

London Borough of Merton

Service Delivery Plan



Merton Registration Service
April 2017

1. Introduction

The London Borough of Merton recognises the importance of the registration service and is committed to providing a quality service direct to the public by:

- Registering all births, deaths, still births, marriages and civil partnerships
- Issuing certified copies of certificates from registers
- Taking notices of marriage and civil partnership and conducting marriage and civil partnership ceremonies at the Register office and approved premises in the Borough.
- Conducting Citizenship ceremonies
- Providing the Nationality Checking Service (NCS) Service and Settlement Checking Service (SCS)
- Assisting the public researching records of birth, deaths and marriages
- Conducting baby naming, renewal of vows and commitment ceremonies
- Providing accommodation for training and registration events

2. Extent of Area

The Merton registration district comprises of the London Borough of Merton with a single district/sub district. There is only one registration post for births and deaths and one Superintendent Registrar

3. Location of offices

The Register Office is located at Morden Park House, a Grade 2 listed building, approximately 15 minutes walk from the centre of the town. It is situated in parkland with car parking (pay and display) adjacent to the office.

i. Contract Details

In writing: Merton Register Office
Morden Park House
Morden
Surrey
SM45QU

By e-mail: register.office@merton.gov.uk

Online: www.merton.gov.uk

Telephone 0208 274 5777
Out of hours: Emergency contact details are relayed via the register offices number - 0208 274 5777

Out of Hours mobile (given out to Contact Centre for Sundays).

SR 0208 274 5777
RBD 0208 274 5777

4. New Governance Scheme

The London Borough of Merton commits to meeting the national standards as set out in the Good Practice Guide (GPG). We will consult staff, stakeholders and service users on improving to 'Good' or 'Better' practice standards in the GPG.

5. Commitment to Code Of Practice

It is committed to providing the service delivery standards contained in the Code of Practice as an absolute minimum but will continue to develop services in accordance with the needs of Merton residents.

An annual report will be submitted to the Registrar General by the end of April of each year with the following year's service delivery plan. This report will show achievements as per the guidance and give the required assurances.

6. Commitment to National Standards in GPG

Merton Registration Service is committed to ensuring that it will deliver a service that will meet local needs and adheres to the National Standards for registration service delivery as set out in the Good Practice Guide.

It is also committed to continual improvement and to work towards the better or best practice standards as set out in the Good Practice Guide.

7. Registration Service Structure

The Registration service employs 8 permanent full time and part time staff. We also employ sessional staff to cover appointments and ceremonies as and when needed.

The following staff are post holders;

Superintendent Registrar -	Tomas Dyson
Registrar of Births & Deaths -	Ruth Jackson
Additional Registrar -	Ruth Jackson

8. Structure, District Details and Organisation

- The district and sub district name will remain Merton
- The Head Office will be the Merton Register Office, Morden Park House, Morden Park, Morden Surrey, SM45QU
- All historical records will be kept at the Head Office in the current approved repository in the Register Office
- 1 RBD
- 1 Additional Registrar
- The Proper Officer, Proper Officer's Representative will be based at the Merton Civic Centre, London Road, Morden, SM4 5DX

9. Service Availability

Merton Registration Service offers appointments for registrations between 09:00 and 16:30 Monday to Friday and weekends by appointment only.

A total of 20 Birth, Death, Still birth registration appointments and 100 notice of marriage or civil partnership appointments are available each week.

An out of hour's emergency service is available on Sundays and Bank Holidays. This provision is by an emergency contact number that links to Mascot out of hour's service.

Below are the opening times of the Registration Service.

Monday	Tuesday	Wednesday	Thursday	Friday	Weekend
09:00 – 16:30	09:00 – 16:30	09:00 – 16:30*	09:00 – 16:30*	09:00 – 16:30	By appointment

* The public are offered notice appointments from 08:30-09:00 and 16.30 to 18:30 Wednesday and Thursday, according to need and staff availability.

10. Performance Monitoring

We will monitor performance in accordance with the GPG and the Proper Officers Guide.

Our monitoring tool is the electronic diary management system and local monitoring procedures against the key performance targets.

i. Customer Feedback

A new Customer Engagement Strategy will be implemented shortly and is attached.

ii. Complaints

The Register Office complies with the Councils corporate standards acknowledging a complaint within 3 working days and supplying a written response within 20 working days.

Our leaflets and website contain information on how to make a comment or complaint.

11. Stock Control

Principal Officer and deputies will be responsible for security stock, registers, and all fees received.

Each Registrar will be responsible for the safety of loose-leaf register pages along with another documents received relating to births, deaths, marriages and civil partnerships.

Registers will be kept in the approved safes and vaults within Morden Park House.

A form of account is submitted to the Local Authority at the end of each financial year. All accounts are subject to the Local Authority's auditing procedures.

12. Service Developments

From April 2017 to March 2018 we propose to have;

- **Outside Structure for weddings:**
The Registration Service will build an outside structure suitable for summertime outdoor ceremonies.
- **Replacement of current booking system:**
The current booking system will be replaced with one which offers the ability for customers to book all appointment online and pay at the time of booking.
Further it is hoped that this system will also allow customers to book marriage ceremonies and settle the balance of their fees online.
- **Online Citizenship bookings:**
Citizens will be able to book a public or private Citizenship Ceremony appointment online

- Rebranding the Service:
Morden Park House currently lacks any brand or identity we intend to brand the service before increasing the ceremony capacity.

13. Business Continuity Plan

The existing plan was reviewed in early 2017. Current arrangements with Merton and Wandsworth remain in place pending the merger of the London Borough of Wandsworth and the London Borough of Richmond.

A review of IT critical services is carried out annually