

## REGISTRATION

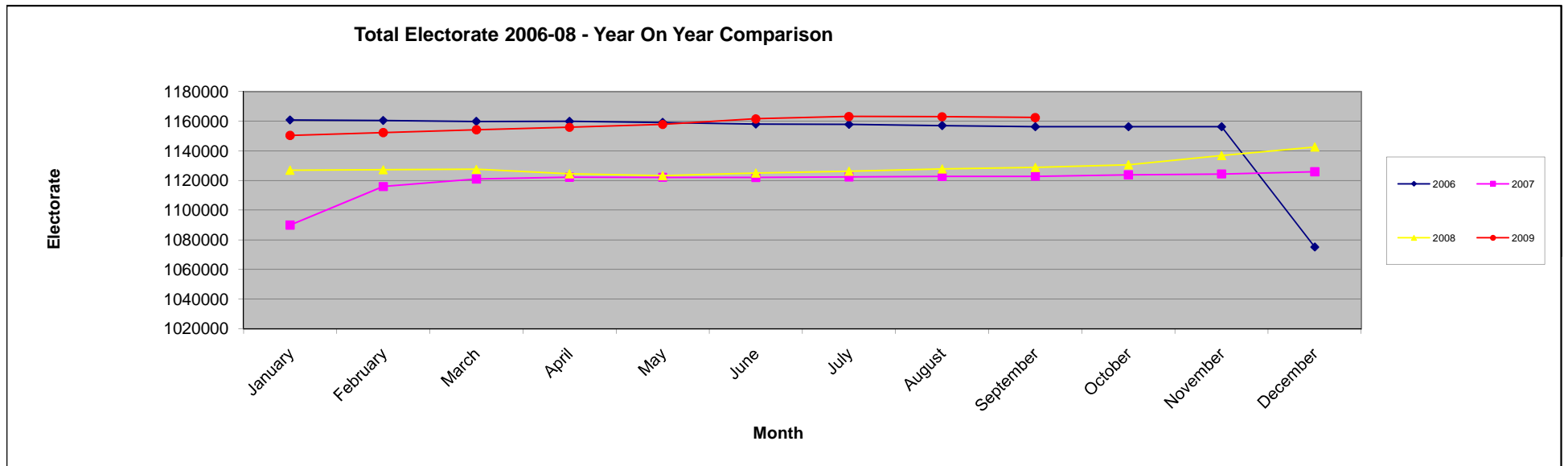
01.09.09 comparison with 01.12.08

Area Office	Constituency	Total Published Electorate 01.12.08	Total Published Electorate 01.09.09	Difference	% Change
Belfast	BELFAST SOUTH	50421	51284	863	1.71
	BELFAST WEST	51620	53434	1814	3.51
Londonderry	FOYLE	68227	69534	1307	1.92
	EAST LONDONDERRY	57945	58543	598	1.03
Ballymena	NORTH ANTRIM	74640	75588	948	1.27
	MID ULSTER	62845	63856	1011	1.61
Omagh	WEST TYRONE	59909	61004	1095	1.83
	FERMANAGH AND SOUTH TYRONE	67250	68600	1350	2.01
Banbridge 1	UPPER BANN	73697	75304	1607	2.18
	NEWRY AND ARMAGH	73703	74820	1117	1.52
Banbridge 2	SOUTH DOWN	74696	76196	1500	2.01
	LAGAN VALLEY	72328	73866	1538	2.13
Newtownabbey	BELFAST NORTH	50989	52307	1318	2.58
	EAST ANTRIM	58405	59045	640	1.10
	SOUTH ANTRIM	67598	68740	1142	1.69
Newtownards	BELFAST EAST	50440	51103	663	1.31
	STRANGFORD	68249	69157	908	1.33
	NORTH DOWN	59585	60044	459	0.77
<b>TOTAL</b>		<b>1142547</b>	<b>1162425</b>	<b>19878</b>	<b>1.74</b>

## 01.09.09 comparison with previous month

Area Office	Constituency	Total Published Electorate 03.08.09	Total Published Electorate 01.09.09	Difference	% Change
Belfast	BELFAST SOUTH	51276	51284	8	0.02
	BELFAST WEST	53470	53434	-36	-0.07
Londonderry	FOYLE	69513	69534	21	0.03
	EAST LONDONDERRY	58684	58543	-141	-0.24
Ballymena	NORTH ANTRIM	75631	75588	-43	-0.06
	MID ULSTER	63790	63856	66	0.10
Omagh	WEST TYRONE	61000	61004	4	0.01
	FERMANAGH AND SOUTH TYRONE	68616	68600	-16	-0.02
Banbridge 1	UPPER BANN	75231	75304	73	0.10
	NEWRY AND ARMAGH	74733	74820	87	0.12
Banbridge 2	SOUTH DOWN	76272	76196	-76	-0.10
	LAGAN VALLEY	73862	73866	4	0.01
Newtownabbey	BELFAST NORTH	52410	52307	-103	-0.20
	EAST ANTRIM	59079	59045	-34	-0.06
	SOUTH ANTRIM	68874	68740	-134	-0.19
Newtownards	BELFAST EAST	51214	51103	-111	-0.22
	STRANGFORD	69272	69157	-115	-0.17
	NORTH DOWN	60115	60044	-71	-0.12
<b>TOTAL</b>		<b>1163042</b>	<b>1162425</b>	<b>-617</b>	<b>-0.05</b>

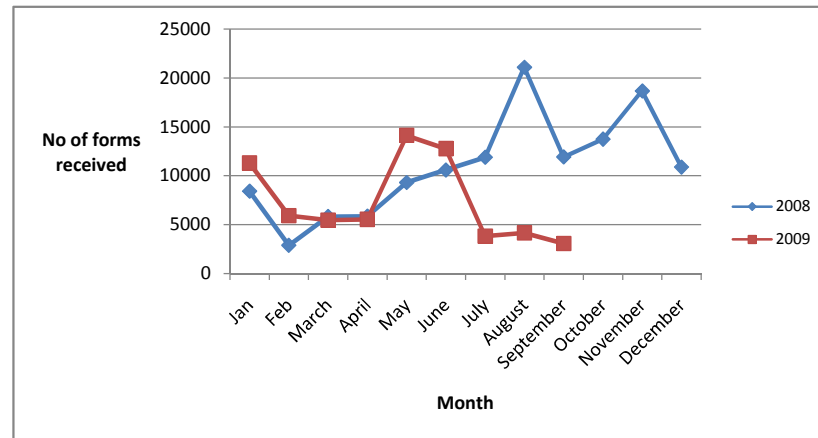
TOTAL ELECTORATE	2006	2007	2008	2009
January	1160838	1089928	1126982	1150393
February	1160492	1115965	1127258	1152379
March	1159858	1121098	1127602	1154228
April	1159896	1122330	1124624	1155960
May	1159124	1122198	1123352	1157853
June	1158139	1122105	1125053	1161566
July	1157814	1122469	1126263	1163197
August	1157051	1122839	1127833	1163042
September	1156263	1122885	1128890	1162425
October	1156263	1123846	1130596	
November	1156263	1124479	1136766	
December	1075116	1125979	1142547	



CHANGES TO REGISTER AND FORMS RECEIVED - 1 SEPTEMBER 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 3 August 2009	% change
Belfast	Belfast South	280	9	58	167	150	161	545	51276	1.06
	Belfast West	235	8	33	130	107	168	446	53470	0.83
Newtownards	North Down	82	11	47	58	20	139	275	60115	0.46
	Strangford	98	20	49	68	22	150	309	69272	0.45
	Belfast East	110	5	48	68	31	113	265	51214	0.52
Newtownabbey	East Antrim	67	6	21	41	44	71	183	59079	0.31
	South Antrim	177	4	21	102	85	218	430	68874	0.62
	Belfast North	358	24	63	245	149	265	746	52410	1.42
Banbridge 1	Upper Bann	207	18	47	141	20	76	302	75231	0.40
	Newry & Armagh	182	7	27	144	16	58	252	74733	0.34
Banbridge 2	South Down	300	5	58	215	39	292	609	76272	0.80
	Lagan Valley	287	5	62	203	23	209	502	73862	0.68
Omagh	Fermanagh & South Tyrone	81	3	37	94	17	113	264	68616	0.39
	West Tyrone	48	3	41	77	24	80	225	61000	0.37
Ballymena	North Antrim	132	8	63	92	52	152	367	75631	0.48
	Mid Ulster	162	8	61	136	58	101	364	63790	0.57
Londonderry	Foyle	196	6	49	108	38	82	283	69513	0.41
	East Londonderry	77	1	33	39	10	203	286	58684	0.49
<b>TOTALS</b>	<b>TOTALS</b>	<b>3079</b>	<b>151</b>	<b>818</b>	<b>2128</b>	<b>905</b>	<b>2651</b>	<b>13534</b>	<b>1163042</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	3079
October	13746	
November	18681	
December	10894	



**MARKETING**

Aug - Sep 09

Area Office/Business Unit	No. of Presentations	Notes
CEO Team	0	
Corporate Services	0	
Information Services	0	
Ballymena	0	
Banbridge 1	0	
Banbridge 2	0	
Belfast	1	3/09/09 meeting with A McDonnell MP to discuss improvements to BS registrations
Londonderry	0	correspondence with local community group to arrange ID clinic
Newtownabbey	2	07.08.09 MEETING WITH PAM LEWIS DUP COUNCILLOR TO DICUSSES SERVICE PROVIDED BY NAB OFFICE 11.08.09 MEETING WITH ROBERT CRAWFORD SINN FEIN REP TO DICUSS REGISTRATION IN NORTH BELFAST
Newtownards	0	
Omagh	0	
<b>TOTAL</b>	<b>3</b>	



**MEDIA**

Aug - Sep 09

Area Office/Business Unit	No. of Media Contacts	Notes
CEO Team	0	
Corporate Services	0	
Information Services	0	
Ballymena	1	Ken Mack accompanied AEO to Rathlin Island - Free Prize Draw
Banbridge 1	0	
Banbridge 2	0	
Belfast	0	
Londonderry	0	
Newtownabbey	0	
Newtownards	0	
Omagh	0	
<b>TOTAL</b>	<b>1</b>	

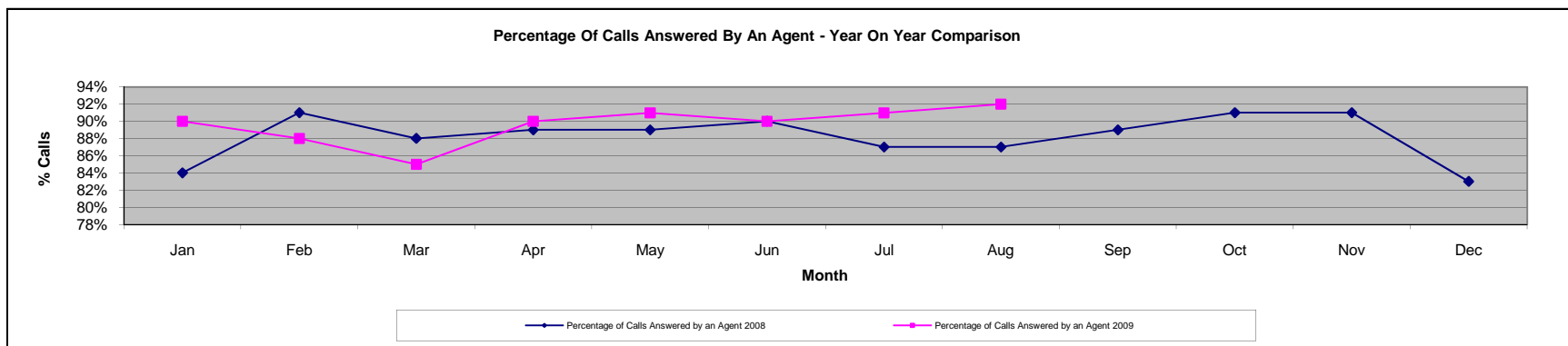
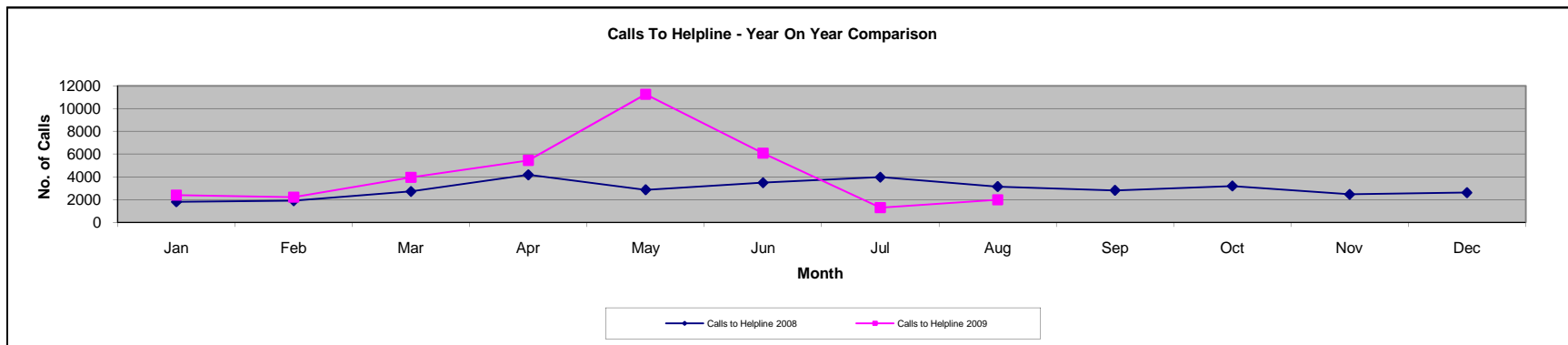


## OTHER PUBLIC CONTACTS

### 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%

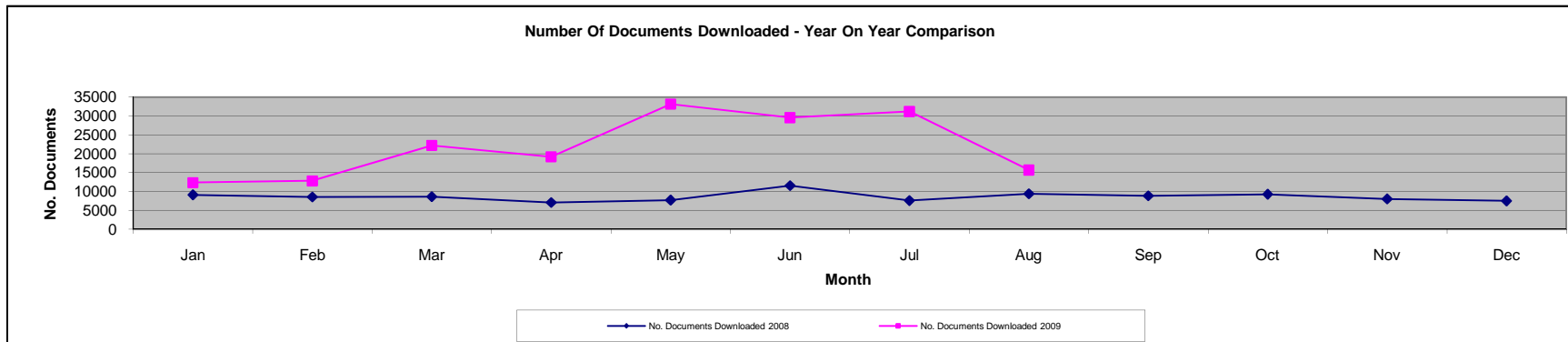
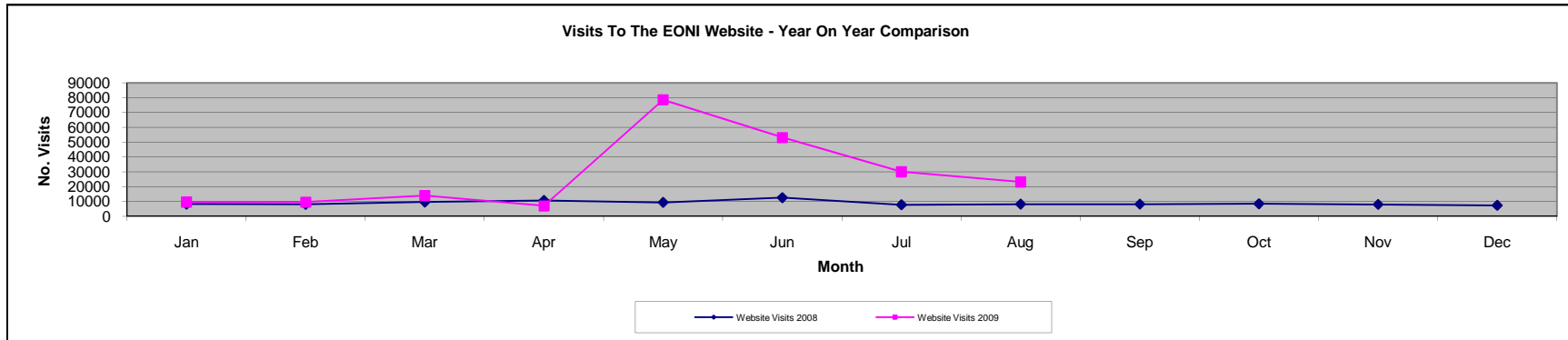
2009	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Calls to Helpline 2009	2386	2207	3954	5453	11253	6078	1297	1993				
Calls Answered by an Agent 2009	2151	1943	3365	4902	10190	5484	1175	1834				
Percentage of Calls Answered by an Agent 2009	90%	88%	85%	90%	91%	90%	91%	92%				



## 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

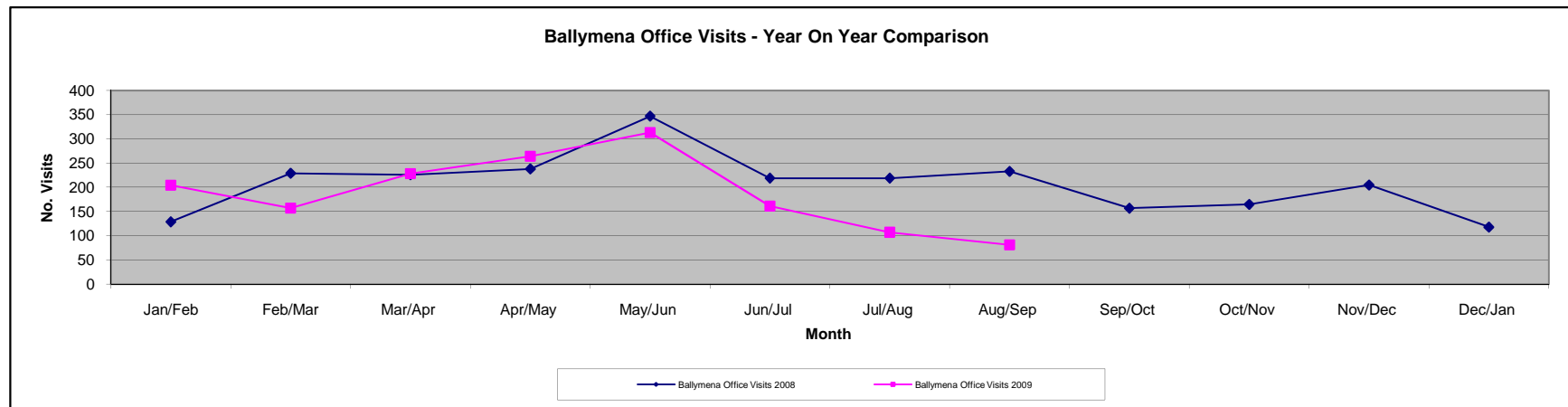
2009	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Website Visits 2009	9711	9534	14024	7074	78560	53138	30060	23182				
No. Documents Downloaded 2009	12346	12777	22167	19175	33115	29558	31151	15688				



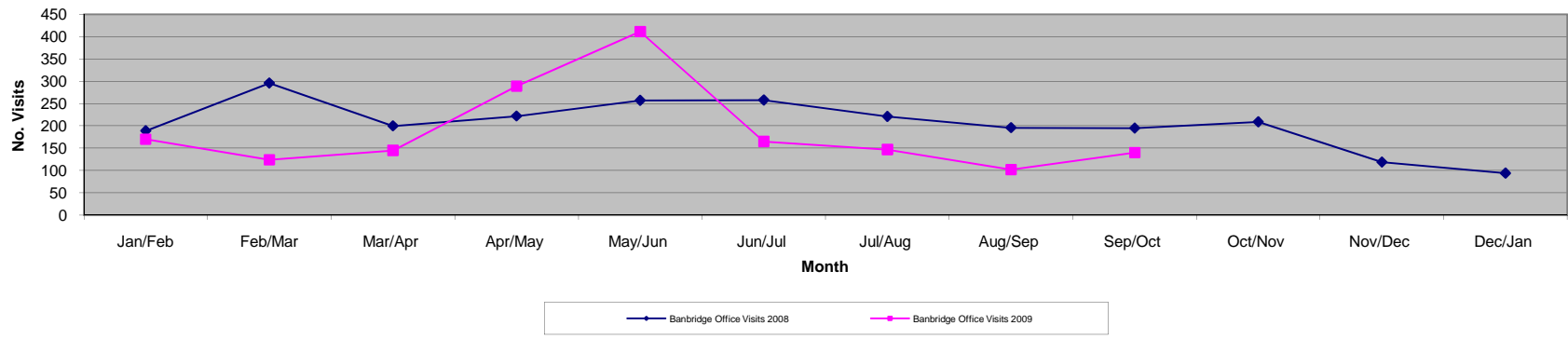
## Office Visits by the Public

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>

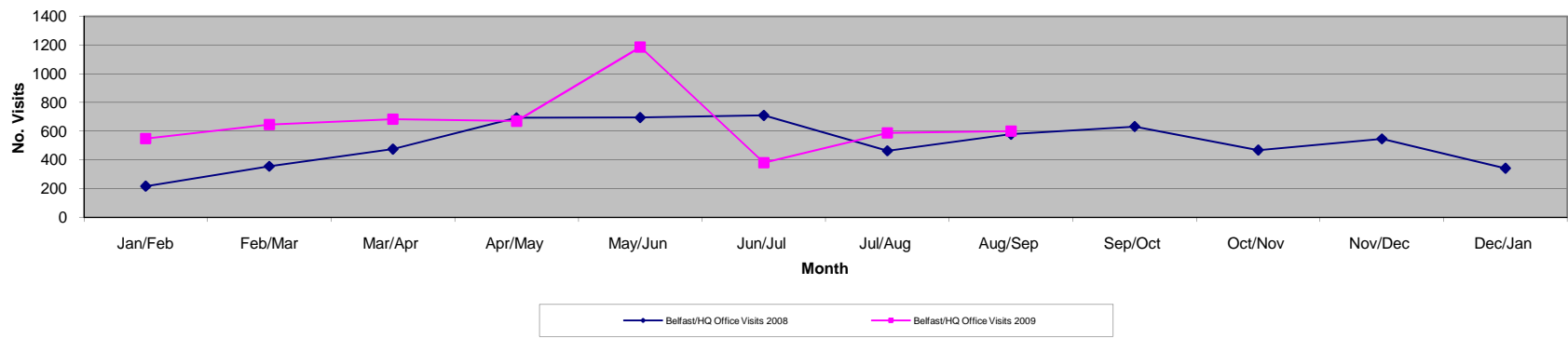
2009	Jan/Feb	Feb/Mar	Mar/Apr	Apr/May	May/June	June/July	July/Aug	Aug/Sep	Sep/Oct	Oct/Nov	Nov/Dec	Dec/Jan
Ballymena Office Visits 2009	204	157	228	264	313	161	107	81				
Banbridge Office Visits 2009	170	124	145	289	411	165	147	102	140			
Belfast/HQ Office Visits 2009	547	645	682	669	1185	379	587	599				
Londonderry Office Visits 2009	199	332	285	392	549	200	188	204				
Newtownabbey Office Visits 2009	163	230	152	240	355	194	81	170				
Newtownards Office Visits 2009	217	263	176	221	383	187	155	196				
Omagh Office Visits 2009	129	110	114	202	341	192	105	91				
<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>					



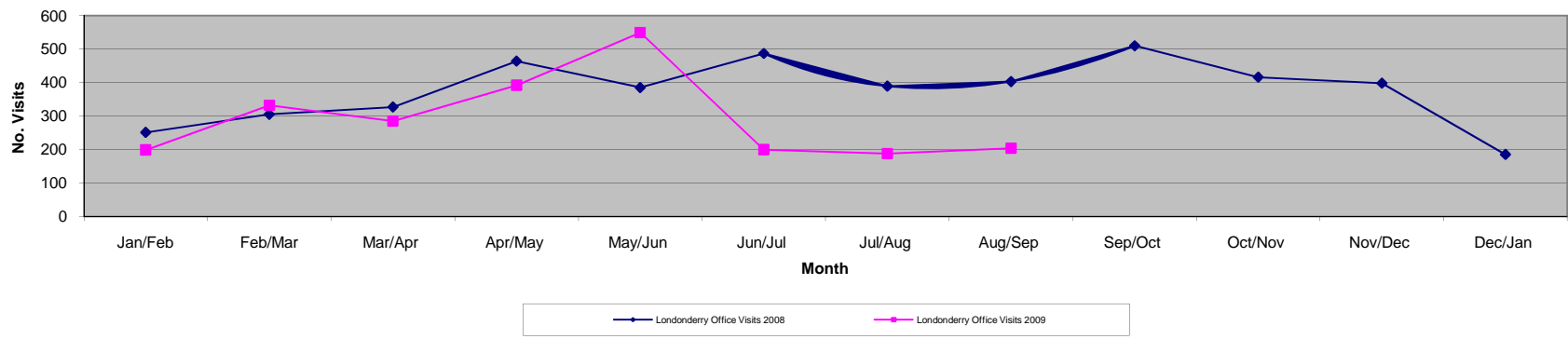
**Banbridge Office Visits - Year On Year Comparison**



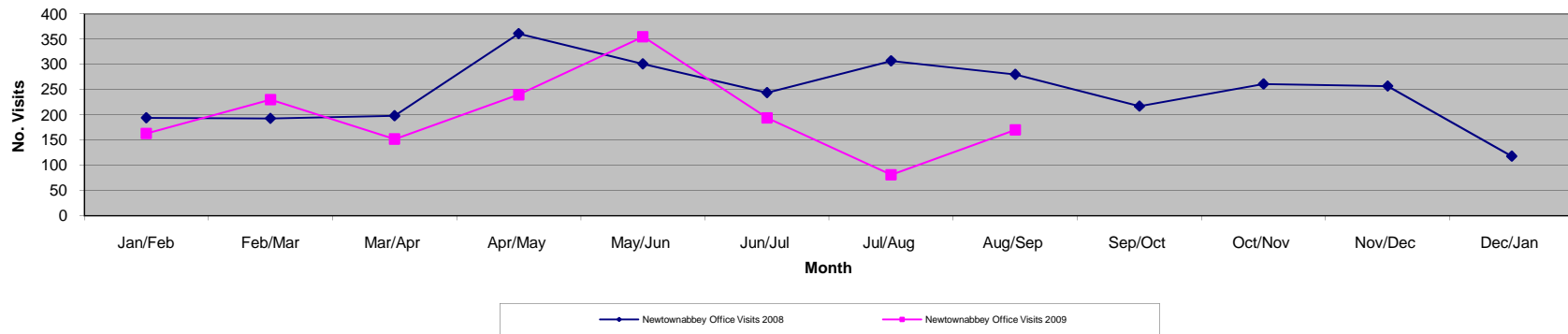
**Belfast/HQ Office Visits - Year On Year Comparison**



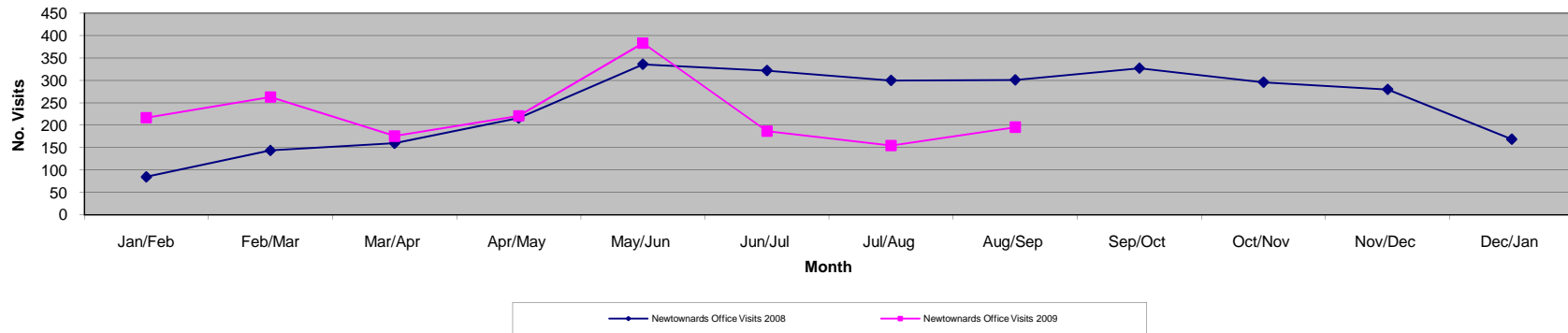
**Londonderry Office Visits - Year On Year Comparison**



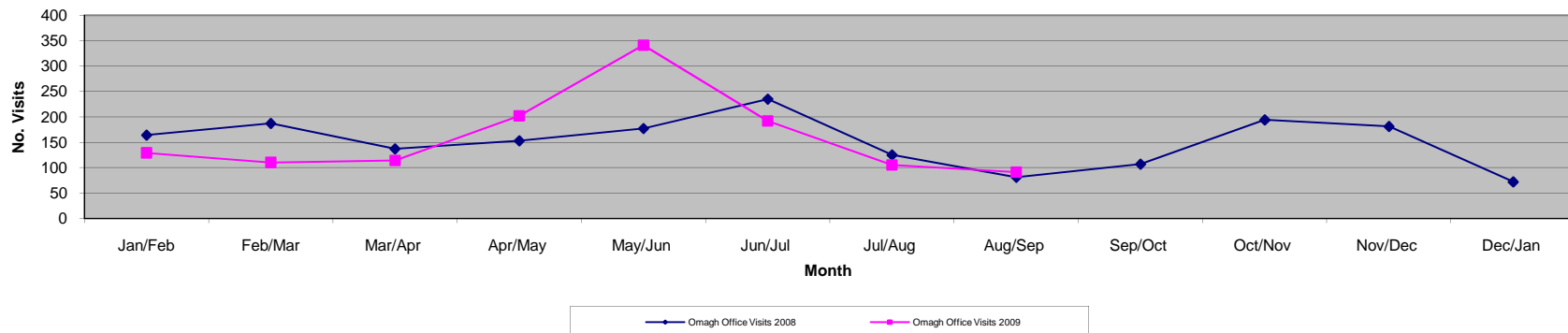
**Newtownabbey Office Visits - Year On Year Comparison**



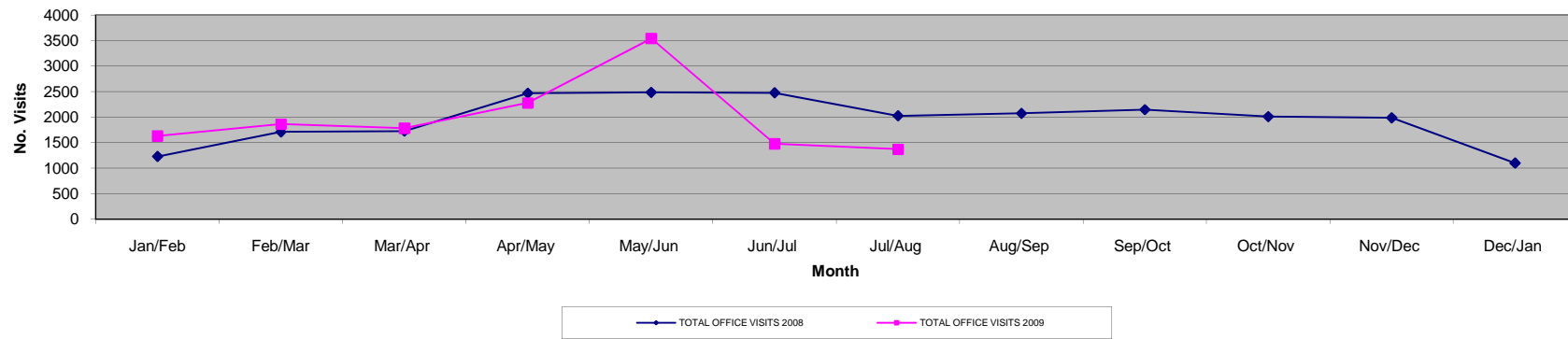
**Newtownards Office Visits - Year On Year Comparison**



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



Total Office Visits - Year On Year Comparison



## STAFF

Aug - Sep 09

		Notes	
Percentage days lost due to sick absence (Year to Date)	1.2%		
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.	
Casual staff hours paid	<b>June 10 - 13</b>	<b>July 14 - 17</b>	<b>Aug 18 - 21</b>
HQ		90.29	67.54
Belfast			0.00
Newtownards			0.00
Newtownabbey	25.53	97.63	42.00
Banbridge A			0.00
Banbridge B	30.08		0.00
Omagh		8.51	66.98
Ballymena		8.51	81.15
Londonderry			16.46
<b>TOTAL</b>	<b>55.61</b>	<b>204.94</b>	<b>274.13</b>