



Southport Collect Service

General Policy including Q & As

The ability to order and collect a certificate in person at the Family Records Centre is being withdrawn from the end of October 2007. A request has been made to provide a collect service at Southport and review of this service has taken place. It has now been announced that a collect service will be made available at our Southport office for customers wishing to make a collection in person for pre-ordered birth, death, marriage, civil partnership, adoption and overseas certificates.

The ability to order a certificate using the Southport collect service will be introduced on Monday 29th October 2007. Certificates can be collected from Tuesday 30th October at the reception area of the General Register Office, Trafalgar Road, Southport, Merseyside. PR8 2HH.

The collect in person service will be available to Registration Online* (ROLO) account customers and those customers who order by telephone and post.

* Please note, civil partnership certificates are not available to order online.

A further review of this service is scheduled for March 2008.





Southport Collect Service

Questions & Answers

1. When can I start using the Southport collect service?

The first date that an order can be placed for collection at Southport is Monday 29th October. A priority certificate ordered on this date before 16:00hrs can be collected from 10:00hrs on Tuesday 30th October. A standard certificate ordered before 16:00hrs on Monday 29th October can be collected from 10:00hrs on Friday 2nd November.

2. What time can I collect my certificates?

The collect service will be made available Monday – Friday from 10:00hrs – 16:00hrs. It will not be possible to collect certificates outside of these times. The office is not open to the public on Bank Holidays and weekends.

Priority Order Collection times

If I apply before 4pm on a :	I can collect my certificate on:
Monday	Tuesday after 10am
Tuesday	Wednesday after 10am
Wednesday	Thursday after 10am
Thursday	Friday after 10am
Friday	Monday after 10am
Saturday	Tuesday after 10am

Standard Order Collection times

If I apply before 4pm on a :	I can collect my certificate on:
Monday	Friday after 10am
Tuesday	Monday after 10am
Wednesday	Tuesday after 10am
Thursday	Wednesday after 10am
Friday	Thursday after 10am
Saturday	Friday after 10am

The tables above relate to working days. Bank Holidays will extend processing times and your collect date will be adjusted accordingly.

3. Do I need to make an appointment?

It is not necessary to make an appointment when collecting certificates.

4. Can I send someone else to pick up my certificates?

Yes, you can send someone else to collect your certificates; however they must provide a letter of authority confirming that they are acting on your behalf. The person collecting the certificates must provide the full name and address of the applicant as well as the collection date.

5. Will I have to provide proof of order?

It will not be necessary to provide proof of order. However if you have ordered online it will be helpful if you can provide a copy of the basket summary.

6. Will I have to provide proof of ID?

The person collecting the certificates will be required to provide proof of ID for example a utility bill, passport or driving licence. If using a courier service, the courier will be asked to provide company ID. All certificates must be signed for.

7. What type of certificate will I be able to collect?

You will be able to collect birth, death, marriage, civil partnership, adoption and overseas certificates. Please note, civil partnership certificates can not be ordered online.

8. How do I request a collect order?

If you are a Registration Online (ROLO) account holder, you can request this service online by selecting the priority or standard collect button. Alternatively, you can place an order via the call centre on 0845 603 7788.

9. Will I be able to pay over the counter and wait for a certificate?

You will not be able to pay and wait for a certificate.

10. Will I be able to make a search of any records at Southport?

No, the Southport office is not open to the public for research purposes.

11. How long will my certificate be kept if I do not pick it up?

Your certificate will be kept for collection for a period of three months. After that time, it will be destroyed and you will need to place a further order.

12. How do I get to the Southport office?

See Annex A for directions.

13. Will my GPS system direct me to the Southport Office?

You should type in the Postcode PR8 2HH. Do not use the PO Box Postcode address as this will direct you to the Royal Mail sorting office!

14. Will there be parking facilities available?

You will not be able to park in the car park next to the main reception area, however two disabled parking bays are available for customers who hold a disabled parking permit. Street parking is available within a short distance of the office.

15. Are there any parking restrictions in force near the office?

Many of the nearby streets operate a "one hour only" parking restriction. The office is located within a residential area of Birkdale, so please consider the local residents when parking and take care not to obstruct driveways.

16. Is there access to the building for disabled customers?

There is wheelchair access to the building via the main entrance. Disabled parking spaces are available adjacent to the main entrance.

17. Can I request a collect certificate at Southport before Monday 29th October?

No. All orders placed up to, and including Friday 26th October, must be collected from the Family Records Centre.

18. What should I do when I arrive at the Southport Office?

You should report to our main reception desk, where our security personnel will direct you to the collection point located within the reception area. If the collection point is not manned, the security guard will telephone a member of certificate services staff to deal with your enquiry.

19. What happens if there is no trace of the certificate or I have quoted a wrong reference?

A form will be provided to explain the reason why we have not been able to provide you with a certificate. Staff at Southport will not be able to check an entry or confirm any further details.

20. What happens if I have ordered 2 certificates and only one is produced?

A robust quality assurance process will be in place to ensure that any queries are kept to a minimum. However, if we make an error in processing your application, we will aim to have this resolved within 24 hours. If the processing error relates to a priority order we will aim to have this resolved within 3 hours.

21. Are there any public facilities available at the Southport Office?

A pay phone is located within the reception area and a small numbers of seats are available.

22. Who should I contact if I have any further queries regarding the collect service?

Please contact our call centre on 0845 603 7788 if you have any further queries.

Annex A.

Directions to GRO Southport

The General Register Office is located at the following address

General Register Office
Smedley Hydro
Trafalgar Road
Birkdale
Southport
PR8 2HH



By Car

- **Leave the M6 Motorway at Junction 26** and then take the **M58 towards Liverpool**.
- **Leave the M58 at Junction 3** and follow the **signs to Ormskirk and then Southport**.
- The road from Ormskirk to Southport is called Southport Road.
- As you enter Southport you will come across a large **Roundabout**, next to a number of **superstores** i.e. **B & Q, Tesco, McDonalds etc.**
- Take the **THIRD EXIT** from this **Roundabout** and on to **Scarisbrick New Road**. **BEWARE, THERE ARE MANY EXITS OFF THIS ROUNDABOUT! Your exit is 'Southport/Southport Town Centre'.**
- Travel along **Scarisbrick New Road** until you reach the second set of **MAIN traffic lights**, approx half a mile.
- These **Traffic lights** are on the **junction of Scarisbrick New Road and Ash Street/Cemetery Road**.
- Turn **left, at traffic lights** on to **Ash Street** which becomes **Cemetery Road** then **Eastbourne Road**.
- At the **second set of traffic lights** go **straight across into Crescent Road**, then **cross the railway line onto Grosvenor Road**.
- Take first **RIGHT into Trafalgar Road**. The General Register Office is the first building on the right.

By Train

- The nearest train station is Birkdale which is less than 10 minutes walk from the office.

