

Merging Coroner Services

Liverpool and Wirral Coroner's Service



Liverpool & Wirral Coroner Service

Why merge - how?

- Driver – Government policy to reduce number of Coroner Areas
- Business case process establishes the Lead Authority
 - Liverpool had purpose built court/high performance
- Consultation process through each Council
 - Lack of awareness about Coroner Service

Challenges

- Stakeholders
 - Building new relationships with existing stakeholders
- Perceptions
 - Possible impacts on residents
- Finance
 - Getting clear costs

Outcomes

- ✓ Increased resilience
- ✓ Savings for both authorities
- ✓ Performance
- ✓ Customer satisfaction

Lessons learnt

- * Meaningful consultation with essential stakeholders
- * Shadowing from the team on the ground to determine how the service is currently run before merge
- * Before merge, identify current contracts/SLAs in place