Overview and Scrutiny
Customer Service Charter
London Borough of Merton
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Overview and Scrutiny Customer Service Charter

The Customer Service Charter

Our customer charter explains the service standards you can expect from the Scrutiny Team, and will outline our promises to you as a valued customer of the various services provided by the Team.

Scrutiny is part of the Democracy Services Team made up of the following teams:

- Scrutiny
- Democratic Services
- Mayor’s Office
- Majority (Labour) Group Office
- Opposition Group Offices

Who are our customers?

- Elected Members (Executive and Non Executive)
- Officers/Senior Management
- Partner Organisations (private, public and voluntary sector)
- Merton Residents

Scrutiny

Overview and Scrutiny is a democratic process that enables a constructive dialogue between the public, partners and elected members to improve the quality of public services.

Overview and Scrutiny ensures that the Cabinet, and the Councils partners, are held to account for their performance and the decisions that they make which impact upon the borough and its residents.

Reducing avoidable contact

The council, and scrutiny team, is working towards reducing the amount of avoidable contact (National Indicator 14) and this will require staff to take greater responsibility and ownership of customers and their enquiries. For example, this means a customer doesn’t have contact us on the telephone to ask because they have been able to access information online, or doesn’t have to ask twice because their query was answered at ‘first point of contact’. 
What you can expect from the Scrutiny Team

Non-Executive members (Scrutiny)

The Scrutiny Team is here to support and advise Members in their non-executive scrutiny roles to ensure the scrutiny function is effective and is delivering tangible outcomes.

The Scrutiny Team will support you in your role as a non-executive scrutiny member in the following ways:

- By supporting you in your scrutiny role to ensure the development of an effective scrutiny function;
- By providing advice, research support and managing projects;
- By co-ordinating, managing and advising on the work programme of the Overview and Scrutiny Panels;
- By maintaining regular dialogue with officers and partners to ensure Members have the information they require to effectively scrutinise the performance and policies of the Council and its partners;
- By undertaking Agenda management in liaison with the Chair and Vice Chair of an Overview and Scrutiny Panel;
- By facilitating and managing the work of task groups to enable you to undertake focused short-term scrutiny reviews;
- By promoting the work of the overview and scrutiny panels across the council and to outside organisations and the public to publicise the added value gained from the scrutiny process;
- By supporting you to review and analyse performance information;
- By drafting final reports and proposing recommendations for your consideration;
- By seeking out and creating learning and development opportunities to support you in your scrutiny role;
- By promoting the work of the Overview and Scrutiny Commission and Panels in the community, encouraging effective engagement and participation in scrutiny activity through a range of mechanisms; and
- By learning from best practice and responding to provisions in new or existing legislation
Executive Members (Cabinet)

Overview and Scrutiny ensures that in your role as Cabinet Member you are held to account for your performance and the decisions that you make which impact upon the borough and its residents in delivering Merton’s Local Area Agreement.

As a Cabinet Member with responsibility for a particular area of work/service you may be requested to attend a meeting of an Overview and Scrutiny Panel to provide evidence/information to enable the Panel to undertake pre decision scrutiny or a scrutiny review of a particular service or policy.

The Scrutiny Team is here to support your participation in the work of the Councils Overview and Scrutiny function.

The Scrutiny Team will support your involvement in the scrutiny process by:

- Seeking topic suggestions from you to feed in to work programme planning for Member consideration at the start of the municipal year to ensure that Scrutiny is supporting delivery of the Councils and partners shared priorities/objectives;

- Promoting the Overview and Scrutiny work programme and consulting you on items that may be of interest that you would like to submit your views on;

- Requesting your attendance at a meeting of an Overview and Scrutiny Panels to submit evidence to a scrutiny review;

- Updating you on the outcomes of a scrutiny review and feeding back on your involvement in that process;

- Informed you of any recommendations made by the Overview and Scrutiny Panel that require your consideration and a response to the Panel on how you intend to take forward;

- Publicising the meeting dates for the Overview and Scrutiny Panels on the Councils website, and informing you by email/telephone where appropriate, to enable you to attend a meeting to hear the discussion and speak;

- Providing advice and guidance to guide you through the scrutiny process;

- Responding to your enquiries about the role of scrutiny;

- Asking for your views on how to improve the support you received from the Scrutiny Team.
Officers/Senior Management

As an officer you will have expertise in a particular service area that an Overview and Scrutiny Panel are scrutinising and will be required to provide evidence and attend formal Panel and informal Task Group and Member/officer meetings, as deemed necessary by the Chair, in liaison with the Scrutiny Team. The Scrutiny Team is here to support your participation in the work of the Council’s Overview and Scrutiny function.

The Scrutiny Team will support your involvement in the scrutiny process by:

- Seeking topic suggestions from you to feed in to work programme planning for Member consideration at the start of the municipal year to ensure that Scrutiny is supporting delivery of the Council’s and partners shared priorities/objectives;
- Promoting the Overview and Scrutiny work programme and consulting you on items that may be of interest that you would like to submit your views on;
- Requesting your attendance at a meeting of an Overview and Scrutiny Panels to submit evidence to a scrutiny review;
- Updating you on the outcomes of a scrutiny review and feeding back on your involvement in that process;
- Informing you of any recommendations made by the Overview and Scrutiny Panel that require your consideration and a response to the Panel on how you intend to take forward, either as an officer with delegated authority or in support of the Cabinet Member with a portfolio relating to your area of work;
- Publicising the meeting dates for the Overview and Scrutiny Panels on the Council’s website, and informing you by email/telephone where appropriate, to enable you to attend a meeting to hear the discussion and speak;
- Providing advice and guidance to guide you through the scrutiny process;
- Responding to your enquiries about the role of scrutiny;
- Asking for your views on how to improve the support you received from the Scrutiny Team.
Overview and Scrutiny Customer Service Charter

Partner Organisations

Recent legislation has introduced new powers for Overview and Scrutiny to engage partner organisations in the scrutiny process to support the delivery of the priorities and targets with the Local Area Agreement.

The Scrutiny Team will support your involvement in the scrutiny process by:

- Seeking topic suggestions from you to feed into work programme planning for Member consideration at the start of the municipal year to ensure that Scrutiny is supporting delivery of the Local Area Agreement and partner and Council shared priorities/objectives;
- Promoting the Overview and Scrutiny work programme and consulting you on items that may be of interest that you would like to submit your views on;
- Requesting your attendance at a meeting of an Overview and Scrutiny Panels to submit evidence to a scrutiny review;
- Updating you on the outcomes of a scrutiny review and feeding back on your involvement in that process;
- Informing you of any recommendations made by the Overview and Scrutiny Panel that require your consideration and a response to the Panel on how you intend to take forward;
- Publicising the meeting dates for the Overview and Scrutiny Panels on the Council's website, and informing you by email where appropriate, to enable you to attend a meeting to hear the discussion and speak;
- Providing advice and guidance to guide you through the scrutiny process;
- Responding to your enquiries about the role of scrutiny, its powers, particularly in relation to scrutiny of the Local Area Agreement and partnership working;
- Supporting you to be a co-opted member on a Panel or Task Group due to your expertise and/or experience in relation to a particular issue/topic being reviewed by an Overview and Scrutiny Panel;
- Asking for your views on how to improve the support you received from the Scrutiny Team.
Residents

The Scrutiny Team is here to help you to get involved in the work of the Councils Overview and Scrutiny function to raise issues of concern and to contribute your views and influence the decision making process.

The Scrutiny Team will support your involvement in the scrutiny process by:

- Promoting opportunities for you to submit your views to a scrutiny review or item on a formal Scrutiny meeting Agenda;
- Publicising the meeting dates for the Overview and Scrutiny Panels on the Councils website to enable you to attend a meeting to hear the discussion and speak;
- Providing advice and guidance to guide you through the scrutiny process;
- Responding to any access issues you may have to enable you to submit your views/evidence for Members consideration;
- Responding to your general enquiries about the role of scrutiny;
- Holding an annual Topic Suggestion Scheme to enable you to submit your views on what the Councils Overview and Scrutiny Panels should be scrutinising to make Merton a better place to live, work and visit;
- Distributing a leaflet which is available on the Councils website, in the Civic Centre Reception and in other public places, such as libraries and community centre’s, to enable you to suggest topics for the scrutiny work programme throughout the year;
- Supporting you to be a co-opted member on a Panel or Task Group due to your expertise and/or experience in relation to a particular issue/topic being reviewed by an Overview and Scrutiny Panel;
- Publicising the outcomes of the work of the Councils Overview and Scrutiny Panels;
- Providing feedback to you on how your involvement made an impact and your views were considered and used; and
- Asking for your views on how to improve the support you received from the Scrutiny Team
Standards

Queries

The Scrutiny Team will respond to any written request for information or queries about the scrutiny function within five working days and will answer a telephone call within 5 rings. We will write to you to inform you when you will receive a response if it is to be later than 5 working days.

Should you be attending a meeting of an Overview and Scrutiny Panel to provide evidence we will contact you at least 10 working days in advance of the meeting to brief you on the scrutiny process, what information is required, how the meeting will proceed and when you will be invited to speak.

Should you attend a formal meeting of the Panel and not have contacted the Scrutiny Team in advance, please speak to the relevant Scrutiny Officer on your arrival who will inform the Chair of the Panel that you would like to speak.

There are circumstances in which a response to certain customer groups is required more quickly and our agreed standards in such circumstances are outlined below.

Elected Members

The Scrutiny Team will respond to any written request for information or queries about the scrutiny function no later than within five working days but will endeavour to respond more quickly in relation to ongoing preparations/outstanding issues relating to Panel meetings or the Overview and Scrutiny work programme.

Officers/Senior Management

We will liaise with you and the Chair of the relevant Overview and Scrutiny Panel to advise on any pre decision items, that you may have proposed the Panel should have input on, to schedule into the Overview and Scrutiny work programme accordingly.

In the event of a call in and you are required to attend a meeting to provide evidence the Scrutiny Team will inform you by email and provide detail of the information that has been requested by the Members that have called in the decision. The Scrutiny Team will also forward a Call In Guide for Members to address any questions you may have. The Scrutiny Team is still on hand to respond directly to any issues.

You will also be asked to submit an Executive Response And Action Plan further to any recommendations being made to Cabinet that relate to your portfolio by an Overview and Scrutiny Panel. The Scrutiny Team will liaise with you regarding timescales and deadlines.

Partner Organisations

We will forward a Partner/Witness Guidance document to you to provide you with information on your involvement in the scrutiny process. The Scrutiny Team will advise you on the supporting legislation that enables the Panels to require you to attend and consider the recommendations made, if any, in the External Scrutiny Protocol.
Overview and Scrutiny Customer Service Charter

An agreed working protocol between partners, primarily the CDRP and LSP, and Overview and Scrutiny at Merton has been developed and agreed by the LSP Executive Board and outlines in further detail the new powers for Overview and Scrutiny and the detail of the legislation permitting such powers, the role of partners in the scrutiny process and requirements with regard to attendance, information and responding to recommendations.

Residents

We will forward a Witness Guidance document to you to provide you with this information. We can make arrangements to meet with you or contact you to brief you in person and alleviate any concerns and answer any questions. The Scrutiny Team in advance of the meeting will deal with any access issues or request for expenses.

Should you attend a formal meeting of the Panel and not have contacted the Scrutiny Team in advance, please speak to the relevant Scrutiny Officer on your arrival who will inform the Chair of the Panel that you would like to speak. If the Chair invites you to speak it is at his/her discretion.

If you would like to make an appointment to meet with us, you can do so by calling 020 8545 3864 or by email to scrutiny@merton.gov.uk. We recommend arranging an appointment in advance to ensure we can meet with you at a time most convenient to yourself. If you have an appointment, we will see you within 5 minutes of the time agreed. If you do not have an appointment, wherever possible we will see you within 10 minutes of your arrival, but in some circumstances you may need to wait up to 30 minutes. Please report to Merton Link on the ground floor when you arrive at Civic Centre.

Topic Suggestion Scheme

If you complete a topic suggestion using the leaflet provided or respond to a request via letter/email from a member of the Scrutiny Team you will receive a response letter/email within 5 working days to advise you of how this suggestion will be taken forward. You will receive a subsequent letter once the item has been considered by the relevant Overview and Scrutiny Panel within 10 working days to update you on whether the Panel will undertake a review and, if so, you will be invited to attend to speak or send in written views to a future meeting.

Finally we can make arrangements to meet with you or contact you to brief you in person and alleviate any concerns and answer any questions.

External Scrutiny Protocol

An agreed working protocol between partner organizations and Overview and Scrutiny at Merton has been developed and agreed by the Local Strategic Partnership Executive Board and outlines in further detail the new powers for Overview and Scrutiny and the detail of the legislation permitting such powers, the role of partners in the scrutiny process and requirements with regard to attendance, information and responding to recommendations.

Tell us what you think of our service

We are always trying to improve our service and therefore would like your feedback. The following feedback mechanisms are available for each customer group:
Overview and Scrutiny Customer Service Charter

**Elected Members**

- Annual Members Survey: we will look at all your suggestions and comments and present them to the Overview and Scrutiny Commission for consideration regarding improvements and changes that need to be made and in the quarterly Update to Councillors.
- Member Training and Development: we will ask you to complete a Member Event Feedback questionnaire to tell us how useful, relevant and informative you found the event. We will tailor future events according to your comments.
- General feedback: The Scrutiny Team will also respond to feedback regarding report format and information requirements to enable you to undertake your role and deliver the annual scrutiny work programme.

**Officers/Senior Management**

- Annual Officers Questionnaire and other mechanisms: we will look at all your suggestions and comments and consider them when we make changes or improvements to our service.
- Officer Training Feedback: You will also be asked to submit feedback on the quality of any officer training session facilitated by the Scrutiny Team.

**Partner Organisations**

- Customer satisfaction questionnaire: we will look at all your suggestions and comments and consider them when we make changes or improvements to our service.

**Residents**

- Customer satisfaction questionnaire: we will look at all your suggestions and comments and consider them when we make changes or improvements to our service.

**How we feedback to you**

**Members**

We will report the results of the annual Members survey to the Overview and Scrutiny Commission. We will use the results to update the Scrutiny Improvement Plan to reflect improvements and changes to be made to improve the service in the coming municipal year.

We will respond to any suggestions/issues raised informally via email/letter and telephone or at a meeting with us.

Should a scrutiny review generate recommendations that impact upon you the Scrutiny Team will consult you on this during the process of the review. We will involve you in any review that may result in recommendations being made for your consideration/action. We will also liaise with you on any requests for further information or monitoring items resulting from scrutiny reviews or pre decision items.

We will also respond via email, letter or telephone to thank you for your contribution to a scrutiny review or other scrutiny meeting.
Overview and Scrutiny Customer Service Charter

Officers/senior Management

Should a scrutiny review generate recommendations that impact upon you the Scrutiny Team will consult you on this during the process of the review. We will endeavour to engage you in any review that may result in recommendations being made for your consideration/action. We will also liaise with you on any requests for further information or monitoring items resulting from scrutiny reviews or pre decision items.

We will liaise with you at appropriate intervals to determine if you have agreed to take any recommendations forward and by when and would, in most circumstances, request that you provide a formal Executive Response and, where appropriate, Action Plan to enable Members to monitor progress.

We will also respond via email, letter or telephone to thank you for your contribution to a scrutiny review or other scrutiny meeting.

Partner Organisations

We will forward a copy of the Final Report of any scrutiny review you contributed to or expressed an interest in upon completion of the review and will note the outcomes dependent on the stage at which the action plan for implementation is. If there are specific recommendations that impact upon your organisation as a partner within the Local Area Agreement with responsibility for contributing to service delivery, you will be made aware formally by writing/email by the Scrutiny Officer.

Should the review generate recommendations that impact upon you the Scrutiny Team will consult you on this during the process of the review also. We will endeavour to engage you in any review that may result in recommendations being made for your consideration/action.

We will liaise with you at appropriate intervals to determine if you have agreed to take any recommendations forward and by when and would, in most circumstances, request that you provide a formal response letter or report to the relevant Overview and Scrutiny Panel to update them on the outcomes of the review and to enable them to monitor progress.

We will also respond via email, letter or telephone to thank you for your contribution and update you on progress with a review or the decision making route it will take and when outcomes can be publicised.

Residents

We will forward a copy of the Final Report of any scrutiny review you contributed to or expressed an interest in upon completion of the review and will note the outcomes dependent on the stage at which the action plan for implementation is.

We will respond via email, letter or telephone to thank you for your contribution and update you on progress with a review or the decision making route it will take and when outcomes can be publicised.
Scrutiny information leaflets

There are a number of leaflets and guides available to help you understand the scrutiny process and your role in it:

- Overview and Scrutiny Handbook
- External Scrutiny Protocol
- Topic Suggestion Leaflet
- Overview and Scrutiny Annual Report
- Witness Guidance
- Witness Questionnaire
- Reports of completed scrutiny task group reviews

These are all published on the Council’s website: www.merton.gov.uk/scrutiny

Should you require a printed copy, please contact the scrutiny team by emailing scrutiny@merton.gov.uk or phoning the scrutiny team on 0208 545 3864
How to contact us

<table>
<thead>
<tr>
<th>Name</th>
<th>Role and Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Julia Regan</td>
<td>Head of Democracy Services 020 8545 3864 <a href="mailto:julia.regan@merton.gov.uk">julia.regan@merton.gov.uk</a> Overall responsibility for the Scrutiny function and lead for the Overview and Scrutiny Commission</td>
</tr>
<tr>
<td>Stella Akintan</td>
<td>Scrutiny Officer 0208 8545 3390 <a href="mailto:stella.akintan@merton.gov.uk">stella.akintan@merton.gov.uk</a> Lead officer for Healthier Communities and Older People Overview and Scrutiny Panel</td>
</tr>
<tr>
<td>Hilary Gullen</td>
<td>Scrutiny Officer 0208 8545 4035 <a href="mailto:hilary.gullen@merton.gov.uk">hilary.gullen@merton.gov.uk</a> Lead officer for Children and Young People Overview and Scrutiny Panel and the Sustainable Communities Scrutiny Panel</td>
</tr>
<tr>
<td>General Enquires</td>
<td>Scrutiny, Democracy Services London Borough of Merton, 5th Floor Merton Civic Centre, SM4 5DX 020 8545 3864 <a href="mailto:scrutiny@merton.gov.uk">scrutiny@merton.gov.uk</a> <a href="http://www.merton.gov.uk/scrutiny">www.merton.gov.uk/scrutiny</a> For all enquires relating to the general scrutiny function such as topic suggestions and requests for information.</td>
</tr>
<tr>
<td>Merton Link Contact Centre:</td>
<td>020 8274 4901 For information relating to the whole council.</td>
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The team adheres to the following standards in relation to correspondence:

- **Telephone:** You can call between the hours of 9am and 5pm. We aim to answer your call within 5 rings. Our staff will answer your call in a polite and courteous manner, answering all your queries or referring you to someone who can help you. If the team member you are trying to contact is not available and you leave a message with another colleague, messages will be returned by the end of the next working day, unless otherwise advised.

- **Post or email:** We will answer your letters or emails within 10 working days of receipt, or sooner if relating to an item on a scrutiny Agenda or regarding to the development and delivery of the Overview and Scrutiny work programme. If we cannot answer your query by this time, we will inform you of this by telephone and explain when we will be able to give you a full response. If we cannot respond immediately to your email, you should receive an out of office notification advising that the staff member is unavailable. This message will include contact details for urgent enquiries and a date when the staff member will be available to reply.
Meetings of the Overview and Scrutiny Panels

You can find detail on when the Overview and Scrutiny Panels will meet on the Council's website should you wish to attend. All Overview and Scrutiny Panel meetings, unless otherwise stated, are held in public and therefore you are able to attend to listen to the discussion. If you wish to speak, please contact the scrutiny team by 12 noon on the day before the meeting. If you are invited to attend to speak or to provide a written report the Scrutiny Team will provide you with sufficient notice and issue an invitation outlining any paper deadlines.

Merton Link

You can make an appointment to see us in Merton Link at the Civic Centre. It is important to make an appointment with one of our staff before you arrive so we can see you promptly. You can call on any of the phone numbers listed at the end of this leaflet to book an appointment.

If you have not made an appointment we will aim to see you within 30 minutes of your arrival at Merton Link reception, where possible. Please remember to ‘check in’ at reception so they can tell us you have arrived.

How to complain about our service

If you are dissatisfied with the service you have received you can contact the Democracy Services Manager or Officer to discuss. You can also make a formal complaint by contacting the complaints department on 020 8545 3864.

How else can we help you?

If you have individual requirements please let us know so we can do our best to help you. You can expect us to treat you fairly and with respect. You will not be disadvantaged because of your age, race, sex, religion, disability or sexual orientation. We will respond efficiently and sensitively at all times to the feelings and needs of our customers.
Request for document translation
If you need any part of this document
Overview and Scrutiny Customer Charter
explained in your language, please tick language box. Write your address and phone in the left box. Return this form to us at the address in the right box.

Albanian  
Nëse keni nevojë për ndonjë pjesë të këtij dokumenti
Overview and Scrutiny Customer Charter
në gjuhën tuaj, ju lutemi shënoni (cikloni) kutinë e gjuhës. Shkruani adresën tuaj dhe numrin e telefonit poshtë në anën e majtë. Kthejeni këtë formë tek ne sipas adresës sonë të dhënë më poshtë.

Arabic  
إذا كنت بحاجة إلى ترجمة أي جزء من هذه الوثيقة
Overview and Scrutiny Customer Charter
باللغة التي تتكلمها،رجاء اختيار مربع اللغة المناسبة كتابة عنوانك ورقم التلفون في الجانب الأيسر من أسفل الصفحة وارسال هذه الاستمارة الزينا على العنوان الموجود في الأسفل.

Bengali  
আপনি যদি এই দলিলের
Overview and Scrutiny Customer Charter
কোন অংশ আপনার নিজের ভাষায় ব্যাখ্যা করাতে চান, তাহলে ভাষার বাংলা টিক দিন। আপনার ঠিকানা ও ফোন নম্বর নিচে বাম দিকের কোনায় লিখুন। নিচে প্রদত্ত আমাদের ঠিকানায় এই ফর্মটি ফিরৎ পাঠিতে দিন।

Farsi  
اگر خواهان توضیح هر بخشی از این نوشته
Overview and Scrutiny Customer Charter
به زبان خودتان هستید، لطفا جدول مقابل زبان را علمايت بزنید. ادرس و شماره تلفن خود را در گوشه سمت چپ پایین بنویسید. این فرم را به ادرس ما که در پایین امده است، پس کنید.

French  
S'il vous faut une explication de n'importe quelle partie de ce document
Overview and Scrutiny Customer Charter
dans votre langue, nous vous prions de cocher la case convenant à la langue concernée. Ecrivez votre adresse et votre numéro de téléphone en bas de la feuille à gauche. Renvoyez-nous le présent formulaire à l'adresse indiquée ci-dessous.
Overview and Scrutiny Customer Charter

proszę zaznaczyć kwadrat z prośbą o tłumaczenie. Na dole, po lewej stronie należy podać swój adres i numer telefonu. Niniejszy formularz proszę wysłać pod podany poniżej adres.

Somali
Haddii aad rabto in qaybta dukumeentigan
Overview and Scrutiny Customer Charter
luguugu sharxoo luqaddaada, fadlan sax ku calaamadee sanduuqa luqadda. Cinwaankaaga iyo lambarkaaga telefoonka ku qor koonaha hoose ee bidix. Foomkan noo soo celi adigoo isticmaalaya cinwaankayaga hoose.

Spanish
Si necesita que cualquier parte de este documento
Overview and Scrutiny Customer Charter
se explique en su idioma, le rogamos que marque la casilla de idiomas. Escriba su dirección y su número de teléfono en la parte de abajo a la izquierda. Envíenos este formulario a la dirección que se indica más abajo.

Tamil
Overview and Scrutiny Customer Charter

Urdu
اگر آپ اس دستاویز کے کسی بھی حصے کی اپنی زبان میں توضیح چاہتے ہیں Overview and Scrutiny Customer Charter

لیکن مہربانی زبان کے جانب میں صحیح کا نشان لگانے پہر نئی نمبر جاناب دینے گے ہم اپنا پتہ اور تلفن ہوں۔ میں نئی دینی گے پتہ اور بہت دیکھے

Large print ☐  Braille ☐  Audiotape ☐

Your contact
Name: ..................................................
Address: ...........................................
..................................................
Telephone: ........................................

Our address:
Scrubtity Team
London Borough of Merton
Merton Civic Centre
Morden
SM4 5DX