Bereavement Guide
Southend-on-Sea Borough Council
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Introduction To Our Services

We know just how difficult a time it can be when someone close to us dies. The feelings of shock, sadness, loss and bewilderment can take over our lives. It is also a time when there are so many things to be done.

Southend-on-Sea Borough Council’s Registration and Bereavement Services have produced this bereavement guide to help you through this difficult time.

It will help you to access all the information you need to assist you through your bereavement, including suggestions of organisations you might like to contact for support. We let you know what is required by law and what your choices are within it.

We aim to provide a sympathetic, helpful and considerate service as it is important to us that you have the most useful and clearest guidance to make sure that the arrangements you make are the ones that are best for you, your family and friends.

If you require further help or advice please call the Register Office on:

01702 215009

or visit our website:

www.southend.gov.uk/registrationservice
We aim to provide a sympathetic, helpful and considerate service and it is important to us that you have the best and clearest guidance to make sure that the arrangements you make are the best for you, your family and friends...
The First Steps

What must you do when someone dies?

When someone dies you will need to inform a number of people and organisations and complete certain documents required by law. If you are a relative or friend you can do some of these things yourself, but others will need to be done by the executor or administrator of the estate.

What to do in the first few days

- Tell the family doctor
- Obtain a medical certificate of cause of death signed by a doctor. If the Coroner is involved, take advice from the Coroner’s Officer regarding registration of the death.
- Register the death at the Register Office. You will find details of how to do this in this guide.
- Complete form BD8, if appropriate (given by the registration office when you register the death) and send it to the local Job Centre Plus or Benefits Agency.
- Contact a funeral director, if you intend to use one.
- Begin arrangements for a funeral – if the deceased made a Will you should check it for any special requests.

Documents you will need

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

- 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
- Birth Certificate
- Marriage/Civil Partnership Certificate
- NHS Number/NHS Medical Card
- Organ Donor Card

*It is not always necessary to have these documents but you will need to provide information contained within them, eg. Date and place of deceased’s birth; spouse/civil partner’s full name, etc*
Registration of a Death

How and where you can register a death, and the information you will need to provide:

A death must be registered within **five days** of its occurrence unless the Coroner is conducting an investigation into the circumstances surrounding the death. Registration must take place in the district where the death occurred, however if it would cause considerable difficulty for a relative or other informant to come to the Register Office, information regarding the death may be given at any other Register Office in England and Wales by declaration and will be sent to the appropriate office by post. Please note that this will delay any funeral arrangement’s. If you need further advice and help please telephone the Registration Service on: **01702 215009**

Registering the death can be carried out at the Civic Centre or the Bereavement Suite in Southend University Hospital. It will take about 45 minutes and we run an appointment system. Please call the Registration Service on: **01702 215009** to make an appointment.

A death can only be registered once the medical certificate of cause of death has been issued by a doctor, or in the case of a death reported to the Coroner, once there is confirmation from the Coroner’s office that the paperwork has been issued.

Who may register a death?

The death should normally be registered by a relative who is related by blood, marriage or adoption. The following people are also able to register in the absence of a qualified relative:

- A person present at the death
- An appointed person of the nursing/residential home/official from the general office at the hospital where the death took place
- A person making the funeral arrangements
What information will you need to give the Registration Officer about the deceased?

- The date and place of death
- The deceased’s full name and any other names they were known by (including maiden surname if the deceased was a married woman)
- Their date and place of birth
- Their last occupation (if the deceased was married, widowed or in a registered legal 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 Registration Officer about yourself as the person registering?

- Your relationship to the deceased e.g. son, daughter, widow, widower, niece, nephew, surviving civil partner.
- Your full name
- Your usual address

What documents you will need when registering a death?

- Medical certificate of the cause of death signed by a doctor who has been in attendance upon the deceased
  Or
- Post-mortem forms will have been sent direct to the Register Office. Please check with the Registration Service before booking your appointment
What documents will you receive from the Registration Officer once the death is registered?

If a Coroner’s post-mortem has not been held, the Registration Officer 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
- A Certificate of Registration of Death (form BD8) issued for the Benefits Agency

Both of these documents are issued free of charge. If the deceased is to be buried or cremated outside of England or Wales the Coroner will issue the necessary forms.

Depending on the circumstances of the deceased, there are a number of organisations you may need to contact after registration. You will be able to purchase one or more death certificates which are certified copies of the entry in the register. Most companies will return the certificate once they have had sight of it.

Please be aware that copies requested after the death registration will cost more than at the time of registration.

What happens if the death is referred to a Coroner?

In a small number of cases – where the cause of death is unclear, sudden or suspicious – the doctor, hospital or registration officer will report the death to the Coroner.

In this case registration of the death will be delayed as an inquest may need to be held and a post-mortem may be required. In these circumstances, contact the Coroner’s office for advice on: 01245 506806

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 sudden and of unknown cause
- Occur in legal custody
Registering a Stillbirth

What do you need to do to register a stillbirth?

When a child is stillborn, (born after the 24th week of pregnancy who did not, at any time after being born, breathe or show any other signs of life) a doctor or midwife will issue a medical certificate of stillbirth. The person who registers the stillbirth must take this certificate to the Registration Office. Every stillbirth in England or Wales must be registered in the district in which it takes place.

A stillbirth may not be registered more than three months after it occurred.

You will be able to make an appointment to attend one of our Registration Offices in Southend-on-Sea. For more information please call the Registration Service on: 01702 215009

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 register office and sign the stillbirth register together
- If the father makes a statutory declaration acknowledging his paternity which the mother must produce to the Registration Officer (this form may be obtained from any registration office in England or Wales).
- If the mother makes a statutory declaration acknowledging the father’s paternity which the father must produce to the Registration Officer (this form may be obtained from any registration office in England or Wales).

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):

- Forenames(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

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

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.

Further certificates can be bought at the time of the registration or at any time afterwards by the mother or father. (The father’s details would need to be recorded in the register entry for him to be able to obtain a certificate.

Certificate for burial or cremation
The Registration Officer will issue a certificate for the burial or cremation of the stillborn child.

This certificate is normally passed to the funeral director who is making the arrangements; a funeral cannot take place until it 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.
Tell Us Once

Informing Government and Local Government

‘Tell Us Once’ is a national programme, being led by the Department for Work and Pensions on behalf of the Government as a whole, to transform the way in which people can tell Government (central and local) about changes to their circumstances.

“At its heart is the proposition that people should only have to tell us things like a death or a birth once and we will make sure that information reaches all the Government departments and agencies that need to know”.

As part of the Registration Service when registering a death, all residents of Southend-on-Sea are offered this service. The Registration Officer will go through the process with you and ensure that Government, Local Council, Passport Office and the DVLA are contacted to stop any services the deceased had been receiving.

List of Services Contacted

- Council Housing
- Council Tax
- Council Tax Benefit
- Housing Benefit
- Adult Social Services
- Electoral Services
- Library Services
- Blue Badge
- Family Information Service

Registration Officer discussing Tell Us Once with a relative of the deceased
The Funeral

Below are the documents you will need before you can arrange a funeral. You will need to give the funeral director, crematorium or cemetery office the following forms:

Burial

- Green certificate for Burial (form 9) from the Register Office – or Order for Burial (form 101) if the Coroner was involved.

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 Register Office or Order form Cremation (form E) if the Coroner was involved,
- Medical forms B and C (Completed by doctors who dealt with the deceased),
- For funerals outside England and Wales form 104 will have to be obtained from the Coroners office, your funeral director may be able to help you with this.

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 or contribute to it,
- Cost of the funeral,
- Whether to have flowers or donate money to a chosen charity,
- Where to donate flowers after the funeral,
- Sending out invitations,
- Placing a notice in the newspapers.
Taking the deceased’s wishes into account

Remember to check the deceased’s will or other written instructions for special wishes about their funeral or what should happen to their body. However, the executor doesn’t have to follow the instructions of the funeral left in the will. If there are no clear wishes it’s generally the executor or nearest relative who decides where the body is cremated or buried.

How do you arrange the funeral and 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 Registration Officer within 5 days of occurrence,
- The body should be either cremated or buried,
- There are no legal requirements to have any kind of funeral ceremony at all.

What choices do you have for the funeral?

A funeral can be either by burial or 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 types of funeral and it is useful to remember that:

- You can decide for yourself the form of the ceremony,
- You do not have to use a funeral director although most people do,
- You can choose a religious or a humanist ceremony.
- You do not have to use a clergyman unless you want an Anglican service,
- You can choose a ceremony that reflects any religious beliefs or multi-cultural traditions,
- You don’t have to hold the funeral ceremony in a licensed building – it can be held in your home,
- Your ceremony does not have to take place in a crematorium or place of worship.

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

- Think about music – you may not want to use traditional organ music. You might prefer a CD or cassette or even live music. Discuss it with relatives, your funeral director, the
crematorium and the person you have chosen to conduct your funeral ceremony,

- Think about individual contributions you might want to include a reading, a poem or a favourite story. Plan a running order that will provide you with the kind of ceremony that 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, 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 about 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.

**What music can you choose?**

Many tradition hymns are essentially religious and may not always be appropriate. Traditional religious services may be more difficult to personalise but Civil Funerals might offer a much wider scope for musical choice. It is possible to vary from the traditional and still be dignified and uplifting.

**What readings can you choose?**

Readings of prose or poetry at a funeral ceremony can be an effective way to make the ceremony personal to the deceased and the bereaved family. There are many readings and poems that are appropriate and can be used in this way to great effect. 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.

**Using a 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 deceased are dealt with in a dignified manner. 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 the telephone directory.
Most funeral directors are members of one of the two trade associations:

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

Companies who are association members must provide you with a price list on request and cannot exceed any written estimate they give you without your permission.

**Organising alternative burials**

You will need a death certificate signed by a doctor and a certificate for burial from a Registration Officer, or a Coroner. 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 with the local council.

If you are planning an internment 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 Council 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.
Civil Funeral Ceremony

Southend-on-Sea Registration Services are pleased to offer you the opportunity to celebrate the life of a loved one with a Civil Funeral ceremony. Designed and tailor-made to your exact requirements, the ceremony gives family and friends a unique and personal way of saying goodbye.

A typical ceremony will usually include:

- Favourite or appropriate music (of any kind).
- An introduction to the ceremony and words of comfort.
- Poetry or readings.
- A Eulogy or tribute to the deceased, often with contributions from family, friends and colleagues.
- A time of reflection, silent meditation or private prayer.
- The Committal with music or words of farewell.
- Closing words, which can include thanks and announcements.

Civil Funeral ceremonies may be conducted at crematoria, cemeteries, woodland burial grounds and other non-religious premises.

What is a Civil Funeral?

A Civil Funeral is a unique, non-religious ceremony to commemorate and celebrate the life of a loved one. Above all, it is a ceremony that reflects the wishes of the family and those of the deceased, creating a personal memoir with tributes and thoughts from family and friends.

Where can a Civil Funeral be held?

Almost anywhere, with the exception of religious buildings and churches. The ceremony is appropriate for either a cremation or burial at any non-religious burial ground.

Who conducts a Civil Funeral ceremony?

The person conducting the ceremony is a professional, qualified celebrant, chosen for their experience, professionalism and empathy. Our celebrants are members of the Registration Service, but it is important to note that they are not acting as Registrars when working as a Civil Funeral celebrant.
How can I arrange a Civil Funeral?

Please contact registeroffice@southend.gov.uk or for further information telephone the Registration Service on 01702 215009. If you wish, tell your funeral director that you would like a Civil Funeral conducted by Southend Registration Service and they will make the call for you. Further details can be found on www.southend.gov.uk

What will happen next?

A Civil Funeral celebrant will contact you as soon as possible and arrange either a home visit, or an appointment at the Register Office, whichever is preferred. During this meeting, our experienced celebrant will help you, together with any family and friends who may wish to be present, to make choices about readings, poetry, music and general content. The celebrant will then write a Eulogy or tribute that highlights the memories of your loved one’s life, ensuring that they are captured and treasured forever. Around this, we will create a meaningful and dignified funeral service.
How Will I Pay?

If you arrange a funeral you are responsible for paying the bill, so check where the money will come from and if there will be enough.

Funeral costs may be paid in different ways including:

- From the estate of the deceased,
- The deceased may have been paying into a funeral scheme or have a prepaid funeral plan – you’ll need to check paper work to see if a plan exists,
- Money from a life insurance policy or pension scheme,
- The bank or building society of the deceased may agree to release funds to pay for the funeral costs,
- You, or the executor may need to pay and then recover the money from the estate later.

- 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 if the funeral has not been already arranged.

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 the death of your husband, wife or civil partner.

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:
The double pergola linking the Crematorium Chapels with the Sunken Rose Garden
Southend Cemetery and Crematorium

Southend Cemetery and Crematorium’s Bereavement Services provide a caring, sensitive and high quality service for people at a difficult time in their lives. Bereavement Services staff can provide helpful advice and guidance about all aspects of funerals and memorials. Tel: 01702 603907 / 603908

Creating an environment that brings comfort and peace to visitors is always a high priority at Southend Cemetery and Crematorium. We firmly believe in the importance of our responsibility to the community and take the greatest care in appointing and training our staff to meet the highest standards. We are always happy to discuss your individual requirements and to show you around the chapels, gardens and other facilities.

The Chapel and Service

Southend Crematorium offers a choice of two chapels for your funeral or memorial service. Both are multi-denominational and can be used for non-Christian and Secular services. Symbols may be displayed or removed as according to the persuasion of the bereaved. The décor in both chapels is designed to create a comforting surrounding as friends and family join together in remembering and celebrating the life of a loved one.

The South Chapel has seating for 40 people with extra room for standing. It provides a comfortable atmosphere while accommodating a smaller number of guests. The West Chapel is designed to accommodate larger gatherings and can seat 100 people. Both chapels are fitted with hearing loops and are wheelchair accessible.
Memorial Panels on display at Southend Crematorium
Music

Music often holds special memories and both our chapels are equipped with a Wesley Music System and electronic organs to accommodate your needs. The Wesley Music System gives access to a vast library of hymns and recorded music which can be viewed online at www.wesleymusic.co.uk

The system offers, at an additional cost, the opportunity to record services onto CD and DVD. For those loved ones that are unable to attend the service in person, the system can be used to broadcast the service live via the internet (webcast). Should you require an organist, musician or soloist to attend, this can be accommodated.

Choosing a Final Resting Place

When you choose to have a funeral or memorial service at Southend Crematorium, we will ask you what you would like to happen with the cremated remains. Responsibility for this decision lies with the person who signs for the cremation to take place, although we do advise that this decision should often be shared with family and close friends.

Once you have decided on a final resting place for your loved one's remains, we will do everything possible to assist you. For example: You may wish to take the remains from the crematorium. In which case, we will ensure the remains are in an appropriate repository and that everything will be available on the day you wish to collect them.

Alternatively, a cremated remains plot or ash plot can be purchased for the interment of remains in our cemetery lawn. Approved stone memorials can be placed on the plot after interment.

For a burial, the coffin will be taken to the graveside after the service for interment. Flowers and wreaths will be carefully placed on top and a memorial headstone can be supplied.

Memorials

Choosing to dedicate a memorial in memory of a loved one is entirely a matter of personal choice. For those that find they may gain comfort from having a memorial, we have a wide range of memorial options available. This can be an entry in the Book of Remembrance, a wall tablet, or for a burial a headstone.
Book of Remembrance

We have a dedicated book of Remembrance at Southend Crematorium which is on display all year round in our Memorial Chapel. It provides a simple and everlasting memorial.

Miniature Books of Remembrance

These bound Miniature Books provide a personal copy of an entry in the Book of Remembrance. They are of very high quality and each book is inscribed with a copy of the inscription.

Memorial Cards

Memorial Cards are available for individual entries which can be kept at home or given to others and are a lasting keepsake to the memory of a loved one.

Memorial Panels

Each panel is covered in blue leather, worded to the instructions of the applicant in gold leaf. The inscription is limited to 60 characters and examples can be seen in the crematorium memorial chapel.

Memorial Gardens at Southend Cemetery
Memorial Pergola Tablets

A double pergola links the Crematorium Chapels with the Sunken Rose Garden, each pergola incorporates wall units which display commemorative tablets of Westmorland green slate and house troughs for anniversary flowers.

Memorial Bench Seat

A Memorial Bench Seat provides a peaceful spot to rest, reflect and remember a loved one. They are thoughtfully placed around the cemetery grounds or as near as possible to an existing family grave.

Garden of Remembrance

Our Garden of Remembrance and cemetery features many roses, trees and shrubs that have been dedicated in memory of a loved one. Standard roses and rose bushes are found in communal beds in our Garden of Remembrance which covers eight acres and includes Formal Gardens, a Sunken Rose Garden and Rock Gardens.

Woodland Memorial Garden

The Woodland Memorial Garden is designed to create a peaceful memorial area. It is densely planted with native trees and under planted with hollies, dog roses, ferns and other plants. A small stream emanates from a rock pool and flows through the gardens and a wooden pavilion stands within the trees providing shelter and a covered memorial area.
Memorial Flowers and Tributes

Southend-on-Sea Borough Council Parks Nursery Service is proud to offer a wide selection of memorial flowers, tastefully organised with fresh cut flowers. Funeral flowers such as funeral wreaths, funeral sprays and name tributes can say more than words when chosen carefully.

They are hand delivered by the Parks Nursery Service prior to the funeral who work closely with the Funeral Director to ensure that your wreath tribute is as vibrant looking as when it left the nursery.

You can choose a wreath from a traditional bouquet or funeral wreath ring or ask the Parks Nursery Service to create a funeral tribute from your own description.

Stationery Service

The Registration Service offers a Stationery Service, with a variety of memorials cards, order of service, and bookmarks, which we can personalise by including a photograph of your loved one.
Bereavement Support

Coping With Your Practical Concerns

Many people experience some money worries after bereavement such as facing the challenge of running a house on their own for the first time. Therefore, it is a good idea to check if you are entitled to any welfare benefits. Some widows, widowers or surviving civil partners are entitled to special bereavement benefits and, if you now have less money coming in, you may be able to claim for Pension Credit or Council Tax Benefit. The Department of Work and Pensions, as well as organisations such as Help the Aged, for example, provide detailed information about benefits to which you may be entitled.

Sometimes the people you least expect will offer the greatest support. Talking about your loss with friends and loved ones is a very important part of coming to terms with bereavement, and remember that it’s okay to ask for help.

Sometimes people feel they need more help than friends can give. Most Ministers who conduct funeral services are well aware of help that is needed. They will not wish to intrude but are very happy to be approached. Many funeral directors also provide bereavement counselling which no charge is made. Both Ministers and funeral directors will refer to local organisations whose counsellors are experienced in helping the bereaved.

Coping With Your Grief and Loss

Bereavement is a highly personal issue, which can affect people in a variety of ways. Be prepared for your natural grieving process to take considerable time and to pass through a range of emotions such as shock, anger, guilt, fear, sadness etc. You may experience sleeplessness, a poor appetite, anxiety, a sense of being lost and disconnected, and your life may change enormously in practical terms.

Child Bereavement

The death of a child, whatever their age can continue to affect all those who knew the child long after the grieving process might seem to be over. There is no easy answer to coping with such an event which can turn your world upside down. A child’s parents may take years to accept and adjust to their loss. There is no right or wrong way to grieve and each individual must
be allowed to go through their own process. However, even if your child died a long time ago it may be helpful to understand that you may go through a range of emotional states such as numbness, anger, guilt, depression and withdrawal. Anniversaries or different stages of a child’s life can bring up emotions difficult to handle.

Each parent will deal with their grief in a different way which can put stress and strain upon the relationship; men and women often have separate coping strategies. If parents are no longer in the same relationship that may add to the problems.

Whatever your situation, if you need to talk to someone about losing a child, the Child Death Helpline based at Great Ormond Street Hospital and the Child Bereavement Trust offer support to individual members of bereaved families, appropriate to their age and regardless of how long ago or how old the child; losing an adult child can be as devastating to the parent as losing a baby.
## Organisations That Can Offer Help and Advice

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<tr>
<th>Organisation</th>
<th>Contact Details</th>
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<tbody>
<tr>
<td>Age Concern England</td>
<td>0800 169 6565&lt;br&gt;www.ageuk.org.uk</td>
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<tr>
<td>Bereavement Services</td>
<td>01702 215015</td>
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<tr>
<td>British Humanist Association</td>
<td>0207 079 3580&lt;br&gt;www.humanism.org.uk</td>
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<tr>
<td>Cemeteries and Crematorium</td>
<td>01702 603907/603908</td>
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<tr>
<td>Child Bereavement Charity</td>
<td>01494 568900&lt;br&gt;www.childbereavement.org.uk</td>
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<tr>
<td>Child Death Helpline</td>
<td>Freephone 0800 282 986&lt;br&gt;www.childdeathhelpline.org.uk</td>
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<tr>
<td>Childline</td>
<td>Freephone 0800 1111</td>
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<tr>
<td>Community Legal Advice</td>
<td>0845 345 4345&lt;br&gt;www.communitylegaladvice.org.uk</td>
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<tr>
<td>Cruse Bereavement Care</td>
<td>Freephone 0844 477 9400&lt;br&gt;www.crusebeareavementcare.org.uk</td>
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<td>Department of Work and Pensions</td>
<td><a href="http://www.dwp.gov.uk">www.dwp.gov.uk</a></td>
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<tr>
<td>Lesbian and Gay Bereavement Project</td>
<td>0207 403 5969</td>
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<tr>
<td>NSPCC</td>
<td>Freephone 0808 800 5000&lt;br&gt;www.nspcc.org.uk</td>
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<tr>
<td>National Association of Widows</td>
<td>0845 838 2261&lt;br&gt;www.nawidows.org.uk</td>
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<tr>
<td>The Natural Death Centre</td>
<td>01962 712 690&lt;br&gt;www.naturaldeath.org.uk</td>
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<tr>
<td>Probate and Inheritance Tax Helpline</td>
<td>0845 302 0900</td>
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<tr>
<td>Samaritans</td>
<td>0845 790 9090&lt;br&gt;www.samaritans.org.uk</td>
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<tr>
<td>Stillbirth &amp; Neonatal Death Charity</td>
<td>0207 436 5881&lt;br&gt;www.uk-sands.org</td>
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<tr>
<td>Survivors of Bereavement by Suicide</td>
<td>0844 561 6855&lt;br&gt;www.uk-sobs.org.uk</td>
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<tr>
<td>Terence Higgins Trust</td>
<td>0808 802 1221&lt;br&gt;www.tht.org.uk</td>
</tr>
<tr>
<td>Veterans Agency</td>
<td>0800 169 2277&lt;br&gt;www.veterans-uk.info</td>
</tr>
<tr>
<td>War Widows Association of Great Britain</td>
<td>0845 241 2189&lt;br&gt;www.warwidowsassociation.org.uk</td>
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<tr>
<td>Wills and Probate</td>
<td></td>
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</tbody>
</table>
After Funeral Refreshment Service

After service venue facilities

- Free parking
- 3 hours use of a private comfortable room at The Tickfield Centre
- Hospitality catering (finger buffet)
- Unlimited access to wide choice of hot and cold refreshments

Fees & Charges

Up to 20 people £350.00 (£200 as above minus catering)
21 - 30 people £475.00 (£275 as above minus catering)
Additional guests £10.00 per head.

Additional Services

Equipment package £65 per event
Play music or display videos and phones using a TV/VCR/DVD player or laptop and projector.
Free Wi-Fi available on request.

Booking Instruction

To book or check availability please either telephone (01702) 212032
or email tickfield@southend.gov.uk.
Payments by credit or debit card are accepted.
Map and Directions

Southend Crematorium / Cemetery - The Tickfield Centre

1. Head south on Sutton Road
2. At roundabout take 2nd exit continuing on Sutton Road, signposted Town Centre
3. At roundabout take 3rd exit onto East Street (B1015)
4. Once over the bridge, turn left onto Tickfield Avenue
5. Straight ahead, through gates and arrive at The Tickfield Centre (right side)
Where To Find Southend Register Office

Registration Service
Southend-on-Sea Borough Council
Civic Centre
Victoria Avenue
Southend-on-Sea
Essex SS2 6ER

www.southend.gov.uk/registrationservice

Tel: 01702 215009
Email: registeroffice@southend.gov.uk

Opening Hours:
Monday – Wednesday, Friday 8.45am – 5pm
Thursday 8.45am – 7pm
Saturday 9am – 5pm

By Public Transport:
The Register Office is situated along the main thoroughfare into Southend. There is easy access by bus and also from 2 local train lines:

Liverpool St Line
Prittlewell Station
Southend Victoria

Fenchurch St Line
Southend Central
Where To Find Southend Cemetery and Crematorium

The Lodge
Sutton Road Cemetery
Southend-on-Sea, Essex SS2 5PX
www.southend.gov.uk
Tel: 01702 215011

Opening Hours:

Office Hours -
Monday – Thursday 9am-4.30pm
Friday 9am-4.00pm

Grounds -
Open to the public 365 days per year
8am-5.30pm

Memorial Chapel -
Open to the public every day

By Public Transport:
The Cemetery and Crematorium is situated one mile north of Prittlewell Railway Station. A bus (Clipper 61) runs every 30 minutes from the town centre to the Fossetts Park Retail Centre which includes travelling along Sutton Road by the Cemetery and Crematorium.
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117 High Street, Rayleigh

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&

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Tel: 01702 527258

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- Personalise plans according to your wishes
- Inflation proof prices on all funeral plans
- Flexible payment options
- Over 100 years of experience.
Our caring staff are here to listen and advise you, 24 hours a day, 7 days a week.

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01268 691 535

Leigh-On-Sea
27 Glendale Gardens
01702 713 743

Rayleigh
104 High Street
01268 772 111

Southend-On-Sea
15 Queensway
01702 342 647

Great Wakering
28 High Street
01702 219 203
At the Memorial Group we understand how important choosing the perfect memorial can be. It's a lasting reminder of a loved one; a way of commemorating their life; a unique reflection of their personality.

The Memorial Group - Over 100 years of timeless quality

Choosing a fitting memorial for a loved one can be an incredibly difficult and emotional thing to do. You want a lasting reminder of a loved one; a way of commemorating their life; a unique reflection of their personality.

The Memorial Group have been helping the bereaved choose beautiful and fitting memorials for over 100 years. We take great pride in our service and this can be seen in the craftsmanship that goes into each of our memorials.

We believe that every memorial should have a timeless quality: a quality that only comes from using the finest natural materials and skilled workmanship.

From the moment you call us, you will be given our complete attention. We will listen to what you want and provide guidance where needed. Our advisers can then help you select a memorial that's right for you, not what's best for us.
To discuss a memorial, headstone or other tribute in confidence please telephone:

FREEPHONE: 0800 612 4892

A Elfes Ltd, 12 London Road, Aveley, Essex RM15 4XS
Taking care of you and your financial future

We would like to express our sympathy to you and yours at this difficult time. As a firm of Chartered Accountants and Chartered Tax Advisors, established for more than 85 years we are experienced in providing sound and solid tax and financial advice to individuals and families following bereavement.

Working with Rickard Keen Financial Services we can provide advice on:

- Estate and trust planning
- Savings and investments
- Mortgages
- Minimising your tax liabilities
- Retirement planning and pensions
- Inheritance Tax planning

To find out more about how we can help you, please call our Southend office on 01702 347771 or our Basildon office on 01268 548127.

www.rickardkeen.co.uk • www.rkfinancialservices.co.uk
We recognise that dealing with the formalities following a death in the family can be a complicated and stressful process. We'll explain the steps that need to be taken and make it clear how a person’s estate passes, either under the will or if the deceased hasn’t left a will, under the rules of intestacy.

Our highly regarded wills, probate and estate planning team at BTMK are experts in all areas of trusts and estate administration work, with particular expertise in dealing with foreign and domestic property issues and with disputed estates.

Our specialist team will help you with all aspects of probate and estate administration and, if necessary, negotiate with the Revenue on your behalf. We have significant experience in dealing with high value estates and those with a foreign property element. In the event that a claim is brought, or needs to be brought, against the estate then we will liaise with our litigation and dispute resolution team.

We will deal with all of the following matters for you:

- grant of probate or grant of letters of administration
- obtaining a valuation of the estate
- HM Revenue & Customs Forms
- applying for the grant
- disputed probate situations
- distribution of the estate

Ian Powell, a partner at BTMK, is a member of STEP, the Society of Trust and Estate Practitioners, which ensures that clients, their loved ones and potential beneficiaries benefit from experienced solicitors with specialist knowledge in all areas of wills and estate administration.

We work with a number of local accountants and tax advisers on complicated and sensitive estate planning issues and our ability to provide innovative solutions is recognised by clients and other professionals alike.

To arrange a discussion with Ian Powell, call us on 01702 238511 (or e-mail Ian at ian.powell@btmk.co.uk) or call Hannah Kitchiner on 01702 238508 (or e-mail Hannah at hannah.kitchiner@btmk.co.uk).
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For more information call us on: 01702 348384

Email: enquiries@beechamfisherridley.co.uk
Website: www.beechamfisherridley.co.uk
Address: 26 Clifftown Road, Southend-on-Sea, Essex SS1 1AH
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• Affairs of the Elderly and Court of Protection
• Wills, Probate and Trusts
• Powers of Attorney
• Contract disputes
• Commercial matters
• Personal injury claims
• Employment matters
• Civil dispute & court proceedings

We also provide a family mediation service

Contact John Philpott at Rudds on 01702 347853 or email: jphilpott@rudds.co.uk
When someone dies and you are left to deal with their estate, it can seem a very daunting task. FWG can ease the process by assisting you in obtaining the Grant of Representation and dealing with the administration of the estate, regardless of whether someone has died either with or without a Will. We can advise on the mitigation and in some cases avoidance of Inheritance Tax and can also advise on and prepare Deeds of Variation.

For professional advice about Trusts, Powers of Attorney, Wills, Living Wills and all Probate related matters, including challenging or contesting a Will, please call FWG.

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Email: mark@fwgoodson.co.uk
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This guide is for general information about the services offered by Southend-on-Sea Registration Service and Bereavement Services. All information correct at time of printing.