

A.B.
WALKER

INITIAL GUIDANCE

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www.abwalker.co.uk

We are an independent funeral directors with branches across Berkshire and South Oxfordshire. Founded in 1826, we are one of the oldest family businesses in Berkshire and remain family owned and operated today. We are proud of our heritage and use the experience and knowledge this has given us to serve you and our local community.

Our compassionate and professional team are there to help you with all aspects related to a funeral. From pre-planning, to arranging the funeral itself, to bereavement aftercare and even monumental masonry and memorialisation, we offer choice and flexibility so we can deliver the right options for you. We are committed to providing high standards of service, showing care and respect in all we do.

Recognising that needs change, we believe it's important to innovate. In 2010 we created MemoryGiving.com to allow families and friends to make in-memory donations and leave messages online. To date we have helped collect over £14m for charities, and enabled charities to receive a further £2.5m through Gift Aid as well as connect donor messages of support to nearly 80,000 bereaved families.

Continuing to look forward we are committed to being carbon neutral by 2026, our 200th business anniversary. As a generation that considers themselves custodians of both a business and a planet, we wish to lead efforts to deliver funeral services that are environmentally sustainable, and we now measure the impact of all that we do. Current investments include the introduction of electric cars and use of solar energy.

What To Do In The Event Of A Death

When someone dies it is not easy to know what to do first, especially at such a difficult time. You can be assured that we will be there for you, helping to arrange the funeral and making sure you have all the advice you need. We are available by telephone 24 hours a day, for all of your funeral requirements and to offer advice.

If the death takes place in a hospital, hospice or residential care home, then the immediate steps are taken by members of the care staff following their set procedures.

At home, the first practical step to be taken is for the doctor to be contacted to confirm and certify the death. Following confirmation, you may wish to contact us to arrange for the person who has died to be brought into our care. It would be useful to know if the person who has died has a prepaid funeral plan in place.

In the event that the death is sudden or unexpected then the police will attend and arrangements made for the person who has died to be taken to one of several specialised hospital mortuaries. The Coroner will be informed and the requirement for a post mortem assessed according to Ministry of Justice guidelines.



Guidance About Registration

Registration

The death is usually registered by a member of the close family, however it could be:

- Any relative
- Someone present at the death
- An occupant of the house/official from the hospital
- The person making the arrangements with the funeral directors.

What do I need to take?

When registering a death you will need the following:

- Medical certificate of the cause of death (signed by a doctor)

And if available:

- Birth certificate
- Marriage / civil partnership certificate
- NHS Medical Card.

You will need to tell the registrar:

- The person's full name at time of death
- Any names previously used, including maiden surname
- The person's date and place of birth (town and county if born in the UK and country if born abroad)
- Their last address
- Their occupation

- The full name, date of birth and occupation of a surviving spouse or civil partner
- Whether they were receiving a state pension or any other state benefit.

Where to register

To avoid delays, it is best to go to the register office in the area in which the person died. You can choose another register office, but it may take longer to get the necessary documents and this could delay the funeral arrangements.

We can advise you of which register office is applicable to you.

Our website lists the locations and opening times of all local register offices: www.abwalker.co.uk.

Other registrar services

Other services offered by some registrar offices are the Tell Us Once service which lets you report a death to most government organisations in one go such as HMRC, Passport Office and DVLA. The Registrar will also give you information on the Bereavement Register which is a free consumer service which helps stop direct mail being sent to the deceased.

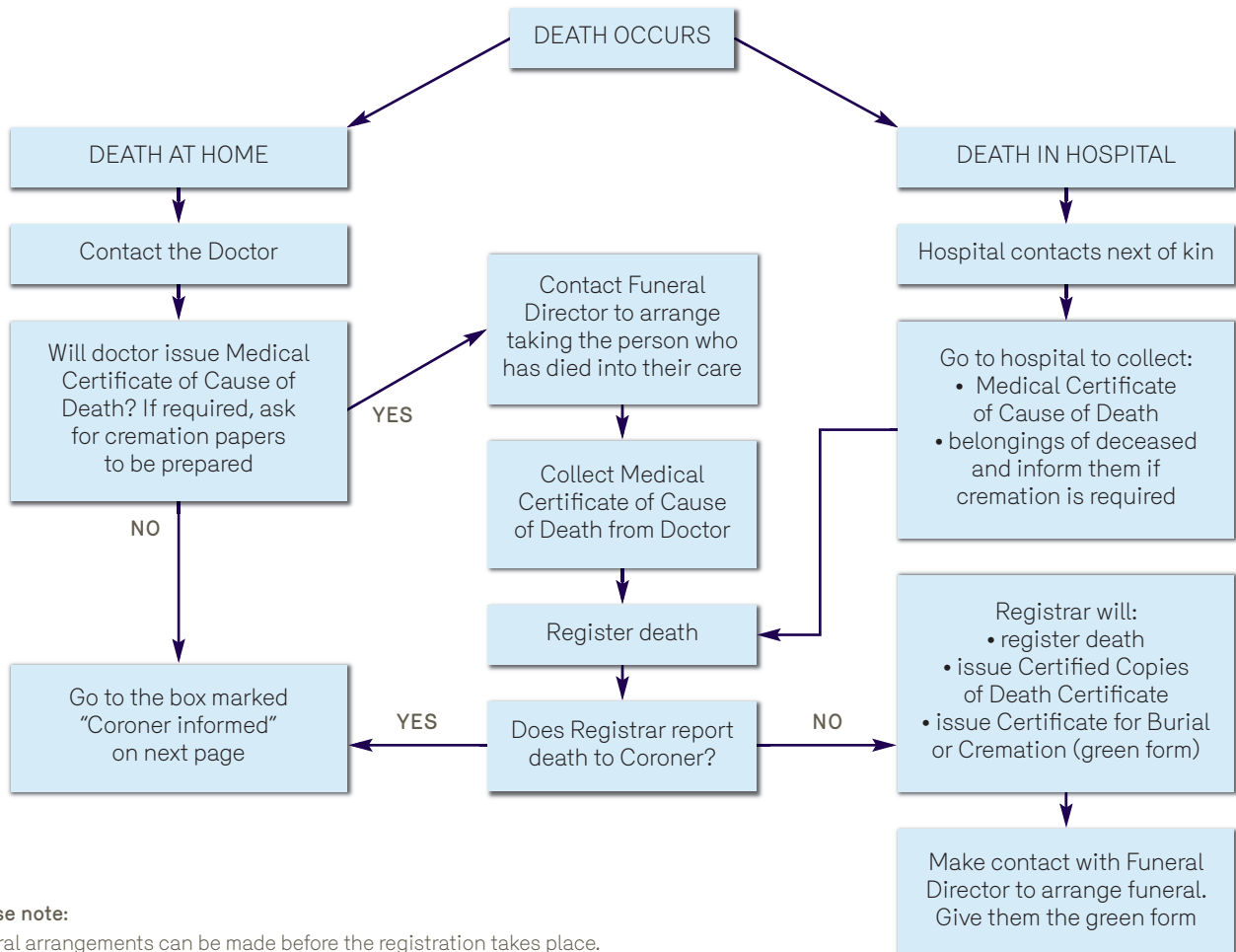
What do I do if the death has occurred away from home or abroad?

When the death has taken place away from home or out of the UK simply contact us and we will advise you and assist with the necessary arrangements.

Registering The Death

We will fully advise you on the procedure for registering the death – you normally need to register a death within five working days. These charts will guide you through the different procedures:

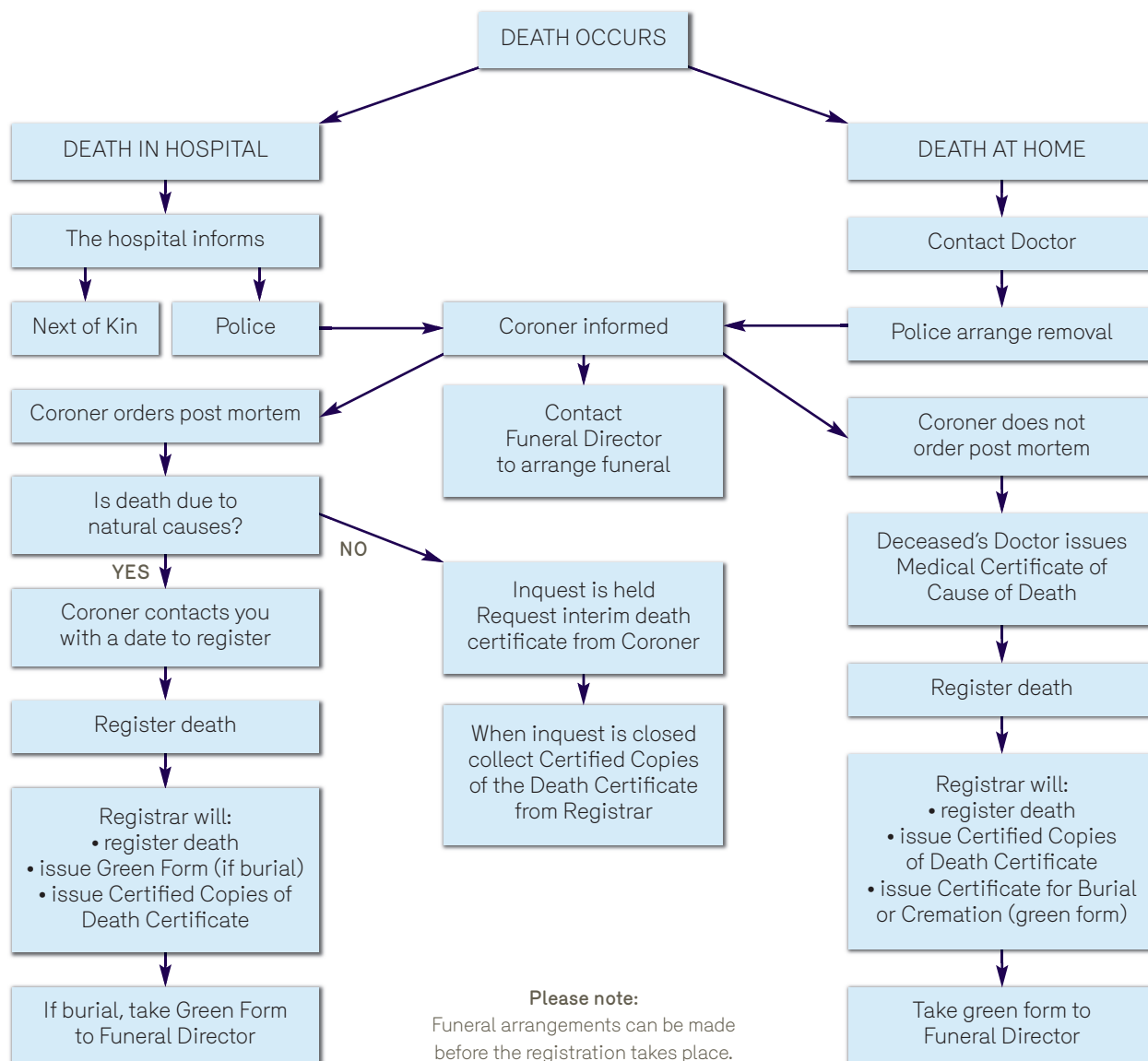
Procedure to follow when a medical certificate of cause of death has been issued:



Please note:

Funeral arrangements can be made before the registration takes place.

Procedure to follow when death has been referred to the coroner:



Arranging The Funeral

Most people will not have arranged a funeral before. We will guide you through the process and support you and your family when making appropriate and practicable funeral choices. It would be useful if you could make contact by telephone as soon as possible in order for us to take some initial information that helps us co-ordinate the relevant certification from the doctor or coroner. At that time, we can coordinate a date and time to meet to talk through your needs. We can meet in one of our offices or at your own home. You will be assigned a point of contact who will maintain communications with you before and after the service has taken place.

After this meeting, we will liaise with establishments such as crematorium, cemetery or church and possibly a venue for the wake. We will also approach the person chosen to officiate at the service. Concurrently we will complete any duties related to the care and preparation of the person who has died in readiness of viewing and the funeral itself.

A.B. Walker will pay all third party costs and fees on your behalf with our aim to be a 'one stop shop' for all of your requirements.

Funeral Costs

Funeral costs are made up of two elements: the funeral director's charges (we call them our professional fees) and third party costs (we call these disbursements). Third parties costs include costs such as cemetery or crematorium charges, doctor's fees or newspaper costs. We will provide a written estimate of all known costs at the time of the arrangement. We will attempt to provide accurate third party costs but some may simply be a guide price.

A deposit is required prior to the funeral date and made up of 50% of our funeral directors charges and 100% of the disbursements.

The balance is invoiced the week after the funeral date. Payment can be made by BACS, cheque or credit / debit card. There is no VAT on funeral costs.

We are able to supply a comprehensive price list, as well as a no obligation quotation prior to you instructing us.

Should you wish to make a claim for a contribution towards funeral costs through the DWP, we can offer advice and prepare an invoice as required for the process of application.

We are committed to ensure that funerals are offered with real choice.

Other Services

Aftercare

Grief is a natural response to loss. It affects everyone differently and we offer several options to help under our Aftercare programme. We offer all clients free access to our group bereavement course called The Link, individual counselling, social trips and walks, and our annual Memorial Service, held in the Spring.

Every family will be personally invited to join The Link Course – we send a letter to the main contact about three months after the service, or applications can be made through our website.

Course outline

Week 1 – Working as a group

Week 2 – Looking at what grief is and common feelings

Week 3 – Further exploration of feelings

Week 4 – The rollercoaster of emotions

Week 5 – Practical issues and challenges

Week 6 – Group endings and new beginnings

More information is available in our Aftercare brochure.

Monumental Masonry

We are memorial specialists. From creating a new memorial, to care of and updating an existing memorial, our experienced team will help you through the whole process. To complement this we offer a personalised grave planting and tending service.

Full details are to be found in our Stone brochure and on our website.

Prepaid Funeral Plans

A funeral plan is an easy way to pre-arrange the funeral you want and pay for the funeral director's services. The plans we offer also include an allowance towards third party costs. These are essential, non-funeral director services such as the cremation or burial fees, plus the minister or officiant's fee to perform the service.

A plan can save your family worry and expense, and help make things easier for your loved ones at a difficult time.

Benefits of a funeral plan

- Peace of mind of knowing you have helped save your family from the worry of funeral costs and arrangements
- Arrange the send-off you really want with a trusted, local funeral director
- By paying for your funeral director's services included in your plan, you can avoid any potential future increases in the cost of these services.

We offer the Independent Way funeral plan from Golden Charter, one of the UK's largest funeral providers.*

More information is available in our Plan Ahead brochure and on our website.

A. B. Walker is an appointed representative of Golden Charter Limited trading as Golden Charter Funeral Plans which is authorised and regulated by the Financial Conduct Authority FRN: 965279

** Funeral Planning Authority market volumes of new funeral plan sales in 2021 as at March 2022 and almost 900,000 people having chosen to plan ahead with Golden Charter.*

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The Funeral People

From traditional service to modern celebration

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