**Tell Us Once – what to do after someone dies**

The idea of helping make things easier for bereaved families after a death seems like a simple one -but before the **Tell Us Once** service existed it was a different story. On average a Next of Kin had to contact Central and Local government departments 8 times to inform them of the same death. At a time when families were feeling the loss of a loved one this approach to reporting deaths wasn’t helpful.

The **Tell Us Once** service was designed to make things simpler. It is a free and voluntary service which allows citizens to share details of the deceased with other relevant Government Departments, removing the need to engage with each one separately and supply numerous copies of the death certificate.

The service is available in all councils across England, Scotland and Wales.

In 2018 to 2019, it was used by over 360,000 people.

**Tell Us Once can notify** organisations including:

* DWP State Pension, Universal Credit, Attendance Allowance Carers etc.
* HM Revenue and Customs (HMRC)
* HM Passport Office
* Council services such as Adult Social Services, Libraries, Blue Badge, Concessionary Travel, Electoral Services
* Driver and Vehicle Licencing Agency (DVLA)
* Public Sector Pensions: NHS, Teachers, Armed forces etc.

**If you are Registering a death** **with a Registrar in your capacity as a Care Home Manager, Official informant, Next of Kin or relative;**

1. The Registrar will issue you with a unique **Tell Us Once** service reference number.
2. You can use this reference number to access **Tell Us Once** online via Gov.uk [www.gov.uk/tell-us-once](http://www.gov.uk/tell-us-once) or via a dedicated telephony team
3. A list of **What you will need** to complete the service to notify Central and Local government departments to stop services, notify Pensions and Benefits, cancel passports etc. is held on [www.gov.uk/tell-us-once](http://www.gov.uk/tell-us-once)
4. The system is easy to use and once completed departments are notified instantly, no need for you to contact them separately via telephone or in writing.

The **Tell Us Once** service is a fantastic example of partnership working between Central and Local government. It is a service which **puts citizens at the very heart of everything we do** to help them when they need it the most.

If you have any questions about the service or would like to find out more, please email [tellusonce.communications@dwp.gsi.gov.uk](mailto:tellusonce.communications@dwp.gsi.gov.uk)