



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 8583 3044** 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 5 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 8583 3044** 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 8583 3044**.

## 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:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Pension Credit
- Housing Benefit
- The disability or severe disability element of Working Tax Credit
- One of the extra elements of Child tax Credit
- Universal 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 £700.

## What is covered by the £700?

The items listed below are the only items claimed according to their cost. The payment cannot exceed £700 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 £700.

## 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

**0845 6060265** 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](http://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

### Green Endings Funeral Service

308 Nelson Road, Whitton TW2 7AJ 020 8893 3777

### Lodge Brothers & Barton

116 Hanworth Road, Hounslow 020 8570 0118

### W Sherry & Sons

227 Acton Lane, Acton Green 020 8994 5474

## Useful contacts

Community Funerals Officer 020 8583 3044  
Hounslow Registry Office 020 8583 2090  
Jobcentre Plus (funeral payments) 0845 60 60 265  
Pension Service 0845 60 60 265  
Hounslow Revenue Services 020 8583 4242  
(housing benefit and council tax benefit)

### Jobcentre Plus

For most benefit enquiries 0845 60 36 347

[www.pensionservice.gov.uk](http://www.pensionservice.gov.uk) [www.jobcentre.gov.uk](http://www.jobcentre.gov.uk)

[www.direct.gov.uk](http://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

Tear along dotted line

Tear along dotted line

Funeral Services  
London Borough of Hounslow  
Civic Centre, Lampton Road  
Hounslow TW3 4DN  
Email: [christine.clark@hounslow.gov.uk](mailto:christine.clark@hounslow.gov.uk)  
Telephone: 020 8583 3044

[www.hounslow.gov.uk](http://www.hounslow.gov.uk)

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