



**Vauxhall Community
Law & Information
Centre**

WHAT TO DO AFTER SOMEONE DIES

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Who are we?

Vauxhall Law Centre has been in existence for over 45 years and is based in an area suffering from exceptionally high levels of disadvantage and poverty. The Centre was originally set up as a result of collaboration between local Community Activists, Liverpool City Council, Liverpool Law Society and the John Moores Foundation all of whom remain broadly supportive of the work undertaken at the Centre. The Centre has had many different funders over the years including Liverpool City Council, the Tudor Trust, John Moores Foundation, LCVS, Steve Morgan Foundation, GMB and many others.

The Centre has an excellent reputation for delivering a high quality free legal advice service combatting poverty. We are members of the National Law Centre's Network and provide services accredited to the Advice Quality Service Standard, who independently audit the standards and quality of the work we undertake. We provide advice and support in the Law Centre and by telephone. We advise over 1,500 people per year and also provide representation in over 100 cases at Social Security appeal tribunals.

Our Service Aims

1. Combat social exclusion by raising income levels and helping to control debt levels through legal advice work.
2. Make available to people legal advice and representation to which they would not otherwise have access so that they can better assert their rights.
3. Provide a high quality, independent advice service which is free to users.
4. Reduce poverty and improve people's sense of health and well-being and promote independence for disabled people and their carers through the provision of welfare law advice.
5. Promote equality and the active challenging of discrimination through legal advice and representation.

We have produced this guide as a result of an increased demand in people seeking advice after experiencing a bereavement. It is intended as a guide only. Please feel free to contact us on 0151 482 2540 or advice@vauxhalllawcentre.org.uk. Alternatively complete the enquiry form and a member of our team will get in touch with you.

Legal Support

Action against Medical Accidents (AVMA)



If you've had a medical accident in England or Wales contact AVMA for advice on next steps including compensation. Also includes a specialist solicitor search.

0845 123 23 52

www.avma.org.uk

Community Healthcare Council

The Community Health Councils (CHCs) work to enhance and improve the quality of your local health service, and provide an independent voice in health services throughout Wales. Your local CHC can also provide you with free confidential help if you have a problem or complaint with NHS services.

029 20 235 558

Coram Children's Legal Centre



Provides free legal information, advice and representation to children, young people, their families, carers and professionals, as well as training and consultancy on child law and children's rights.

020 7520 0300

www.coram.org.uk

Court of Protection



Makes decisions on financial and welfare matters for people who lack mental capacity.

0300 456 4600

www.gov.uk/court-of-protection

Equality Advisory and Support Service

EASS

**WORKING TOGETHER,
ACHIEVING EQUALITY**

Supports people with equality and human rights issues in England, Wales and Scotland.

0808 800 0082

Textphone: 0808 800 0084

www.equalityadvisoryservice.com

Equality and Human Rights Commission



Information and advice about your rights, including employment rights, equal rights and human rights.

0808 800 0082

Textphone: 0808 800 0084

www.equalityhumanrights.com

Financial Services Ombudsman



The Ombudsman will review complaints about financial institutions, including insurers. Their decision is binding on the insurance company.

0800 023 4567

www.financial-ombudsman.org.uk

Institute of Professional Willwriters



Self-regulatory body safeguarding the public from unqualified practitioners and unethical business practices. They can help refer you to an accredited Willwriter in the UK.

0345 257 2570

www.ipw.org.uk

Law Society (England and Wales)



The Law Society

Guidance on common legal issues, how a solicitor can help, the steps involved in getting advice and explanations of legal terms. Includes a searchable directory to help you find a solicitor near you in England and Wales.

020 7242 1222

www.lawsociety.org.uk

NHS Complaints Advocacy



This is a free and independent service that can help you make a complaint about the NHS. The website has information about the complaints process and you can get further support by calling the helpline.

0300 330 5454

www.nhscomplaintsadvocacy.org

NI Ombudsman



The Northern Ireland Ombudsman is the final stage for complaints about government departments and the NHS in Northern Ireland.

0800 34 34 24

www.nipso.org.uk

Office of the Public Guardian (England and Wales)



Office of the Public Guardian

Supervises people who've been appointed to manage the finances or property of adults who are no longer able to do so for themselves, in England and Wales. They can help you to make a lasting Power of Attorney if you can't find what you need online.

0300 456 0300

www.gov.uk/government/organisations/office-of-the-public-guardian

Parliamentary Health and Service Ombudsman



The Ombudsman's role is to investigate complaints that individuals have been treated unfairly or have received poor service from government and public organisations and the NHS in England. Contact them if you'd like to escalate a complaint to the NHS, a UK government department or other UK public organisations.

0345 015 4033

www.ombudsman.org.uk

Patient Advice and Liaison Service (PALS)



The Patient Advice and Liaison Service, known as PALS, has been introduced to ensure that the NHS listens to patients, their relatives, carers and friends, and answers their questions and resolves their concerns as quickly as possible. Use the link to search for your local service.

[www.nhs.uk/Service-Search/Patient-advice-and-liaison-services-\(PALS\)/LocationSearch/363](http://www.nhs.uk/Service-Search/Patient-advice-and-liaison-services-(PALS)/LocationSearch/363)

Unclaimed Assets Register



The UAR can help you locate any lost assets and put you in touch with the financial provider to reclaim your money.

0333 000 0182

www.uar.co.uk