Fakenham & District
FUNERAL SERVICES LTD.

INDEPENDENT FUNERAL DIRECTORS

SAIF INDEPENDENT FUNERAL DIRECTORS

FUNERAL DIRECTORS

Emma Duggan Dip.FD
Beau Elliott Dip.FD, FAA,

TIME OF NEED

Guiding you through every step...



REGISTERED CO. NO. 10617900 DIRECTOR: EMMA DUGGAN
REGISTERED IN ENGLAND & WALES

INTRODUCTION

This booklet has been produced to help with practical information and advice to help those dealing with a bereavement and the procedures and arrangements that follow.

WHEN A DEATH OCCURS

When someone has died, wherever it may be, the Doctor or G.P. will issue a 'Medical Certificate of Cause of Death' within a few hours or days of the death occurring which must be approved by a Medical Examiner.

Providing a registered RGN, District Nurse or Doctor has seen the person after death or has given permission, we are available 24hrs day for an emergency call out to collect your loved one and bring them back to our premises into our care.
Please see **'Registering a Death'** for more information.

WHEN A DEATH OCCURS AND A CORONER IS NOTIFIED

There are some instances, such as a sudden death, where a Doctor may not know or may not be sure of the cause. If this is the case, he or she will inform the Coroner. Depending on the circumstances surrounding a death, the Coroner may order a post mortem examination. If this should happen, we keep in close contact with the Coroner's Officer's, who will inform us & yourselves if there is any need for an inquest or if the post mortem examination has shown that the death was due to natural causes. If the death was due to natural causes, the Coroner will send his equivalent of The Doctor's Cause of Death Certificate to the Registrar in charge of the district where the death occurred.

Once in receipt of this certificate, the Registrar will be able to issue the Certified Copy of The Entry into the Register (Death Certificate). The white form is for Social Services & Form 9 (green form is for burial).

In cases of cremation the coroner will issue the crematorium directly with a Crem 6 (Order for Cremation), this replaces form 9 (green form.) If the death does not show natural causes, for example: Someone has died as the result of a road traffic accident, then there will be an inquest.

In most cases, after the post mortem examination has been carried out the Coroner will open & adjourn the inquest; this is done purely to allow the funeral to go ahead.

At this time the Coroner will issue you an Interim Death Certificate. This can be shown to Banks, Building Societies, Solicitors etc. This certificate officially informs them that the death has occurred.

The Coroner will also issue all documentation needed for the funeral to take place.

The Coroner will also issue you with Original Death Certificates once an Inquest has taken place. Anyone who was shown the Interim Certificate as proof of death will need to see an Original Death Certificate once it has been issued.

CERTIFICATE OF CAUSE OF DEATH

If the medical practitioner who certifies the death is not referring the Medical Cause of Death Certificate (MCCD) to the Coroner, a *Medical Examiner must formally approve the MCCD before the death can be registered.

Please do not book to register a death until advised to do so by either a Medical Examiner's Office or the Coroner (if referred to the Coroner's Office).

From 9 September 2024 it is no longer a requirement to register the death within 5 days of death, but within 5 days of the Medical Examiner's Office or Coroner authorising the registration.

At the point of sending an authorised MCCD to the registration service, the Medical Examiner's Office will contact the family/representative of the deceased to advise them of the need to register the death.

*please see MEDICAL EXAMINER on page 7 for more information.

TO MAKE AN APPOINTMENT TO REGISTER, PLEASE TELEPHONE NORFOLK COUNTY CENTRAL OFFICE:

0344 800 8020

REGISTRATION OFFICES IN NORFOLK

As of 9 November, deaths can be registered by telephone in Norfolk, as an alternative to attending a register office in person.

Telephone appointments are carried out by a fully qualified registrar.



<u>FAKENHAM REGISTRATION OFFICE</u>
Fakenham Connect,
Oak Street, Fakenham,
NR21 9SR

Open Monday and Thursday 9.30am to 4.30pm
Closed form 12.45pm to 1.45pm

DEREHAM LIBARY
59 High Street, Dereham, NR19 1DZ

Opening times: Monday to Friday 9.30am to 3.30pm

NORWICH ARCHIVE CENTRE
County Hall, Martineau Ln, Norwich, NR21 2DQ

Opening times: Monday to Friday 9.30am to 4.30pm

NORWICH PROFESSIONAL DEVELOPMENT CENTRE
144 Woodside Rd, Norwich, NR7 9QL

Opening times: Monday to Friday, 9.30am to 4.30pm

KING'S LYNN TOWN HALL
Saturday Market Place, King's Lynn, PE30 5DQ

Opening times: Monday to Saturday 9.30am to 4.30pm

The Registrar will arrange an appointment date and time for you to attend a Regsitration Office. Please allow yourself at least 30 minutes as all the information has to be logged onto a computer & then checked.

A Certificate of 'Registration of Death' (also known as Form BD8 or a Form 344), is a form for social security purposes. Please refer to the notes shown on the back of this form.

A Standard Death Certificate is a Certified Copy of the Entry in the Death Register. These will be required for banks, building societies, solicitors, insurance companies and other financial institutions. The fee for certificates requested on the day of the registration is **£12.50 each**.

Please note that registrars do not issue a free death certificate as standard. Often if you produce an original copy of the Death Certificate to the companies mentioned above, they will photocopy the Certificate and return the original.

These companies however will not usually accept a photocopy of the original Death Certificate without having seen the original Certificate first.

The Tell Us Once Service is a service that lets you report a death to most government organisations in one go.
A registrar will explain this service when you register the death. The registrar will either complete the Tell Us Once Service with you or give you a unique reference number so you can use the service yourself online or by phone.

LifeLedger

Close, freeze or transfer all of your loved one's accounts from one place, and for free. Life Ledger is a free, easy-to-use service can help you tell over 1,000 companies across the UK of a death.
For more information go to: **www.lifeledger.com**
or use the below QR Code:

Form 9 - The Certificate for Burial or Cremation
(also known as the Green Form)
This will be sent electronically to the designated Crematorium or Burial Authority (if known) and the Funeral Director.

If in any doubt, please request this form is emailed to our office and we will forward it on where necessary for you.

Email: **info@fakenhamfunerals.com**

THE REGISTRAR WILL NEED THE FOLLOWING INFORMATION:

- The date and place of death.
- The full name of the person who has died, as well as any previous or maiden names where appropriate.
- The date and place of birth of the person who has died.
- The occupation and usual address of the person who has died.
- If the person who has died was married or in a civil partnership, the full names, date of birth and occupation of their spouse or civil partner.
- Your name and address.
- If the deceased was receiving any pension or allowance from public funds, other than a state pension, please tell the registration officer.

FORMS REQUIRED FOR CREMATION

Application Form (1)- This form has to be completed & signed by the Applicant. This form grants permission from the next of kin or executor to the Crematorium to allow the cremation to be held.

Form 9 (Green Form for Cremation) ~ This form is issued by the Registrar. In addition to the forms listed, every Crematorium has their own forms to confirm the date & time of the service, Hymns, any music & general instructions if known regarding the cremated remains.

If Coroner is involved, they will issue a Form 6 (for Cremation) or burial an Order for Burial.

MEDICAL EXAMINERS

As of **September 2024**, every death will be reported to The Medical Examiner.
Medical Examiners are senior medical doctors who are contracted for a number of sessions a week to provide independent scrutiny of the cause of death outside their usual clinical duties.

Medical Examiners are trained in the legal and clinical elements of death certification processes.

The purpose of the Medical Examiner system is to:

- Provide greater safeguards for the public by ensuring independent scrutiny of all non-coronial deaths.
- Ensure the appropriate direction of deaths to the Coroner.
- Provide a better service for the bereaved and an opportunity for them to raise any concerns to a doctor not involved in the care of the deceased.
- Improve the quality of death certification.
- Improve the quality of mortality data.

SOCIAL FUND

If the person arranging a funeral is claiming Benefits or Tax Credits, you may be eligible for help paying the funeral costs.

To download the form SF200, please scan the QR code or go to: **www.direct.gov.uk** and type **SF200** into the search column or contact **Job Centre Plus** on **0800 055 6688** and request a form **SF200**.

PROBATE

When a person dies, somebody has to deal with their estate (the money, property and possessions that they owned) by collecting the assets together, paying funeral expenses, debts and distributing what is left to the people entitled to it.

To ensure that this happens properly according to the appropriate laws and to limit the responsibility of organisations holding assets (banks, building societies, insurance companies etc), the Court issues a 'Grant of Representation', commonly known as 'Probate'.

The current threshold for an estate is £325,000. For any estate over the threshold, tax is charged at 40%.

For more information on Probate & how to obtain it, please scan QR Code or to go: **www.gov.uk/wills-probate-inheritance.**

FUNERAL NOTICE & DONATIONS SERVICE IN PARTNERSHIP WITH

much loved

As part of our service, we provide you with an online tribute page that displays funeral arrangement information and collects in-memory donations for your chosen charities, including any Gift Aid. This special memorial website in tribute to your loved one is a place where you can share memories and stories with family and friends, light candles, add music, photos, videos and leave messages.

This site can also be shared via social network platforms.
This service helps to:

- Give any relevant information to Funeral Guests.
- Help collate all donation information and funeral messages in one place, making it easier to collect donations.
- All donations and Gift Aid are sent directly to your chosen charities.
- Offers you a personalised tribute page which you can keep up for as long as you want.

MuchLoved Charitable Trust is a registered charity no. 1118590. To run, administer and maintain this facility a fee of 3.2% is deducted by MuchLoved from the gross donation in addition to the payment processing fee of (1.9% + 20p).
There is no other charge or fee.

You do not need to do anything at all.
We create the tribute page for you.

You'll receive an email which will provide your login details which gives you ownership of your page and enables you to make any changes you want to the page either by editing the page yourself or through us.

The funeral details will also be displayed in our 'Obituaries & Donations' page section of our website for a few weeks to help provide friends and family with all practical and donation information.

You can keep and update your tribute page for as long as you wish, completely free of charge, and we hope that you find it as a source of both comfort and support.

TRIBUTE & MEMORIAL FILM SERVICE

In an ever changing world, where the customs for funerals and celebrating someone's life are becoming ever more personal, we now offer a **Memory Film service**, which can be purely for private use for family & friends or can be shown at any of Norfolk's Crematoria Chapels during the service.

Photos, videos, images, colours and favorite music can all be used to tailor a personal and lasting tribute for your loved one.

An example of what we offer can be found using the attached QR Code or on our website:**www.fakenhamfunerals.com/visual-tributes**

Should this service be of interest, please ask for more details.



FUNERAL PLANS FROM
Golden Charter
Smart Planning for Later Life



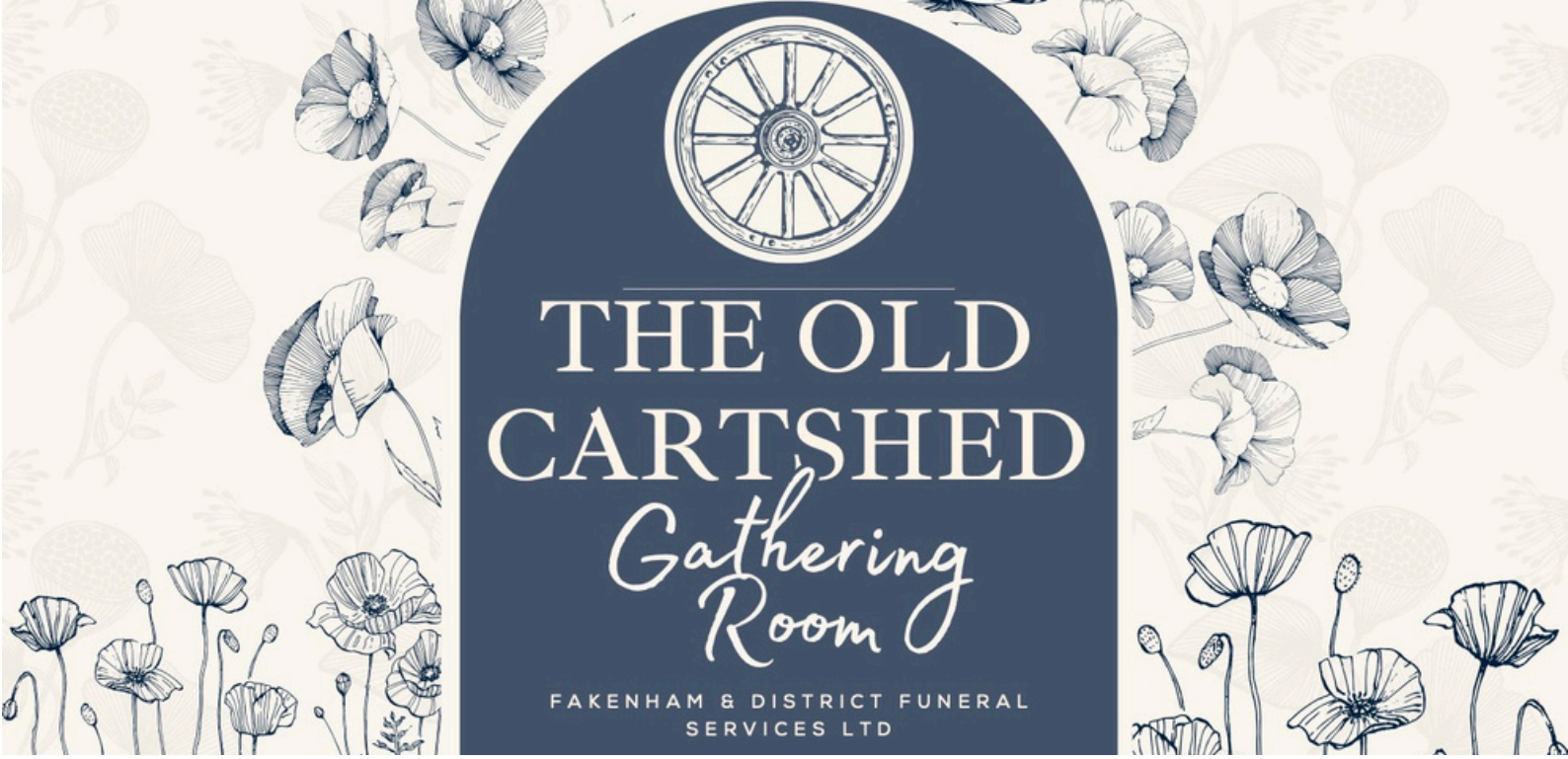
Talking about death and funerals isn't easy. And yet there are several very good reasons why having a funeral plan in place makes perfect sense – from an emotional, practical and financial point of view. From a traditional funeral, to something simpler, with a plan in place you can make sure you get the send-off you really want.

A plan allows you to specify your wishes and pay for the funeral director's services included in your plan. As customers often tell us, that can bring peace of mind to you and your family. A plan from Golden Charter also includes an allowance towards third party costs. These are essential, non-funeral director services such as the cremation or burial fees, plus the minister or officiant's fee to perform the service. The value of the allowance included in your plan may grow over time. There will only be more to pay at the time of the funeral if the third party costs exceed the allowance when you buy your plan, or if the costs increase by more than the growth of your plan.

At Fakenham & District Funeral Services Ltd., we're proud to partner with Golden Charter, one of the UK's largest funeral plan providers *. With a Golden Charter funeral plan you can choose us as your preferred funeral director. When the time comes, we'll take care of your wishes locally with the utmost care and respect. It means your Golden Charter funeral plan offers the best of both worlds – the reassurance of a leading plan provider and our personal care and service when it matters most. Rest assured, a plan from Golden Charter is available to all UK residents regardless of age or state of health.

Would you like to know more information about how a Golden Charter funeral plan could work for you? Golden Charter can provide you with all of the information you need to make an informed decision for you and your family, so get in touch today!

Fakenham & District Funeral Services Ltd. is an introducer appointed representative of Golden Charter Limited trading as Golden Charter Funeral Plans which is authorised and regulated by the Financial Conduct Authority (FRN:965279).



THE OLD CARTSHED
GATHERING ROOM

Late 2023, we converted an outbuilding which used to be a Cartshed here at the rear of Weasenham Manor, into a gathering room which we are proud to be able to offer to families to use for services and receptions.

Complete with a screen, sound system and seating, we can provide bespoke services where you can decorate and tailor the space into a unique environment for your loved one. We can incorporate personal visual tributes, music to fit any wishes and requirements you may have.

We are able to accommodate comfortably up to **50 people seated**, complete with disabled toilet facilities and a kitchen area.

If you require any further information or would like to come and view the room and what we can offer, please contact us:

01328 838838

info@fakenhamfunerals.com




THE OLD CARTSHED
Gathering Room


Fire exit

NOTES

WEASENHAM MANOR,
FAKENHAM RD,
WEASENHAM ST. PETER,
NORFOLK, PE32 2TF

01328 838838

info@fakenhamfunerals.com
emmaduggan@fakenhamfunerals.com
beauelliott@fakenhamfunerals.com

www.fakenhamfunerals.com

