Further to your information request FOI65226 please find your questions and our responses below:

1. What steps does the council take to contact family members or relatives when a person dies and there is no arrangement of a funeral?

Referrals are made from the Coroners office where they believe there to be no next of kin. Officers visit the home of the deceased to find any relevant paperwork investigating all leads. Each case is different and dependent on information found at the home or in speaking to neighbours or friends who come forward.

2. Does a council officer visit the property of the deceased?

Yes

3. What is the name, department, address, telephone # and email address of the officer responsible for visiting the property of the deceased?

There is not a specific officer it is undertaken by the Residential Services Team, Environmental Health

Contact via Contact Services Centre - Town Hall, St Ives Road, Maidenhead SL6 1RF

Telephone Number: 01628 68320

Email: via online email contact form via http://www.rbwm.gov.uk/contacts.htm

Website address: www.rbwm.gov.uk

4. If the council is unable to locate family or relatives, what additional steps are taken?

This depends on the specifics of the case, extent of information known and value of estate.

5. If another company is used to locate family members or next of kin, please provide the name of the company.

To date this has not been needed - details are held of companies for cases where there is an estate / property.

6. Which funeral director does the council use when there is a public health funeral to arrange? Provide name, address, telephone # and email address.

Newman & Son, Stoke Road, Slough - other contact details are already public on their website

7. How many public funerals have there been since 20 November 2012?

See table below

For each public health funeral -

7a. What is the name, address, telephone # and email address of the funeral director who arranged the funeral? See Q6

7b. Who traced the next of kin or family member? (Please note that the answer
should comprise of the name of the person, department, address, telephone # and email address) **Information was referred from the coroner in these cases**

7c. Have the next of kin or family been traced? **See table below**

7d. What is the first name and surname of the deceased? **See table below**

7e. What is the deceased's date of death and date of birth **See table below**

7f. What was the last known address? **See table below**

7g. How much did the funeral cost? All payments made over £500 are available on the transparency pages of our website - [http://www.rbwm.gov.uk/web/transparency.htm](http://www.rbwm.gov.uk/web/transparency.htm)

7h. How will the council recover the funeral cost? **See table below**

7i. Have you informed any government organisation of this funeral? If yes, provide the name.

If not, why? **Please see attached simplified process.**

7j. Have you informed the Duchy, QLTR, NUHU or Treasury Solicitor, or other relevant organisation? **The cases below have not met the criteria for referral.**

7k. What forms need to be filled out to inform the above (7j)? **The cases below have not met the criteria for referral.**

7l. What is the name of the officer, department, address, telephone # and email address of the person responsible for filling out the forms which informs the above organisations mentioned in question 7j? **This forms part of legal instructions to a third party so varies each time.**

7m Who else is informed of the death and the relevant details? **Please see attached simplified process.**

7n. Name any other forms that are filled out for each public health funeral? **Please see attached simplified process.**

7o. Has the council and/or funeral director placed a notice on-line so friends can attend the funeral? Provide website details. **No**

7p. Has the council and/or funeral director place a notice in a paper so friends can attend the funeral? Provide name of paper and date notice placed. **No**

<table>
<thead>
<tr>
<th>Name of Deceased</th>
<th>Date of Birth</th>
<th>Date of Death</th>
<th>Last known Address</th>
<th>Has NOK been traced?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr Anthony Leslie White</td>
<td>12.03.1947</td>
<td>31.12.2012</td>
<td>3 Maudsley House, Ray Street, Maidenhead SL6 8PS</td>
<td>Yes</td>
</tr>
<tr>
<td>Mr Deorsa Macleod</td>
<td>Not known but aged 57</td>
<td>11.02.2013</td>
<td>2 Fuzzews Walk, Windsor SL4 4JF</td>
<td>Yes</td>
</tr>
<tr>
<td>Mr Francis Nigel Richardson</td>
<td>29.06.1939</td>
<td>01.04.2013</td>
<td>Sandown Care Home, 61 Vale Road, Windsor SL4 5JY</td>
<td>None traced</td>
</tr>
<tr>
<td>Mr Henry James Raymond Greene</td>
<td>18.05.1936</td>
<td>29.04.2013</td>
<td>153 Larchfield Road, Maidenhead SL6 2SJ</td>
<td>None traced</td>
</tr>
</tbody>
</table>

This concludes your request FOI65226.
If you require translation of the information you have been sent please do not hesitate the contact us.

If you are unhappy with the information we have provided in response to your request please write to:

Information Management Team Manager  
Royal Borough of Windsor & Maidenhead  
Town Hall, St Ives Road  
Maidenhead  
SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

http://www.rbwm.gov.uk/web/foi_information_requests.htm

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

**Chris Daniels**  
Information Management Officer  
Legal Department  
Corporate Directorate  
Royal Borough of Windsor & Maidenhead  
Town Hall, St. Ives Road  
Maidenhead SL6 1RF
BURIAL OF THE DEAD PROCEDURE C15

Public Health (Control of Disease) Act 1984

Section 46: where no other suitable arrangements have been or are being made. "It shall be the duty of the local authority to cause to be buried or cremated, the body of any person who has died or been found dead in their area".

1. Receive notification of Death.
2. Enter as complaint on to Uniform System, raise complaint sheet and pass to team leader
3. Team Leader to allocate to Officer. Officer to keep record of hours
4. Open Burial of the Dead file using next reference number. Update register
5. Record all details and contacts on report form.
6. If notification not from the Coroner’s office contact doctor who attended for a copy of the medical certificate of cause of death. (This will be sent directly to Registrar if Coroner carried out post mortem)
7. Case officer and another authorised person to visit last known address to make an inventory, collect valuables and look for information about contacts or relatives. (Particularly look for Birth Certificate, Will, Medical Certificate, Pension book, Insurance Policies, Bank and Savings accounts, Cash and jewelry.) The police may already have collected some of these
8. Secure items in safe or evidence room.
9. Discuss with Legal if Will is found or property is owned.
10. From information found:— Check if Will lodged with bank or solicitors. Try to get relatives to take over the arrangements. Establish wishes for Burial or Cremation. (Cremation if not known).
11. Contact undertakers to make initial arrangements and request estimate for basic burial or cremation.
12. Register the death with Registrar for Births, Deaths and Marriages. To do this you require:

   A  Certificate of cause of death (see 6 above)
   B  Full name (Birth certificate)
   C  Profession
   D  Date of Birth (Birth Certificate)
   E  Place of Birth (Birth Certificate)
   F  Date, place, time of Death
   G  Medical Card
   H  Divorce date (if applicable)

13. Collect Cremation / burial certificate from Registrar (green form) and envelope to send back pension book.
14. Contact undertakers to make final arrangements. Complete forms at the undertakers or, send green form, cremation application forms, (appended) and acceptance of fees to undertakers.

15. Notify any interested parties of the funeral arrangements.


17. Pay undertaker's invoice with bank account funds or from burial of the dead account.