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OXFORDSHIRE

BEREAVEMENT GUIDE



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info@jacksonbrowningfunerals.co.uk

www.jacksonbrowningfunerals.co.uk



How can Oxfordshire County Council help you?

Oxfordshire County Council's Registration Service has produced this guide to help you through this difficult time. When someone close to us dies, the feelings of shock, sadness, loss and bewilderment can take over our lives.

We will try to help you and offer the information that we know you are likely to need in the next few weeks and months.

We suggest what the priorities are, and explain how, where and when you register the death.

We will let you know what is required by law and what choices you have in order to arrange the funeral. There is a section with information about sorting out the estate. Losing a loved one presents many challenges when you feel least able to deal with them. Organisations providing support are listed should you need to contact them.

It is our aim to provide a sympathetic, helpful and considerate service to help you make the necessary decisions and arrangements. It is important to us that you have the best and clearest information and guidance to make sure that the arrangements you make are the ones that are best for you, your family and friends.

Oxfordshire Registration Service

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Documents you will need in the first few days

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

Useful Documents

- birth certificate
- marriage/civil partnership certificates.

It is not necessary to have these documents to hand, but you will need to provide information contained within them e.g. date and place of deceased's birth, spouse/civil partner's full name etc.

Useful documents if you plan to use the 'Tell Us Once' service after the death has been registered

- National Insurance number
- driving licence
- bus pass
- passport
- blue badge.

What must you do when someone dies?

When someone dies you will need to inform a number of people and organisations and complete certain legal documents. If you are a relative or friend you can do some of these things yourself. Others will need to be done by the executor or administrator of the estate. There is plenty of support available to help you through this difficult time.

What to do in the first few days

You won't be able to do everything right away, but in the first few days it is important, if you can, to do the following;

- If the death occurred at home, tell the family doctor. If the death occurred in a hospital or other communal setting, such as a care home, a doctor will be made aware by the staff there. The doctor will then complete and sign a Medical Certificate of Cause of Death (MCCD) which they will email to the local Registration Service. You cannot register a death until this has been received and reviewed by the local Registration Service. There is no longer any need for you to collect this medical certificate yourself, the process is now done electronically, directly from the doctor to the Registration Service
- If the Coroner is involved, the Coroner's office will advise you regarding the registration of the death. They will explain the process you will need to follow. Please see page 10 of this guide for further details
- Once the Medical Certificate of Cause of Death has been sent by the doctor to the local Registration Service, you can book an appointment to register the death
- Death registrations must take place in the district where they occurred. You can search for the relevant registration district via the website www.gov.uk/register-offices or by telephoning us on 0345 241 2489
- If it is difficult for you to go to the registration district where the death took place, it is possible for you to attend your local registration office and make a death declaration. You will give the registration office the information about the death and sign a declaration form, which they will send via email to the district where the death took place. The district where the death took place will register the death and they will issue the paperwork. Please note that registering the death in this way means that you will not receive death certificates at the time of your appointment, because they can only be issued by the district where the death happened
- Go to the website www.oxfordshire.gov.uk/registration for up-to-date information on the process of registering a death, or call us on 0345 241 2489

- During the death registration appointment, the Registrar will explain about the Tell Us Once (TUO) service. This is a free, optional service provided by the Government. Following the registration, initial information will be completed by the Registrar which is then passed to the Department for Work and Pensions (DWP). The Registrar will give you a unique reference number for the Tell Us Once service which will enable you to go online or telephone the service to give them more information about the deceased. The Tell Us Once service will then notify other central government and local council departments on your behalf
- Contact a funeral director, if you intend to use one. They can move the deceased to a Chapel of Rest if you so wish. However, you do not need to employ a funeral director if you would rather organise the funeral yourself. If this is what you would prefer, you will need to contact the Cemeteries and Crematorium Department of your local authority for advice and guidance. Help and information can also be found on the Natural Death Centre's website: www.naturaldeath.org.uk
- Begin arrangements for the funeral – you should check the will for any special requests
- Contact the executor as soon as you can to enable them to start the process of obtaining probate if necessary. The executor is usually nominated in the will. Further information regarding probate can be found on page 22 of this guide
- If there is no will, decide who will apply to sort out the deceased's estate. This person should then contact the Probate Registry to apply to sort out the deceased affairs and apply for 'letters of administration' if necessary.

Who can register a death?

The death can be registered by:

- A relative of the deceased
- Someone who was present at the death
- An occupant of the nursing/residential home/official from the hospital where the death took place
- The person making the funeral arrangements
- The person who found the body
- The person in charge of the body.

Most deaths are registered by a relative of the deceased. The Registrar would normally only allow one of the other people listed above to register the death if there were no relatives available.

What information will you need to give the Registrar about yourself as the person registering?

- your relationship to the deceased, for example: son, daughter, widow, surviving civil partner, widower, niece, nephew
- your full name
- your usual address.

The information you provide to the Registrar must be true and correct, to the best of your knowledge and belief. It is important to provide correct information, because it costs up to £90 for a correction to be considered, plus £11 each for any corrected certificates. This can also be a time-consuming process.

What information will you need to give the Registrar about the deceased?

- the date and place of death
- their full name and any other names they are known by, or have been known by, maiden name of a woman who has been married or has formed a civil partnership
- their date and place of birth
- their last occupation (if the person was married, widowed or had formed a 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.

It is also helpful, but not essential, to provide their NHS number. This can be found on a medical card, prescription, or a letter from a hospital/GP surgery.

How do you register a death?

A death that has not been referred to the coroner should be registered where possible, within five days of the date of death.

Once the doctor has confirmed that they have sent the Medical Certificate of Cause of Death (MCCD) to the Registration Service via email, please call 0345 241 2489 or go online at www.oxfordshire.gov.uk/registration to book an appointment. A death cannot be registered until this certificate has been received and reviewed by the Registration Service, so please check with the doctor that this has been done before booking an appointment.

When you book an appointment, you will be able to order and pay for death certificates. These cost £11 each. Certificates are certified copies of the original register entry. The original register entry is placed by the Registrar in a register in one of the Oxfordshire Registration Service offices. The information is also kept securely in an online system by the General Register Office.

Certificates are often needed by the executor or administrator when sorting out the deceased person's affairs. These need to be original certificates and not photocopies. Any account which needs to be closed or claimed will usually require sight of an original certificate. Most companies will return the certificate so each one can be used multiple times.

Please note that the registrar cannot take payment for certificates during the appointment. These must be ordered in advance if you want to receive them when you attend your appointment. Appointments usually last about half an hour.

In the case of a death reported to the Coroner, you will need confirmation from the Coroner's office that the relevant paperwork has been issued to the Registration Service. Some deaths reported to the Coroner, which require further investigation and an inquest, will be registered in a different way which means you will not need to register this yourself. The Coroner's office will be able to advise you if this is the case. Please see page 10 of this guide for further details.

If you need information on a death that has happened abroad, please visit the Foreign and Commonwealth Development Office (FCDO) website www.gov.uk (search FCDO). Please note – the General Register Office charges a fee to correct any mistakes made in a death entry. To minimise corrections, it is helpful (but not essential) if you have the following documents for the deceased with you when completing the registration:

- Birth certificate
- Marriage/Civil partnership certificate (if relevant)
- Passport (if relevant).

ADVICE AND HELPLINE:

0345 241 2489

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www.theindividualfuneralcompany.co.uk

86 Rose Hill, Oxford OX4 4HX



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Bereavement Support for families

We're able to offer bereavement support to families, for up to two years, following the death of their child. The support provided can be delivered via a bereavement support worker, and through groups and events for bereaved siblings, parents and families.

Our support care is individualised and will involve us being there to listen and to provide emotional and practical support. There is no right or wrong way to grieve, but our team are here to support families however they are feeling.

Bereavement support is available to local families, within our catchment area, as long as that family, bereaved of a child, are not currently accessing this support elsewhere.

For further information, visit our website

www.hdh.org.uk
or call **01494 794 749**

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www.hdh.org.uk/inmemory
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community@helenanddouglas.org.uk



Registering a death

At your appointment, the Registrar will check if you have made funeral arrangements, and where you would like the certificate for burial/cremation (the green form) to be sent. This can be emailed directly to your funeral director if you are happy for us to do so. If you are unsure about funeral arrangements at this stage, the registrar can give the green form to you.

The Registrar will issue any certificates you have pre-ordered. If you decide you need additional copies, you can order more after your appointment by calling 0345 241 2489 or by visiting the website: www.oxfordshire.gov.uk/registration

Tell Us Once Service

The Registrar will also give you information so that you can use the Tell Us Once (TUO) service, including the unique reference number you will need to access the deceased's case either online or by telephone.

You need to access the TUO service within 28 days of registering the death, during the validity of your unique reference number. When you access the service, please have the deceased's National Insurance number to hand. This can be found at the top of letters from the Department for Work and Pensions (DWP), or on bank statements which show payments received from the DWP. The National Insurance number will be the reference number for these payments.

Other useful information to have to hand when completing the TUO service would be the driving licence and vehicle registration number, concessionary bus pass, passport and blue badge numbers, if relevant.

Details of any public sector pension e.g. civil service, teacher or armed forces will be helpful during the TUO process but are not required for the registration of the death.

Contacting Oxford University Hospitals Bereavement Services

All offices provide a service Monday to Friday, except Bank Holidays.

John Radcliffe Hospital
Tel: 01865 220110

Churchill Hospital
Tel: 01865 225022

Horton General Hospital
Tel: 01295 229386

**Nuffield Orthopaedic
Centre**
Please contact us via the
PALS Office.
Tel: 01865 738126

**Bereavement Services for
late miscarriage, still-birth
or neonatal death**
Tel: 01865 221663

A specialist bereavement midwife and a dedicated team provide care and support for women and their families.

Oxford University Hospitals Bereavement Services

Deaths in Hospital

If a loved one dies in hospital, the Bereavement Service will be in touch and talk through the process of the paperwork with you. Families should wait to receive a holding call from the Bereavement Office to advise them they have received the paperwork from the wards and that the process of producing the medical certificate certifying death has started.

This will usually be on Monday if the death occurs after office hours on Friday. If the death occurs during a Bank Holiday weekend the Bereavement Service will endeavour to phone you as soon as possible.

If the death has occurred during the night the Bereavement Officer is likely to call you later in the day or possibly the following morning. The Bereavement Service understand that families want to get things organised but also feel they need time to grieve before being asked to provide important information about the deceased. Depending on the circumstances, there may need to be a referral to the Coroner, so there may be a slight delay in families being offered an appointment.

The Medical Certificate of Cause of Death (MCCD) is sent directly to the Registration Service once it is ready. The Bereavement Officer will phone you and advise you when this is done. They will also notify your Funeral Director of choice so that they can prepare to contact you for your instructions.

The Bereavement Office will make every effort to keep any delays to a minimum.

We would strongly advise that an appointment to register a death is not made until you have received confirmation from either the Bereavement staff at the hospital or the Coroner's Officer (if appropriate) that the necessary documents have been passed to the Registration Service.

The Bereavement Service is provided across all sites. The team comprises a manager, Medical Examiners, Medical Examiner Officers, Bereavement Officers and an Administrator. Not all offices have a member of staff permanently on site, as staff move between sites as required, but all answerphones are checked on a regular basis, so please do leave a message and your call will be returned as soon as possible.

What happens if the death is referred to a Coroner?

If a death is reported to the Coroner which does not need to be the subject of an inquest (when death is a result of natural disease or illness), a certificate giving the cause of death will be sent to the Registrar of deaths on completion of the Coroner's enquiries. You can then go ahead with the death registration.

In a small number of cases – where the cause of death is unnatural or remains unknown – the police, doctor or Registrar will report the death to the Coroner. In this case, registration of the death will be delayed as an inquest will need to be held.

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 unknown cause
- occur in legal custody.

The Coroner will preserve confidentiality as far as possible but you should remember that the system is based on public court hearings. If you request it, the Coroner will explain the reasons for the procedures adopted in particular cases as long as the Coroner is satisfied that the person has a proper interest and a right to know.

An inquest is not a trial. It is an enquiry to establish who the deceased was and how, when and where they died.

After the death, the Coroner will issue an interim death certificate to enable the estate to be dealt with. On conclusion of the inquest, the next of kin will be provided with an explanation about how, where and when a copy of the death certificate can be obtained.



The Coroners' Courts
Support Service

Coroners' Courts Support Service

In the Oxfordshire Coroner's Court there are volunteers from the Coroners' Courts Support Service present to help all family, relatives, friends and witnesses attending an Inquest. The CCSS volunteer will give you practical help and emotional support whilst you are at the court. Their Telephone Support Line, delivered by local volunteers, can also provide support before or after the inquest.

On the day of the inquest, if possible, the volunteer will take you into the court room before the proceedings start and explain how an Inquest is conducted, the layout of the court, where everyone will be sitting and their roles during the Inquest. The volunteer will sit with you in the court if you wish and after the Inquest Conclusion has been given they will make sure you have all the necessary information you require in order to obtain the death certificate.

Helpline: 0300 111 2141

Contacting the Oxfordshire Coroner's Office

Oxfordshire Coroner's Office deals with deaths occurring within Oxfordshire and some military-related deaths (including civilians).

Oxfordshire Coroner's Office

2nd Floor
1 Tidmarsh Lane
Oxford OX1 1NS

Tel: 01865 815020

coroners.oxfordshire@oxfordshire.gov.uk

The Oxfordshire Coroner

Darren M Salter,
HM Senior Coroner

How is a still-birth defined?

A still-born child is legally defined as a child who has died after 24 weeks of pregnancy, either before or during birth. A still-born child would not, at any time after being born, breathe or show any other signs of life.

What do you need to do to register a still-birth?

A still-birth must be registered in the district in which it has occurred.

When a child is still-born, a doctor or midwife will issue a medical certificate of still-birth. They will send this directly to the Registration Service via email.

Once the doctor or midwife has confirmed that they have sent the medical certificate of still-birth to the Registration Service via email, please call 0345 241 2489. Alternatively, the Registration Service may contact you directly once the hospital Bereavement Team have passed on your details.

Who can register a still-birth?

Parents married or in a civil partnership with each other.

If the parents of the child were married to, or in a civil partnership with each other at the time of the still-birth (or conception), either the mother or father/second female parent may register.

Parents not married or in a civil partnership with each other

If the parents of the child were not married to, or in a civil partnership with each other at the time of the still-birth (or conception), information about the father/second female parent may be entered in the register if they attend the registration appointment together.

If the parents of the child cannot register the still-birth, the following people are qualified to do so;

- The occupier of the house or hospital where the child was still-born
- A person who was present at the still-birth
- A person who is responsible for the still-born child
- The person who found the still-born child (where the date/location of birth are unknown.)

Most still-births are registered by the parent(s). The Registrar would normally only allow one of the other people listed above to register if the parent(s) were unavailable.

What certificates will be issued?

Still-birth certificate

If you wish to purchase a still-birth certificate, this will be arranged when you book your appointment. Certificates cost £11 each. Please note that the registrar cannot take payment for certificates during the appointment. These must be ordered in advance if you want to receive them when you attend your appointment.

It is possible to order a certificate after your appointment, by calling 0345 241 2489.

Any application for a certificate from someone who is not the mother or father/second female parent should be sent to the General Register Office, Certificate Production, PO Box 2, Southport, PR8 2JD, giving full details of the purpose for which the certificate is required.

Certificate for burial or cremation

The Registrar will issue a certificate for burial or cremation. This can be emailed directly to your funeral director, if you have appointed one. The funeral cannot take place until this certificate has been issued.

Certificate of registration

This can be used as evidence that the still-birth has been registered. It can be provided on request.

Information to be supplied for the registration of a still-birth

for the child

- date and place of still-birth
- the forename(s) and surname, if the parents wish to name the still-born child
- sex of the child.

for the father (where this information is to be entered in the register)

- forename(s) and surname
- date and place of birth
- occupation at the time of the still-birth or, if not employed at that time, the last occupation.

for the mother

- forename(s) and surname
- maiden surname if the mother is, or ever has been, married or in a civil partnership
- date and place of birth
- occupation at the time of the still-birth or, if not employed at that time, the last occupation
- usual address at the date of the still-birth
- date of marriage or civil partnership, if married to the still-born child's father at the time of the still-birth
- number of previous children.

If you have any questions about the review you can contact:

CDOP Officer/Administrator
Oxfordshire Clinical
Commissioning Group
Jubilee House
5510 John Smith Drive
Oxford Business Park South
Oxford
OX4 2LH

Tel: 0300 5611868

OCCG.cdopoxfordshire
@nhs.net

www.oscb.org.uk

Children under 18

The death of any child is a tragedy. It is vital that all child deaths are carefully reviewed. This is so that we may learn as much as possible from them, to try to prevent future deaths, and to support families.

If your child had a long-term illness or life-limiting condition, and death was anticipated or inevitable, it is likely that your family and the team supporting you will have made an appropriate 'care pathway' together. This might include an end-of-life care plan for your child.

Local healthcare staff or others such as hospice or hospital staff should work with you and your family to support you. It may be necessary for the Coroner to arrange a post mortem examination. Otherwise, you should be able to register your child's death quickly and proceed with your family's planned funeral and memorial arrangements.

An unexpected death is often sudden. Unexpected means not expected in the 24 hours before the death or before the event that led to the death. The death may have no obvious cause, such as Sudden Unexpected Death in Infancy (SUDI) or the cause might be clear, such as an accident.

The law requires that all sudden and unexpected deaths be reported to the Coroner and the police. A joint agency process will begin. This is a statutory process designed to coordinate an appropriate response and identify a single point of contact for the family (a keyworker). For both expected and unexpected deaths, doctors, nurses and others involved with your child will talk to each other to establish the facts about why your child died. They should also offer support to you. They will consider how the procedures at the time of death and afterwards were managed.

You may not get feedback from each and every one of these discussions, but you can get advice from the keyworker. This keyworker may need to clarify and seek information but will ensure you get the appropriate support and advice.

Child Death Reviews

It is vital that all deaths of children are carefully reviewed by a Child Death Overview Panel on behalf of the Local Safeguarding Children Partnership. The Child Death Overview Panels are groups of professionals who meet several times a year to review all deaths of children who are resident in their area, even if the death occurs in another area. The main purpose is to learn how to try to prevent future deaths.

The Panels make recommendations and report on the lessons learned to the Local Safeguarding Children Partnership. The Board produces an annual report which is a public document. Anyone can read the report, but it contains no details that could identify an individual child or their family.

What choices do you have for the funeral?

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

- you can decide for yourself what form any ceremony you choose to have should take
- you do not have to use a funeral director - though the vast majority of people do
- you can choose a religious, humanist or civil ceremony
- you can choose a ceremony that reflects any religious beliefs or multicultural traditions
- your ceremony does not have to take place in a crematorium or place of worship
- you don't have to hold the funeral ceremony in a licensed building - it can be held in your home
- you can be buried on private land, such as your own garden, as long as there is nothing in the deeds restricting the use of the property – please refer to the Natural Death Centre's website, www.naturaldeath.org.uk for further information, including any legal aspects of which you must be aware.

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

- think about the music - you may wish to choose a piece of music or a song that was meaningful for the person who has died, or that is meaningful for you. Discuss it with relatives, your funeral director, the crematorium and the person you have chosen to conduct the funeral ceremony
- think about individual contributions – you might want to include a tribute, a reading, a poem or a favourite story. Plan a running order that will provide you with the kind of ceremony 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 of 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.

How do you arrange the funeral?

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 Registrar of births and deaths
- you may keep the body of the person who has died at home until the day of the arranged funeral
- the body should either be cremated or buried
- there is no legal requirement to have any kind of funeral ceremony at all.

Your Funeral Director

What is the role of the 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 person who has died are dealt with in a dignified way. Your funeral director can advise you about the options available to you.

Choosing a funeral director

Friends, family, religious clerics or your doctor may be able to recommend local funeral directors. Most local companies are also listed in this publication.

Most funeral directors are members of one of two trade associations:

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

Member firms must provide you with a price list on request and cannot exceed any written estimate they give you without your permission.

Funeral choices

What music can you choose?

Many traditional religious pieces of music are comfortingly familiar but this may not always be appropriate. You may wish to select some pieces of music which were personal favourites of the deceased.

What readings can you choose?

Readings of prose and poetry at a funeral ceremony can be an effective way to make the ceremony personal to the deceased and the bereaved family.

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. Family and friends may feel that this is a contribution they can make. If a family member or friend is reading, it is worth checking that the reader is able to cope with what will, inevitably, be an emotional moment.

Words and books are often a great source of comfort and strength following a bereavement and the library can help you in many ways:

- to find suitable poems or readings for the memorial service
- providing practical contact details for organisations and sources of advice
- books that may help you understand grief and loss
- reading material of all kinds that will help to keep you well
- a calm place to be.

Please call in at any library or phone 01865 815509 to find out how we may be able to support you.

You can also visit us online: www.oxfordshire.gov.uk/libraries

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Oxford, OX3 9AA
01865 427 272

S. & R. CHILDS
142 Oxford Road, Cowley,
Oxford, OX4 2EA
01865 714 007

S. & R. CHILDS
4 Elms Parade, Botley,
Oxford, OX2 9LG
01865 245 464

S. & R. CHILDS
1 Courtland Road, Rose Hill,
Oxford, OX4 4HZ
01865 772 780

S. & R. CHILDS
10 The Parade, Oxford Road,
Kidlington, OX5 1EE
01865 378 888

L. HARTNESS
11 Victoria Road,
Bicester, OX26 6QD
01869 253 282

S. & R. CHILDS
81 Ock Street,
Abingdon, OX14 5AG
01235 520 808

S. & R. CHILDS
81 High Street,
Witney, OX28 6HY
01993 702 675

H. J. KNAPP & SONS
4 Church Street,
Wantage, OX12 8BL
01235 772 205



DIGNITY
FUNERAL DIRECTORS

dignityfunerals.co.uk/local

Choosing your funeral director

The following factors will help in your choice of funeral director:

- location of the firm's premises
- do they belong to a trade association?
- what is the range of services provided?
- what are the costs?
- do they come recommended by those who have used the service?
- how are you treated by the staff?
- are they a large or small firm, a family business or company?

Most funeral directors will provide the following services as a minimum:

- take control of all necessary arrangements
- provide appropriate staff
- provide a suitable coffin
- transfer the deceased from the place of death to the funeral director's premises
- care for the deceased prior to the funeral
- provide a hearse to the nearest cemetery or crematorium
- arrange for burial or cremation as appropriate.

Organising alternative burials

You can consider different types of funerals as an alternative to traditional services and cremations. One popular alternative to traditional burials and cremations is a ceremony in woodland or nature reserve burial grounds.

At woodland burial grounds relatives may be able to plant a tree to mark the site either on, or near, the grave. At nature reserve burial grounds, which can be wildflower meadows or pastures, graves are either unmarked or may be marked by a small wooden plaque that will rot away naturally and bulbs and flowers can be planted.

You will need a death certificate and a certificate for burial from the Registrar of deaths. 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.

If you are planning an interment 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 district 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.

Funeral Plans

If a loved one passes away and you think they might have purchased a pre-paid funeral plan, you should contact the company directly.

However, if you cannot find any of the information or paperwork, the Funeral Planning Authority (FPA) may be able to help. The FPA regulates providers of prepaid funeral plans in the UK. Unfortunately there is no central database of all funeral plans so this means that the FPA cannot search directly for a missing plan on your behalf. However, their online website form allows you to ask their registered providers whether they have a funeral plan in place for your relative or loved one.

www.funeralplanningauthority.co.uk/contact-us

Who pays for the funeral and how?

Funeral costs

If you arrange a funeral you are responsible for paying the bill, so first check where the money will come from and if there will be enough. Request written quotations so you know what costs are involved.

Funeral costs may be paid in different ways including:

- from the estate of the deceased
- a funeral payment scheme may exist - you'll need to check paperwork to see if a plan exists
- money from a life insurance policy or pension scheme
- the deceased's bank or building society may agree to release funds to pay for funeral costs
- you, or the executor, may need to pay and then recover the money from the estate later.

Funeral costs for the same services may vary considerably from one funeral director to another. You would be advised to get more than one quote to compare costs and services.

Disbursements are fees paid to others, for example, for doctors' certificates, a minister, newspaper announcements, flowers or the crematorium.

Financial help

If you are finding it difficult to pay for a funeral that you have to arrange, you may be eligible for a Funeral Expenses Payment if you receive certain benefits. You can check your eligibility on www.gov.uk.

If no one is able or willing to arrange and pay for the funeral, the local council, or, in some cases, the health authority, may be able to help, but only where the funeral has not already been arranged.

Bereavement Benefits

Check if you are eligible to claim bereavement benefits by visiting www.gov.uk/bereavement-support-payment

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 it/ contribute
- how much to spend on the funeral
- whether to have flowers or instead donate money to a chosen charity
- where to donate flowers after the funeral
- sending out invitations
- placing a notice in the newspapers.

What documents will I need to arrange a funeral?

You will need to give the crematorium or cemetery office the forms listed below. Your funeral director, if you choose to use one, should do this for you, otherwise you will need to do this yourself.

Burial

- Form 9 Certificate for Burial (commonly called the 'green form'). This will be emailed by the Registrar following your appointment. If the Coroner was involved, with an investigation or inquest to follow, they will issue a Form 101 Order for Burial.

Cremation

- Form 9 Certificate for Cremation (also commonly called the 'green form'). In the same way as for a burial (see above), this will be emailed by the Registrar following your appointment. If the Coroner was involved, they will issue a Form 6 Order for Cremation
- Form A - Application for Cremation, signed by the next of kin or executor. This will come from the funeral director or crematorium
- Medical Forms B and C (completed by doctors who dealt with the deceased).

Taking the deceased's will into account

Remember to check the will or other written instructions for special wishes about their funeral or what should happen to their body. However, in law, they are preferences and not instructions. The executor doesn't have to follow the instructions about the funeral left in the will. If there are no clear wishes it's generally the executor or nearest relative who decides whether the body is to be cremated or buried.

What should you do if the deceased asked for their body to be donated to medical science?

In this case, you should contact your local department of human anatomy to see if they are willing to accept the body and, if not, whether anywhere else would be willing to accept it. The hospital or doctor will normally help to arrange this.

The body is normally kept for up to three years and then cremation or burial arrangements are discussed with the family or representative of the deceased. You should remember that the death still needs to be registered in the usual way.

How do you arrange a civil funeral?

A civil funeral ceremony is for those who prefer not to have a religious ceremony. It reflects the beliefs and values by which they lived.

Each family has individual needs and requirements. Religious and cultural traditions, personal circumstances and feelings may all affect the type of funeral you choose. Perhaps the deceased may have spoken of their own preferences or left instructions.

Who can arrange a civil funeral?

Your funeral director will have a list of civil funeral celebrants in your local area.

What is a civil funeral ceremony?

A civil funeral ceremony remembers, celebrates and reflects on the life of the person. It can be held in a wide range of buildings and locations; the celebrant will be able to advise you further. It may not be held in a church or other religious building but can be held by a graveside.

Civil funeral ceremonies are conducted by a professional celebrant. The celebrant will create a ceremony (in close consultation with the family) that is both a personalised memoir and a loving tribute to the deceased.

The ceremony will be appropriate for a cremation or a non-religious burial.

How do you sort out the estate of the deceased?

When a person dies somebody has to deal with his or her estate. Their estate includes their money, property and the possessions they have left. If you are the person doing this you collate all the funds, pay any debts and share out the estate to those people entitled to it.

You can do this yourself or you can engage a solicitor to do this for you. You may already have a solicitor your family uses. If not, you will need to choose one. Ask friends for recommendations and, when you contact them, ask about their charges.

How can you get help to cancel council services?

The Registrar who registers the death will provide you with a reference number for a service called Tell Us Once, which you can use to notify local and central government departments about the death.

What about probate?

How do you apply for probate?

To sort out someone's estate, you may need to apply for probate. The Probate Office will give you a grant of probate if the person left a will, or will grant letters of administration if there isn't a will. Your local Probate Registry will send you the forms you need with notes and guidance on what you have to do. A useful helpline telephone number is **0300 123 1072**.

What does a grant of probate, or letter of administration, allow you to do?

A grant of probate is a legal document which allows the people named in it to collect and distribute the estate of the deceased. You can show it to organisations that hold these assets, such as banks or building societies. Probate is the process of officially proving that a will is valid, but the following information applies equally where the deceased died without leaving a will - in which case the grant is called a letter of administration.

Is a grant of probate needed in all cases?

Not always. It may not be necessary to obtain a grant of probate where a home is held in joint names and is passing by survivorship to the other joint owner where a joint bank or building society account is held.

Production of a death certificate may be sufficient for the monies to be transferred to the joint holder and certain institutions may release monies without a grant being produced if the amount held by the deceased was small. You will need to apply to the institutions to see if they will release monies without a grant.

Staff at probate registries will offer procedural guidance on how to obtain a grant. They cannot provide legal advice.

Oxford District Probate Registry

Combined Court Building
St Aldates
Oxford OX1 1LY

Tel: 01865 793055 Fax: 01865 793090
Opening times: Monday-Friday, 9.30am - 4pm

<https://www.gov.uk/applying-for-probate>

ADVICE AND HELPLINE:

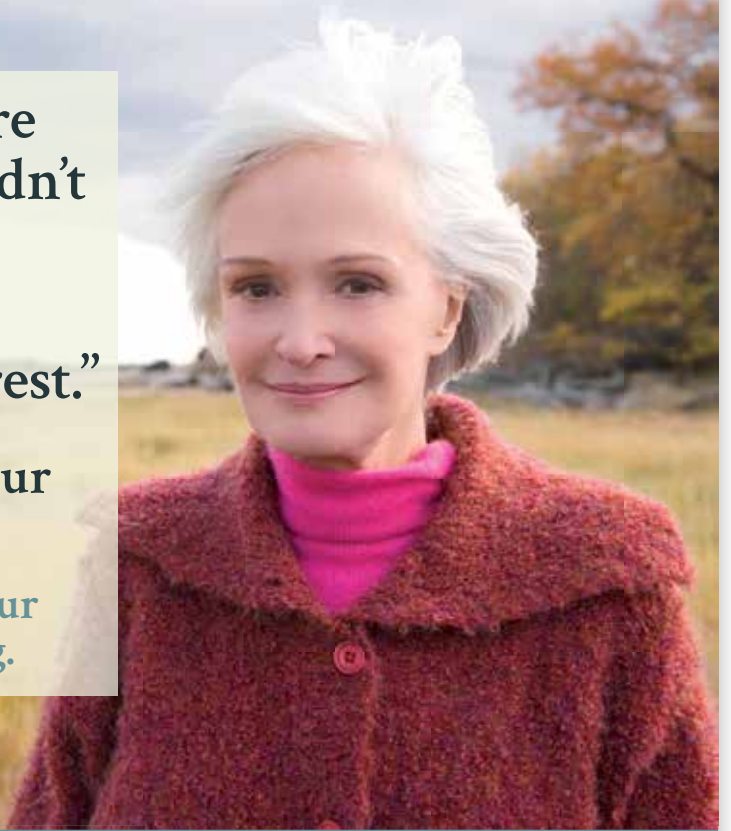
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01844 351323

25 High Street, Princes Risborough HP27 0AE
01844 274842

7 Buttermarket, Thame OX9 3EW
01844 217892



mailbox@surmanandhorwood.com
www.surmanandhorwood.com



Five Ways to Wellbeing

Oxfordshire County Council are supporting a campaign encouraging people to look after their mental wellbeing through the Five Ways to Wellbeing.

CONNECT – with people, friends, neighbours and communities around you

Our libraries:

www.oxfordshire.gov.uk/residents/leisure-and-culture/libraries

BE ACTIVE – walking, dancing, cycling, gardening

GO Active:

www.getoxfordshireactive.org

TAKE NOTICE – of your surroundings and experiences

Countryside:

www.oxfordshire.gov.uk/residents/environment-and-planning/countryside

KEEP LEARNING – try something new, re-experience an old hobby, visit the library

Adult Learning:

www.abingdon-witney.ac.uk/part-time-evening

GIVE – do something nice for others – a smile, helping with a task, or volunteer with a local group

Volunteer:

www.oxfordshire.gov.uk/residents/community-and-living/volunteering-oxfordshire

www.activeoxfordshire.org

BE ACTIVE
walk, dance,
cycle, garden

CONNECT
family, friends,
neighbours

TAKE NOTICE
nature, your
surroundings

KEEP LEARNING
new experiences,
new hobbies

GIVE
listen, smile,
volunteer

5 WAYS TO WELLBEING

Follow these 5 simple steps and feel the benefits.

<https://livewell.oxfordshire.gov.uk/Categories/9>



OXFORDSHIRE COUNTY COUNCIL

What if there's no will?

If someone dies without making a will, they are said to have died 'intestate'. If this happens, the law sets out who should deal with the deceased's affairs and who should inherit their estate. This information covers England and Wales only.

When there is no will, dealing with the estate can be complicated. It can also take a long time - months or even years in some very complex cases.

If matters are complex or you feel you need help, it's a good idea to consult a solicitor as soon as possible. Show them all the information and documentation you have about the deceased person's property, belongings and financial affairs. In the meantime, it may be a good idea to put small valuable items away for safekeeping.

A memorial ceremony

A memorial ceremony may be appropriate in the following circumstances:

- the anniversary of a loved one's death
- following a small private funeral
- to acknowledge a still-born child
- where family, friends and colleagues live abroad and it may not be possible for them to make travel arrangements in time to attend the funeral
- when a body is donated to medical research
- when someone dies abroad and family and friends are unable to attend the funeral
- when a person has been lost/missing for some time and presumed to be deceased
- annual group ceremonies for bereaved families.

A memorial ceremony doesn't have to be a solemn occasion, it is a chance for all who knew the deceased to gather, socialise and share their memories, anecdotes and thoughts.

The ceremony will show warmth, sincerity and will uniquely and affectionately celebrate the life of the deceased. A detailed tribute is paid to them, to the life they lived, the connections they made and have left behind.

Some of these organisations can be notified via the Tell Us Once Service.

Vehicles

You should remember that if the deceased owned a vehicle then it is possible that there is no longer insurance cover for it to be driven. Many policies state that a vehicle may be driven by someone else with the owner's permission but as soon as the owner dies any such permission may cease. It is best to contact the car insurance company before anyone drives the vehicle to make sure they are insured.

Who do you need to contact?

When someone dies you may have to contact a wide variety of organisations to inform them of the death. In many cases you'll need to close down accounts or cancel or change insurance details, subscriptions, agreements, payments or direct debits. You may have to send some organisations a death certificate.

You can use the following as a checklist to see if you have contacted everyone:

- accessible parking permit (blue badge)
- accountant
- bank/building society
- bereavement register (to remove name from mailing lists)
- child benefit office (within eight weeks)
- child's school, or childcare provider
- church or other place of worship
- clubs and social groups
- council tax office
- credit card companies
- creditors (anyone owed money by the deceased)
- debtors (anyone owing money to the deceased)
- dentist
- department of work and pensions
- doctor
- DVLA (to cancel vehicle tax and driving licence)
- employers
- hire purchase/loan companies
- home help agency
- hospital clinics
- household insurance
- HMRC for income tax
- insurance providers
- internet provider
- landlord
- library
- local authority (re: rental/parking permit)
- life assurance
- local Co-operative Share Dividend Office
- mail for redirection
- mortgage provider
- motoring breakdown policy
- motoring insurance
- National Insurance Contributions Office (if self-employed)
- National Savings and Investments
- NHS equipment (wheelchairs, hearing aids etc.)
- OCC equipment collection (beds/chair, walking frames etc., Telecare alarms and sensors)
- passport office
- pension plans
- Premium Bond Office
- Probate Office
- professional bodies
- private healthcare provider
- relatives and friends
- solicitor
- TV licence
- telephone provider - landline and mobile
- utilities (gas, electricity, water)



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mail@greensfunerals.co.uk

www.greensfunerals.co.uk



Getting the support you need just the way you want it

When our circumstances change as a result of bereavement, we may lose more than our loved one. Perhaps daily tasks such as taking care of our home or going out to appointments becomes difficult. Maybe our loss means that there are fewer visitors and activities to look forward to, and we end up feeling lonely or isolated. It can happen to anyone, and it can feel overwhelming and have a profound effect on our health.

If you recognise some of the above and want to talk about what support is available near to where you live, you can ring our friendly team of advisers who can help. By ringing us for a chat you can let us know about your situation and what support or advice you'd like, without having to commit to anything unless you want to. Our advisers are trained to listen to you and think about what might work for you, and help with advice and information.

Examples of information to help you with includes finding out about:

- your nearest Good Neighbour Scheme
- Carers Oxfordshire – getting support from people who are or have been carers themselves
- the Support with Confidence scheme for Personal Assistants
- what your nearest Day Centre has to offer
- getting care and support for yourself
- local groups and organisations which may be of interest to you, such as support groups or special interest groups.

Please get in touch with our Social and Healthcare team if you think we may be able to help. Our contact details are:

Tel: 0345 050 7666 (Monday-Friday 8.30am - 5pm)

Out of hours emergency number: 0800 833408 (freephone)

Oxfordshire County Council
Social and Healthcare Team
PO Box 780
Oxford
OX1 9GX

www.oxfordshire.gov.uk

If you prefer, you don't have to give your name, we will be equally glad to help you!

General Help

MINISTERS OF RELIGION AND FAITH COMMUNITIES

Can provide support and comfort, including to people not previously active in a religious community. Some faith communities in Oxfordshire offer bereavement support groups.

EMPLOYEE ASSISTANCE PROGRAMMES

Many companies offer Employee Assistance Programmes which provide employees with free counselling sessions. Ask your manager or the human resources department.

INDEPENDENT COUNSELLORS AND THERAPISTS

Many therapists have their own websites providing information:
www.bacp.co.uk

General Bereavement Support

CORONERS' COURTS SUPPORT SERVICE

Victoria Charity Centre, 11 Belgrave Road, London SW1V 1RB

Helpline: 0300 111 2141

Office: 0300 111 2140

info@ccsupport.org.uk

HOSPICE UK

Working to ensure everyone affected by death, dying and bereavement gets support.

www.hospiceuk.org

THE LOSS FOUNDATION (TLF)

Offers support groups and social events for people who have lost a loved one to cancer, or Covid-19.

Helpline: 0300 200 4112

www.thelossfoundation.org

info@thelossfoundation.org

SCARD (Support and Care After Road Death and Injury)

Provides emotional, practical support and counselling to those bereaved following a road accident. (9am-9pm 365 days a year).

Helpline: 0345 123 5542

www.scard.org.uk

GENERAL PRACTITIONERS AND DISTRICT NURSES

Your GP may be able to help by listening, offering support for problems like sleeplessness or depression, by advising you about other sources of support or by referring you to a counsellor.

Your district nurse may contact you to ask how you are and may also be able to give advice about sources of support.



OXFORDSHIRE COUNTY COUNCIL

The county council offers many helpful services to all residents in the County and our website is a good place to start looking.

We also recommend that you contact any of the other services on this page, which may be relevant to you.

Helpline: 0345 241 2489
www.oxfordshire.gov.uk

Oxfordshire Bereavement Services

AGE UK OXFORDSHIRE

An independent local charity that offers support to those who have been bereaved.

Helpline: 0345 450 1276

www.ageuk.org.uk

contactus@ageukoxfordshire.org.uk

CITIZENS ADVICE OXFORDSHIRE

Free, confidential advice to everyone in Oxfordshire.

Abingdon, Didcot, Faringdon, Henley, RAF Benson, Thame, Wallingford.

Helpline: 0808 278 907

Banbury, Bicester, Brackley, Kidlington. Helpline: 0808 278 7906

Chipping Norton, Witney. Helpline: 0808 278 7908

Oxford. Helpline: 0808 0278 7909

www.citizensadviceoxford.org.uk

CRUSE BEREAVEMENT CARE

Cruse Oxfordshire extends across the whole of the county and we have a core of more than 70 volunteers professionally trained to support the bereaved.

Helpline: 01865 245398

www.cruse.co.uk

oxfordshire@cruse.org.uk

DEMENTIA OXFORDSHIRE

A partnership between Age UK Oxfordshire, Guide posts and Young Dementia UK. Providing support and information to people living with dementia and their families.

Helpline: 01865 410210 (Monday-Friday 9am-5pm).

www.dementiaoxfordshire.org.uk

HELEN & DOUGLAS HOUSE FAMILY SUPPORT TEAM

Offers individual, group support and counselling to families of patients cared for by Helen & Douglas House.

Helpline: 01865 794749 (Monday-Friday 9am-5pm).

www.helenanddouglashouse.org.uk

KATHARINE HOUSE HOSPICE BEREAVEMENT SERVICE

Offers support and counselling to families and friends of Katharine House Hospice patients.

Helpline: 01295 811866

www.khh.org.uk

enquiries@khh.org.uk

MAGGIE'S OXFORD - FOR THOSE AFFECTED BY CANCER

Maggie's offer the best possible support free to anyone with cancer and their families. You will find our centres alongside NHS hospitals and also support you online.

Helpline: 01865 751882 (Monday-Friday 9am-5pm).

www.maggies.org

oxford@maggies.org

SAMARITANS

24 hour confidential telephone service for anyone feeling desperate or suicidal or experiencing a personal crisis such as bereavement.

Oxford: 01865 722122

60 Magdalen Road, Oxford, OX4 1RB (drop-in available 8am-10pm).

Banbury: 01295 270000

33 Albert Street, Banbury OX16 5DG

www.samaritans.org

jo@samaritans.org

SANDS

National charity for those affected by the death of a baby during pregnancy or after birth. Run by volunteers who are bereaved parents who can share their stories and offer support.

www.oxfordshiresands.org.uk

SEESAW

Grief support for children and all young people up to 18, we will offer advice, information and resources to support a family. We ask families to self-refer to our service.

Helpline: 01865 744768 (Monday-Friday 8.30am-4.30pm).

www.seesaw.org.uk

info@seesaw.org.uk

SOBELL HOUSE BEREAVEMENT SERVICE

The Bereavement Service offers support and counselling to those coping with the loss of a loved one under the care of the Sobell House Hospice Team (or another UK palliative care service).

Helpline: 01865 225878

www.sobellhouse.org

mail@sobellhospice.org





National Organisations

BEREAVEMENT REGISTER

Helps stop unwanted direct mail. If someone has died, the Bereavement Register can reduce the amount of unwanted marketing post being sent to them, stopping painful daily reminders within as little as six weeks.

Tel: 0207 089 6403 help@thebereavementregister.org.uk

www.thebereavementregister.org.uk

Automated phone registration: 0800 082 1230

(Monday - Friday: 9am - 5.30pm, closed on bank holidays)

The Bereavement Register FREEPOST RTEU-JSHJ-LCTZ

1 Newhams Row London SE1 3UZ

CALM

A helpline for Men who are down or need support for any reason and need to talk or get information and support to help.

Helpline: 0800 58 58 58 (365 days a year, 5pm – Midnight).

www.thecalmzone.net

CHARLIE WALLER

Free resources for young people who seek emotional support and help with mental health and wellbeing.

Helpline: 01635 869754 (Monday-Friday 9am- 5pm).

www.cwmt.org.uk

THE COMPASSIONATE FRIENDS

Offering support after the death of a child of any age and from any cause to bereaved families.

Support is also available for bereaved adult siblings (Support in bereavement for brothers and sisters -SIBBS) and grandparents.

The Shadow of Suicide group (SOS) can put parents in touch with other parents who have lost children through suicide. A helpline that is answered by a bereaved parent providing support and information.

Helpline: 01345 123 2304 (Monday-Friday 9.30am- 4.30pm, 7pm-10pm).

www.tcf.org.uk helpline@tcf.org.uk

CRUSE BEREAVEMENT CARE/HOPEAGAIN

Support and advice for bereaved young people, living after loss.

Helpline: 0808 0808 1677 (Monday-Friday 9.30am- 5pm).

www.hopeagain.org.uk helpline@cruse.org.uk

GRIEF ENCOUNTER – helping children through bereavement

Information and support through an interactive website to children, teenagers, adults and professionals.

Helpline: 0808 802 0111 (Monday-Friday 9am- 9pm).

www.griefencounter.org.uk griefftalk@griefencounter.org.uk

THE LULLABY TRUST

Confidential bereavement support for families who experience the sudden and unexpected loss of a baby or young child.

Helpline: 0808 8026868

www.lullabytrust.org.uk

support@lullabytrust.org.uk

MISCARRIAGE ASSOCIATION

Provides information and support to people who have been affected by miscarriage, ectopic or molar pregnancy.

Helpline: 01924 200799 (Monday-Friday 9am- 4pm).

www.miscarriageassociation.org.uk

info@miscarriageassociation.org.uk

PAPYRUS - Prevention of young suicide

Confidential support and advice to young people with thoughts of suicide, or anyone worried about a young person.

Hopeline: 0800 068 4141 (365 days a year, 9am – Midnight).

Text: 07860039967.

www.papyrus-uk.org

pat@papyrus-uk.org

SOBS Survivors of Bereavement by Suicide

It can be difficult to talk about suicide many people who have been bereaved feel alone and isolated at a time when they are hurting and vulnerable. Getting support, can involve several people such as family, friends, health professionals like SOBS.

Helpline: 0300 111 5065 (Monday-Friday 9am- 9pm).

www.uksobs.org

bereavement@uksobs.org

SSAFA Forces Help

Helping serving and ex-serving men, women and their families.

Helpline: 0800 731 4880 (Monday-Friday 9am- 5.30pm).

www.ssafa.org.uk

SUDEP Action (epilepsy bereavement support)

The only national charity supporting and working alongside those whose loved ones have died suddenly from an epilepsy related death (including SUDEP: Sudden Unexpected Death in Epilepsy). Based in Wantage, free specialist services, such as advocacy, counselling, information, advice, involvement in research and empowering families in their interactions with the Coronial service and other agencies.

Helpline: 01235 772852

www.sudep.org

support@sudep.org

WINSTON'S WISH

If you know a family in need of help supporting a grieving child, please call or signpost them to our Freephone National Helpline where our expert team will be able to offer information, guidance and support.

Helpline: 08088 020 021

www.winstonswish.org

ask@winstonswish.org





Crematoriums and Registration Service Offices

Oxfordshire Crematoriums

BANBURY CREMATORIUM

Hardwick Hill, Southam Road, Banbury OX16 1ST
Tel: 01295 226500

OXFORD CREMATORIUM

Bayswater Road, Headington, Oxford OX3 9RZ
Tel: 01865 351010

NORTH OXFORDSHIRE CREMATORIUM

Tackley, Kidlington OX5 3ER
Tel: 01869 331231

SOUTH OXFORDSHIRE CREMATORIUM

Garford, Abingdon OX13 5PA
Tel: 01235 867821

Oxfordshire Registration Service Offices

ABINGDON

Roysse Court, Bridge Street OX14 3HU

BANBURY

Bodicote House, Bodicote OX15 4AA

BICESTER

Franklins House, Wesley Lane OX26 6JU

DIDCOT

197 Broadway OX11 8RU

HENLEY

68 Northfield End RG9 2JN

OXFORD

1 Tidmarsh Lane OX1 1NS

WITNEY

Council Offices, Woodgreen OX28 1NB

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www.oxfordshire.gov.uk/registration

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Darren Jeffs



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Golden Charter

Further advice and help

If you require any advice or help, please call us on 0345 241 2489 Monday to Thursday 9am - 4.30pm and Friday 9am - 4pm and we will be very pleased to assist you.

We aim to offer you a personal and professional service and to offer support and advice in your time of bereavement.

If you feel we have not given you this service or, if you feel there are ways in which this Bereavement Guide could be improved, then we would like to know. Please write to:

The Superintendent Registrar
Oxfordshire Registration Service
1 Tidmarsh Lane
Oxford OX1 1NS



**OXFORDSHIRE
COUNTY COUNCIL**

Funeral Directors

ABINGDON

Edward Carter Funeral Directors
107 South Avenue, Abingdon OX14 1QS
01235 528293
E: info@edcarterfd.co.uk
www.edcarterfd.co.uk

Memoria Low Cost Funeral Ltd
Garford, Abingdon OX13 5PA
0800 862 0150
E: info@low-cost-funeral.co.uk
www.low-cost-funeral.co.uk

S & R Childs Funeral Services
(incorporating P L Barrett - part of Dignity Group)
81 Ock Street, Abingdon OX14 5AG
01235 520808
E: info@dignityfunerals.co.uk
www.dignityfunerals.co.uk

The Co-operative Funeralcare
26 High Street, Abingdon OX14 5AX
01235 554589
E: abingdon.funeral@midcounties.coop
www.coopfunerals.co.uk

Tonks Brothers Funeral Directors
158 Ock Street, Abingdon OX14 5DT
01235 539444
E: info@tonksbrothers.com
www.tonksbrothers.com

BANBURY

Edd Frost & Daughters Ltd
Independent Family Funeral Directors
14 Canada Close, Banbury OX16 2RT
01295 404004
E: office@eddfrostanddaughters.co.uk
www.eddfrostanddaughters.co.uk

Humphris Funerals
32 Albert Street, Banbury OX16 5DG
01295 265424
E: info@humphrisfunerals.co.uk
www.humphrisfunerals.co.uk

The Co-operative Funeralcare
(incorporating Trinder's Funeral Services)
122 Middleton Road, Banbury OX16 4QU
01295 272207
E: banbury.funeral@midcounties.coop
www.coopfunerals.co.uk

BICESTER

C S Boswell, Independent Family Funeral Services
58 Bucknell Road, Bicester OX26 2DW
01869 221937
E: info@boswellfuneralservices.co.uk
www.boswellfuneralservices.co.uk

D L Hancock Ltd, Independent Funeral Directors
Chapel House, 13 North Street, Bicester OX26 6NA
01869 244200
E: admin@dlhancock.co.uk
www.dlhancock.co.uk

L Hartness Funeral Directors (Part of Dignity Group)
11 Victoria Road, Bicester OX26 6QD
01869 253282
E: lhartnessfunerals.bicester@dignityfunerals.co.uk
www.dignityfunerals.co.uk

Memoria Low Cost Funeral Ltd
The Pool House, Bicester Road, Stratton Audley, Bicester
OX27 9BS
0800 862 0150
E: info@low-cost-funeral.co.uk
www.low-cost-funeral.co.uk

Sandra Homewood Funerals
27-29 The Causeway, Bicester OX26 6AN
01869 208000
E: info@homewoodfunerals.co.uk
www.homewoodfunerals.co.uk

The Co-operative Funeralcare (incorporating R J Tyrrell)
11 Manorsfield Road, Bicester OX26 6EH
01869 252888
E: bicester.funeral@midcounties.coop
www.coopfunerals.co.uk

CARTERTON

R A Jones Funeral Directors
21 Corbett Road, Carterton OX18 3LG
01993 847222
E: rajoneswitneyltd@btinternet.com

E Taylor & Son
21 Corbett Road, Carterton OX18 3LG
01993 842421
E: etaylorandson@btconnect.com
www.etaylorfunerals.co.uk

The Co-operative Funeralcare
4 Brize Norton Road, Carterton OX18 3JF
01993 843359
E: carterton.funeral@midcounties.coop
www.coopfunerals.co.uk

CHINNOR

Surman & Horwood Funeral Service Ltd
The Green, Crowell, near Chinnor OX39 4RR
01844 351323
E: mailbox@surmanandhorwood.com
www.surmanandhorwood.com

CHIPPING NORTON

A L Sole & Son
Bidston Close, Choicehill Road, Chipping Norton OX7 5PP
01608 644112
E: office@solefunerals.co.uk
www.solefunerals.co.uk

The Co-operative Funeralcare
Albion Street, Chipping Norton OX7 5BN
01608 645917
E: chipping.funeral@midcounties.coop
www.coopfunerals.co.uk

DIDCOT

M & J Didcock Funeral Service
15-17 Park Road, Didcot OX11 8QL
01235 510292
E: info@didcotfuneraldirectors.co.uk
www.didcotfuneraldirectors.co.uk

R & H Barker
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01235 510033
E: roger@rmbarker.co.uk
www.rogerbarker.co.uk

The Co-operative Funeralcare
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01235 512266
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www.coopfunerals.co.uk

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20 Gloucester Street, Faringdon SN7 7HY
01367 244044
E: info@jgodfreyandson.co.uk
www.jgodfreyandson.co.uk

J Godfrey & Son
Ware Road, Stanford in the Vale, Faringdon SN7 8NY
01367 718998
E: info@jgodfreyandson.co.uk
www.jgodfreyandson.co.uk

Jackson & Browning Independent Funeral Services
14a Market Place, Faringdon SN7 7HP
01367 244992
E: info@jacksonbrowningfunerals.co.uk
www.jacksonbrowningfunerals.co.uk

The Co-operative Funeralcare
(incorporating A E Baker & Sons)
Cardinal House, 5 Park Road, Faringdon SN7 7BP
01367 240572
E: faringdon.funeral@midcounties.coop
www.coopfunerals.co.uk

HENLEY-ON-THAMES

A B Walker
Blyth House, 158 Reading Road, Henley-on-Thames RG9 1EA
01491 413434
E: henley@abwalker.co.uk
www.abwalker.co.uk

Tomalin & Son
Anderson House, 38 Reading Road, Henley-on-Thames
RG9 1AG
01491 573370
E: office@tomalins.co.uk
www.tomalins.co.uk

KIDLINGTON

C S Boswell, Independent Family Funeral Services
7 Bicester Road, Kidlington OX5 2LA
01865 373712
E: info@boswellfuneralservices.co.uk
www.boswellfuneralservices.co.uk

Jerrams Brothers Funeral Directors
18 The Kidlington Centre, Kidlington OX5 2DL
01865 374444
E: jerramsbrothers@aol.com
www.jerramsbrothers.co.uk

S & R Childs Funeral Services (Part of Dignity Group)
10 The Parade, Oxford Road, Kidlington OX5 1EE
01865 378888
E: info@dignityfunerals.co.uk
www.dignityfunerals.co.uk

The Co-operative Funeralcare
22 Fairfax Centre, Kidlington OX5 2PB
01865 371159
E: reeves&pain.funeral@midcounties.coop
www.coopfunerals.co.uk

OXFORD

C S Boswell, Independent Family Funeral Services
364 Banbury Road, Summertown OX2 7PP
01865 553737
E: info@boswellfuneralservices.co.uk
www.boswellfuneralservices.co.uk

D L Hancock Ltd, Independent Funeral Directors
126 London Road, Headington OX3 9ED
01865 767780
E: oxford@dlhancock.co.uk
www.dlhancock.co.uk

Jackson & Browning Independent Funeral Services
9 Knights Road, Blackbird Leys OX4 6HU
01865 426056
E: info@jacksonbrowningfunerals.co.uk
www.jacksonbrowningfunerals.co.uk

Jackson & Browning Independent Funeral Services
295 Iffley Road, Oxford OX4 4AQ
01865 426056
E: info@jacksonbrowningfunerals.co.uk
www.jacksonbrowningfunerals.co.uk

Jerrams Brothers Funeral Directors
Kings Meadow, Oxford OX2 0DP
01865 374444
E: jerramsbrothers@aol.com
www.jerramsbrothers.co.uk

S & R Childs Funeral Services (incorporating R L Bromley & Son - part of Dignity Group)
4 Elms Parade, Botley, Oxford OX2 9LG
01865 245464
E: info@dignityfunerals.co.uk
www.dignityfunerals.co.uk

S & R Childs Funeral Services (Part of Dignity Group)
142 Oxford Road, Cowley, Oxford OX4 2EA
01865 714007
E: info@dignityfunerals.co.uk
www.dignityfunerals.co.uk

S & R Childs Funeral Services (Part of Dignity Group)
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www.dignityfunerals.co.uk

S & R Childs Funeral Services (Part of Dignity Group)
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www.dignityfunerals.co.uk

Sandra Homewood Funerals
14 Cherwell Drive, Marston OX3 0LY
01865 570000
E: info@homewoodfunerals.co.uk
www.homewoodfunerals.co.uk

Sandra Homewood Funerals
5 The Parade, Windmill Road, Headington OX3 7BL
01865 570700
E: info@homewoodfunerals.co.uk
www.homewoodfunerals.co.uk

The Co-operative Funeralcare
(incorporating A W Bruce Ltd)
29 Rogers Street, Summertown OX2 7JS
01865 310907
E: summertown.funeral@midcounties.coop
www.coopfunerals.co.uk

The Co-operative Funeralcare
71 Balfour Road, Blackbird Leys OX4 6AG
01865 395489
E: blackbirdleys.funeral@midcounties.coop
www.coopfunerals.co.uk

The Co-operative Funeralcare
2 Hendred Street, Cowley OX4 2ED
01865 748855
E: oxford.funeral@midcounties.coop
www.coopfunerals.co.uk

The Co-operative Funeralcare
Unit 1, Holyoake Hall, London Road, Headington OX3 9ED
01865 308581
E: headington.funeral@midcounties.coop
www.coopfunerals.co.uk

The Co-operative Funeralcare
288 Abingdon Road, Oxford OX1 4TE
01865 242529
E: reeves&pain.funeraloxford@midcounties.coop
www.coopfunerals.co.uk

The Individual Funeral Company
86 Rose Hill, Oxford OX4 4HX
01865 714130
E: info@theindividualfuneralcompany.co.uk
www.theindividualfuneralcompany.co.uk

Tonks Brothers Funeral Directors
197 Kennington Road, Kennington OX3 5PG
01865 736144
E: info@tonksbrothers.com
www.tonksbrothers.com

THAME

F J Wilson Funeral Director
Greenway, Haddenham HP17 8BJ
01844 291200

Surman & Horwood Funeral Service Ltd
7 Buttermarket, Thame OX9 3EW
01844 217892
E: mailbox@surmanandhorwood.com
www.surmanandhorwood.com

The Co-operative Funeralcare
8 High Street, Thame OX9 2BU
01844 260067
E: thame.funeral@midcounties.coop
www.coopfunerals.co.uk

WALLINGFORD

Howard Chadwick Independent Funeral Service
33 Benson Lane, Wallingford OX10 8ED
01491 825222
E: office@chadwickfuneralservice.co.uk
www.chadwickfuneralservice.co.uk

WANTAGE

R & H Barker
Harcourt Road, Wantage OX12 7DQ
01235 762911
E: roger@rmbarker.co.uk
www.rogerbarker.co.uk

Edward Carter Funeral Directors
15 Newbury Street, Wantage OX12 8BU
01235 770996
E: info@edcarterfd.co.uk
www.edcarterfd.co.uk

H J Knapp & Sons (Part of Dignity Group)
4 Church Street, Wantage OX12 8BL
01235 772205
E: hjknapp.wantage@dignityfunerals.co.uk
www.dignityfunerals.co.uk

J Godfrey & Son
21 Mill Street, Wantage OX12 9AB
01235 767165
E: info@jgodfreyandson.co.uk
www.jgodfreyandson.co.uk

The Co-operative Funeralcare
7 Millbrook Square, Grove, Wantage OX12 7JZ
01235 766155
E: grove.funeral@midcounties.coop
www.coopfunerals.co.uk

WITNEY

Greens Funeral Services
21 High Street, Eynsham OX29 4HE
01865 880837
E: mail@greensfunerals.co.uk
www.greensfunerals.co.uk

Greens Funeral Services
32 Corn Street, Witney OX28 6BL
01993 776486
E: mail@greensfunerals.co.uk
www.greensfunerals.co.uk

Peter Smith & Son Funeral Directors Ltd
135 Burwell Drive, Witney OX28 5LP
01993 702000
E: info@petersmithandson.co.uk
www.petersmithandson.co.uk

S & R Childs Funeral Services
(incorporating Fisher & Townsend - part of Dignity Group)
81 High Street, Witney OX28 6HY
01993 702675
E: info@dignityfunerals.co.uk
www.dignityfunerals.co.uk

The Co-operative Funeralcare
The Cemetery Lodge, Tower Hill, Witney OX28 5ES
01993 706778
E: witney.funeral@midcounties.coop
www.coopfunerals.co.uk

WOODSTOCK

Jerrams Brothers Funeral Directors
33 High Street, Woodstock OX20 1TE
01993 811491
E: jerramsbrothers@aol.com
www.jerramsbrothers.co.uk

If you are unhappy with any aspect of your funeral director's service, you are entitled to make a complaint.

For further information, speak to someone at your local Citizens Advice Bureau
www.caox.org.uk

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What to do if things go wrong

Customer satisfaction is very important to us. We hope that this guide has enabled you to make the best choices for your individual needs and has helped you through your time of bereavement. We are also aware that things can sometimes go wrong.

What to do if you are not satisfied with the funeral arrangements

Most funerals are conducted well. However, if you have a complaint, discuss it with your funeral director. The majority of funeral directors belong to one of two trade associations so if you are not satisfied with the response, you can complain to whichever association the funeral director belongs to. These are:

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

You can also get advice from your local trading standards department.

What to do if you are not satisfied with the County Council's services

Oxfordshire County Council's Registration Service aims to provide a high quality caring and sensitive service for people at a difficult period of their lives. We aim to offer you a personal and professional service and give support and advice to you in your time of bereavement.

Further advice and help

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The Superintendent Registrar
Oxfordshire Registration Service
1 Tidmarsh Lane
Oxford OX1 1NS



C.S. Boswell

Independent Family Funeral Services



58 Bucknell Road,
Bicester OX26 2DW
01869 221937

7 Bicester Road,
Kidlington, Oxford OX5 2LA
01865 373712

364 Banbury Road,
Summertown, Oxford OX2 7PP
01865 553737

E: info@boswellfuneralservices.co.uk



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126 London Road, Headington, Oxford OX3 9ED
oxford@dlhancock.co.uk

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for your Family in
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Published by
Crystal Publications

01925 486445

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