



*What to do when
someone dies?*



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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 140 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 completed 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 the death has occurred outside of surgery hours, contact the out of hours service on 111. An appropriately qualified healthcare professional needs to verify the death. A doctor also needs to certify the death by completing a medical certificate of cause of death.

If the death occurs in a nursing home, the nursing staff will usually make these initial arrangements for you.

The 'Death Certificate' is necessary for you to comply with the legal obligation to register the death with the local Registrar.

In England and Wales, the doctor shares the medical certificate of cause of death with a Medical Examiner. Their office will contact you by telephone to discuss the cause of death. Once the Medical Examiner's Office has confirmed you can register, the medical certificate of cause of death will be sent electronically to the registrar. Please then contact the Registrar's Office to make an appointment.

If, for any reason the doctor is unable by law to issue the certificate, the death may be reported to HM Coroner. The Coroner will determine if the doctor is permitted to issue or if the coroner needs to assume jurisdiction. (See section on deaths referred to HM Coroner)

Registration Procedure

You must register the death within 5 days of being contacted by the Medical Examiner. This includes weekends and bank holidays.

The Registrar's Office will tell you what you need to do when you contact them.

The Registrar's Office may also want to see the person's:

- birth certificate
- Council Tax bill
- driving licence
- marriage or civil partnership certificate
- NHS medical card
- passport
- proof of address (such as a utility bill)

Ask the Registrar's Office what to do if you do not have them.

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.

Who should register?

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

- A relative in the first instance. If this is not possible then
- 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 in the first instance. If this is not possible then
- 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.

What information will I be asked for?

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

- the person's full name at the time of death
- any names previously used, eg maiden name
- the person's date and place of birth
- their last address
- their occupation
- the full name, date of birth and occupation of a surviving or late spouse or civil partner
- whether they were getting a State Pension or any other benefits

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:

When you register a death, you'll get a certificate for burial or cremation (the 'green form'). This gives you permission for a burial or to apply for a cremation. and should be passed to the Funeral Director without delay.

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.

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,
Bognor Regis Library,
69 London Road,
Bognor Regis,
PO21 1DE.

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 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 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, unless there is a valid funeral plan in place. 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 in lieu of flowers will be received through an online tribute page, set up on your behalf, and a list of donors sent to the family, normally four to five weeks after the funeral. Alternatively, we can also receive donations by cheque (payable to the charity) or cash.

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 an Order of Service for funeral and memorial services. 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. Crematoriums have music systems on which we can create a playlist of your chosen music. If the funeral is in church and the church doesn't have it's own facilities, we can download music, or create a CD, if commercially available for use.

Catering

We can advise on local venues 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 required.



Alternative Motor Vehicles
Arrangements can be made by request for alternative funeral vehicles.

Subject to availability, we can arrange for vehicles such as Rolls Royce or Daimler funeral vehicles, white or silver funeral vehicles, a vintage lorry or even a Land Rover hearse, VW Campervan hearse, or a motorcycle hearse and rider.

Horse Drawn Hearses

Arrangements can be made to provide a horse drawn hearse. The Hearse can be drawn by pairs or teams of black or white horses, subject to availability.



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 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/Estate

The distribution of the deceased's estate is the responsibility of the Executors (if there is a will). Different rules apply where someone dies without a will (intestate).

Further information can be found online at
www.gov.uk/applying-for-probate

Probate and Inheritance Tax Helpline 0300 123 1072

Golden Charter Pre Paid Funeral Plans



If peace of mind for you and your family is important to you, then now is the time to find out more about a pre-paid funeral plan.

A funeral plan lets you choose the funeral you want and take care of the cost of the funeral director's services included in your plan in advance. It's a simple, thoughtful way to plan ahead that lets you decide on all the main details, so there's no uncertainty and fewer stressful decisions for your family later on.

Arrange your funeral, your way.

One of the best things about the Golden Charter funeral plans we offer is that you can choose the send-off you want. From a no-fuss direct cremation or a simple burial, to a traditional funeral with a service, we can tailor a funeral plan that suits you.

It's also a smart alternative to saving.

You might be surprised to hear that the average cost of a funeral has increased by over 28% since 2013.¹ So there's no guarantee that when the time comes, your savings or insurance will cover the cost of your funeral.

The opportunity to fix the cost of the funeral director's services included in your plan at today's prices is one of the key benefits of planning ahead. Plus, there's the comfort of knowing that however much costs increase for these services, once your plan is paid² for there will be nothing more to pay for them – guaranteed.

You can also choose to include an allowance towards third party costs. These are essential services not provided directly by the funeral director – such as cremation or burial fees – but will need to be paid at the time of the funeral.

1. SunLife Cost of Dying Report 2024.

2. Or after 12 consecutive payments and as long as your payments remain up to date if you choose the instalment payment option.

Points to Remember

- If the deceased has a Solicitor, contact them 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 Expenses Payment from the Social Fund. Your eligibility for a Funeral Expenses 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 Expenses Payment will be a contribution towards the cost of the funeral rather than meeting the full cost. Further information can be found at <https://www.gov.uk/funeral-payments>
- Other Benefits may be due to you. Further information can be found at <https://www.gov.uk/browse/benefits/bereavement>

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 DVLA, 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
0808 808 1677 www.cruse.org/uk
- Church of England
020 7898 1000 www.churchofengland.org
- Roman Catholic Church
Bognor Regis Catholic Parish 01243 823619
- Humanists UK
020 7324 3060 www.humanists.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
03302 225560
- Probate and Inheritance Tax Helpline
0845 3020 900 www.direct.gov.uk
- Golden Charter Funeral Plans
0800 833 800 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.