



# Jonathan Terry Est. 1998

Independent Funeral Directors Ltd  
Funeral Directors and Memorial Consultants

## A HELPFUL GUIDE

*to planning a funeral and the days ahead*

When a death occurs, it's hard to know what to do first.

This helpful guide has been put together to confirm and reassure you that we at Jonathan Terry are here to help you every step of the way.

The funeral is important to say farewell and help us create one lasting memory. We never lose sight of the fact we are acting on your behalf. Our obligation is to respond to your needs and to professionally carry out your wishes.



*We are available 24 hours a day 365 days a year – please do call us at any time*

# First Steps

The first steps to be taken when a death occurs are often the hardest to make. We always have experienced staff on call to answer the telephone personally. They can arrange the transfer of the deceased person from the place of death or give immediate and detailed advice or simply help and guide you through that difficult and no doubt unfamiliar period immediately following a death.



Our advice to all families is that when a death occurs they contact us immediately. In many cases when people pass away in hospital, it is not necessary for us to attend. However, we can give the helpful advice needed to put your mind at ease and to ensure that the family are aware of everything that needs to be done.

This helpful guide booklet has been designed to give guidance and support on all aspects of the funeral arrangements. We are available 24 hours a day, 365 days a year. Please do call us at any time.

*Jonathan Terry*

## **What to do when someone dies**

### **In Hospital**

The medical examiner's office or the hospital bereavement team will advise you when the Medical Certificate of the Cause of Death has been sent by email to the registrar's office. The registrar will need this before you are able to register the death. Some hospitals will also issue you with a Mortuary Release form which needs to be handed to the Funeral Director.



### **At A Residential Nursing Home or Professional Care**

The staff will contact the GP to certify the death. Once the Doctor has attended, the staff or yourself will be able to request us to convey your loved one into our care. This can be arranged at any time of the day or night by telephone. The GP will then send the Medical Certificate of the Cause of Death to the registrar's office by email. The Registrar will need this before you are able to register the death.

### **At Home**

Please contact your Doctor who needs to attend to certify that a death has taken place. Once the Doctor has been, you can call to request us to convey your loved one into our care. This can be done at any time of the day or night by telephone.

The Doctor will send the Medical Certificate of the Cause of Death to the registrar's office by email. The Registrar will need this before you are able to register the death.

If you would like your loved one to

remain at home for a little while, please advise us as soon as possible and we will give you guidance on this.

### **The Medical Examiner**

The Medical Examiner is a senior doctor at the hospital. Their purpose is to provide greater safeguards for the public by ensuring proper scrutiny of all non-coronial deaths, ensure the appropriate direction of deaths to the coroner and 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.

All hospital deaths and some community deaths are reported to the Medical Examiner. From April 2024, all community deaths will be reported to the Medical Examiner.

Once the Medical Examiner has reviewed the cause and circumstances of the death, they will contact you and advise when the Medical Certificate of the Cause of Death can be sent to the Registrar. This will normally be within 2-3 days. You will then be able to book an appointment with the Registrar.

## HM Coroner

If the death has been referred to HM Coroner, please refer to the information in the HM Coroners section.

## Register a Death

The death should be registered in the district where the death occurred. Most register offices now require you to make an appointment. If unsure, we will be able to advise you of the relevant register office.

## Registration by Declaration

If you are unable to attend the register office in the district where the death occurred, you can go to any office, but if you use the one in the area where the person died, you'll be given the documents you need on the day.

If you use a different office, the documents will be sent to the office where the person died, before they are issued to you. This may take a few days and it may delay the funeral service.

We advise that you may call us before the registration has taken place. You do not need to wait until the death is registered to start making funeral arrangements.

**YOU MUST NORMALLY  
REGISTER THE DEATH  
WITHIN 5 DAYS.**

**THIS MAY BE EXTENDED  
IF AUTHORISED  
BY THE REGISTRAR.**

## Documents you will need to register a death

The Medical Certificate of Cause of Death (signed by a doctor).

If available (but don't worry if not):

- ☐ birth certificate
- ☐ council tax bill
- ☐ driving licence
- ☐ marriage or civil partnership certificate
- ☐ NHS medical card
- ☐ passport
- ☐ proof of address (e.g. utility bill)

### Who should register the death ?

A relative of the deceased present at the death or a relative in attendance during the last illness.

If a relative can't register the death, you can do it if you:

- ☐ were present at the time of death
- ☐ are an administrator from the hospital (if the person died in hospital)
- ☐ are in charge of making the funeral arrangements

Funeral Directors are NOT allowed to register a death.

### Information you will need to tell the Registrar

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

You should also take supporting documents that show your name and address (e.g. a utility bill) but you can still register a death without them.

### Documents you will receive from the Registrar

If the Coroner is not involved, the Registrar will issue you with:

### A Certificate for Burial or Cremation (called the "Green Form")

This form will be emailed to the Funeral Director by the Registrar.

### A Certified copy of the Entry of Death (often called the Death Certificate)

You will be able to purchase one or more of the Death Certificates at the time of registration. These will be required for the administration of the estate.

### A Certificate of Registration of Death (form BD8)

You may need to fill this out and return it if the person was getting a State Pension or benefits (the form will come with a pre-paid envelope, so you know where to send it).

# The Registrars

## Tell Us Once

**Tell Us Once is a service that lets you report a death to most Government organisations in one go.**

When you register the death the Registrar will:

- let you know if the service is available in your area
- give you the phone number
- give you a unique reference number to use the Tell Us Once service online or by phone

### Before you use Tell Us Once

You'll need the following details of the person who died:

- date of birth
- national insurance number
- driving licence number
- vehicle registration number
- passport number

You'll also need:

- details of any benefits or entitlements they were getting, for example a State Pension
- details of any local council services they were getting, for example Blue Badge
- the name and address of their next of kin
- the name and address of any surviving spouse or civil partner
- the name, address and contact details of the person or company dealing with their estate (property, belongings and money), known as their 'executor' or 'administrator'
- details of any public sector or armed forces pension they were getting or paying in to

You need permission from the next of kin, the executor, the administrator or anyone who was claiming joint benefits or entitlements with the person who died, before you give their details.

# Organisations

## Tell Us Once

### **Tell Us Once will notify:**

- HM Revenue and Customs (HMRC)
  - to deal with personal tax (you need to contact HMRC separately for business taxes, like VAT)
- Department for Work and Pensions (DWP)
  - to cancel benefits, for example Income Support
- Passport Office
  - to cancel a British passport
- Driver and Vehicle Licensing Agency (DVLA)
  - to cancel a licence and remove the person as the keeper of up to 5 vehicles (contact DVLA separately if you keep or sell a vehicle)
- The local council
  - to cancel Housing Benefit, Council Tax Benefit, Blue Badge, inform council housing services and remove the person from the electoral register
- Veterans UK
  - to cancel Armed Forces Compensation Scheme payments

Tell Us Once will also contact some public sector pension schemes so that they cancel future pension payments.

### **They'll notify:**

- My Civil Service Pension
- NHS Pension scheme
- Armed Forces Pension scheme
- Pension schemes for NHS staff, teachers, police and firefighters in Scotland
- Local authority pension schemes, except where Tell Us Once is not available

### **If Tell Us Once is not available**

You'll have to let the relevant organisations know about the death yourself if:

- your local register office does not offer the Tell Us Once service
- you choose not to use it
- the person died abroad in a country where Tell Us Once is not available

### **Banks and other financial organisations**

Contact the person's bank, mortgage, pension or insurance providers to close or change the details of their accounts.



# HM Coroner

**Losing someone you care about to a sudden or unexpected death is a shock and together with the Police and Coroner's involvement can make this a very traumatic time for you.**

Please be assured we are experienced to help and guide you on all the procedures and advise you to contact our office as soon as possible after the death so we may liaise with the coroner's office on your behalf.

In some circumstances, such as a sudden death or when the GP has not seen the deceased in the last 14 days, the Coroner will require some investigation. Under such circumstances different requirements and registration procedures will be necessary.

The Coroner will always make an initial enquiry to establish if a Medical Certificate of Cause of Death can be issued. If so, the death is registered in the usual manner.

If a Medical Certificate of Cause of Death cannot be issued, the Coroner will request a post-mortem examination to establish the cause of death. If the death is due to natural causes, the Coroner's Officer will send a certificate to the register office so the death can be registered. You will be advised when the certificate has been

sent. You will then be able to call the Registrar to make an appointment to register the death. Therefore, you will not need to collect any paperwork from either the GP or the hospital.

The Registrar will issue you with:

A certified copy of the Entry of Death (often called the Death Certificate). You will be able to purchase one or more of the Death Certificates at the time of registration. These will be required for the administration of the estate.

A Certificate of Registration of Death (form BD8) - you may need to fill this out and return it if the person was getting a State Pension or benefits (the form will come with a pre-paid envelope, so you know where to send it).

For a burial, the Green Form will be issued by the Registrar and should be handed to the Funeral Director as soon as possible. For a cremation, the Coroner will issue a Cremation Certificate directly to the crematorium or the Funeral Director. In this case, no Green Form will be issued.





# HM Coroner

## Inquest and Investigation

**Should the Coroner find the death was not due to natural causes, then an inquest would be held to establish:**

- the identity of the deceased
- when, where and how the death occurred
- the cause of death

Usually an inquest will be adjourned and the Coroner will issue a Burial or Cremation Certificate to allow the funeral service to take place. The family will be issued with an Interim Death Certificate which may be used for administration of the estate.

Once all relevant facts have been established, the inquest will be reopened (this may take weeks or months). Once the results of the inquest are made public, the Coroner will register the death and certificates will be available from the register office.

Whilst HM Coroner is investigating the death, the deceased will not be able to be brought into our care. The Coroner will advise us when it is possible to do so.

### **The difference between an Inquest and an Investigation**

The Coroner must hold an inquest if they suspect homicide, if the person was held in care or custody, if their identity is unknown, if the death was work related or due to an industrial disease or if the death occurred while the person was abroad.

Only a small percentage of deaths reported to the Coroner proceed to an inquest.

An inquest is a court hearing, where the Coroner can summons people to be witnesses or to bring papers and other information.

If the Coroner decides that an inquest is not required into the death, they will conduct an investigation. This involves reviewing all the papers submitted, for example police, witness and medical reports before a conclusion is made.

# Arrangements for the funeral

## *Allow yourself time*

It's a common belief that the funeral must be held within a specific amount of time after a death occurs. This is not the case; you may take your time and proceed at a pace you feel comfortable with.

Some families have a desire to put the funeral behind them as quickly as possible. They see it as a painful experience and simply want it to be over. Grief will not disappear once the funeral is over. We encourage such people to carefully consider this option.

The funeral is a very important part of your grieving. It is a time when you can come together as a group to remember and honour a special life. It is better to plan well and make sure the arrangements meet your family's needs.

In deciding on a day and time for the ceremony, be sure you have allowed enough time to consider and implement all your preferred options.



When choosing a day for the funeral service you may like to consider:

- the coincidence of timing;  
i.e. the funeral day doesn't occur on a direct family member's birthday or anniversary
- time to visit your loved one in the chapel of rest, if required
- preparation of the eulogy
- relatives needing to travel
- preparing an order of service
- gathering photographs for an audio-visual presentation

## **Burial or Cremation**

In most cases, the wishes of the deceased are known to the family generally through word of mouth or sometimes in written form, such as a Will or pre-arranged funeral plan. If no instructions have been given in the Will, the final decision must remain with the family.

# Choosing

## the right kind of funeral service

### The Venue

You will need to decide where the funeral service will be held. There are many places at which a funeral can be conducted. If you or the person who died attended a church or other place of worship, then that particular church may be the place to have the funeral service.

Family tradition or personal preference may be that you hold the funeral at another venue such as:

- the crematorium chapel
- the cemetery chapel or by the graveside
- private residence
- garden setting

You may consider some of the following points when deciding on a venue:

- how many people you need to accommodate
- is there adequate parking
- are there time restrictions when using the facility (e.g. crematoria)
- availability of public transport

All our staff will be able to assist you and answer any questions you have on the venues available.

*As people have individual ideas and needs there are several different funeral formats available. There is no right or wrong way to have a funeral; you choose the way that feels right for you.*

You may wish to have:

- a traditional service held in a church, chapel or other venue, with either a private or public cortege to a place of burial or cremation where the committal service will take place
- the funeral service and committal service in a church or other venue with no funeral cortege. The Funeral Directors remove the coffin from the venue usually during the singing of the last song or hymn
- the funeral service and the committal service together at a crematorium, or a cemetery chapel or graveside service
- a memorial or thanksgiving service where there is no coffin present. You may wish the cremation or burial to take place before, at the same time or after the memorial or thanksgiving service

The type of service you choose may be either public or private.



## Who will Officiate at the Funeral Service?

Any person of your choice can officiate at a funeral service whether they are a minister of religion, civil celebrant or simply a friend or member of your own family.

You may like to use a local minister or priest from a church your family has been associated with. You may not have been to church for many years but would still like a minister of religion to officiate at the funeral service. We can arrange this for you.

You may prefer a civil celebrant to lead the funeral service; this can also be arranged by us if you wish. The person you choose to lead the ceremony will endeavour to meet with you before the funeral.

This will ensure your particular wants and needs are catered for in the ceremony.

## Green and Woodland Funerals

With an increased awareness of climate change and the damage to the environment that our actions can cause, in association with JC Atkinson coffin manufacturers, we offer a service called Greener Goodbyes. Please visit:

**[www.greenergoodbyes.co.uk](http://www.greenergoodbyes.co.uk)**

for full information or call our office for an information booklet. There are many ways to make a funeral greener.

A woodland burial will take place

in a natural setting and provides an alternative to a traditional churchyard or cemetery. Instead of a headstone, graves may be marked with a tree and some burial sites will allow a simple grave marker to be placed.

We recommend South Downs Natural Burial Site and you may visit their website at:

**[www.sustainability-centre.org/  
south-downs-natural-burial-site](http://www.sustainability-centre.org/south-downs-natural-burial-site)**

We offer a full range of natural coffins suitable for woodland burials.

A close-up photograph of several pink lilies with yellow centers, set against a soft, out-of-focus background. A thick, dark red curved line sweeps across the bottom of the image.

# The Service

## **Music and Media Services**

Music can often express our emotions and feelings in a way that our own words cannot. As a medium for the act of remembrance, music can have a powerful effect on those present at the funeral service. We will be able to advise you on all the options available at the service venue.

## **Recording**

An audio, DVD or USB recording of funeral services has now become a

popular choice for many families. Where family and friends are unable to attend a service, a recording may be helpful in these circumstances. Families often record the service to keep as part of the family archives, much like photos.

## **Webcasting**

This allows the funeral to be broadcast online anywhere in the world and is only open to those who have a password to access the service. It is normal for the webcast to remain online for 28 days for further viewing.





## Tribute Screen Presentations

Most people agree that photos are a wonderful way to recall a life well lived. A collection of photos accompanied by a piece of music selected by the family can be a lovely visual tribute during the funeral service.

We require the photographs on a memory stick or they may be sent digitally to our office - we advise up to 25 pictures. We will then forward these to the crematorium or service provider who will add the selected music to the photographs. The photographs are required to be at our office 4 working days before the funeral service.

**ALL MUSIC AND MEDIA SERVICES MUST BE AGREED 4 WORKING DAYS IN ADVANCE OF THE FUNERAL SERVICE. THIS WILL ALLOW TIME FOR PREPARATION AND DOWNLOADING.**

**The crematorium will no longer accept CDs and no items may be handed to the Funeral Director on the day of the service.**

The costs of these services are listed in our price list and are available at our office and on our website.

We can also arrange a soloist, a highland piper and the services of an organist, if required.

## Announcement of the Funeral Service

The funeral notice helps to inform relatives, friends and the community of the passing of a loved one and the details of the funeral service. You may like to place the notice in a local or national newspaper or you may also publish it in newspapers from towns or cities where the deceased once lived.

When it comes to writing the funeral notice, you can include any information you feel is appropriate. If required, we will be able to assist you in writing the notice and we will advise the print times of the newspaper.

# The Chapel of Rest

## and care of your loved one



Sylvia's Chapel

At the time of making funeral arrangements we will ask if you would like to visit your loved one. Our Chapels of Rest at 101 Peartree Avenue and 3 College Place, London Road are open for you, your family and friends to visit at any time. We only ask that you call the office at least 1 hour before your visit to arrange a time.

Visiting your loved one is a personal choice. This part of grieving is a tradition with some cultures but not all, therefore some people might feel uneasy about it. For those who spend time with a person who has died, it is often an important means of coming to terms with their death. For others it can be the time to express some of the emotion and feelings they have or simply a time to say farewell.

You may also wish to have your loved one taken home to spend the last few days prior to the funeral in their own surroundings. Whatever the family wish, we will arrange this for you.

Photographs and personal items may be placed in the coffin and we will advise if there are any restrictions.

The care of your loved one is of the utmost importance to us and we have dedicated staff who will care for them. They may be dressed in their own clothes or we will provide a gown. We ask for a photograph for likeness so it will help us in the preparation for your visit to the Chapel of Rest. Embalming may be carried out which the Funeral Director will discuss with you at the time of the funeral arrangements. We welcome and will answer any questions you may have on the care of your loved one. If for any reason viewing is not possible or advisable, we will discuss this with you.

### Coffins and Caskets

With tradition in mind, we offer a selection of coffins and caskets to suit all requests. The design can vary from the very simple to elaborate. The choice of a coffin or casket is a personal one and sometimes is determined by religious or local customs or personal taste. We will always be able to assist you in the selection and advise which is most suitable for burial or cremation.



## The Ashes

There are many options regarding the final resting place for the ashes of your loved one. These options include:

- burial in a cemetery or churchyard in a new grave or an existing family grave
- the crematorium has a Garden of Rest where the ashes may be scattered. You will have the opportunity of placing an entry in the book of remembrance
- you may wish to collect the ashes from us and scatter them privately in a place that holds special memories

In this case, we will collect them for you. The crematorium provide a cardboard box to transport the ashes. We recommend the ashes are transferred into a more suitable casket or scatter tube, depending on their final resting place. Ashes may also be made into jewellery or kept in smaller urns for keepsakes. We have a full brochure available for selection or you may wish to provide your own and we will place the ashes inside for you.

We understand that you may not be able to decide immediately as to the final resting place, so we will keep the ashes in our care, free of charge, up to a period of 12 months. After 12 months we shall contact you if no instructions have been received, to discuss your wishes.

The coffin and casket range include veneered, solid woods and a selection made from wicker, seagrass and wool. Also available are painted finishes and personal designs to any specification.

It is normal for an engraved nameplate to be placed on the lid of the coffin for a burial. Local crematorium rules ask that the nameplate be placed on the foot of the coffin. Religious symbols such as a cross or crucifix may be placed on the coffin. Alternatives are available for non-Christian faiths. All our coffins and caskets are of the highest quality and are produced by JC Atkinson, the UK's leading coffin manufacturer.

## Jewellery and Personal Effects

It is important to notify us of any instructions with regard to personal effects. We will only take instructions from our client/executor arranging the funeral service. Personal effects may be removed or left with the deceased and we will advise if regulations permit this to happen.

We ask that items removed are collected as soon as possible after the funeral service. If requested, we will retain any clothing. For hygiene reasons, this will only be kept for 2 weeks after the funeral service, after which it will be clinically disposed of.



# Tributes

## Floral Tributes

Floral tributes are considered to be wonderful expressions of affection and sympathy and a family spray for the coffin and other floral arrangements are available. If requested, the flowers may be returned to us, for the family to collect. For burials it is normal for the flowers to remain on the grave. The floral cards may be removed upon request and we will present them to you in a keepsake booklet.

## Online Obituaries and Donations to Charity

We will ask if you wish us to place an online obituary at **[www.jonathanterry.co.uk](http://www.jonathanterry.co.uk)**. The service details are entered by us, followed by an email sent to a family member providing details on how to make additions.

A Funeral Guide online obituary allows you to commemorate your loved one with a full-page picture and biography, as well as giving friends and family easy access to practical details such as the location and time of the funeral service.

The obituary also allows family and friends to donate online and to easily Gift Aid via our partnership with Just Giving. This can be done via **[www.jonathanterry.co.uk](http://www.jonathanterry.co.uk)**

Alternatively, donations may be made in cash or by cheque payable to the charity and sent to us. Each of these donations will be acknowledged, providing an address has been supplied.

The donations are sent to the charity and we request they send an acknowledgement to the Funeral Director. After 6-7 weeks a full list of donors, together with the amount collected will be sent to the family.

## Order of Service, Funeral Stationery and Remembrance Books

We offer a service where remembrance stationery can be designed and printed. Printed Orders of Service can be particularly useful. They guide the congregation through the service, show words to any hymns, music or prayers and, perhaps most importantly, provide a lasting keepsake for those who attend.

## Order of Service

The Order of Service can be as simple or as detailed as you like. It is important that you allow yourself enough time to liaise with the officiant who will help compile this and once the details have been finalised, we can design the layout and send you the final draft for approval before printing. You may like to include any of the following:

- photographs
- hymns
- a meaningful poem or passage of scripture
- a message to those attending
- the outline of the ceremony
- the eulogy
- an invitation to the wake
- details of donations to charity

## Funeral Stationery

### Attendance Cards

We can provide attendance cards for mourners to complete.

### Book of Remembrance

This book allows family and friends to acknowledge their presence at a funeral, write a tribute or simply record their best wishes to the family. We suggest this book is placed at our Chapel of Rest for any friends or family to complete at the time of visiting and afterwards at the reception after the service.

**We can also supply Keepsake Bookmarks and Thank You Cards**



Toni Nunn - Singers for Funerals



Live singing can add so much to a funeral service, by celebrating a life in music and giving time for reflection during the service itself. By hiring a professional funeral singer, you can bring live music to a church, crematorium or burial service without the pressure of family members trying to sing at such an emotional time. A professional funeral soloist will be happy to sing as much or as little as you wish.

## Bagpipes

Traditionally, one of the purposes of the bagpipes was to provide music for dancing. However, today it is commonly used in the military and is often played in formal ceremonies. The bagpipes offer a loving tribute and may be played before, during and after the funeral service.



## **Funeral Vehicles and Cortege**

Our funeral vehicles are of the utmost importance to our business and reflect our high standards of service in providing the best for our families; we have therefore invested in and continue to maintain the Binz Mercedes hearse and limousines. We pride ourselves on our immaculate cars and prior to each funeral service the cars are fully cleaned. Each vehicle is provided with a chauffeur who will tend to your requirements in a dignified and professional manner.

### **Alternative Vehicles**

Popular alternative transport include a horse-drawn hearse with black or grey

horses, motorcycle with side car hearse, silver or pink hearse, VW camper van hearse or vintage lorry hearse. The cost of these vehicles will depend upon the distance they have to travel. You may also use your own transport.

### **The Funeral Cortege**

Traditionally, the funeral cortege will leave from the family home and it is custom for the Funeral Director to walk for a short distance from the house as a mark of respect. The route to the place of service is normally selected by us. However, if you wish the cortege to take a particular route, we will be pleased to carry out your wish.





# On The Day of the funeral

The funeral cortege will normally leave from the family home. We will always call you at least 24 hours before the service to confirm timings.

If you have decided to meet at the venue, we would advise you to arrive up to 20-30 mins prior to the service. Close family may like to greet mourners at the entrance but you may find this a difficult time and wish to just sit in private until the funeral commences, or not arrive until closer to the service time. Think about who in your family can meet mourners if you feel you may be unable to.

## **Bearers**

We will always provide 4 pallbearers to carry the coffin/casket. On occasion 6 bearers may be required and we will advise you if this is the case. If you wish, family and friends may assist in this role. It is preferable that the bearers have been asked prior to the day of the funeral so that they are aware of when they will be required. The Funeral Director will instruct them on how to carry the coffin/casket. Our pallbearers will always walk beside them. At the conclusion of the service they will instruct them when to lift and carry the coffin/casket from the venue.

## **The Service**

The Funeral Director will take care of coordinating the service throughout the funeral. We will ensure music and

presentations run smoothly and check with the minister or celebrant of any final instructions before the service begins. Unless instructed otherwise, family, followed by friends, will follow behind the coffin into the venue. At the conclusion of the service, the Funeral Director will either lead out the coffin/casket followed directly by the immediate family, or, if the casket is not to be carried from the funeral venue, they will invite the immediate family to pay their respects before exiting the service.

## **Conclusion of the Service**

Funeral services conclude in a number of different ways. For families not travelling to the crematorium or cemetery, the farewell will generally be at the funeral service venue. When the funeral service is to be followed by a burial or committal service at another location, your Funeral Director will liaise with you as to an appropriate time for departure. Time and weather permitting, you may wish to speak to mourners before departing for the committal service.

## **The Funeral Reception or Wake**

We will transport you to your chosen venue after the funeral and it is there we will take our leave. Should you wish to have assistance in choosing a venue, we will be able to help or recommend caterers.



# Monumental Masonry

New or existing memorials

Please contact **Sarah Ockwell**  
at our London Road Office on  
**023 8023 4533**

## Memorials Removed for a Further Burial

Where we have removed a memorial for the burial to take place we will, following an inspection, send you a written report of any renovations required and the space available for a further inscription. We recommend that 8-10 months pass before the memorial is replaced as this will allow time for the grave to settle.

## New Memorials

We also present a comprehensive memorial range and are happy to send our brochure to you. Prior to opening his own business, Jonathan Terry managed a local memorial masons company and with experience and knowledge of local regulations is able to help and guide you in your choice of memorial.

You will find a whole range of memorials within our brochure. It is important to

remember that any shape or design can be manufactured in any material or size and that all ornaments and designs are interchangeable.

We do have access to a large team of designers and artists who can design any memorial not shown within our brochures. Layouts and proofs of inscription will always be available.



## Memorial Renovations

With our extensive knowledge and experience, we can renovate and repair existing memorials. We will always provide, without obligation, a full report and estimate for the necessary works and we show an example of a past renovation.



An example of the renovation of a memorial

# Funeral Planning and Pre-payment

When you pass away, the information you have recorded in your Funeral Plan will benefit your family. Not only will they know exactly what your wishes are, but they will draw great comfort in the knowledge that they are in a position to carry out those wishes for you.

Also, by pre-planning for your future funeral expenses, you will enjoy peace of mind knowing that your family will not be burdened by a possibly unexpected expense during a very difficult time.

## How to Arrange a Funeral Plan

Pre-arrangement involves meeting with our funeral planning staff at the Peartree office or our London Road office to record all your personal wishes for your funeral.

Home visits are also available.

Some of the things you may wish to consider when pre-arranging a funeral include:

- location of the funeral service
- your choice of cemetery or crematorium
- particular religious or cultural customs to be followed
- your preferred type and style of coffin or casket

*Today more people are recognising that planning ahead provides peace of mind and demonstrates love and consideration for their families. In association with Golden Charter, the UK's leading Funeral Plan company, we offer the Golden Charter Funeral Plans.*

**FUNERAL PLANS FROM**  
**Golden Charter**  
Smart Planning for Later Life



- personal touches you would like to add such as biblical readings, music, a special poem and flowers

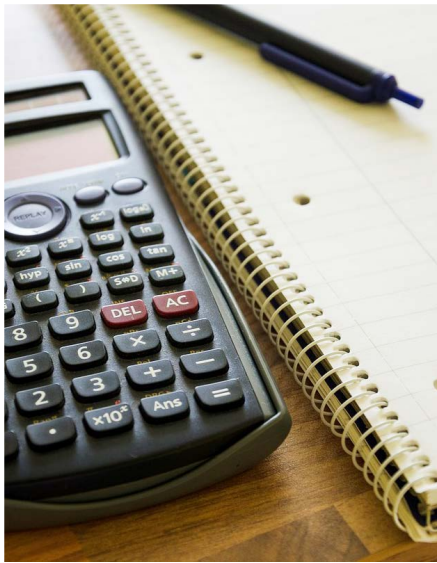
The financial arrangements will also be made at this time. Should you wish to arrange an appointment, please call.

Peartree Office                      **023 8043 4444**  
London Road Office              **023 8023 4533**



Andrea Goodwin





## **Paying for the Funeral**

We will provide you with a written estimate prepared in advance of the funeral. This will need to be signed by the person making the decisions and ultimately responsible for paying the invoice. As part of this process a discussion will take place concerning the funding of the funeral. We do not generally insist on a payment before the day of the funeral. However, there are times when certain disbursement fees or extra service charges are required to be paid before the funeral service takes place. The final invoice will be sent 10-14 days after the funeral. In the event of the funeral being substantially funded by a pre-paid Funeral Plan, the invoice for any items ordered but not paid for by the plan provider will also be sent at this time.

## **Invoices to Third Parties**

When requested we will send an invoice directly to a third party such as another family member, bank, building society, solicitor or insurance company for payment and prepare a duplicate copy for information purposes and send this to our client. The client instructing Jonathan Terry Independent Funeral Directors and signing the estimate form will remain ultimately responsible for payment and interest is payable if a long delay occurs before payment is received in line with our terms and conditions.

## **DWP funding**

Some clients will be eligible for help with funeral costs from the DWP. We kindly ask that you inform us if you wish to apply for help via a DWP payment. We will then be able to advise clients on how to make a claim, which is based on their receipt of a means tested benefit and the financial situation of the deceased person and their immediate family.

The maximum DWP payment will never cover the full cost of a funeral and the balance will need to be funded by the family.

# Funeral Finance

You may wish to pay for the funeral service by means of a finance agreement

Jonathan Terry Independent Funeral Directors work with Funeral Safe, to provide the facility to finance a funeral service.

Finance is a helpful option for everyone, you may finance whole or part of the funeral costs, from £500 -£10000 over a period of 12-60 months.

To apply for funeral finance or check your eligibility:

By phone, please call the finance team on 0330 002 0875.

Online [www.funeralsafe.co.uk](http://www.funeralsafe.co.uk)

*Should you wish to make an application, please advise us as soon as possible and we will assist you with the application process and advise you of the total funeral cost and the options for repayment.*



Authorised and Regulated by  
the Financial Conduct Authority





# Administration

## of the estate

Before the estate can be realised and distributed amongst the beneficiaries, a Grant of Probate or Letters of Administration will be required.

### **Consulting a Solicitor**

A solicitor would obtain the appropriate grant and administer the estate. They would require a Death Certificate and any of the following: Deeds, Assurance Policies, Share Certificates and Premium Bonds. They would also require details of any outstanding debts.

Probate is required where the deceased has left a Will. The Will has to be “proved” before the Probate Registry of the High Court. Upon completion, the executors named in the Will are able to administer the estate.

Letters of Administration are required where the deceased has not left a Will. The deceased is said to have died ‘Intestate’ and the question then arises as to who should administer the estate. Here again application has to be made to the Court, usually by the next of kin. The Court, when satisfied as to the claim of the applicant, issues a document (Letters of Administration) appointing the applicant as administrator of the estate. Where the

estate is small, it is possible for the assets to be realised without making application for such a Grant. The Probate Registry Office will advise you of the maximum asset value applicable in such circumstances.

### **Insurance Policies**

These are usually to be found amongst the deceased’s private papers or they may be lodged with the bank or solicitor. It is important to notify the insurance company, who will require a death certificate, as soon as possible. You should request that they confirm the policy is in force.

### **Motor Insurance**

Insurance cover on a vehicle owned by the deceased ceases upon death. The insurance company should be informed immediately and arrangements made for transfer of the policy. The Vehicle Registration Document should be returned in due course to the licensing authority for transfer of ownership. The deceased’s driving licence should be returned to the DVLA.

### **Passport**

Any current passport should be returned with the minimum of delay to the passport office requesting cancellation and stating the date of death.



## **Funerals Outside of Southampton**

We are able to assist you with the funeral arrangements in any part of the county, the country or indeed the world – including international repatriation. Matthew Haines, our International Representative is able to liaise with the necessary authorities to ensure the repatriation is completed smoothly.

Matthew is also able to arrange, when requested, a burial at sea. These are permitted within certain areas of the English Channel.

We are also able to arrange exhumations when the deceased is moved from one grave to another. Certain legal procedures are required and we are able to discuss these details with you upon request.

## **The Days Ahead**

In the days following the funeral you may find that tasks the deceased took care of have now fallen to you. For some people these tasks can seem difficult, sometimes overwhelming.

Some of the things that may need to be done following a death are:

- changing bank account names and details
- updating details for utility companies such as power, gas, water and home phone
- cutting off mobile phones, cancelling insurance policies, selling or disposing of assets you may not require
- writing thank you cards and letters to friends and family

## **Who to Notify**

There will be many people you need to notify following a death. Some of these will need to be done immediately, such as the executor of the Will, solicitor, accountant and the bank. Many can be left until you feel ready to make these phone calls. We have included a helpful list in this brochure as a guide to the people and institutions you may need to contact. Keep a note of all those you contact as you do it, to remind yourself in the future of what has been done.

# Notifications

Listed below are organisations which may require notification following death. Some will have been told if you have used the Registrar's 'Tell Us Once' service.

You may like to note contact details beside those which are applicable.

## Professionals

- ☐ Solicitor
- ☐ Accountant
- ☐ Executor of the Will
- ☐ Doctor
- ☐ Dentist
- ☐ Chemist
- ☐ Specialist or Hospital

## Finance

- ☐ Banks and other financial institutions
- ☐ Insurance companies
- ☐ Employers
- ☐ Credit card providers
- ☐ Department store accounts
- ☐ Hire purchase companies
- ☐ Home appliance and medical aid rentals

## Government

- ☐ Inland Revenue (HMRC)
- ☐ The Department of Work and Pensions (DWP)

## ☐ Local Council Services

- Council Housing
- Housing Benefit
- Council Tax and Benefit
- Blue Badge
- Adult Services
- Children Services
- Electoral Services
- Libraries
- Meals on Wheels

## ☐ Passport Office

## ☐ Driver and Vehicle Licensing Agency (DVLA)

## Services

## ☐ Utility providers

- phone/cable
- power
- gas
- water

## Clubs and Associations

- ☐ Clubs, organisations and professional bodies
- ☐ Church or religious organisations

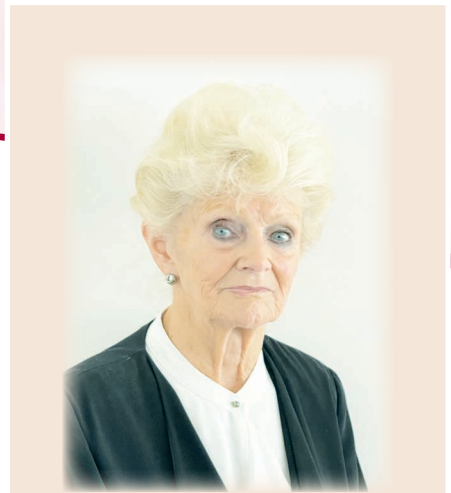
# Coffee Mornings

Our Coffee Mornings are held at the Woolston Bowling Club, Temple Road, Woolston.

The Coffee Mornings bring together those who have lost loved ones. In a relaxed atmosphere you will be able to share stories and talk to others who are on the same journey of bereavement.

We occasionally have a speaker on various topics and arrange an annual outing. Previous trips include Exbury Gardens, the flower festivals at Winchester and Chichester Cathedrals and Osborne House.

We welcome you to join us at any Coffee Morning and you may come once or indeed to all of them. Though it may seem a big step to join us, please be assured you will be amongst friends. From our Coffee Mornings, new friendships have been formed to help each other along the journey.



Anne Jackson  
BSc (Hons)

The Coffee Mornings start  
at 10.30 a.m.

Please contact Anne on  
**07508 052 353**  
to check dates and  
book your place.





# The White Lily Centre



## **A Gathering Place for Bereavement Support, Comfort and Education**

After more than 33 years as a Southampton Funeral Director, Jonathan Terry has been able to realise his dream of providing bereavement support to those in need. The White Lily Centre is a place, adjoining our Peartree Avenue Office, where grieving people can gather for upliftment and comfort through a shared experience, guided by trained and compassionate staff who have all been through the heartbreak of their own losses. We offer gentle support throughout the bereavement journey, right the way through to the time when you feel ready to go out into the new world in which you find yourself after the loss of your loved one.

Everybody's experience of loss is different, there is no right or wrong way to grieve. Human beings are resilient, we can take a lot before we break. But sometimes we find the burden hard to



bear. The support of family and friends is invaluable but it can be easier to unravel our emotions with the help of someone more removed from the situation. We offer professional help in the form of counselling and information as well as friendship and compassion as you work through bereavement at your own pace.

### **One to One Counselling**

We are pleased to provide one to one bereavement counselling with an experienced counsellor or final year trainee. The counselling team is led by our Director, Margaret Francis, who has undergone additional specialist training in complicated and traumatic grief.





## Bereavement Groups

Our small bereavement groups are designed to provide information and understanding of the psychological and physical effects of the grieving process and an opportunity to meet others who may be going through a similar experience to yours. The companionship of the groups provides a nurturing

environment in which members support each other. The groups follow an 8-week programme but are always led by the needs of the particular group.

We also offer small groups for people who are bereaved in particular circumstances to share common experiences.





## Social Events

Loneliness and isolation can hinder our journey through grief so we know the value of being able to step back out into the world following a loss. We also know how hard that can be, especially for someone who is on their own.

You will find all our social events welcoming, whether you come alone or bring someone with you for moral support. Our events include coffee mornings, drop-in sessions, walking groups, lunch or dinner at a restaurant, cinema or theatre trips and coach trips to places of interest.



Margaret Francis  
BSc (Hons)

If you feel you could benefit from any of our bereavement services, or would like to have a chat about how we may be able to help, please give us a call on 023 8044 0961 or email: [margaret@thewhitelilycentre.co.uk](mailto:margaret@thewhitelilycentre.co.uk).

## Children and Grief

Children also grieve the loss of a loved one. Children may express grief in different ways and it is important to recognise and acknowledge their grief too.

Encourage children to be involved in the funeral service if they are comfortable to do so. It will help them share and express their grief. It will also make them feel included in an important family event.

**For specialist Child Bereavement Support we recommend**  
**[www.simonsays.org.uk](http://www.simonsays.org.uk)**

# Useful Contacts

## Hospitals

Southampton General Hospital  
Bereavement Care Office  
Victoria House  
Tremona Road  
Southampton  
SO16 6YD  
Tel: 023 8120 4587

Queen Alexandra Hospital  
The Bereavement Office  
Cosham  
Portsmouth  
PO6 3LY  
Tel: 023 9228 6175

Royal Hampshire County Hospital  
Bereavement Office  
Romsey Road  
Winchester  
SO22 5DG  
Tel: 01962 824648

## HM Coroner's Offices

Southampton New Forest  
and Winchester  
Senior Coroner: Mr C Wilkinson  
The Castle, Castle Hill,  
Winchester  
SO23 8UL  
Tel: 01962 667884

Portsmouth/South East  
The Coroners Court  
1 Guildhall Square  
Portsmouth PO1 2AJ  
Tel: 023 9268 8326

## Register Offices

Southampton  
6a Bugle Street  
SO14 2LX  
Tel: 023 8091 5327  
[www.southampton.gov.uk/weddings-ceremonies-registrations/order-a-certificate/register-a-death/](http://www.southampton.gov.uk/weddings-ceremonies-registrations/order-a-certificate/register-a-death/)

Hampshire Registration Service  
Tel: 0300 555 1392  
[www.hants.gov.uk/birthsdeathsandceremonies/death](http://www.hants.gov.uk/birthsdeathsandceremonies/death)

Portsmouth  
Portsmouth Register Office  
Milldam House  
Burnaby Road, Portsmouth  
PO1 3AF  
Tel: 023 9282 9041  
[www.portsmouth.gov.uk/ext/register-office/registering-a-death](http://www.portsmouth.gov.uk/ext/register-office/registering-a-death)

## Crematoria

Southampton Crematorium  
Bassett Green Road, Southampton  
SO16 3QB  
Tel: 023 8076 6405

Wessex Vale Crematorium  
Bubb Lane, West End, Southampton  
SO30 2HL  
Tel: 01489 786617

Test Valley Crematorium  
Ridge Lane, Romsey SO51 6AB  
Tel: 023 8081 7880

Portchester Crematorium  
Upper Cornaway Lane, Portchester  
Fareham PO16 8NE  
Tel: 01329 822533

## Bereavement Support Groups and Advice

Margaret Francis  
The White Lily Centre  
103 Peartree Avenue, Bitterne,  
Southampton SO19 7JJ  
Tel: 023 8044 0961

## Simon Says (Child Bereavement Support)

Suite 3 Chatmohr Estate,  
Crawley Hill, West Wellow  
Romsey SO51 6AP  
Tel: 01794 323934

## The Probate Office

The Law Courts, Southside Offices  
Winchester, Hampshire SO23 9EL  
Tel: 01962 814100

## The Samaritans

11 College Place, Southampton  
SO15 2FE  
Tel: 116 123  
(this number is free to call)



# Jonathan Terry

Est. 1998

Independent Funeral Directors Ltd  
Funeral Directors and Memorial Consultants

101 Peartree Avenue, Bitterne, Southampton SO19 7JJ

3 College Place, London Road, Southampton SO15 2FB

email: [info@jonathanterry.co.uk](mailto:info@jonathanterry.co.uk)

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

**023 8043 4444**

**023 8023 4533**



*Personal and Caring Funeral Services*