

EONI MANAGEMENT BOARD MEETING

THURSDAY 16 APRIL 2009 at 10.00AM

CEO'S OFFICE

MINUTES

Members:

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

In attendance:

PA to CEO
HR Officer (item 5)
Finance Officer (item 6 & 7)

Apologies: Assistant Chief Electoral Officer (ACEO(R)), Head of Information Services (HoIS)

		<u>ACTION</u>
1.	<p><u>Matters arising – Action Points</u></p> <p>Minutes of the January Board were agreed out of Board on 9 April.</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 5 – the ACEO(E) advised the procedures for converting the information from the MoJ had been raised with the HoIS and will be addressed at the next AEO meeting.</p> <p>Action 7 – the HoCS advised that the Finance Officer had started work on the budgets for next year. It was agreed that it would be beneficial for a meeting to be held with the ACEO(E) and ACEO(R) to move this forward. The HoCS will also send the CEO the TRIM link to the election budget.</p> <p>Action 9 – the CEO advised he will minute the Information Officer asking her to have a look at the current business standards with a view to reducing them in number, to more meaningful and measurable standards.</p>	<p>HoCS/ ACEO(E)/ ACEO(R)</p> <p>CEO/ Information Officer</p>

<p>2.</p>	<p><u>Progress against targets</u></p> <p>CEO gave a summary on the progress against targets report as outlined in the Business Plan for 2008/09. The targets were discussed and reviewed.</p> <p>A new progress against targets report will be produced for the next Board meeting reflecting the targets and development objectives outlined in the Business Plan for 2009/10</p>	<p>PA to CEO</p>
<p>3.</p>	<p><u>Schedule of future Business</u></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>PA to CEO</p>
<p>4.</p>	<p><u>Management Information</u></p> <p>The management information was discussed and noted.</p> <p><u>Registration</u> – the registration figures were reviewed and noted by the Board.</p> <p><u>Other Public Contact</u> – it was noted that calls to the Helpline had risen to nearly 4,000 in the last month with 85% of them being answered by an agent. There was also a significant increase in the number of visits to the website with nearly double the number of forms and documentation being downloaded.</p> <p>It was noted that the footfall at the Belfast Office remained high. There was a marked increase in the footfall at the Ballymena Office. The ACEO(E) advised the Board that this could be due to effective use of the media by the Ballymena Office in promoting initiatives they are undertaking.</p> <p><u>Evaluation of Initiatives</u> – the evaluation of initiatives was reviewed. On consideration of the figures the CEO asked the Board if they thought it was beneficial to continue running the ID clinics, as he felt this was being dealt with in a different way, with initiatives such as the schools initiatives</p>	

	<p>and extended office opening hours. It was agreed that the ID clinics should continue for this election but will be re-evaluated thereafter.</p> <p><u>Complaints</u> – complaints were reviewed and noted. The CEO asked if details from the comment cards were being recorded. He was advised this information was recorded on the Information Officer's quarterly reports. After discussion it was agreed that the quarterly reports should be brought to the Board for consideration.</p>	<p>Information Officer</p>
<p>5.</p>	<p><u>Personnel Report</u></p> <p>The personnel report was discussed and noted.</p> <p><u>Sick Absence</u> – the HR Officer reported that the overall sick absence rate from 1 April 08 to 31 March 09 is 3%. EONI has therefore met its target of 4% as detailed in the Business Plan. Compared with the same period last year there has been a significant decrease in the overall sick absence rate.</p> <p>The CEO commented on the low level of stress related sick absence and that it is significantly lower than any other government body. It was discussed that this could be due to good staff training and the procedures in place for probationers.</p> <p>It was agreed that the HR Officer would produce an insert for the Annual Report to outline the achievement of this target.</p> <p><u>Recruitment</u> –</p> <ul style="list-style-type: none"> • AEO (Newtownabbey) – interviews will take place on 20 and 22 April • AAEO (Banbridge) – interviews will be held on 23 April • Assistant Finance Officer – at shortlisting stage • Registration Officer – shortlisting taking place w/c 20 April • AO Corporate Services – will start on 27 April • P/t Finance Assistant – commenced employment on 9 April. 	<p>HR Officer</p>

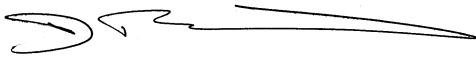
	<p>Testing for count staff will be held on 9, 17 and 20 April. The results will be available within 10 days. The CEO asked if any contingency plans were in place. The HR Officer advised letters had been sent to all those on the EA list asking if they would like to work at the count. Replies are due on this letter by 24 April.</p> <p><u>Staff Survey</u> – the HR Officer advised that she expects to have the results of the staff survey by the end of next week. This will be circulated out of Board when it is received.</p> <p><u>Equality</u> – the HR Officer advised that she had been liaising with the representative from the Equality Commission. He looked over some of the current EONI policies and a few amendments have been made as a result of his comments. He will also be coming back to provide equality training for the new entrants.</p>	
6.	<p><u>Finance Report</u></p> <p>The Finance Officer highlighted that there was an underspend in the programme budget and an overspend in the capital budget. The off-set of this gives a total underspend of 0.1%.</p> <p>The Finance Officer advised that he has started profiling the budget for this year. Over the next couple of weeks he will finalise this with the budget holders.</p> <p>The Finance Officer advised he had spoken with the representative from the bank advising them that the election account had been incorrectly opened. The CEO asked the Finance Officer to continue pressing the bank as this account needs to be open and ready for the nomination process in case deposits are paid by CHAPS. When the account is opened the Finance Officer will advise the PA to the CEO of the bank account details for the purpose of nominations.</p> <p>There was a conversation on what options would be available to the finance department when devolution commences in September. The issue of performing the full finance function in-house was discussed. The Board agreed this would be the favoured option. To enable EONI to put</p>	<p>Finance Officer</p> <p>Finance Officer</p>

	<p>forward a proposal for this option the Finance Officer will make enquiries with the Internal Auditors and other government bodies on how their finance department is handled.</p> <p><u>Procurement of a Bin Collection Service</u> – the Finance Officer circulated the proposal for the bin collecting service as a result of his procurement exercise. The CEO said that as this was for a small amount it should not come before the Board and that the Finance Officer should go ahead with his proposal.</p>	<p>Finance Officer</p>
<p>7.</p>	<p><u>Fire Risk Assessment – St. Anne’s House</u></p> <p>The HoCS took the Board through the action plan following the fire risk assessment at St. Anne’s House. She advised training on the use of the evac chair will be provided next week. It is anticipated that 3/4 people on each floor should be trained.</p> <p>It was noted that as a result of this report it was recommended that portable heaters should not be used. It was agreed that the Finance Officer should look into alternative heating options.</p> <p>The HoCS will draw up a fire risk assessment action plan for each of the Area Offices.</p>	<p>Finance Officer</p> <p>HoCS</p>
<p>8.</p>	<p><u>Charter Mark Update</u></p> <p>The ACEO(E) advised that the Charter Mark assessment visits were held on 7 and 8 April. In the process the Charter Mark assessor visited the Londonderry and Omagh Area Offices and his focus there was on customer service.</p> <p>The assessor reported that he was very impressed with the improvements made in the last year and that the number of areas with only partial compliance had been significantly reduced. The ACEO(E) advised she expected to have official notification of the re-accreditation of Charter Mark soon.</p> <p>The group will move forward to consider the new standard of customer excellence in the next year.</p>	

9.	<u>AOB</u> There was no other business.	
10.	<u>Next Meeting</u> Next meeting – Friday 22 May 2009 at 10.00am	

The meeting concluded at 11.15am

Approved out of Board on 1 May 2009-05-01

A handwritten signature in black ink, consisting of a stylized 'S' followed by a long horizontal stroke with a small upward tick at the end.