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Informant Research

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Sample and Methods

10

Informants

1-2-1

Interviews

60

Minutes each

Participants:

- All registered a death within the last 16 months
- 4 participants had 1 or more access needs (visual; mobility; mental health)
- Registrations of death of: a parent (6); child (2); other relative (2)
- 1 registration of a neonate
- Christianity (3) ; Hindu (1); Islam (3); Judaism (1); Sikh (1)

Interview Structure:

- Part 1 – About the participant
- Part 2 – About the deceased
- Part 3 – About the death and initial conversations
- Part 4 - Preparing for Registration
- Part 5 – Registration
- Parts 6 – Recommendations

Analysis

- Miro
- Thematic Analysis





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What have we **learned**?



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1

**Death Registration happens around a
life-changing event.**

Informants need clear and concise information about what they need to do.

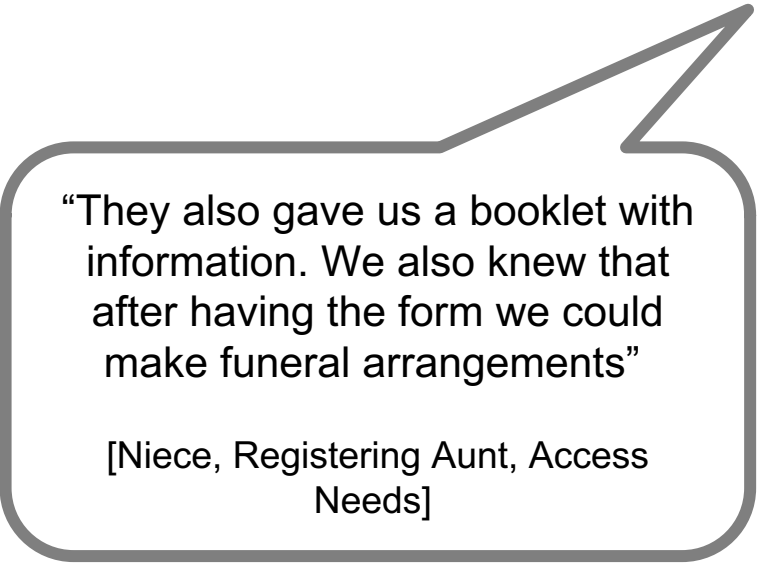
- During a stressful and challenging time the quality and accuracy of the information provided is key
- Information about registering a death is often given by other sources
- Delivery of information varies
- It is important for people to get to the Registry Office knowing what to do



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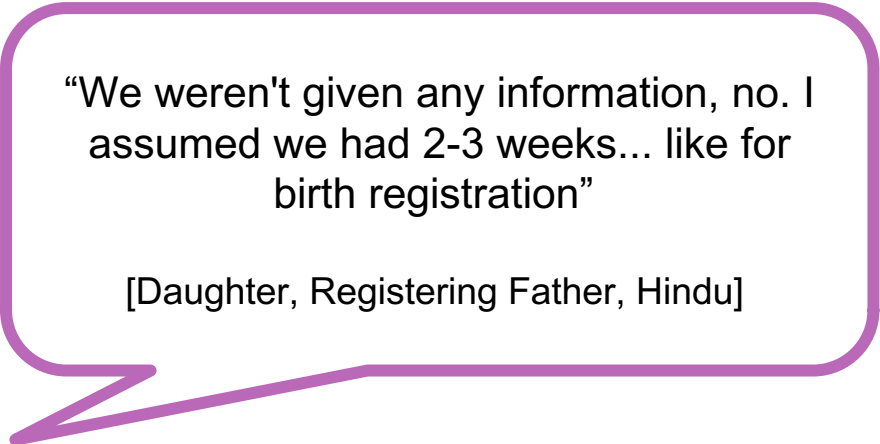
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There is no time for mistakes



“They also gave us a booklet with information. We also knew that after having the form we could make funeral arrangements”

[Niece, Registering Aunt, Access Needs]



“We weren't given any information, no. I assumed we had 2-3 weeks... like for birth registration”

[Daughter, Registering Father, Hindu]

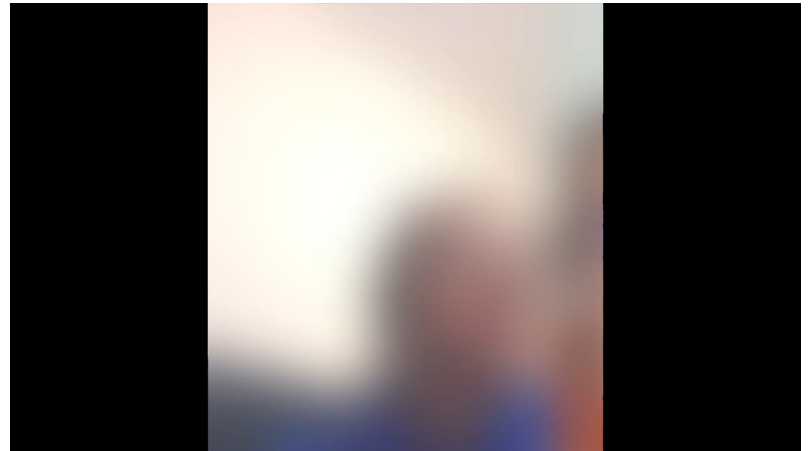
Preventing delays to the registration process is key.

- Funerals may need to happen within a specific timeframe
- To speed up the process religious groups may offer support
- Few people knew exactly what to take to their registration appointment

QUOTES

“Because of the amount of time we have to deal with this, we didn't have time to make mistakes. A leaflet, explaining where to go to register the death [would have been helpful], because as I said, I wouldn't have known it needed to be in the place my son died, if the nurse hadn't told me”

[Father, Registering Son's Death, Jewish]





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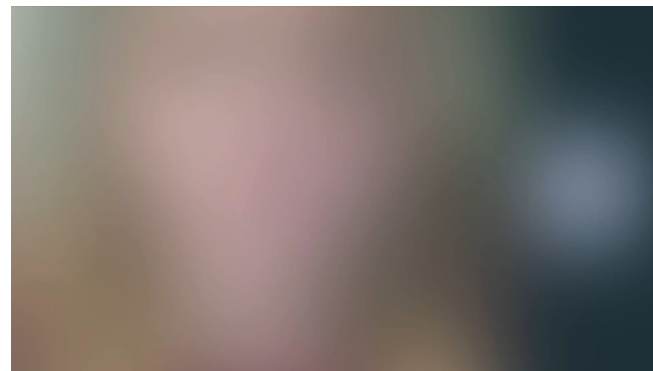
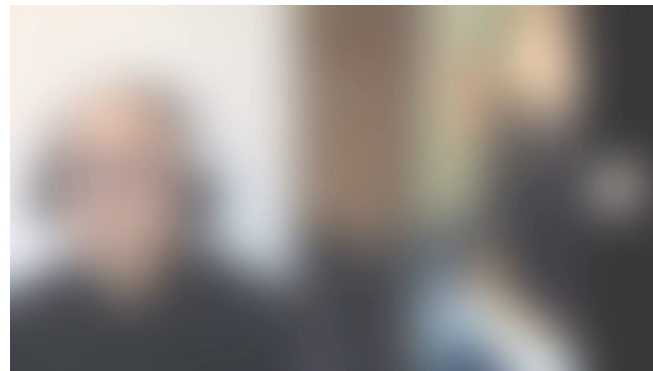
A wrong MCCD poses several challenges

Getting a correct MCCD, on time, helps to streamline the registration process.

- MCCDs completed incorrectly may impact a religious funeral
- Taking the MCCD to the registry is regarded as an extra task
- For some, the MCCD provides the family with a sense of "closure"

I wasn't given any explanation about the delay [of the certificate]. I phoned the care home: "Do you have the paper work from the doctors?" But later they said the paper work would be with the doctors (...) I don't think they knew what the cause of death was (...) Peter didn't know what Paul was doing (...) I found out the cause of death at the registrar. You weren't able to contest the cause of death. I don't even know if the doctor actually saw her.

[Daughter, Registering Mother's Death]





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Other findings

"Tell Us Once" service seems to work sometimes.

- People think they will get more from it.

A late registration impacts on a personal level.

- People may start some tasks thinking the funeral is quicker but then realise it is not possible to do so

It is important for people to know when the MCCD will be ready

- **The bereaved thought it was important to know when the MCCD is ready, as this helps to plan other necessary arrangements and administrative duties on time**

We also knew that after having the form [MCCD] we could make funeral arrangements

[Niece, Registering Aunt's Death]

Whatever the process was, they were helpful, they were good at explaining. The doctor needs to sign something and you need this to document to be able to arrange the funeral,

[Daughter, Registering Father]

For some the registration process felt too impersonal

- **During such a challenging time in people's lives, a lack of empathy from service providers makes people feel isolated and, at times, lacking dignity.**

[I was] in and out of the registrars [in] about quarter of an hour (...) When I registered my ex-husband there was only one registrar. But [now] you don't expect the registrar to be in a library (...) it's in the middle of a shopping centre which I think is undignified (...)

[Daughter, Registering Mum's Death]

If there's anything, any feedback I would give, it's just that I think for them to make it a little bit more personal, a little bit more human, it felt very transactional like I'd gone to get, you know, when you go and get permission to get married, it just felt like that (...) I know they must do 10s in a day, but not everyone is very black and white about these things

[Daughter, Registering Father's Death]

Thank you. Any questions?

Carry on the conversation:

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