

The Oxfordshire

# Bereavement Guide



*practical help when you need it most*

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There are many practical issues to manage when someone dies.

Bereavement Advice Centre supports and advises you on what you need to do next.

## Unsure what to do next?

We can help you with:

- What to do first when someone dies
- How to register a death
- Finding a funeral director
- Probate and other legal procedures
- Money and tax issues
- Finding support
- Preventing junk mail to the deceased (through The Bereavement Register)

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Call freephone  
**0800 634 9494**

[www.bereavementadvice.org](http://www.bereavementadvice.org)

Provided by

**simplify**

# How can Oxfordshire County Council help you?

Oxfordshire County Council's Registration Service has produced this guide to help you through this difficult time. When someone close to us dies, the feelings of shock, sadness, loss and bewilderment can take over our lives.

We will try to help you and offer the information that we know you are likely to need in the next few weeks and months.

We suggest what the priorities are, and explain how, where and when you register the death.

We will let you know what is required by law and what choices you have in order to arrange the funeral. There is a section with information about sorting the estate. Losing a loved one presents many challenges when you feel least able to deal with them. Organisations providing support are listed should you need to contact them.

It is our aim to provide a sympathetic, helpful and considerate service to help you make the necessary decisions and arrangements. It is important to us that you have the best and clearest information and guidance to make sure that the arrangements you make are the ones that are best for you, your family and friends.

Jacque Bugeja  
Head of Oxfordshire Registration & Coroner's Services  
(Proper Officer for Registration)

## CONTENTS

### THE FIRST STEPS

- 4 What must you do when someone dies?

### REGISTRATION

- 5 How do you register a death?
- 8 Registering a stillbirth

### FUNERALS

- 10 What choices you have for the funeral?
- 14 Alternative burials
- 15 Help & advice on the costs involved

### DOCUMENTS

- 16 Detailed planning of the funeral

### CIVIL FUNERALS

- 17 Arranging a civil funeral

### PROBATE

- 18 How do you sort out the estate of the deceased?

### WILLS & MEMORIALS

- 19 What if there's no will?

### CONTACTS

- 20 Who else do you need to contact?

### CHILD DEATH

- 21 Children under eighteen

### HELP & SUPPORT

- 22 How can you get help and support with bereavement?

### OXFORDSHIRE

- 28 Crematoriums and Oxfordshire Registration Service Offices

### FUNERAL DIRECTORS

- 30 Local funeral directors

### CUSTOMER SATISFACTION

- 32 What can you do if things go wrong?



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Oxford, OX4 2ED  
01865 389434

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Oxford, OX2 7JS  
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## What must you do when someone dies?

### Documents you will need in the first few days

You'll need to gather together the following documents as soon as possible - to enable registration of the death and to start funeral arrangements.

#### Required Documents

- medical certificate of the cause of death, signed by a doctor unless the coroner is involved and there has been a coroner's post-mortem examination.

#### Useful Documents

- birth certificate
- marriage/civil partnership certificates.

#### Documents useful if taking up 'Tell Us Once' Service

- National Insurance number
- driving licence
- bus pass
- passport
- blue badge.

When someone dies, you will need to inform a number of people and organisations and complete certain legal documents. If you are a relative or friend you can do some of these things yourself. Others will need to be done by the executor or administrator of the estate. There is plenty of support available to help you through this difficult time.

### What to do in the first few days

You won't be able to do everything right away, but in the first few days it's important, if you can, to:

- tell the family doctor
- contact a funeral director, if you intend to use one – they can move the deceased from your home or a nursing home to a Chapel of Rest if you so wish. However, you do not have to employ a funeral director if you would rather organize the funeral yourself. If this is what you would prefer, you'll need to contact the Cemeteries and Crematorium Department of your local authority for advice and guidance. Help and information can also be found on the Natural Death Centre's website: [www.naturaldeath.org.uk](http://www.naturaldeath.org.uk)
- obtain a medical certificate of cause of death signed by a doctor or, if the coroner is involved, take instructions from coroner's officers regarding registration of the death
- register the death at the Registration Office. You'll find details of how to do this on page five
- if relevant, complete form BD8 and send to the local Jobcentre Plus or Benefits Agency (this form will be given to you when you register the death)
- the Registrar can offer you the 'Tell Us Once' service (TUO). Information will be passed to the Department of Work and Pensions (DWP), who will notify government and council departments on your behalf - this is a free optional service and will be offered to you at the end of the registration
- begin arrangements for the funeral – you should check the will for any special requests
- contact the executor as soon as you can to enable him/her to start the process of obtaining probate if necessary. The executor is usually nominated in the will
- if there is no will, decide who will apply to sort out the deceased's affairs and contact the Probate Registry to apply to sort out the deceased's affairs and apply for 'letters of administration' if necessary
- it is not necessary to have these documents but you will need to provide information contained within them, e.g. date and place of deceased's birth, spouse/civil partner's full name, etc.

## How do you register a death?

A death must be registered within five days from when it occurred. This period can be extended in exceptional circumstances and if the coroner is involved. The registration must take place in the district where the death occurred.

As Oxfordshire is a single district, this can be at any of the local offices around the county. Details are listed on page 28. If the death occurred outside Oxfordshire and it is difficult for you to get to the appropriate Registration Office, you may visit your local office and declare the necessary information.

Please be aware that registration by declaration may result in a delay in the issue of the document needed for the funeral arrangements. If you need further advice and help please telephone the Registration Service helpline on 0845 129 5900. Registering the death will take about half an hour - in Oxfordshire we run an appointment system. You should call the Registration Service helpline to make an appointment at your most convenient Registration Office in Oxfordshire, or make an appointment online at [www.oxfordshire.gov.uk/registration](http://www.oxfordshire.gov.uk/registration)

You can only register a death once you have the Medical Cause of Death Certificate from the doctor or, in the case of a death reported to the coroner, confirmation from the coroner's office that the relevant paperwork has been issued to us. If you would like information on deaths that happen abroad, please visit the Foreign and Commonwealth Office (FCO) website for further information [www.fco.gov.uk](http://www.fco.gov.uk)

### Who can register a death?

The death can be registered by:

- a relative of the deceased
- someone who was present at the death
- an occupant of the nursing/residential home/official from the hospital where the death took place
- the person making the funeral arrangements
- the person who found the body
- the person in charge of the body.

Most deaths are registered by a relative of the deceased. The Registrar would normally only allow one of the other people listed above to register the death if there were no relatives available.

### What information will you need to give the Registrar about the deceased?

- the date and place of death
- their full name and any other names they are known by, or have been known by, maiden name of a woman who has been married
- their date and place of birth
- their last occupation (if the person was married, widowed or had formed a civil partnership, the full name and occupation of their spouse or civil partner)
- their usual address
- the date of birth of a surviving spouse or civil partner
- details of any public sector pension, e.g. civil service, teacher or armed forces.

## What information will you need to give the Registrar about yourself as the person registering?

- your relationship to the deceased, for example: son, daughter, widow, widower, niece, nephew, surviving civil partner
- your full name
- your usual address.

All the information the Registrar asks for is given to the best of your knowledge at that time.

## What documents will you need when registering a death?

When you go to register the death you must take with you:

- the medical certificate of the cause of death, signed by a doctor, unless the coroner is issuing the paperwork.

It would also be helpful if you can take the deceased's:

- birth certificate
- marriage/civil partnership certificates
- NHS Medical Card.

If you plan to take up the TUO service, please take the deceased's:

- National Insurance number
- driving licence
- bus pass
- passport
- blue badge.

## What documents will you receive from the Registrar?

After the information has been recorded into the death register, the Registrar will issue the necessary forms and certificates.

If a post-mortem is not being held, the Registrar will give you:

- a Certificate for Burial or Cremation (called the 'green form'), giving permission for the body to be buried or for an application for cremation to be made
- If the deceased is to be buried or cremated outside of England or Wales the coroner will issue the necessary forms
- A Certificate of Registration of Death (form BD8) issued for Department of Work and Pensions
- Information about which organisations have been notified if TUO has been taken up.

You will be able to buy one or more death certificates\*, which are certified copies of the original register entry. They are needed by the executor or administrator when sorting out the deceased person's affairs and need to be originals not photocopies. Anything that has to be closed down or claimed will need a certificate. Most companies will return the certificate.

\*Please note: the fee increases for certificates applied for after the day of registration.

The Registrar will also offer you a leaflet called 'What to do after a death in England or Wales', giving advice on probate and administrative issues.



## What happens if the death is referred to a coroner?

If a death is reported to the coroner which does not need to be the subject of an inquest (when death is a result of natural disease or illness), a certificate giving the cause of death will be sent to the registrar of deaths on completion of the coroner's enquiries. You can then go ahead and register the death.

In a small number of cases – where the cause of death is unnatural or remains unknown – the doctor or hospital or Registrar will report the death to the coroner. In this case registration of the death will be delayed as an inquest will need to be held.

### Inquests

It is the duty of coroners to investigate deaths which are reported to them and which:

- appear to be due to violence
- are unnatural
- are of unknown cause
- occur in legal custody.

The coroner will preserve confidentiality as far as possible but you should remember that the system is based on public court hearings. If you request it, the coroner will explain the reasons for the procedures adopted in particular cases as long as the coroner is satisfied that the person has a proper interest and a right to know.

An inquest is not a trial. It is an enquiry to establish who the deceased was and how, when and where they died.

After the death the coroner will issue an interim death certificate to enable the estate to be dealt with. On conclusion of the inquest, the next of kin will be provided with an explanation about how, where and when a copy of the death certificate can be obtained.

Further information is available at [www.oxfordshire.gov.uk/coroner](http://www.oxfordshire.gov.uk/coroner) and [www.gov.uk](http://www.gov.uk)

## Contacting the Oxfordshire Coroner's Service

Oxfordshire Coroner's Service deals with deaths occurring within Oxfordshire and some military-related deaths (including civilians).

### Deaths occurring in Oxfordshire

Coroner's Office  
2nd Floor  
1 Tidmarsh Lane  
Oxford OX1 1NS

Tel: 0845 605 4174 or  
01865 815020

Fax: 01865 783391

[coroners.oxfordshire@oxfordshire.gov.uk](mailto:coroners.oxfordshire@oxfordshire.gov.uk)

The Oxfordshire Coroner  
Darren M Salter,  
HM Senior Coroner

## What do you need to do to register a stillbirth, either inside or outside Oxfordshire?

### How is a stillbirth defined?

A stillborn child is legally defined as a child born after the 24th week of pregnancy who did not, at any time after being born, breathe or show any other signs of life.

### If you live outside Oxfordshire or if the stillbirth occurs outside Oxfordshire

There is a facility to register a stillbirth by declaration. This enables you to make a declaration to a Registrar in your local Registration Office and does not depend on where you live, or where the event took place. Please note that registration by declaration does result in a delay in the issue of the document needed for the funeral arrangements.

When a child is stillborn, a doctor or midwife will issue a medical certificate of stillbirth. The person who registers the stillbirth must take this certificate to the Registrar. Every stillbirth in England or Wales must be registered in the district in which it takes place.

### If the stillbirth occurs in Oxfordshire

You will be able to make an appointment to attend any of the Registration Offices in the county. Please see page 28 for a list of offices.

### Who can register a stillbirth?

#### Parents married to each other

If the parents of the child were married to each other at the time of the stillbirth (or conception), either the mother or the father may register.

#### Parents not married to each other

If the parents were not married to each other at the time of the stillbirth (or conception), information about the father may be entered in the register only in the following circumstances:

- if the mother and father go to the Registration Office and sign the stillbirth register together, or
- where the father is unable to go to the Registration Office with the mother, the father makes a statutory declaration acknowledging his paternity, which the mother must produce to the Registrar (this form may be obtained from any Registrar in England or Wales), or
- where the mother is unable to go to the Registration Office with the father, the mother makes a statutory declaration acknowledging the father's paternity, which the father must give to the Registrar (this form may be obtained from any Registrar in England or Wales).

If the parents of the child cannot register the stillbirth the following are qualified to do so:

- the occupier of the house or hospital where the child was stillborn
- a person who was present at the stillbirth
- a person who is responsible for the stillborn child
- the person who found the stillborn child (where the date/location are unknown).

## Certificates

### What certificates will be issued?

#### **Certificate of Registration**

A certificate of registration will be issued, free-of-charge, to the person who registers the stillbirth.

#### **Stillbirth certificate**

After a stillbirth has been registered, one or more certificates may be bought at the time of registration or at any time afterwards by the mother or the father (the father's details would need to be recorded in the register entry for him to be able to obtain a certificate)\*.

\*Please note: the fee increases for certificates applied for after the day of registration.

Any application for a certificate from someone who is not the mother or father should be sent to the General Register Office, Certificate Production, PO Box 2, Southport, PR8 2JD, giving full details of the purpose for which the certificate is required.

#### **Certificate for burial or cremation**

The Registrar will issue a certificate for the burial or cremation of the stillborn child. The certificate is normally passed to the funeral director or the person who is making the arrangements.

A funeral cannot take place until this certificate is given to the burial authority or the crematorium. If there is a delay to the registration, it is possible for a certificate for the burial to be issued before registration provided the stillbirth does not need to be reported to the coroner. A certificate for cremation cannot be issued before the registration.

### Information to be supplied for the registration of a stillbirth

#### **for the child**

- date and place of stillbirth
- the forename(s) and surname, if the parents wish to name the stillborn child
- sex of the child.

**for the father** (where this information is to be entered in the register)

- forename(s) and surname
- date and place of birth
- occupation at the time of the stillbirth or, if not employed at that time, the last occupation.

#### **for the mother**

- forename(s) and surname
- maiden surname if the mother is, or has been, married
- date and place of birth
- occupation at the time of the stillbirth or, if not employed at that time, the last occupation
- usual address at the date of the stillbirth
- date of marriage, if married to the stillborn child's father at the time of the stillbirth
- number of previous children by the present or former husband/partner.

## What choices do you have for the funeral?

### How do you arrange the funeral?

#### What are your rights under the law?

The main legal requirements in England and Wales are:

- the death has to be certified by a doctor or coroner
- the death is registered by a Registrar of births and deaths
- you may keep the body of the person who has died at home until the day of the arranged funeral
- the body should either be cremated or buried
- there is no legal requirement to have any kind of funeral ceremony at all.

A funeral can be either by burial or by cremation.

You can organise it with or without the help of a funeral director and personalise it as much as you wish. In some cases the deceased may have planned their own funeral in advance.

There are many different types of funeral and it is useful to remember that:

- you can decide for yourself what form any ceremony you choose to have should take
- you do not have to use a funeral director - though the vast majority of people do
- you can choose a religious, humanist or civil ceremony
- you can choose a ceremony that reflects any religious beliefs or multicultural traditions
- your ceremony does not have to take place in a crematorium or place of worship
- you don't have to hold the funeral ceremony in a licensed building - it can be held in your home
- you can be buried on private land, such as your own garden, as long as there is nothing in the deeds restricting the use of the property – please refer to the Natural Death Centre's website, [www.naturaldeath.org.uk](http://www.naturaldeath.org.uk) for further information, including any legal aspects of which you must be aware.

#### Some simple ways in which you can personalise a funeral service:

- think about the music - you may not want to use traditional organ music. You might prefer a CD, ipod or live music. Discuss it with relatives, your funeral director, the crematorium and the person you have chosen to conduct the funeral ceremony
- think about individual contributions – you might want to include a tribute, a reading, a poem or a favourite story. Plan a running order that will provide you with the kind of ceremony you want
- consider using personal items as part of the ceremony. These will help to reflect the person who has died and make the ceremony more special. For example, scented candles, a special throw to drape over the coffin or a photograph of the person
- you could hand people a memento as they leave – or give everyone a small card of remembrance of the deceased person
- the ceremony should reflect the wishes of you, your family and friends. You can decide on the details of the ceremony to make sure this happens.

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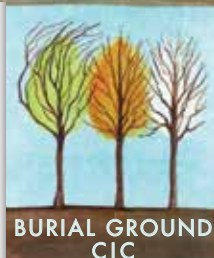


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## Funeral Choices

### Your Funeral Director

#### What is the role of the funeral director?

The majority of people choose to use a professional funeral director. This can help at what is generally a stressful time, and will ensure that the remains of the person who has died are dealt with in a dignified way. Your funeral director can advise you about the options available to you.

#### Choosing a funeral director

Friends, family, clergy or your doctor may be able to recommend local funeral directors. Most local companies are also listed in this publication.

Most funeral directors are members of one of two trade associations:

- National Association of Funeral Directors (NAFD)
- Society of Allied and Independent Funeral Directors (SAIF).

Member firms must provide you with a price list on request and cannot exceed any written estimate they give you without your permission.

### What music can you choose?

Many traditional hymns are comfortingly familiar but they are essentially religious and this may not always be appropriate. You may wish to select some pieces of music which were personal favourites of the deceased.

### What readings can you choose?

Readings of prose and poetry at a funeral ceremony can be an effective way to make the ceremony personal to the deceased and the bereaved family.

Keep in mind whether the service is trying to convey a sense of the celebration of life, a thanksgiving for a life or to reflect the pain and grief of loss. Family and friends may feel that this is a contribution they can make. If a family member or friend is reading, it is worth checking that the reader is able to cope with what will, inevitably, be an emotional moment.

Words and books are often a great source of comfort and strength following a bereavement and the library can help you in many ways:

- to find suitable poems or readings for the memorial service
- providing practical contact details for organisations and sources of advice
- books that may help you understand grief and loss
- reading material of all kinds that will help to keep you well
- a calm place to be.

Please call in at any library or phone 01865 815409 to find out how we may be able to support you.

You can also visit us online: [www.oxfordshire.gov.uk/libraries](http://www.oxfordshire.gov.uk/libraries)

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Web [www.theindividualfuneralcompany.co.uk](http://www.theindividualfuneralcompany.co.uk)



## Organising alternative burials

### Choosing your funeral director

The following factors will help in your choice of funeral director:

- location of the firm's premises
- do they belong to a trade association?
- what is the range of services provided?
- what are the costs?
- do they come recommended by those who have used the service?
- how are you treated by the staff?
- are they a large or small firm, a family business or company?

Most funeral directors will provide the following services as a minimum:

- take control of all necessary arrangements
- provide appropriate staff
- provide a suitable coffin
- transfer the deceased from the place of death to the funeral director's premises
- care for the deceased prior to the funeral
- provide a hearse to the nearest cemetery or crematorium
- arrange for burial or crematorium as appropriate.

You can consider different types of funerals as an alternative to traditional services and cremations. One popular alternative to traditional burials and cremations is a ceremony in woodland or nature reserve burial grounds.

At woodland burial grounds relatives may be able to plant a tree to mark the site either on, or near, the grave. At nature reserve burial grounds, which can be wildflower meadows or pastures, graves are either unmarked or may be marked by a small wooden plaque that will rot away naturally and bulbs and flowers can be planted.

You will need a death certificate and a certificate for burial from the Registrar of deaths. Remember that, if you are planning a private burial, which includes those not in a churchyard or cemetery, you must first register your intention to do so.

If you are planning an interment on private land then a number of local authority permissions will need to be granted. Even if you own the land concerned, you must check the deeds to ensure there are no restrictions on what the property may be used for. It is important to consult the local district and environmental health department who will want to ensure that the local water table will not be affected.

A record of the burial should be made and kept with the deeds or other relevant documents relating to the land.



## Who pays for the funeral and how?

### Funeral costs

If you arrange a funeral you're responsible for paying the bill, so first check where the money will come from and if there will be enough. Request written quotations so you know what costs are involved.

Funeral costs may be paid in different ways including:

- from the estate of the deceased
- a funeral payment scheme may exist - you'll need to check paperwork to see if a plan exists
- money from a life insurance policy or pension scheme
- the deceased's bank or building society may agree to release funds to pay for funeral costs
- you, or the executor, may need to pay and then recover the money from the estate later.

Funeral costs for the same services may vary considerably from one funeral director to another. You would be advised to get more than one quote to compare costs and services.

Disbursements are fees paid to others, for example, for doctors' certificates, a minister, newspaper announcements, flowers or the crematorium.

### Financial help

If you are finding it difficult to pay for a funeral that you have to arrange, you may be able to get a social fund funeral payment from the Benefits Agency, so long as you or your partner receive one of the following:

- income support
- housing benefit
- council tax benefit
- job seeker's allowance (income based)
- disabled person's tax credit
- working family's tax credit.

Contact your local social security office for more information.

If no one is able or willing to arrange and pay for the funeral, we, as your local council, or, in some cases, the health authority, may be able to help, but only where the funeral has not already been arranged.

### Bereavement Allowance

If you are widowed you may be able to claim Bereavement Allowance, a taxable weekly benefit paid to you for up to 52 weeks from the date of death of your husband, wife or civil partner.

You may be able to claim Bereavement Allowance if all of the following apply:

- you're a widow, widower or surviving civil partner aged 45 or over when your husband, wife or civil partner died
- you're not bringing up children
- you're under state pension age
- your late husband, wife or civil partner paid National Insurance Contributions (NICs), or they died as a result of an industrial accident or disease.

## What documents will I need to arrange a funeral?

### Detailed planning of the funeral

The key decisions that need to be made for the funeral are listed below. If you're using a funeral director they will help you with all of this:

- where the body should rest before the funeral
- time and place of the funeral (though this can only be finalised once the order for burial/cremation has been issued)
- type of service (religious or other) and who will conduct it/contribute
- how much to spend on the funeral
- whether to have flowers or instead donate money to a chosen charity
- where to donate flowers after the funeral
- sending out invitations
- placing a notice in the newspapers.

You will also need to give the crematorium or cemetery office the following forms (your funeral director should do this for you):

#### Burial

- green Certificate for Burial (form 9) from the Registration Office - or Order for Burial (form 101) if the coroner was involved with an investigation or inquest to follow.

#### Cremation

- application for Cremation (form A) signed by the next of kin or executor, from the funeral director or crematorium
- green Certificate for Cremation (form 9), from the Registration Office, or Order for Cremation (form 6) if the coroner was involved
- medical forms B and C (completed by doctors who dealt with the deceased).

### Taking the deceased's will into account

Remember to check the will or other written instructions for special wishes about their funeral or what should happen to their body. However, in law, they are preferences and not instructions. The executor doesn't have to follow the instructions about the funeral left in the will. If there are no clear wishes it's generally the executor or nearest relative who decides whether the body is to be cremated or buried.

#### What should you do if the deceased asked for their body to be donated to medical science?

In this case, you should contact your local department of human anatomy to see if they are willing to accept the body and, if not, whether anywhere else would be willing to accept it. The hospital or doctor will normally help to arrange this.

The body is normally kept for up to three years and then burial or cremation arrangements are discussed with the family or representative of the deceased.

You should remember that the death still needs to be registered in the usual way.

## How do you arrange a civil funeral?

A civil funeral ceremony is for those who prefer not to have a religious ceremony. It reflects the beliefs and values that they lived by.

Each family has individual needs and requirements. Religious and cultural traditions, personal circumstances and feelings may all affect the type of funeral you choose. Perhaps the deceased may have spoken of their own preferences or left instructions.

### How can you arrange a civil funeral?

Your funeral director will have a list of civil funeral celebrants in your local area.

## What is a civil funeral ceremony?

A civil funeral ceremony remembers, celebrates and reflects on the life of the person. It can be held in a wide range of buildings and locations; the celebrant will be able to advise you further. It may not be held in a church or other religious building but can be held by a graveside.

Civil funeral ceremonies are conducted by a professional celebrant. The celebrant will create a ceremony (in close consultation with the family) that is both a personalised memoir and a loving tribute to the deceased.

The ceremony will be appropriate for a cremation or a non-religious burial.

## What about probate?

### How do you sort out the estate of the deceased?

When a person dies somebody has to deal with his or her estate. Their estate includes their money, property and the possessions they have left. If you are the person doing this you collate all the funds, pay any debts and share out the estate to those people entitled to it.

You can do this yourself or you can engage a solicitor to do this for you. You may already have a solicitor your family uses. If not, you will need to choose one. Ask friends for recommendations and, when you contact them, ask about their charges.

### How can you get help to cancel council services?

The Registrar who registers the death must tell certain departments that this person has died. These departments include the local council tax office and the Electoral Registrar, if the deceased lived and died in Oxfordshire.

### How do you apply for probate?

To sort out someone's estate, you may need to apply for probate. The Probate Office will give you a grant of probate if the person left a will, or will grant letters of administration if there isn't a will. Your local Probate Registry will send you the forms you need with notes and guidance on what you have to do. A useful helpline telephone number is **0300 123 1072**.

### What does a grant of probate, or letter of administration, allow you to do?

A grant of probate is a legal document which allows the people named in it to collect and distribute the estate of the deceased. You can show it to organisations that hold these assets, such as banks or building societies. Probate is the process of officially proving that a will is valid, but the following information applies equally where the deceased died without leaving a will - in which case the grant is called a letter of administration.

### Is a grant of probate needed in all cases?

Not always. It may not be necessary to obtain a grant of probate where a home is held in joint names and is passing by survivorship to the other joint owner where a joint bank or building society account is held.

Production of a death certificate may be sufficient for the monies to be transferred to the joint holder and certain institutions may release monies without a grant being produced if the amount held by the deceased was small. You will need to apply to the institutions to see if they will release monies without a grant.

Staff at probate registries will offer procedural guidance on how to obtain a grant. They cannot provide legal advice.

### Oxford District Probate Registry

Combined Court Building  
St Aldates  
Oxford OX1 1LY

Tel: 01865 793055 Fax: 01865 793090  
Opening times: Monday-Friday, 9.30am - 4pm

[www.gov.uk/wills-probate-inheritance/overview](http://www.gov.uk/wills-probate-inheritance/overview)

## What if there's no will?

If someone dies without making a will, they are said to have died 'intestate'. If this happens, the law sets out who should deal with the deceased's affairs and who should inherit their estate. This information covers England and Wales only.

When there is no will, dealing with the estate can be complicated. It can also take a long time - months or even years in some very complex cases.

If matters are complex or you feel you need help, it's a good idea to consult a solicitor as soon as possible. Show them all the information and documentation you have about the deceased person's property, belongings and financial affairs. In the meantime, it may be a good idea to put small valuable items away for safekeeping.

### A memorial ceremony

A memorial ceremony may be appropriate in the following circumstances:

- the anniversary of a loved one's death
- following a small private funeral
- to acknowledge a stillborn child
- where family, friends and colleagues live abroad and it may not be possible for them to make travel arrangements in time to attend the funeral
- when a body is donated to medical research
- when someone dies abroad and family and friends are unable to attend the funeral
- when a person has been lost/missing for some time and presumed to be deceased
- annual group ceremonies for bereaved families.

A memorial ceremony doesn't have to be a solemn occasion, it is a chance for all who knew the deceased to gather, socialise and share their memories, anecdotes and thoughts.

The ceremony will show warmth, sincerity and will uniquely and affectionately celebrate the life of the deceased. A detailed tribute is paid to them, to the life they lived, the connections they made and have left behind.

## Vehicles

You should remember that if the deceased owned a vehicle then it is possible that there is no longer insurance cover for it to be driven. Many policies state that a vehicle may be driven by someone else with the owner's permission but as soon as the owner dies any such permission may cease. It is best to contact the car insurance company before anyone drives the vehicle to make sure they are insured.

If you take up 'Tell Us Once', some of these will be notified on your behalf and you will be informed at the time of registration.

## Who else do you need to contact?

When someone dies you may have to contact a wide variety of organisations to inform them of the death. In many cases you'll need to close down accounts or cancel or change insurance details, subscriptions, agreements, payments or direct debits. You may have to send some organisations a death certificate.

You can use the following as a checklist to see if you have contacted everyone you need:

- accountant
- bank/building society
- benefits agency
- bereavement register (to remove name from mailing lists)
- child benefit office (within eight weeks)
- child's school, or childcare provider
- church or other place of worship
- clubs and social groups
- council tax office (this will be done for you if the deceased lived and died in Oxfordshire)
- credit card companies
- creditors (anyone owed money by the deceased)
- debtors (anyone owing money to the deceased)
- dentist
- disabled parking permit (blue badge)
- doctors
- DVLA (to cancel car tax and driving licence)
- employers
- hire purchase/loan companies
- home help agency
- hospital clinics
- household insurance
- income tax office
- insurance providers
- internet provider
- landlord
- library
- local authority (re: rental/parking permit)
- life assurance
- local Co-operative Share Dividend Office
- mail for redirection
- mortgage provider
- motoring breakdown policy
- motoring insurance
- National Insurance Contributions Office (self-employed)
- National Savings and Investments
- NHS equipment (wheelchairs, hearing aids etc.)
- passport office
- pension plans
- Premium Bond Office
- Probate Office
- professional bodies
- private healthcare provider
- relatives and friends
- solicitor
- TV licence
- telephone provider - landline and mobile
- utilities (gas, electricity, water)

## Children under eighteen

The death of any child is a tragedy. It is vital that all child deaths are carefully reviewed. This is so that we may learn as much as possible from them, to try to prevent future deaths, and to support families.

If your child had a long-term illness or life-limiting condition, and death was anticipated or inevitable, it is likely that your family and the team supporting you will have made an appropriate 'care pathway' together. This might include an end-of-life care plan for your child.

Local health care staff or others such as hospice or hospital staff should work with you and your family to support you.

It may be necessary for the coroner to arrange a post mortem examination. Otherwise, you should be able to register your child's death quickly and proceed with your family's planned funeral and memorial arrangements.

An unexpected death is often sudden. Unexpected means not expected in the 24 hours before the death or before the event that led to the death. The death may have no obvious cause, such as Sudden Unexpected Death in Infancy (SUDI) sometimes referred to as SUDI, or the cause might be clear, such as an accident.

The law requires that all sudden and unexpected deaths be reported to the coroner and the police. A 'rapid response' process will begin. For both expected and unexpected deaths, doctors, nurses and others involved with your child will talk to each other to establish the facts about why your child died. They should also offer support to you. They will consider how the procedures at the time of death and afterwards were managed.

You may not get feedback from each and every one of these discussions, but you can get advice from the local contacts listed.

The death of all children under the age of 18 must be reviewed by a Child Death Overview Panel on behalf of the Local Safeguarding Children Board. The Child Death Overview Panels are groups of professionals who meet several times a year to review all deaths of children who are resident in their area, even if the death occurs in another area. The main purpose is to learn how to try and prevent future deaths.

The Panels make recommendations and report on the lessons learned to the Local Safeguarding Children Board. The Board produces an annual report which is a public document. Anyone can read the report, but it contains no details that could identify an individual child or their family.

If you have any questions about the review you can contact:

CDOP Administrator/Officer,  
Community Paediatrics,  
LG1 Children's Hospital,  
The John Radcliffe Hospital,  
Oxford  
OX3 9DU

Tel: 01865 337023  
occg.cdopoxfordshire@nhs.net

Oxfordshire Clinical  
Commissioning Group,  
Patient Services

Tel: 0800 052 6088

## Getting the support you need just the way you want it

When our circumstances change as a result of bereavement, we may lose more than our loved one. Perhaps daily tasks such as taking care of our home or going out to appointments becomes difficult. Maybe our loss means that there are fewer visitors and activities to look forward to, and we end up feeling lonely or isolated. It can happen to anyone, and it can feel overwhelming and have a profound effect on our health.

If you recognise some of the above and want to talk about what support is available near to where you live, you can ring our friendly team of advisors who can help. By ringing us for a chat you can let us know about your situation and what support or advice you'd like, without having to commit to anything unless you want to. Our advisors are trained to listen to you and think about what might work for you, and help with advice and information.

Examples of information to help you with includes finding out about:

- your nearest Good Neighbour Scheme
- Carers Oxfordshire – getting support from people who are or have been carers themselves
- the Support with Confidence scheme for Personal Assistants
- what your nearest Day Centre has to offer
- getting care and support for yourself
- local groups and organisations which may be of interest to you, such as support groups or special interest groups.

Please get in touch with our Social and Health Care team if you think we may be able to help. Our contact details are:

Tel: 0845 050 7666

Fax: 01865 783111

Out of hours emergency number: 0800 833408 (freephone)

Oxfordshire County Council  
Social and Health Care Team  
PO Box 780  
Oxford  
OX1 9GX

[www.oxfordshire.gov.uk/adultsocialcare](http://www.oxfordshire.gov.uk/adultsocialcare)

[socialandhealthcare@oxfordshire.gov.uk](mailto:socialandhealthcare@oxfordshire.gov.uk)

If you prefer, you don't have to give your name, we will be equally glad to help you!



## General Help

### MINISTERS OF RELIGION AND FAITH COMMUNITIES

Can provide support and comfort, including to people not previously active in a religious community. Some faith communities in Oxfordshire offer bereavement support groups.

Please make local enquires for further information.

### CITIZENS ADVICE OXFORDSHIRE

Confidential legal and financial advice.

Helpline: 03444 111 444

[www.coax.org.uk](http://www.coax.org.uk)

### EMPLOYEE ASSISTANCE PROGRAMMES

Many companies offer Employee Assistance Programmes which provide employees with free counselling sessions. Ask your manager or the human resources department.

### INDEPENDENT COUNSELLORS AND THERAPISTS

Many therapists have their own websites providing information:

[www.itsgoodtotalk.org.uk](http://www.itsgoodtotalk.org.uk)

(British Association of Counselling and Psychotherapy).

[www.psychotherapy.org.uk](http://www.psychotherapy.org.uk) (UK Council for Psychotherapy).

## General Bereavement Support

### DYING MATTERS COALITION

A website with links to organisations providing help, a guide to useful publications such as, 'Telling Others About a Death' and 'Coping with Grief'.

[www.dyingmatters.org](http://www.dyingmatters.org)

### LONDON FRIEND

A gay, lesbian, bisexual and trans charity offering counselling and bereavement support. (Monday-Wednesday 7.30pm-9.30pm).

Helpline: 020 7833 1674

[www.londonfriend.org.uk](http://www.londonfriend.org.uk)

### THE LOSS FOUNDATION (TLF)

Offers support groups and social events for people who have lost a loved one to cancer.

Helpline: 0300 200 4112

[www.thelossfoundation.org](http://www.thelossfoundation.org)

[info@thelossfoundation.org](mailto:info@thelossfoundation.org)

### SAMARITANS

24 hour confidential telephone service for anyone feeling desperate or suicidal or experiencing a personal crisis such as bereavement.

Oxford: 01865 722122

60 Magdalen Road, Oxford, OX4 1RB

(drop-in available 8am-10pm).

Banbury: 01295 270000

33 Albert Street, Banbury OX16 5DG

[www.samaritans.org](http://www.samaritans.org)

[jo@samaritans.org](mailto:jo@samaritans.org)

### SCARD (Support and Care After Road Death and Injury)

Provides emotional, practical support and counselling to those bereaved following a road accident. (9am-9pm 365 days a year).

Helpline: 0845 123 5542

[www.scard.org.uk](http://www.scard.org.uk)

### GENERAL PRACTITIONERS AND DISTRICT NURSES

Your GP may be able to help by listening, offering support for problems like sleeplessness or depression, by advising you about other sources of support or by referring you to a counsellor.

Your district nurse may contact you to ask how you are and may also be able to give advice about sources of support.

**OXFORDSHIRE COUNTY COUNCIL**

The county council offers many helpful services to all residents in the County and our website is a good place to start looking. We also recommend that you contact any of the other services on this page, which may be relevant to you.

Helpline: 0845 129 5900  
www.oxfordshire.gov.uk

**Oxfordshire Bereavement Services****AGE UK OXFORDSHIRE**

An independent, local charity. Passionate about making Oxfordshire a great place to grow old in. Recently bereaved people are offered support through fortnightly group meetings where you can meet for coffee and cake or to share a meal.

Helpline: 0345 450 1276

www.ageuk.org.uk/oxfordshire      admin@ageukoxfordshire.org.uk

**CRUSE, BEREAVEMENT CARE (OXFORD AND BANBURY BRANCH) – FOR ALL BEREAVED ADULTS**

A national organisation with local branches in Oxford and Banbury. Provides individual and group support, counselling and social 'friendship' groups. National website providing practical information, online support with a dedicated site for young people (www.hopeagain.org.uk).

Oxford: 01865 245398 (Monday – Friday 10am-1pm).

www.oxfordcruse.co.uk      admin@oxfordcruse.co.uk

www.cruse.org.uk

**DEMENTIA OXFORDSHIRE**

A partnership between Age UK Oxfordshire, Guideposts and Young Dementia UK. Whose aim is to be alongside people living with dementia and their families. Providing information and support needed to live within their local community.

Helpline: 01865 410210 (Monday-Friday 9am-6pm).

www.dementiaoxfordshire.org.uk      info@dementiaoxfordshire.org.uk

**HELEN & DOUGLAS HOUSE FAMILY SUPPORT TEAM**

Offers individual, group support and counselling to families of patients cared for by Helen & Douglas House.

01865 794749 (Monday-Friday 9am-5pm).

www.helenanddouglasshouse.org.uk

**KATHARINE HOUSE HOSPICE BEREAVEMENT SERVICE**

Offers support and counselling to families and friends of Katharine House Hospice patients.

Helpline: 01295 811866

www.khh.org.uk      general@khh.org.uk

**MAGGIE'S OXFORD - FOR THOSE AFFECTED BY CANCER**

Offers bereavement support to those affected by cancer through support groups and individual counselling. The Maggie's national website hosts an on-line facilitated bereavement support group.

Helpline: 01865 751882 (Monday-Friday 9am-5pm).

www.maggiescentres.org      oxford@maggiescentres.org

**ONLY WITH LOVE**

Family led, home funerals providing a very personal service without the need for a funeral director.

01865 362984

www.onlywithlove.co.uk      claire@onlywithlove.co.uk

**OXFORDSHIRE JEWISH CONGREGATION**

Local, sympathetic support for Jewish people (and people with Jewish connections) living in Oxfordshire.

Helpline: 01865 558105

[www.ojc-online.org](http://www.ojc-online.org)

[bereavement@ojc-online.org](mailto:bereavement@ojc-online.org)

**OXFORD UNIVERSITY HOSPITALS NHS TRUST BEREAVEMENT SERVICE**

The Bereavement Service offers practical and emotional support to the immediate family or next of kin of anyone who dies as a patient within the Trust. This includes working with medical, midwifery and nursing colleagues to ensure the completion of all the necessary paperwork after a death, as well as explaining to the bereaved how to register a death and how to find a funeral director, or arrange a funeral without a funeral director.

Working closely with the Coroner's Service, the Oxfordshire Registration Service and local funeral directors to ensure that the bereaved have access to all the information and services they may require. When necessary the bereavement team will refer families to the appropriate Coroner's Officer.

Helpline: 01865 220110 (Monday-Friday 8am-4pm).

[www.ouh.nhs.uk/patient-guide/bereavement-service](http://www.ouh.nhs.uk/patient-guide/bereavement-service)

**SANDS (STILLBIRTH AND NEONATAL DEATH CHARITY) OXFORDSHIRE**

National charity for people affected by the death of a baby during pregnancy or after birth. Oxfordshire Sands holds informal meetings every two months where stories can be shared and support and advice offered. Run by volunteers who are all bereaved parents.

National Helpline: 020 7436 5881 Local befrienders: 07513 295504

[befriender@oxfordshiresands.org.uk](mailto:befriender@oxfordshiresands.org.uk)

[www.oxfordshiresands.org.uk](http://www.oxfordshiresands.org.uk)

[info@oxfordshiresands.org.uk](mailto:info@oxfordshiresands.org.uk)

**SEESAW, GRIEF SUPPORT FOR THE YOUNG IN OXFORDSHIRE - FOR ALL CHILDREN AND YOUNG PEOPLE**

Provides support to young people aged up to 18, working directly with children and parents through 1-1 support, activity groups and family events. SeeSaw also works with schools and provides advice to health and social care professionals who work with children.

Helpline: 01865 744768 (Monday-Friday 8.30am-4.30pm).

[www.seesaw.org.uk](http://www.seesaw.org.uk)

[info@seesaw.org.uk](mailto:info@seesaw.org.uk)

**SOBELL HOUSE BEREAVEMENT SERVICE**

Offers individual, group support and counselling to families and friends of Sobell House patients.

Helpline: 01865 225878

[www.sobellhouse.org.uk](http://www.sobellhouse.org.uk)

[smsh.bereavementservice@ouh.nhs.uk](mailto:smsh.bereavementservice@ouh.nhs.uk)

**WAY FOUNDATION (WIDOWED AND YOUNG)**

Helps young widowed people (up to age 51) through social events. Run by young widowed volunteers with an active branch in Oxfordshire.

Helpline: 0300 012 4929

[www.widowedandyoung.org.uk](http://www.widowedandyoung.org.uk)

[info@wayfoundation.org.uk](mailto:info@wayfoundation.org.uk)

**WAY UP**

WAY UP is a mutual help group created to support the needs of anyone (over the age of 50) who has lost a long term life partner. As well as providing a national web-based group, WAY UP offers meetings and events all over the UK including Oxfordshire.

[www.way-up.co.uk](http://www.way-up.co.uk)

[info@way-up.co.uk](mailto:info@way-up.co.uk)

## National Organisations

### BEREAVEMENT ADVICE CENTRE

Helpline and web-based information service offering support, information and advice about what to do after a death and the practical issues and procedures that people may face.

Helpline: 0800 634 9494 (Monday-Friday 9am-5pm).

[www.bereavementadvice.org](http://www.bereavementadvice.org)      [info@bereavementadvice.org](mailto:info@bereavementadvice.org)

### THE COMPASSIONATE FRIENDS

The Compassionate Friends are bereaved parents who offer support and friendship to parents whose child has died at any age and from any cause. Support is also available for bereaved adult siblings (Support in bereavement for brothers and sisters - SIBBS) and grandparents. The Shadow of Suicide group (SOS) can put parents in touch with other parents who lost children through suicide. Contact via national helpline which is answered by a bereaved parent who provides support and information.

Helpline: 0345 123 2304 (open daily 10am-4pm, 7pm-10pm).

[www.tcf.org.uk](http://www.tcf.org.uk)      [helpline@tcf.org.uk](mailto:helpline@tcf.org.uk)

### THE LULLABY TRUST

**(Formerly the Foundation for the Study of Infant Deaths)**

Trained bereaved parents - a befriending service by phone or email.

Helpline: 0808 802 6868 (free bereavement line).

Helpline: 0808 802 6869 (free information line).

[www.lullabytrust.org.uk](http://www.lullabytrust.org.uk)      [support@lullabytrust.org.uk](mailto:support@lullabytrust.org.uk)

### MISCARRIAGE ASSOCIATION

Offers information and support to people who have been affected by miscarriage, ectopic pregnancy or molar pregnancy.

Helpline: 01924 200 799 (Monday-Friday, 9am-4pm).

[www.miscarriageassociation.org.uk](http://www.miscarriageassociation.org.uk)      [info@miscarriageassociation.org.uk](mailto:info@miscarriageassociation.org.uk)

### ROAD PEACE

Provides emotional and practical support to those bereaved or injured in a road crash (RTA). Helpline staffed by volunteers who themselves have been bereaved or injured in a RTA. Also offers befriending, a resilience building course and specific guides and information sheets on the legal procedures that follow a road death.

Helpline: 0845 4500 355 (Monday-Friday 9am-5pm).

[www.roadpeace.org](http://www.roadpeace.org)      [helpline@roadpeace.org](mailto:helpline@roadpeace.org)

### SSAFA FORCES HELP

National charity helping serving and ex-serving men, women and their families.

Helpline: 0800 731 4880 (Monday-Friday 9am-5.30pm).

[www.ssafa.org.uk](http://www.ssafa.org.uk)

### SURVIVORS OF BEREAVEMENT BY SUICIDE (SOBS)

SOBS is a mutual support organisation that exists to break the isolation of those bereaved by the suicide of a close relative or friend. Provides emotional and practical support through a helpline, chat room and forum, group meetings and residential events.

Helpline: 0300 111 5065 (Monday-Friday 9am-9pm).

[www.uk-sobs.org.uk](http://www.uk-sobs.org.uk)      [sobs.support@hotmail.com](mailto:sobs.support@hotmail.com)

## National Organisations for children and young people

### CHILD BEREAVEMENT UK

Supports families and educates professionals when a baby or child of any age dies or is dying, or when a child is facing bereavement. Helpline provides confidential listening, help and guidance, information and signposting to other agencies. Provides a range of publications and resource materials, interactive website, on-line family forum and a searchable database of support organisations. Offers a bereavement service for Buckinghamshire and Milton Keynes and occasionally to Oxfordshire.

Helpline: 0800 028 8840 (Monday-Friday 9am-5pm).

[www.childbereavementuk.org](http://www.childbereavementuk.org)      [enquiries@childbereavementuk.org](mailto:enquiries@childbereavementuk.org)

### CHILD BEREAVEMENT NETWORK

Provides information and support for children, their families and their care givers.

Helpline: 020 7843 6309

[www.childhoodbereavementnetwork.org.uk](http://www.childhoodbereavementnetwork.org.uk)  
[cbn@ncb.org.uk](mailto:cbn@ncb.org.uk)

### CRUSE/HOPEAGAIN

Support and advice for bereaved young people, living after loss.

Helpline: Freephone 0808 808 1677 (Monday-Friday 9.30pm-5pm).

[www.hopeagain.org.uk](http://www.hopeagain.org.uk)      [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)

### GRIEF ENCOUNTER – helping children through bereavement

Information and support. An interactive website has areas for children, teenagers, adults and professionals.

Helpline: 020 8371 8455

[www.griefencounter.org.uk](http://www.griefencounter.org.uk)      [contact@griefencounter.org.uk](mailto:contact@griefencounter.org.uk)

### SERVICE CHILDREN SUPPORT NETWORK (SCSN)

SCSN is a network of education and welfare professionals working with the Service community to provide support to Service children, including trauma and bereavement.

Helpline: 01296 625779

[www.thelocalofficer.co.uk](http://www.thelocalofficer.co.uk)

### WINSTON'S WISH

A leading childhood bereavement charity, helping children to rebuild their lives. Providing information and support for bereaved children and young people.

Helpline: 08452 03 04 05

(Monday-Friday 9am-5pm and Wednesday evenings 7pm-9.30pm).

[www.winstonswish.org.uk](http://www.winstonswish.org.uk)      [info@winstonswish.org.uk](mailto:info@winstonswish.org.uk)

# Oxfordshire Crematoriums and Registration Service Offices

## OXFORDSHIRE CREMATORIUMS

### **BANBURY CREMATORIUM**

Hardwick Hill, Southam Road, Banbury OX16 1ST  
Tel: 01295 226500

### **OXFORD CREMATORIUM**

Bayswater Road, Headington, Oxford OX3 9RZ  
Tel: 01865 351010

### **SOUTH OXFORDSHIRE CREMATORIUM**

Garford, Abingdon OX13 5PA  
Tel: 01235 250013

## OXFORDSHIRE REGISTRATION SERVICE OFFICES

### **ABINGDON**

Royse Court, Bridge Street OX14 3HU

### **BANBURY**

Bodicote House, Bodicote OX15 4AA

### **BICESTER**

The Garth, Launton Road OX26 6PS

### **DIDCOT**

197 Broadway OX11 8RU

### **HENLEY**

68 Northfield End RG9 2JN

### **OXFORD**

1 Tidmarsh Lane OX1 1NS

### **WITNEY**

Council Offices, Woodgreen OX28 1NB

**0845 129 5900**

**[www.oxfordshire.gov.uk/registration](http://www.oxfordshire.gov.uk/registration)**



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**Oxford Thames**  
01865 334444

**Oxford Witney**  
01993 779777



We have built a reputation for providing a level of service that is second to none. From the moment that contact is made, either by visiting one of our funeral homes, or by telephone (24 hours, every day of the year), we will provide a caring, professional and dignified service.

Our philosophy is that a funeral should be exactly what the family wish for and all of our efforts are dedicated to ensuring that every detail is correct and professionally carried out.

From the simplest funeral to the most elaborate, our aim is always to provide exactly what you are seeking.

## S&R CHILDS FUNERAL SERVICES



81 Ock Street, Abingdon OX14 5AG	01235 520808
10 The Parade, Oxford Road, Kidlington OX5 1EE	01865 378888
4 Elms Parade, Botley OX2 9LG	01865 245464
142 Oxford Road, Cowley OX4 2EA	01865 714007
Pharmacy House (Head Office), 69 London Road, Headington OX3 9AA	01865 427272
1 Courtland Road, Rose Hill OX4 4HZ	01865 772780
81 High Street, Witney OX28 6HY	01993 702675

E: [info@srchilds.co.uk](mailto:info@srchilds.co.uk)

[www.srchilds.co.uk](http://www.srchilds.co.uk)



# Funeral Directors

## ABINGDON

The Co-operative Funeralcare  
26 High Street, Abingdon OX14 5AX  
01235 554589 E: abingdon.funeral@midcounties.coop  
www.coopfunerals.co.uk

Edward Carter Funeral Director  
107 South Avenue, Abingdon OX14 1QS  
01235 528293 E: edcarterfd@yahoo.co.uk  
www.edcarterfd.co.uk

S & R Childs Funeral Services  
(incorporating P L Barrett, part of Dignity Group)  
81 Ock Street, Abingdon OX14 5AG  
01235 520808 E: info@srchilds.co.uk  
www.srchilds.co.uk

Tonks Brothers Funeral Directors  
158 Ock Street, Abingdon OX14 5DT  
01235 539444 E: tonksbrothers@icloud.com  
www.tonksbrothers.com

## BANBURY

The Co-operative Funeralcare  
(incorporating Trinder's Funeral Services)  
122 Middleton Road, Banbury OX16 4QU  
01295 272207 E: banbury.funeral@midcounties.coop  
www.coopfunerals.co.uk

Edd Frost & Daughters Ltd, Independent Family Funeral Directors  
20 Horton View, Banbury OX16 9HR  
01295 404004 E: office@eddfrostanddaughters.co.uk  
www.eddfrostanddaughters.co.uk

Humphris Funerals  
32 Albert Street, Banbury OX16 5DG  
01295 265424 E: info@humphrisfunerals.co.uk  
www.humphrisfunerals.co.uk

## BICESTER

The Co-operative Funeralcare (incorporating R J Tyrrell)  
11 Manorsfield Road, Bicester OX26 6EH  
01869 252888 E: bicester.funeral@midcounties.coop  
www.coopfunerals.co.uk

D L Hancock Ltd, Independent Funeral Directors  
Chapel House, 13 North Street, Bicester OX26 6NA  
01869 244200 E: darren@dlhancock.co.uk  
www.dlhancock.co.uk

L Hartness Funeral Directors (part of Dignity Group)  
11 Victoria Road, Bicester OX26 6QD  
01869 253282 E: lhartnessfunerals.bicester@dignityfunerals.co.uk  
www.dignityfunerals.co.uk

## CARTERTON

The Co-operative Funeralcare  
4 Brize Norton Road, Carterton OX18 3JF  
01993 843359 E: carterton.funeral@midcounties.coop  
www.coopfunerals.co.uk

E Taylor & Son  
21 Corbett Road, Carterton OX18 3LG  
01993 842421 E: etaylorandson@btconnect.com  
www.etailorfunerals.co.uk

## CHINNOR

Surman & Horwood Funeral Service Ltd  
The Green, Crowell, near Chinnor OX39 4RR  
01844 351323 E: surmanandhorwood@btconnect.com  
www.surmanandhorwood.com

## CHIPPING NORTON

A L Sole & Son  
Bidston Close, Choice Hill Road, Chipping Norton OX7 5PP  
01608 644112 E: mail@soles.eclipse.co.uk

## DIDCOT

The Co-operative Funeralcare  
6 The Market Place, The Broadway, Didcot OX11 7LE  
01235 512266 E: didcot.funeral@midcounties.coop  
www.coopfunerals.co.uk

M & J Didcock Funeral Service  
15-17 Park Road, Didcot OX11 8QL  
01235 510292 E: enquiries@didcotfuneraldirectors.co.uk  
www.didcotfuneraldirectors.co.uk

R & H Barker  
40 Wantage Road, Didcot OX11 0BT  
01235 510033 E: roger@rmbarker.co.uk  
www.rogerbarker.co.uk

## FARINGDON

The Co-operative Funeralcare (incorporating A E Baker & Sons)  
Cardinal House, 5 Park Road, Faringdon SN7 7BP  
01367 240572 E: faringdon.funeral@midcounties.coop  
www.coopfunerals.co.uk

G & L Evans  
8 Marlborough Street, Faringdon SN7 7JP  
01367 242762 E: geoff@evansfunerals.com  
www.evansfunerals.com

J Godfrey & Son  
Ware Road, Stanford in the Vale, Faringdon SN7 8NY  
01367 718998 E: info@jgodfreyandsonfuneralservices.co.uk  
www.jgodfreyandsonfuneralservices.co.uk

## HENLEY-ON-THAMES

A B Walker & Son Ltd  
Blyth House, 158 Reading Road, Henley-on-Thames RG9 1EA  
01491 413434 E: henley@abwalker.co.uk  
www.abwalker.co.uk

Tomalin & Son  
Anderson House, 38 Reading Road, Henley-on-Thames RG9 1AG  
01491 573370 E: tomalin@btconnect.com  
www.tomalins.co.uk

## KIDLINGTON

C S Boswell, Independent Funeral Services  
7 Bicester Road, Kidlington OX5 2LA  
01865 373712 E: info@boswellfuneralservices.co.uk  
www.boswellfuneralservices.co.uk

The Co-operative Funeralcare  
22 Fairfax Centre, Kidlington OX5 2PB  
01865 371159  
E: reevesandpainkidlington.funeral@midcounties.coop  
www.coopfunerals.co.uk

Jerrams Brothers Funeral Directors  
18 The Kidlington Centre, Kidlington OX5 2DL  
01865 374444 E: jerramsbrothers@aol.com  
www.jerramsbrothers.co.uk

S & R Childs Funeral Services (part of Dignity Group)  
10 The Parade, Oxford Road, Kidlington OX5 1EE  
01865 378888 E: info@srchilds.co.uk  
www.srchilds.co.uk



## OXFORD

The Co-operative Funeralcare (incorporating A W Bruce Ltd)  
29 Rogers Street, Summertown OX2 7JS  
01865 310907 E: summertown.funeral@midcounties.coop  
www.coopfunerals.co.uk

The Co-operative Funeralcare Blackbird Leys  
71 Balfour Road, Blackbird Leys OX4 6AG  
01865 395489 E: blackbirdleys.funeral@midcounties.coop  
www.coopfunerals.co.uk

The Co-operative Funeralcare Cowley  
2 Hendred Street, Cowley OX4 2ED  
01865 748855 E: oxford.funeral@midcounties.coop  
www.coopfunerals.co.uk

The Co-operative Funeralcare Headington  
Unit 1, Holyoake Hall, London Road, Headington OX3 9ED  
01865 308581 E: headington.funeral@midcounties.coop  
www.coopfunerals.co.uk

The Co-operative Funeralcare Oxford  
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01865 242529  
E: reevesandpainoxford.funeral@midcounties.coop  
www.coopfunerals.co.uk

D L Hancock Ltd, Independent Funeral Directors  
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S & R Childs Funeral Services Botley  
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01865 245464 E: info@srchilds.co.uk  
www.srchilds.co.uk

S & R Childs Funeral Services Cowley  
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S & R Childs Funeral Services (Head Office) Headington  
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01865 427272 E: info@srchilds.co.uk  
www.srchilds.co.uk

S & R Childs Funeral Services Rose Hill  
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1 Courtland Road, Rose Hill OX4 4HZ  
01865 772780 E: info@srchilds.co.uk  
www.srchilds.co.uk

The Individual Funeral Company  
86 Rose Hill, Oxford OX4 4HX  
01865 714130 E: info@theindividualfuneralcompany.co.uk  
www.theindividualfuneralcompany.co.uk

## THAME

The Co-operative Funeralcare  
8 High Street, Thame OX9 2BU  
01844 260067 E: thame.funeral@midcounties.coop  
www.coopfunerals.co.uk

F J Wilson Funeral Director  
Greenway, Haddenham HP17 8BJ  
01844 291200

Surman & Horwood Funeral Service Ltd  
7 Buttermarket, Thame OX9 3EW  
01844 217892 E: surmanandhorwood@btconnect.com  
www.surmanandhorwood.com

## WALLINGFORD

Howard Chadwick Independent Funeral Service  
33 Benson Lane, Wallingford OX10 8ED  
01491 825222 E: office@chadwickfuneralservice.co.uk  
www.chadwickfuneralservice.co.uk

The Co-operative Funeralcare Wallingford  
18 St Martin's Street, Wallingford OX10 0AL  
01491 835832 E: wallingford@letsco-operate.com  
www.co-operativefuneralcare.co.uk

## WANTAGE

The Co-operative Funeralcare  
7 Millbrook Square, Grove, Wantage OX12 7JZ  
01235 766155 E: grove.funeral@midcounties.coop  
www.coopfunerals.co.uk

Edward Carter Funeral Directors  
15 Newbury Street, Wantage OX12 9BU  
01235 770996 E: edcarterfd@yahoo.co.uk  
www.edcarterfd.co.uk

H J Knapp & Sons (Part of Dignity Group)  
4 Church Street, Wantage OX12 8BL  
01235 772205  
www.dignityfunerals.co.uk

J Godfrey & Son  
21 Mill Street, Wantage OX12 9AB  
01235 767165 E: info@jgodfreyandsonfuneralservices.co.uk  
www.jgodfreyandsonfuneralservices.co.uk

R & H Barker  
Harcourt Rd, Wantage OX12 7DQ  
01235 762911 E: roger@rmbarker.co.uk  
www.rogerbarker.co.uk

## WITNEY

The Co-operative Funeralcare  
The Cemetery Lodge, Tower Hill, Witney OX28 5ES  
01993 706778 E: witney.funeral@midcounties.coop  
www.coopfunerals.co.uk

Greens Funeral Services  
21 High Street, Eynsham OX29 4HE  
01865 880837 E: greensfs@aol.com

Greens Funeral Services  
8 Bridge Street, Witney OX28 6YH  
01993 776486 E: greensfs@aol.com

Peter Smith & Son Funeral Directors Ltd  
54 Newland, Witney OX28 3JG  
01993 702000 E: info@petersmithandson.co.uk  
www.petersmithandson.co.uk

S & R Childs Funeral Services  
(incorporating Fisher & Townsend, part of Dignity Group)  
81 High Street, Witney OX28 6HY  
01993 702675 E: info@srchilds.co.uk  
www.srchilds.co.uk

## WOODSTOCK

Jerrams Brothers Funeral Directors  
33 High Street, Woodstock OX20 1TE  
01993 811491 E: jerramsbrothers@aol.com  
www.jerramsbrothers.co.uk

## WYCHWOOD

Wychwood Funeral Services  
Shipton Road, Milton-under-Wychwood OX7 6JP  
01993 831557 E: info@wychwoodfuneralservices.co.uk  
www.wychwoodfuneralservices.co.uk

## What to do if things go wrong

If you are unhappy with any aspect of your funeral director's service, you are entitled to make a complaint.

For further information, speak to someone at your local Citizens Advice Bureau  
[www.caox.org.uk](http://www.caox.org.uk)

### **What can you do if things go wrong?**

Customer satisfaction is very important to us. We hope that this guide has enabled you to make the best choices for your individual needs and has helped you through your time of bereavement. We are also aware that things can sometimes go wrong.

### **What to do if you are not satisfied with the funeral arrangements**

Most funerals are conducted well. However, if you have a complaint, discuss it with your funeral director. The majority of funeral directors belong to one of two trade associations so if you are not satisfied with the response, you can complain to whichever association the funeral director belongs to. These are:

- The National Association of Funeral Directors (NAFD)
- The National Society of Allied and Independent Funeral Directors

You can also get advice from your local trading standards department.

### **What to do if you are not satisfied with the county council's services**

Oxfordshire County Council's Registration Service aims to provide a high quality caring and sensitive service for people at a difficult period of their lives. We aim to offer you a personal and professional service and give support and advice to you in your time of bereavement.

### **Further advice and help**

If you require any advice or help, please call us on 0845 129 5900 Monday to Thursday 9am - 4.30pm and Friday 9am - 4pm and we will be very pleased to assist you.

We aim to offer you a personal and professional service and to offer support and advice in your time of bereavement.

If you feel we have not given you this service or, if you feel there are ways in which this Bereavement Guide could be improved, then we would like to know. Please write to:

The Superintendent Registrar  
Oxfordshire Registration Service  
1 Tidmarsh Lane  
Oxford OX1 1NS

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