

REGISTRATION

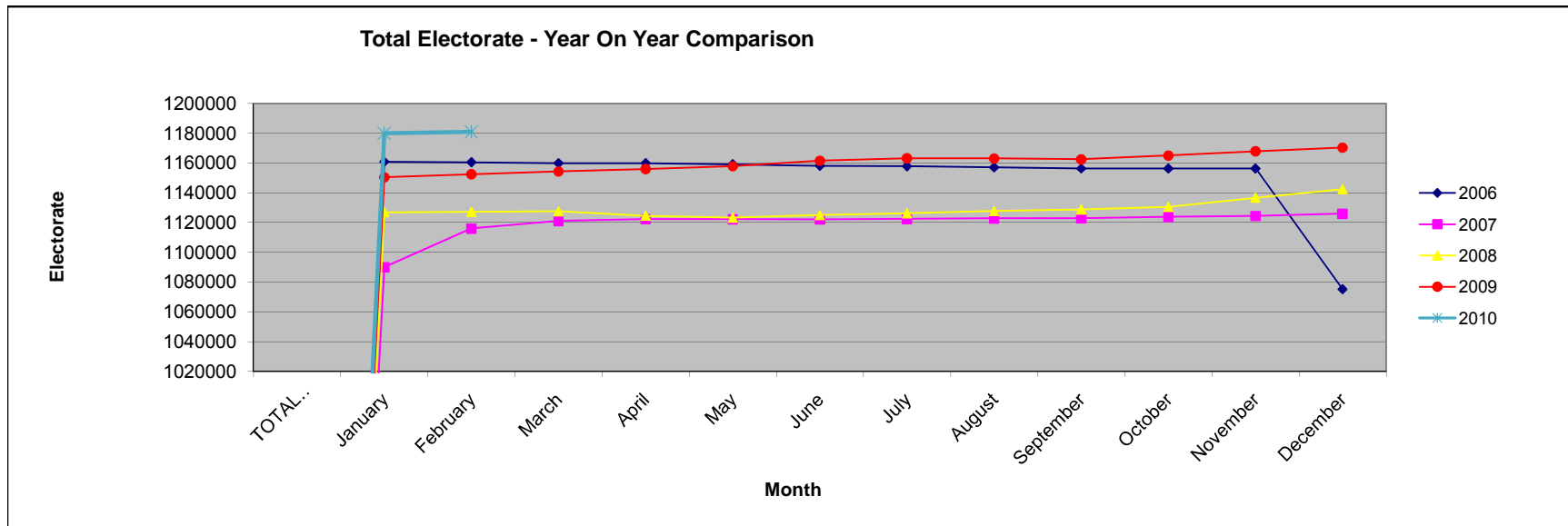
01.02.10 comparison with 01.12.09

Area Office	Constituency	Total Published Electorate 01.12.09	Total Published Electorate 01.02.10	Difference	% Change
Belfast	BELFAST SOUTH	59614	60111	497	0.83
	BELFAST WEST	59279	59815	536	0.90
Londonderry	FOYLE	65367	66229	862	1.32
	EAST LONDONDERRY	63453	63976	523	0.82
Ballymena	NORTH ANTRIM	73409	74178	769	1.05
	MID ULSTER	64419	65231	812	1.26
Omagh	WEST TYRONE	61076	61614	538	0.88
	FERMANAGH AND SOUTH TYRONE	68853	69345	492	0.71
Banbridge 1	UPPER BANN	75850	76389	539	0.71
	NEWRY AND ARMAGH	75330	75930	600	0.80
Banbridge 2	SOUTH DOWN	70808	71230	422	0.60
	LAGAN VALLEY	65365	65643	278	0.43
Newtownabbey	BELFAST NORTH	65097	65986	889	1.37
	EAST ANTRIM	60214	60861	647	1.07
	SOUTH ANTRIM	62967	63688	721	1.15
Newtownards	BELFAST EAST	58617	59117	500	0.85
	STRANGFORD	60258	60741	483	0.80
	NORTH DOWN	60360	60895	535	0.89
TOTAL		1170336	1180979	10643	0.91

01.02.10 comparison with previous month

Area Office	Constituency	Total Published Electorate 04.01.10	Total Published Electorate 01.02.10	Difference	% Change
Belfast	BELFAST SOUTH	60070	60111	41	0.07
	BELFAST WEST	59808	59815	7	0.01
Londonderry	FOYLE	66215	66229	14	0.02
	EAST LONDONDERRY	63966	63976	10	0.02
Ballymena	NORTH ANTRIM	74086	74178	92	0.12
	MID ULSTER	65123	65231	108	0.17
Omagh	WEST TYRONE	61571	61614	43	0.07
	FERMANAGH AND SOUTH TYRONE	69320	69345	25	0.04
Banbridge 1	UPPER BANN	76383	76389	6	0.01
	NEWRY AND ARMAGH	75929	75930	1	0.00
Banbridge 2	SOUTH DOWN	71166	71230	64	0.09
	LAGAN VALLEY	65592	65643	51	0.08
Newtownabbey	BELFAST NORTH	65837	65986	149	0.23
	EAST ANTRIM	60782	60861	79	0.13
	SOUTH ANTRIM	63560	63688	128	0.20
Newtownards	BELFAST EAST	59052	59117	65	0.11
	STRANGFORD	60688	60741	53	0.09
	NORTH DOWN	60846	60895	49	0.08
TOTAL		1179994	1180979	985	0.08

TOTAL ELECTORATE	2006	2007	2008	2009	2010
January	1160838	1089928	1126982	1150393	1179994
February	1160492	1115965	1127258	1152379	1180979
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	



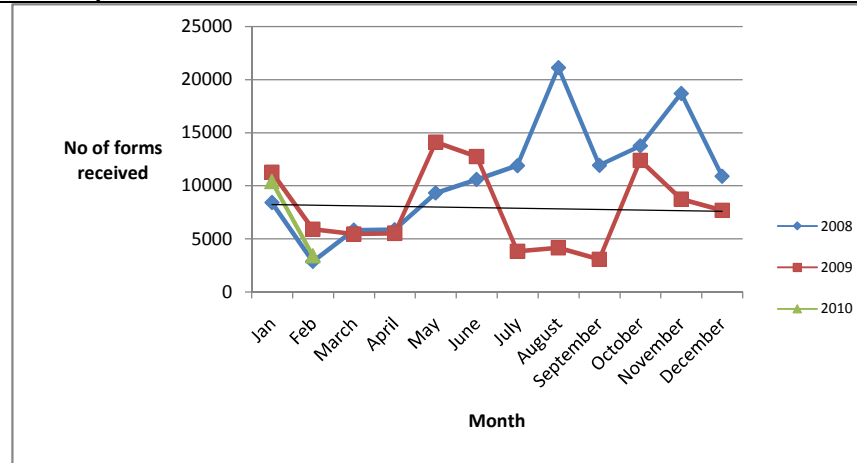
CHANGES TO REGISTER AND FORMS RECEIVED - 1 FEBRUARY 2010 REVISED REGISTER

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 4 January 2010	% change
Belfast	Belfast South	203	10	25	129	61	60	285	60070	0.47
	Belfast West	118	6	14	61	37	52	170	59808	0.28
Newtownards	North Down	177	12	37	86	31	35	201	60846	0.33
	Strangford	128	20	25	84	17	30	176	60688	0.29
	Belfast East	230	16	36	118	49	39	258	59052	0.44
Newtownabbey	East Antrim	361	16	20	141	25	44	246	60782	0.40
	South Antrim	363	16	24	168	28	29	265	63560	0.42
	Belfast North	380	18	30	239	42	68	397	65837	0.60
Banbridge 1	Upper Bann	201	35	30	63	24	67	219	76383	0.29
	Newry & Armagh	149	24	20	61	15	67	187	75929	0.25
Banbridge 2	South Down	149	6	30	104	71	43	254	71166	0.36
	Lagan Valley	153	14	31	97	67	52	261	65592	0.40
Omagh	Fermanagh & South Tyrone	169	16	31	91	31	55	224	69320	0.32
	West Tyrone	114	15	20	111	9	55	210	61571	0.34
Ballymena	North Antrim	218	10	58	115	103	41	327	74086	0.44
	Mid Ulster	121	6	62	117	100	33	318	65123	0.49
Londonderry	Foyle	104	18	28	103	58	65	272	66215	0.41
	East Londonderry	80	4	13	57	13	45	132	63966	0.21
TOTALS	TOTALS	3418	262	534	1945	781	880	4402	1179994	0.24

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	10404
Feb	2872	5915	3418
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

Jan - Feb 10

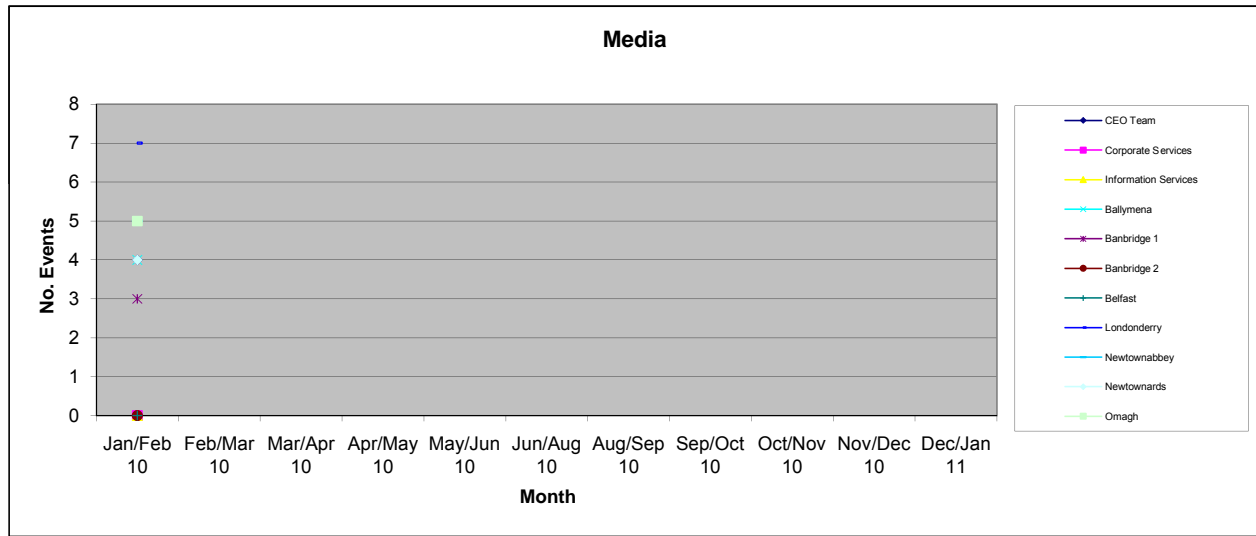
Area Office/Business Unit	No. of Presentations	Notes
CEO Team	1	AEA Conference - Blackpool. Registration Unit - visits to University of Ulster, Coleraine and Queens University.
Corporate Services	0	
Information Services	1	Mailout to visually impaired via RNIB Talking Newspaper.
Ballymena	1	Registration Clinic, Mid Ulster Heritage Centre
Banbridge 1	1	Late Opening and Armagh Sub Office pilots on-going
Banbridge 2	0	
Belfast	0	
Londonderry	1	Area Office Late Opening and Coleraine Sub Office one half day per week
Newtownabbey	1	LEAFLET MAIL OUT TO LOW REGISTRATION WARDS.
Newtownards	0	RNIB Connect Day - Registration/ID
Omagh	0	Area Office Late Opening(7pm Thu) Enniskillen Sub Office (1.00 - 4.30 Wed), Dungannon Sub Office (1.00 - 4.30 Thu)
TOTAL	5	

MEDIA

Jan - Feb 10

Area Office/Business Unit	No. of Media Contacts	Notes
CEO Team	4	1 Radio interview re press release, 1 interview for RNIB and 1 Media Brief held for Parliamentary Election, 1 radio interview re overseas electors
Corporate Services	0	
Information Services	0	
Ballymena	4	Ballymena Guardian, Ballymena Times, Mid Ulster Mail and Mid Ulster Observer re Mini Canvass
Banbridge 1	3	Banbridge Chronicle, Ulster Gazette and Newry Newspapers re late opening and Armagh Sub Office
Banbridge 2	0	
Belfast	0	
Londonderry	7	Derry Journal, Londonderry Sentinel, Derry News, Re DESTINED (adults with learning difficulties) visit to Area Office for Registration and ID. Overseas Elector launch - Inishowen Independent, Inishowen Democrat, Derry Journal, Derry News
Newtownabbey	5	NEWTOWNABBAY, CARRICK, LARNE ANTRIM AND NORTH BELFAST TIMES RE LEAFLET DROP.
Newtownards	4	Newtownards Chronicle, County Down Spectator re: Mini Canvass. Presentation of cheque to Alzheimer's Society - Photograph in Newtownards Chronicle and County Down Spectator.
Omagh	5	Ulster Herald, Tyrone Constitution, Fermanagh Herald, Impartial Reporter, The Democrat articles re . Late opening and sub office pilot scheme.
TOTAL	32	

Area Office/Business Unit	Jan/Feb 10	Feb/Mar 10	Mar/Apr 10	Apr/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										
Corporate Services	0										
Information Services	0										
Ballymena 4											
Banbridge 1	3										
Banbridge 2	0										
Belfast	0										
Londonderry	7										
Newtownabbey	5										
Newtownards	4										
Omagh	5										
TOTAL	32	0	0	0	0	0	0	0	0	0	0



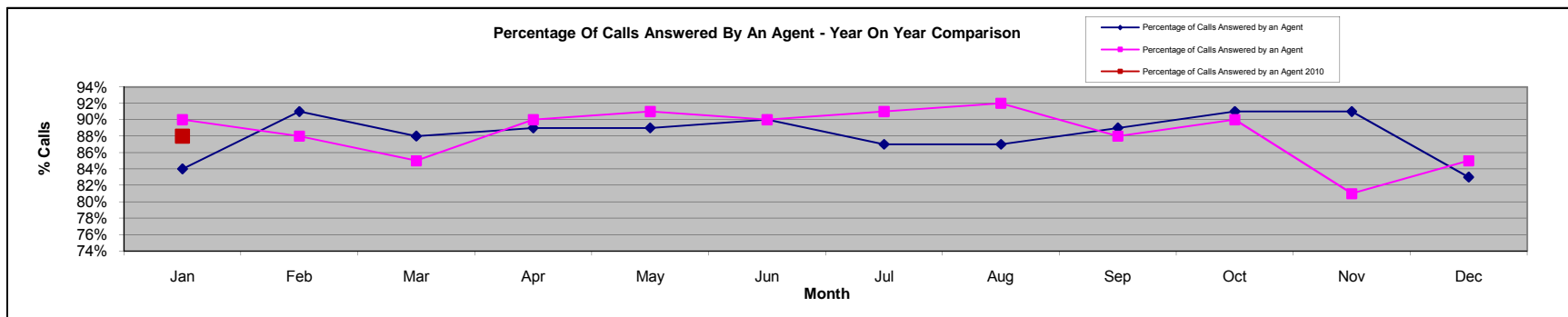
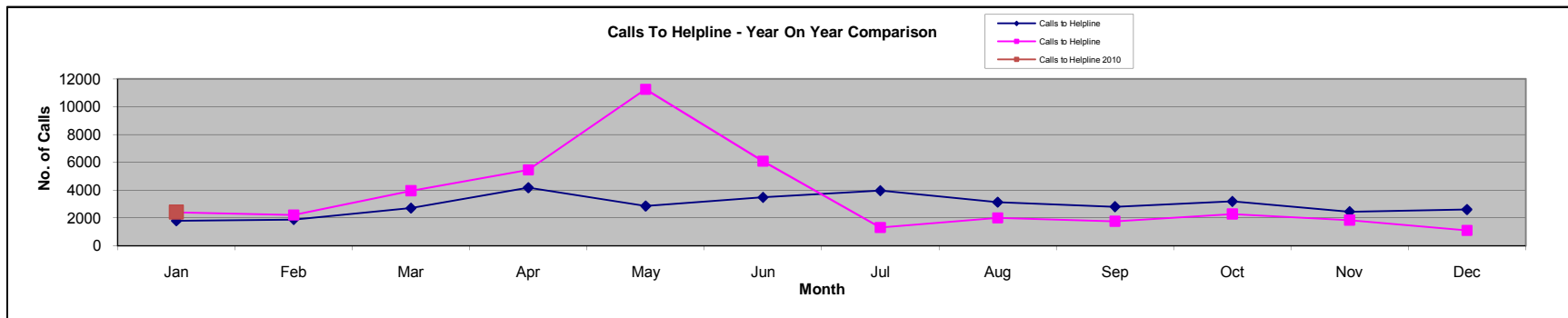
OTHER PUBLIC CONTACTS

Helpline Statistics

2010	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Calls to Helpline	2419											
Calls Answered by an Agent	2138											
Percentage of Calls Answered by an Agent	88%											

2009	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Calls to Helpline	2386	2207	3954	5453	11253	6078	1297	1993	1752	2276	1836	1097
Calls Answered by an Agent	2151	1943	3365	4902	10190	5484	1175	1834	1545	2040	1480	929
Percentage of Calls Answered by an Agent	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	1799	1889	2709	4174	2856	3479	3958	3133	2805	3185	2453	2607
Calls Answered by an Agent	1511	1719	2384	3725	2532	3128	3426	2722	2506	2887	2237	2173
Percentage of Calls Answered by an Agent	84%	91%	88%	89%	89%	90%	87%	87%	89%	91%	91%	83%



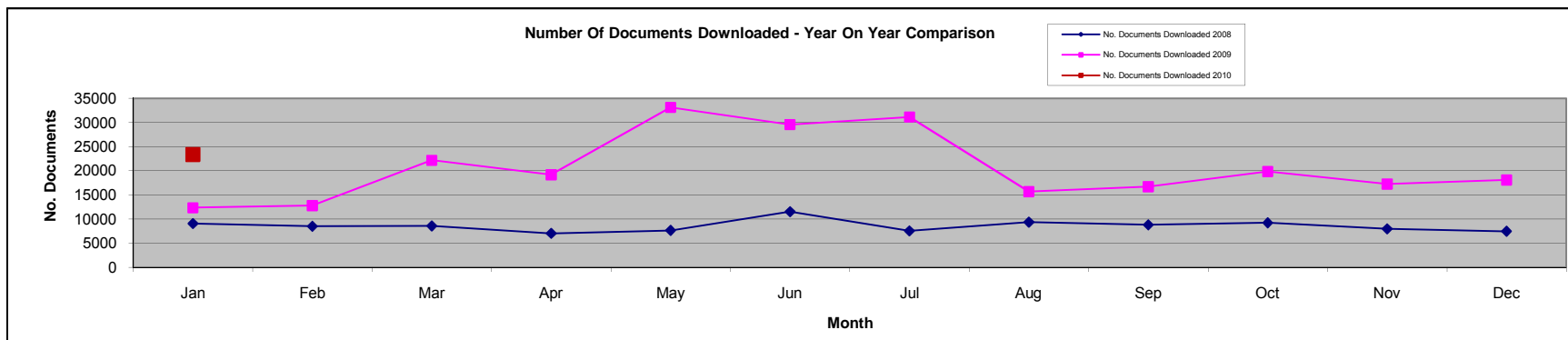
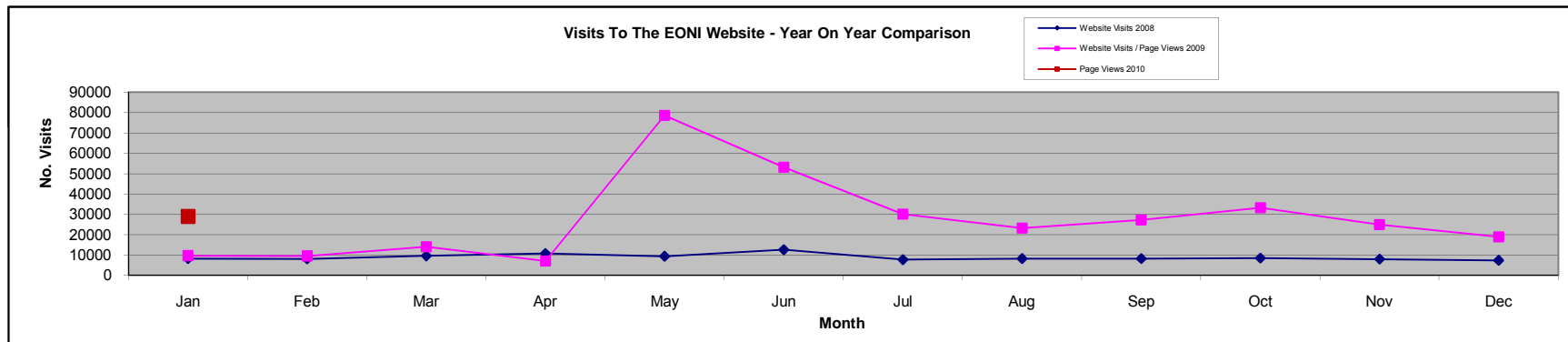
Website Statistics

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											
No. Documents Downloaded	23338											

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



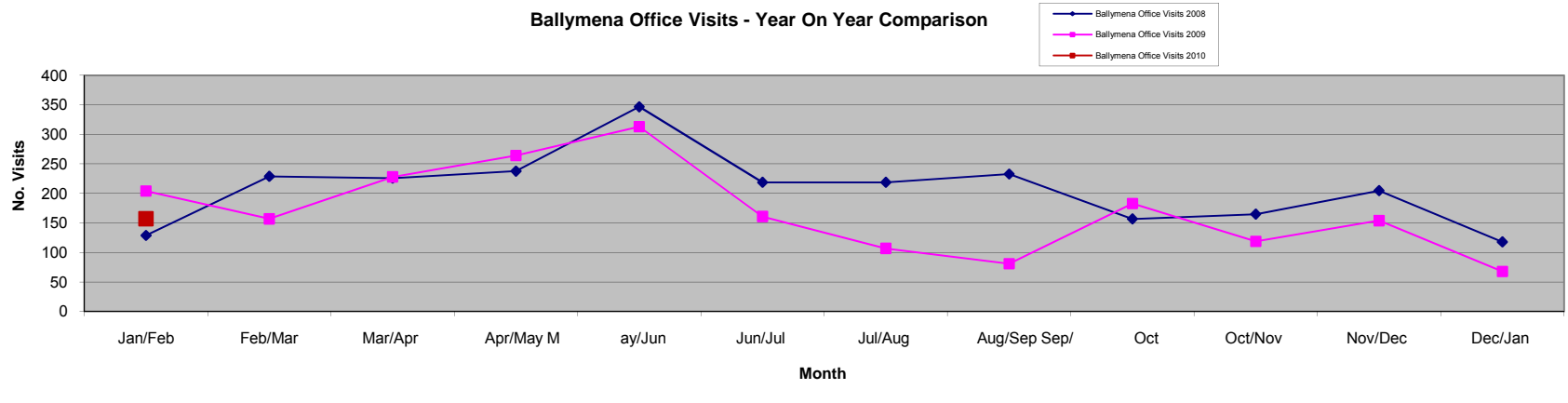
Office Visits by Customers

2010	Jan/Feb	Feb/Mar	Mar/Apr	Apr/May	May/Jun	Jun/Jul	Jul/Aug	Aug/Sep	Sep/Oct	Oct/Nov	Nov/Dec	Dec/Jan
Ballymena Office Visits 2010	157											
Banbridge Office Visits 2010	143											
Belfast/HQ Office Visits 2010	443											
Londonderry Office Visits 2010	220											
Newtownabbey Office Visits 2010	202											
Newtownards Office Visits 2010	203											
Omagh Office Visits 2010	133											
TOTAL OFFICE VISITS 2010												

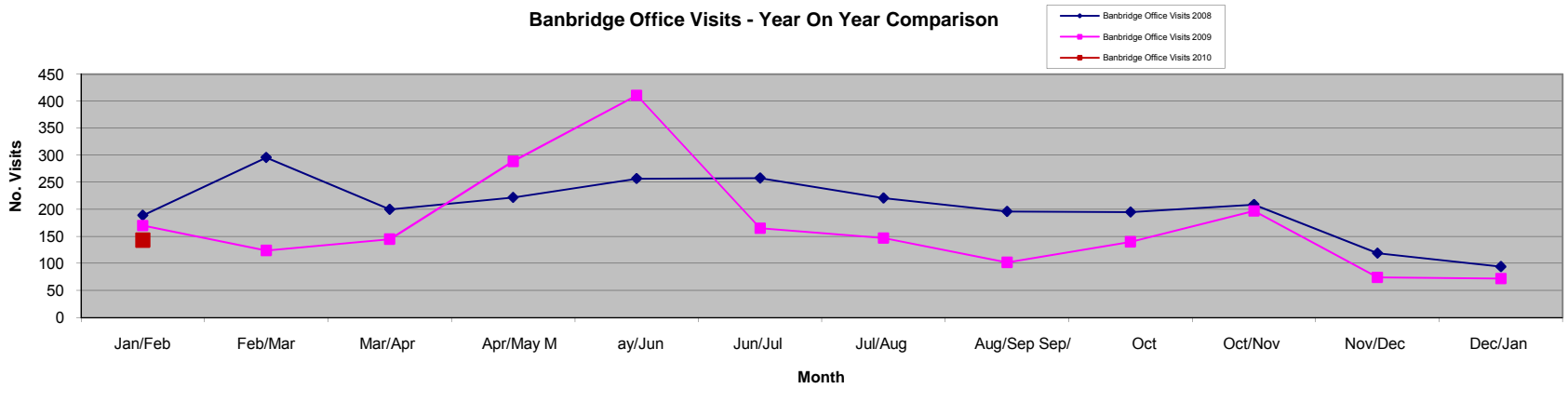
2009	Jan/Feb	Feb/Mar	Mar/Apr	Apr/May	May/Jun	Jun/Jul	Jul/Aug	Aug/Sep	Sep/Oct	Oct/Nov	Nov/Dec	Dec/Jan
Ballymena Office Visits 2009	204	157	228	264	313	161	107	81	183	119	154	68
Banbridge Office Visits 2009	170	124	145	289	411	165	147	102	140	197	74	72
Belfast/HQ Office Visits 2009	487	508	518	562	1112	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

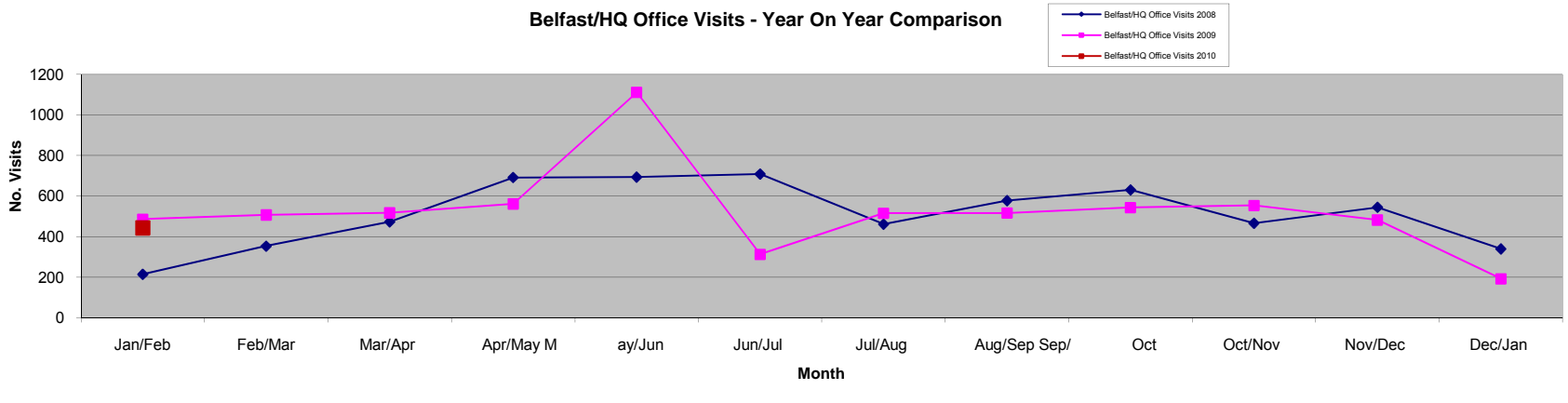
Ballymena Office Visits - Year On Year Comparison

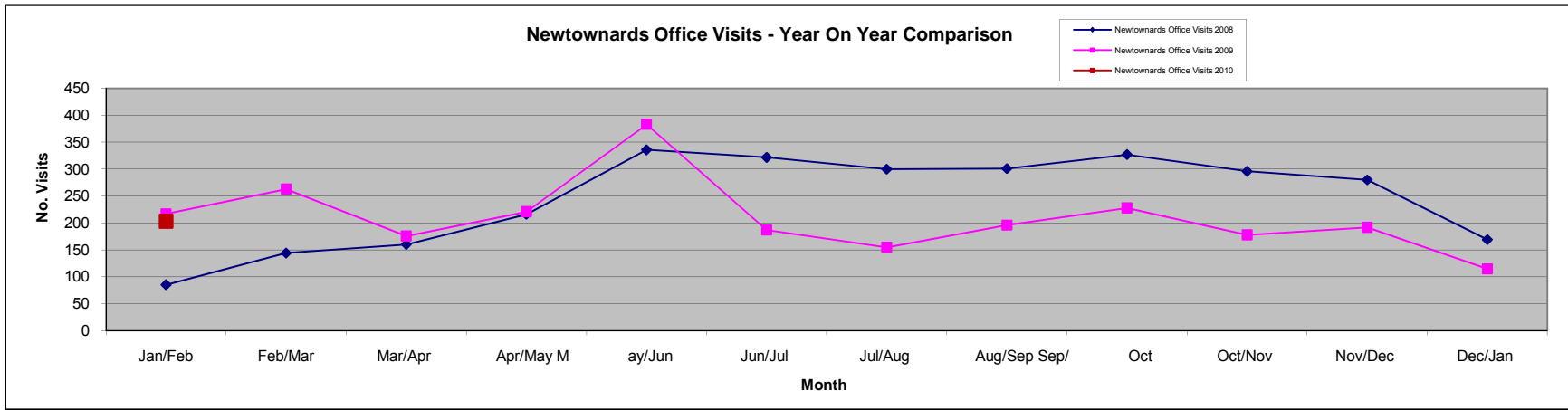
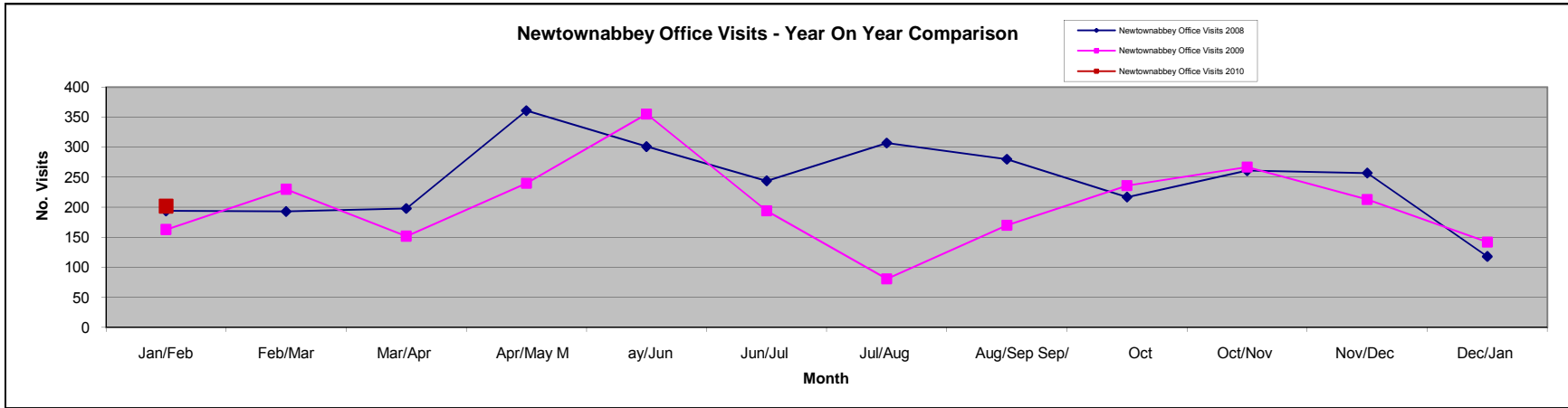
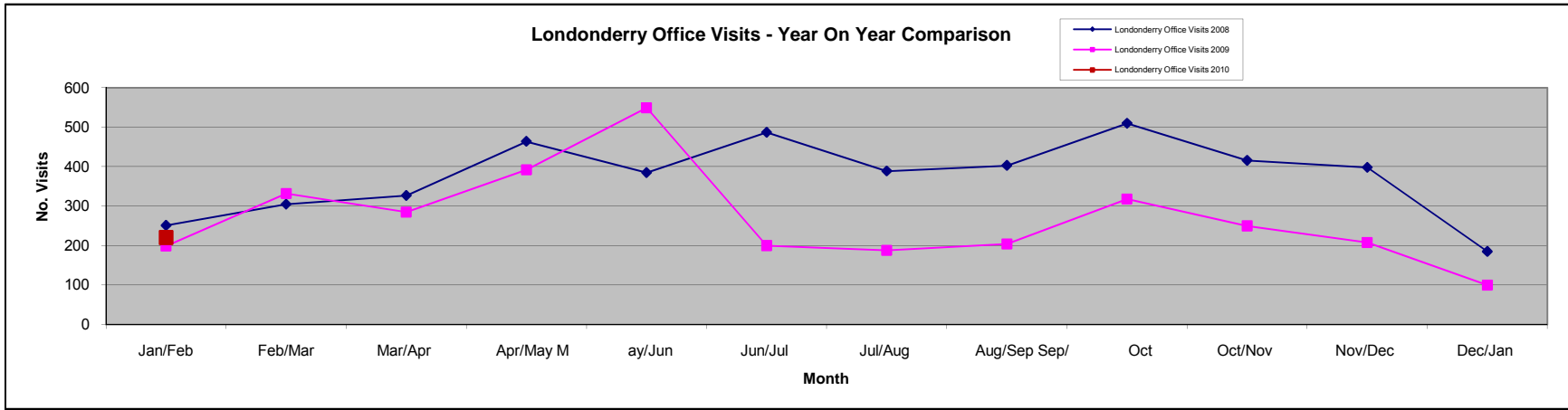


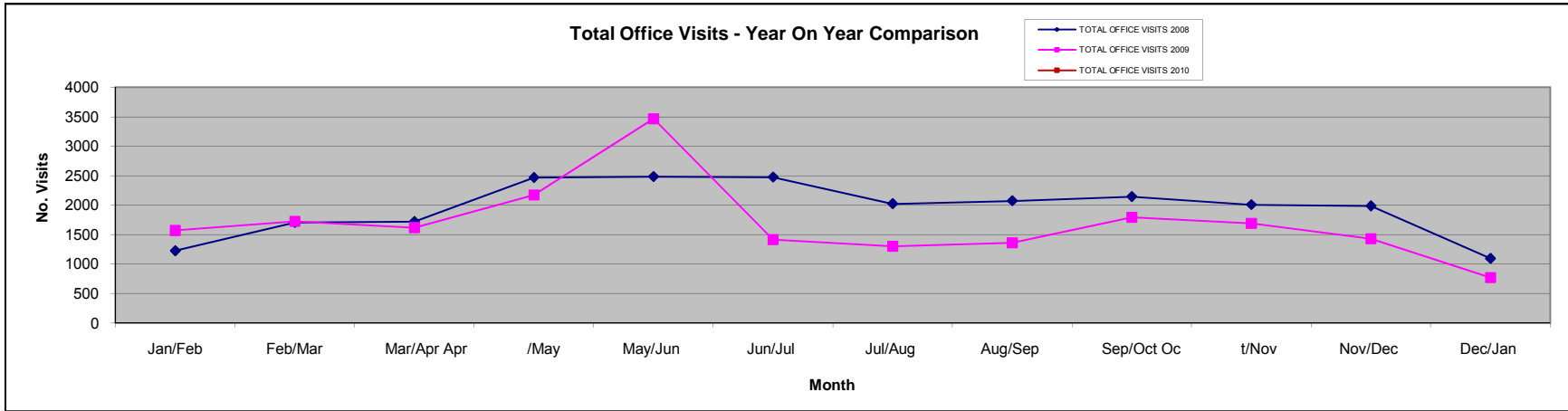
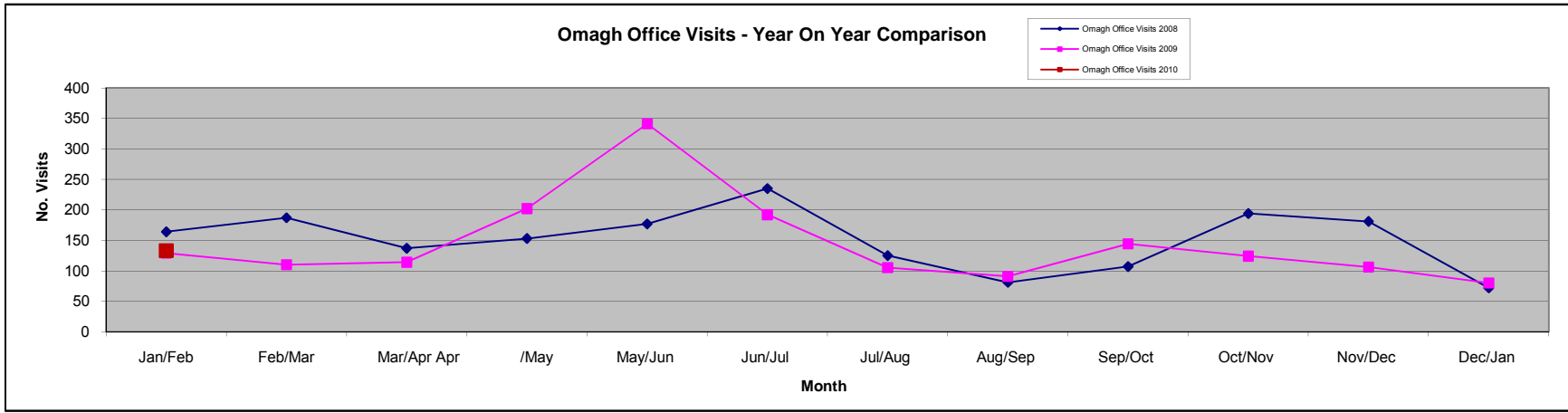
Banbridge Office Visits - Year On Year Comparison



Belfast/HQ Office Visits - Year On Year Comparison







ELECTORAL ID CARD STATISTICS - JANUARY 2010

W/c	04/01/2010	11/01/2010	18/01/2010	25/01/2010
Applications Received	196	253	437	382
Applications Processed ¹	125	108	142	142
% Deadline Met ²	100	100	100	100

¹ On register/approved, all details match

² Target: Issue 95% of cards within 7 days, provided applicant on register/approved and details match EROS

STAFF

Dec 09 - Jan 10

		Notes	
Percentage days lost due to sick absence (Year to Date)	2.1%	Average days sick per person: 3.9	
Average flexi leave balance	6.24	To w/e 22/1/10	
Number of staff with flexi leave balance exceeding maximum	1		
Overtime - Permanent Staff Only	£686.27	Paid in January '10 and includes additional hours	
Casual staff hours paid	Nov 31 - 34	Dec 35 - 39	Jan 40 - 43
HQ	98.77	104.72	101.59
Belfast	55.62	138.50	9.08
Newtownards	54.48	112.97	6.53
Newtownabbey	205.76	232.70	186.38
Banbridge A	0.00	0.00	0.00
Banbridge B	0.00	0.00	0.00
Omagh	129.96	93.09	165.31
Ballymena	153.52	25.53	75.95
Londonderry	164.03	40.31	7.38
TOTAL	862.14	747.82	552.22

includes 137 hours holiday pe
includes 116.5 hours holiday
includes 168 hours holiday pe

ay

pay
ay

Prompt Payments

Jan-10

Notes

Number of invoices submitted to FSD on time	81	
Number of invoices submitted to FSD out of time	0	