

# EONI MANAGEMENT BOARD MEETING

THURSDAY 21 FEBRUARY at 10.00AM

CONFERENCE ROOM 3<sup>RD</sup> FLOOR

## 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  
HR Officer (item 6,7,9)  
Finance Officer (item 7,9)  
Assistant PA  
NIPSA Rep  
Information Officer (item 9,10)

Apologies: none

|           |  | <u><b>ACTION</b></u>  |
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| <b>1.</b> | <b><u>Matters arising – Action Points</u></b><br><br>Action points were reviewed – matters arising, on going actions and new action points have been recorded on the Board Action Point report.<br><br>Action 3 – AEO Omagh Office advised he is currently waiting on planning permission and has been advised by Building Control that this can take up to 3/4 months before it will be looked at.<br><br>Action 4 – ACEO(R) reported that removals from the register as a result of mis-matched NINOs, is underway.<br><br>Action 6 – This action has to be completed by 3 March 2008.<br><br>Action 9 – CEO advised he had met with Ken Mack, NIO Press Office, on 20 February to discuss the Free Prize Draw launch. It was agreed that when the AEOs hold their individual press conference with the media regarding the Free Prize Draw they should include a brief update on the next 3 months events in their area. It was agreed that either the AEO or a representative from each Area Office should attend the launch event on 7 March. | <b>Board Members</b><br><br><br><br><br><br><b>Finance Officer</b><br><br><br><br><br><br><b>AEOs</b> |



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|                  | <p>AEOs will have to take responsibility to use what works best for them and utilise their budget to maximum effect. The CEO will produce an evaluation report for use throughout EONI which will be reviewed by the Board.</p> <p>Marketing – more activity noted.</p> <p>Media – CEO advised that an FOI request had been received at a District Council asking for further information on the relationship between the CEO and DROs. He is currently seeking legal advice on this matter.</p> <p>A question was raised on the charges to the District Council for the Banbridge by-election. The HoCS will further investigate the charges and report back to the Board.</p> <p>Other Public Contacts – CEO highlighted that this month showed another excellent performance by the Helpline. Figures have increased dramatically since the introduction of the new call answering system. The Helpline Supervisor is drafting a report, to be included in the Annual Report, outlining the comparison figures from the introduction of the new call handling system.</p> <p>Staff – It was agreed that if there is any extra work it should be offered to the permanent staff as over time before casual staff are brought in.</p> | <p><b>CEO</b></p> <p><b>CEO</b></p> <p><b>HoCS</b></p> <p><b>Helpline Supervisor</b></p> |
| <p><b>5.</b></p> | <p><b><u>Business Plan Timetable</u></b></p> <p>The EONI Business Plan 2008/09 assumptions were discussed and agreed subject to minor amendments.</p> <p>Targets for 2008/09 were discussed and agreed.</p> <p>Development Objectives 2008/09 for registration, elections, corporate services and corporate governance were discussed and agreed subject to minor amendments.</p> <p>The CEO will take forward the necessary amendments and further develop the Business Plan. The draft will be circulated to Board members.</p>  | <p><b>CEO</b></p>  |
| <p><b>6.</b></p> | <p><b><u>Personnel Report</u></b></p> <p>The personnel report was discussed and noted.</p>   |  |

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|    | <p><u>Sick Absence</u> – The HR Officer reported on the sick absence levels and advised that the target will be met.</p> <p><u>Training</u> – HR Officer advised that the training target has been met. Due to over budgeting for the staff away days there is surplus money. This surplus will be used to facilitate other necessary training.</p> <p><u>Recruitment</u> – the Assistant AEO post in Newtownards has been filled. The post of Registration Officer (Banbridge) will be advertised week commencing 10 March 2008.</p> <p><u>Staff Survey</u> – HR Officer outlined that the survey showed a good improvement. The survey results will be circulated to all staff. It was agreed that the staff survey will be added to the agenda for the March Board meeting for consideration and approval of the staff survey action plan.</p> <p><u>Flexi</u> – The Board agreed that the flexi time arrangements will not be changed. The HR Officer will issue a reminder to all staff advising them of the flexi terms and conditions.</p> <p><u>Name Badges</u> – the Board discussed and agreed that all staff should have name badges. It was agreed that staff at SO grade and above will have their full name and job title on the badge. Staff below the grade of SO will have their first name and job title on the badge. HR will issue a spreadsheet for staff to confirm the spelling of their name and to state their preference on format of the badge they require.</p> | <p>HR Officer</p> <p>HR Officer</p> <p>HR Officer</p> |
| 7. | <p><b><u>Finance Report</u></b></p> <p>The cumulative budgetary position for the ten months to 31 January 2008 was issued. The Finance Officer outlined the summary position and reported that there was an underspend of £200k. £150k of this underspend is because the money budgeted for the upgrade on the lease lines will not be able to be spent in this financial year. The HoCS is currently in discussions with RIR to ask if this money can be carried over to the next financial year. The Board will be kept updated.</p>  | <p>HoCS</p>   |

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| <p>8.</p>  | <p><b><u>Audit Update</u></b></p> <p>The audit update report was discussed. The HoCS will prepare a list of all the random checks that have to be carried out. The Board agreed the recommendation that the HoCS will monitor progress on a monthly basis, conduct random checks and provide quarterly audit updates to the Board.</p> <p>HoCS advised that the contract with the current auditors will end soon. She is a member of the panel evaluating tenders for this service.</p>  | <p><b>HoCS</b></p> <p><b>HoCS</b></p>                                      |
| <p>9.</p>  | <p><b><u>IT Cover</u></b></p> <p>The Board considered the options set out by the HoIS for IT cover during maternity leave. After discussion the Board agreed that the temporary vacant post should be trawled internally as a development opportunity. A further internal trawl will be run to fill the post of the successful candidate. If the internal trawl does not prove successful then consideration will be given to external recruitment. The HoIS and HR Officer will meet to discuss the trawl notice in preparation for release in March.</p>   | <p><b>HoIS/ HR Officer</b></p>   |
| <p>10.</p> | <p><b><u>Review of Complaints Received and Revised Complaints Procedure</u></b></p> <p>The Board discussed and agreed the revised complaints procedure subject to minor amendments. Once the amendments have been incorporated the ACEO(R) will send the final version to the Plain English Campaign to obtain the Crystal Mark. The Information Officer will obtain quotes for printing the complaints leaflet.</p> <p>It was noted that staff will need to be trained in the new complaints process. After discussion the Board agreed that two half day sessions will be held for staff incorporating training on the complaints procedure, customer charter and data handling security training. This training will take place over two half day sessions, one in Belfast and one outside Belfast. The HoCS will take forward the necessary arrangements and organise for an external trainer to deliver the training.</p> <p><u>Review of Complaints received</u></p> <p>Three completed complaints were reviewed by the Board and the changes to practice and procedures already</p> | <p><b>ACEO(R)</b></p> <p><b>Information Officer</b></p> <p><b>HoCS</b></p> |

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|            | made as a result of them were noted. It was further agreed that Office opening hours should be displayed at each location as well as on the website and on the answering machines. The HoCS will take this forward.  | <b>HoCS</b>                  |
| <b>11.</b> | <p><b><u>Visits to London Elections</u></b></p> <p>The CEO reminded the Board that he had announced that he would not be making any recommendation to the Secretary of State on a move to electronic counting until it had worked well at another major election. The next event will be at the London elections in May 08. Attendance of EONI staff would inform the CEO's decision on his recommendation.</p> <p>After discussion it was agreed that it would be beneficial to observe the electronic and centralised counting at the London Elections. This opportunity will be open to AEOs and AAEOs and HQ staff at equivalent grades. Only one member of staff per area office/business unit will be authorised to attend. The CEO will issue a note to relevant staff to gather an expression of interest and numbers. The ACEO(E) will circulate website details which will provide staff with further information.</p> | <b>CEO</b><br><b>ACEO(E)</b> |
| <b>12.</b> | <p><b><u>AOB</u></b></p> <p>Name Badges – dealt with at Item 6.<br/>Revised Complaints procedure – dealt with at Item 10.<br/>Data Handling Security Training – dealt with at Item 10.</p>   |                              |
| <b>13.</b> | <p><b><u>Next Meeting</u></b></p> <p>Next meeting – Thursday 20 March 2008 at 10.00am</p>  |                              |

The meeting concluded at 12.55pm