

EONI MANAGEMENT BOARD MEETING
TUESDAY 18 DECEMBER 2007 at 10.00AM
CONFERENCE ROOM 3RD FLOOR

MINUTES

Members:

Chief Electoral Officer (CEO)
Assistant Chief Electoral Officer (ACEO)
Project Manager (PM)
Head of Corporate Services (HoCS)

In attendance:

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

Apologies: NIPSA Reps, Head of Information Services (HoIS)

		<u>ACTION</u>
1.	<p><u>Matters arising – Action Points</u></p> <p>Action points reviewed – matters arising, on going actions and new action points have been recorded on the Board Action Point report.</p> <p>Action 2 – A further meeting will be arranged with Paddy Mackel (NIPSA) to finalise the Overtime Policy.</p> <p>Action 4 – On advice from a consultant it was assessed that it was too expensive to upgrade to 10MG lines. Alternative arrangements are currently being considered.</p> <p>Action 9 – AEO's are currently getting prices for appropriate signage for their Offices.</p>	<p style="text-align: center;">Board Members</p> <p style="text-align: center;">HoCS</p> <p style="text-align: center;">HoIS</p> <p style="text-align: center;">AEOs</p>
2.	<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 2007/08.</p> <p>Target 1 – CEO stated that the 4.73% increase in the register was a good achievement by all those involved.</p> <p>Target 3 – The CEO has written to the Northern Ireland Court Service to ask if they can assist with the continuous registration process by supplying registration</p>	

	<p>forms to those who have been granted decree of divorce. A response is expected in early January.</p> <p>Target 12 – Further discussions need to be held on the funding of AEA qualifications.</p> <p>Target 13 – Move of the Belfast Area Office is currently being planned.</p> <p>Target 23 – Has been achieved.</p>	<p>ACEO</p> <p>ACEO</p>
<p>3.</p>	<p><u>Schedule of future Business</u></p> <p>The schedule of future business was reviewed and updated. Board member should notify PA to CEO of any future business to be brought before the Board.</p> <p>After discussion it was agreed that the January Board meeting will be moved to Thursday 24 January 2008.</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> – CEO said that there was a need to measure activity and transactions that effect the register on a monthly basis. This can be taken from the stats sheets the Area Offices complete on additions and deletions. The HoIS will include these stats on the monthly registration statistics report. The PM and HoIS will meet to discuss and define the meaning of “changes” to the register and advise AEOs accordingly.</p> <p>The HoIS will produce a report on transactions completed over the last 6 months to provide a benchmark figure for next year.</p> <p><u>Marketing</u> – It was noted that some of the Area Offices had not undertaken any marketing activity in November. PM outlined what marketing had been engaged by the Area Offices, what had worked the best and summarised ideas that have been put forward from staff on how it could be improved. CEO advised marketing plans need to be put in place for January and February 2008.</p> <p><u>Other Public Contact</u> – It was noted that the number of calls taken by operators was down on last month; this was almost certainly due to the office being closed for the EONI away day in November.</p>	<p>PM/ HoIS</p> <p>HoIS</p>

	<p>The PM highlighted that some of the Area Office footfall figures may not be accurate. It was agreed that line managers should produce guidance for Area Offices on how to record footfall to ensure accurate figures. Footfall should be recorded on every person who visits the public counter who causes a transaction.</p> <p><u>Complaints</u> – CEO advised that the one outstanding complaint has now been passed to PSNI for investigation.</p> <p><u>Staff</u> – Annual leave was discussed. It was agreed that the HoCS will issue a further reminder to all staff that the 9 day carry over limit will be strictly enforced.</p>	<p>ACEO, PM, HoCS, HoIS</p> <p>HoCS</p>
<p>5.</p>	<p><u>Business Plan Timetable</u></p> <p>The Business Plan Timetable was discussed and noted. All necessary actions have been taken.</p>	
<p>6.</p>	<p><u>Personnel Report</u></p> <p>The personnel report was discussed and noted.</p> <p><u>Sick Absence</u> - The HR Officer highlighted that the average number of sick days taken by staff has decreased. Long term sick figure still remains significant. However EONI should still meet the 4% target detailed in the Annual Business Plan.</p> <p><u>Training</u> – The HR Officer advised she is currently outsourcing all outstanding training. This includes the new and revised requirements as a result of the JEGS review.</p> <p>The HR Officer has written to various employment agencies to obtain CVs for a consultant to carry out the analysis of the 2008 staff survey. The Board will be kept updated on progress.</p> <p><u>Recruitment</u> – As a result of last recruitment trawl three new members of staff have been identified for Newtownabbey, Newtownards and Belfast. They will all commence employment on 7 January. Confirmation has also been received for three members of staff for the Advice Line. The HR Officer will advise IT of the start dates to enable them to have their accounts set up.</p>	<p>HR Officer</p> <p>HR Officer</p> <p>HR Officer/ IT</p>

7.	<p><u>Finance Report</u></p> <p>The cumulative budgetary position for the eight months to 30 November 2007 was issued. The Finance Officer outlined that there was an underspend of £25,000 caused by an underspend in staff pay and non cash costs. This will be used by the regarding of posts as a result of the JEGS review.</p> <p>The Finance Officer advised the Board of monies surrendered from the non cash budget and that money has been identified for the JEGS review and for DWP work. A portion of the capital budget has been retained in light of the recent data going missing from other Government bodies. This will go towards EONI tightening up security measure in this area.</p> <p>HoCS advised next year's budget figures had not yet been received. The CEO has had the first go at splitting the budget heads to the identified budget managers. These budget managers and AEOs will be asked to define what they think they are going to spend in the next year. To provide them with guidance the HoCS and the Finance Officer will attend the next AEO meeting on the 9 January.</p>	HoCS/ Finance Officer
8.	<p><u>Chartermark Update</u></p> <p>ACEO reported that the Chartermark pre-assessment day was held on 6 December. Out of 63 areas 18 areas were reported as partial non compliance and 2 areas of major non compliance. The Chartermark group has since met to discuss and take forward any necessary actions needed to reduce the number of major and partial non compliance areas. It is hoped that the final assessment will be in mid March 2008.</p>	
9.	<p><u>Promoting Good Relations</u></p> <p>ACEO advised that Section 75(2) of the Northern Ireland Act 1998 places a legal duty on designated public authorities to have regard to the desirability of promoting good relations between persons of different religious belief, political opinion or racial group. The Board reviewed the options outlined in section 4 of the Board paper and after discussion agreed the recommendations outlined in the report. ACEO will take on the role of Good Relations Officer.</p> <p>The Board agreed that Promoting Good Relations should</p>	

	be listed as an item at the next AEO meeting. At this meeting additional people will be identified to assist the Good Relations Officer in completing this statutory requirement.	ACEO
10.	<p><u>Arrangements for January Away Days</u></p> <p>The Board discussed and agreed the agenda items for the staff away days at the end of January. The CEO will draft and circulate the agenda to all staff.</p> <p>HR will confirm the number of those attending the away days in the new year. Notices should be displayed in every office from 7 January as follows – “This office will be closed on 31 January and 1 February for staff training.”</p>	<p>CEO</p> <p>HR</p>
11.	<p><u>AOB</u></p> <p>There was no other business.</p>	
12.	<p><u>Next Meeting</u></p> <p>Next meeting – Thursday 24 January 2008 at 10.00am</p>	

The meeting concluded at 11.45am