company with whom the deceased has a policy eg life insurance, car insurance, household insurance etc
- The bank, building society and post office accounts and all other assets will normally be frozen. Insurance companies, trade unions or pension schemes may pay a limited sum immediately on death, if the deceased was entitled to benefit.
- Social Services should be notified where appropriate.
- If you're on a low income and need help to pay for a funeral you are arranging, you may be able to get a Funeral Payment from the Social Fund. Your eligibility for a Funeral Payment will depend on the benefits you are receiving, your relationship to the person who has passed away, and any other money, other than your personal savings, that may be available to help with the cost of the funeral. If successful in your application, the Funeral Payment will be a contribution towards the cost of the funeral rather than meeting the full cost.
- Other Benefits may be due to you, such as a Bereavement Payment if you were under State Pension age when your husband, wife or civil partner died and your husband, wife or civil partner was not entitled to Category A Retirement Benefit. Other possible benefits include Bereavement Allowance and Widowed Parent's Allowance and War Widow's or Widower's Pension. Further details can be obtained from [www.direct.gov.uk](http://www.direct.gov.uk) or the local Job Centre Plus.



## **Items You Should Return**

- Credit, cash point and cheque guarantee cards to the appropriate financial institution.
- Social benefit books, giro cheques and postal orders to the issuing DSS office.
- Passport to the office for your area (address from a Post Office).
- Driving Licence to the DVLC, Swansea, SA6 7GL with car registration documents (for recording change of ownership)
- Season travel cards and membership tickets to the office of issue (for refund).
- National Insurance documents to relevant offices with note of date of death.
- NHS equipment to the place of issue (wheelchairs, prosthetics etc).

## Useful Contacts

- Cruse  
0844 477 9400 or 01243 53020 [www.crusebereavementcare.org.uk](http://www.crusebereavementcare.org.uk)
- Church of England  
020 7898 1000 [www.cofe.anglican.org](http://www.cofe.anglican.org)
- Roman Catholic Church  
[www.catholic-ew.org.uk](http://www.catholic-ew.org.uk)
- National Humanist Association  
020 7079 3580 [www.humanism.org.uk](http://www.humanism.org.uk)
- St. Richard's Hospital  
01243 788122  
01243 831668 (Patient's Affairs)
- Bognor Regis War Memorial Hospital  
01243 865418
- Worthing Hospital  
01903 205111
- Queen Alexandra Hospital, Cosham  
02392 286000
- St. Mary's Hospital, Portsmouth  
02392 286000
- Southampton General Hospital  
02380 777222
- St. Wilfrid's Hospice, Chichester  
01243 775302
- HM Coroners Officers, West Sussex  
01273 404012 or 01273 404013
- Probate and Inheritance Tax Helpline  
0845 3020 900 [www.direct.gov.uk](http://www.direct.gov.uk)
- Golden Charter Funeral Plans  
0800 833 800 [www.golden-charter.co.uk](http://www.golden-charter.co.uk)





I have only slipped away into the next door room.....

I am I and You are You.

Whatever we were to each other, that we are still.

Call me by my old familiar name,  
speak to me in the easy way which you always used.

Put no difference into your tone:

wear no forced air of solemnity or sorrows.

Laugh as we always laughed at the little jokes we enjoyed together.

Play, smile, think of me, pray for me.

Let my name be ever the household word that it always was.

Let it be spoken without effect, without the ghost of a shadow on it.

Life means all that it ever meant, it is the same as it ever was;  
there is absolutely unbroken continuity.

Why should I be out of mind, because I am out of sight ?

I am but waiting for you, for an interval.

Somewhere very near just around the corner.....

All is well.

Henry Scott Holland (1847-1918)

Canon of St. Paul's Cathedral.