

# EONI MANAGEMENT BOARD MEETING

THURSDAY 27 MAY 2010 at 10.00AM

Conference Room

## MINUTES

Members:

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

In attendance:

PA to CEO  
NIPSA Rep  
Finance Officer (item 7&9)

Apologies: HR Officer

		<u><b>ACTION</b></u>
<b>1.</b>	<p><b><u>Matters arising – Action Points</u></b></p> <p>Minutes of the March Board were agreed out of Board on 1 April 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 4 – the AEO(E) advised that all work on the public counter in the Belfast Area Office should be completed next week.</p> <p>Action 5 – the HoCS advised that the Finance Officer is waiting for figures from FSD. They will be passed to the CEO when received.</p> <p>Action 15 – the ACEO(E) advised that he is still waiting on further information. He expects to be circulating the revised Good Relations Strategy next week.</p>	<p><b>ACEO(E)</b></p> <p><b>Finance Officer</b></p> <p><b>ACEO(E)</b></p>
<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. Lead responsibility for each target and objective was assigned.</p>	<p><b>Board Members</b></p>

<p>3.</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>4.</p>	<p><b><u>Management Information</u></b></p> <p>The management information was discussed and noted.</p> <p><u>Registration</u> – the registration figures were reviewed and noted by the Board. There was a significant surge in registration applications received in the run up to the election.</p> <p><u>Marketing</u> – the marketing figures were reviewed and noted by the Board.</p> <p><u>Media</u> – the media figures were reviewed and noted by the Board.</p> <p><u>Other Public Contact</u> – the figures were reviewed and noted by the Board. It was noted that there was a significant number of hits on the EONI website.</p> <p><u>Office Visits</u> – the figures were reviewed and noted by the Board.</p> <p><u>ID Card</u> – the figures were reviewed and noted by the Board.</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> – the evaluation of initiatives were reviewed and noted by the Board. The CEO highlighted that some of the initiatives undertaken should not have been recorded as successful when the cost per application was high. Further consideration should be given before undertaking these initiatives again.</p>	



	<p>dealing with difficult situations. It was also agreed that staff should be provided with stress management training in the run up to an election. The HR Officer will source stress handling training.</p> <p>No agreement was made on the development of a stress policy.</p>	<p><b>HR Officer</b></p>
<p><b>6.</b></p>	<p><b><u>Performance Standards Quarterly Report</u></b></p> <p>The Customer Feedback Report for quarter 1 2010 was discussed and noted by the Board. This report showed that again a high level of customer service was achieved.</p> <p>The CEO raised the question of comments cards not being a sufficient method of gathering customer feedback and could this be done in any other way. The AECO(R) advised that this area would be picked up and dealt with when going for the Customer Service Excellence award.</p>	
<p><b>7.</b></p>	<p><b><u>Finance Report</u></b></p> <p>The Finance Officer took the Board through the Budget Centre Report for March 2010 and advised that figures on the April report had not yet been received from FSD. The Finance Officer advised that at the end of year there was an overspend of £6k.</p> <p>Staff pay deal – this is still ongoing and it was agreed that written confirmation should be obtained from NIO on the staff pay award. The CEO advised that the equal pay award is currently with legal advisers.</p> <p>Halarose contract – the Finance Officer advised that the 3 year contract with Halarose is due to expire in early 2011. Due to a backlog at CPD he feels it would be prudent to start work on the tendering process now. After discussion the Board agreed the HoIS would draft and submit the new specification criteria to CPD to book a place in the queue.</p>	<p><b>Finance Officer</b></p> <p><b>HoCS</b></p> <p><b>HoIS</b></p>

<p>8.</p>	<p><b><u>Fire Risk Assessment Update</u></b></p> <p>The HoCS took the Board through the Fire Risk Assessment Recommendations outstanding at 21 May 2010.</p> <p>Newtownabbey – all work will be completed by next week. A review will then be carried out of the Fire Risk Assessment.</p> <p>Banbridge - all work will be completed by next week. A review will then be carried out of the Fire Risk Assessment.</p> <p>Omagh – the HoCS advised she is currently seeking legal advice on whose responsibility it is to carry out the required repairs. Once this has been established a formal decision will be made.</p>	<p><b>HoCS</b></p>
<p>9.</p>	<p><b><u>Payroll Update</u></b></p> <p>The HoCS took the Board through the Payroll Update report. The CEO advised that although the NIO had given permission to move to in-house payment of the EONI payroll the position had now changed. Initial problems with HR Connect had now improved. After discussion it was agreed that the decision to move to in-house payment should be delayed for a period of 6 months. The service that is provided by HR Connect should be monitored closely for the next 6 months and reviewed on a monthly basis by the Board. This issued will be fully reviewed again at the November Board.</p>	<p><b>HoCS</b></p>
<p>10.</p>	<p><b><u>Audit Update</u></b></p> <p>The HoCS took the Board through the Audit update report as at 21 May 2010. All recommendations were reviewed and noted by the Board. It was reported that a full roll out of the Business Continuity Plan (including the IT Disaster Recovery Plan) would be held in early July.</p>	
<p>11.</p>	<p><b><u>Polling Station Scheme Review</u></b></p> <p>The CEO asked the Board to consider the Polling Station Scheme Review 2010 Draft Outline Plan.</p>	

	<p>After discussion the proposed outline plan and timetable was agreed and accepted by the Board. This item will be added to the agenda at the next AEO meeting to discuss the practicalities of implementing outline plan and timetable.</p>	
12.	<p><b><u>AOB</u></b></p> <p><b>Registration Standards – compliance during election period</b></p> <p>The registration standards during election periods was discussed by the Board. No agreement was reached. However it was agreed that this item should be added to the next AEO meeting for full discussion. In advance of the AEO meeting the CEO will write to all AEOs asking them to prepare written submissions in preparation for this item.</p>	CEO
13.	<p><b><u>Next Meeting</u></b></p> <p>Next meeting – Thursday 24 June at 10.00am</p>	

The meeting concluded at 12.05pm

Approved out of Board on 14 June 2010

