

QUESTIONS FOR CABINET MEMBERS

Question Number	Question asked by Councillor:	Subject
CABINET MEMBER FOR CULTURE, LEISURE AND SPORTS Councillor Oliver Lewis		
CQ065-18	Pelling, A	Council response to bereavement

QUESTIONS FOR CABINET MEMBERS

From Councillor Andrew Pelling

Councillor Oliver Lewis

Question No. CQ065-18

I pose this public question at the request of a resident from the Waddon Ponds locality who came to visit the Waddon ward councillors' surgery:

- a) Please provide detail on improvements in providing an appropriate response when members of the public approach the council after a bereavement.
- b) What good practice exists at Access Croydon to support members of the public who come there after a bereavement?

Reply

a) Recently bereaved residents who wish to register the death can do so via the Council's website where a simple online form allows them to make an appointment to see a Registrar at the Register office.

Residents without access to the internet can make an appointment via telephone by contacting the Contact Centre between 9am and 4pm, Monday to Friday on 02087266300.

They can also request an appointment in person by coming to the Register Office reception between 9am and 4pm Monday to Friday.

For customers requiring a burial to take place within 24 hours they can attend the Register office in person for a "walk in" appointment and we will endeavour to see them as quickly as possible on the day between appointments.

If a customer requires a burial to take place within 24 hours on Saturdays, Sundays and Public Holidays (with the exception of Easter Sunday and Christmas Day) we also have a Registrar available to assist between 09.00 – 11.00 each day. As part of the registration interview customers will be given information about Tell Us Once. Tell Us Once is a free government service that allows residents to report a death only once, telling central and local government electronically without you having to inform them individually.

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In addition to the above there are a number of pages on the Councils website providing further information including how to register a death, details of the crematorium and cemeteries and signposting partners that can provide additional advice and support

<https://www.croydon.gov.uk/community/births-deaths-marriage/deaths/support-payment>

- b) When a bereaved customer comes into the Access Croydon we do our best to offer additional support for them to help them deal with their query as efficiently as possible, as we do not want to cause additional upset to already distressed customers. Depending on the nature and reason for the customer's visit, we may make a phone call to a particular department on behalf of the customer or send an e-mail if necessary. We always strive to provide our bereaved customers the best possible service signposting to support services whenever possible utilising the Councils Gateway wraparound approach to provide guidance and support on various aspects such as housing, benefits, debt management and social care assessments – to support individuals and families during this challenging time in their lives and ensuring that we are empathetic and actively listen to what they have to say. If the customer wants to speak to us in a private room we also do our best to accommodate this.