



London Borough
of Hounslow

Hounslow Community Funeral Service



The Hounslow Community Funeral Service is available for all funerals being arranged where a resident of the borough has died

The scheme was set up by the London Borough of Hounslow and is provided by certain local funeral directors.

The service aims to provide a simple, dignified funeral at a specially agreed fixed price. Although this will be particularly helpful to anyone claiming benefits or on a limited budget you do not need to be on benefits to take advantage of the scheme. The scheme does not include all items, as not all people will want the same arrangements and there may be different needs. For details of the current price contact **020 3949 7735/7736** or ask the funeral director for details.

This pack explains the scheme, what is included in the fixed price and which funeral directors offer the service. The leaflet also includes information about help that is available towards funeral expenses from the Jobcentre Plus.

What is included in the Scheme?

The costs are divided under two headings.

The specially agreed price will cover the following:

- The collection of the deceased from up to ten miles of the borough boundary in normal working hours
- Dressing and ritual washing of the deceased
- All arrangements, but not costs, at the crematorium or cemetery within five miles of the borough boundary including bearers
- A hearse for the deceased
- A lined veneer coffin with engraved plate and two pairs of handles.

The specially agreed price is £1300 from 1 October 2013.

This price can change so please call **020 3949 7735 /7736** for an update.

Other costs - disbursements

The following items will be charged in addition to the specially agreed price:

- The crematorium or cemetery fees

- Ministers
- Doctors fees
- Collection of the deceased out of normal working hours

You will be asked to leave a deposit that covers the cost of the disbursements. All funeral directors ask for disbursements to be paid prior to the funeral taking place

As part of the requirements of the scheme, the Funeral Director will give you a written quote within three working days of you arranging the funeral and this will explain the total cost.

Requesting a Hounslow Community Funeral Service

If you would like to use this scheme, request the **Hounslow Community Funeral Service** by contacting one of the funeral directors listed within this leaflet.

The Funeral director will visit you if you are unable to get to one of the branches. Please complete the enclosed introduction card and give to the funeral director.

The Council monitors this funeral service, as we want to ensure that customers receive a quality service. The Funeral Directors return the introduction cards to the Hounslow Council's Community Funeral Officer so that we can check that you have received the agreed level of service from the funeral director you choose. If you are dissatisfied with the service or would like more information, please call us on **020 3949 7735/7736**.

Making a claim for Social Fund Help

Who can claim?

Funerals are expensive and many people find it difficult meeting all the costs involved. In some situations Jobcentre Plus can help with the cost of the funeral.

In order to be able to claim help with the cost of a funeral, you need to be getting, or making a claim for, one of the following benefits:

- Housing Benefit or Council Tax Reduction
- Income related Employment and Support Allowance
- Child Tax Credit at a rate higher than the family element
- Working Tax Credit to include the disability or severe disability element
- Universal Credit
- Pension Credit

If you get or have applied for and are eligible for any of these benefits, you can claim help with funeral expenses through the Social Fund. However, the financial help that you can get is limited.

What costs are covered?

If you are entitled to claim help with the cost of the funeral, the payment is made up of two parts. Certain costs can be claimed as individual items, all other costs are covered by a payment of £1,000 from 8th April 2020.

What is covered by the £1,000

The items listed below are the only items claimed according to their cost. The payment cannot exceed £1,000 even if the funeral is more expensive; therefore this has to cover all of the following expenses:

The coffin, the hearse, care of the deceased and the funeral directors expenses, transportation costs of less than 50 miles, car for the mourners, flowers, organist and religious requirements. All the other expenses have to be covered within this grant of up to £1,000.

What items can be paid separately?

- In the case of cremation, the crematorium fee, costs of doctor's certificates, medical references and the fee for removing any medical device prior to the cremation taking place
- The cost of a burial, including purchase of a new plot for exclusive right of burial
- Cost of documentation needed for example to release funds, which result in a deduction from the funeral payment

- Transportation to and from the place of rest or funeral directors premises for any part of the journey, which is more than 50 miles
- Travel costs for one return journey within the UK for the person responsible for the funeral arrangements, to enable them to make the arrangements or attend the funeral.

The payments only cover 'reasonable expenses' and there can be restrictions where the deceased wished to be laid to rest in a different area to where they were living.

Recovering the costs from the deceased person's estate

As the funeral expenses are the first claim against someone's estate when they die, JobCentre Plus are allowed to recover the funeral expenses if the person who died had any assets, savings or insurance policies. Where the person has a surviving partner, the value of the home in which they lived is ignored and reasonable possessions left to relatives do not normally count.

Taking responsibility for the funeral

The partner of the person who died, close relative or close friend can apply for a funeral payment. However, when making a payment, Jobcentre Plus will consider who is the most appropriate person to take responsibility for the funeral. They can refuse to make a payment where they feel there is a closer relative or friend.

They will also refuse payment where there are two relatives equally close and the person who has not taken responsibility would not have been entitled to a payment from the Social Fund or would have received less help than the person who did take responsibility for the funeral. If you are refused a payment on these grounds, the decision can be appealed and so you should get advice.

How to claim

A funeral payment can be claimed up to three months from the date of the funeral and the claim can be made even if the funeral has already been paid for.

The quickest and easiest way to complete the whole process is telephone **0800 731 0469** – option 2, the form SF200 will be completed with you over the telephone and posted to you for your signature.

Alternatively Form SF200 can be downloaded www.dwp.gov.uk-advisers-claimforms-sf200_print.pdf or you can collect the form from a JobCentre Plus Office.

Funeral Directors who provide the service

Andrew Holmes & Son

92 Whitton Road, Hounslow	020 8572 3277
239 Powdermill Lane, Twickenham	020 8893 3326

Co-operative Funeralcare

35 Bath Road, Hounslow	020 8570 4741
58 High Street, Whitton	020 8894 6792
39 The Parade, Sunbury	019327 80287
468 High Street, Chiswick	020 8994 0056

W Sherry & Sons

227 Acton Lane, Acton Green	020 8994 5474
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Useful contacts

Community Funerals Officer	020 3949 7735/7736
Hounslow Registry Office	020 8583 2090
Jobcentre Plus (funeral payments)	0800 169 0140
Pension Service	0800 731 0469
Hounslow Revenue Services (housing benefit and council tax benefit)	020 8583 4242

Jobcentre Plus

For most benefit enquiries	0800 169 0190
www.pensionservice.gov.uk	
www.jobcentre.gov.uk	
www.direct.gov.uk	

Hounslow Council introduces

If you requested the ashes, please remember to collect from the funeral director within one month of the funeral date.

The crematorium places all ashes in an eco cardboard box.

Name:

Address:

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Telephone No: Date:

Name and address of the deceased:

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Thank you for choosing this service



Funeral Services
London Borough of Hounslow
Hounslow House, 7 Bath Road
Hounslow TW3 3EB
Email: cfas@hounslow.gov.uk
Telephone: 020 3949 7735/7736

www.hounslow.gov.uk

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