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This leaflet is also available in other languages and formats from:

Phone: 01595 743060

Email: shet.corporateservices@nhs.scot

When someone dies in Shetland



In Shetland:

Step 1: Registering the Death

- A doctor will complete a **Medical Certificate of Cause of Death (Form 11)** and email it directly to the registrar.
- You **cannot** collect this form from the hospital.
- Tell the doctor which registration office in Scotland you want to use.
- If the death is being investigated by the Procurator Fiscal, there may be a delay.

Who Can Register the Death?

- A family member, friend, or someone chosen to act on your behalf can register the death if they can provide the required information correctly.
- It must be done within **8 days**, but it's best to do it as soon as possible so that funeral arrangements can be made.

Bereavement Support

Shetland Bereavement Support

01595 743933

CRUSE Bereavement Care Scotland

0808 802 6161

Breathing Space

0800 838587

Online information:

goodlifedeathgrief.org.uk

Useful Contacts in Shetland

Service	Phone Number	Hours
Lerwick Registrar	01595 744562	Mon–Fri, 9am–4pm
Goudies Funeral Directors	01595 693791	Mon–Fri, 8am–5pm or 24/7 emergency
S.I.C. Burial Services	01595 744853	Mon–Fri, 9am–5pm

For equipment collection:

Beds & Mattresses	01595 743208/743339
Hoists, baths and shower aids	01595 743208/743933
Oxygen	call number on side of canister

Medication

Prescription drugs should be returned to local pharmacy or health centre for disposal.

How to Register

- Contact the **Lerwick Registrar's Office:**
☎ 01595 744 562 (Open Mon–Fri, 9am–4pm)

The Registrar will guide you through the registration process.

- The doctor sends **Form 11** directly to the registrar.

Information you will be asked for

- Full name, address, job, marital status, and birth details of the person who died
- Details of their spouse or civil partner (if applicable)
- Names and jobs of their parents (including mother's maiden name)
- Name and address of their doctor or health centre
- Their parents' full names and occupations
- Their NHS number, if available

What the Registrar Will Give You

- One free short death certificate
- A full certificate (for a fee) – useful for banks, insurance, etc.
- **Form 14** – sent to the funeral director so the funeral can be arranged

Step 2: Arranging the Funeral

You can contact a **Funeral Director** at any time for help.

☎ Goudies Funeral Directors: 01595 693 791

(Open Mon–Fri 8am–5pm, or 24-hour emergency service)

What the Funeral Director Will Do

All necessary, funeral related, legal and administrative arrangements.

The removal of the deceased person from place of death into the care of the funeral home.

Care of the deceased, dressing in clothing before the funeral and a room for viewing (if desired).

A suitable coffin for burial or cremation.

A suitable venue and Minister or Celebrant for the funeral service.

Contacting relevant authorities for arranging a burial or cremation.

Transportation for the funeral day if required (e.g. buses/taxis).

Arranging an organist and providing or assisting with music.

Funeral notices.

Hymn sheets, catering, flowers etc.

Potential air travel discount for immediate family members who may need to travel home for a funeral.

Tell Us Once Service

'Tell Us Once' is an optional service and can help you notify national and local government departments of the death (e.g. HMRC, benefits office, state pension, passport, driving licence or blue badge).

The Registrar can give you a reference number to complete the 'Tell Us Once' process by telephone or online.

For more information about 'Tell Us Once', please visit:

<https://www.gov.uk/tell-us-once>

You may need to contact the person's;

- Employer
- Insurance providers (home, car, life, etc.)
- Bank / Building Society
- Gas, electricity or phone companies