The Bereavement Journey
Dealing with the loss of a loved one is a very difficult time. Unfortunately, it is also a time when important decisions and arrangements need to be made.

Although bereavement is a highly personal event, there are recognisable reactions and emotions many of us experience when someone we are close to dies.

Wigan Council has produced this bereavement journey to help you through this challenging time.

This guide offers advice and reassurance on where you can obtain support through Council services, local community groups and national organisations.

We aim to provide an empathetic, supportive and respectful service to help you make the necessary decisions. It is important to us that you have clear and suitable information to make sure you’re supported in the best possible way.

Wigan Council believes that through ‘The Deal’ we can work together with communities to support bereaved families through their journey.

**Chief Executive Wigan Council**

**and Chief Executive Wrightington, Leigh, Wigan NHS Foundation Trust**
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The Funeral

What should I do first?
How do I arrange the funeral?
Can I get help with the cost of a funeral?

Bereavement Allowance

Pre-Paid Funeral Plans
What should I do first?
You must first make an appointment to register a death at the register office closest to where the death occurred. To make an appointment and find out what information you will need to bring visit www.wigan.gov.uk/registeradeath

It is important to check whether the deceased left any instructions with their Will, if not, check whether they had planned their own funeral in advance or if they had funeral insurance before finalising any arrangements. You will need to make early decisions about when the service will happen, i.e. day, date, time and place, and whether it will be a burial or a cremation. However do not feel you have to rush, take time to think about what you want - every family is different.

How do I arrange the funeral?
A funeral can be by burial or by cremation. You can organise it with or without the help of a funeral director. The majority of people use a professional funeral director. They can provide advice about some of the important decisions you will need to make.

Can I get help with the cost of a funeral?
We know that funeral costs can be expensive. If you are finding it difficult to pay for a funeral, you may be able to get a social funeral fund or arrange a fixed price, value for money funeral service.

The Wigan and Leigh Residents Funeral Service arranges a fixed price funeral service for those who want someone to take care of the arrangements for them. The service is available to anyone who is arranging the funeral of someone who has died whilst residing in the borough. Visit www.wigan.gov.uk/fixedpricefuneral for more information.

You may be eligible for a social fund payment from the government if you (or your partner) are receiving any of the following:

- Income support
- Income based Jobseekers Allowance
- Income related Employment and Support Allowance
- Pension Credit
- Housing Benefits
- Disability or severe disability element of Working Tax Credit
- One of the extra elements of Child Tax Credit
- Universal credit

Contact your local Department of Works and Pensions (DWP) office for more advice or visit www.gov.uk/funeral-payments.

For advice on making your own arrangements, please contact Wigan Bereavement Services.

Telephone: 01942 489003
Open: Mon – Fri, 8.30 am – 5 pm

Visit us online at www.wigan.gov.uk/registrars
**Bereavement Allowance**

If you are widowed between 45 and state pension age, you might be able to claim Bereavement Allowance (previously known as Widow’s Pension) for up to 52 weeks from the date your husband, wife or civil partner died.

Visit [www.gov.uk/bereavement-allowance](http://www.gov.uk/bereavement-allowance) to see if you are entitled to this allowance.

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**Pre-Paid Funeral Plans**

If you are worried about your family being able to afford your funeral when you die, you might consider a funeral plan. At its simplest, a funeral plan allows you to pay upfront for your funeral so your relatives do not have to cover the costs themselves.

Pre-paid funeral plans let you arrange and pay for your funeral at today’s prices, so you can save money and make your own decisions about your funeral arrangements. There are different costs and styles available, so you will usually be able to find a plan that suits your needs and your budget.

Pre-paid funeral plans are regulated by the Funeral Planning Authority (FPA) - make sure any plan you consider is registered with them so you know it abides by their Code of Practice.

Many charities such as Age UK and local funeral companies offer pre-paid funeral plans.
Military Funerals

Who can have a Military funeral?

How do I arrange a Military funeral?

The death of a current or former service personnel, whether on active service or not, may involve special procedures and under certain circumstances will entitle the deceased to a military funeral.
Who can have a Military funeral?

The death of a current or former service personnel, whether on active service or not, may involve special procedures and under certain circumstances will entitle the deceased to a military funeral.

How do I arrange a Military funeral?

For any serving personnel who dies whilst in service (whether the death is service related or not), the family will be allocated a Ministry of Defence Civilian Visiting Officer (CVO), usually a member of the same service in which the deceased had served. The CVO will assist the family with all aspects of the bereavement including funeral arrangements.

If the deceased was connected to the British Legion or another association then the family can request a standard bearer at the funeral. Many units over the years have joined together or amalgamated into single units, but there will always be an association to maintain contact between past and present members of the regiment and there is often a fund which can be applied to for welfare issues. The Armed Forces Team at Wigan Council have contacts within many of these associations and can assist with any correspondence. You can visit the team at the Wigan Borough Armed Forces Community HQ, Molyneux House, School Lane, Wigan, WN13SE or visit www.wigan.gov/armedforces

It is entirely up to the family how much military presence they would like at the funeral. It may be that you would prefer a few veterans or uniformed personnel from the former unit or a single flag (known as a Standard) bearer at the ceremony.

For anyone who has served in the armed forces, it may be possible to obtain assistance with funeral arrangements. The Service Personnel and Veterans Agency (SPVA), a Ministry of Defence organisation, is aimed at improving personnel, pensions, welfare and support services to members of the Armed Forces and veterans. The SPVA was launched in 2007 and covers all support and welfare issues, including veteran’s benefits.

Bereavement Support

Shining a light on Suicide service has embedded a specific Armed Forces community which deals with some of the niche needs of the military family. Partners can provide support around finance, service pensions issues, funeral arrangements and can also signpost to Armed Forces specific counselling advice. This service is available to all members of the Armed Forces community and is not limited to situations where the Veteran or service person has taken their own life it is equally open to where those who are serving or who have served and are survivors of suicide. www.shiningalightonsuicide.org.uk/bereaved
Who to contact about the death

Who to contact

Who else should be contacted?

Financial/Legal Matters
Employment Related
Household and Utility
Clubs, Social Contacts and Education
Health and Social Care
Transport related

How do I stop receiving direct mail addressed to the deceased?

"After someone dies there are many decisions and arrangements to be made, there are other practicalities that need to be dealt with and you should not be afraid to ask friends and family to support and assist you."
**Who to contact**

When you register a death in Wigan and Leigh, you will be offered the Tell Us Once service. This service will notify many different government organisations of the death, making it easier and simpler to sort out the deceased persons affairs.

If the death did not occur in Wigan or Leigh, you should ask the registrar at the time of the death if they provide Tell Us Once. If you do not wish to use this service at the time of the registration, the registrar will give you a unique number to contact Tell Us Once in your own time.

This service will notify on your behalf:

- **HM Revenue and Customs (HMRC)** – to deal with tax and cancel any benefits
- **Department for Work and Pensions (DWP)** – to cancel benefits for example Income Support
- **Passport Office** – to cancel a British passport
- **Driver and Vehicle Licensing Agency (DVLA)** – to cancel a driving licence
- **The Council** – to cancel Housing Benefit, Council Tax Reduction, Blue Badge, inform council housing services and remove the person from the electoral register.
- **Public sector or armed forces pension schemes** – to stop pension payments

**Who else should be contacted?**

You will need to deal with a number of organisations when arranging the affairs of someone who has died, so it’s useful to have the following information about the deceased on hand:

- Full name, address and postcode
- Date of birth and date and place of death
- National Insurance Number
- Certified copy of the death certificate

**Financial/legal matters**

- Banks/Building Societies
- Investments/National Savings/Premium Bonds
- Credit card companies/loan companies
- Landlord/mortgage provider
- Life Assurance/Pension Plans

**Employment**

- Employer
- Professional bodies/Trade Unions
- Works equipment, parking permits, uniform, vehicle
- Occupational Pension
How do I stop receiving direct mail addressed to the deceased?

Receiving mail addressed to the deceased can be very upsetting. The problem is that unless you notify every company that they purchased from, or even just made an enquiry, you will continue to receive marketing mailings in their name - informing companies individually simply is not practical.

The Bereavement Register is a free service that helps stop direct mail to the deceased. It works by enabling companies to check their mailing lists against the register to identify and remove any customers who have died.

Simply register the death on the Bereavement Register at www.thebereavementregister.org.uk or speak to a member of the team on 044 7089 6403. You can also call the automated phone line registration on 0800 082 1230.

Household and utility

- Household insurance
- Television licence
- Internet provider
- Telephone provider – landline and mobile
- Utilities – electricity, gas, water

Clubs, social contacts and education

- Season tickets/subscriptions/ social club memberships/return library books
- Relatives and friends (check address book)
- School/College/University

Health and Social Care

- Family Doctor/Dentist/Hospital Clinics/ Private healthcare
- Home Help, Meals on Wheels, Day Care Centre
- Mobility aids and equipment, lifeline pendant, visually impaired services

Transport

- Bus Pass/parking permit/school transport
- Motoring breakdown provider
- Motoring insurance (check with insurance company that there is still valid cover to use the vehicle if required)
- Rail Travel Card
Dealing with the Estate

What is the Estate?
Who sorts out the Estate?
What happens if there is a Will?
What happens if there is no Will?
Is probate always needed?
How can I obtain a copy Will or Grant?
Who can I contact for help?
Legal Transfer of Grave Deeds
What is the Estate?

When a person dies, they leave behind what they owned in their lifetime. This is his or her estate. The estate needs to be passed on to those entitled to receive it after the payments of any debts, tax liabilities and other expenses (including funeral expenses).

Who sorts out the Estate?

You can pay a solicitor to sort out the estate for you - the deceased or the family may already have a solicitor that they use. It is important to find out if there is a Will and what it might say in relation to the appointment of executors who would sort out the estate. If you were married or in a civil partnership and everything has been left to you the matter is usually very simple.

What happens if there is a Will?

The Executor(s) named in the will may need to obtain a ‘grant of probate’ from the Probate Registry to give them the authority to deal with the estate.

What happens if there is no Will?

If someone dies without making a will, they are said to have died ‘intestate’. The Probate Registry authority may still be needed and you may need to obtain ‘letters of administration’. It is possible to administer an estate personally and the probate office will be able to help with this process.

Is probate always needed?

For relatively small estates or if everything, e.g. bank accounts, property etc., is in joint names then there may be no need for probate and everything may be able to be sorted out in a straightforward manner. Speak to the bank and mortgage company as appropriate to check their requirements and see whether they require probate in order to deal with matters.

How can I obtain a copy of the Will or Grant?

You can now access probate records 24 hours a day, 7 days a week, conveniently from your home or office computer by visiting www.gov.uk/search-will-probate

Alternatively, you can write to any main Probate Registry for them to complete the search for you.
Who can I contact for help?

The probate register will offer procedural guidance on how to obtain a grant but cannot provide legal advice. Contact the Probate and Inheritance Tax Helpline on 0300 123 1072 or visit the [HM Courts and Tribunals website](https://www.gov.uk/government/collections/probate-guidance).

Wigan and Leigh residents can access guidance on probate from the Wigan and Leigh Citizens Advice, although they cannot provide any legal advice. Call 03003301153 from 9am - 5 pm, Monday-Friday. Visit [www.cawb.org.uk](http://www.cawb.org.uk) for further information.

There are open door drop in centres at:

**Wigan Life Centre (North)**
The Wiend, Wigan
9am - 12.30pm, Mon - Fri

**The Turnpike**
Civic Square, Leigh
Drop in: Mon, Tue, Thu, Fri 9.30am - 11.00am. Appointments as required
Mon - Fri pm

Legal Transfer of Grave Deeds

Grave Deeds (the exclusive right of burial) form part of someone’s estate. An exclusive right of burial may be transferred on the death of the registered owner to the person or person entitled to this. Wigan Council has to satisfy itself that the person or persons wishing to take up the ownership are entitled to do so by the production of a grant of probate or letters of administration. If these legal documents have not been applied for or issued Wigan Council may accept a statutory declaration from the nearest surviving relative(s).

For advice please contact:

**Wigan Bereavement Services**
Telephone 01942 489003 and quote ‘legal transfer’
Open: Monday – Friday, 8.30am - 5pm
Bereavement support

How can I look to the future?

Supporting the bereaved

How can I be supportive?

What if it is a violent or sudden death?

Helping other people

Supporting Elderly people and families through bereavement

Children and bereavement

Child/Baby Bereavement

Supporting parents through bereavement

Supporting children through bereavement

Older children and bereavement

Start Well Locality Teams – What can they offer?

Wigan Family Welfare
How can I look to the future?

It does not matter what age you are when someone important in your life dies and leaves you, bereavement is highly personal to you, so be prepared for the healing process to take its time.

Along with the strong emotions that you can experience after bereavement, you may also have worries about practical matters, e.g. managing on less money, household tasks, living, sleeping or eating alone for the first time.

It is important to seek advice if you find that you are struggling to manage so you can get the help that you need. One of the most helpful things is to talk about the person who has died and your relationship with them.

Who you talk to will depend on you, it may be family, friends, a faith/spiritual adviser, your GP, or a support organisation such as community services or bereavement services.

Do…

• Talk to other people about the person who has died, about your memories and your feelings.
• Look after yourself – eat properly and try to get enough rest (even if you cannot sleep)
• Give yourself time and permission to grieve
• Seek help and support if you feel you need it. Tell people what you need.

Don’t…

• Isolate yourself
• Keep your emotions bottled up
• Think you are weak for needing help
• Feel guilty if you are struggling to cope
• Turn to drugs or alcohol.
Supporting the bereaved

How can I be supportive?

It is not all uncommon for many of us to experience feelings of inadequacy in the face of someone’s grief. The sense of not knowing what to say or do, the fear of saying or doing the wrong thing and the knowledge that this is something we simply cannot make better, often leads to us avoiding bereaved families. This only serves to increase their isolation.

We cannot truly know how another person feels if we have never experienced a similar situation ourselves, but we can give families the opportunity to talk about the person who has died and be willing to listen. Talking, mentioning that person’s name and sharing memories is therapeutic. Be that friend or neighbour who cooks a meal or takes a basket of clothes to iron. It is important that we take the lead from the bereaved families and do not assume that we know best what will help.

What if it is a violent or sudden death?

The nature of sudden or violent death make the reality of what has happened particularly difficult to accept and is likely to result in a desperate search for meaning and understanding. Families are unprepared and often experience regrets over lost opportunities and unfulfilled intentions and often feel cheated out of an opportunity to say goodbye.

Grief may be further complicated in circumstances were the family are unable to see the body. Media attention can also be particularly distressing for the family.

It can be very difficult to talk about suicide and many people who have been bereaved in this way feel alone and isolated at a time when they are hurting and vulnerable. Offering support that involves family, friends, health professionals and organisations allows them to know that what they are experiencing is normal and that they are not alone.

Children do not react in the same way, but be prepared for some changes as they try to adapt to what has happened. They will feel many of the same emotions including grief, anger, anxiety and guilt, but they are also likely to seek attention and security in a number of ways. They may be clingy, or revert to more childish behaviours like running away or behaving aggressively.

At school children may face a number of difficult situations. They may have trouble concentrating on school or homework, and some topics may prove too difficult to deal with. Worst of all, they may have to cope with thoughtless or malicious comments from other children.
Helping other people

If you are supporting someone else following a bereavement, e.g. family, friends, work colleagues, one of the most helpful things you can do is simply listen and give them time and space to grieve.

Do…

• Be there for the person who is grieving – pick up the phone, write a letter/email, call by or arrange a visit.
• Accept that everyone grieves in their own way – there is no ‘normal’ way.
• Encourage the person to talk.
• Listen to them.
• Create an environment in which the bereaved person can be themselves and show their feelings, rather than having to put on a front.
• Be aware that grief can take a long time.
• Contact the person at difficult times – special anniversaries and birthdays.
• Offer practical help.

Don’t…

• Avoid someone who has been bereaved.
• Use clichés like ‘I understand how you feel,’ ‘you’ll get over it’ or ‘time heals’
• Tell them it’s time to move on, they should be over it – how long a person needs to grieve is entirely individual.

Supporting elderly people and families through bereavement

Care home staff are experienced in end of life care and have close links with specialist teams from the hospice and other professional agencies to offer support and advice to bereaved families, ensuring dignity and privacy is maintained during this sad time.

The care home manager will be able to advise on how to register a death, what details will be needed and timescales for removing personal items from the care home (this is usually within two to four days after death).

Staff will give families privacy to remove personal items. Some families find this process very difficult, it can be distressing to come back into the room where their loved one passed away. In this instance care home staff will assist by carefully packing personal items to be collected at the families’ convenience.
Children and bereavement

Child/Baby Bereavement

The death of a child whatever the age, can continue to affect all those who knew the child long after the grieving process might seem to be over.

The physical and emotional environment in which parents find themselves in following their baby or child’s death will play a significant part in their ability to grieve. Parents often experience an inability to communicate feelings of grief to one another. A mother’s response to the loss of a child is frequently different to that of a father. Siblings may also be affected and should be supported through the bereavement process.

Supporting parents through bereavement

Bereaved parents will appreciate you keeping in touch to let them know you are there for them. If the parents have lost a baby in whatever circumstances, it is important that you refer to the baby by the name they have chosen. It is an enormous shock to lose a baby and parents are likely to experience a range of emotions that come and go unpredictably.

Supporting children through bereavement

If you are caring for a child or children through bereavement, there is no ‘perfect’ way to respond but it can help if you are able to be truthful and honest. Adults often feel the need to protect children from death because they may not understand and will be too upset. Giving children a chance to ask questions and listening to how they think and feel can prove mutually reassuring. It may be difficult for them to find words or ways to express how they are feeling and not all their questions will have answers, but their own ideas about what has happened can be more frightening than knowing the truth.

It’s good to talk with children as much as possible about what has happened and talk about emotions openly. Children often want to know why and how someone has died, and what happens after someone dies. There are various books available from libraries as well as several organisations (listed at the back of this brochure) that you can use to help explain these challenging questions to children.
Older children and bereavement

Older children often display changes in their personality and behaviour, including signs of depression, appetite disturbances, rudeness and learning problems. School work may be affected by underachieving or overworking.

In adolescents, bereavement can cause regression to a younger, more dependent stage in their development. Emotions may be suppressed, resulting in a display of apparent indifference or lack of feelings. Some young people start truanting, turn to petty delinquency or begin shoplifting as a general protest against the upheaval in their family life. Some young people will assume the role of a parent taking on heavy responsibilities and causing them to mature rapidly and deny themselves the opportunity or permission to grieve.

Start Well Locality Teams – What can they offer?

• Advice and support around improving child and family wellbeing
• Practical support around managing a child’s or young person’s behaviour and improving relationships at home
• Advice and guidance on nursery provision, child-minders, school attendance and support for children and their families when they move from primary school to high school, along with help around training and employment
• Advice and support on finance and debt and access to housing support
• Support for families to look for opportunities to get back into work by working alongside key partners such as Job Centre Plus
• Support for children, young people and their families to access community services and work together with them to develop services in their community
• Liaise with other agencies to obtain the information that families may need to help them make informed decisions in order to bring about long term change.

For more information visit www.wigan.gov.uk/startwellcentres

Bereavement in childhood is a risk factor for later difficulties, including anxiety, depression and involvement in crime. Counselling offers children and young people the opportunity to talk to someone to help them manage their emotions in a healthy way.
Wigan Family Welfare

Wigan Churches Association for Family Welfare provide support to children and young people aged 5-19 to help them understand and cope with their loss. The service provides direct access to counselling throughout Wigan Borough. Call 01942 867888 if your wish to access this service.

There are also a number of national help lines available, including Winston’s Wish, Child Death Help Line and many more. A list of organisations is available at the back of this brochure with website links and telephone numbers.
Deaths in Care Homes

Statement of Intent (end of life) - what is the process when an expected death occurs in a care home?

What is the process when an unexpected death occurs in a care home?

Dealing with finances at the care home
Deaths in Care Homes

Statement of Intent (end of life) - what is the process when an expected death occurs in a care home?

Elderly people who are frail and experiencing health issues are often identified as nearing end of life. In this instance, health and social care providers will have discussed and agreed a 'Statement of Intent' document with the person or their carer / family.

This document confirms that death is imminent for that particular person and following death the GP would not be required to inform the Coroner’s office and can go ahead and complete a death certificate.

If this is the case, the family can then contact the funeral director of their choice to attend the home and take over care of the deceased.

What is the process when an unexpected death occurs in a care home?

The coroner’s office is always informed if a resident's death is unexpected and the next steps are for the police to attend the care home. The police will talk to the staff at the home and family members. It is also normal for the deceased to be taken to the hospital mortuary until the coroner makes a decision on what needs to happen next.

If the family want to view their relative at this point, it may be necessary for the police or a member of the mortuary staff to be in attendance, but this will be explained to you at the time. The coroner’s office will liaise with the GP and will keep families informed of proceedings.

The coroner may decide the deceased can be released and a death certificate provided to allow the funeral to take place. Sometimes the coroner requests a post mortem to take place and, in some cases, a coroner’s inquiry.

Unfortunately this can delay the release of the deceased, which means the funeral planning has to be put on hold.

Dealing with finances at the care home

Administration staff will assist the family with closing any care home financial accounts etc.

- Final invoices for private fee payers will be up until the date of death
- Permanently placed residents (placed by Wigan Council) invoices are paid for three days after death
- Respite care funding stops on date of death.
Live and Age Well

Health Routes Wigan
Pensioners Link
Inspiring Health Lifestyles
Age UK Wigan
When someone is bereaved, particularly when it is unexpected, they may feel like their whole world is falling apart and feelings may also be complex and overwhelming.

There are additional services that can support you if you are feeling lonely. They can help with simple things like introducing you to a group in your local community so you can meet people and access services. A wide range of health improvement services and activities are available across the borough to support residents who might want a bit of help to get started on their journey to being more active and connected to their local community.

**Health Routes Wigan**

Provides 1-1 practical support and motivation to help people make positive lifestyle changes to improve their health and wellbeing. Available to those over 16 years, who live or work in Wigan or are registered with a Wigan GP. Online bookings are available on www.healthrouteswigan.co.uk or alternatively you can call 01942 489012.

**Pensioners Link**

Assists people over 50 with a range of issues, including money, friendship, disabilities and feelings. They help you live a happy, sociable life and encourage you to reach your full potential. Their Hub has all the necessary information and advice for you to remain independent with extra support if your circumstances change as a result of illness, bereavement or any other aspect of ageing. Call 01942 261753.

**Inspiring Health Lifestyles**

Low-cost, accessible programmes to support people aged 16 years and over to become more physically active, and to improve their health and quality of life.

Programmes include:

- **Active Choices** – activities for adults with learning disabilities, physical disabilities and mental health conditions
- **Active Outdoors** – activities including walking, running and cycling
- **Active Referral Scheme** – support for people with health conditions who want to get active
- **Active Later Life** – sessions to improve balance and co-ordination and increase mobility strength and flexibility in later life
- **Back to Sport** – support to enable adults to become more active by returning to sport or trying a new sport.

Call 01942 488481 or visit www.inspiringhealthylifestyles.org

**Age UK Wigan**

Offers a range of services for people aged 50 years and over. This includes housing with care options, handy person services, and information and advice on benefits and welfare. Call 01942 826079 or visit www.ageuk.or.uk/wiganborough
Older people may grieve for the person who died and for the grief being felt by other family members. Or they may feel that they have to stay strong for others in the family.
Older people

Older people may be at risk of developing depression or having their physical health suffer after a family death. They may also have worries about practical issues, such as how to handle household tasks. It is important to seek advice if you are struggling to manage so that you can get the help you need. Remember that it’s ok to ask for help.

It’s also vital that you continue to do the things you have previously enjoyed, such as sports, social events or music, and explore new experiences like taking up a dance class, going for a swim or getting back in touch with old friends.

Wigan Council has a network of groups providing local activities that are open to you, which you can access online by visiting www.wigan.gov.uk/Volunteering. You’ll find details of voluntary opportunities where you could help support a range of schemes in the borough including conservation projects, youth mentoring, community projects, archive studies and more. Many local centres and libraries offer a wide variety of activities including luncheon clubs, weekly keep fit classes, pop in coffee mornings, health and wellbeing schemes, rural walks and fundraising activities to support your local community or charity.

It’s also worth taking note of what your neighbourhood has to offer. A small activity such as shopping with a neighbour or volunteering to play a musical instrument at your local care home, may be all you need to feel that you’re making a difference and moving forward.

Wigan Family Welfare

Wigan Churches Association for Family Welfare offers an opportunity to talk to a counsellor in confidence in a warm, supportive and safe environment. The organisation offers counselling in a variety of settings such as schools and Start Well Children’s Centres. The service is free, if you want to speak to someone about this project please call 01942 867888.

Volunteering

To volunteer at your local hospital contact the PALS officer based within the hospital. You can also find a list of national organisations to contact at the back of this brochure. They offer opportunities to volunteer in a charity shop, learn something new or help out with a good cause. Find out more by visiting their websites.

There are no magic answers. It takes time to regain confidence, feel less overwhelmed by your loss and start to make sense of the world. Help and support from others, especially those who have gone through a similar loss, may help you to cope, and you may in turn be helping others through their difficult times too.
Remembering a loved one

How can I remember my loved one?
Can I have a memorial to remember my loved one?
Wigan Crematorium Anniversary Service

“Share your memories with friends and family and get them to share theirs too. You may learn things that you did not know about your loved one.”
How can I remember my loved one?

- Share your memories with friends and family and get them to share theirs too. You may learn things that you did not know about your loved one
- Create a memory box containing special items that belonged to you and your loved one. Place little notes in it with special memories on
- There is also the Leigh based Compassion in Action charity, which meets the needs of people in crisis, regenerating sites across the borough in partnership with Wigan Council and the local community. Call 01942 262636 or visit www.compassioninaction.info
- On special occasions, such as birthdays or Christmas, buy a gift for your loved one and then donate it to someone who needs it, such as a homeless person. It will make their day as well as yours
- Plant a memory garden for your loved one, plant their favourite flowers and trees and every time you are tending to it you will remember them
- Make a memory book of photos and memoirs of your loved one
- Write a letter to your loved one and tell them everything you are missing about them and everything that you learned from them
- Volunteer a day for your local community to do an activity your loved one might have supported or enjoyed
- Some parents find it helpful to create memories of their child to help remember them as a real person. For example, they may keep mementos such as a photograph, a lock of hair, hand footprints or the baby's shawl. All this can in time help them come to terms with their loss.
- Visit a place that you used to like going together and remember the good times you had there
- Donate your time to help those less fortunate than you. The Wigan based charity ‘The Brick’ supports people from the street to get back to independent living. The Brick relies on volunteers to add value to the charity and works in partnership with the local community. Call 01942 236953 or visit www.thebrick.org.uk or to get involved or make a donation visit www.wwl.nhs.uk/charitable_funds
Remembering a loved one

- Three Wishes Charity (Charity number 1048659), is the registered charity of Wrightington, Wigan and Leigh NHS Foundation Trust. The mission of the charity is to enhance and improve the environment and experience of patients at all Trust sites. The charity purchases a wide range of equipment that adds value to the Trusts services offered to patients. This is achieved through the generosity of the general public through donations and legacies and by fundraising activities, events and appeals.

To get involved and to help do more please contact Three Wishes on 01942 773768, or email threewishescharity@wwl.nhs.uk

Can I have a memorial to remember my loved one?

There are many different and special ways for you to remember your loved one. This can include a plaque on a bench in a garden of remembrance, a tablet marking the scattering of ashes or dedicating a leaf on the beautiful ‘remember me tree’ housed inside the Chapel at Wigan Crematorium. Visit www.wigan.gov.uk/buyamemorial to find out more.

Wigan Crematorium Anniversary Service

Each month Wigan Crematorium holds an anniversary service in memory of loved ones. Families are invited by letter to attend and there are four places available for each family. There is the possibility for more family to attend on the understanding that there may only be standing room. Visit www.wigan.gov.uk/anniversarsyservice to find out more.
Community Book and the Bereaved
Community Book and the Bereaved

Community Book is a free, online directory allowing you to connect with local services, activities and events in the community, available 24 hours a day, 7 days a week.

- Visit www.communitybook.org

You will be able to:

- Search for events, activities and services in your community
- Reconnect with hobbies and interests by matching yourself to local community groups
- Find volunteer opportunities
- Follow organisations, add comments and star rate your experience
- Search anytime and anywhere that you have access to the internet (e.g. at home, work, or even while travelling).

Navigating the website is easy but should you need assistance, your family members can help you find the activities you need.
Organisations and agencies offering support & help during bereavement

Information
The funeral
Military funeral
Who to contact about the death
Dealing with the estate
Bereavement support
Children and bereavement
Supporting the bereaved
Moving forward
The practical considerations surrounding a death can be extremely difficult for grieving families to take in and retain. Help and guidance through this process can be invaluable.

**Information**
The funeral

**Gov.uk**
www.gov.uk/funeral-payments
Funeral costs support for people on low income.

**Citizens Advice**
www.citizensadvice.org.uk
Funeral payments from social funding.

**Good funeral guide**
www.goodfuneralguide.co.uk
Information about what is involved in arranging a funeral including types of funerals and a guide to costs.

**Bereavement allowance**
www.gov.uk/bereavement-allowance
Department of Works and Pensions information on bereavement allowance (formerly widows pension).

**Funeral services and memorials**
www.wigan.gov.uk/funerals
Wigan Council offer a fixed price funeral service, help to organise your own funeral and a range of memorials to remember your loved ones.

**Military funeral**

**Wigan Council**
www.wigan.gov.uk/armedforces
Getting support with housing, mental health, leisure, benefits and finances, health and wellbeing.

**Scotty’s Little Soldiers**
www.scottyslittlesoldiers.co.uk
A charity that helps children of parents lost in the forces.

**British Legion**
www.britishlegion.org.uk
Can assist veterans with funeral costs if they are struggling to pay.

**SSAFA**
www.ssafa.org.uk
The national charity helping serving and ex-service men, women and their families in need.

**War Widows’ Association**
www.warwidows.org.uk
Gives advice, help and support to all war widows and dependants.
Who to contact about the death

**Tell Us Once**
www.direct.gov.uk/death-tellusonce
The registrar would have given you information about this service when you registered the death.

**Turn2Us**
www.turn2us.org.uk/Your-Situation/
Bereaved
A charity which helps people in financial crisis gain access to welfare benefits charitable grants and support services.

Dealing with the estate

**Wills, Probate and Inheritance**
www.gov.uk/wills-probate-inheritance
For general information on wills and probate and access to the online forms and leaflets.

**Inheritance tax**
www.gov.uk/inheritance-tax
For information about inheritance tax and online forms.

Bereavement support

**The Samaritans**
www.samaritans.org
Confidential emotional support for anyone in the UK and Ireland.

**Cruse**
www.cruse.org.uk
Provides emotional support and information to bereaved people across England and Wales. Has a network of local services offering face-to-face support.

**Age UK**
www.ageuk.org.uk
Provides advice and information for people in later life.

**Wigan Family Welfare**
www.wiganfamilywelfare.co.uk
Provides a free, independent and confidential counselling service for people living in Wigan borough.

**Muslim Burial Support**
www.mbss.org.uk
Support for any member of the Muslim Community who has been bereaved.

**Jewish Bereavement Counselling Service**
www.jbcs.org.uk
Support for any member of the Jewish community who has been bereaved.
Children and bereavement

The Lullaby Trust
www.lullabytrust.org.uk
For parents of a baby who has died suddenly and unexpectedly.

The Compassionate Friends
www.tcf.org.uk
Gives support to parents whose son or daughter has died.

The Stillbirth and Neonatal Death Society
www.uk-sands.org
Offers support to parents bereaved through pregnancy loss, stillbirth or neonatal death.

Child Death Helpline
www.childdeathhelpline.org.uk
Offers support to anyone affected by the death of a child.

Winston’s Wish
www.winstonswish.org.uk
The leading childhood bereavement charity in the UK. Offering practical support and guidance to bereaved children, their families and professionals.

Wigan Family Welfare
www.wiganfamilywelfare.co.uk
Provides counselling for children and young people experiencing loss and bereavement.

Childhood Bereavement Network
www.childhoodbereavementnetwork.org.uk
There are many local projects offering support to bereaved children and their families. For details of support near you, visit the Childhood Bereavement Network website.

Hope Again
www.hopeagain.org.uk
Hope Again is the youth website of Cruse Bereavement Care. It is a safe place, where young people who are facing grief can share their stories with others. Here you will find information about our services, a listening ear from other young people and advice for anyone dealing with the loss of a loved one. Hope again provides somewhere to turn to when someone dies.

Muslim Bereavement Support Service
www.mbss.org.uk
Support for Muslim parents after the death of a child.

Grandparents Plus
www.grandparentsplus.org.uk
Supporting members of the wider family, including grandparents, other relatives and friends, who play a vital role in the development of the children in their life.
Supporting the bereaved

Survivors of Bereavement by Suicide
www.uk-sobs.org.uk
Offers emotional support, help and information to those bereaved by the suicide of a close relative or friend.

Road Peace
www.roadpeace.org
The UK's national charity for road crash victims, providing support to those bereaved in a road crash.

The Sanctuary
www.selfhelpservices.org.uk/the-sanctuary
Provides 24-hour mental health crisis support to adults who are experiencing anxiety, panic attacks, depression, suicidal thoughts or are in crisis. The Sanctuary offers a space to talk and assistance with coping after the initial crisis.

The Terrence Higgins Trust
www.tht.org.uk
A charity providing practical support, help and counselling for anyone with or concerned about an AIDS death.

MacMillan Cancer Support
www.macmillan.org.uk
Help for you and your family if you are affected by cancer.

Widowed and Young (WAY)
www.widowedandyoung.org.uk
WAY is the only national charity in the UK for men and women aged 50 or under when their partner died. It's a peer-to-peer support group run by a network of volunteers who have been bereaved at a young age themselves, so they understand exactly what other members are going through.

North West Boroughs Healthcare NHS Foundation Trust
www.nwbh.nhs.uk
Provides treatment, support and guidance for a wide range of health issues. These include physical and mental health issues for people of all ages, living in the boroughs of Halton, Knowsley, St Helens, Warrington and Wigan.

Shining a light on Suicide
www.shiningalightonsuicide.org.uk/bereaved
A new suicide bereavement information services available to all residents of Greater Manchester who have been bereaved by suicide and who need advice on local and national resources pre and post inquest. This service is aimed at all those who survive someone taking their own life that reaches across all communities.
Moving forward

Silverline
www.thesilverline.org.uk
Silverline is the only free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.

Wigan Befriending Service
www.imagineindependence.org.uk
Get out and about, boost your self-esteem and meet new people.

Bright Days
www.ageuk.org.uk/wiganborough
Bright Days is a health and wellbeing programme, designed to improve the lives of older people across the Borough, providing a diverse range of fun activities and pursuits along with special offers at local cafes and craft fairs.

The Shed (Wigan and Leigh)
Based at Platt Bridge Community Zone is a larger version of the typical man's shed in the garden, offering wood making projects, gardening projects and tool renovation. Contact 01942 732022 and ask for Dave, Chris or Fred.

Wigan Athletic Community Trust
www.wiganathletic.com/community
Working with schools, young people, community groups and families to improve the health and wellbeing of the Wigan community through football and other sports.

Wigan Warriors Community Foundation
Free sport, fitness and health sessions for men in Wigan. For more information call 01942 762886.

Leigh Community Trust Forces
Breakfast brunch for ex-servicemen delivered by ex-servicemen. Contact Dave on 01942 487847 for more information.

Community book

Community Book
www.communitybook.org
There are lots of different services available in the Borough and you can find them on our Community Book website.