

## REGISTRATION

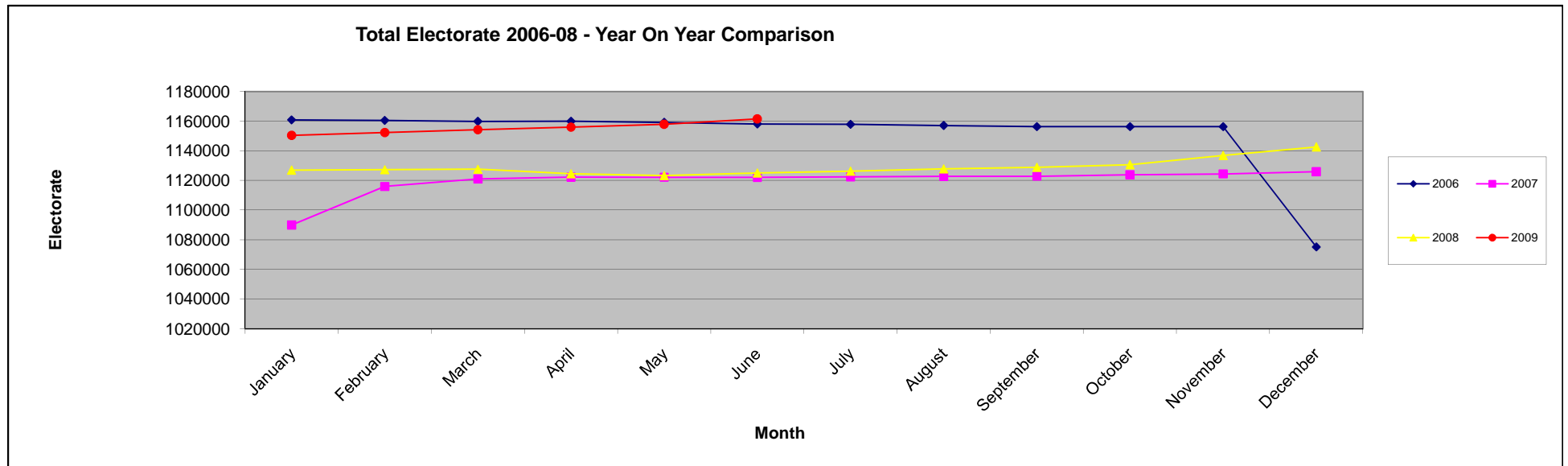
01.06.09 comparison with 01.12.08

| Area Office  | Constituency               | Total<br>Published<br>Electorate<br>01.12.08 | Total<br>Published<br>Electorate<br>27.05.09 | Difference   | % Change    |
|--------------|----------------------------|--|--|--------------|-------------|
| Belfast      | BELFAST SOUTH              | 50421  | 50900  | 479          | 0.95        |
|              | BELFAST WEST               | 51620  | 53254  | 1634         | 3.17        |
| Londonderry  | FOYLE                      | 68227  | 69366  | 1139         | 1.67        |
|              | EAST LONDONDERRY           | 57945  | 58628  | 683          | 1.18        |
| Ballymena    | NORTH ANTRIM               | 74640  | 75632  | 992          | 1.33        |
|              | MID ULSTER                 | 62845  | 63788  | 943          | 1.50        |
| Omagh        | WEST TYRONE                | 59909  | 60847  | 938          | 1.57        |
|              | FERMANAGH AND SOUTH TYRONE | 67250  | 68368  | 1118         | 1.66        |
| Banbridge 1  | UPPER BANN                 | 73697  | 75260  | 1563         | 2.12        |
|              | NEWRY AND ARMAGH           | 73703  | 74812  | 1109         | 1.50        |
| Banbridge 2  | SOUTH DOWN                 | 74696  | 76198  | 1502         | 2.01        |
|              | LAGAN VALLEY               | 72328  | 73777  | 1449         | 2.00        |
| Newtownabbey | BELFAST NORTH              | 50989  | 52402  | 1413         | 2.77        |
|              | EAST ANTRIM                | 58405  | 59159  | 754          | 1.29        |
|              | SOUTH ANTRIM               | 67598  | 68921  | 1323         | 1.96        |
| Newtownards  | BELFAST EAST               | 50440  | 51056  | 616          | 1.22        |
|              | STRANGFORD                 | 68249  | 69147  | 898          | 1.32        |
|              | NORTH DOWN                 | 59585  | 60051  | 466          | 0.78        |
| <b>TOTAL</b> |                            | <b>1142547</b>                               | <b>1161566</b>                               | <b>19019</b> | <b>1.66</b> |

01.06.09 comparison with previous month

| Area Office  | Constituency               | Total<br>Published<br>Electorate<br>01.05.09 | Total<br>Published<br>Electorate<br>27.05.09 | Difference  | % Change    |
|--------------|----------------------------|--|--|-------------|-------------|
| Belfast      | BELFAST SOUTH              | 50795  | 50900  | 105         | 0.21        |
|              | BELFAST WEST               | 53013  | 53254  | 241         | 0.45        |
| Londonderry  | FOYLE                      | 68959  | 69366  | 407         | 0.59        |
|              | EAST LONDONDERRY           | 58462  | 58628  | 166         | 0.28        |
| Ballymena    | NORTH ANTRIM               | 75463  | 75632  | 169         | 0.22        |
|              | MID ULSTER                 | 63555  | 63788  | 233         | 0.37        |
| Omagh        | WEST TYRONE                | 60586  | 60847  | 261         | 0.43        |
|              | FERMANAGH AND SOUTH TYRONE | 67940  | 68368  | 428         | 0.63        |
| Banbridge 1  | UPPER BANN                 | 75023  | 75260  | 237         | 0.32        |
|              | NEWRY AND ARMAGH           | 74577  | 74812  | 235         | 0.32        |
| Banbridge 2  | SOUTH DOWN                 | 75993  | 76198  | 205         | 0.27        |
|              | LAGAN VALLEY               | 73589  | 73777  | 188         | 0.26        |
| Newtownabbey | BELFAST NORTH              | 52114  | 52402  | 288         | 0.55        |
|              | EAST ANTRIM                | 59072  | 59159  | 87          | 0.15        |
|              | SOUTH ANTRIM               | 68709  | 68921  | 212         | 0.31        |
| Newtownards  | BELFAST EAST               | 51015  | 51056  | 41          | 0.08        |
|              | STRANGFORD                 | 69009  | 69147  | 138         | 0.20        |
|              | NORTH DOWN                 | 59979  | 60051  | 72          | 0.12        |
| <b>TOTAL</b> |                            | <b>1157853</b>                               | <b>1161566</b>                               | <b>3713</b> | <b>0.32</b> |

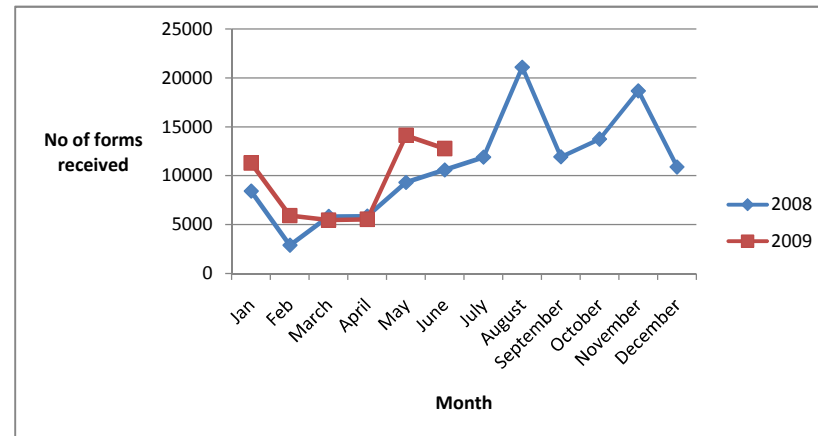
| TOTAL ELECTORATE | 2006    | 2007    | 2008    | 2009    |
|------------------|---------|---------|---------|---------|
| January          | 1160838 | 1089928 | 1126982 | 1150393 |
| February         | 1160492 | 1115965 | 1127258 | 1152379 |
| March            | 1159858 | 1121098 | 1127602 | 1154228 |
| April            | 1159896 | 1122330 | 1124624 | 1155960 |
| May              | 1159124 | 1122198 | 1123352 | 1157853 |
| June             | 1158139 | 1122105 | 1125053 | 1161566 |
| July             | 1157814 | 1122469 | 1126263 |         |
| August           | 1157051 | 1122839 | 1127833 |         |
| September        | 1156263 | 1122885 | 1128890 |         |
| October          | 1156263 | 1123846 | 1130596 |         |
| November         | 1156263 | 1124479 | 1136766 |         |
| December         | 1075116 | 1125979 | 1142547 |         |



**CHANGES TO REGISTER AND FORMS RECEIVED - 27 MAY 2009 REVISED REGISTER**

| Office        | Constituency             | Total No. of CR Claim forms recd in office | Modifications (including Z added) | Transfers   | Additions   | Total evidence letters issued | Total Deletions (deaths & removals) | Total Transactions | Published Electorate 1 May 2009 | % change    |
|---------------|--------------------------|--|-----------------------------------|-------------|-------------|-------------------------------|-------------------------------------|--------------------|---------------------------------|-------------|
| Belfast       | Belfast South            | 591  | 24                                | 206         | 261         | 291                           | 164                                 | 946                | 50795                           | 1.86        |
|               | Belfast West             | 868  | 100                               | 167         | 461         | 106                           | 142                                 | 976                | 53013                           | 1.84        |
| Newtownards   | North Down               | 580  | 28                                | 164         | 169         | 31                            | 68                                  | 460                | 59979                           | 0.77        |
|               | Strangford               | 536  | 33                                | 192         | 211         | 20                            | 59                                  | 515                | 69009                           | 0.75        |
| Newtownabbey  | Belfast East             | 710  | 29                                | 187         | 174         | 34                            | 83                                  | 507                | 51015                           | 0.99        |
|               | East Antrim              | 417  | 0                                 | 147         | 213         | 102                           | 76                                  | 538                | 59072                           | 0.91        |
|               | South Antrim             | 697  | 35                                | 167         | 370         | 130                           | 92                                  | 794                | 68709                           | 1.16        |
| Banbridge 1   | Belfast North            | 810  | 20                                | 181         | 471         | 167                           | 115                                 | 954                | 52114                           | 1.83        |
|               | Upper Bann               | 891  | 81                                | 389         | 311         | 111                           | 94                                  | 986                | 75023                           | 1.31        |
|               | Newry & Armagh           | 830  | 87                                | 283         | 328         | 175                           | 77                                  | 950                | 74577                           | 1.27        |
| Banbridge 2   | South Down               | 706  | 64                                | 260         | 268         | 66                            | 78                                  | 736                | 75993                           | 0.97        |
|               | Lagan Valley             | 667  | 52                                | 259         | 269         | 78                            | 78                                  | 736                | 73589                           | 1.00        |
| Omagh         | Fermanagh & South Tyrone | 1025                                       | 30                                | 327         | 570         | 321                           | 110                                 | 1358               | 67940                           | 2.00        |
|               | West Tyrone              | 673  | 42                                | 310         | 365         | 223                           | 68                                  | 1008               | 60586                           | 1.66        |
| Ballymena     | North Antrim             | 666  | 63                                | 309         | 291         | 295                           | 93                                  | 1051               | 75463                           | 1.39        |
|               | Mid Ulster               | 687  | 46                                | 278         | 299         | 276                           | 69                                  | 968                | 63555                           | 1.52        |
| Londonderry   | Foyle                    | 840  | 12                                | 383         | 407         | 260                           | 78                                  | 1140               | 68959                           | 1.65        |
|               | East Londonderry         | 573  | 8                                 | 293         | 222         | 121                           | 66                                  | 710                | 58462                           | 1.21        |
| <b>TOTALS</b> | <b>TOTALS</b>            | <b>12767</b>                               | <b>754</b>                        | <b>4502</b> | <b>5660</b> | <b>2807</b>                   | <b>1610</b>                         | <b>15333</b>       | <b>1157853</b>                  | <b>1.02</b> |

|           | <b>2008</b> | <b>2009</b> |
|-----------|-------------|-------------|
| Jan       | 8419        | 11296       |
| Feb       | 2872        | 5915        |
| March     | 5828        | 5459        |
| April     | 5868        | 5537        |
| May       | 9316        | 14119       |
| June      | 10587       | 12767       |
| July      | 11891       |             |
| August    | 21117       |             |
| September | 11927       |             |
| October   | 13746       |             |
| November  | 18681       |             |
| December  | 10894       |             |



**MARKETING**

May - June 09

| Area Office/Business Unit | No. of Presentations | Notes  |
|---------------------------|----------------------|--|
| CEO Team                  | 0                    |  |
| Corporate Services        | 0                    |  |
| Information Services      | 0                    |  |
| Ballymena                 | 9                    | Reg & ID - Northern Regional College - 2 Ballymena, 1 Ballymoney, 1 Magherafelt<br>5 Registration and ID Clinics |
| Banbridge 1               | 0                    |  |
| Banbridge 2               | 0                    |  |
| Belfast                   | 2                    | Reg and Absent Vote events at Owenvale Court Nursing Home  |
| Londonderry               | 0                    |  |
| Newtownabbey              | 0                    |  |
| Newtownards               | 0                    | Saturday morning opening. Poll staff training x 11 sessions.   |
| Omagh                     | 0                    | See Omagh Electoral Office Registration Initiatives Evaluation <b>(2009/004436)</b>                              |
| <b>TOTAL</b>              | <b>11</b>            |  |



**MEDIA**

May - June 09

| <b>Area Office/Business Unit</b> | <b>No. of Media Contacts</b> | <b>Notes</b>   |
|----------------------------------|------------------------------|--|
| CEO Team                         | 17                           | Various media surrounding special polling agents, absent votes & elections   |
| Corporate Services               | 0                            |  |
| Information Services             | 0                            |  |
| Ballymena                        | 0                            |  |
| Banbridge 1                      | 0                            |  |
| Banbridge 2                      | 2                            | Poll Staff setting up on polling morning filmed by BBC, also wedding at Lambeg Church beside church hall used as polling station photographed for newspaper article. |
| Belfast                          | 2                            | FRONT PAGE ARTICLES IN ANDERSONSTOWN NEWS FOCUSING ON BELFAST WEST ABSENT VOTES  |
| Londonderry                      | 1                            | Live Radio interview with Radio Foyle on polling day   |
| Newtownabbey                     | 0                            |  |
| Newtownards                      | 1                            | Poll Staff training filmed by BBC.   |
| Omagh                            | 0                            |  |
| <b>TOTAL</b>                     | <b>22</b>                    |  |

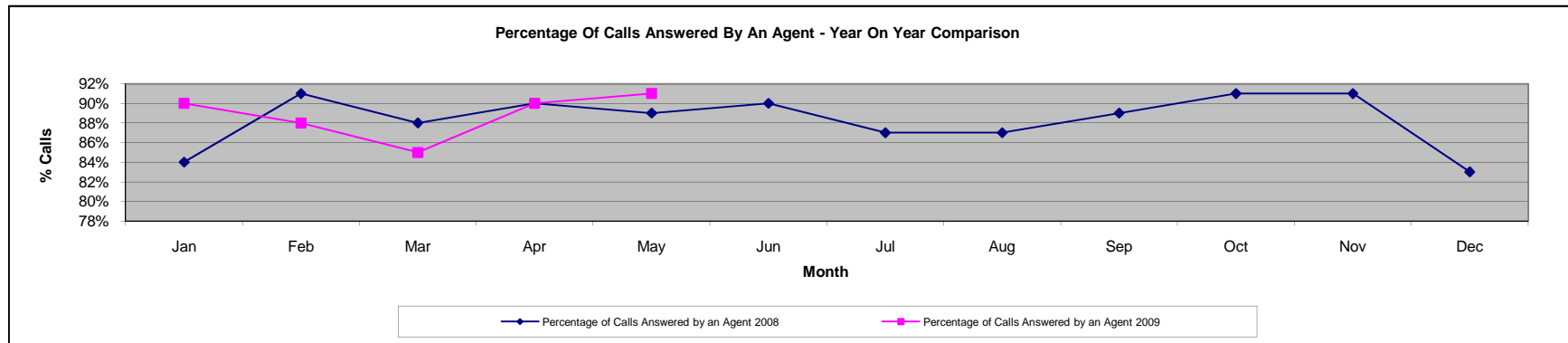
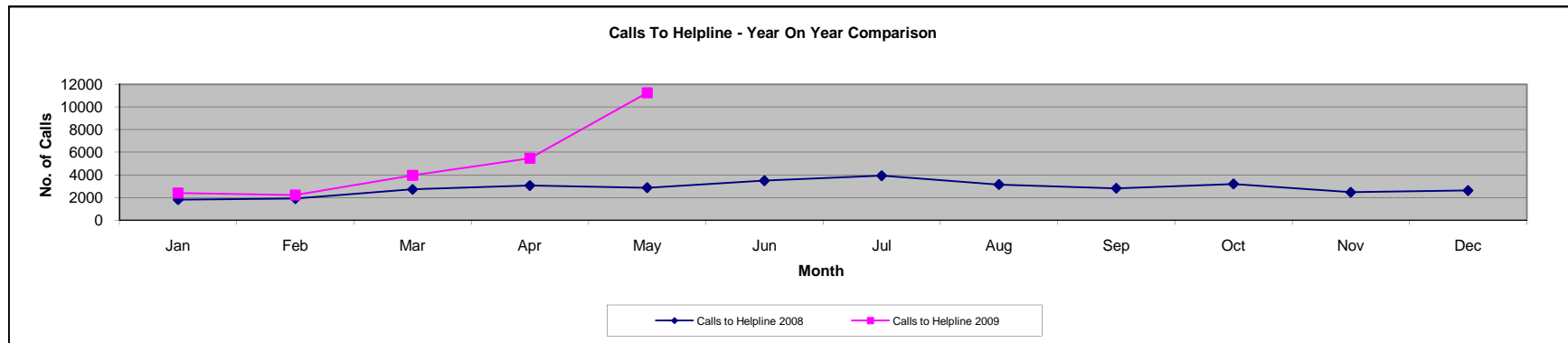


# OTHER PUBLIC CONTACTS

## Helpline Statistics

| 2008  | Jan  | Feb  | Mar  | Apr  | May  | Jun  | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  |
|---|------|------|------|------|------|------|------|------|------|------|------|------|
| Calls to Helpline 2008                        | 1799 | 1889 | 2709 | 3047 | 2856 | 3479 | 3918 | 3133 | 2805 | 3185 | 2453 | 2607 |
| Calls Answered by an Agent 2008               | 1511 | 1719 | 2384 | 2735 | 2532 | 3128 | 3426 | 2722 | 2506 | 2887 | 2237 | 2173 |
| Percentage of Calls Answered by an Agent 2008 | 84%  | 91%  | 88%  | 90%  | 89%  | 90%  | 87%  | 87%  | 89%  | 91%  | 91%  | 83%  |

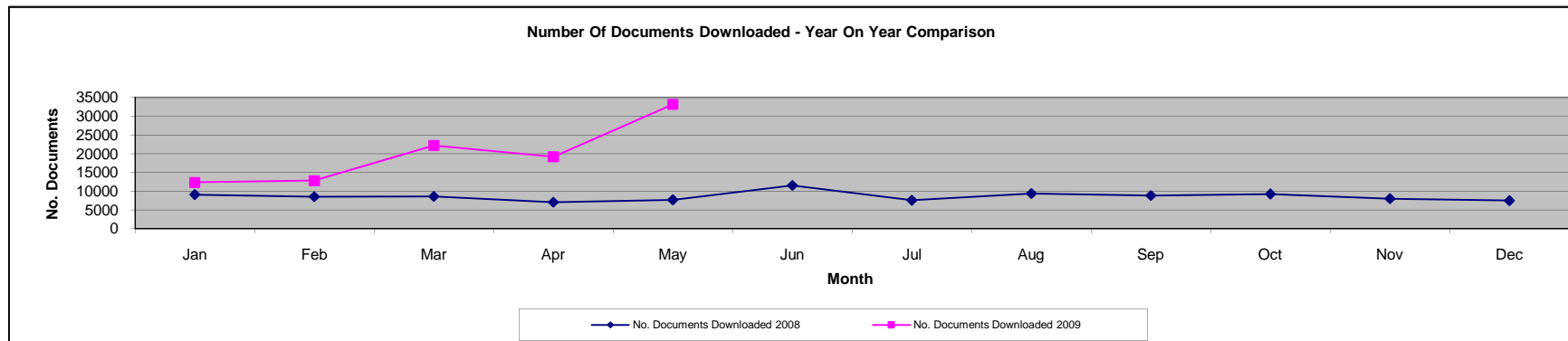
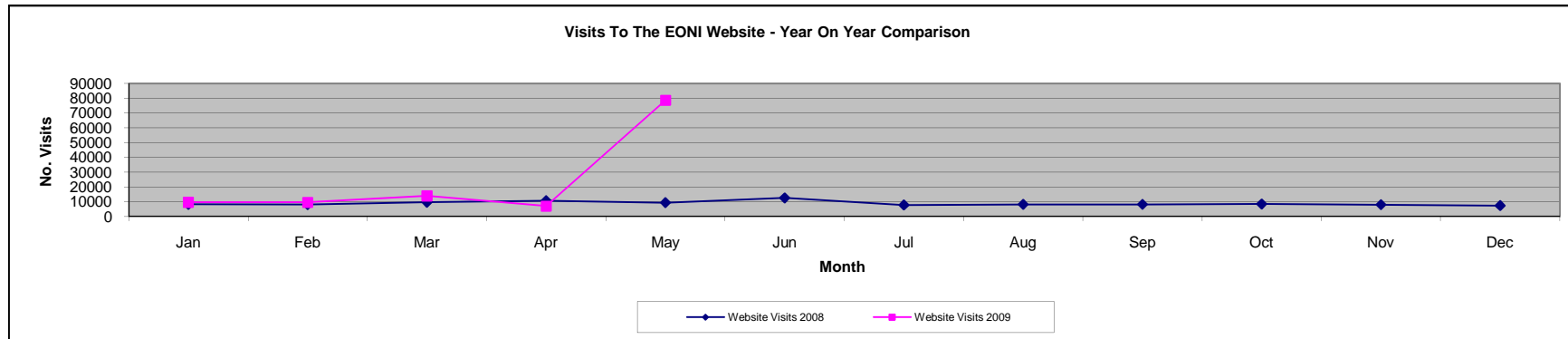
| 2009  | Jan  | Feb  | Mar  | Apr  | May   | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|---|------|------|------|------|-------|-----|-----|-----|-----|-----|-----|-----|
| Calls to Helpline 2009                        | 2386 | 2207 | 3954 | 5453 | 11253 |     |     |     |     |     |     |     |
| Calls Answered by an Agent 2009               | 2151 | 1943 | 3365 | 4902 | 10190 |     |     |     |     |     |     |     |
| Percentage of Calls Answered by an Agent 2009 | 90%  | 88%  | 85%  | 90%  | 91%   |     |     |     |     |     |     |     |



## Website Statistics

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

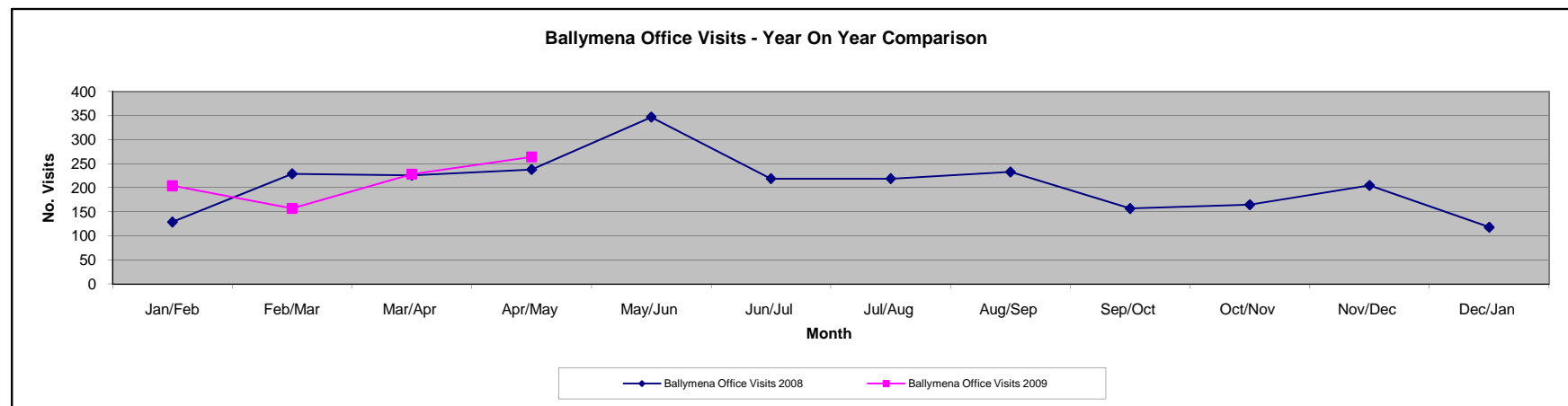
| 2009                          | Jan   | Feb   | Mar   | Apr   | May    | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------------------------|-------|-------|-------|-------|--------|-----|-----|-----|-----|-----|-----|-----|
| Website Visits 2009           | 9711  | 9534  | 14024 | 7074  | 78,560 |     |     |     |     |     |     |     |
| No. Documents Downloaded 2009 | 12346 | 12777 | 22167 | 19175 | 33115  |     |     |     |     |     |     |     |



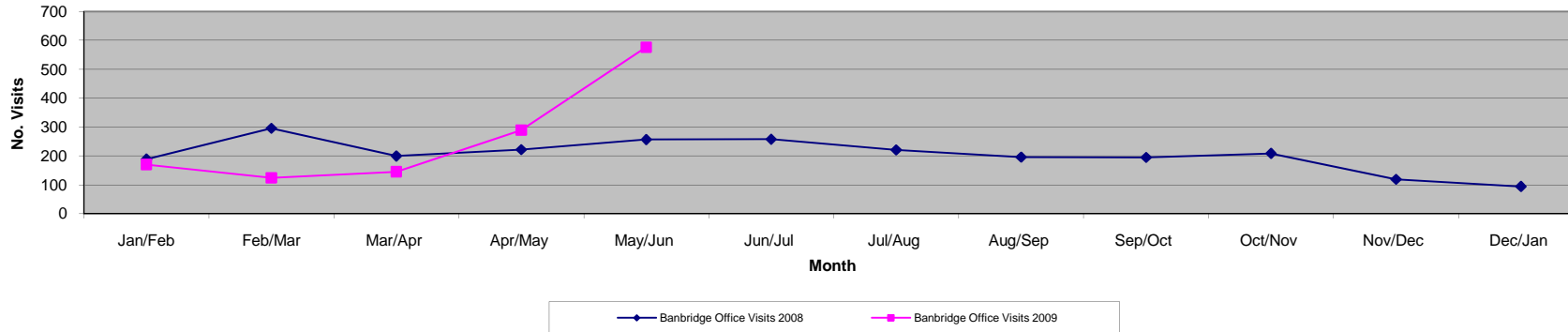
## Office Visits by the Public

| 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          |
| <b>TOTAL OFFICE VISITS 2008</b> | <b>1227</b> | <b>1708</b> | <b>1722</b> | <b>2466</b> | <b>2483</b> | <b>2474</b> | <b>2023</b> | <b>2072</b> | <b>2144</b> | <b>2008</b> | <b>1985</b> | <b>1096</b> |

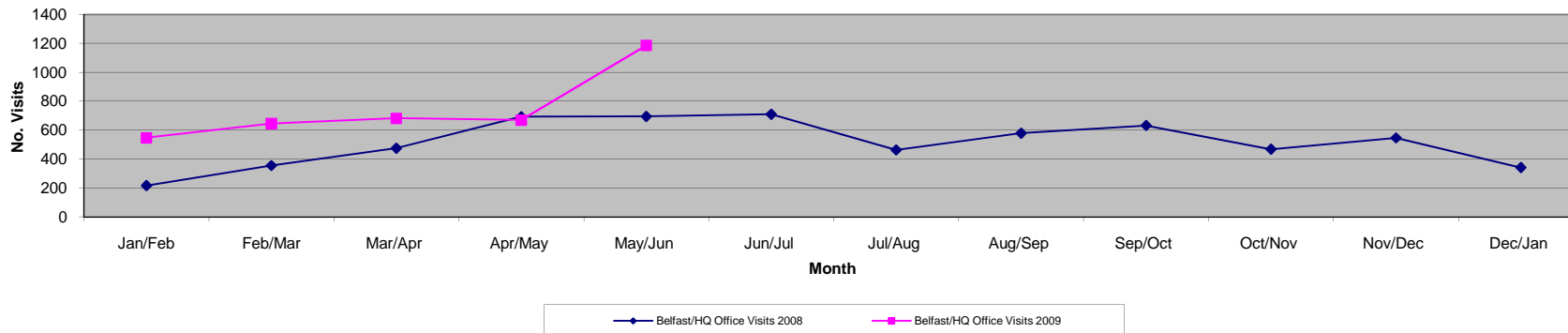
| 2009                            | Jan/Feb     | Feb/Mar     | Mar/Apr     | Apr/May     | May/Jun | Jun/Jul | Jul/Aug | Aug/Sep | Sep/Oct | Oct/Nov | Nov/Dec | Dec/Jan |
|---------------------------------|-------------|-------------|-------------|-------------|---------|---------|---------|---------|---------|---------|---------|---------|
| Ballymena Office Visits 2009    | 204         | 157         | 228         | 264         |         |         |         |         |         |         |         |         |
| Banbridge Office Visits 2009    | 170         | 124         | 145         | 289         | 576     |         |         |         |         |         |         |         |
| Belfast/HQ Office Visits 2009   | 547         | 645         | 682         | 669         | 1185    |         |         |         |         |         |         |         |
| Londonderry Office Visits 2009  | 199         | 332         | 285         | 392         | 549     | 200     |         |         |         |         |         |         |
| Newtownabbey Office Visits 2009 | 163         | 230         | 152         | 240         | 355     |         |         |         |         |         |         |         |
| Newtownards Office Visits 2009  | 217         | 263         | 176         | 221         | 383     |         |         |         |         |         |         |         |
| Omagh Office Visits 2009        | 129         | 110         | 114         | 202         | 341     |         |         |         |         |         |         |         |
| <b>TOTAL OFFICE VISITS 2009</b> | <b>1629</b> | <b>1861</b> | <b>1782</b> | <b>2277</b> |         |         |         |         |         |         |         |         |



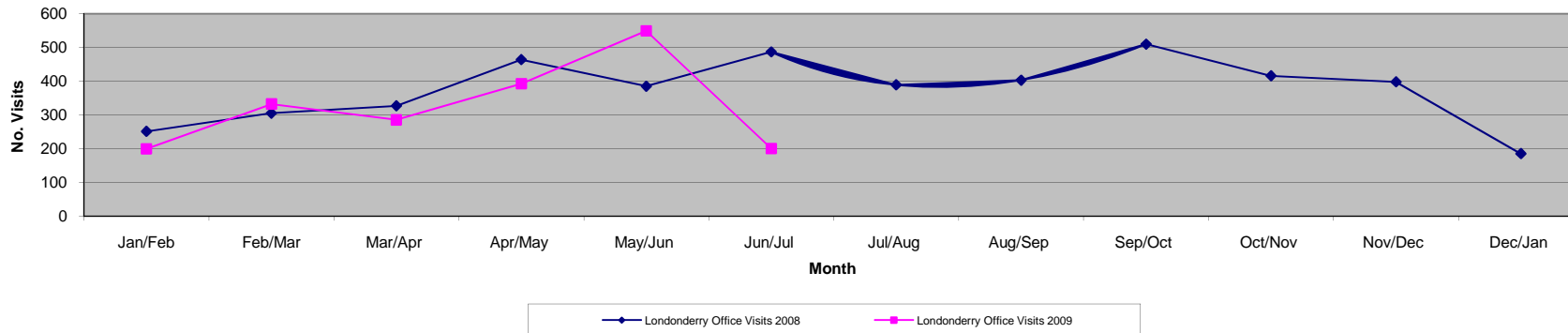
**Banbridge Office Visits - Year On Year Comparison**



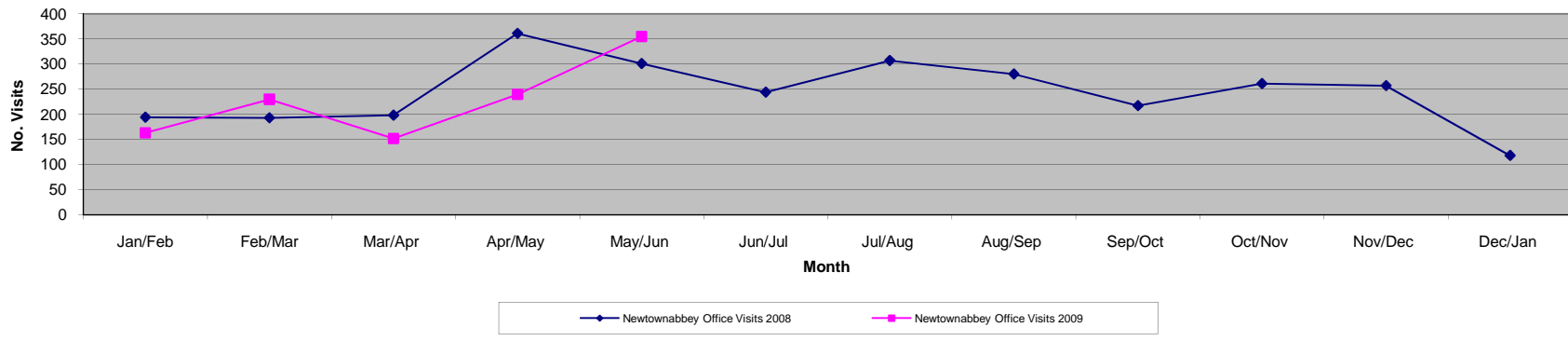
**Belfast/HQ Office Visits - Year On Year Comparison**



**Londonderry Office Visits - Year On Year Comparison**

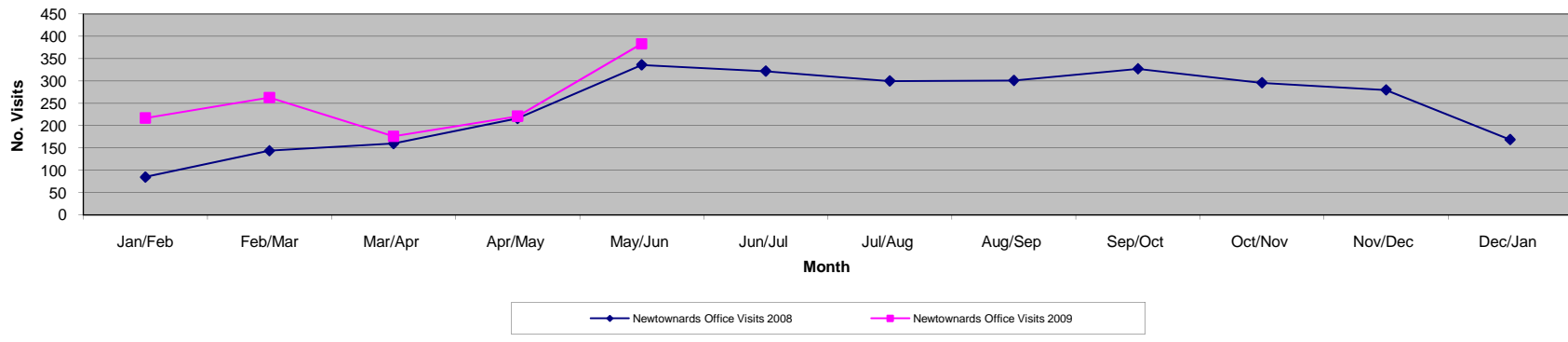


**Newtownabbey Office Visits - Year On Year Comparison**



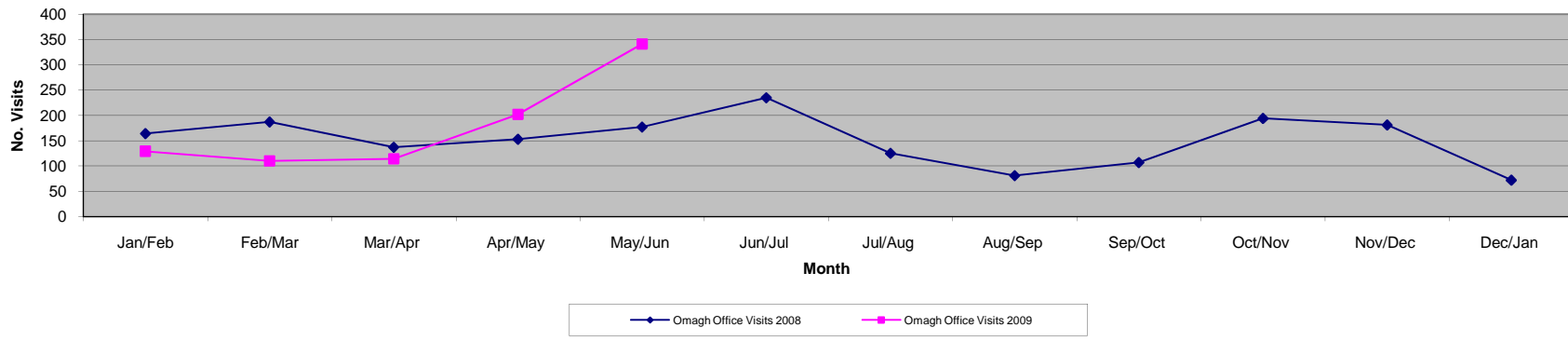
◆ Newtownabbey Office Visits 2008    ■ Newtownabbey Office Visits 2009

**Newtownards Office Visits - Year On Year Comparison**



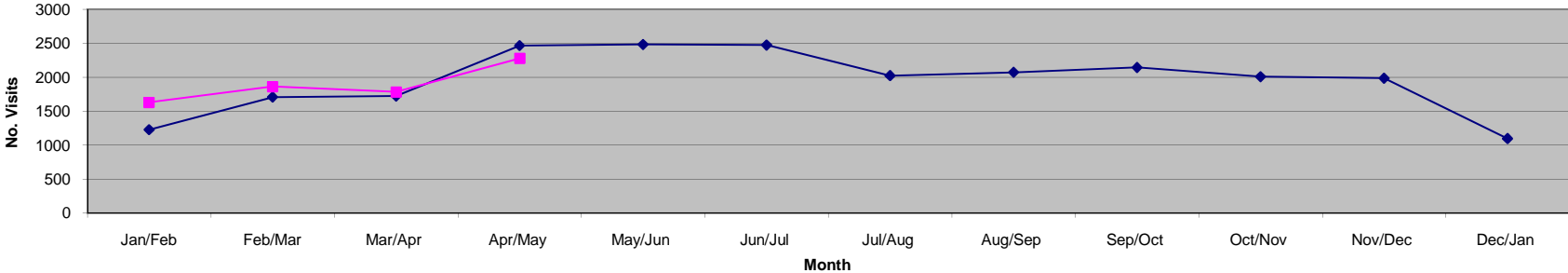
◆ Newtownards Office Visits 2008    ■ Newtownards Office Visits 2009

**Omagh Office Visits - Year On Year Comparison**



◆ Omagh Office Visits 2008    ■ Omagh Office Visits 2009

Total Office Visits - Year On Year Comparison



—◆— TOTAL OFFICE VISITS 2008      —■— TOTAL OFFICE VISITS 2009

## STAFF

May - June 09

|  |                            | Notes   |                        |
|--|----------------------------|---|------------------------|
| Percentage days lost due to sick absence (Year to Date)    | 1.80%                      |   |                        |
| Average flexi leave balance                                | 12.16                      | To w/e 17 April 2009  |                        |
| Number of staff with flexi leave balance exceeding maximum | 12                         | Normal flexible working scheme suspended from Monday 23 March until Friday 26 June - unlimited excess accrued must be taken by Friday, 18 September 2009. |                        |
| Overtime paid in April 2009 - Permanent Staff Only         | £0.00                      |   |                        |
| Casual staff hours paid                                    | <b>March Weeks 48 - 52</b> | <b>April Weeks 1 - 4</b>  | <b>May Weeks 5 - 9</b> |
| HQ   | 230.19                     | 156.31  | 99.05                  |
| Belfast  | 116.42                     | 93.92   | 90.80                  |
| Newtownards  | 114.27                     | 33.21   | 0.00                   |
| Newtownabbey   | 366.81                     | 272.73  | 43.13                  |
| Banbridge A  | 0.00                       | 0.00  | 0.00                   |
| Banbridge B  | 142.57                     | 115.27  | 42.00                  |
| Omagh  | 348.22                     | 334.91  | 42.00                  |
| Ballymena  | 183.96                     | 0.00  | 0.00                   |
| Londonderry  | 204.90                     | 166.88  | 254.54                 |
| <b>TOTAL</b>   | <b>1,707.34</b>            | <b>1,173.23</b>   | <b>571.52</b>          |

does not include grafton staff