

# EONI MANAGEMENT BOARD MEETING

THURSDAY 11 NOVEMBER 2010 at 10.00AM

CEO's Office

## MINUTES

Members:

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

In attendance:

PA to CEO  
HR Officer (item 5, 6, 9)  
Information Officer (item 8)

Apologies: None

		<u><b>ACTION</b></u>
<b>1.</b>	<p><b><u>Matters arising – Action Points</u></b></p> <p>Minutes of the September Board were agreed out of Board on 25 October 2010.</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 3 – the HoCS reported that the assessment for additional filling cabinets had been completed and is currently out for quotations.</p>	<b>HoCS</b>
<b>2.</b>	<p><b><u>Progress against targets</u></b></p> <p>The targets and objectives outlined in the Business Plan for 2010/11 were discussed and reviewed. The report outlining the completed and ongoing actions was updated.</p> <p>Target 4 – the CEO updated the Board on the submissions received to date on the draft Polling Station Scheme.</p> <p>Objective 1 – the ACEO(R) reported that the customer care course is in the process of being accredited and it is anti 25 February 2011.</p> <p>Objective 4 – the ACEO(R) reported that this objective will be achieved by next month.</p>	



	<p>recorded delivery. The CEO will advise the Information Officer of an amended, to the letter that accompanies the replacement card, to highlight this. The CEO will issue staff with a guidance note on this decision.</p> <p><u>Prompt Payment Figures</u> – the figures were reviewed and noted by the Board.</p> <p><u>Complaints, Compliments &amp; Suggestions</u> – the complaints were reviewed and noted by the Board.</p> <p><u>Evaluation of Initiatives</u> – all initiatives undertaken were reviewed and noted by the Board.</p>	<p><b>CEO/ Information Officer</b></p>
<p><b>5.</b></p>	<p><b><u>Personnel Report</u></b></p> <p>The personnel report was discussed and noted.</p> <p><u>Sick Absence</u> – the HR Officer reported that the sick absence level was similar to the same period last year. The current level is 3.5%.</p> <p>The HR Officer provided an update on the two members of staff on long term sick.</p> <p>The NIPSA representative asked when staff pension statements would be available. The HoCS advised that the pensions are currently with GAD and work should be completed and statements issued in early 2011. The HoCS will follow this up and try to obtain a date.</p> <p><u>Staff Training</u> – the HR Office provided an update on staff training. ACEOs confirmed that dates will be arranged with staff in due course for in-house election training required.</p> <p><u>Election Review and Staffing</u> – the HR Officer advised that following a review it was necessary to recruit for poll clerks. In order to establish levels of staffing requirements it was agreed to set up a mock poll. There followed discussion on how this could be administered. It was agreed that the AEO Belfast would draft a proposal by early next week. Consideration will also be given to the possibility of an evening shift for poll staff.</p> <p>To increase the pool of staff available for the count it was agreed that poll staff could be tested and</p>	<p><b>HoCS</b></p> <p><b>AEO Belfast</b></p>

	<p>offered work for the 2011 elections because there would be no overnight counting.</p> <p><u>Permanent staff vacancies</u> – the HR Officer updated the Board on position with the vacancies in Ballymena and Newtownabbey. It was brought to the Boards attention that these vacancies had not been trawled internally in line with the recruitment policy. After discussion it was agreed that these vacancies would be trawled internally today with a deadline for responses by Friday.</p> <p>The HR Officer highlighted that due to the recruitment freeze the NIO had directed that these posts should be filled by secondment. She outlined how she proposed to take this forward. The CEO stated that it was important that any staff showing interest in these secondment opportunities should be tested to ensure that they meet the required standard.</p> <p>The followed discussion on how these vacancies could be filled if a secondment could not be secured. The CEO said he would speak to the NIO to ascertain if a fixed term contract could be used to fill the vacancies over the election period.</p> <p>The AEO Belfast reported that the Orchardville work placement was going well for basic tasks. The HR Officer reported that HQ and other AEOs were keen to offer work placements, where possible, as part of this scheme. Discussions with Orchardville were being taken forward in relation to placements for the Newtownards Area Office and Corporate Services.</p> <p><u>Reward and Recognition</u> – the HR Officer asked the Board to review and approve the Draft Reward and Recognition Scheme. After discussion it was agreed that the HR Officer would issue the Draft Reward and Recognition Scheme, subject to the suggested amendments, to all staff for consultation. This item will be brought back to the December Board.</p> <p><u>Christmas leave</u> – after discussion it was agreed that the Electoral Office will close on 23 December and open for business again on 4 January 2011. The HR Officer will circulate this decision to all staff.</p>	<p><b>HR Officer</b></p> <p><b>CEO</b></p> <p><b>HR Officer</b></p> <p><b>HR Officer</b></p> <p><b>HR Officer</b></p>
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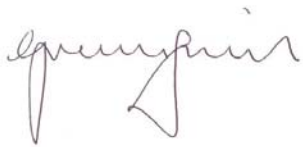
	<p><u>Annual leave carryover</u> – in light to the extra days awarded as part of the pay award it was raised that some staff may have difficulty using the extra days before the end of the leave year. After discussion it was agreed that as a ‘one-off’ staff would be allowed to carry over a maximum of 12 days to the next calendar year. The HR Officer will advise all staff of this decision.</p>	
6.	<p><b><u>Review of Payroll</u></b></p> <p>The HoCS advised that there were still a significant number of mistakes being made by HR Connect in relation to the payroll. Both the HoCS and the HR Officer met with HR Connect on 27 October to outline the continuing problems. As a result new procedures have been put in place, access to the HR Connect portal has been granted, which will enable the HR Department to review and check payments for accuracy.</p> <p>It was agreed that the HoCS would continue evaluate and monitor HR Connects performance and report back to the Board in six months.</p>	HoCS
7.	<p><b><u>Finance Report</u></b></p> <p>The HoCS took the Board through the Budget Centre Report for October 2010. She advised that even though there appears to be underspend this will be wiped out when the 2009 pay award is actioned in November 2011.</p> <p>Money was surrendered as part of the November 2010 monitoring return and this will be reflected in November 2010 report.</p> <p>The HoCS also reported that she needs to prepare a bid for the election budget. The Area Offices have already commenced work on the elections so the election account needs to be in place before the notice of election.</p>	HoCS
8.	<p><b><u>Customer Feedback Report</u></b></p> <p>The Information Officer took the Board through the Customer Feedback Report for the third quarter 2010. The Board discussed and reviewed the action required or taken as a result of feedback outlined in paragraph 7.1 of the Report. It was noted that</p>	

	<p>customer satisfaction was recorded as 99% which is extremely high.</p> <p>The Information Officer also reported that the company who undertakes the mystery shopping will now be used to carry out surveys on customer service rather than the current mystery shopper facility.</p>	
9.	<p><b><u>Electronic Attendance System</u></b></p> <p>The HoCS asked the Board to consider the recommendations for the introduction of an electronic attendance system. After discussion the Board decided not to implement this proposal because of the risks identified and that at present EONI do not have the funding to implement an electronic attendance system.</p>	
10.	<p><b><u>Audit Update</u></b></p> <p>The HoCS provided an audit update. She advised that an exit meeting would be arranged with the Audit Office early next week, with the final audit report being received within 10 working days from that meeting.</p> <p>She also advised that NIAO would be coming to HQ in January/February 2011 to carry out a review on the election accounts and procurement processes.</p> <p>The procedures for travel and subsistence claims were discussed. The HoCS advised the Finance Assistants monitor the travel and subsistence and retain records of staff insurance details. It was agreed that a reminder should be issued to all staff advising them that in order to claim travel and subsistence their car insurance, tax and driving license should be up to date and the correct cover stated on their insurance.</p>	HoCS
11.	<p><b><u>Risk Register Update</u></b></p> <p>The risk register was reviewed and discussed by the Board. The CEO will draft an amended risk register reflecting new risks identified. This will be circulated out of Board for comments and approval.</p>	

12.	<b><u>AOB</u></b> There was no other business discussed.	
13.	<b><u>Next Meeting</u></b> Thursday 16 December 2010 at 10.00am in the CEO's Office	

The meeting concluded at 12.15pm

Approved out of Board on 19 November 2010

A handwritten signature in cursive script, appearing to read 'G. Murray', is written in black ink.