



Funeral *arrangements*

Step

2

*Helping you
say goodbye
in a way that
feels right*

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Why *choose us?*

For more than 160 years, we have been supporting families across Lincolnshire and Nottinghamshire through some of their most difficult moments. Our funeral service began in 1930, and ever since we have been there to care with compassion, professionalism and respect.

Our funeral homes are part of the communities they serve, and the people who work in them are local too. They understand how important it is to provide support that feels personal, thoughtful and trusted when it matters most. It is a trust we are proud to have earned from generations of local families.

This guide explains what arranging a funeral involves, the choices available to you and the support we provide at every step.

You do not have to do this alone, we're with you.



Registering *a death*

In England and Wales, a death usually needs to be registered within five days. Once the doctor or Medical Examiner has completed the necessary paperwork, you will be able to make an appointment with the local Register Office. Many people choose to take a family member or friend with them for support.

During the appointment, the registrar will ask for some information about the person who has died, such as their full name, date and place of birth, last address and occupation. They may also ask for details of a surviving spouse or civil partner, if applicable.

It can be helpful to take documents such as a birth certificate, NHS number, National Insurance number and proof of address. However, do not worry if you do not have all of these available, as the death can still be registered.

Once the death has been registered, the registrar will provide:

The Certificate for Burial or Cremation (often called the green form), which allows the funeral or cremation to take place. This is usually sent directly to your funeral director.

A Certificate of Registration or Notification of Death (BD8), which may be required when dealing with certain benefits.

A Certified copy of the death certificate, additional copies can be purchased from the registrar if required. These are often needed when dealing with banks, insurance companies and other organisations while administering the estate.

Our *client*

Arranging a funeral carries legal responsibility. We take instructions from one named person, known as "the client".

The client is usually:

- The executor named in the will, or
- The closest next of kin if there is no will

The client is responsible for:

- Providing the funeral instructions
- Signing the necessary documentation
- Responsible for payment of the funeral account

If you are unsure of who should act, or if family members need guidance, we will help you understand your position and the options available.

Understanding *funeral costs*

We know that concerns about cost can add to the stress of arranging a funeral. Being open and transparent about pricing is an important part of the care we provide.

All funeral directors are legally required to publish a Standardised Price List for a range of services. This is designed to help you understand your options and make informed decisions.

When arranging a funeral with us, you will receive a written estimate outlining the costs involved. As every funeral is personal and tailored to individual wishes, the best way to understand the overall cost is to talk through your requirements with your funeral director.

You are welcome to take time to discuss the arrangements with family or friends before confirming any decisions.

If any changes affect the final cost of the funeral, we will let you know as soon as possible, either in writing or verbally, before the funeral takes place.

Ways to pay

There are several ways families choose to pay for a funeral. These may include:

- A pre-paid funeral plan
- A deposit or full payment
- Life insurance policies

Your funeral arranger will discuss these options with you so you can decide what is right for you.

In certain circumstances, we may carry out a credit reference check, which will leave a record of our enquiry. We also reserve the right to request payment in advance of the funeral. If advance payment is required and not received, arrangements may need to be postponed until payment is made.

Insurance policies

If your loved one had a life insurance policy, the insurer should be notified as soon as possible.

Insurance companies will normally ask for:

- The policy document
- A certified copy of the death certificate
- Proof of identity
- Any premium records, where applicable

If you are unsure whether a policy exists, or where documents may be held, we will be happy to offer guidance.

Government Support

In some circumstances, financial help may be available through the Department for Work and Pensions (DWP). A **Funeral Expenses Payment** may help cover certain costs associated with the funeral, including burial or cremation fees, transport and some funeral director fees. A **Bereavement Support Payment** may also be available to a surviving spouse or civil partner. Eligibility for these payments depends on personal circumstances and benefit status.

Check your eligibility and apply online at gov.uk/funeral-payments/how-to-claim

Funeral cashback

Members receive 1% cashback, calculated on the funeral director's charges. During your consultation meeting, we will ask whether you or the person who has died were Lincolnshire Co-op members. If so, and provided the account is settled within 30 days, we will arrange the cashback payment.

If the person who has died was a member (and not the client), the equivalent cashback amount will be deducted from the invoice. You can also use member cashback and share account balances as payment towards funeral costs. Cashback is subject to terms and conditions, which are available at any of our funeral homes.

Probate and *estate administration*

After someone dies, their property, money, possessions and other assets need to be managed and distributed. This is known as probate, the legal process that gives someone the authority to deal with the estate of the person who has died.

The estate includes everything they owned, such as property, savings, investments and personal belongings, and the process ensures these are handled and distributed according to the will, or according to the law if no will exists.

Depending on the value of the estate and how assets were owned, probate may be required before these matters can be finalised. Managing an estate can involve a number of responsibilities, including contacting organisations, valuing assets, settling debts and ensuring everything is distributed correctly. Because the person responsible can be held accountable for any mistakes, many families choose to seek professional advice and support during this process.

If you would like us to, our Bereavement Support Team can call you to offer free support and guidance. They can help you understand your loved one's estate, probate, things to consider and the next steps to take.

Experienced probate specialists can guide you through the process or, if you prefer, take responsibility for managing the estate on your behalf. This can include obtaining the grant of probate and handling the legal, tax, property and administrative work involved.

The Bereavement Support Team will provide a free initial consultation, discuss your circumstances, give access to a free online to assess if probate is required and provide a no-obligation written quotation outlining the costs.

Each estate is different, but administering an estate may include tasks such as:

- Notifying organisations and financial institutions of the death
- Applying for the grant of probate (if required)
- Identifying and collecting assets within the estate
- Valuing property, savings and possessions
- Calculating and paying any inheritance tax, income tax or other liabilities
- Settling outstanding debts
- Selling property or other assets where necessary
- Identifying and contacting beneficiaries
- Preparing estate accounts
- Distributing the estate according to the will, or under the rules of intestacy if no will exists

Find out more at [lincolnshire.coop/probate](https://www.lincolnshire.coop/probate)

Planning ahead

While probate deals with what happens after someone dies, some people choose to make arrangements during their lifetime to help protect their family and ensure their wishes are clearly understood.

Planning ahead can offer reassurance, knowing that important decisions have already been considered and recorded.

Some people also choose to plan their funeral in advance so that their wishes are known and the cost can be taken care of ahead of time. This can help remove uncertainty for family members and provide comfort that the arrangements will reflect personal preferences.

If you would like to explore this option, a member of our team will be happy to talk you through our funeral plan options and answer any questions you may have.

Arranging *a funeral*

We work to the highest professional standard

When someone you love dies, it is important to know they are being cared for with dignity and respect.

Our colleagues are trained, experienced and compassionate, and the care of your loved one is always our priority.

We will bring your loved one into our care, whether the death occurred at home, in hospital or elsewhere. From that moment on, we take responsibility for the practical arrangements and ensure they are looked after with the utmost care and respect.

Alongside the high standards we set ourselves, we are also members of the **National Association of Funeral Directors (NAFD)**. This means we follow their Code of Practice and are regularly inspected to ensure those standards are maintained. The NAFD Code of Practice provides reassurance that both you and your loved one are receiving the highest level of care.

As a co-operative owned by our members, we are part of the communities we serve. Our funeral homes are run by local people, supporting families across Lincolnshire and Nottinghamshire when it matters most.

You can read more about the NAFD Code of Practice at:
www.nafd.org.uk/funeral-director-code/



Visting your loved one while they are in our care

One of the most important parts of bereavement is the opportunity to say goodbye. Many families find comfort in spending time with their loved one before the funeral.

Our Chapels of Rest are available, by appointment, during normal office hours, and we can also arrange visits in the evening or at weekends where possible. Before you visit, we will carefully prepare your loved one so that the setting feels peaceful and respectful.

Embalming

Sometimes referred to as hygienic treatment, embalming is a process that helps care for your loved one after death by slowing the natural changes that take place.

It involves gently replacing natural fluids with a specialised solution, which helps preserve, sanitise and support a more natural, restful appearance.

Why it may be needed

After someone has died, their appearance can change over time, and they may look different to how they did in life. Embalming can help to restore a more familiar appearance, which many families find comforting when spending time with their loved one and saying goodbye.

It is often recommended if you would like to visit your loved one in the Chapel of Rest, particularly if there may be a longer period before the funeral. It can also provide more time for family and friends to visit, especially if people are travelling or if arrangements are still being made.

Things to consider

Embalming helps slow natural deterioration, although it cannot prevent it entirely. You can still spend time with your loved one without embalming, although your funeral director may advise visiting sooner.

If you are considering an environmentally focused funeral, such as a natural or woodland burial, embalming is not usually recommended, as the chemicals used may not be suitable for these settings. In some circumstances, such as repatriation abroad, embalming may be required.

Embalming is a personal choice and is by no means essential. We will always discuss with you and it will only take place with your permission. If you are unsure whether it feels right for your loved one, your funeral director will be there to talk things through with you, answer any questions, and help you make a decision that feels appropriate for your circumstances.

Clothing, jewellery and personal effects

You may choose for your loved one to be dressed in their own clothing or one of our gowns. We will advise you of any restrictions, particularly for green burials where only natural fabrics are permitted. For cremation, certain items cannot remain with your loved one. We will explain this clearly and guide you through the process.

Jewellery may remain with your loved one or be returned to you. We ask that jewellery and personal effects are collected, by the client, before the funeral. If you need additional time, please let us know.

Choosing the right type of funeral

Every funeral is personal. Some families prefer a traditional service with family and friends present. Others choose something quieter and simpler. The decision to have a burial or cremation may be influenced by the wishes of the person who has died, family traditions or religious beliefs. Whichever type of funeral you prefer, we'll be there to advise you. Here are our packages at glance with more detail over the coming pages.

Unattended			Attended		
Direct Cremation	Direct Farewell	Direct Group Farewell	Simple	Bespoke	Eco
An unattended cremation with no service or mourners present	A direct cremation but with an opportunity for a private goodbye with your loved one	A direct cremation with a private gathering for friends and family to come together at our funeral home	A low cost funeral with an attended cremation or funeral service with the opportunity to say a final farewell	A bespoke funeral tailored to your wishes, allowing you to decide what is included	A greener alternative to a traditional funeral, designed to reduce environmental impact.
	Includes Chapel of Rest viewing within office hours, embalming and option to dress them in their own clothes	Direct Farewell plus a 2 hour private booking of the funeral home to gather as a family. Includes light refreshments	An attended funeral, kept simple to help reduce costs	Entirely customisable funeral options	A bundled list of more ecologically minded approaches to the funeral

Direct *cremation*

What is direct cremation?

Direct cremation is sometimes referred to as an unattended cremation or 'pure cremation'. It is a simple form of cremation where there is no funeral service, ceremony, wake or attendance at the crematorium.

How does it work?

Your loved one is brought into our care and remains with us until the cremation takes place. We arrange for your loved one to be transported from our funeral home to our crematorium.

Although direct cremation is less involved than a traditional funeral, it does not happen immediately after someone has died. The death still needs to be registered and the required paperwork completed.

In most cases, the cremation takes place around one to two weeks after the death. Following the cremation, the ashes can either be returned to you or scattered within the grounds of our crematorium.

The Co-op difference

When considering direct cremation, you may notice a range of providers offering similar options. While the approach may appear the same, there can be important differences in how care is provided.

With us, your loved one remains in our care locally, looked after by our own team of experienced and caring professionals. From the moment they are brought into our care, we take responsibility for each step.

Your loved one will be cared for within Lincolnshire and cremated at our crematorium in Lincolnshire.

As a local organisation, we understand the importance of personal support and clear guidance. We are proud to serve our local communities and to offer more choice, including direct cremation options that allow families to spend time saying goodbye if they wish.

For many families, knowing their loved one is being cared for locally, by a team they can speak to and trust, brings reassurance and peace of mind.

Things to consider

Deciding whether direct cremation is the right choice can be difficult. There are practical and emotional considerations, and what feels right will be different for everyone.

Some people value	But also consider
It is often a more affordable option than a traditional funeral, as there is no service venue, celebrant, flowers, limousines or printed orders of service to arrange.	There is no service or gathering at the time of the cremation, which may feel difficult for family and friends who would value the opportunity to come together and say goodbye.
There can be fewer arrangements to make, which may feel more manageable at a difficult time. There is no need to choose music, readings, flowers or vehicles.	Your next of kin will still need to register the death and complete the necessary paperwork for the cremation.
Some people prefer a more private approach, without the emotional impact of attending a funeral service.	Many people find comfort in the structure of a funeral and the opportunity to be with family and friends.
It can reduce some of the pressure and stress of arranging a funeral for those closest to you.	Some families may feel they have missed the opportunity to say goodbye in person, particularly if the death has been sudden.
It can be easier to arrange and pay for in advance, helping to reduce practical and financial worries for family members.	If your family later decide they would prefer an attended funeral, this can sometimes create additional cost or complexity in making changes.

Some people find it helpful to ask themselves a few simple questions before making a decision:

- How might the people closest to me feel about this choice?
- Would I want the opportunity to attend a service or say goodbye if the situation were reversed?

There is no right or wrong choice. The most important thing is finding an approach that feels right for you and your family, and we are here to help and support.

An opportunity to say goodbye

Some families want the simplicity of an unattended funeral, while still having the opportunity to say goodbye. We offer different direct cremation options, including those that allow for a private farewell or a small gathering before the cremation takes place.

Direct Farewell

Our Direct Farewell offers a direct cremation with the opportunity to say goodbye in our Chapel of Rest.

Direct Group Farewell

In addition to saying goodbye in our chapel, our funeral homes can be used for private gatherings for friends and family to come together to remember your loved one. We will provide tea, coffee and biscuits.

Attended *funerals*

What is an attended funeral?

An attended funeral includes a service or gathering where family and friends are present to say goodbye, whether the final committal is a burial or a cremation.

Your loved one is brought into our care and looked after by our dedicated team until the service takes place at a time and location you choose. For many, having a service offers a moment to pause, reflect and celebrate a life.

We offer a range of attended funeral options, both burial and cremation, from simple services to more personalised arrangements. This allows you to choose an approach that feels right for you and your friends and family.

Things to consider

An attended funeral can take many forms, from a quiet and simple service to something more personalised.

You may wish to think about the type of setting, who you would like to be present, and whether there are any personal touches that would feel meaningful. This could include music, readings, or elements that reflect the life and personality of your loved one.

It can also be helpful to understand what is included within each option, and how much flexibility you would like in shaping the service.

Taking time to talk through your wishes with family and friends can help ensure the arrangements feel supportive and appropriate for everyone involved.

Have you considered an eco funeral?

Our Eco funeral is a funeral designed to minimise environmental impact while still providing a meaningful way to remember and honour someone who has died. It focuses on providing hybrid vehicles, natural material coffin construction, eco embalming chemicals and sustainable memorial options.

An Eco funeral often involves a sustainable burial in a woodland or conservation cemetery. These areas are often managed to support wildlife and conservation rather than using traditional headstones and heavily maintained lawns. If you prefer a cremation we can also help you and provide advice and guidance to make eco-friendly choices.

Comparing *our packages*

	Unattended			Attended		
	Direct	Direct Farewell	Direct Group Farewell	Simple	Bespoke	Eco
Managing all legal and administrative arrangements on your behalf	✓	✓	✓	✓	✓	✓
Bringing your loved one into our care	✓ Up to 20 miles*	✓ Up to 20 miles*	✓ Up to 20 miles*	✓ Up to 20 miles*	✓ Up to 20 miles*	✓ Up to 20 miles*
Caring for your loved one before the funeral	✓	✓	✓	✓	✓	✓
Spending time with your loved one in our Chapel of Rest	✗	✓ Chapel of Rest	✓ Chapel of Rest plus gathering	✓	✓	✓
Dressing your loved one with care	✓ Simple gown	✓ Simple gown or own clothes	✓ Simple gown or own clothes	✓ Simple gown or own clothes	✓ Simple gown or own clothes	✓ Eco shroud or gown or own clothes^
Embalming by our trained team to support a natural and peaceful appearance	✗	✓	✓	Additional charge	Additional charge	Eco-embalming for additional charge
Choosing a date and time for the funeral	✗	✗	✗	✓	✓	✓
Holding the service at a location of your choice	✗	✗	✗	✓	✓	✓
Providing a hearse on the day of the funeral	✗	✗	✗	✓	✓	✓
Providing a limousine for family members	✗	✗	✗	✗	✓	✓
Arranging a personalised procession route	✗	✗	✗	✗	✓	✓
Supporting you with notices, orders of service, flowers and additional arrangements	✗	✗	✗	✗	✓	✓
Setting up a complimentary online tribute page and donation service	✗	✗	✗	✓	✓	✓
Coffin provided as part of the arrangements	Veneer coffin (option to upgrade)	Veneer coffin (option to upgrade)	Veneer coffin (option to upgrade)	Veneer oak coffin (option to upgrade)	Choice of coffin	Choice of eco coffin

* This includes collection and travel within a 20-mile radius of your local funeral home. If a longer journey is required, an additional charge of £2 per mile will apply. We'll always discuss this with you in advance so there are no unexpected costs.

^ Own clothes must be made of natural materials for eco funerals.

Personalising *the service*

Music

Music can be a powerful way to reflect the life and personality of the person who has died. For many families, it brings comfort, prompts memories and helps express feelings that can be difficult to put into words.

Some families choose traditional hymns or classical pieces, while others prefer favourite songs that held special meaning. This might be music connected to an important moment in life, a particular artist they loved, or a piece that simply feels right for the farewell.

Recordings made by family members or live music, such as an organist, singer, piper or bugler, can also be included if you wish. We will guide you through the options available at your chosen venue and ensure the music is arranged thoughtfully for the service.

Eulogy

A eulogy is a personal tribute shared during the service. It may be a speech, a reflection, a poem or simply a collection of memories that honour the life of the person who has died. The person leading the ceremony will usually help you shape the eulogy, drawing together the moments, relationships and qualities that made your loved one who they were.

Some families choose to speak themselves, while others prefer the minister, celebrant or officiant to read the words on their behalf. There is no expectation either way. What matters most is that it feels right for you.

Personal touches

An order of service booklet helps guide everyone through the ceremony and often becomes a lasting keepsake for family and friends. Some families also send copies to those who are unable to attend, allowing them to follow the service and reflect in their own time.

We can help you create a personalised booklet that may include hymns, readings, poems, photographs and personal memories. Our standard format is an A5 booklet, with the option of a matching bookmark or memorial card. Some families also choose additional keepsakes such as memorial pins or packets of memorial seeds.



Memorial pins can be worn on the day of the service and kept afterwards as a lasting reminder of a loved one. Memorial seeds offer a thoughtful way to create something living in their memory, whether planted in a garden, pot or another special place.

Together we will create something that reflects your loved one's life in a thoughtful and meaningful way.

Memorial canvases and books of remembrance

Memorial canvas prints can be displayed during the service and kept afterwards as a lasting tribute. Each canvas is carefully produced on a sturdy wooden frame using durable, fade-resistant inks.

Standard Canvas Prints

High-quality, free standing canvas prints, available in three sizes:

Small (12"x16"),
Medium (16"x20")
and Large (20"x30").



**No need for an easel,
Completely
Free-Standing**



All of these canvas prints are supplied with an integrated back strut to enable the canvas to be free-standing in either landscape or portrait.

We can also provide books of remembrance, giving family and friends the opportunity to leave messages of remembrance and support. Many families find comfort in returning to these messages in the weeks and months that follow.

Floral tributes

Flowers can express feelings that are often difficult to put into words. They may reflect love, gratitude, shared memories or the personality of the person who has died. Some families prefer traditional arrangements such as coffin sprays or wreaths, while others choose more natural or eco-friendly designs. Tributes can be personalised with favourite colours, seasonal flowers or a handwritten message.

If you wish, we can arrange everything on your behalf, working closely with our trusted florists to ensure each tribute is thoughtfully prepared and delivered in time for the service. Bespoke designs inspired by hobbies, interests or meaningful symbols can also be created.

**You can explore examples in our floral tribute brochure
or online at lincolnshire.coop/floral-tributes**



Newspaper notices

Placing a notice in a local or national newspaper can help share the news of a death and invite others to pay their respects. We can arrange both death notices and acknowledgement notices on your behalf.

Our team will help you prepare wording that feels appropriate and meaningful. Some publications also allow photographs to be included to create a more personal tribute.

Online obituary and memorial donations

We can also create a personalised online funeral notice and donation page during the arrangement process. This provides a dedicated space where family and friends can share memories, wherever they may be.

We work in partnership with MuchLoved, one of the UK's leading online tribute charities. Through a bespoke Tribute Fund, family and friends can share photographs, messages and memories, light virtual candles and make donations to a chosen charity.

These tribute pages can remain online long-term, offering a lasting place for remembrance and reflection.



MuchLoved applies a small platform and payment processing fee. We will explain these clearly before setting up the page.

We are unable to accept cash or cheque donations directly at the funeral home. Any collections will be handed to the client or their nominated representative immediately after the service who will then be directly responsible for banking these donations directly with the charity/charities.

On the day *of the funeral*

On the day of the funeral, we will be there to guide you quietly and respectfully from beginning to end. Our aim is to ensure everything runs smoothly, so you can focus on being together and honouring your loved one.

We operate a fleet of traditional hearses and limousines, presented with care and professionalism. Our limousines seat up to six people, allowing close family to travel together if they wish. If additional vehicles are needed, we can arrange these for you.

For families who would like something more distinctive or symbolic, alternative options may include horse-drawn hearses, motorcycle hearses or Land Rover hearses.

If there is something meaningful you would like to include, please let us know. We will always do our very best to accommodate your wishes.

The cortege can follow a personalised route, perhaps passing a place of special significance such as a family home, workplace or favourite location. Some families choose to travel directly to the service, while others find comfort in marking the journey in this way. We will talk this through with you beforehand and plan the route carefully.

We will provide bearers on the day of the funeral, although family and friends are welcome to carry the coffin if they would prefer. Where it is safe and practical, the coffin can be carried on the shoulders of our bearers. Sometimes, because of things like steps, uneven ground or limited space, this may not be possible. If needed, we may use a wheeled bier instead to make sure everyone stays safe and comfortable. This decision may sometimes need to be made on the day.

Seat belt requirements

For the safety of all passengers, children under the age of 12 who are less than 135cm tall are required by law to use an appropriate child restraint seat where seat belts are fitted. We are unable to provide child seats, so these will need to be supplied by the family if required. Please let us know in advance if a child will be travelling with us, so we can allow sufficient time to fit the seat and ensure the day runs smoothly.

We're with you every step...

Throughout the day, we will remain close by, offering guidance and practical support, allowing space for reflection, remembrance and a dignified farewell.

Laying ashes *to rest*

After a cremation, many families find comfort in choosing a meaningful place for their loved one's ashes. Some prefer a permanent place of remembrance, while others choose a location that held special meaning in life. There is no single right choice, and many families take time to decide what feels most appropriate for them.

There is no need to make this decision straight away. Ashes can be kept safely for up to one month after the date of the funeral while you take time to reflect and consider what feels right for you and your family. After this time, we will contact you to make arrangements. The following options are some of the ways ashes can be laid to rest or kept as a lasting tribute.

Burial options

Ashes may be buried in a cemetery grave, either in a full grave or within an existing family plot. Many cemeteries also offer smaller plots specifically for cremated remains. In some cases, ashes may be interred in a churchyard, subject to church permissions and regulations. Burial at sea is also possible and is usually arranged through licensed services.

Scattering options

Ashes can be scattered or interred in a garden of remembrance at a crematorium or cemetery. Some families choose to scatter ashes on private land, with the landowner's permission, or at a place that held special meaning, such as the countryside or a favourite location. Scattering at sea is another option, often carried out at a designated location.

Above-ground memorials

Ashes can also be placed in a dedicated memorial space above ground. This may include a niche within a columbarium or memorial wall, where ashes are respectfully housed in an individual compartment.

Keeping the ashes

Some families choose to keep the ashes at home in an urn, or home memorial, either permanently or for a period of time while they decide on a final resting place. In certain circumstances, ashes may also be shared between family members.

Natural and eco-friendly options

For those who prefer a more natural approach, ashes may be buried in a woodland or natural burial ground. Some families also choose memorial tree planting, where ashes help nourish a tree planted in remembrance. In some locations, ashes can also be incorporated into marine reef structures.

Memorial keepsakes and alternatives

Ashes can also be transformed into personal keepsakes. Some families choose to incorporate ashes into jewellery, glass or crystals, or have them transformed into a memorial diamond. There are also unique memorial options available, including symbolic launches into space.

If you would like to explore any of these options, our team will be happy to talk them through with you and help you decide what feels most meaningful.

Continuing *remembrance*

For many families, remembrance doesn't end on the day of the funeral. Finding a way to create a lasting tribute can bring comfort in the months and years that follow, offering a continued sense of connection.

Some people choose a permanent memorial, such as headstone masonry or an additional inscription. Others prefer smaller keepsakes that can be kept close at home, or something symbolic that reflects a shared memory, interest or place.

There is no expectation to make decisions straight away. Some families know what feels right immediately, while others prefer to return to the idea in their own time. If and when you feel ready, please speak to our team. We can talk you through the options available and help you consider what may be most meaningful for you and your family.

Bereavement *support*

Grief can affect everyone differently, and there is no set time or way to process the loss of someone you love. While family and friends often provide comfort, some people also find it helpful to speak with trained counsellors or support organisations who understand the challenges of bereavement.

There are a number of services available nationally and locally that offer confidential advice, listening support and counselling. These organisations can provide guidance, a safe space to talk, or simply someone who understands what you may be going through.

Lincoln Centre for Grief and Loss – local bereavement counselling and support services for individuals and families. **Helpline:** 01522 546 168 | www.lcgl.org.uk

Cruse Bereavement Support – national charity offering bereavement support and counselling. **Helpline:** 0808 808 1677 | www.cruse.org.uk

Samaritans – confidential emotional support available 24 hours a day. **Helpline:** 116 123 | www.samaritans.org

Survivors of Bereavement by Suicide (SoBS) - national charity supporting people bereaved by suicide through peer support, groups and resources. **Helpline:** 0300 111 5065 | www.uksobs.com

Sands – national charity offering support for anyone affected by the death of a baby, including bereavement support, helplines and local groups. **Helpline:** 0808 164 3332 | www.sands.org.uk

NHS Talking Therapies – free local mental health support available through your GP or self-referral | www.nhs.uk

If you feel you would benefit from additional support, our team will be happy to help point you towards services that may be helpful.

You do not have to face bereavement alone.

Our website also has a resource library of free help and support, find out more at

lincolnshire.coop/funeral



Checklist

After someone dies, there can be several practical matters to take care of. You may find it helpful to work through the following checklist at your own pace. Not everything will apply to every situation.

Tell Us Once

When you register the death, the registrar may offer access to the government's Tell Us Once service. This allows several government departments to be notified at the same time.

Through this service, organisations such as **HM Revenue & Customs, the Department for Work and Pensions, the Passport Office, DVLA and your local council** can be informed.

The registrar will explain how the service works and provide a reference number so the notification can be completed online or by telephone.

Organisations you may need to inform

- Car insurance provider**
You are not covered if the policy is in the name of the person who has died.
- Employer or professional associations**
- Banks & building societies**
Joint accounts also need to be updated.
- Utility companies**
For example: gas, electricity, water and telephone providers.
- Life insurance providers**
- Royal Mail**
To arrange mail redirection - a small charge may apply for this service.

Things you may wish to cancel

- Credit cards or debit cards**
- Medical or personal appointments**
- Household services**
For example: mobile phones, broadband and streaming services.
- Regular deliveries / services**
For example: milk, newspapers, home help.
- Social memberships**
For example: clubs or community groups

Items that may need to be returned

- Passport**
HM Passport Office
- Driving licence**
DVLA
- Vehicle registration docs**
DVLA
- Season tickets / memberships**
- Library books and cards**
- National Insurance documents**

If a property will be left empty

- Check insurance cover**
- Take meter readings**
and inform the utility companies
- Secure the property**
Check all doors, windows and cat flaps
- Remove any perishable food**

A space *for notes*

Things to do

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A space *for notes*

Lincolnshire Co-op Funeral Services



Lincolnshire Co-operative Ltd.
Registered Office: Stanley Bett House,
15-23 Tentercroft Street, Lincoln, LN5 7DB

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