

Death Registration Guidance for Funeral Directors during Covid-19 Pandemic

From 27th March the list of qualified informants has been extended to include Funeral Directors; providing they have been instructed to do so by the family. Registrars do not need to see any proof of this instruction.

From Monday 30th March new appointment bookings will not take place face to face and will only be undertaken by telephone. Any existing face to face appointments that are already booked will continue as planned.

Registration: Pandemic Death Procedure:

1. Informants will need to request an appointment by either:
 - Completing an on-line appointment request form on the Cornwall Council website or
 - Telephoning Cornwall Council Customer Contact Centre 0300 1234 181

Information captured include personal details of the informant and the following information:

- Name of deceased
 - Date of death
 - Place of death
 - Preferred date (or days of the week) for an appointment
 - Contact name
 - Contact phone number
 - Relationship to the deceased
 - Is the informant in possession of the Medical Certificate of Cause of Death (MCCD)?
2. The registration service will contact the informant to confirm appointment date/time once the MCCD and/or any Coroner paperwork has been received and triaged.
 3. We are able to receive scanned copies of MCCDs from medical practitioners but not from Funeral Directors or Informants. We appreciate that an informant may already be in possession of an MCCD and this may cause some initial problems whilst we try and retrieve it. In these cases (and only for deaths occurring in the community) we would ask the informant to post the MCCD to:

Cornwall Registration Service
 Dalvenie House
 County Hall
 Truro
 TR1 3AY

Or (if it is safe to do so) deliver directly via our letter box at:

- Helston Registration Office
- Camborne Registration Office

- Truro Registration Office
- St Austell Registration Office

Please note we are unable to book an appointment until after the MCCD/Coroner paperwork has been received.

4. Prior to the telephone appointment it is preferable that the informant is aware of the information required for the registration. A template form detailing this information is shown at Appendix 1.
5. Once the death is registered the Registrar will usually issue a 'Certificate for Burial' or 'Certificate for Cremation' (disposal form). We are able to send this certificate by electronic means directly to the burial or crematorium authority (not the informant) and we will do this where we have arrangements in place. Arrangements have been established for:
 - Penmount Crematorium
 - Cornwall Council Cemeteries
 - Various crematoria and local authority cemeteries across the South-West.Further arrangements are in the process of being established but until then we will need to send the form to Funeral Directors.
6. After disposal of the body, the disposal form counterfoil should be returned to the Registration Service using the following email: MC.CD@cornwall.gov.uk.
7. Registrars will not be able to issue death certificates at the time of registration. Informants will be advised to order and pay for certificates either:
 - On-line from the Cornwall Council website:
<https://www.cornwall.gov.uk/advice-and-benefits/cornwall-registration-service/>
or
 - Telephoning Cornwall Council Customer Contact Centre 0300 1234 181.

Appendix 1: INFORMATION TO BE COLLECTED BY AN INFORMANT IN READINESS TO PROVIDE TO THE REGISTRAR

Details required	Guidance notes	Deceased details
Date of death		
Place of death	<ul style="list-style-type: none"> This will be the name of the hospital or nursing home, the name or number of the house, the name of the street and village town etc. If the death took place in an ambulance, car etc then you need to provide information about the locality of the vehicle when the death occurred and the intended destination 	
Name and surname	<ul style="list-style-type: none"> This should be the name they were known as at the time of his or her death. You should also establish if they are known by any other name currently or previously. You need to record those details together with some notes as to the circumstances to help the registrar ascertain how to record the information in the entry. 	
Sex	Male or female	
Maiden surname of woman who has married	This is the surname in which a woman contracted her (first) marriage.	
Date of birth	Please provide approximate dates if exact date not known.	
Place of birth	Town and county/London borough or country of birth and only country if born outside UK.	
Occupation	<ul style="list-style-type: none"> Provide as much information as possible relating to the most recent occupation. Please also record whether the deceased was retired. 	
Usual address	This should include the name or number of the house, name of the street and village or town. • Where the death occurred in a hospital the deceased's usual address should be recorded.	