

Local Registrars

NEWPORT – THE MANSION HOUSE, 4 STOW PARK CIRCLE, NEWPORT NP20 4HE
TEL: 01633 414770 (BY APPOINTMENT ONLY)

MONMOUTHSHIRE

ABERGAVENNY(MAIN REGISTRAR OFFICE FOR MONMOUTHSHIRE)

COED GLAS LANE, ABERGAVENNY, NP7 5LE
TEL: 01873 735435 (BY APPOINTMENT ONLY)

IT IS POSSIBLE TO REGISTER A DEATH AT NEVILL HALL HOSPITAL,
ABERGAVENNY, IF THE DEATH OCCURS WHILST IN THEIR CARE.

FOR ALL APPOINTMENTS TEL: 01873 735435

CHEPSTOW – (RESTRICTED SERVICE) ONE STOP SHOP, MANOR WAY,
CHEPSTOW NP16 5HZ

TEL: 01873 735435 (BY APPOINTMENT ONLY)

MONMOUTH – (RESTRICTED SERVICE) ONE STOP SHOP, MARKET HALL,
PRIORY STREET, MONMOUTH NP25 3XA

TEL: 01873 735435 (BY APPOINTMENT ONLY)

CAERPHILLY - THE COUNCIL OFFICES, PENALLTA HOUSE, YSTRAD MYNACH
CAERPHILLY CF82 7PG

TEL: 01443 863478 (BY APPOINTMENT ONLY)

CARDIFF – KING EDWARD VII AVENUE, CITY HALL (NORTH WEST ENTRANCE)

CARDIFF, CF10 3ND

TEL: 02920 871684 (BY APPOINTMENT ONLY)

IT IS POSSIBLE TO REGISTER A DEATH AT THE UNIVERSITY HOSPITAL OF WALES,
CARDIFF, IF THE DEATH OCCURS WHILST IN THEIR CARE.

FOR ALL APPOINTMENTS CONTACT: UHW BEREAVEMENT OFFICE

TEL:02920 871680.

TORFAEN

CWMBRAN – (RESTRICTED SERVICE) CUSTOMER CARE CENTRE,

1-2 GENERAL REES SQUARE, CWMBRAN NP44 1AH

TEL: 01633 488369 (BY APPOINTMENT ONLY)

PONTYPOOL – CIVIC CENTRE, PONTYPOOL, TORFAEN NP4 6YB

TEL: 01495 742132 (BY APPOINTMENT ONLY)

GLOUCESTERSHIRE

GLOUCESTER - SHIRE HALL, WESTGATE STREET, GLOUCESTER GL1 2TG

TEL:01242 532455 (BY APPOINTMENT ONLY)

FOREST OF DEAN – BELLE VUE CENTRE, 6 BELLE VUE ROAD CINDERFORD GL14 2AB

TEL: 01242 532455 (BY APPOINTMENT ONLY)

VALE OF GLAMORGAN

BARRY - CIVIC OFFICES, HOLTON ROAD, BARRY, CF63 4RU

PENARTH – WEST HOUSE, STANWELL ROAD, PENARTH, CF64 2YG

FOR ALL APPOINTMENTS - TEL:01446 700111.

Please note: This information is always subject to change.

We advise that you always telephone the Registrar in advance of your visit

What to do when someone dies



TOVEYBROS
FUNERAL DIRECTORS

9/11 Cardiff Road, Newport, NP20 2EH

Telephone:(01633) 266848

Website: www.toveybros.co.uk

Email: info@toveybros.co.uk

Things to consider in the first few days

REGISTERING THE DEATH

Your doctor's surgery will advise when the medical certificate, advising the cause of death, is available for collection from them. The hospital will do this in the case of hospital deaths.

This certificate should then be taken to the Registrars' office for the area where the death took place. It may be that you need to make an appointment before attending at the Registrars' office.

Please see the list of Registrars' contact details at the end of this leaflet. The Registrar will issue you with as many copies of the official death certificate as you wish to purchase. They will also issue you with a green certificate, which should be passed to your funeral director. This certificate enables the funeral director to prepare the deceased. The Registrars will also explain "Tell Us Once" which enables them to notify many other government organisations on your behalf.

SUDDEN OR UNEXPECTED DEATH

If the death is sudden or unexpected, the doctor is required to notify the coroner's office. This will possibly mean that a police officer will call to see the relatives or residential care staff to take some details. Your chosen funeral director may still be called, but it is likely that the deceased will be taken to the local hospital, pending a possible post mortem examination, rather than to the funeral home.

If a post mortem examination takes place, this may delay the registration of the death, but not necessarily the timing of the funeral. The funeral director and coroner's officer will advise as to the necessary process and paperwork.

It is a legal requirement that the coroner's office must be informed if the deceased has not seen a doctor within the past fourteen days or if the person died following an operation. However, it may be that the coroner's officer, in consultation with doctor and the family members, decides that an examination is not required.

MAKING FUNERAL ARRANGEMENTS

It is possible to make funeral arrangements before the death has been registered or in the case of a sudden death, before the coroner gives clearance. However, it may be that the exact time of the funeral cannot be confirmed until the above has taken place.

It may be advisable to speak to a funeral director sooner rather than later so that arrangements can be put in hand and so that there is no unnecessary delay.

Funeral arrangements are normally made during the working day, either at your own home or at the funeral director's office. However, most funeral directors are available during weekends or in the evening, if required.

BURIAL, CREMATION OR NATURAL BURIAL

This is obviously an important decision for the family to make and can be a difficult one. The funeral director may be able to help advise you of the various options. If cremation is chosen the funeral director will need to arrange for additional paperwork to be completed by doctors.

PERSONAL EFFECTS/JEWELLERY

Funeral directors should be advised at the earliest opportunity should the family wish any items to be returned to them. Funeral directors should obviously be told if any effects are to be removed before the deceased is taken from the home. At the latest, any items requested should be returned prior to the day of the funeral, to ensure their safe return.

URGENT REQUESTS/ISSUES

If the family of the deceased had any particular requests that could be deemed as urgent then obviously the funeral directors should be informed as soon as possible.