

REGISTRATION

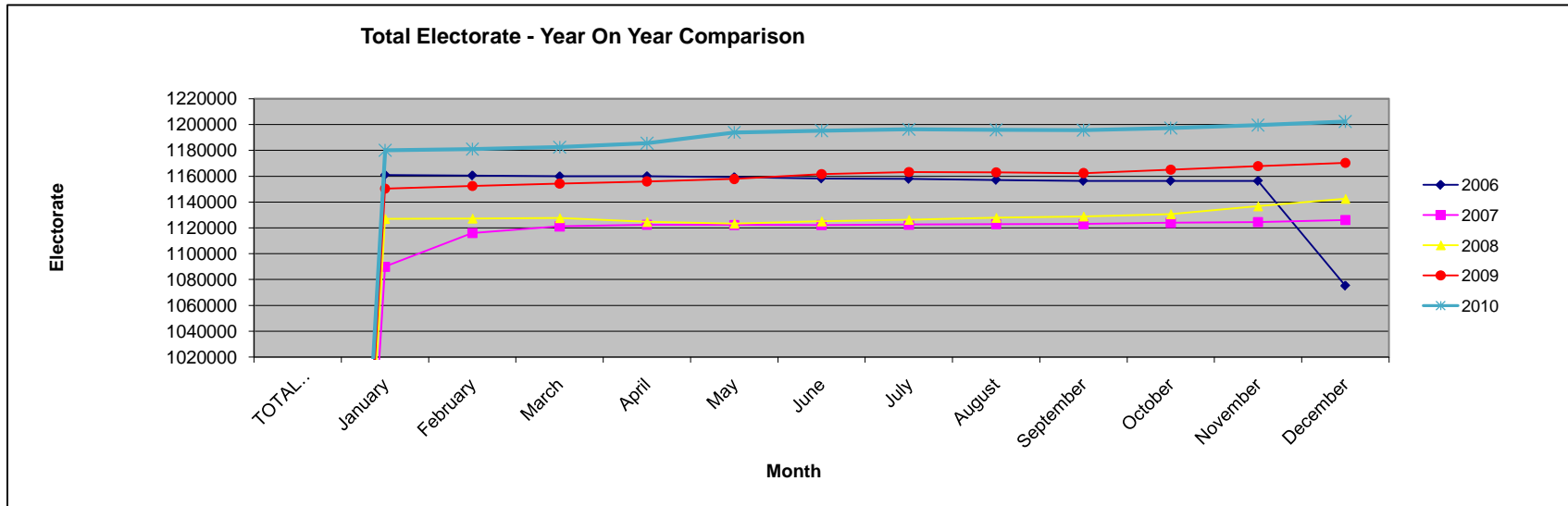
01.12.10 comparison with 01.12.09

Area Office	Constituency	Total Published Electorate 01.12.09	Total Published Electorate 01.12.10	Difference	% Change
Belfast	BELFAST SOUTH	59614	61884	2270	3.81
	BELFAST WEST	59279	60751	1472	2.48
Londonderry	FOYLE	65367	68093	2726	4.17
	EAST LONDONDERRY	63453	64938	1485	2.34
Ballymena	NORTH ANTRIM	73409	74816	1407	1.92
	MID ULSTER	64419	66361	1942	3.01
Omagh	WEST TYRONE	61076	62678	1602	2.62
	FERMANAGH AND SOUTH TYRONE	68853	70342	1489	2.16
Banbridge 1	UPPER BANN	75850	77573	1723	2.27
	NEWRY AND ARMAGH	75330	76975	1645	2.18
Banbridge 2	SOUTH DOWN	70808	72579	1771	2.50
	LAGAN VALLEY	65365	66976	1611	2.46
Newtownabbey	BELFAST NORTH	65097	67487	2390	3.67
	EAST ANTRIM	60214	61524	1310	2.18
	SOUTH ANTRIM	62967	64745	1778	2.82
Newtownards	BELFAST EAST	58617	60720	2103	3.59
	STRANGFORD	60258	61819	1561	2.59
	NORTH DOWN	60360	61939	1579	2.62
TOTAL		1170336	1202200	31864	2.72

01.12.10 comparison with previous month

Area Office	Constituency	Total Published Electorate 01.11.10	Total Published Electorate 01.12.10	Difference	% Change
Belfast	BELFAST SOUTH	61609	61884	275	0.45
	BELFAST WEST	60496	60751	255	0.42
Londonderry	FOYLE	67770	68093	323	0.48
	EAST LONDONDERRY	64784	64938	154	0.24
Ballymena	NORTH ANTRIM	74985	74816	-169	-0.23
	MID ULSTER	66232	66361	129	0.19
Omagh	WEST TYRONE	62579	62678	99	0.16
	FERMANAGH AND SOUTH TYRONE	70216	70342	126	0.18
Banbridge 1	UPPER BANN	77298	77573	275	0.36
	NEWRY AND ARMAGH	76665	76975	310	0.40
Banbridge 2	SOUTH DOWN	72338	72579	241	0.33
	LAGAN VALLEY	66894	66976	82	0.12
Newtownabbey	BELFAST NORTH	67380	67487	107	0.16
	EAST ANTRIM	61455	61524	69	0.11
	SOUTH ANTRIM	64678	64745	67	0.10
Newtownards	BELFAST EAST	60667	60720	53	0.09
	STRANGFORD	61722	61819	97	0.16
	NORTH DOWN	61740	61939	199	0.32
TOTAL		1199508	1202200	2692	0.22

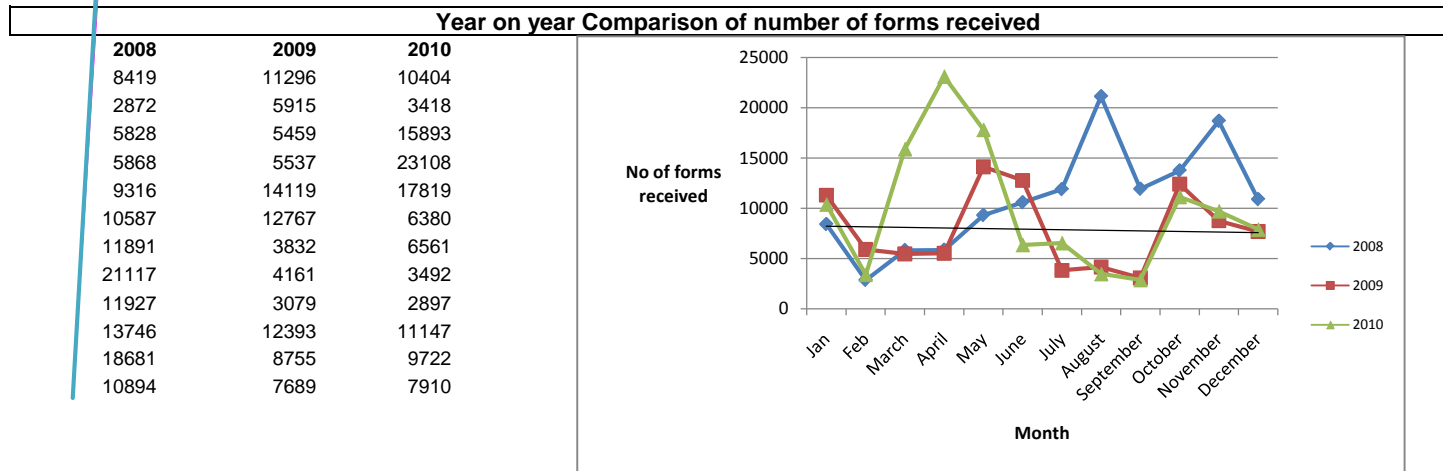
TOTAL ELECTORATE	2006	2007	2008	2009	2010
January	1160838	1089928	1126982	1150393	1179994
February	1160492	1115965	1127258	1152379	1180979
March	1159858	1121098	1127602	1154228	1182410
April	1159896	1122330	1124624	1155960	1185427
May	1159124	1122198	1123352	1157853	1193824
June	1158139	1122105	1125053	1161566	1195089
July	1157814	1122469	1126263	1163197	1196138
August	1157051	1122839	1127833	1163042	1195721
September	1156263	1122885	1128890	1162425	1195503
October	1156263	1123846	1130596	1165026	1197133
November	1156263	1124479	1136766	1167886	1199508
December	1075116	1125979	1142547	1170336	1202200



CHANGES TO REGISTER AND FORMS RECEIVED - 1 NOVEMBER 2010 REVISED REGISTER

Office	Constituency	Total No. of CR Claim forms recd in office	Modification (including Z added)	Transfers	Additions	Total evidence letters issued	Total Deletions (deaths & removals)	Total Transactions	Published Electorate 1 October 2010	% change
Belfast	Belfast South	591	38	172	308	186	81	785	61609	1.27
	Belfast West	433	42	109	272	371	59	853	60496	1.41
Newtownards	North Down	482	83	89	275	41	96	584	61740	0.95
	Strangford	331	51	64	174	42	85	416	61722	0.67
Newtownabbey	Belfast East	410	39	92	185	51	122	489	60667	0.81
	East Antrim	292	37	80	130	23	73	343	61455	0.56
	South Antrim	294	31	87	152	20	56	346	64678	0.53
	Belfast North	390	41	122	186	11	90	450	67380	0.67
Banbridge 1	Upper Bann	608	62	126	369	71	108	736	77298	0.95
	Newry & Armagh	598	50	85	409	66	87	697	76665	0.91
Banbridge 2	South Down	433	32	59	300	61	61	513	72338	0.71
	Lagan Valley	334	31	113	169	79	85	477	66894	0.71
Omagh	Fermanagh & South Tyrone	571	28	93	231	41	104	497	70216	0.71
	West Tyrone	408	18	100	178	33	87	416	62579	0.66
Ballymena	North Antrim	455	20	112	389	72	560	1153	74985	1.54
	Mid Ulster	352	20	90	215	45	97	467	66232	0.71
Londonderry	Foyle	582	86	114	365	41	62	668	67770	0.99
	East Londonderry	346	26	77	224	27	65	419	64784	0.65
TOTALS	TOTALS	7910	735	1784	4531	1281	1978	10309	1199508	

Note: The total number of CR forms recd include duplicates and forms from persons who are not eligible for inclusion on the register. The totals of modifications/additions and transfers are those approved up to publication of revised register each month. The total of these does not relate to the total number of forms recd.



PERFORMANCE MONITORING

Targets:

1.1 Process all registration application forms and related correspondence within 5 working days of receipt (Management Check R1)

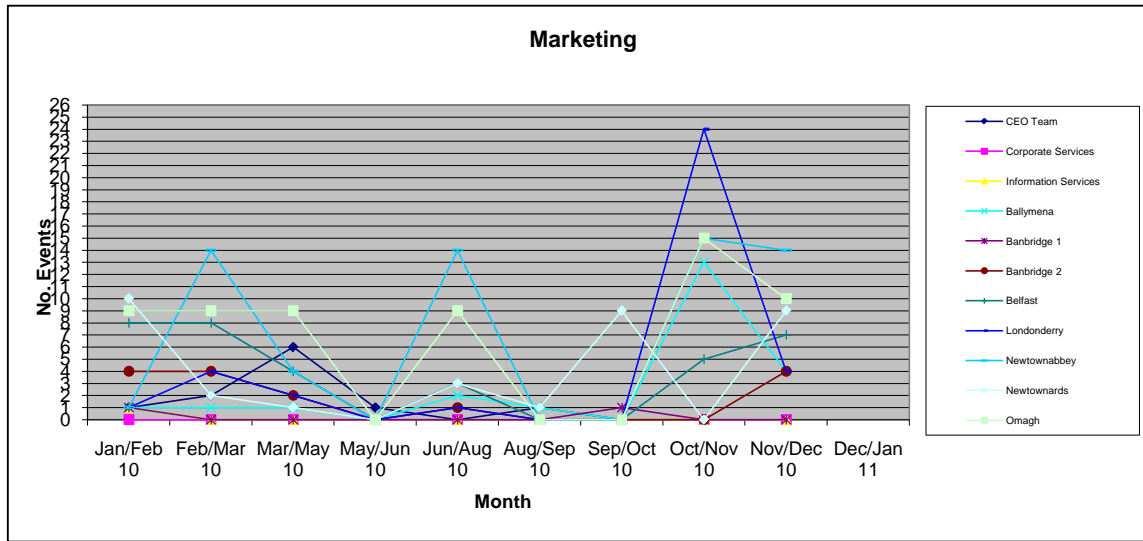
Area Office	Target 1.1 Met	Comments
Ballymoney	Yes	
Banbridge 1	Yes	
Banbridge 2	Not available	
Belfast	No	Approx 500 BSO forms not yet acknowledged and in current processing.
Londonderry	Yes	
Newtownabbey	Not available	
Newtownards	No	Unable to meet target of processing all registration application forms within 5 working days due to unavailability of EROS.
Omagh	Yes	

MARKETING

Nov - Dec 10

Area Office/Business Unit	No. of Presentations	Notes
CEO Team	0	
Corporate Services	0	
Information Services	0	
Ballymena	4	Meeting with Mid Ulster Sinn Fein re Registration & Id Event. Meeting with Moyle Sinn Fein re Rathlin. Meeting with Spotcheck re Mystery Shopper / Survey. Meeting with OCN re accreditation.
Banbridge 1	0	
Banbridge 2	4	School visits
Belfast	8	SINN FEIN CONSTITUENCY MEETING; TRAVELLERS EVENT; 5 SCHOOLS; VOYPIC EVENT FOR YOUNG PEOPLE WITH LEARNING DIFFICULTIES; 2200 FE LETTERS ISSUED
Londonderry	4	3 Registration & ID Clinics - Strand Tech/Limavady Tec/ St Patrick's Church Hall Coleraine at the request of the DUP. Approx 2000 letter sent to FE Students with additiona forms for family members.
Newtownabbey	14	2 meetings DUP, 12 School visits
Newtownards	10	8 School Registration/ID events. Registration/ID event Whitehill Community. Focus Group at Kilcooley Comunity Forum
Omagh	9	School visits
TOTAL	53	

Area Office/Business Unit	Jan/Feb 10	Feb/Mar 10	Mar/May 10	May/Jun 10	Jun/Aug 10	Aug/Sep 10	Sep/Oct 10	Oct/Nov 10	Nov/Dec 10	Dec/Jan 11
CEO Team	1	2	6	1	0	1	0	0	0	
Corporate Services	0	0	0	0	0	0	0	0	0	
Information Services	1	0	0	0	0	0	0	0	0	
Ballymena	1	1	1	0	2	1	0	13	4	
Banbridge 1	1	0	0	0	0	0	1	0	0	
Banbridge 2	4	4	2	0	1	0	0	0	4	
Belfast	8	8	4	0	3	0	0	5	7	
Londonderry	1	4	2	0	1	0	0	24	4	
Newtownabbey	1	14	4	0	14	0	0	15	14	
Newtownards	10	2	1	0	3	1	9	0	9	
Omagh	9	9	9	0	9	0	0	15	10	
TOTAL	37	7	20	1	10	3	10	72	52	0

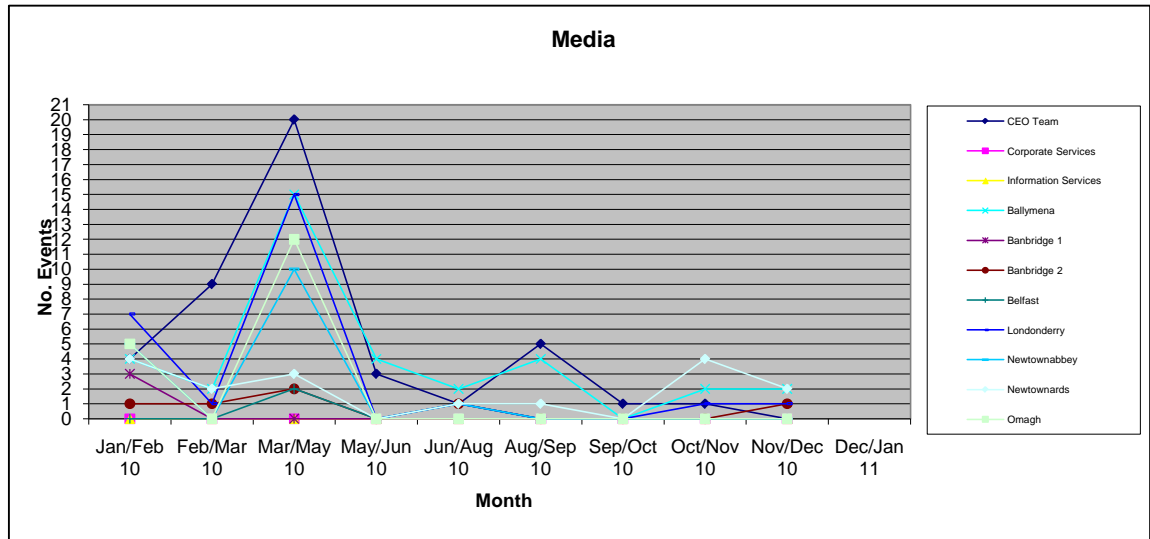


MEDIA

Nov - Dec 10

Area Office/Business Unit	No. of Media Contacts	Notes
CEO Team	0	
Corporate Services	0	
Information Services	0	
Ballymena	2	Ballymena Times and Guardian - cheque presentation to Macmillan Cancer
Banbridge 1	0	
Banbridge 2	1	Down Democrat - schools
Belfast	0	
Londonderry	1	Photo with George Robinson MLA promoting Registration in Coleraine
Newtownabbey	0	
Newtownards	2	County Down Spectator re: registration event at Whitehill County Down Spectator photo of Focus Group
Omagh	0	
TOTAL	6	

Area Office/Business Unit	Jan/Feb 10	Feb/Mar 10	Mar/May 10	May/Jun 10	Jun/Aug 10	Aug/Sep 10	Sep/Oct 10	Oct/Nov 10	Nov/Dec 10	Dec/Jan 11
CEO Team	4	9	20	3	1	5	1	1	0	
Corporate Services	0	0	0	0	0	0	0	0	0	
Information Services	0	0	0	0	0	0	0	0	0	
Ballymena	4	2	15	4	2	4	0	2	2	
Banbridge 1	3	0	0	0	0	0	0	0	0	
Banbridge 2	1	1	2	0	1	0	0	0	1	
Belfast	0	0	2	0	1	0	0	0	0	
Londonderry	7	1	15	0	1	0	0	1	1	
Newtownabbey	5	0	10	0	1	0	0	0	0	
Newtownards	4	2	3	0	1	1	0	4	2	
Omagh	5	0	12	0	0	0	0	0	0	
TOTAL	33	12	79	7	6	10	1	8	6	0



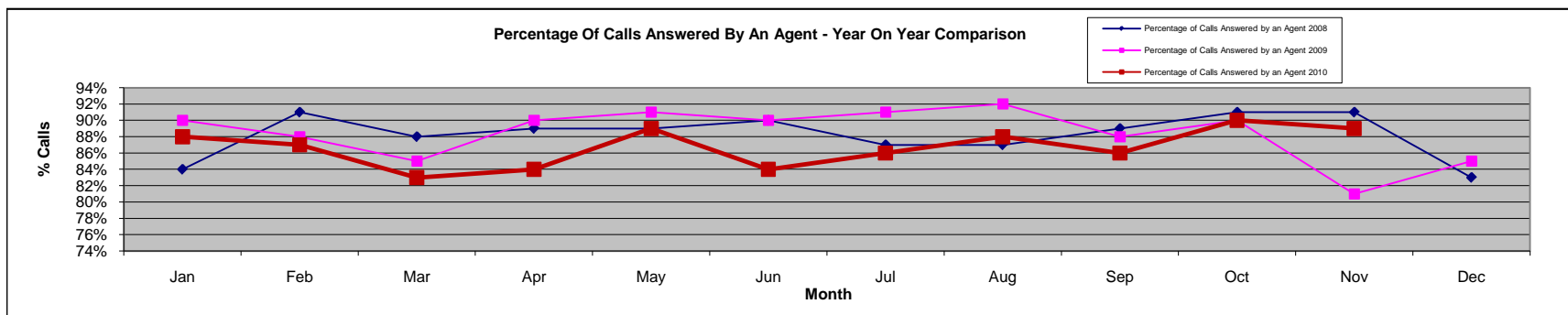
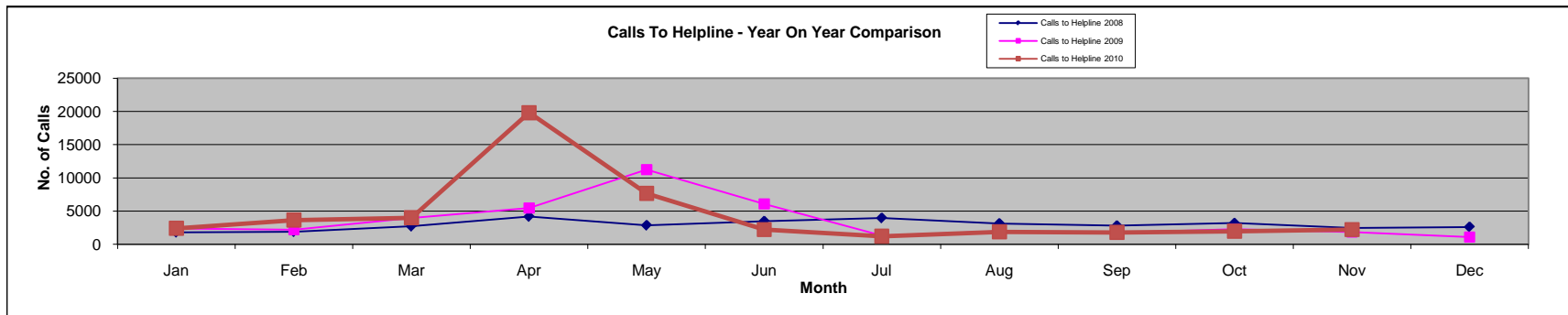
OTHER PUBLIC CONTACTS

Helpline Statistics

2010	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Calls to Helpline 2010	2419	3661	4004	19830	7675	2223	1220	1903	1791	1976	2219	
Calls Answered by an Agent 2010	2138	3199	3327	16584	6843	1857	1055	1674	1548	1770	1986	
Percentage of Calls Answered by an Agent 2010	88%	87%	83%	84%	89%	84%	86%	88%	86%	90%	89%	

2009	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Calls to Helpline 2009	2386	2207	3954	5453	11253	6078	1297	1993	1752	2276	1836	1097
Calls Answered by an Agent 2009	2151	1943	3365	4902	10190	5484	1175	1834	1545	2040	1480	929
Percentage of Calls Answered by an Agent 2009	90%	88%	85%	90%	91%	90%	91%	92%	88%	90%	81%	85%

2008	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Calls to Helpline 2008	1799	1889	2709	4174	2856	3479	3958	3133	2805	3185	2453	2607
Calls Answered by an Agent 2008	1511	1719	2384	3725	2532	3128	3426	2722	2506	2887	2237	2173
Percentage of Calls Answered by an Agent 2008	84%	91%	88%	89%	89%	90%	87%	87%	89%	91%	91%	83%



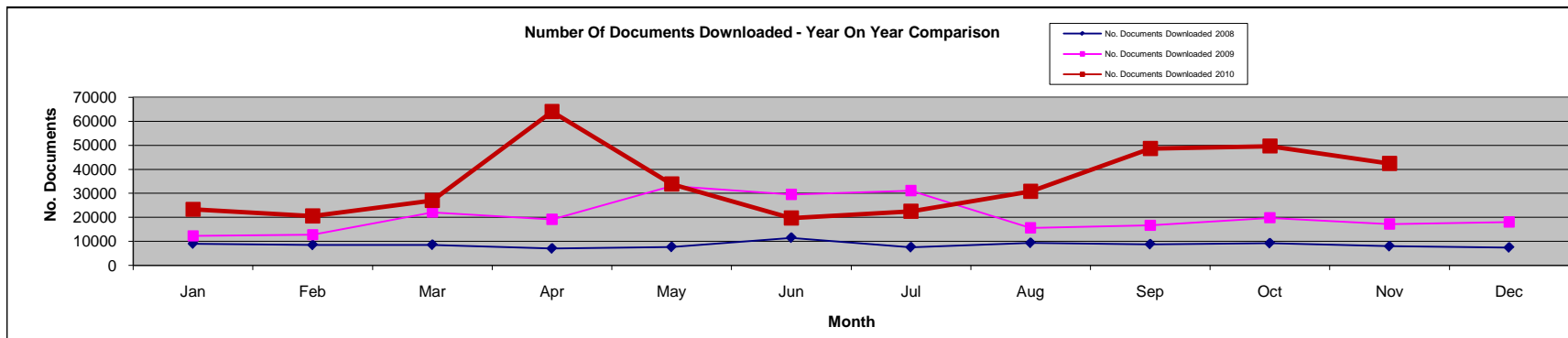
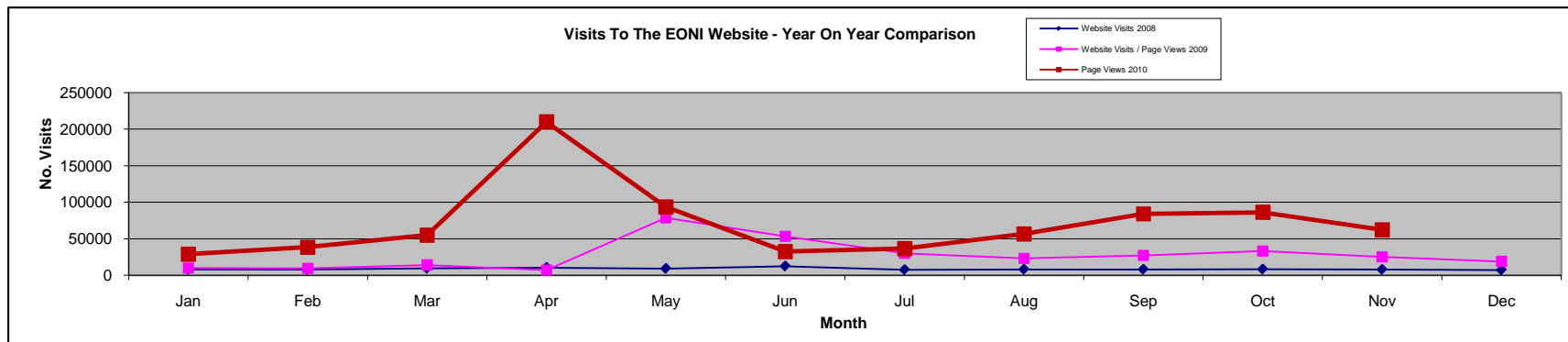
Website Statistics

¹ System of recording was changed from Website Visits to Page Views in May 2009

2010	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Page Views ¹	28939	38458	55068	209996	93559	32568	36541	56601	84156	86223	62364	
No. Documents Downloaded	23338	20611	27046	64041	33865	19732	22577	30858	48616	49688	42444	

2009	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Website Visits	9711	9534	14024	7074	78560	53138	30060	23182	27190	33197	24979	18893
No. Documents Downloaded	12346	12777	22167	19175	33115	29558	31151	15688	16700	19839	17254	18089

2008	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Website Visits	8214	8002	9559	10711	9322	12559	7699	8177	8171	8426	7940	7312
No. Documents Downloaded	9064	8501	8571	7035	7659	11515	7550	9362	8806	9221	7975	7461

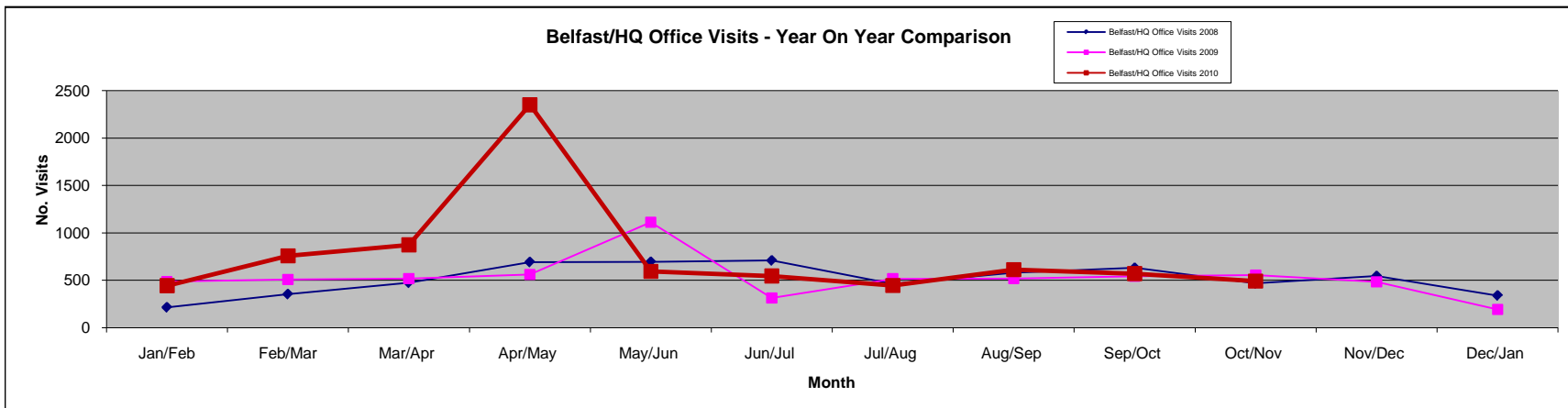
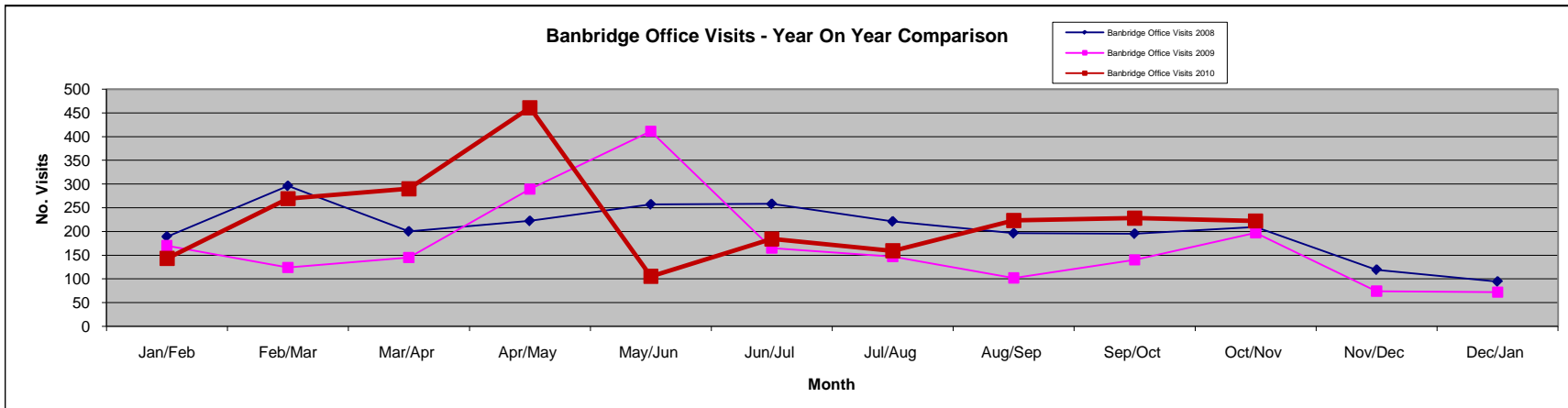
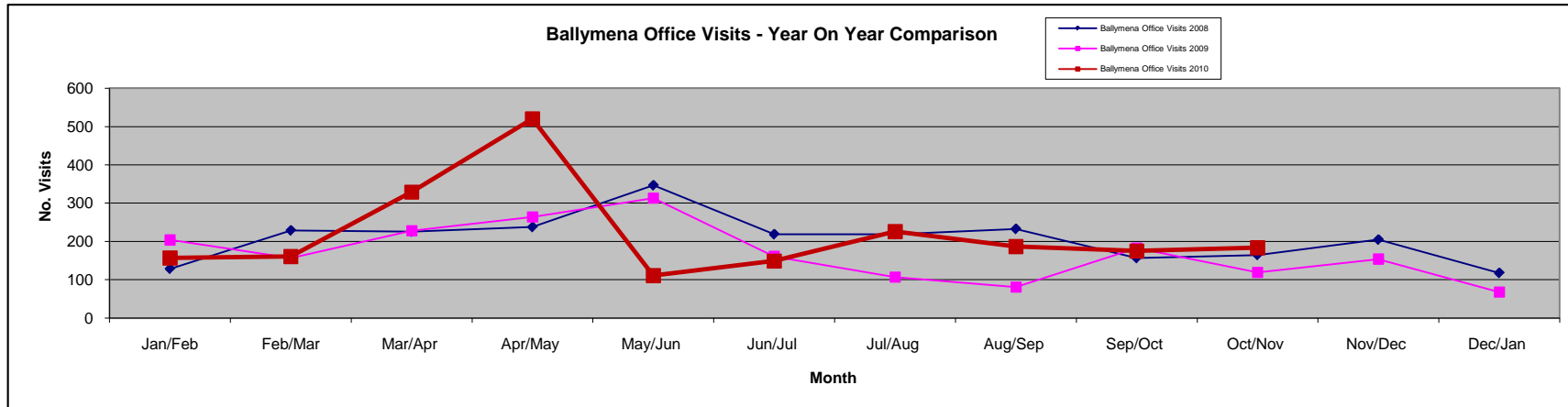


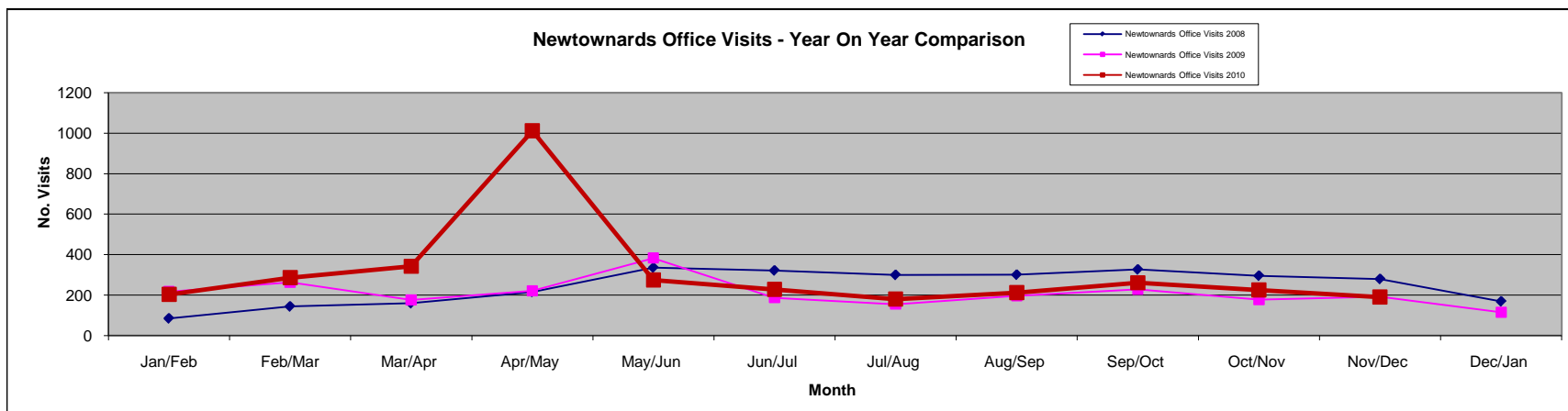
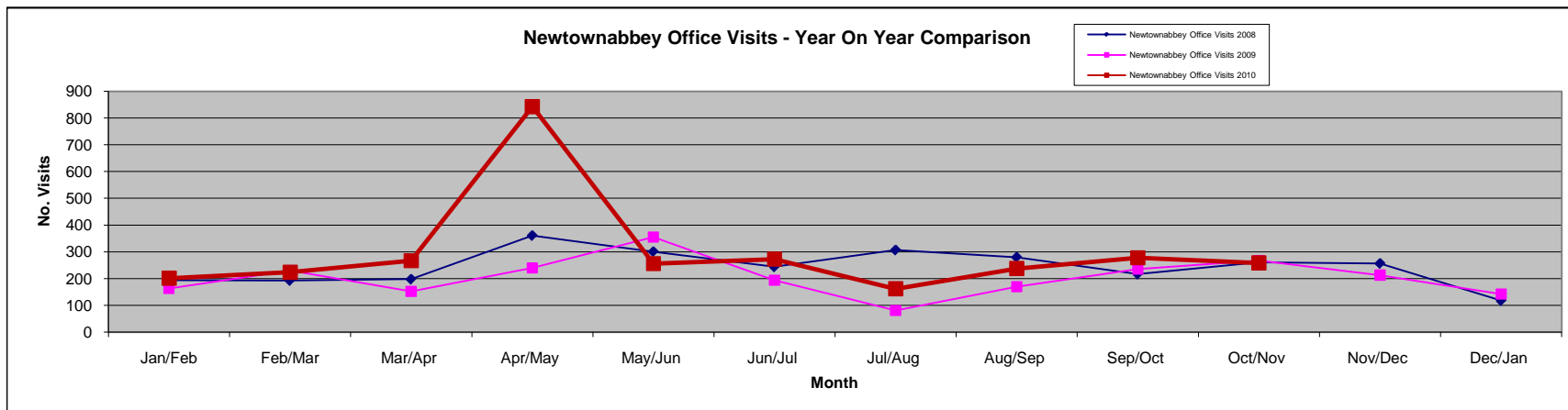
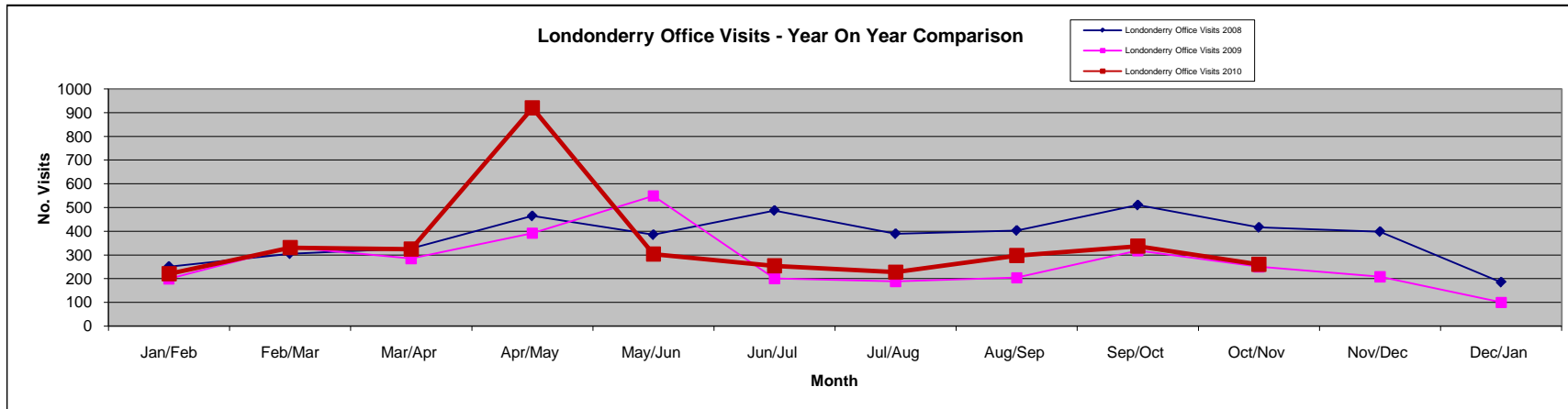
Office Visits by Customers

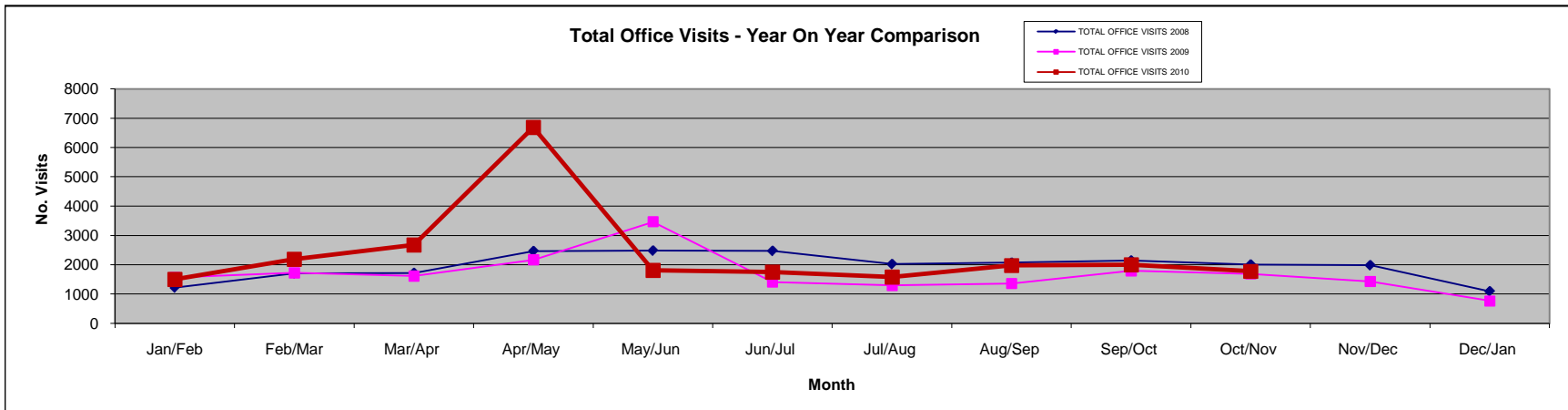
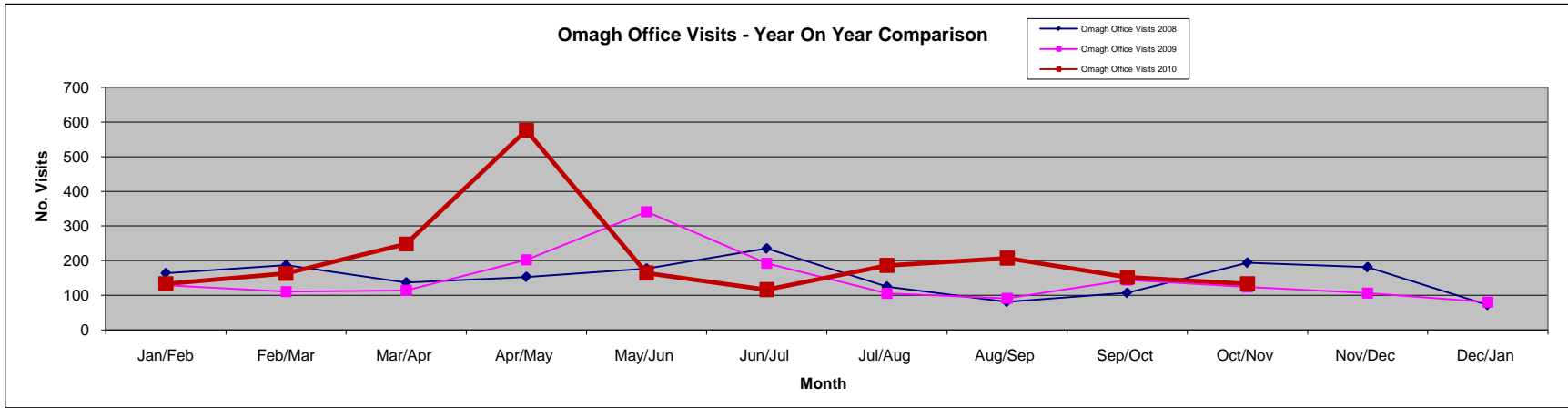
2010	Jan/Feb	Feb/Mar	Mar/Apr	Apr/May	May/Jun	Jun/Jul	Jul/Aug	Aug/Sep	Sep/Oct	Nov	Dec
Ballymena Office Visits 2010	157	161	329	520	111	149	226	187	175	184	
Banbridge Office Visits 2010	143	269	290	461	105	184	159	223	228	222	
Belfast Office Visits 2010	443	758	874	2352	594	546	445	612	571	492	
Londonderry Office Visits 2010	220	330	324	920	303	254	227	297	337	260	
Newtownabbey Office Visits 2010	202	224	267	843	256	273	162	238	278	259	
Newtownards Office Visits 2010	203	286	342	1012	275	228	180	212	261	225	190
Omagh Office Visits 2010	133	163	248	576	164	116	186	207	152	133	
TOTAL OFFICE VISITS 2010	1501	2191	2674	6684	1808	1750	1585	1976	2002	1775	

2009	Jan/Feb	Feb/Mar	Mar/Apr	Apr/May	May/Jun	Jun/Jul	Jul/Aug	Aug/Sep	Sep/Oct	Oct/Nov	Nov/Dec	Dec/Jan
Ballymena Office Visits 2009	204	157	228	264	313	161	107	81	183	119	154	68
Banbridge Office Visits 2009	170	124	145	289	411	165	147	102	140	197	74	72
Belfast/HQ Office Visits 2009	487	508	518	562	1112	313	516	517	544	554	483	193
Londonderry Office Visits 2009	199	332	285	392	549	200	188	204	318	250	208	100
Newtownabbey Office Visits 2009	163	230	152	240	355	194	81	170	236	267	213	142
Newtownards Office Visits 2009	217	263	176	221	383	187	155	196	228	178	192	115
Omagh Office Visits 2009	129	110	114	202	341	192	105	91	144	124	106	80
TOTAL OFFICE VISITS 2009	1569	1724	1618	2170	3464	1412	1299	1361	1793	1689	1430	770

2008	Jan	Feb	Mar/Apr	Apr/May	May/Jun	Jun/Jul	Jul/Aug	Aug/Sep	Sep/Oct	Oct/Nov	Nov/Dec	Dec/Jan
Ballymena Office Visits 2008	129	229	226	238	347	219	219	233	157	165	205	118
Banbridge Office Visits 2008	189	296	200	222	257	258	221	196	195	209	119	94
Belfast/HQ Office Visits 2008	215	354	474	692	694	709	462	578	631	467	545	340
Londonderry Office Visits 2008	251	305	327	464	385	487	389	403	510	416	398	185
Newtownabbey Office Visits 2008	194	193	198	361	301	244	307	280	217	261	257	118
Newtownards Office Visits 2008	85	144	160	216	336	322	300	301	327	296	280	169
Omagh Office Visits 2008	164	187	137	153	177	235	125	81	107	194	181	72
TOTAL OFFICE VISITS 2008	1227	1708	1722	2466	2483	2474	2023	2072	2144	2008	1985	1096







STAFF

Nov - Dec 10

		Notes	
Percentage days lost due to sick absence (Year to Date)	4.6%	Average days sick per person: 6.7	
Average flexi leave balance	7.09	To w/e 26/11/10	
Number of staff with flexi leave balance exceeding maximum	3		
Overtime - Permanent Staff Only	£ 274.80 / £ 127.52	Paid in September 2010 / October 2010	
Casual staff hours paid	Sept Weeks 22 - 25	Oct Weeks 26 - 30	Nov Weeks 31 - 34
HQ	0.00	0.00	30.08
Belfast	72.37	235.24	109.81
Newtownards	38.88	85.98	77.20
Newtownabbey	301.96	384.83	266.19
Banbridge A	0.00	0.00	0.00
Banbridge B	0.00	0.00	2.27
Omagh	75.21	240.94	160.62
Ballymena	119.46	574.34	256.80
Londonderry	95.05	242.35	56.77
TOTAL	702.93	1,763.68	959.74

Monitoring of HR Connect Permanent Staff Payroll Service	Queries arising	Queries dealt with	Queries outstanding
November 2010 Payroll	None	None	None
October 2010 Payroll	Overpayment for 2 Leavers Underpayment for 2 members of staff TP'd	Dealt with by HRC	None
September 2010 Payroll	An incorrect adjustment of minus £ 89,972 was made to the Employers ASLC of a former employee.	Dealt with by HRC and will be reversed in November 2010.	Dealt with by HRC and will be reversed in November 2010.

August Payroll	None	None	None
July Payroll	Environmental Allowance inaccurately paid to member of staff since January 2010	Overpayment identified from monthly payroll report check. Clerical error by HR Connect. Money deducted from August salary.	None
June Payroll	Leaver overpaid	Overpayment identified from monthly payroll report check. Clerical error by HR Connect. Money refunded and HR Connect have put new procedures in place to avoid the risk of this error reoccurring.	None

Prompt Payments

Oct-10

Note from NIO received 20/7/10 - A new, much more challenging target has been set for all of Central Government and requires **Departments to aim to pay suppliers within 5 working days** rather than the previous 10 working days.

Departmental performance will be **published on the NIO internet** as well as the intranet.

	5-Day Target (80% within 5 working days)			
Mth	Total No. of Invoices Paid in Month	% of Total Invoices Paid within 5 days	No. of Invoices Received by FSD from Branch after 2 working days	% of Invoices received from Branch after 2 working days
October 2010	96	97%	3	3%