

## EONI MANAGEMENT BOARD MEETING

THURSDAY 19 FEBRUARY 2009 at 10.00AM

1<sup>st</sup> Floor Conference Room

### MINUTES

Members:

Chief Electoral Officer (CEO)  
Assistant Chief Electoral Officer (ACEO(E))  
Assistant Chief Electoral Officer (ACEO(R))  
Head of Corporate Services (HoCS)  
Head of Information Services (HoIS)

In attendance:

PA to CEO  
NIPSA Rep  
HR Officer (item 5)  
Finance Officer (item 6)  
Information Officer (item 8)

		<u><b>ACTION</b></u>
<b>1.</b>	<p><b><u>Matters arising – Action Points</u></b></p> <p>Minutes of the January Board were agreed out of Board on 27 January.</p> <p>Action points were reviewed – matters arising, on going actions and new action points have been recorded on the Board Action Point report.</p> <p>Action 2 – the sign at the Omagh Area Office is now in place.</p> <p>Action 9 – the HoCS briefly outlined the situation with staff pensions. The CEO stated that the lack of progress from NIO Pension Service was not acceptable and asked the HoCS to provide him with a timeline so that he could expedite this matter.</p> <p>Action 10 – the ACEO(R) advised she had written to the Consulates and the only response received was from the Lithuanian Consulate. Packs have been sent to the six contacts they provided. Awareness posters for EU citizens are also being displayed at the Area Offices.</p> <p>Action 15 – the ACEO(E) and ACEO(R) advised that they had carried out office visits to check the</p>	<b>HoCS/ CEO</b>



	<p>SOLACE(NI) and it was unlikely that there would be any significant changes from procedures used at previous elections. He would be writing to all Chief Executives formally setting out their responsibilities.</p>	<p><b>CEO</b></p>
<p><b>3.</b></p>	<p><b><u>Schedule of future Business</u></b></p> <p>The schedule of future business was reviewed and updated. Board members should notify the PA to CEO of any future business to be brought before the Board.</p>	<p><b>PA to CEO</b></p>
<p><b>4.</b></p>	<p><b><u>Management Information</u></b></p> <p>The management information was discussed and noted.</p> <p><u>Registration</u> – the CEO remarked that according to the statistics provided, registration figures were up by 8.5% since December. The ACEO(R) reported that work had yet to be started on removals as a result of the multiple occupancy letters and NINO removals, which would affect this figure.</p> <p>She advised that the next round of CSA data is due to be processed and letters to be issued regarding absent votes. After discussion it was agreed to run the second phase of the multiple occupancy letters. The ACEO(R) will calculate the number of casual staff that will be needed to process this work and give an accurate estimate of cost to the Finance Officer.</p> <p>The CEO said he would also write to the NIPS for the current prisoner list.</p> <p><u>Other Public Contact</u> – the CEO said the figures demonstrated the increase of calls received to the Helpline since last year and even with this increase of calls, the percentage of calls answered by a person had also increased. It was noted that the number of hits on the EONI website had also increased.</p> <p>It was noted that some AEOs had not submitted the figures requested on the number of office visits. The CEO said that these figures are</p>	<p><b>ACEO(R)</b></p> <p><b>CEO</b></p>



	<p>The CEO asked for an update on the position of AEO and AAEO posts. The HR Officer advised that the job descriptions were currently being finalised. It was agreed that an AEA certificate or an undertaking to complete the AEA qualification within 2 years of employment would be asked for as part of the essential criteria. The posts will be run as two separate competitions and will be advertised on the AEA website as well as the usual publications.</p> <p>There was a discussion on the use of a presentation as part of the AEO recruitment process. The options discussed were to give the applicant the presentation topic in advance or on the morning of the interview. The HR Officer was strongly opposed to the use of an unseen presentation. After further discussion the CEO decided that the applicant will be provided with the presentation topic about 25 minutes before the interview. It was agreed that along with two representatives from EONI and external panel member should be identified to sit on the AEO board.</p> <p>ACEO(R) reported to the Board that a business case had been raised from the Belfast Area Office with a bid for an extra AO. This was fully discussed and considered by the Board and it was agreed that the business case be granted. The HR Officer will take forward the recruitment process for this new member of staff.</p>	<p><b>HR Officer</b></p>
<p><b>6.</b></p>	<p><b><u>Finance Report</u></b></p> <p>The CEO advised the Board that he had a meeting with NIO representatives on the budgetary position. He reported that in common with the rest of Whitehall, the Department's budgets were under pressure. The CEO was in discussion with REL and would send them a proposal as soon as some further figures became available.</p> <p>The Finance Officer highlighted an apparent overspend as at 31 January. However there is sufficient budget profiled to off-set this overspend.</p> <p>The Finance Officer advised that the contract for the supply of bottled water was due to expire in</p>	<p><b>Finance Officer</b></p>

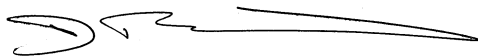
	<p>June 09 but there is the option to extend. In his opinion he thought that the best option was to extend the current contract. After discussion the Board agreed to this.</p> <p>The Finance Officer advised that audit had highlighted monies being spent on the disposal of waste, which is currently done through the district councils. The Finance Assistant has invited other tenders for this function. The Finance Officer was asked to produce a paper for the Board, highlighting all the bids received and his recommendations for consideration and a decision.</p>	<p><b>Finance Officer</b></p>
<p><b>7.</b></p>	<p><b><u>Audit Update</u></b></p> <p>The HoCS advised that 12 recommendations had been highlighted as part of the audit update. Most of these will have been dealt with by the time of the next Board meeting.</p> <p>Recommendation 4 – CEO thinks the AEOs should receive a weekly report on their election expenditure. This will be discussed further at the February AEO meeting.</p> <p>Recommendation 6 – HoCS will issue a reminder.</p> <p>Recommendation 8 – it was discussed and agreed by the Board that in the longer term EONI will produce their own fixed assets procedures but in the meantime it will adopt the NIO procedures subject to any necessary amendments.</p> <p>Recommendation 11 – the CEO will minute the NIO to ask them if it is possible to extend the period of closure of the election account from 1 year to 15 months.</p> <p>Recommendation 12 – no longer appropriate in view of changes made to the law on the setting of election budgets.</p>	<p><b>CEO</b></p>
<p><b>8.</b></p>	<p><b><u>Customer Feedback Report</u></b></p> <p>The CEO commented that the customer feedback report had been very useful. It highlighted that the number of complaints received was small</p>	

	<p>compared with amount of contact with the public. On a whole the level of customer service provided is high.</p> <p>It was noted that two area offices had not supplied a figure for comments cards completed in the three month reporting period. It was agreed by the Board that this should be discussed further at the February AEO meeting. The Information Officer advised the Board that this report was sent to all AEOs to discuss with their staff, to create awareness of the services available. It was also agreed that although the customer satisfaction forms are issued primarily by the Helpline, they could also be sent by the Area Offices.</p> <p>The Information Officer advised the Board that business standards are not being reported on and that the data is available but not being utilised. By reporting on the business standards it would keep the EONI Customer Feedback Report in line with other organisations and go towards Charter Mark criteria. After discussion it was agreed that the Information Officer would advise the CEO, ACEO(E) and the ACEO(R) on what further data needs to be reported on.</p> <p>The Information Officer reported on developments made on the new EONI ID card procedures. She advised that she had received a number of reports off broken ID equipment from the Area Offices. The CEO said that this equipment should be fixed under the current maintenance contract with Euclid.</p>	<p><b>CEO</b></p> <p><b>Information Officer</b></p>
<p>9.</p>	<p><b><u>Corporate Social Responsibility Policy</u></b></p> <p>The ACEO(E) advised that the Corporate Social Responsibility Policy had been revised according to amendments agreed at a previous Board. She highlighted that the main change was that staff could take up to one day to undertake voluntary service to assist the community, though this will generally be done as a team event.</p> <p>After discussion the Corporate Social Responsibility Policy was adopted by the Board. This policy will be put on the programme for the staff away days in March to increase the organisation's awareness of it.</p>	

10.	<p><b><u>Business Plan Approval</u></b></p> <p>The CEO took the Board through the comments he had received on the draft Business Plan. The comments were reviewed and considered by the Board. After discussion it was agreed that the CEO will revise the Plan incorporating the agreed amendments and additions. The revised Plan will then be issued to all staff for final comments by the March Board.</p>	CEO
11.	<p><b><u>AOB</u></b></p> <p>The CEO stated that he was happy at how the office is running at the moment and that good progress is being made for the European Elections. This is a credit to the EONI staff.</p>	
12.	<p><b><u>Next Meeting</u></b></p> <p>Next meeting – Thursday 19 March 2009 at 10.00am</p>	

The meeting concluded at 12.45pm

Approved out of Board on 18 March 2009



Douglas Bain CEO