

## REGISTRATION

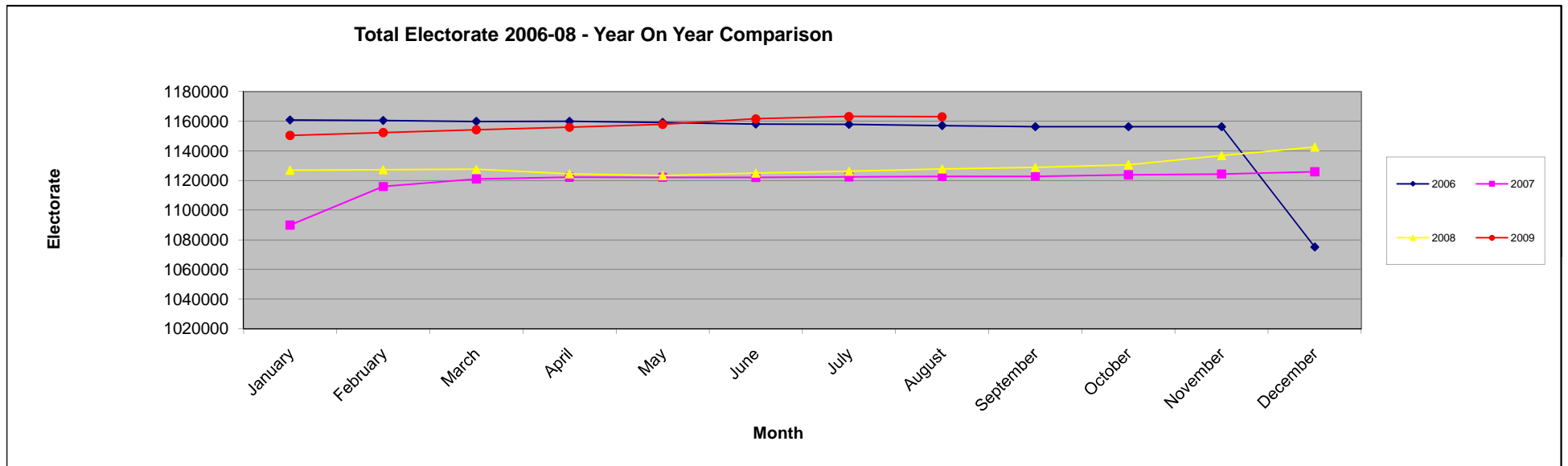
03.08.09 comparison with 01.12.08

Area Office	Constituency	Total Published Electorate 01.12.08	Total Published Electorate 03.08.09	Difference	% Change
Belfast	BELFAST SOUTH	50421	51276	855	1.70
	BELFAST WEST	51620	53470	1850	3.58
Londonderry	FOYLE	68227	69513	1286	1.88
	EAST LONDONDERRY	57945	58684	739	1.28
Ballymena	NORTH ANTRIM	74640	75631	991	1.33
	MID ULSTER	62845	63790	945	1.50
Omagh	WEST TYRONE	59909	61000	1091	1.82
	FERMANAGH AND SOUTH TYRONE	67250	68616	1366	2.03
Banbridge 1	UPPER BANN	73697	75231	1534	2.08
	NEWRY AND ARMAGH	73703	74733	1030	1.40
Banbridge 2	SOUTH DOWN	74696	76272	1576	2.11
	LAGAN VALLEY	72328	73862	1534	2.12
Newtownabbey	BELFAST NORTH	50989	52410	1421	2.79
	EAST ANTRIM	58405	59079	674	1.15
	SOUTH ANTRIM	67598	68874	1276	1.89
Newtownards	BELFAST EAST	50440	51214	774	1.53
	STRANGFORD	68249	69272	1023	1.50
	NORTH DOWN	59585	60115	530	0.89
<b>TOTAL</b>		<b>1142547</b>	<b>1163042</b>	<b>20495</b>	<b>1.79</b>

03.08.09 comparison with previous month

Area Office	Constituency	Total Published Electorate 01.07.09	Total Published Electorate 03.08.09	Difference	% Change
Belfast	BELFAST SOUTH	51118	51276	158	0.31
	BELFAST WEST	53353	53470	117	0.22
Londonderry	FOYLE	69408	69513	105	0.15
	EAST LONDONDERRY	58626	58684	58	0.10
Ballymena	NORTH ANTRIM	75674	75631	-43	-0.06
	MID ULSTER	63862	63790	-72	-0.11
Omagh	WEST TYRONE	60899	61000	101	0.17
	FERMANAGH AND SOUTH TYRONE	68505	68616	111	0.16
Banbridge 1	UPPER BANN	75406	75231	-175	-0.23
	NEWRY AND ARMAGH	74935	74733	-202	-0.27
Banbridge 2	SOUTH DOWN	76257	76272	15	0.02
	LAGAN VALLEY	73819	73862	43	0.06
Newtownabbey	BELFAST NORTH	52496	52410	-86	-0.16
	EAST ANTRIM	59181	59079	-102	-0.17
	SOUTH ANTRIM	68971	68874	-97	-0.14
Newtownards	BELFAST EAST	51229	51214	-15	-0.03
	STRANGFORD	69295	69272	-23	-0.03
	NORTH DOWN	60163	60115	-48	-0.08
<b>TOTAL</b>		<b>1163197</b>	<b>1163042</b>	<b>-155</b>	<b>-0.01</b>

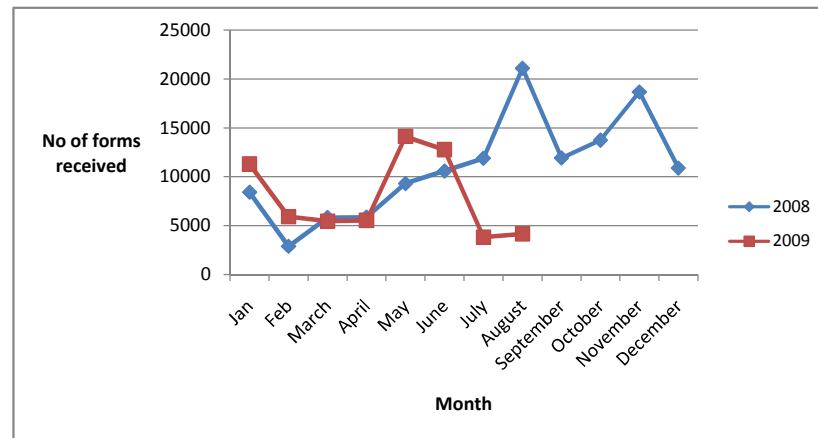
TOTAL ELECTORATE	2006	2007	2008	2009
January	1160838	1089928	1126982	1150393
February	1160492	1115965	1127258	1152379
March	1159858	1121098	1127602	1154228
April	1159896	1122330	1124624	1155960
May	1159124	1122198	1123352	1157853
June	1158139	1122105	1125053	1161566
July	1157814	1122469	1126263	1163197
August	1157051	1122839	1127833	1163042
September	1156263	1122885	1128890	
October	1156263	1123846	1130596	
November	1156263	1124479	1136766	
December	1075116	1125979	1142547	



CHANGES TO REGISTER AND FORMS RECEIVED - 3 AUGUST 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	337	18	124	186	154	82	564	51118	1.10
	Belfast West	443	9	93	171	353	98	724	53353	1.36
Newtownards	North Down	133	7	83	58	54	113	315	60163	0.52
	Strangford	120	20	69	99	48	117	353	69295	0.51
	Belfast East	126	14	57	71	65	95	302	51229	0.59
Newtownabbey	East Antrim	137	13	32	89	45	164	343	59181	0.58
	South Antrim	207	21	63	121	97	189	491	68971	0.71
	Belfast North	238	18	44	157	62	199	480	52496	0.91
Banbridge 1	Upper Bann	287	37	78	169	33	329	646	75406	0.86
	Newry & Armagh	280	12	78	190	32	390	702	74935	0.94
Banbridge 2	South Down	206	9	69	112	61	98	349	76257	0.46
	Lagan Valley	204	7	97	89	59	88	340	73819	0.46
Omagh	Fermanagh & South Tyrone	137	3	91	155	81	67	397	68505	0.58
	West Tyrone	110	3	86	113	55	54	311	60899	0.51
Ballymena	North Antrim	156	16	79	133	107	188	523	75674	0.69
	Mid Ulster	183	17	79	128	131	196	551	63862	0.86
Londonderry	Foyle	592	105	174	313	117	129	838	69408	1.21
	East Londonderry	265	38	109	118	68	95	428	58626	0.73
<b>TOTALS</b>	<b>TOTALS</b>	<b>4161</b>	<b>367</b>	<b>1505</b>	<b>2472</b>	<b>1622</b>	<b>2691</b>	<b>8657</b>	<b>1163197</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	3832
August	21117	4161
September	11927	
October	13746	
November	18681	
December	10894	

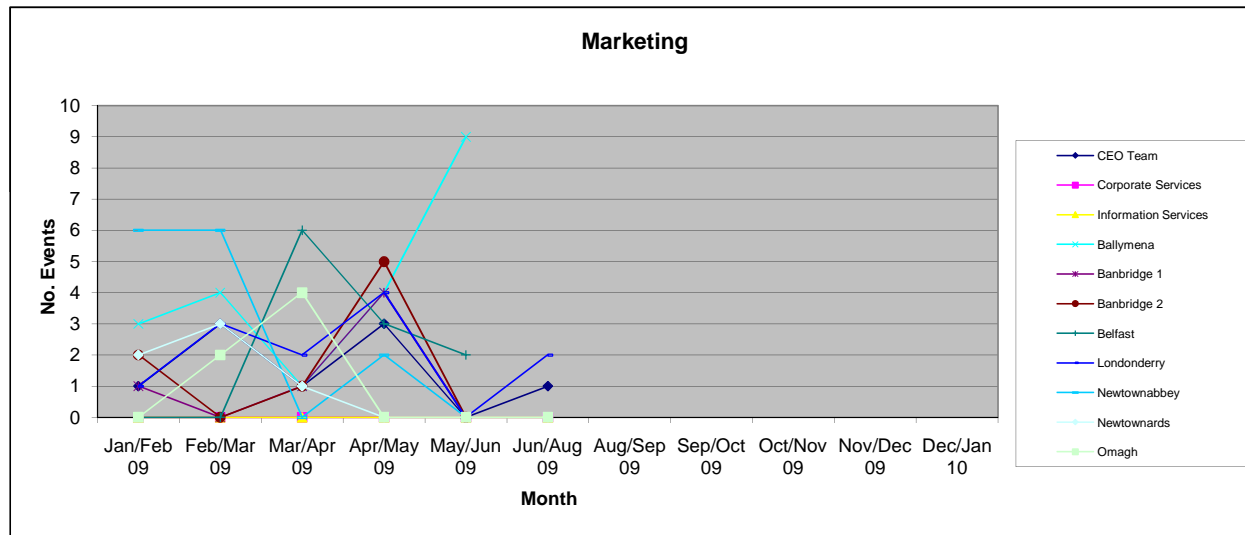


**MARKETING**

Jun - Aug 09

Area Office/Business Unit	No. of Presentations	Notes
CEO Team	1	In June ACEO(E) gave presentation and led a three hour seminar on introducing individual registration into NI to the London Branch of the AEA
Corporate Services	0	
Information Services	0	
Ballymena	0	
Banbridge 1	0	
Banbridge 2	0	
Belfast	0	
Londonderry	2	Appointments with NW Technical College,(2 campus- Derry and Limavady to take part in Freshers Day. Contact with local university to arrange registration on Freshers Day (2 campus - Magee and Coleraine)
Newtownabbey	0	
Newtownards	0	
Omagh	0	
<b>TOTAL</b>	<b>3</b>	

Area Office/Business Unit	Jan/Feb 09	Feb/Mar 09	Mar/Apr 09	Apr/May 09	May/Jun 09	Jun/Aug 09	Aug/Sep 09	Sep/Oct 09	Oct/Nov 09	Nov/Dec 09	Dec/Jan 10
CEO Team	1	3	1	3	0	1					
Corporate Services	0	0	0	0	0	0					
Information Services	0	0	0	0	0	0					
Ballymena	3	4	1	4	9						
Banbridge 1	1	0	1	4	0						
Banbridge 2	2	0	1	5	0						
Belfast	0	0	6	3	2						
Londonderry	1	3	2	4	0	2					
Newtownabbey	6	6	0	2	0						
Newtownards	2	3	1	0	0	0					
Omagh	0	2	4	0	0	0					
<b>TOTAL</b>	<b>16</b>	<b>21</b>	<b>17</b>	<b>25</b>	<b>11</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>



**MEDIA**

Jun - Aug 09

<b>Area Office/Business Unit</b>	<b>No. of Media Contacts</b>	<b>Notes</b>
CEO Team	1	Promotion of EIC and RNIB working together
Corporate Services	0	
Information Services	0	
Ballymena	0	
Banbridge 1	0	
Banbridge 2	0	
Belfast	0	
Londonderry	1	Live interview on polling day with Radio Foyle promoting PR election and correct ID
Newtownabbey	0	
Newtownards	0	
Omagh	0	
<b>TOTAL</b>	<b>2</b>	

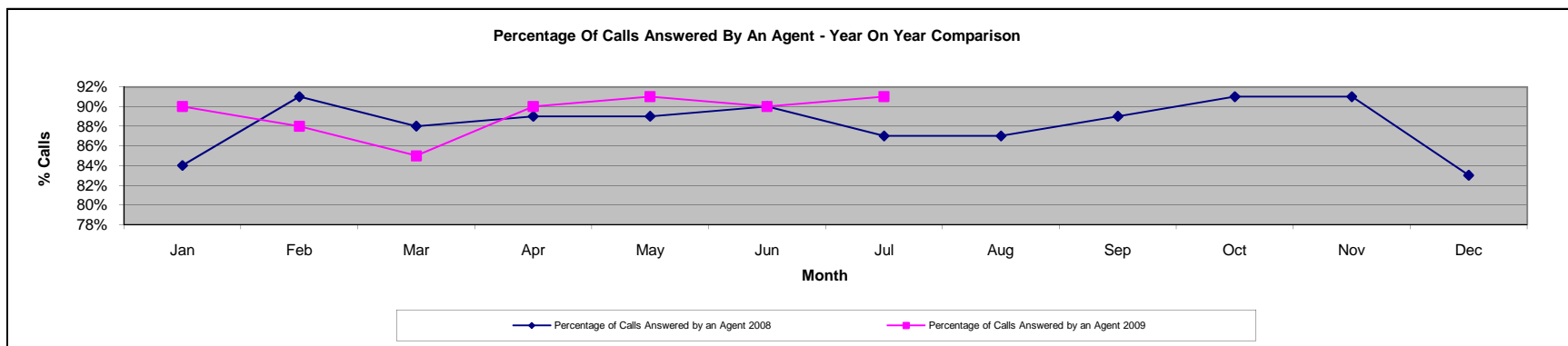
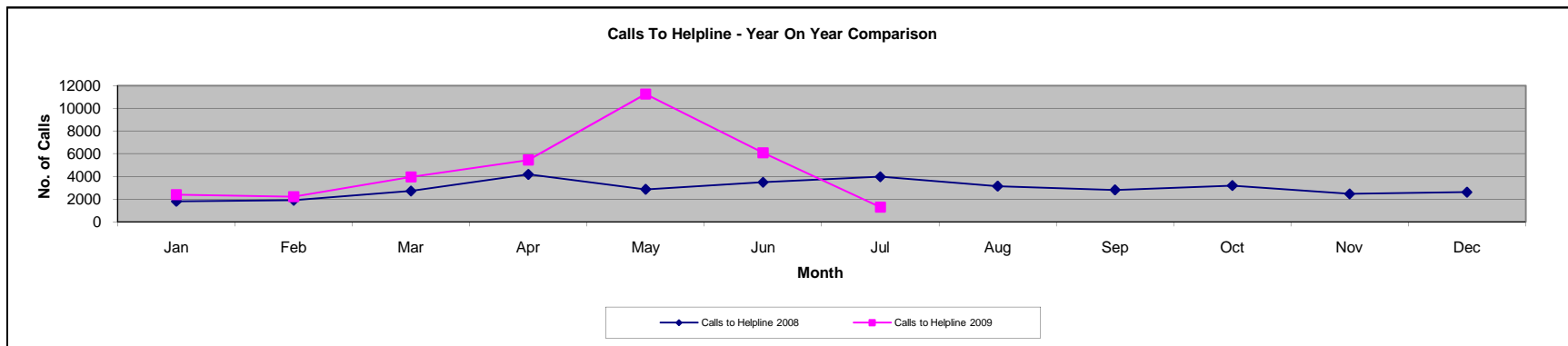


## OTHER PUBLIC CONTACTS

### Helpline Statistics

2008	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Calls to Helpline 2008	1799	1889	2709	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%

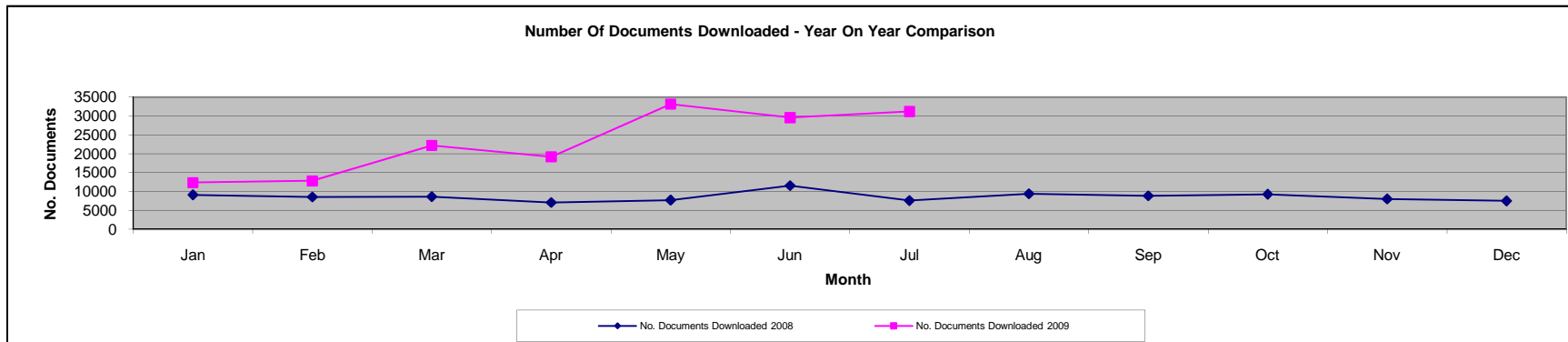
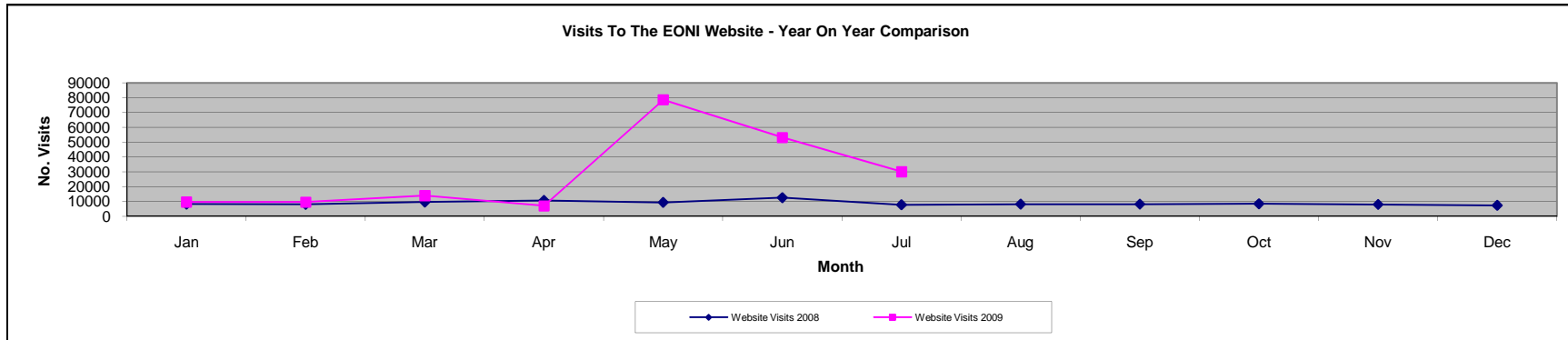
2009	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Calls to Helpline 2009	2386	2207	3954	5453	11253	6078	1297					
Calls Answered by an Agent 2009	2151	1943	3365	4902	10190	5484	1175					
Percentage of Calls Answered by an Agent 2009	90%	88%	85%	90%	91%	90%	91%					



## 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

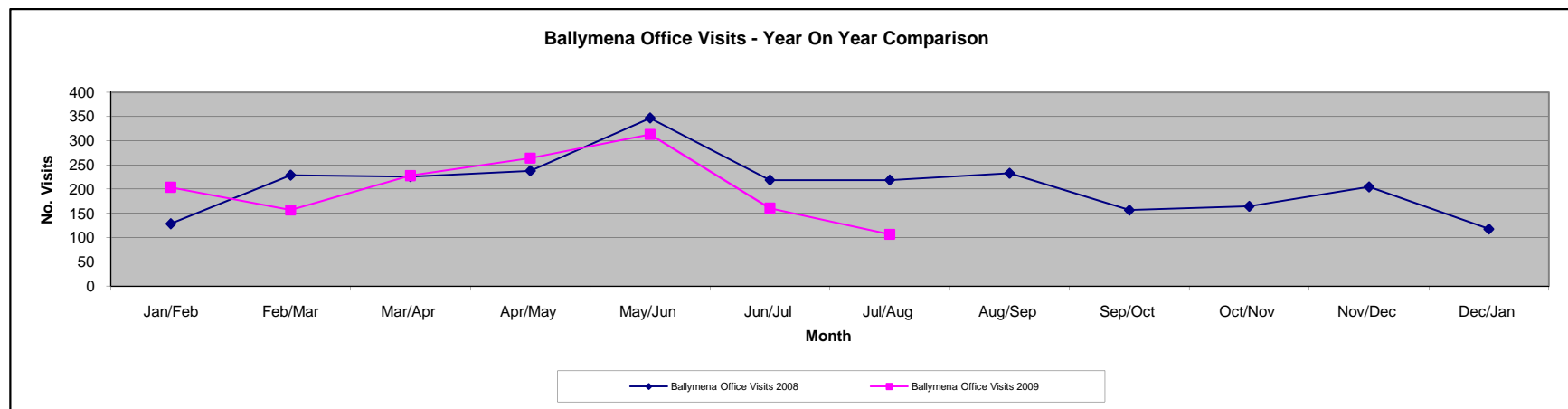
2009	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Website Visits 2009	9711	9534	14024	7074	78560	53138	30060					
No. Documents Downloaded 2009	12346	12777	22167	19175	33115	29558	31151					



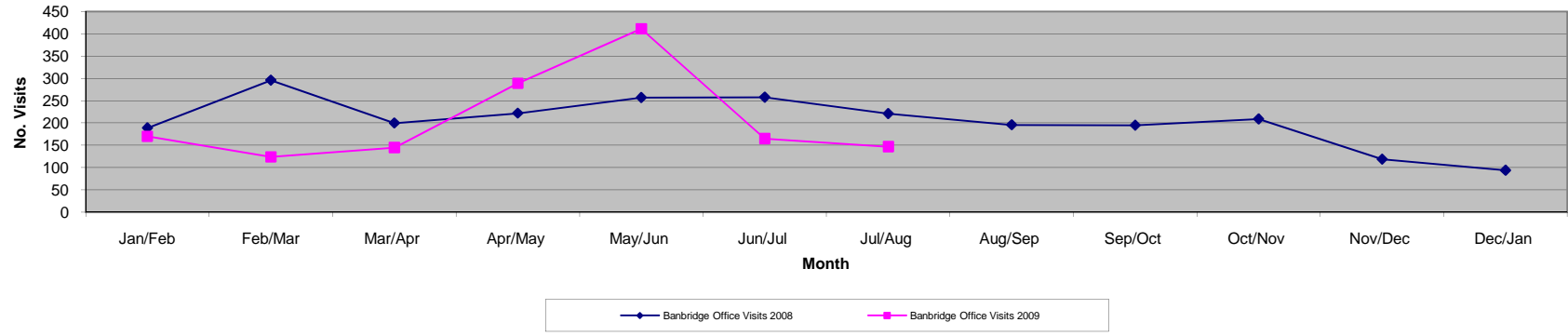
## Office Visits by the Public

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
<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>

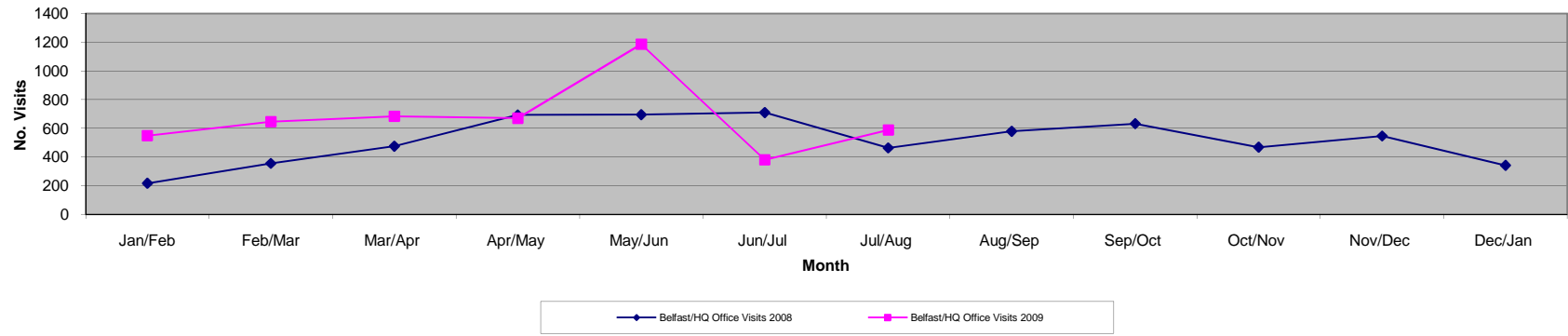
2009	Jan/Feb	Feb/Mar	Mar/Apr	Apr/May	May/June	June/July	July/Aug	Aug/Sep	Sep/Oct	Oct/Nov	Nov/Dec	Dec/Jan
Ballymena Office Visits 2009	204	157	228	264	313	161	107					
Banbridge Office Visits 2009	170	124	145	289	411	165	147					
Belfast/HQ Office Visits 2009	547	645	682	669	1185	379	587					
Londonderry Office Visits 2009	199	332	285	392	549	200	188					
Newtownabbey Office Visits 2009	163	230	152	240	355	194	81					
Newtownards Office Visits 2009	217	263	176	221	383	187	155					
Omagh Office Visits 2009	129	110	114	202	341	192	105					
<b>TOTAL OFFICE VISITS 2009</b>	<b>1629</b>	<b>1861</b>	<b>1782</b>	<b>2277</b>	<b>3537</b>	<b>1478</b>	<b>1370</b>					



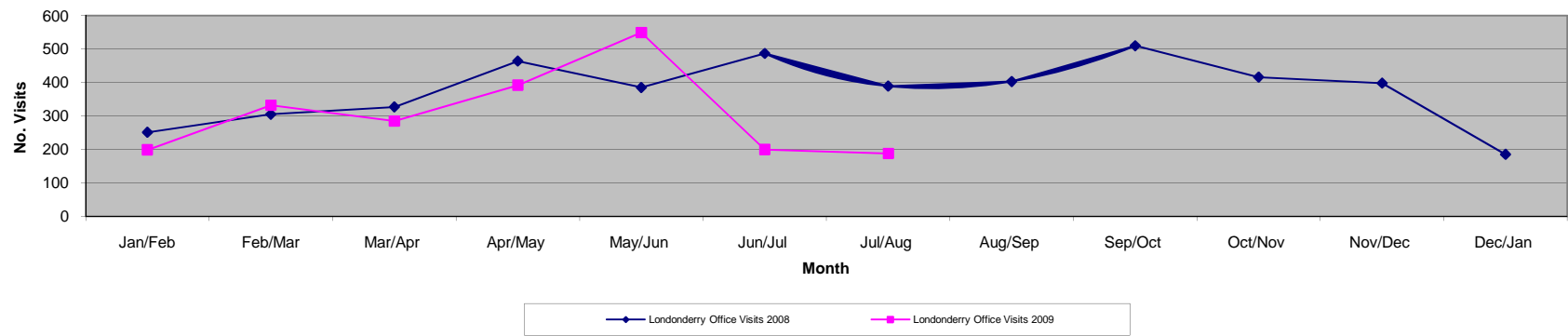
**Banbridge Office Visits - Year On Year Comparison**



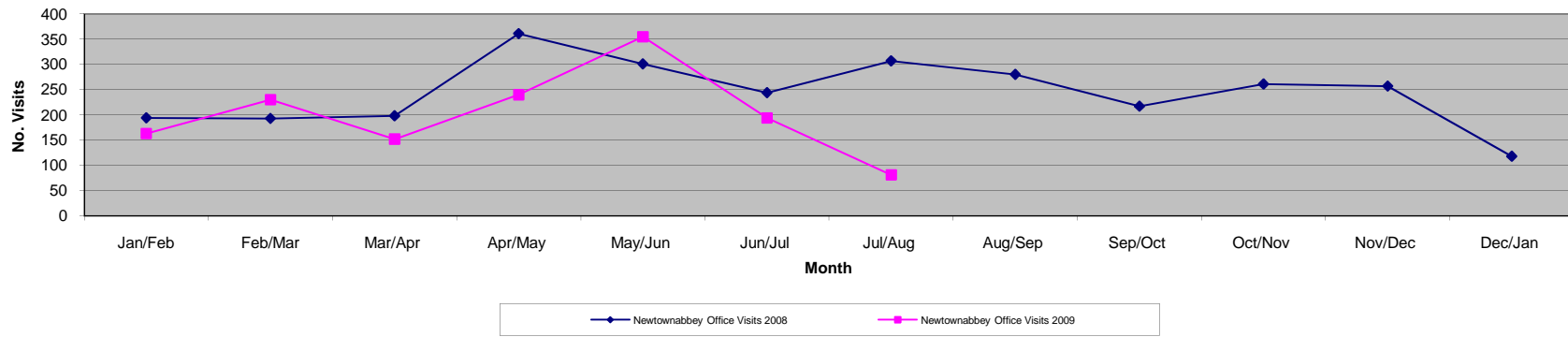
**Belfast/HQ Office Visits - Year On Year Comparison**



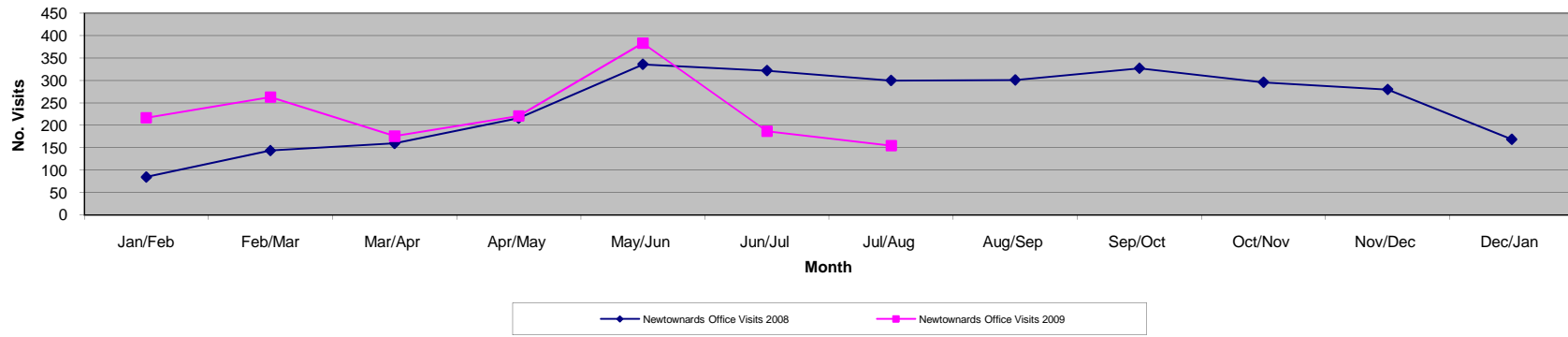
**Londonderry Office Visits - Year On Year Comparison**



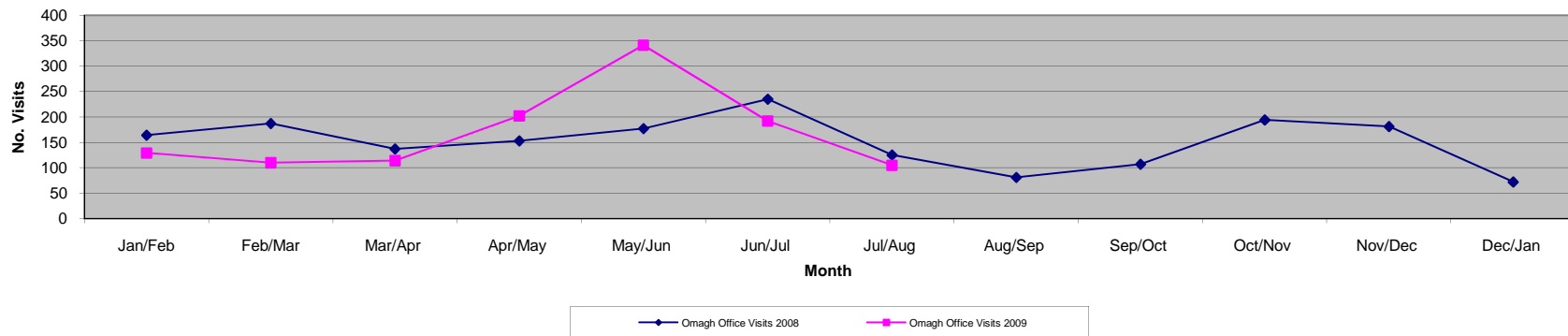
**Newtownabbey Office Visits - Year On Year Comparison**



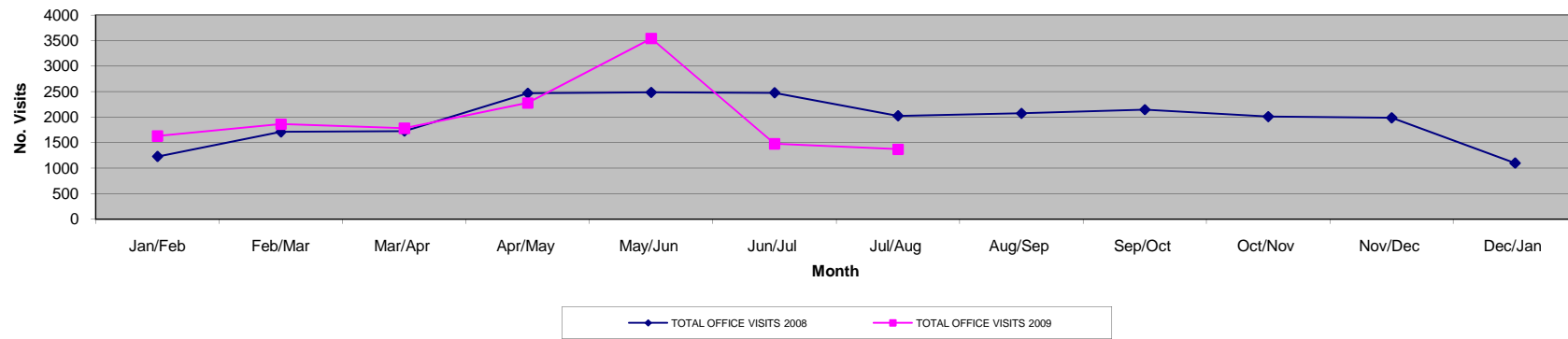
**Newtownards Office Visits - Year On Year Comparison**



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



Total Office Visits - Year On Year Comparison



**STAFF**

**Jun - Aug 09**

		<b>Notes</b>	
Percentage days lost due to sick absence (Year to Date)	1.4%		
Average flexi leave balance	12.25	To w/e 7 August 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 - Permanent Staff Only	£0.00	No financial information on overtime.	
<b>Casual staff hours paid</b>	<b>May Weeks 5 - 9</b>	<b>June 10 - 13</b>	<b>July 14 - 17</b>
HQ	99.05		90.29
Belfast	90.80		
Newtownards	0.00		
Newtownabbey	43.13	25.53	97.63
Banbridge A	0.00		
Banbridge B	42.00	30.08	
Omagh	42.00		8.51
Ballymena	0.00		8.51
Londonderry	254.54		
<b>TOTAL</b>	<b>571.52</b>	<b>55.61</b>	<b>204.94</b>

includes 71 hours holiday pay

