

REGISTRATION

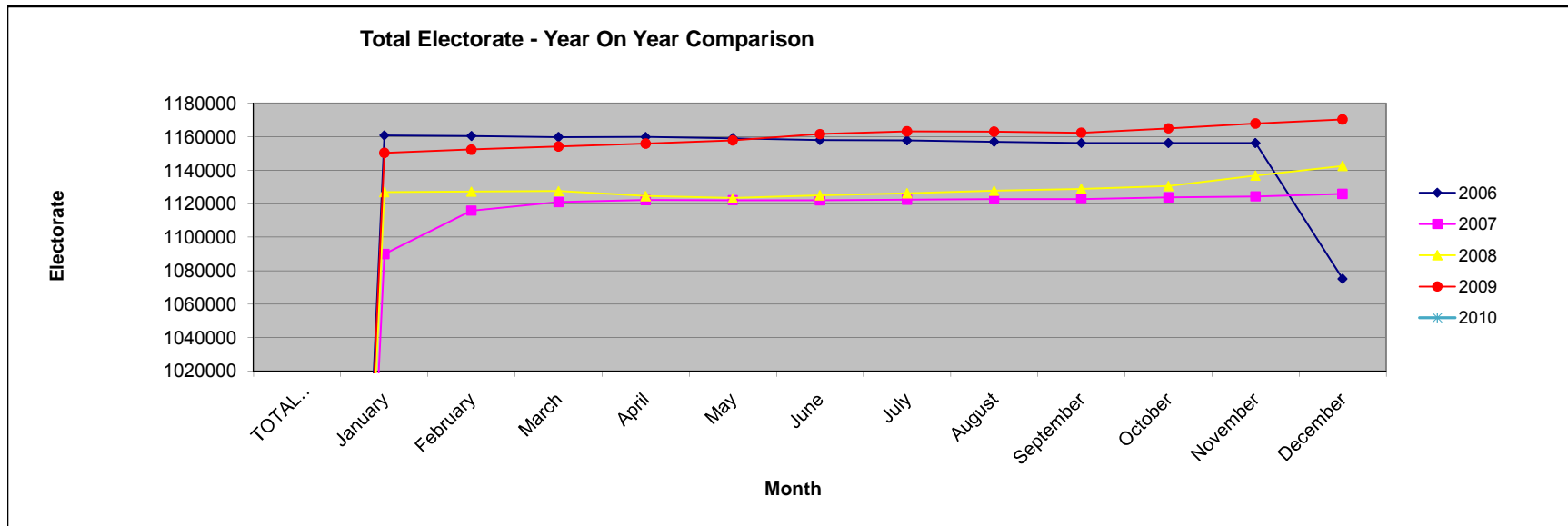
01.12.09 comparison with 01.12.08

Area Office	Constituency	Total Published Electorate 01.12.08	Total Published Electorate 01.12.09	Difference	% Change
Belfast	BELFAST SOUTH	50421	59614	9193	18.23
	BELFAST WEST	51620	59279	7659	14.84
Londonderry	FOYLE	68227	65367	-2860	-4.19
	EAST LONDONDERRY	57945	63453	5508	9.51
Ballymena	NORTH ANTRIM	74640	73409	-1231	-1.65
	MID ULSTER	62845	64419	1574	2.50
Omagh	WEST TYRONE	59909	61076	1167	1.95
	FERMANAGH AND SOUTH TYRONE	67250	68853	1603	2.38
Banbridge 1	UPPER BANN	73697	75850	2153	2.92
	NEWRY AND ARMAGH	73703	75330	1627	2.21
Banbridge 2	SOUTH DOWN	74696	70808	-3888	-5.21
	LAGAN VALLEY	72328	65365	-6963	-9.63
Newtownabbey	BELFAST NORTH	50989	65097	14108	27.67
	EAST ANTRIM	58405	60214	1809	3.10
	SOUTH ANTRIM	67598	62967	-4631	-6.85
Newtownards	BELFAST EAST	50440	58617	8177	16.21
	STRANGFORD	68249	60258	-7991	-11.71
	NORTH DOWN	59585	60360	775	1.30
TOTAL		1142547	1170336	27789	2.43

01.12.09 comparison with previous month

Area Office	Constituency	Total Published Electorate 02.11.09	Total Published Electorate 01.12.09	Difference	% Change
Belfast	BELFAST SOUTH	51623	59614	7991	15.48
	BELFAST WEST	53678	59279	5601	10.43
Londonderry	FOYLE	69605	65367	-4238	-6.09
	EAST LONDONDERRY	58609	63453	4844	8.26
Ballymena	NORTH ANTRIM	75756	73409	-2347	-3.10
	MID ULSTER	64093	64419	326	0.51
Omagh	WEST TYRONE	61178	61076	-102	-0.17
	FERMANAGH AND SOUTH TYRONE	68915	68853	-62	-0.09
Banbridge 1	UPPER BANN	75634	75850	216	0.29
	NEWRY AND ARMAGH	75175	75330	155	0.21
Banbridge 2	SOUTH DOWN	76808	70808	-6000	-7.81
	LAGAN VALLEY	74472	65365	-9107	-12.23
Newtownabbey	BELFAST NORTH	52917	65097	12180	23.02
	EAST ANTRIM	59298	60214	916	1.54
	SOUTH ANTRIM	69200	62967	-6233	-9.01
Newtownards	BELFAST EAST	51439	58617	7178	13.95
	STRANGFORD	69214	60258	-8956	-12.94
	NORTH DOWN	60272	60360	88	0.15
TOTAL		1167886	1170336	2450	0.21

TOTAL ELECTORATE	2006	2007	2008	2009	2010
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	1163197	
August	1157051	1122839	1127833	1163042	
September	1156263	1122885	1128890	1162425	
October	1156263	1123846	1130596	1165026	
November	1156263	1124479	1136766	1167886	
December	1075116	1125979	1142547	1170336	



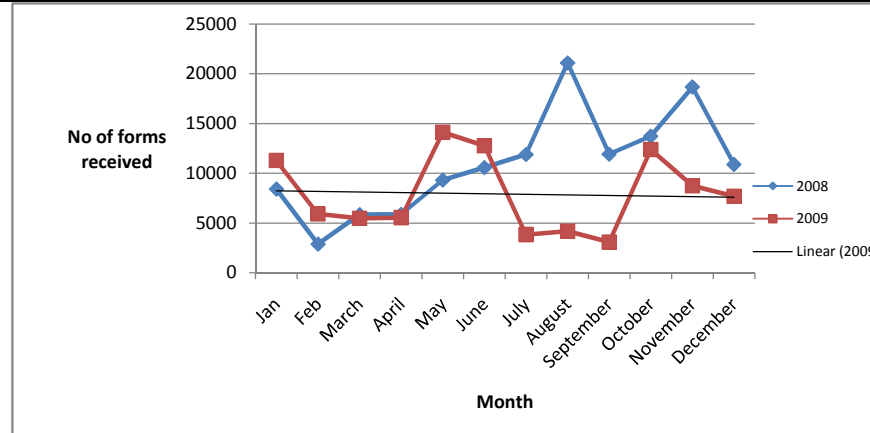
CHANGES TO REGISTER AND FORMS RECEIVED - 1 DECEMBER 2009 REVISED REGISTER

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 2 November 2009	% change
Belfast	Belfast South	278	12	71	163	77	59	382	51623	0.74
	Belfast West	314	32	37	192	39	72	372	53678	0.69
Newtownards	North Down	299	24	71	147	31	71	344	60272	0.57
	Strangford	308	34	61	174	20	78	367	69214	0.53
	Belfast East	259	17	63	129	54	74	337	51439	0.66
Newtownabbey	East Antrim	219	9	51	141	80	62	343	59298	0.58
	South Antrim	361	40	58	253	182	61	594	69200	0.86
	Belfast North	417	12	84	304	225	71	696	52917	1.32
Banbridge 1	Upper Bann	372	3	82	286	56	75	502	75634	0.66
	Newry & Armagh	277	7	31	238	29	81	386	75175	0.51
Banbridge 2	South Down	403	20	63	255	64	266	668	76808	0.87
	Lagan Valley	334	18	79	186	68	241	592	74472	0.79
Omagh	Fermanagh & South Tyrone	455	17	61	226	35	258	597	68915	0.87
	West Tyrone	295	7	52	154	37	259	509	61178	0.83
Ballymena	North Antrim	1057	23	325	549	315	67	1279	75756	1.69
	Mid Ulster	959	47	264	418	240	72	1041	64093	1.62
Londonderry	Foyle	731	73	90	529	111	62	865	69605	1.24
	East Londonderry	351	29	57	236	54	67	443	58609	0.76
TOTALS	TOTALS	7689	424	1600	4580	1717	1996	10317	1167886	0.88

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.

Year on year Comparison of number of forms received

	2008	2009	2010
Jan	8419	11296	
Feb	2872	5915	
March	5828	5459	
April	5868	5537	
May	9316	14119	
June	10587	12767	
July	11891	3832	
August	21117	4161	
September	11927	3079	
October	13746	12393	
November	18681	8755	
December	10894	7689	



MARKETING

Nov - Dec 09

Area Office/Business Unit	No. of Presentations	Notes
CEO Team	0	
Corporate Services	0	
Information Services	0	
Ballymena	2	Presentations given to Ballymoney Borough Council and Ballymena Borough Council
Banbridge 1	Nil	
Banbridge 2	0	
Belfast	0	
Londonderry	Nil	
Newtownabbey	2	Meeting with Sinn Fein 11.11.09 agenda covering ID clinics Void properties and polling stations also 9 schools visits.
Newtownards	6	6 School Visits. Delivered polling booths and ballot boxes to Strangford College to assist in their school council election.
Omagh	7	7 School Visits.
TOTAL	17	

MEDIA

Nov - Dec 09

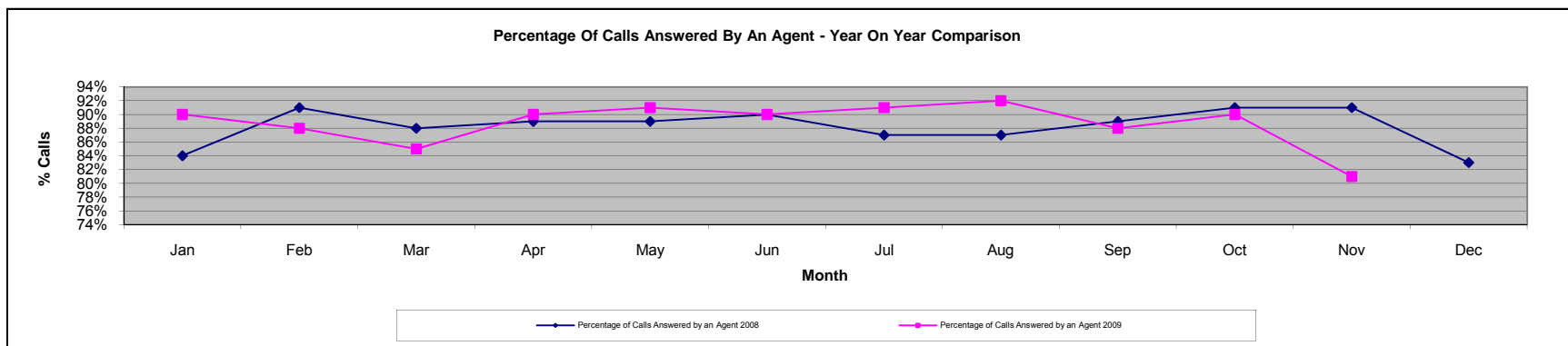
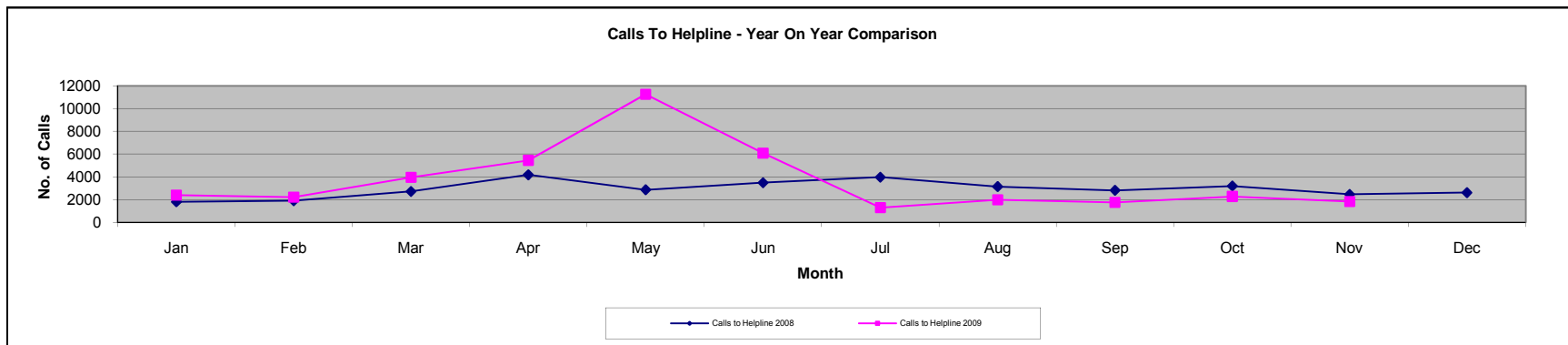
Area Office/Business Unit	No. of Media Contacts	Notes
CEO Team	3	1 press release - schools initiative/ Dec reg. Belfast Telegraph query & subsequent story. Stormont live.
Corporate Services	0	
Information Services	0	
Ballymena	2	Article in Mid Ulster & Tyrone Courier re Registration Evening in Coalisland.
Banbridge 1	0	
Banbridge 2	1	Coverage of provision of equipment for election of school council Down Recorder
Belfast	0	
Londonderry	0	
Newtownabbey	1	Carrick Times coverage of East Antrim prize winner
Newtownards	1	Coverage of provision of equipment for election of school council in Newtownards Spectator
Omagh	2	Ulster Herald/Tyrone Constitution coverage of Alzheimer's Quiz night
TOTAL	10	

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	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%

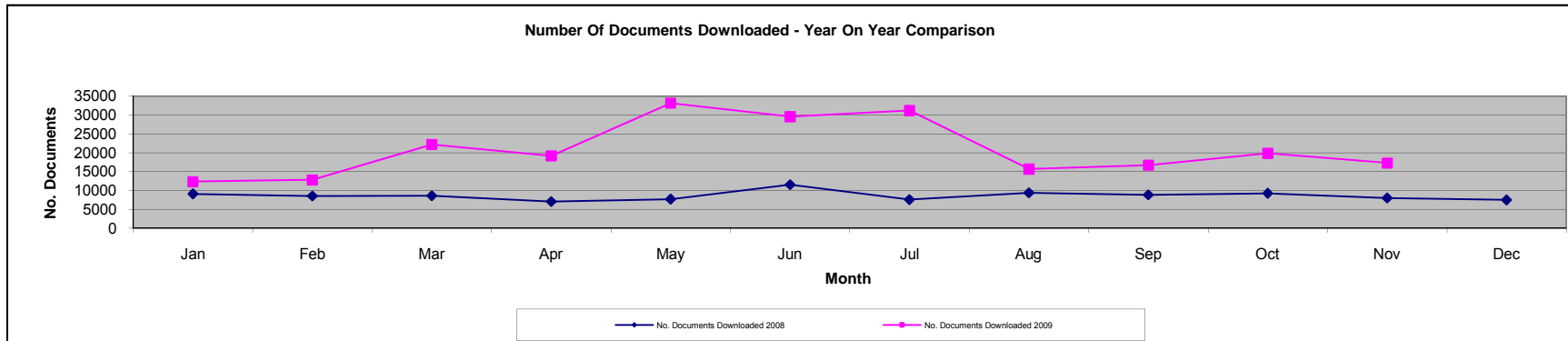
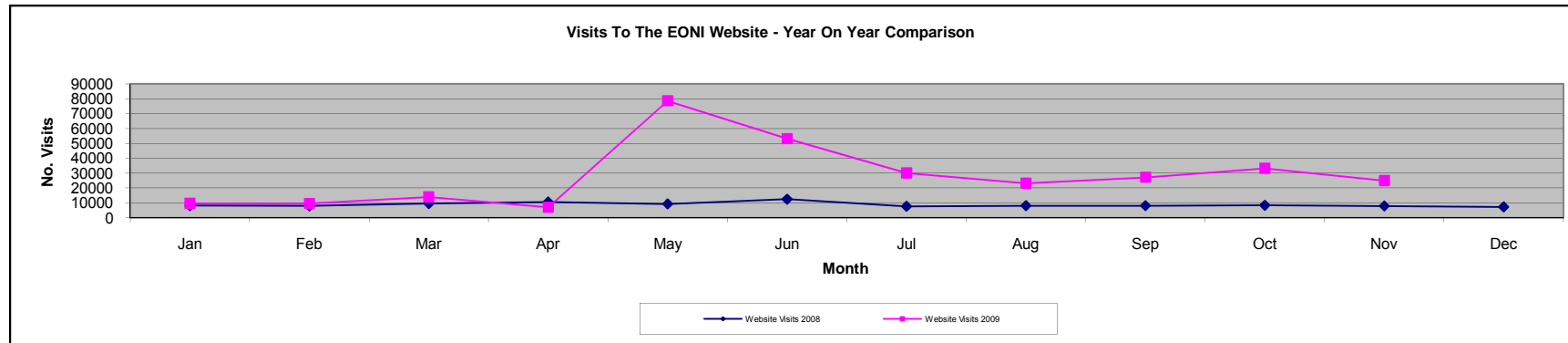
2009	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Calls to Helpline 2009	2386	2207	3954	5453	11253	6078	1297	1993	1752	2276	1836	
Calls Answered by an Agent 2009	2151	1943	3365	4902	10190	5484	1175	1834	1545	2040	1480	
Percentage of Calls Answered by an Agent 2009	90%	88%	85%	90%	91%	90%	91%	92%	88%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



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

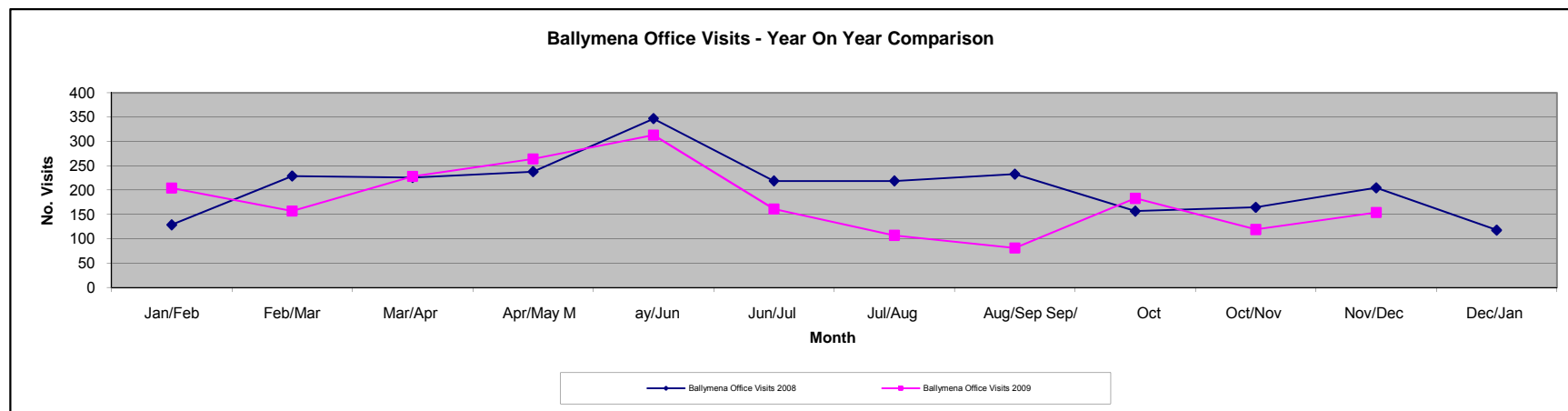
2009	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Website Visits 2009	9711	9534	14024	7074	78560	53138	30060	23182	27190	33197	24979	
No. Documents Downloaded 2009	12346	12777	22167	19175	33115	29558	31151	15688	16700	19839	17254	



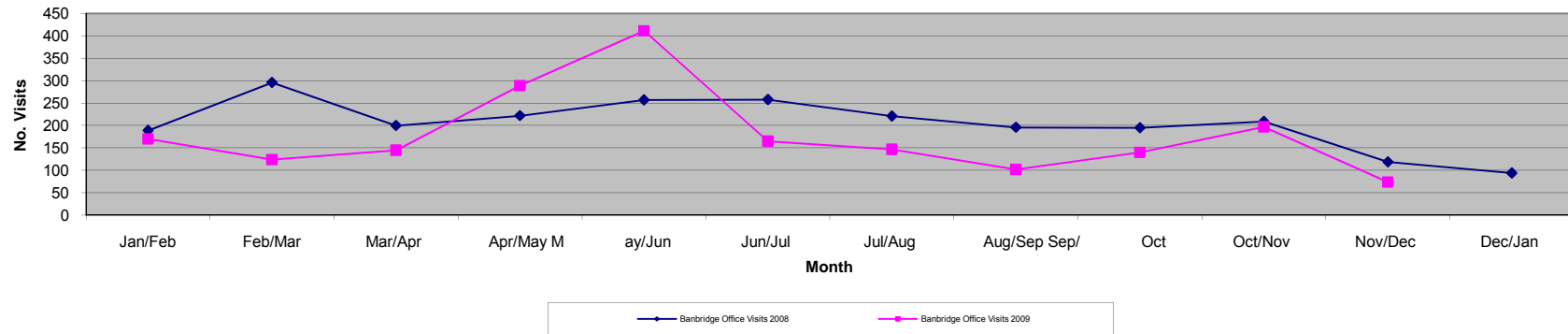
Office Visits by the Public

2008	Jan	Feb	Mar/Apr	Apr/May	May/June	June/July	July/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

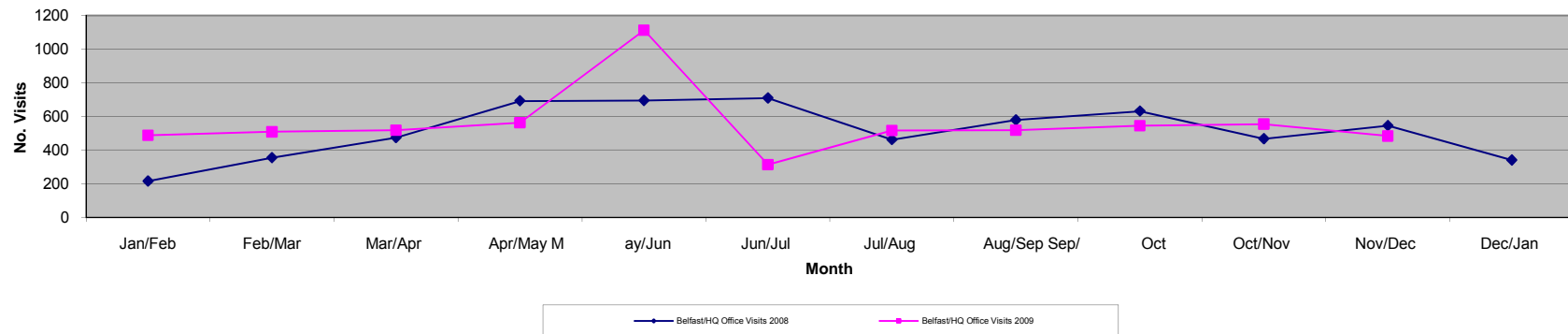
2009	Jan/Feb	Feb/Mar	Mar/Apr	Apr/May	May/June	June/July	July/Aug	Aug/Sep	Sep/Oct	Oct/Nov	Nov/Dec	Dec/Jan
Ballymena Office Visits 2009	204	157	228	264	313	161	107	81	183	119	154	
Banbridge Office Visits 2009	170	124	145	289	411	165	147	102	140	197	74	
Belfast/HQ Office Visits 2009	487	508	518	562	1112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



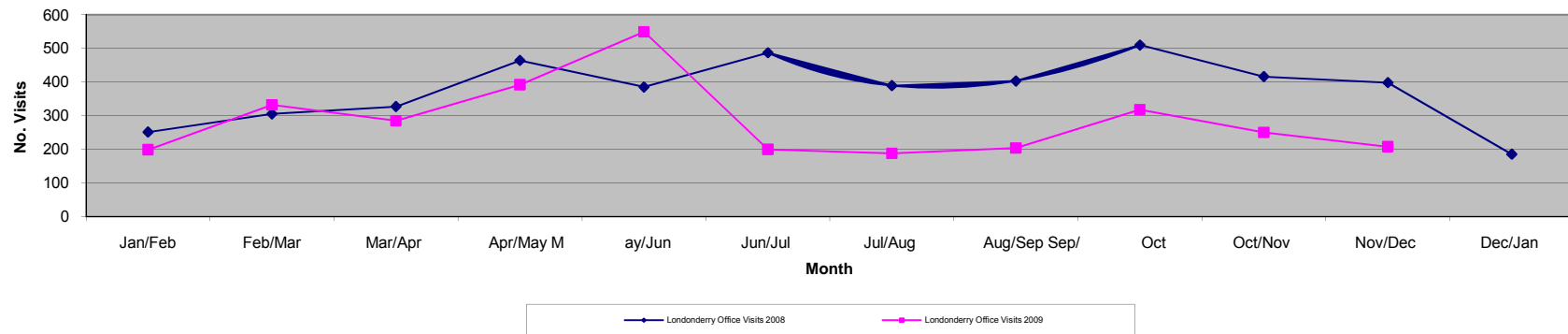
Banbridge Office Visits - Year On Year Comparison



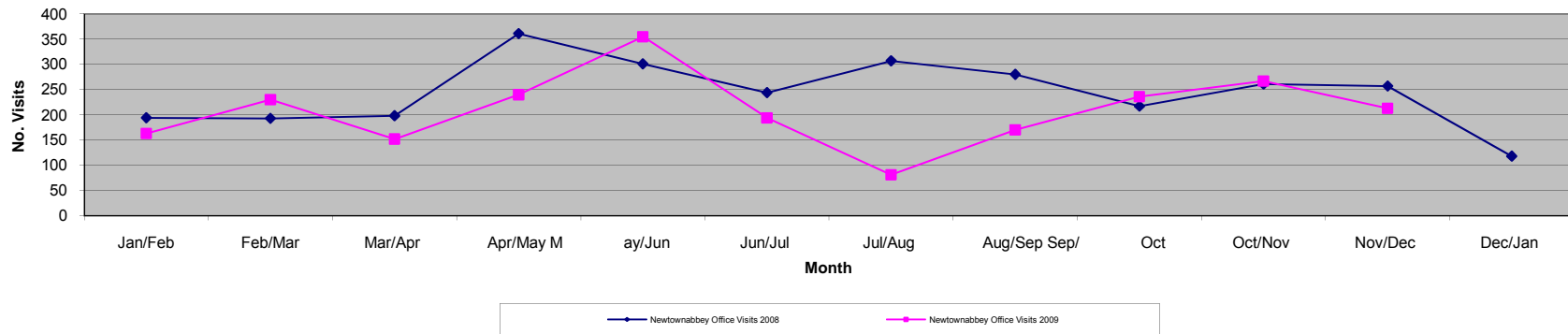
Belfast/HQ Office Visits - Year On Year Comparison



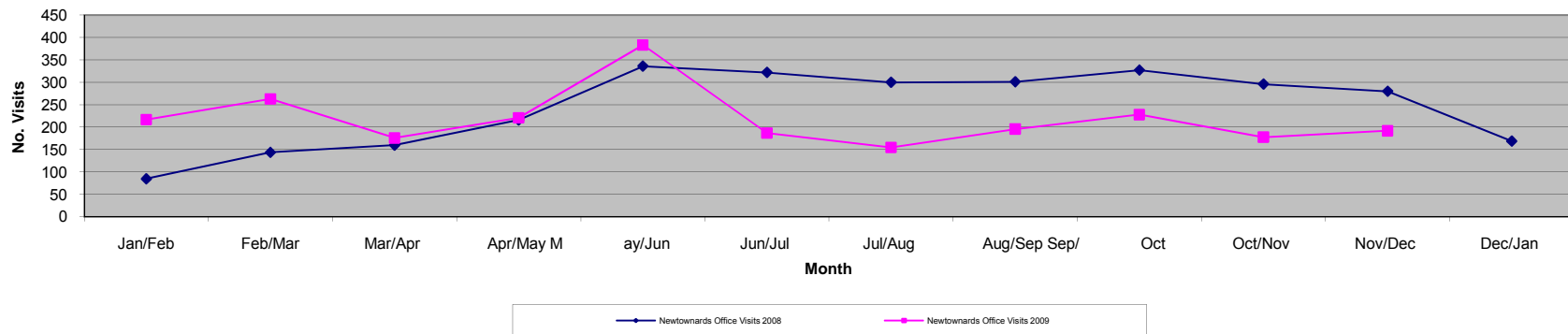
Londonderry Office Visits - Year On Year Comparison



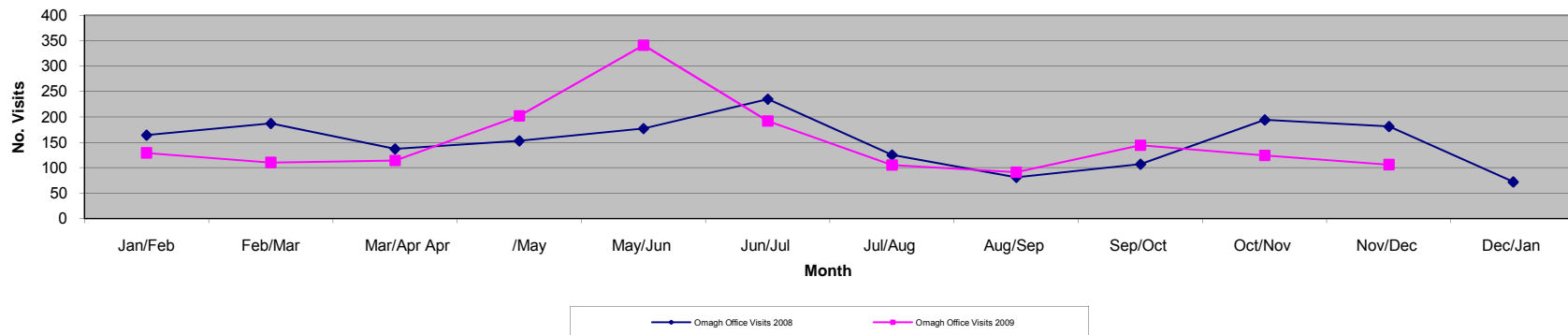
Newtownabbey Office Visits - Year On Year Comparison



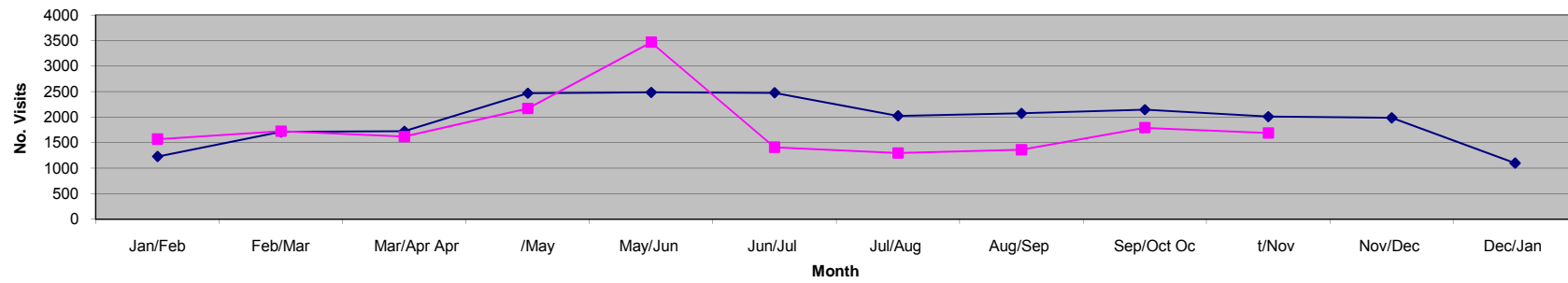
Newtownards Office Visits - Year On Year Comparison



Omagh Office Visits - Year On Year Comparison



Total Office Visits - Year On Year Comparison



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

STAFF

Nov - Dec 09

		Notes	
Percentage days lost due to sick absence (Year to Date)	1.7%	Average days sick per person: 2.5	
Average flexi leave balance	6.6	To w/e 27.11.09	
Number of staff with flexi leave balance exceeding maximum	1	[Note - Max Credit: +22.12 hrs Max Debit: -14.48 hrs]	
Overtime - Permanent Staff Only	£414.04	Paid in November and includes additional hours	
Casual staff hours paid	Sept 22 - 25	Oct 26 - 30	Nov 31 - 34
HQ	51.08	112.38	98.77
Belfast	173.68	219.66	55.62
Newtownards	57.04	122.02	54.48
Newtownabbey	93.36	284.94	205.76
Banbridge A	0.00	0.00	0.00
Banbridge B	0.00	28.94	0.00
Omagh	49.94	350.76	129.96
Ballymena	131.68	226.46	153.52
Londonderry	101.31	309.31	164.03
TOTAL	658.09	1,654.47	862.14

Prompt Payments

November

Notes

Number of invoices submitted to FSD on time	83	
Number of invoices submitted to FSD out of time	0	