Information you will need to use the service

To make sure the right information is given to any organisations we contact for you and, so that you get the most out of the service, it will help if you can bring along with you the following information about the person who has died:

Checklist:

☐ Their National Insurance number and date of birth
☐ Details of any benefits or services they were receiving
☐ Their driving licence or driving licence number
☐ Their Passport or passport number and town/country of birth
☐ Their Blue Badge (disabled person’s parking badge)
☐ Their Freedom Pass

We will also ask you for contact details for:

☐ Their next of kin
☐ A surviving husband, wife or civil partner
☐ The person dealing with their estate (affairs)

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

Next of Kin

If you are the next of kin, you may be entitled to an increase in benefits, so please also have your National Insurance number available when you contact us. If you are not the next of kin, or the person who is dealing with the deceased’s estate, you can still use the service if you have the authority to act on their behalf. Please remember that it is still your responsibility to make sure any organisation that pays you a benefit has correct and up to date information.
How the service can help you

When someone has died, there are lots of things that need to be done, at a time when you probably least feel like doing them. One of these things is telling government departments and local authority services.

Redbridge Council is offering a service called ‘Tell Us Once’. You tell us and we then tell the relevant departments and local services that need to know. Hopefully this will make things easier for you.

How you can contact us to use the service

When someone has died, their death needs to be registered with the Registrar.

**In person:**
You will need to book an appointment to see the Registrar, please call on 020 8708 7123. The Registrar will carry out the registration and ask if you would like to use the Tell Us Once service. You can also book an appointment online at www.redbridge.gov.uk.

**By Telephone:**
Alternatively once you have registered, you can speak to a Tell Us Once advisor or contact the Department for Work and Pensions (DWP) on 0800 085 7308. Lines are open Monday to Friday between 8am to 8pm. The number is free to call from a BT landline, but other providers, including mobile phone providers, may charge you. Non English speakers should call 0800 085 7308 and an advisor and interpreter will call you back and help you.

If you decide to use the telephone service, once the death has been registered, the registrar will give you a reference number which you will need to quote to the DWP.

**Online:**
You can access the service online on the GOV.UK site

What happens to the information?

If you use the Tell Us Once service we will be able to tell:

**Government Departments**
- Department for Work and Pensions (DWP)
- HM Revenue and Customs (HMRC)
- Passport Office
- DVLA

**Local Council Services**
- Adult Services
- Blue Badge
- Housing Service
- Council Tax
- Council Tax Benefit
- Electoral Services
- Freedom Pass
- Housing Benefit
- Libraries

How will we treat the information given?

We will treat all information securely. The organisations we give information to will use it to update records, end services, benefits and entitlements as appropriate and resolve any outstanding issues. They may use the information we give them in other ways, but only as the law allows.