

KINGSTON UPON THAMES REGISTRATION DISTRICT

Registration Service Delivery Plan

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1. Background

The Royal Borough of Kingston is situated in the South West of London and is bordered by Richmond to the west; Wandsworth to the north; Merton to the north-east, Sutton to the south-east and Surrey to the South. The Borough covers an area of 38.66 square kilometres, which makes it the seventh smallest out of the London boroughs in terms of its geographical area.

The 2001 Census measured the Borough population at 147,273, the smallest population of any London borough (excluding the City of London). This places Kingston as the 27th most densely populated local authority in the country (out of 375). In the 2002-2008 period there was an increase in total population of 6.61% in the Borough. This was a significantly higher rate of increase than Outer London (2.47%), Greater London (3.37%) and England (3.62%). The overall increase in total Borough population is projected to be 6.60% in the period 2006-2011. Females make up 51% of Kingston's population, males 49%.

The 2001 census shows that the ethnic composition of Kingston was 84.5% white, 7.8% Asian or Asian British, 2.3% mixed race, 3.9% Chinese and 1.6% Black or Black British. The largest minority ethnic groups in the Borough are Tamils and Koreans. The Korean population in New Malden is estimated to be the largest in Europe.

In the 2001 Census the majority of residents said that they were Christian (64%). There were also a significant number of people were of other religions or did not state a religion (8%). The numbers of residents who were Hindu (4%) and Muslim (4%) were higher than other religions (Buddhist, Jewish and Sikh religions were all below 1%). 18% of residents stated that they had no religion.

2008 mid-year estimates show that the largest age group in Kingston is composed of people aged 25-35. Kingston has a predominantly young population—only 12% of residents are aged over 65. People of working age (16-64) make up 67.5% of the population.

Kingston residents' satisfaction with their area as a place to live is amongst the highest in London. Only seven percent of residents are dissatisfied with Kingston as a place to live.

1.1 The Council's Mission

Our Mission is to make Kingston upon Thames a place where the council provides opportunity for individuals and families to prosper in south west London. We will enable local people to fulfil their ambition by providing educational opportunity and good value services in a safe and sustainable borough.

Our vision is for a Kingston:

- Which has a national reputation as the best place to live and work
- Where residents are confident about the future – a place where things happen
- Where residents consider the services that matter most are of a high quality
- Which has an outstanding reputation for innovation, engagement and designing services with users.

To achieve our vision we work with our partners in the Kingston Strategic Partnership to deliver the ten objectives within the **Kingston Plan** – these are grouped under three cross-cutting themes:

- **Theme 1**
A Sustainable Kingston: protecting and enhancing the environment for us and for future generations
- **Theme 2**
Prosperous and Inclusive: sharing prosperity and opportunity
- **Theme 3**
Safe, Healthy and Strong: preventing problems and promoting responsibility and independence

The ten objectives contained within these themes are:

- Objective 1 Tackle climate change, reduce our Ecological Footprint and 'reduce, reuse and recycle'
- Objective 2 Ensure the sustainable development of our borough and the promotion of sustainable transport
- Objective 3 Protect and improve the quality of our local environment
- Objective 4 Sustain and share economic prosperity
- Objective 5 Raise educational standards and close gaps in attainment
- Objective 6 Increase supply of housing and its affordability
- Objective 7 Make communities safer
- Objective 8 Improve overall health and reduce health inequalities
- Objective 9 Support people to be independent
- Objective 10 Encourage people to take an active part in the social and cultural life of the community

1.2 Corporate Capacity

Our main aim is to ensure that our residents and customers will receive excellent, value for money services. We will look to review and improve customer access to our services, set high standards of customer care and take advantage of new technology. We will manage our resources to provide value for money, high standards of governance, financial control and budget management. We will recruit and develop staff so that they are equipped and motivated to deliver effective services.

2. The Registration Service

The Registrars provide statutory and some non-statutory services. The statutory services result from the various Registration Acts, in particular, the Registration of Births and Deaths Act 1953, the Marriage Act 1949, the Civil Partnership Act 2004 and Immigration and Asylum Act 2002. The non-statutory services result from the relaxations in the Local Government Act 2003 regarding previous restrictions on what services a local authority can and cannot provide. The non- statutory services currently offered are baby naming and renewal of vows, ceremonies.

The Registration Service is responsible for the registration of births, deaths and still-births, the formalities for marriage and civil partnership and for citizenship ceremonies within the boundary of the Royal Borough of Kingston upon Thames. The Registration Service is operated by the Local Authority working with the Registration Officers and the Identity and Passport Office (General Register Office).

A Council Officer, presently Service Manager Trading Standards, is appointed as Proper Officer for all registration matters. Registration Officers are personally responsible for the performance of their duties under the direction of the Registrar General and the Proper Officer.

The Registration Service forms part of the Royal Borough of Kingston upon Thames Directorate of Environment and, currently, all registration services are provided from one location.

2.1 The Team

The Registration Team comprises of 7 full-time posts and 12 part-time posts

Full time posts:

- One Superintendent Registrar (statutory post) who is also the Registration Manager.
- Four Registrars of Births, Deaths & Marriages (statutory posts) also known as Registration Officers
- Two Registration Assistants/Deputy Registrars

Part time posts:

- One Registration Officer (Deputy Registrar and Deputy Superintendent Registrar)
- Nine Civil Ceremony Officers (Deputy Registrar and Deputy Superintendent Registrar)
- Two Citizenship Ushers

2.2 Boundaries and Location

Kingston upon Thames Registration District is one district which covers the local authority area encompassed by the Royal Borough of Kingston upon Thames. The boundaries of Kingston-upon-Thames registration district and sub-district are coterminous with those of the Royal Borough of Kingston-upon-Thames

The Register Office and the Head Office (sub-district office) where the registrars reside and births and deaths are registered, share the same building and are located at 35 Coombe Road, Kingston upon Thames, KT2 7BA adjacent to Kingston Hospital. The offices are situated on the ground floor with easy access consisting of a reception point and waiting area, a general office, six interviewing rooms, one of which doubles as a ceremony room, one other ceremony room, a private garden to the rear and small car park to the front with blue badge parking.

The office is well served by local bus links and Norbiton railway station is opposite the office.

The contact details for the register office are:

The Register Office
35 Coombe Road
Kingston upon Thames
KT2 7BA

Telephone: 020 8547 4600

Fax: 020 8547 6188

Email: registrars@rbk.kingston.gov.uk

2.3 Opening hours

The Register Office is open from 9.00am to 4.00pm on Monday to Friday.

Saturdays are by appointment only.

There is an out of hours service provided through a partnership agreement with London Borough of Brent and staff are always on call to deal with urgent requests e.g. Jewish and Muslim death registrations. The normal telephone number is automatically switched over out of hours which provides the customer with a seamless contact point.

Wedding and Civil Partnership ceremonies take place by appointment in Approved Premises seven days a week.

2.4 Customers

Our customers are principally members of the public who require any of the main services we provide as detailed below. Other external customers who have an interest in some of the main services we provide are the Identity and Passport Office (GRO), Home Office, Coroners, Funeral Directors, the Clergy, General Practitioners, Approved Venue operators, genealogists and press researchers.

2.5 Our core services

- We register all births, deaths and stillbirths occurring within the Kingston upon Thames Registration district
- We conduct and register all civil marriage ceremonies occurring within the Kingston upon Thames Registration district.
- We conduct and register all civil partnership registrations occurring within the Kingston upon Thames Registration district.
- We conduct all citizenship ceremonies occurring within the Kingston upon Thames Registration district.

- We monitor and maintain the standards for registering births, deaths and marriages within the Kingston upon Thames Registration district.
- We have care and custody of the registers relating to births, deaths and marriages from the district and issue copies of the entries on demand.
- We advise the public on the procedures for arranging marriage in England and Wales.
- We take notice of marriage from Kingston upon Thames residents and those requiring the services of a designated office such as non EEA subjects.
- We support the Clergy and Authorised persons registering marriage throughout Kingston upon Thames registration district, monitor their marriage numbers and registrations and offer in house training when required.
- We conduct Naming Ceremonies and Renewal of Vows Ceremonies

2.6 Our prospective services

Our aim is to plan to implement Tell us Once towards the end of 2011.

2.7 Our non-core services

We sell a small range of ceremony related items

3. Service Standards

Under the current governance arrangements the Registration Service Act 1953 confers upon the Local Authority obligations and powers in regard to the registration of births, deaths and marriages. The current local Scheme as amended came into operation on 27th December 2000 and is known as “The Kingston upon Thames Registration Scheme 2000.

As part of the Civil Registration Modernisation agenda local authorities are being given greater freedom to deliver the local registration service in partnership with the Registrar General.

The purpose of this agenda is to ensure the delivery of statutory services and encourage good practice which will enable the local authority to plan, develop and deliver a registration service which meets the needs of the local community.

Under the new revised governance arrangements, Kingston upon Thames will commit to the service delivery standards contained in the Code of Practice for Local Registration Authorities in England and Wales developed by the General Register Office (GRO) and LACORS (the Local Authorities Coordinators of Regulatory Services). The Code of Practice is complemented by a Good Practice Guide jointly developed by the GRO and LACORS. This guide provides information on specific national standards the local authority must meet together with aspirational standards.

We will report on our performance against these targets within a month of the end of the financial year and publicise this performance on our website and in the Register Office. We will also report at the same time in our annual stewardship return to the Registrar General against the five key performance indicators as set out in Appendix A:

4. Customer Services Developments

The modernisation agenda is developing a reliance on electronic delivery of the service. Currently Kingston upon Thames is registering Births and Deaths and Civil Partnerships directly online via the RON (Registration on Line) system which is web based. In November 2009 RON for Marriages was introduced enabling Marriage Notices to be taken via RON and since 1st January 2011 all civil marriage registrations are now entered on RON. Kingston upon Thames is ensuring that it is providing its staff with the tools and training to ensure that customers receive the best possible service.

4.1 Information Technology

- A fast and robust cable link connection to the main Kingston network is in place.
- All staff have access to modern reliable PCs to be able to use RON
- An electronic diary system has been developed and is accessible from our website for customers to book appointments online for births, deaths, marriages and civil partnerships.
- We take debit and credit card payment from customers electronically and online

4.2 Building

The Register Office is situated on the ground floor of a large 3 storey Victorian building. There is a garden for customers to the rear of the building with lawned and patio areas. Customers have use of a car park at the front of the building.

The building is fully compliant with the requirements of the Disability & Discrimination Act (DDA) with ramps to the front and rear of the building for ease of access for customers with wheelchairs, prams and buggies.

There are two ceremony rooms, a large reception area, private interview rooms, baby changing facilities, disabled toilets and a repository all on the same level.

Decor, lighting and furniture have been chosen to compliment the style and period of the building.

Hearing loops have been installed in public areas

4.3 Community and Customer Engagement

We have winter planning meetings with local funeral directors, Patient's Affairs Officers, Coroners Officers and other bereavement interested parties

Members of the team have, or are planning to visit the local cemetery & crematorium to learn about the customer experience

Officers visit Kingston Hospital to register all stillbirths and baby deaths

Officers visit Kingston College to deliver talks on citizenship

We are planning to introduce Tell us Once in November 2011

We visit proprietors of Approved Venues to build a good working relationship both as part of the initial application process and during the period of approval.

4.4 Customer Service Excellence

As an authority Kingston upon Thames has achieved IIP status. There is a centrally run Customer First Development Programme for front line staff and relevant staff have been nominated for that course due to start in late 2011.

5. Review Work

5.1 Methodology

The Council is committed to supporting Registration Services attaining new governance status and to meeting the Good Practice Guide's national standards and to operate and manage the service in compliance with the Code of Practice.

Details of the Service Delivery Plan are published on the Council's website.

New systems have been implemented to ensure that all correspondence however received is date stamped and recorded on the electronic postal recording system in the services' electronic directory providing a clear audit trail and facilitating monitoring to meet the required standards.

Process and procedures are always reviewed following any customer feedback.

5.2 Developing Needs

We have begun and will continue to talk to neighbouring districts to explore working together where practicable and within the legal restrictions of some of the posts and functions. We shall work towards improving consultation with customers and review our continuity plan annually in consultation with stakeholders such as the coroner's office and funeral directors.

6. Training and Development

Registration Services works within an Investors in People environment.

Development of personal and registration skills through training is considered to be an essential requirement of the job for every member of staff.

Technical assessment templates will be used to help staff identify any training needs

Annual Staff Appraisals are held and personal development plans and objectives result from those appraisals.

Monthly team meetings are used to cascade current developments and news to staff and also act as an opportunity to celebrate individual achievements or discuss any problems that may be relevant within the service.

Attendance at the South London Training Group meetings by the Registration Manager and Assistant Registration Manager provide a sound foundation for the development and participation in locally run training events.

Attendance at the London Registration Manager's meetings provide the opportunity to cascade news topics to the rest of the team

The General Register Office provides training related to new legislation such as RON marriages. This is then cascaded to all registration staff by the service's designated training officers.

The Royal Borough of Kingston upon Thames Learning and Development team organise numerous training events that registration staff participate in. The new Corporate 'evolve Learning Portal' enables all staff to learn online at a pace, location and time that suits them best. The is constantly updated with new content and information about interactive forums and chat rooms – designed to enhance the learning experience, plus details of events and classroom based sessions. All staff have access to this.

7. Record Storage/Safety/Custody

All registers of births, deaths and marriages for Kingston upon Thames are securely and safely stored at the Register Office.

8. Complaints, Suggestions and Compliments

8.1 Complaints

The Royal Borough of Kingston upon Thames Council aims to provide excellent services to all our customers, but recognises occasionally things may go wrong. Complaints are welcomed because they can help us to achieve this aim by providing us with an opportunity to put things right if we have made an error, and to make sure the same mistake does not happen again.

Kingston upon Thames has a corporate complaints policy which can be accessed via the following link:

http://www.kingston.gov.uk/mykingston/contact_us/complaints.htm

The policy is comprehensive. Two key details are that

- customers may make a complaint using a complaints form, in person, by letter, telephone, email or internet via our website.

- there are two stages in the procedure before the complaint can be taken externally to the ombudsman with the initial stage dealing with the issue at the point of service as soon as possible

Stage One

You should tell a member of staff or the manager responsible for the service as soon as you can and they will see if they can sort it out.

We aim to respond to you within 10 working days. If we cannot reply within this time, we will let you know.

If you are not happy with our response, tell us. We will listen to your concerns and, if appropriate, take your complaint to the second stage.

Some complaints (for example, those about planning applications, school admission appeals, parking tickets and adult and children's social care) may be investigated by separate government procedures.

Stage Two

If we cannot sort out your problem at stage one, we will appoint a senior officer not connected to the service you are complaining about to investigate the case again. The officer will investigate any outstanding issues and produce a report on your case.

A chief officer, also from outside the service, will examine the report and will write to you with the result of the investigation.

We aim to respond to you at stage two within 30 working days. If we cannot reply within this time, we will let you know.

The Local Government Ombudsman

If you are still not happy with our response at stage two, you can contact the Local Government Ombudsman. He will consider any complaint you have made and give you his views.

The Ombudsman usually suggests that you use the Council's complaints procedure first and will only investigate complaints he considers are about maladministration; that is, inefficient or unfair administration.

You can contact the Ombudsman at:

Local Government Ombudsman

PO Box 4771

Coventry

CV4 0EH

Phone: 0845 602 1983

Email: advice@lgo.org.uk

Text: 07624 804323

The Registration Service complies with this policy. Complaints are monitored as part of this process. Currently in 2010/11 there have been no complaints.

8.2 Compliments

Compliments from customers are copied to the Proper Officer and staff are praised for their good customer service

A record of all compliments will be filed with the Registration Manager

8.3 Comments

Comments or complaints can be made online through the Council's comments procedure or by contacting the Register Office, by phone, e-mail or letter or by making an appointment to visit in person.

The online form can be accessed using the following link:

https://www.kingston.gov.uk/mykingston/contact_us/complaints/comments_and_complaints_form.htm

We will also be seeking to develop an ongoing feedback scheme and suggestions will be evaluated and where necessary implemented.

9. Objectives for 2011-2012

- Achieve Local Governance
- Introduce Tell us Once
- Seek to improve customer service
- Ensure GPG Key Performance Indicators are met

APPENDIX A

COMPLIANCE WITH THE GOOD PRACTICE GUIDE

GPG – Key Performance Indicators

Key Performance Indicators (KPI)			
KPI	Statutory Requirement	National Standard	Suggested Monitoring Methodology
<p>KPI 1 – Events registered</p> <p>Ensure that sufficient staff and resources are available in order to accurately register events within statutory timescales</p>	<p>Births registered within 42 days</p> <p>Still-births registered within 42 days</p> <p>Deaths registered within 5 days (except those following an inquest)</p>	<p>98% registered within 42 days of birth</p> <p>98% of still-births registered within 42 days</p> <p>95% of deaths (excluding post mortem and inquest cases) registered within 5 days of occurrence</p> <p>95% of deaths after post mortem (excluding inquest cases) registered within 7 days of occurrence</p>	<p>Data provided from RON for monitoring purposes and to identify trends</p>
KPI	National Standard	Improving	Suggested evidence and frequency of assessment
<p>KPI 2a) (i) – Waiting Times for Appointment</p> <p>Where an appointment system is operated, ensure availability of an appointment within the agreed timescales for:</p> <p>Birth registration/declaration</p> <p>Still-births registration/declaration</p> <p>Death registration/declaration</p> <p>Marriage and civil</p>	<p>95% Births (or declaration) – within 5 working days of request</p> <p>95% Deaths (or declaration) – within 2 working</p>	<p>98% Births (or declaration) – within 5 working days of request</p> <p>98% Deaths (or declaration) – within 2 working</p>	<p>The flexibility of offering an appointment within these timescales will be met.</p> <p>Achieved by:-</p> <p>Regular assessment</p>

KPI	National Standard	Improving	Suggested evidence and frequency of assessment
<p>KPI 4 - Customer Satisfaction</p> <p>Customer should be dealt with courteously, with sensitivity and in a personalised manner. To evaluate this, the customer should be asked a set of service delivery questions. As a minimum surveys to cover satisfaction with access and availability</p>	90% of satisfied customers.	92.5% of satisfied customers.	Evidence collected from regular surveys and customer feedback
KPI	National Standard	Improving	Suggested evidence and frequency of assessment
<p>KPI 5 - Compliments and Complaints</p> <p>Total number of upheld complaints received (number as a % of all registrations)</p>	0.5%	0.3%	Monitored on a monthly basis. Corporate record Logging by SR of complaints

GPG – Other Statutory Standards

TASK	Statutory Requirement	National Standard	Suggested Monitoring Methodology
1. Ensure that sufficient staff and resources are available in order to accurately register events within statutory timescales (KPI 1)	<p>Births registered within 42 days</p> <p>Still-births registered within 42 days</p> <p>Deaths registered within 5 days (except those following an inquest - see below)</p> <p>All deaths after inquest registered on receipt of the coroner's certificate [Not a KPI]</p>	<p>98% registered within 42 days of birth</p> <p>98% of still-births registered within 42 days</p> <p>95% of deaths (excluding post mortem and inquest cases) registered within 5 days of occurrence</p> <p>95% of deaths after post mortem (excluding inquest cases) registered within 7 days of occurrence</p> <p>95% to be registered within 24 hours of receipt of coroner's certificate after inquest [Not a KPI]</p>	<p>Data provided from RON for monitoring purposes and to identify trends</p> <p>Recording and monitoring dates of incoming declaration and when registered</p>
2. Accurately record birth, still-birth and death information on forms of declaration	Completed forms sent to receiving authority for registration on receipt	<p>Completed declarations sent to receiving authority on the same day</p> <p>95% of incoming declarations registered within 24 hours of receipt</p>	<p>Information recorded on counterfoils</p> <p>Data captured on excel spreadsheet (post book)</p> <p>Recording and monitoring details of outgoing declarations</p> <p>Recording and monitoring dates of incoming declaration and when registered</p>
3. Requisitioning of un-registered births	Responsible person requisitioned to attend registrar's office	Procedure in place for reminding of outstanding registration after 28 days and issuing formal requisition after 42 days	Procedure in place. Process delivered through RON system.
4. Scrutiny of medical certificate of cause of death	Reportable deaths referred to Coroner prior to registration	Referral to coroner followed up by completion of form 52	Form 52s issued and counterfoils accurately completed
5. Collection of official statistics	All relevant information requested and recorded	Basis of request for information clearly explained to	Observation and spot checks by managers/registrar

TASK	Statutory Requirement	National Standard	Suggested Monitoring Methodology
		informants	
6. Burial or cremation certificates issued	Relevant docs accurately completed and issued at the appropriate time	Same	Local performance management monitoring processes
7. Timely and accurate corrections and re-registrations	Applications for corrections and re-registrations processed and effected in accordance with statute	90% of applicants offered appointment that is within 10 days of Registration Officer receiving GRO notification	Data captured on excel spreadsheet (post book)
8. Taking notices of marriage and civil partnership. Accurate completion and processing of notices	Couples to give notice Preliminaries completed in accordance with legal requirements	In time to allow the marriage or civil partnership to take place as planned Same	Customer satisfaction surveys Local performance management monitoring processes (e.g. spot checks by registration manager)
9. Marriage ceremonies and civil partnership formations	Provision of a room within the register office to accommodate the couple and two witnesses for the statutory fee Room identified on plan approved by the RG Couples offered choice of legal words of declaration for marriage ceremonies	Same	Monitoring of venues and records of ceremonies.
10. Marriages accurately registered in the marriage register Civil Partnership recorded on RON	Marriages registered immediately following the ceremony. Civil partnerships recorded as soon as is practicable	Same Civil partnerships recorded on RON within 2 [working] days of the formation	Marriage registers/ceremony observations RON Reports)

TASK	Statutory Requirement	National Standard	Suggested Monitoring Methodology
11. Administration of Approved Premises	<p>Applications for approval processed in accordance with Marriages and Civil Partnerships (Approved Premises) Regulations 2005</p> <p>Local authority maintains the Approved Premises register</p>	<p>Procedures in place for approval process</p> <p>Controls in place to manage the expiry and renewal of licences</p>	Local performance management monitoring processes
12. Register Office Approvals	<p>Plans approved by RG</p> <p>Consists of at least SR's office, strong room (unless SR's office used to house deposited registers or Annex exists), and display area for marriage/civil partnership notices</p>	<p>Arrangements for housing deposited registers in a separate Annex agreed by the RG</p> <p>Plan to also include any other rooms used for RO marriage ceremonies and civil partnership formations</p>	SR to regularly review and ensure approved plans and Service Delivery plan are up to date.

TASK	Statutory Requirement	National Standard	Suggested Monitoring Methodology
13. Custody and care of registers	Registers to be kept in suitable fireproof repository or strong fire-resisting boxes for the safe custody of the records	<p>Current registers deposited in strong fire-resisting boxes. Deposited registers stored to prevent deterioration and in secure and accessible location</p> <p>Good Practice Registers stored in accommodation with environmental controls to limit fluctuation in humidity and temperature Registers shelved so as to avoid damage in handling; little-used volumes stored in archive-quality boxes Conservation survey of physical state of registers undertaken</p> <p>Better Practice Registers stored in accommodation meeting BS 5454 Program of conservation and rebinding for damaged registers</p>	Periodic checks and local monitoring of condition of registers and repository
14. Prepare, store and make available indexes to registers	Index to be prepared from deposited registration records. Index made available for the public to search through and obtain certified copies	Provide public access to indexes on request	Local performance management monitoring processes
15. Issue certificates from deposited registers (KPI 3)	Certificates from entries in deposited registers issued in response to application	95% of applications dealt with within 7 days of application	Data from certificate application booking in (or other electronic) systems

TASK	Statutory Requirement	National Standard	Suggested Monitoring Methodology
16. Submission of certified copies to GRO	<p>Quarterly copies certified and submitted to RG on a prescribed form or an approved electronic form on such days appointed by the RG</p> <p>Occasional copies of corrected entries not on RON submitted to RG within 7 days of correction</p> <p>Check certified marriage entries from clergy and authorised persons, etc. and submit to the RG on or before the last day of April, July, October and January</p>	<p>Registrars to certify Birth, Death and Still Birth RON registrations immediately following the registration</p> <p>Registrars to enter marriage registrations onto RON and certify within 7 days of the event</p> <p>Superintendent registrars to certify electronic registrations on a rolling basis, at least fortnightly, ensuring all quarterly statutory targets are adhered to</p> <p>To submit certified marriage entries from clergy and authorised persons on or as soon after these dates</p>	Local performance management monitoring processes
17. Submission of statutory returns	<p>Notifications to Health Authority, tax, electoral and education authorities, and to Local Safeguarding Children Boards made in accordance with statutory timescales.</p> <p>Suspected sham marriages or civil partnerships reported to Home Office</p>	All returns made in accordance with statutory requirements and timescales	Local performance management monitoring processes

TASK	Statutory Requirement	National Standard	Suggested Monitoring Methodology
18. Citizenship Ceremonies	Provision of or make arrangements for premises where citizenship ceremonies may be held. Ceremony must take place within 3 months of the applicant being informed that the application has been successful and must be conducted by a superintendent registrar or deputy	Same	Local performance management monitoring processes
19. Citizenship certificates accurately completed and Home Office informed	Certificates to be dated correctly and notification sent to Home Office within 14 days of ceremony	Same	Local performance management monitoring processes
20. Appointing registration officers and civil partnership registrars	GRO notified of all principal and deputy appointments GRO notified of all civil partnership registrar appointments and the ending of any such designation	GRO notified of all appointments, resignations, long term sick and retirements All notifications made electronically Access to RON amended as necessary	Local performance management monitoring processes