

# Signposting to NBS

**Bereavement affects most people during their lifetime, but many don't know what to do when someone dies.**



## Suggested text for your website

### Brief introduction

Not-for-profit NBS delivers free, impartial and helpful practical and emotional advice to people who are bereaved, as well as those preparing for their own future incapacity and death or that of people they care for.

Helping clients to make the right choices for their own circumstances, via a free helpline, email or webchat, professional bereavement advisers provide immediate emotional support and suggest trusted organisations for longer-term guidance with grief, while practical information helps those dealing with a death to navigate essential administration tasks.

### Longer description

NBS is a not-for-profit organisation, delivering free, impartial and helpful practical and emotional advice to people who are bereaved, as well as those preparing for future incapacity and death, whether their own or those of people they care for.

Through a free helpline, email or webchat, fully-trained bereavement advisers benefiting from real, professional and lived experiences, provide immediate emotional support and suggest trusted organisations for longer-term help and guidance with grief.

Death administration can be daunting. Practical information and advice from our NBS advisers help those dealing with a death to navigate everything from how to register a death, to help with understanding probate, the legal tasks that may be needed, whether you can do it yourself or whether you need a solicitor, how much legal help might cost and how long processes might take. Professional support helps clients to make the right choices for their own circumstances.

## Bereavement Guides

[What to do next when someone dies | National Bereavement Service](#) (thenbs.org)

[Probate: Do I need a solicitor? | National Bereavement Service](#) (thenbs.org)

[NBS Grief Advice Leaflet](#) (thenbs.org)

[National Bereavement Service Poster](#) (thenbs.org)

*\*Please let us know if you would like any printed copies of our guides*

## Contact Details

**Free phone:** 0800 024 6121

**Website:** [www.theNBS.org](http://www.theNBS.org)  
(Live webchat available on our website)

**Email:** [info@theNBS.org](mailto:info@theNBS.org)

**Operating Hours:** Mon-Fri - 09:00–18:00  
Sat - 10:00–14:00

To read our latest pilot research report in partnership with Sheffield University visit [Death Admin Research Report](#)

## NBS Grief & Bereavement Training

You can find our outline programme on this link. However, we'll work with you to tailor course content to your organisation and participants:

[Training helping bereaved people | National Bereavement Service](#) (thenbs.org)

Training is suitable for any organisation looking to enhance its care for, and communication with, bereaved employees, volunteers and members of the public, as well as customer-facing teams who regularly have sensitive conversations with bereaved people.

## Social Media Links:



[facebook.com/  
NationalBereavement  
Service/](https://facebook.com/NationalBereavementService/)



[linkedin.com/  
company/national-  
bereavement-service/](https://linkedin.com/company/national-bereavement-service/)



[twitter.com/  
bereavementser](https://twitter.com/bereavementser)