

# Bereavement Information Guide

## A. G. Down

Bridport

01308 422643

## W. G. Potter

Axminster

01297 34283

## Overmass & Chapple

Seaton

01297 20644

## E. A. Dodd & Son

Honiton

01404 42679

Ottery St. Mary

01404 814999

*Associate Funeral Home*

## Matthew Lucas Funeral Directors

Dorchester

01305 753533



## Independent Family Funeral Directors & Monumental Masons



# INFORMATION NEEDED TO REGISTER A DEATH

FULL NAMES: \_\_\_\_\_

DATE OF DEATH: \_\_\_\_\_

PLACE OF DEATH: \_\_\_\_\_

LAST ADDRESS: \_\_\_\_\_

DATE OF BIRTH: \_\_\_\_\_

PLACE OF BIRTH: \_\_\_\_\_

MARITAL STATUS: \_\_\_\_\_

MAIDEN NAME: \_\_\_\_\_

OCCUPATION: \_\_\_\_\_

SPOUSE'S FULL NAME AND  
OCCUPATION (if applicable): \_\_\_\_\_

## When a death is expected

1. The GP surgery is notified by us (there is no paperwork relating to registration to collect from the surgery – information is shared electronically with the Medical Examiner and Registrar).
  - For expected deaths outside of a hospital setting, the Funeral Director will notify the GP surgery.
  - For expected deaths in hospital, the hospital's bereavement team notify the GP.
2. The GP sends the 'Medical Certificate of Cause of Death' (MCCD) to the Medical Examiner.
3. The Medical Examiner contacts the next of kin and discusses the MCCD with them.
4. Once the discussion with Medical Examiner has taken place, the person who will register the death books an appointment with the Registrar.
  - [Find a register office](#)
5. The Registrar issues a 'Registrar's Certificate for Burial or Cremation' (form 9) plus a white form (9D).

The certificate for burial or cremation is usually emailed directly to the Funeral Director by the Registrar. The Funeral Director sends these (with other necessary paperwork) to the crematorium or burial authority before the Funeral can take place.

## ITEMS TO TAKE WITH YOU

**The person registering must take proof of their own identification.**

It is always useful (*but not essential*) to take the Birth Certificate and (if applicable) Marriage Certificate of the person who has died.

**The Registrar will ask for their:-**

**NHS number**

\_\_\_\_\_

**National Insurance Number**

\_\_\_\_\_

## WHAT THE REGISTRAR WILL ISSUE

**A GREEN CERTIFICATE** (The Registrar's Certificate for Burial or Cremation)  
**The Registrar can send the Green Certificate directly to us by email if you give them permission to.** This Certificate is not issued if the Funeral is a Cremation **and** a Post Mortem was held.

**DEATH CERTIFICATES** (*A Certified Copy of the Entry*)

*The original entry in the Register is retained by the Registrar but you can purchase Certified copies at £12.50 per copy. These are required by Banks, Insurance Companies, Solicitors etc.*

**TELL US ONCE** (please see separate page for an explanation of this)

**You will also be offered use of the Tell Us Once service to notify Government Departments and Local Authorities.**

*If this is not available, you will be offered a form called a BD8 which can be used to inform the Department for Work and Pensions.*

If there is to be an Inquest and, therefore, you cannot register until after this has taken place, you can still ask the Registrar for access to Tell Us Once, once an Interim Death Certificate has been issued by the Coroner's Office.

**We can guide you through all these processes.**

## DEVON REGISTRATION SERVICE

Deaths may be registered at any of the following offices:-

An appointment must be made by telephoning 0345 155 1002  
Monday to Friday 8.00am - 8.00pm or Saturday 9.00am - 1.00pm

### HONITON

East Devon Business Centre  
Heathpark Way, Heathpark  
Honiton, EX14 1SF

Monday to Friday

10.00am - 1.00pm & 2.00pm - 4.00pm

### EXETER

Larkbears House, Topsham Road  
Exeter, EX2 4NG

Monday to Thursday

9.00am - 4.30pm

Friday 9.00am - 4.00pm

## DORSET REGISTRATION SERVICE

Deaths may be registered at any of the following offices:-

For any of these offices an appointment  
must be made by telephoning

01305 225153

Monday to Thursday

9.00am - 5.00pm

Friday 9.00am - 5.45pm

Saturday 9.00am - 4.45pm

### BRIDPORT

Bridport Town Council, Mountfield  
Rax Lane, Bridport, DT6 3JP

Monday 1.15pm - 3.45pm

Wednesday 10.00am - 3.45pm

Friday 12.15pm - 3.15pm

### DORCHESTER

Dorset History Centre, Bridport Road  
Dorchester, DT1 1RP

Monday to Friday

9.15am - 1.00pm & 2.00pm - 5.00pm

### WEYMOUTH

Weymouth Library, Great George Street  
Weymouth, DT4 8NN

Monday to Friday

9.15am - 1.00pm & 2.00pm - 5.00pm

## SOMERSET REGISTRATION SERVICE

By appointment only 01823 282251

Taunton Monday to Friday 9.00am - 5.30pm

## BOURNEMOUTH & POOLE REGISTRATION SERVICE

### BOURNEMOUTH & CHRISTCHURCH

01202 123777

Monday to Thursday 9.00am - 4.30pm

Friday 9.00am - 4.00pm

### POOLE

01202 123232

Monday to Thursday 9.00am - 4.30pm

Friday 9.00am - 4.00pm

# TELL US ONCE

Tell Us Once is a service to help you give the information to the Department for Work and Pensions. They then pass the details to several other Government Departments and Local Authority services.

This scheme is only available within 28 days of receiving the unique reference number from the Registrar.

If there is an Inquest you can call the Registrar and they will give you the code for Tell Us Once before the Inquest is completed (but you will need to request an Interim Death Certificate from the Coroner's Office first).

## How to use this service:-

**Online:** [www.gov.uk/when-someone-dies](http://www.gov.uk/when-someone-dies)  
Choose option 3: 'tell Government about the death'

**By telephone:** Please call the DWP on **0800 085 7308** after you have registered the death. The lines are open Monday to Friday 8am to 8pm. *This number is free to call from a BT landline but other providers may charge you.*

## Who they can give information to, if required:

Department for Work and Pensions  
The Pension Service  
Disability and Carers Service  
Jobcentre Plus  
Identity and Passport Service  
HM Revenue & Customs (Child Benefit/Tax Credits)  
Housing Benefit Office / Council Tax Benefit Office

## The service can also contact the following organisations:

Council Housing / Council Tax	Blue Badges
Adult & Children's Services	Children's Services
Electoral Services	The DVLA
Collection of payment for Council Services	

**Unique Reference Number** \_\_\_\_\_



# LifeLedger



The free, easy-to-use service that makes notifying companies of a death simpler faster and less stressful

You can use Life Ledger to send notifications to:

Banks

Mobile Phone Companies

Membership Organisations

Broadband & TV

Gas Suppliers

Loyalty Schemes

Satellite TV companies

Home Insurance

Social Media Accounts

Building Societies

Store Cards

Subscriptions

Credit Cards

Pension Providers

Telephone Companies

Electricity Suppliers

Car Insurance

Pet Insurance

TV Licensing

Water Companies

Streaming Services



# LifeLedger

Provides a space to prepare, send  
and track notifications, for free



**Step 1**  
**Register**

Create an account and add  
your/their details, just once



**Step 2**  
**Choose**

Select the businesses  
you want to inform & add  
account details



**Step 3**  
**Send**

We will select and deliver  
only what each company  
requires

A free service that provides a platform for you to organise, send  
and track all of your notifications from one place

Avoid having the same conversation, over and over, with  
different people in different departments of different companies

Life Ledger can reduce the amount of administration and allow  
you to focus on what is really important

“You are making a difficult  
time so much easier! ”  
- Anne

“Once again thank you for  
going above and beyond all  
expectations ” - Paul

To find out more visit

[www.lifeledger.com](http://www.lifeledger.com)



*your place to remember*

**Online Tributes & Charity Giving please see our website for further details [www.funeraldirectors.uk.com](http://www.funeraldirectors.uk.com)**

**We will automatically set up your tribute page, which you can access from our website and easily share.  
If you would prefer that we did not, simply let us know.**

You can cherish and express your feelings about your loved one using words, pictures, music and video.

A Tribute page can collect and display donations for your chosen charity in memory of your loved one. Donations can be Gift-Aided.

A Tribute can be used to pass on information about the funeral, anniversaries or other important occasions to your family and friends.

Your Tribute page enables family and friends to send their thoughts and invite them to contribute as well, maybe by adding a lovely picture you've never seen or a special story you've never heard.

Tributes can be a beautiful lasting record and legacy for your family and future generations.

A Tribute can be totally private so that only you and selected family and friends can see it, or you can choose to allow public access. The privacy of your site is completely up to you.

**This service is free of charge.  
There is no time limit on how long the Tribute is available.**





Free of charge  
Professional  
Bereavement  
Support  
available via our website

Grief Chat gives access to a professional bereavement counsellor at any time and is available on our website.

The free service was created by bereavement experts and provides advice, support, reassurance and understanding for grieving people, information about grief and how bereavement affects both individuals and families and signposting to information and services.

*Everyone grieves in a way that is unique to them and their relationship with the person who has died*

*We know that no one can understand exactly what your loss feels like, but we do understand that it is sometimes easier to talk to someone outside of your friends and family about grief and the impact of bereavement on your life and this is why we offer the Grief Chat service.*



**Real-time chats are available Monday to Friday between 9am to 9pm.  
Outside those times, messages will be replied to by email.**

**To find out more visit  
[www.funeraldirectors.uk.com](http://www.funeraldirectors.uk.com)**

## Funeral Arrangements

As Funeral Directors, we will make all the funeral arrangements, as requested. We will guide you through all the options available to provide a completely individual service, tailored to your requirements. All types of religious and non-religious Services and Ceremonies are catered for.

We offer a completely confidential service at all times.

### If the person dies in hospital

Contact us and all arrangements can then be made at your convenience.

### If the person dies at home

Please inform the doctor immediately. The doctor or other medical professional can then attend and certify or verify the death.

We can then attend (at any time day or night) and bring the person into our care.

### The Registrar

Once the necessary paperwork has been issued, an appointment to Register will be required. Full details can be found at the front of this booklet.

We will guide you through all the information required and assist you with making an appointment.

### The Coroner

If the death is sudden or unexpected then the doctor must inform the police. They in turn report to the Coroner, who may request a post mortem. You should not be alarmed by this as, in most cases, it is only a formality.

We will liaise with the Coroner and advise you as necessary.

### Charges

A written estimate will be forwarded to you after the funeral arrangements have been finalised. In most circumstances we do not require any payment in advance.

## Chapel of Rest

Visits can be made to the Chapel of Rest by appointment.

## Embalming

Embalming is the introduction of a preservative fluid using the circulatory system, to slow down the natural processes that occur after death.

## Newspaper Notices

Announcements can be placed in local, national or online newspapers. We can advise on the wording and place the notice on your behalf.

## Printing

Service Sheets and all types of personalised stationery are available on request.

## Flowers

All forms of floral tribute can be ordered by us or by you contacting the florist personally.

## Catering

We can help you arrange this in your own home or at a venue of your choice. In Bridport we have our own dining room, where refreshments can be served.

## Donations to Charity

To take advantage of Gift Aid, we encourage all donations to be made through our online Tributes, details of which are on the MuchLoved page of this guide and can be found at [www.funeraldirectors.uk.com](http://www.funeraldirectors.uk.com) following the link to *Donate Online*.

On the day of the Service, we provide a collection box for cash or cheques and these can also be accepted at any of our Funeral Homes.

## Service Rooms

In Bridport, Seaton & Ottery St. Mary we have facilities for all types of Services to be held, with either organ or pre-recorded music. Adjacent to the Service Room in Bridport we have a Dining Room where refreshments can be served.

## Funeral Pre-Planning

Thinking about your own funeral is never an easy thing to do but planning ahead can bring real peace of mind and reassurance to those left behind. With one of our Funeral Plans you can be assured that your personal wishes are honoured and, if desired, our charges can be guaranteed. We are fully FCA compliant.

## Monumental Masons

As well as being Funeral Directors, we are also BRAMM approved Monumental Masons, having our own workshop in Bridport. We are able to give estimates for any type of memorial work including headstones, plaques and refurbishments.

## Funerals out of the area

We can arrange Burials and Cremations in any part of the United Kingdom.

Cremated Remains (Ashes) may also be taken to most destinations for final laying to rest or dispersal.

## Repatriation

We offer a worldwide repatriation service.

## Music and Poems

A small selection of hymns and poems are included in this guide but a much wider choice is available online.

At most Crematoria any commercially available music can be downloaded onto their system.

For a service at any venue any commercially released music can be downloaded and played using our equipment.

### Crematoria

Most Crematoria have facilities to broadcast services online, live worldwide for those who cannot attend. This is completely secure and private. If you wish to have a lasting memory of the service; DVDs and CDs can also be arranged.

Crematoria also have the facility for a Visual Tribute to be used during a Service. This allows photographs accompanied by music and video clips to be played during the Service to help create a meaningful and personal tribute. You may request a single holding image on screen throughout the Service and/or a montage of photographs playing during a piece of music. The image/images you use are entirely your choice and the process is very simple to upload, using a log in which we will send you.

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### Churches and Other Venues

# FUNERAL STREAMING SERVICE



Through our partnership with professional camera operator, John Gurd, we offer private and secure live streaming of Services at most locations, which are available to view online and download.

One or two cameras can be positioned to capture the Service and give the best coverage possible.

# Suggested Hymns

Abide With Me



All People That On Earth Do Dwell



All Things Bright And Beautiful



Amazing Grace



And Did Those Feet (Jerusalem)



Be Still For The Presence Of The Lord



Dear Lord And Father Of Mankind



Eternal Father, Strong To Save



Fight The Good Fight



For The Beauty Of The Earth



Great Is Thy Faithfulness



God Be In My Head



Guide Me, O Thou Great Redeemer

Morning Has Broken



O God Our Help In Ages Past



O Lord My God! (How Great Thou Art)



O Love That Wilt Not Let Me Go



Praise My Soul The King Of Heaven



Rock of Ages, Cleft for Me



The Day Thou Gravest, Lord Is Ended



The King Of Love My Shepherd Is



The Lord's My Shepherd (Crimond)



The Old Rugged Cross



There Is A Green Hill Far Away



To God Be The Glory



When I Survey The Wondrous Cross

## Suggested Poems

When I come to the end of the road  
And the sun has set for me,  
I want no tears in a gloom-filled room,  
Why cry for a soul set free?

Miss me a little – But not for long  
And not with your head bowed low,  
Remember the love that we once shared,  
Miss me – But let me go.

For this is a journey we all must take,  
And each must go alone,  
It's all a part of the Master's plan  
A step on the road to home.

When you are lonely and sick of heart  
Go to your friends that we know,  
And bury your sorrows in doing good works,  
Miss me – But let me go

*Christina Rossetti*

Do not stand at my grave and weep  
I am not there. I do not sleep.  
I am a thousand winds that blow.  
I am the diamond glints on snow.  
I am the sunlight on ripened grain,  
I am the gentle autumn rain.  
When you awaken in the morning's hush  
I am the swift uplifting rush  
Of quiet birds in circled flight  
I am the soft stars that shine at night.  
Do not stand at my grave and cry,  
I am not there; I did not die.

*Mary Elizabeth Frye*

## Suggested Poems

If I should go before the rest of you  
Break not a flower or inscribe a stone,  
Nor when I'm gone speak in a Sunday voice  
But be the usual selves that I have known.

Weep if you must,  
Parting is hell,  
But life goes on  
So sing as well.

*Joyce Grenfell*

Remember me when I am gone away,  
Gone far away into the silent land;  
When you can no more hold me by the hand,  
Nor I half turn to go yet turning stay.

Remember me when no more day by day  
You tell me of our future that you planned:  
Only remember me: you understand  
It will be late to counsel then or pray.

Yet if you should forget me for a while  
And afterwards remember, do not grieve:  
For if the darkness and corruption leave  
A vestige of the thoughts that once I had,

Better by far you should forget and smile  
Than that you should remember and be sad.

*Christina Rossetti*



## Company History

**A. G. Down Funeral Directors in Bridport** was established by Arthur Down on his return from WW2 and sold to **Eric Dunford** in 1979. Eric was joined by his wife, **Joyce**, in 1985. Eric was born in Bridport and Joyce in the Marshwood Vale; both have strong connections within the local communities. They were joined by Joyce's son, **Julian Hussey** in the early nineties, after he had gained his Diploma in Funeral Director and having worked in the Funeral Profession in various parts of the country.

Having worked closely with **W. G. Potter in Axminster**, the family purchased this business on the 1st January 1992. At that time the Funeral Director at W. G. Potter was helping **Overmass & Chapple in Seaton** as their Funeral Director was unwell. The owners wished to sell the business and the three combined in May 1992. When Laurence Richards retired he wished for the name **S. J. Richards & Son, Colyton** to continue its association with the Funeral Business. We helped him to achieve this by incorporating the name alongside that of Overmass & Chapple.

Julian & **Karen** met whilst studying to become members of the British Institute of Embalmers, as she was working as a Funeral Director in Hampshire at the time. They married in 1995 and after raising their children, Karen joined the firm on a full time basis.

In spring 1999 contact was made by the owners of **E. A. Dodd & Son in Honiton** who wished to sell their business and this was completed on the 1st June 1999.

Having helped many families with the Otter Valley, it became apparent that we needed to offer families a Funeral Home in **Ottery St. Mary**. Under the established name of **E. A. Dodd & Son** we opened here in December 2016.

We are fortunate to have been joined by Funeral Director, **Jerry Parkhouse** in January 2012. Jerry was born in Exeter and brought up in Exmouth. He has an extensive background of over 30 years in the funeral industry and is well known in the local area.

In 2019, local Funeral Director, **Darren Holt**, joined the team at A. G. Down. Darren is an experienced Funeral Director who obtained his BIFD Diploma in Funeral Services in 2016 and is well known in the local community.

Both Julian and Karen's children, **Jasmine and George**, have joined the business, ensuring that the family's care continues into the future. Jasmine joined the family business on a full time basis in December 2022 after working part time for a number of years, whilst working at The Melplash Show. Having worked with the family for a year and a half, George then spent a year expanding his experience working for a well-respected Funeral and Repatriation Company in Croydon. He re-joined the family business in July 2022 and gained his Diploma in Funeral Directing in December 2022.

## A. G. Down - Service Room



## A. G. Down - Dining Room



## E. A. Dodd & Son – Ottery Service Room



## Overmass & Chapple – Service Room



