

## Tell Us Once

Tell Us Once allows you to inform all relevant central and local government departments about the person who has died by a single phone call or online contact with the Department of Work & Pensions. This service is voluntary and there are no fees to access or use the service.

During the death registration appointment, the Registrar will record some basic details in the Tell Us Once system and give you a letter with a reference number. Only then can you use Tell Us Once if you decide to do so. You have 28 days to do this, after which your reference number will no longer be valid.

You can access Tell Us Once by:

- Calling **0800 085 7308** Mon–Fri between 8am and 6pm and quote your reference number.
- Log on to [www.northamptonshire.gov.uk/tellusonce](http://www.northamptonshire.gov.uk/tellusonce) and follow the instructions on the screen to complete the process. You must have the reference number issued by the Registrar to access and use the online system.

## Information you will need to use the telephone or online service.

In order to use Tells Us Once, you need to have with you the reference number issued by the Registrar, and the following information about the person who has died:

- Their National Insurance number and date of birth.
- Details of any benefits or services they were receiving.
- Their death certificate.
- Their Driving Licence or Driving Licence number.
- Their Passport or Passport number and town/country of birth.

You may also be asked for the contact details for:

- Their next of kin.
- A surviving husband, wife or civil partner.
- The person dealing with their estate, you must obtain the permission of the persons listed above if you are going to provide information about them.

## What happens to the information?

If you decide to use Tell Us Once, the death can be reported to the following services:

- |  |   |   |  |
|--|---|---|--|
| • Local Councils                             | • Electoral Services                      | • Jobcentre Plus                          | • Identity and Passport Service.             |
| • Housing Benefit Office                     | • Blue Badges                             | • Overseas Health Team                    | • Driver and Vehicle Licensing Agency (DVLA) |
| • Council Tax Benefit Office                 | • Adult Services (Social Care for Adults) | • HM Revenue and Customs                  | • Ministry of Defence                        |
| • Council Tax                                | • Children's Services                     | • Child Benefit                           | • Service Personnel and Veterans Agency      |
| • Collection of payment for Council Services | • Department for Work and Pensions (DWP)  | • Child Tax Credit and Working Tax Credit | • War Pensions Scheme                        |
| • Council Housing                            | • Pension, Disability and Carers Service  | • Personal Taxation.                      |  |
| • Libraries                                  |   |   |  |

This list is subject to change and the most updated list is held on the Directgov bereavement website:

[www.gov.uk/tell-us-once](http://www.gov.uk/tell-us-once)



# Registering a death in Northamptonshire

# Northamptonshire County Council Registration Service

Make an appointment online at any time at  
[www.northamptonshire.gov.uk/registration](http://www.northamptonshire.gov.uk/registration)

Or call (Mon – Fri 8.00am to 6.00pm)  
**0300 126 1000 (option 3)**

## You can register at any of these offices:

<b>NORTHAMPTON</b>	Northamptonshire Central Library, Abington Street Northampton NN1 2BA
<b>WELLINGBOROUGH</b>	Council Offices, Swanspool House, Wellingborough NN8 1BP
<b>KETTERING</b>	Kettering Borough Council Customer Services Centre, Bowling Green Road, Kettering NN15 7QX
<b>CORBY</b>	Council Offices, 2nd Floor, The Corby Cube, Parkland Gateway, George Street, Corby NN17 1QG
<b>DAVENTRY</b>	Council Offices, Lodge Road, Daventry NN11 4FP
<b>TOWCESTER</b>	Council Offices, Sunny Banks, Brackley Road, Towcester NN12 6DH
<b>OUNBLE</b>	The Old Court House, Mill Road, Oundle PE8 4BW

## If possible, take with you:

The Medical Card and Birth Certificate of the person who has died.

## Information you will be asked for by the Registrar:

<b>Name &amp; surname of deceased</b>
<b>Date &amp; place of death</b>
<b>Maiden surname</b> (if the deceased was a woman who married)
<b>Date &amp; place of birth</b>
<b>Occupation</b>
<b>Name &amp; occupation of spouse</b> (where the Deceased was married or widowed)
<b>Name &amp; occupation of civil partner</b> (where the deceased was in a civil partnership or was a surviving civil partner)
<b>Usual address</b>
<b>Whether the deceased received a pension or allowance from public funds</b>
<b>The date of birth of the surviving spouse or civil partner</b> (where the deceased was married or in a civil partnership)
<b>NHS number</b>
<b>Copies of the Death Certificate</b> You can have as many certificates as you like, at £4.00 each. (We recommend that you will need at least 3 copies).