

REGISTRATION

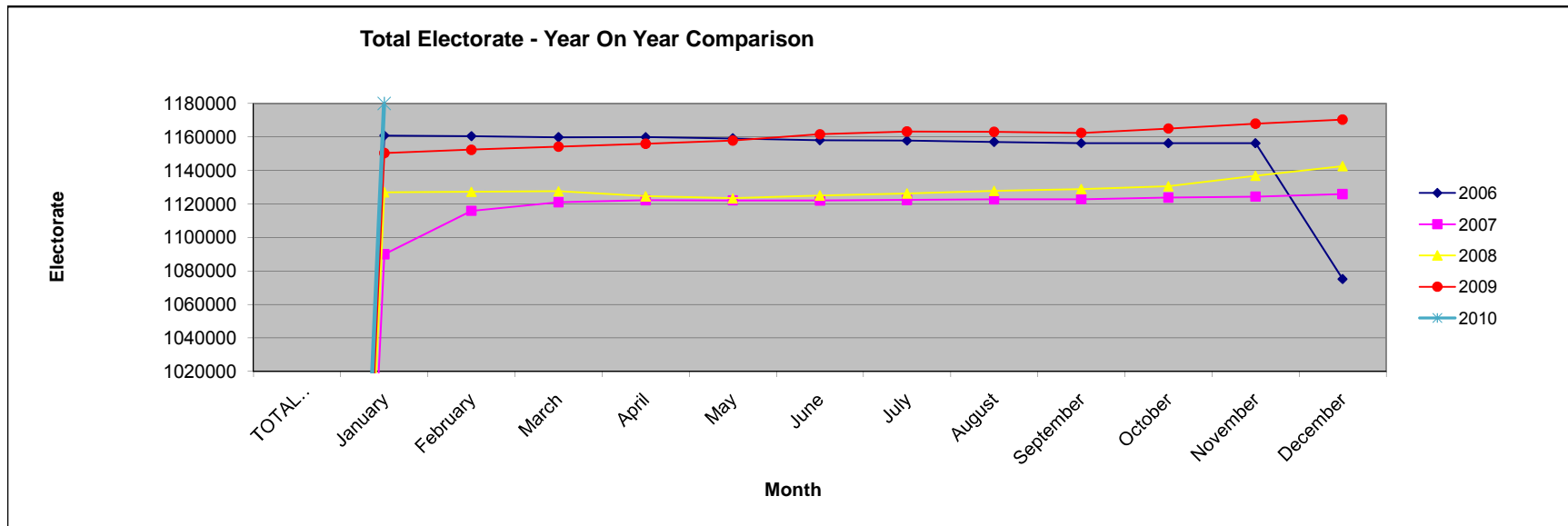
04.01.10 comparison with 01.12.09

Area Office	Constituency	Total Published Electorate 01.12.09	Total Published Electorate 04.01.10	Difference	% Change
Belfast	BELFAST SOUTH	59614	60070	456	0.76
	BELFAST WEST	59279	59808	529	0.89
Londonderry	FOYLE	65367	66215	848	1.30
	EAST LONDONDERRY	63453	63966	513	0.81
Ballymena	NORTH ANTRIM	73409	74086	677	0.92
	MID ULSTER	64419	65123	704	1.09
Omagh	WEST TYRONE	61076	61571	495	0.81
	FERMANAGH AND SOUTH TYRONE	68853	69320	467	0.68
Banbridge 1	UPPER BANN	75850	76383	533	0.70
	NEWRY AND ARMAGH	75330	75929	599	0.80
Banbridge 2	SOUTH DOWN	70808	71166	358	0.51
	LAGAN VALLEY	65365	65592	227	0.35
Newtownabbey	BELFAST NORTH	65097	65837	740	1.14
	EAST ANTRIM	60214	60782	568	0.94
	SOUTH ANTRIM	62967	63560	593	0.94
Newtownards	BELFAST EAST	58617	59052	435	0.74
	STRANGFORD	60258	60688	430	0.71
	NORTH DOWN	60360	60846	486	0.81
TOTAL		1170336	1179994	9658	0.83

04.01.10 comparison with previous month

Area Office	Constituency	Total Published Electorate 01.12.09	Total Published Electorate 04.01.10	Difference	% Change
Belfast	BELFAST SOUTH	59614	60070	456	0.76
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TOTAL		1170336	1179994	9658	0.83

TOTAL ELECTORATE	2006	2007	2008	2009	2010
January	1160838	1089928	1126982	1150393	1179994
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	



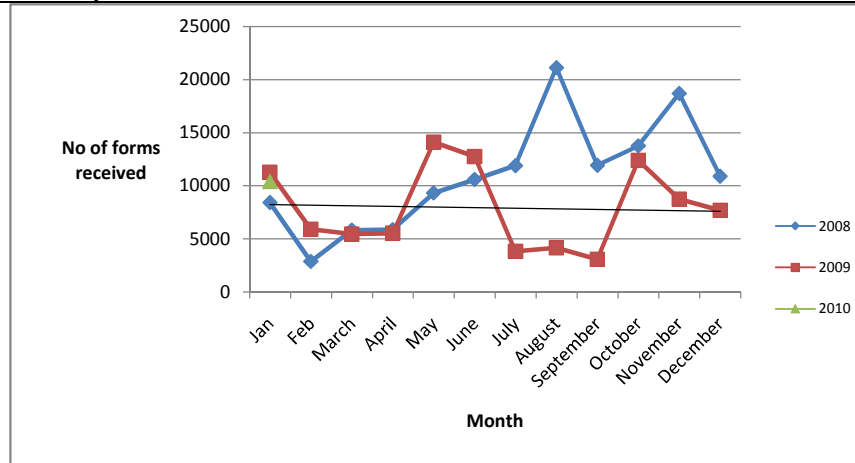
CHANGES TO REGISTER AND FORMS RECEIVED - 4 JANUARY 2010 REVISED REGISTER

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 1 December 2009	% change
Belfast	Belfast South	667	40	55	533	78	54	760	59614	1.27
	Belfast West	118	26	54	573	53	34	740	59279	1.25
Newtownards	North Down	521	33	82	529	44	49	737	60360	1.22
	Strangford	431	35	33	473	26	42	609	60258	1.01
	Belfast East	506	17	64	481	51	62	675	58617	1.15
Newtownabbey	East Antrim	653	6	63	630	120	67	886	60214	1.47
	South Antrim	358	12	43	631	68	41	795	62967	1.26
	Belfast North	794	10	99	736	127	38	1010	65097	1.55
Banbridge 1	Upper Bann	742	29	41	604	35	65	774	75850	1.02
	Newry & Armagh	760	26	24	656	37	52	795	75330	1.06
Banbridge 2	South Down	523	28	55	415	79	66	643	70808	0.91
	Lagan Valley	416	24	69	297	59	90	539	65365	0.82
Omagh	Fermanagh & South Tyrone	524	25	51	595	88	121	880	68853	1.28
	West Tyrone	509	12	59	566	60	69	766	61076	1.25
Ballymena	North Antrim	588	15	155	684	265	67	1186	73409	1.62
	Mid Ulster	618	32	210	697	289	41	1269	64419	1.97
Londonderry	Foyle	1006	47	97	862	55	50	1111	65367	1.70
	East Londonderry	670	43	53	574	31	51	752	63453	1.19
TOTALS	TOTALS	10404	460	1307	10536	1565	1059	14927	1170336	1.36

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	
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	

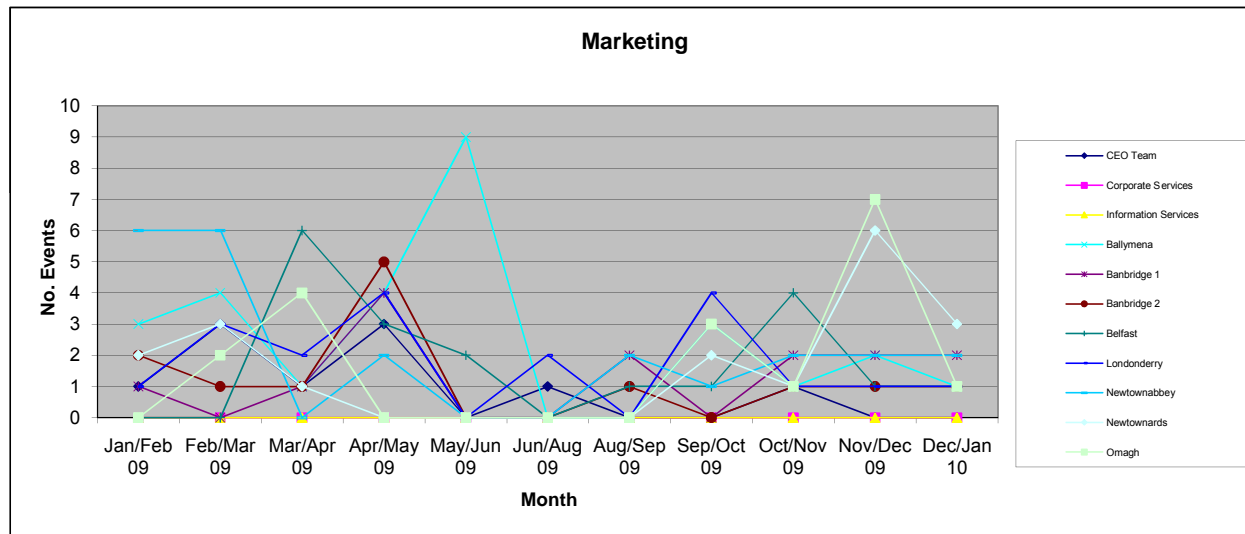


MARKETING

Dec 09 - Jan 10

Area Office/Business Unit	No. of Presentations	Notes
CEO Team	0	
Corporate Services	0	
Information Services	0	
Ballymena	1	Information Day for Financial Institutions on 3 December 2009
Banbridge 1	2	5/1/10 Mobile ID clinic in Lurgan for By-election (24 applications). Letters to MP's, MLA's and all local councillors notifying them of new Registration initiatives.
Banbridge 2	1	Letter to MP's, MLA's and all local councillors notifying them of Mini Canvass in Downpatrick and Lisburn and highlighting late opening of Banbridge office.
Belfast	1	E-mails to all elected reps in BW/BS to promote the Mini Canvass in 2634 and 2622.
Londonderry	1	Letter to MP's, MLA's and all local councillors notifying them of new Registration initiative for Jan/Feb - Ref extended opening hours/Sub Office in Coleraine. Disabled group visit office for Registration and ID - short presentation given
Newtownabbey	2	Meeting with Nigel Dodds Rep to discuss void properties exercise they are proposing ,also ID clinics. 6 school visits. Letters sent to all relevant parties regards Leaflet trial.
Newtownards	3	6 School Visits with 3 presentations. Meeting with Alex Eastwood to discuss low registration areas in North Down.
Omagh	1	Email to MP's, MLA's and all local councillors notifying them of new Registration initiative for Jan/Feb - Ref extended opening hours/Sub Office in Enniskillen and Dungannon
TOTAL	12	

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	0	0	1	0	0
Corporate Services	0	0	0	0	0	0	0	0	0	0	0
Information Services	0	0	0	0	0	0	0	0	0	0	0
Ballymena 3		4	1	4	9	0	0	3	1	2	1
Banbridge 1	1	0	1	4	0	0	2	0	2	2	2
Banbridge 2	2	1	1	5	0	0	1	0	1	1	1
Belfast	0	0	6	3	2	0	1	1	4	1	1
Londonderry	1	3	2	4	0	2	0	4	1	1	1
Newtownabbey	6	6	0	2	0	0	2	1	2	2	2
Newtownards	2	3	1	0	0	0	0	2	1	6	3
Omagh	0	2	4	0	0	0	0	3	1	7	1
TOTAL	16	22	17	25	11	3	6	14	9	17	12

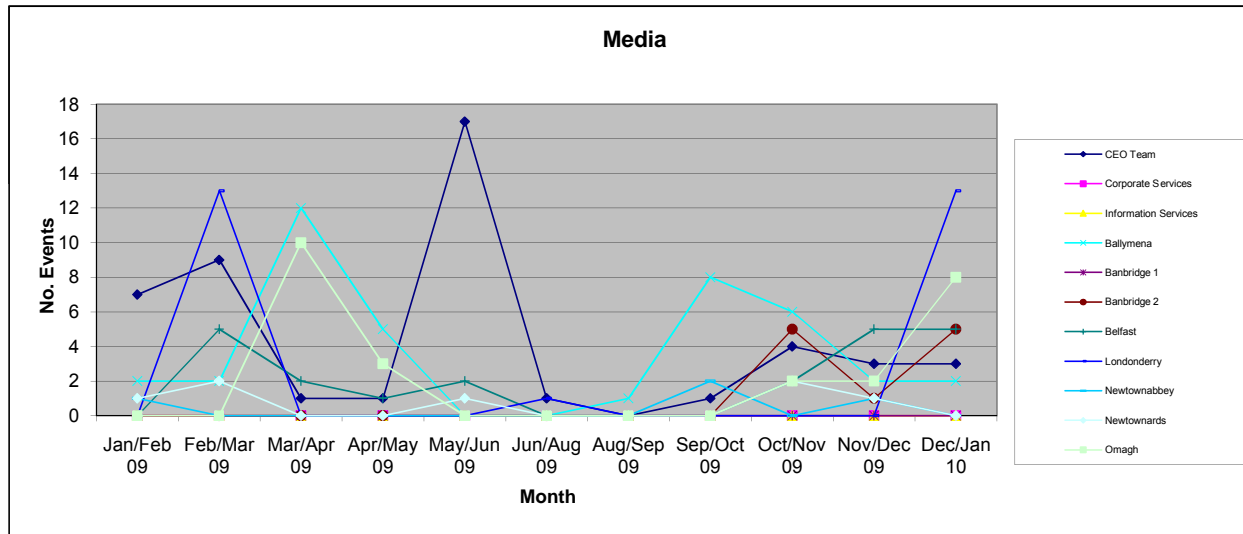


MEDIA

Dec 09 - Jan 10

Area Office/Business Unit	No. of Media Contacts	Notes
CEO Team	3	Press interviews re press releases
Corporate Services	0	
Information Services	0	
Ballymena	2	Ballymena Guardian and Times re Information Day held 3 December 2009
Banbridge 1	0	
Banbridge 2	5	Mini Canvass Press Release
Belfast	5	sent press release for Mini Canvass to Belfast Telegraph; Irish News; News Letter; Andersonstown News; South Belfast News. Followed with calls to journos.
Londonderry	13	Contact with 5 local newspapers and 2 Local Radio Stations. Live interviews with BBC Radio Foyle & Causeway Radio - Ref Extended opening hours/Sub office in Coleraine. Photo with 3 local papers relating to cheque presentation to Alzheimer's Society. Photo and notice in 3 local papers ref DESTINED group visit to office
Newtownabbey	0	
Newtownards	0	
Omagh	8	Contact with 8 local newspapers with reference to extended opening hours in Omagh Office and dates/times sub office in Enniskillen and Dungannon
TOTAL	36	

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	7	9	1	1	17	1	0	1	4	3	3
Corporate Services	0	0	0	0	0	0	0	0	0	0	0
Information Services	0	0	0	0	0	0	0	0	0	0	0
Ballymena 2		2	12	5	0	0	1	8	6	2	2
Banbridge 1	0	0	0	0	0	0	0	0	0	0	0
Banbridge 2	0	0	0	0	0	0	0	0	5	1	5
Belfast	0	5	2	1	2	0	0	0	2	5	5
Londonderry	0	13	0	0	0	1	0	0	0	0	13
Newtownabbey	1	0	0	0	0	0	0	2	0	1	0
Newtownards	1	2	0	0	1	0	0	0	2	1	0
Omagh	0	0	10	3	0	0	0	0	2	2	8
TOTAL	11	31	25	10	20	2	1	11	16	10	36

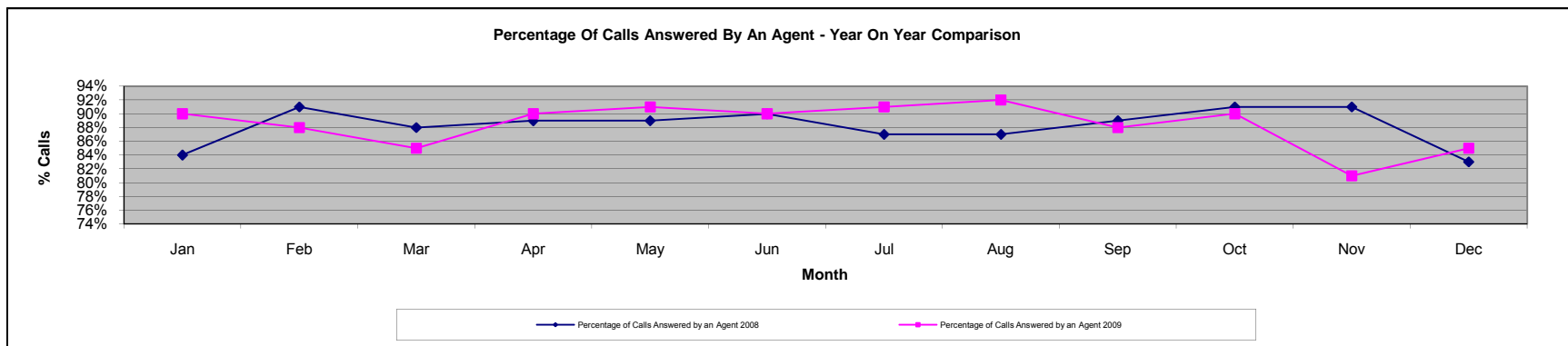
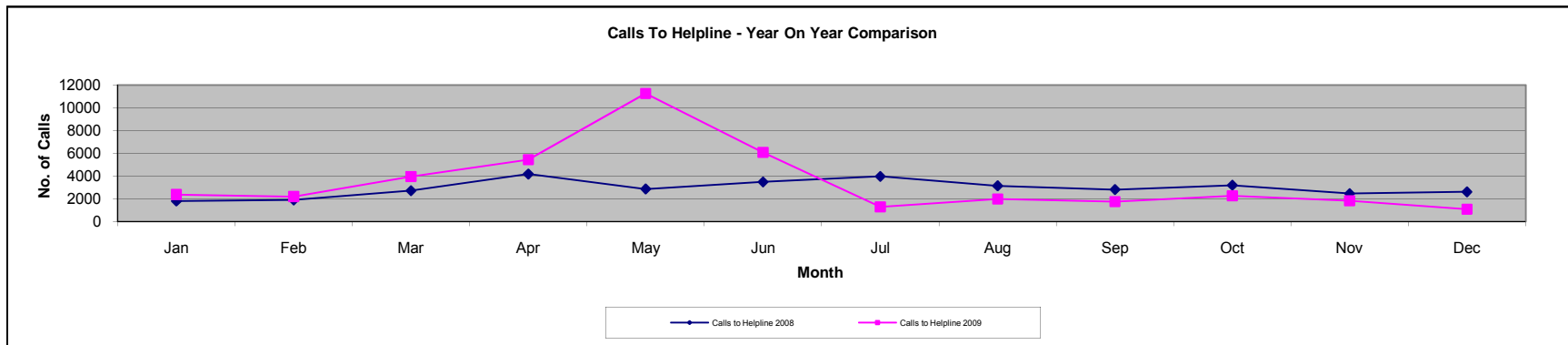


OTHER PUBLIC CONTACTS

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%

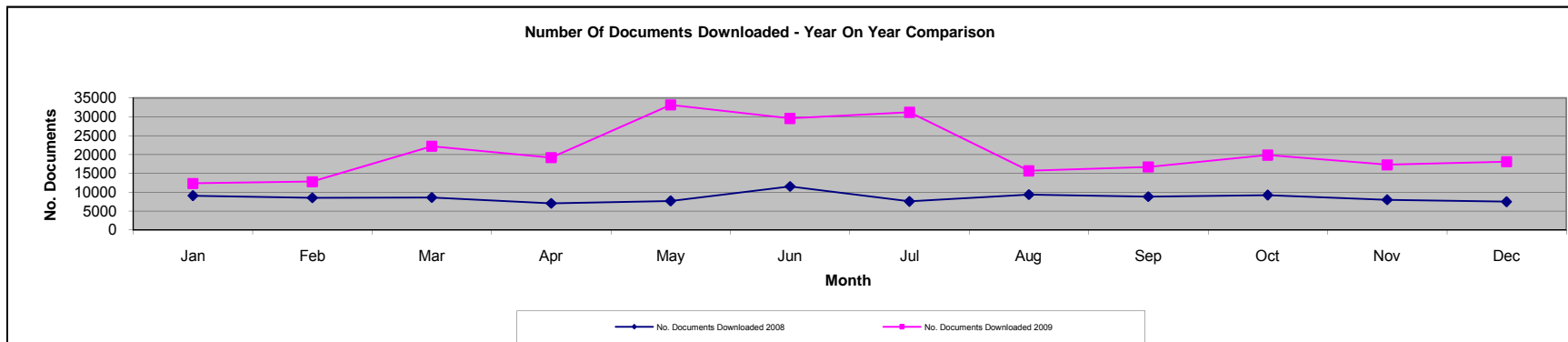
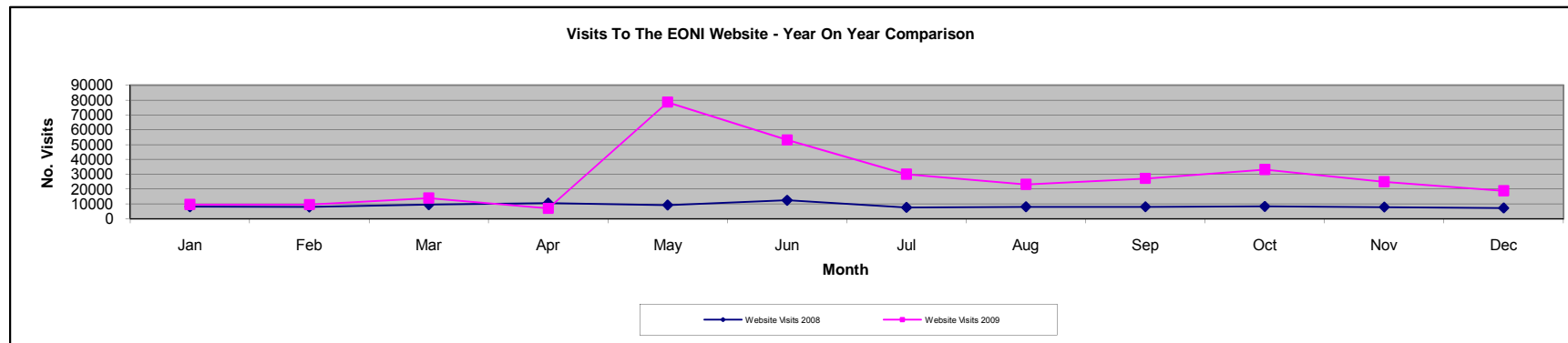
2009	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Calls to Helpline 2009	2386	2207	3954	5453	11253	6078	1297	1993	1752	2276	1836	1097
Calls Answered by an Agent 2009	2151	1943	3365	4902	10190	5484	1175	1834	1545	2040	1480	929
Percentage of Calls Answered by an Agent 2009	90%	88%	85%	90%	91%	90%	91%	92%	88%	90%	81%	85%



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

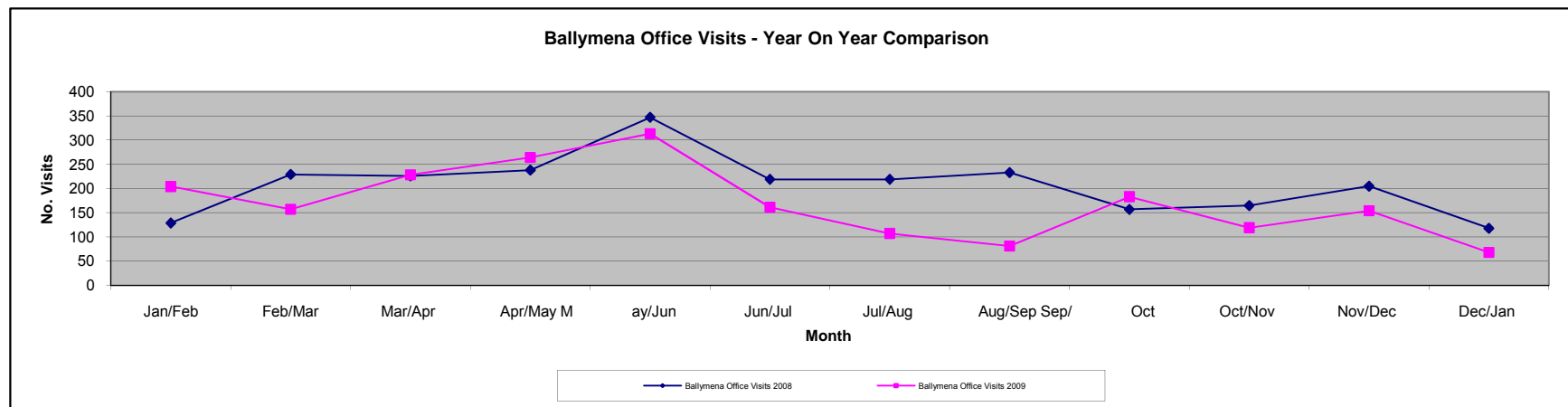
2009	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Website Visits 2009	9711	9534	14024	7074	78560	53138	30060	23182	27190	33197	24979	18893
No. Documents Downloaded 2009	12346	12777	22167	19175	33115	29558	31151	15688	16700	19839	17254	18089



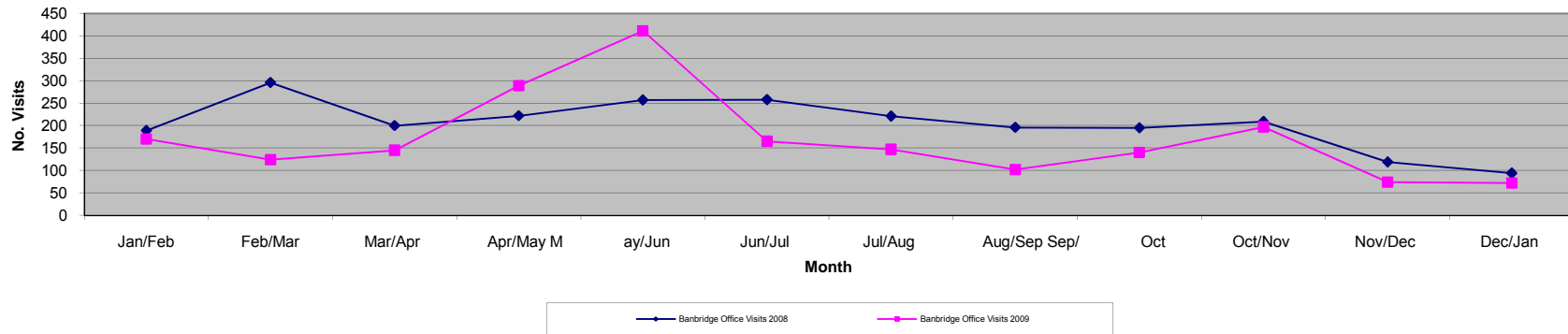
Office Visits by the Public

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

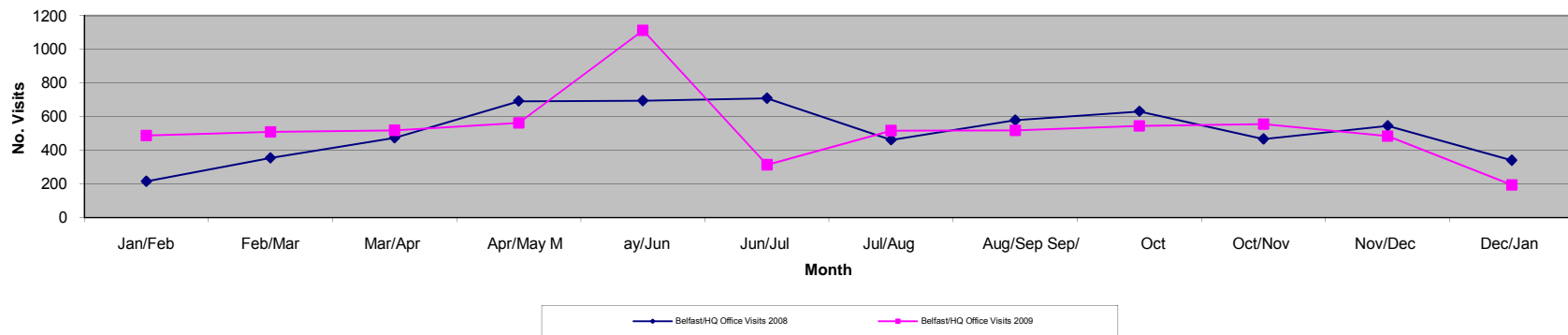
2009	Jan/Feb	Feb/Mar	Mar/Apr	Apr/May	May/June	June/July	July/Aug	Aug/Sep	Sep/Oct	Oct/Nov	Nov/Dec	Dec/Jan
Ballymena Office Visits 2009	204	157	228	264	313	161	107	81	183	119	154	68
Banbridge Office Visits 2009	170	124	145	289	411	165	147	102	140	197	74	72
Belfast/HQ Office Visits 2009	487	508	518	562	1112	313	516	517	544	554	483	193
Londonderry Office Visits 2009	199	332	285	392	549	200	188	204	318	250	208	
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	



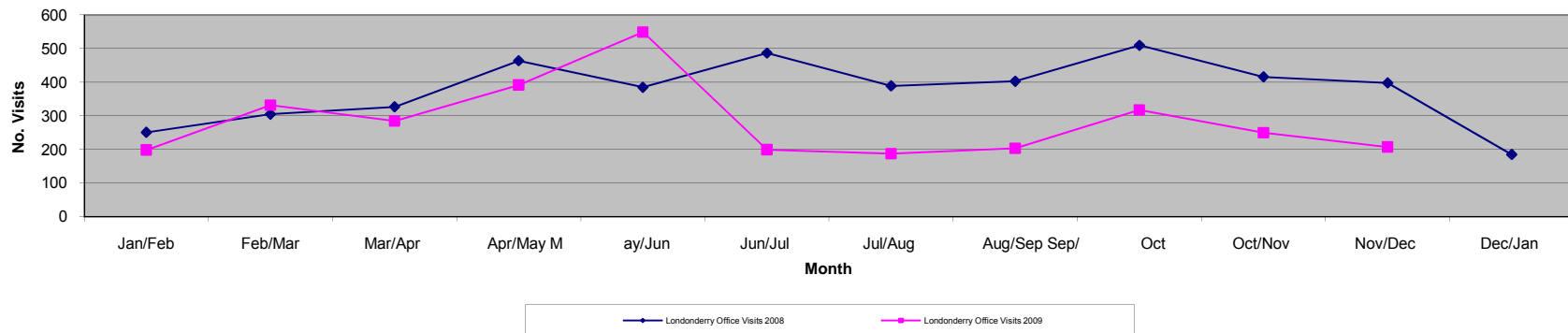
Banbridge Office Visits - Year On Year Comparison



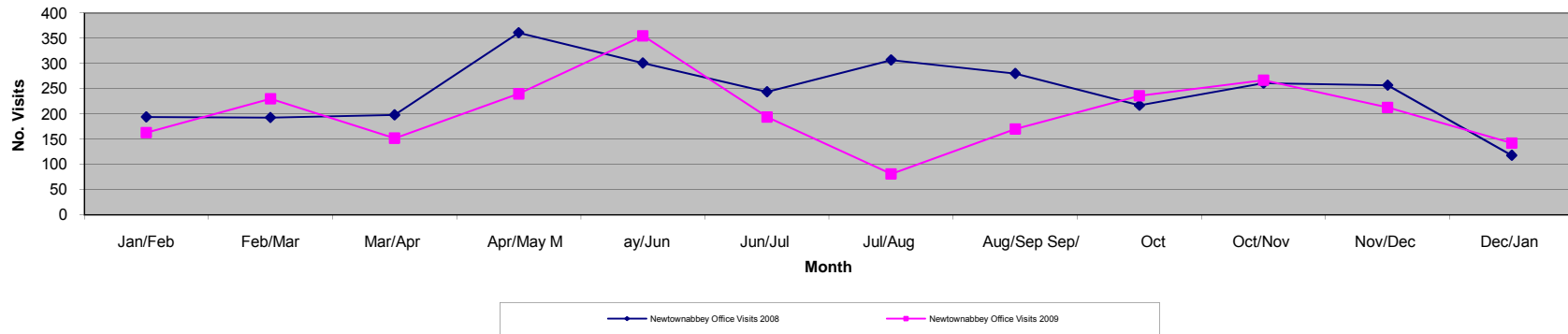
Belfast/HQ Office Visits - Year On Year Comparison



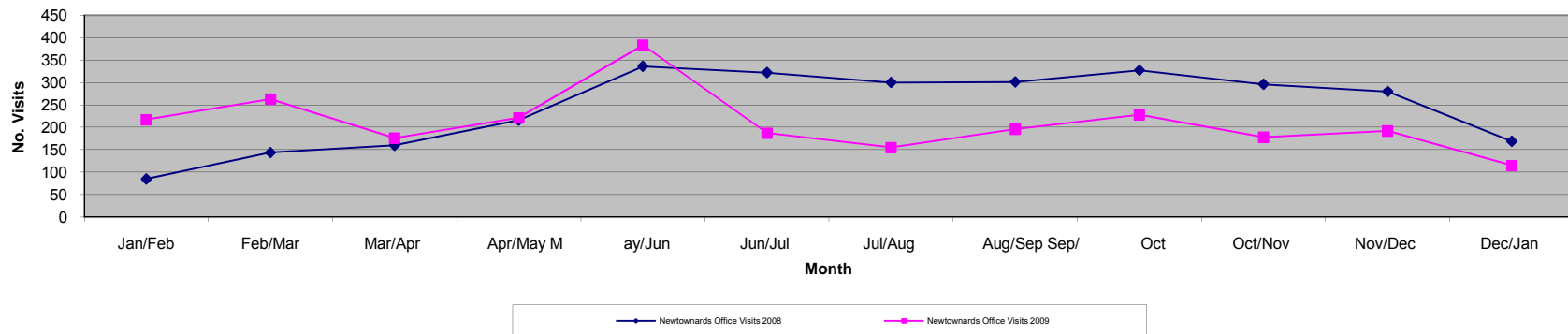
Londonderry Office Visits - Year On Year Comparison



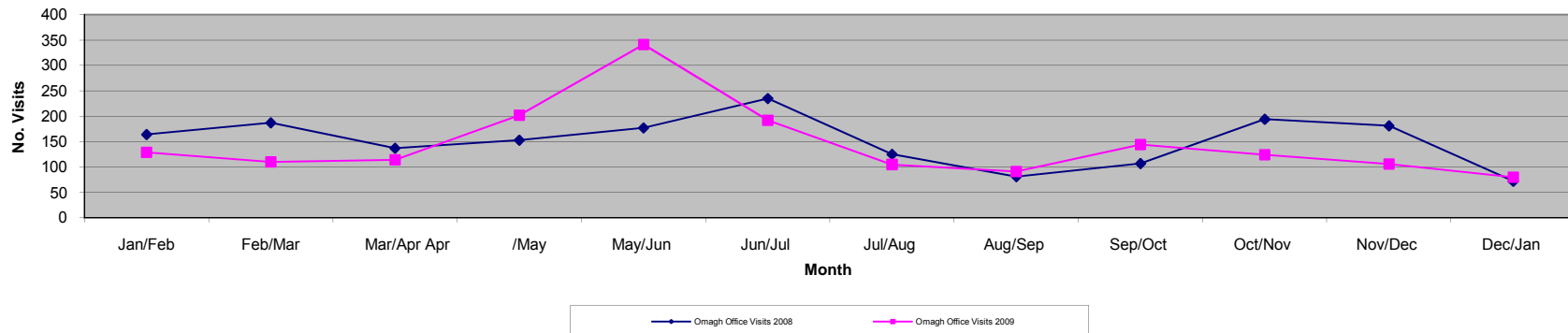
Newtownabbey Office Visits - Year On Year Comparison



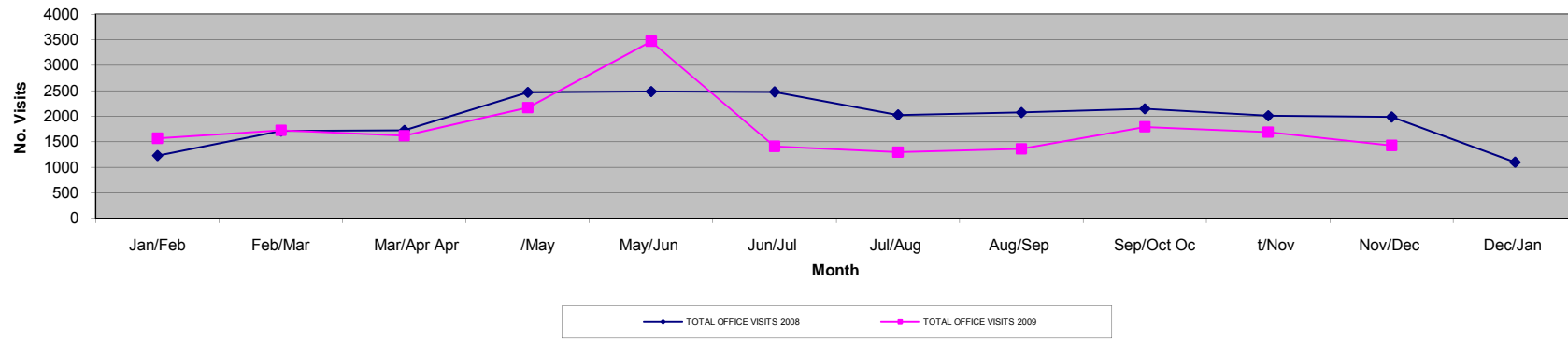
Newtownards Office Visits - Year On Year Comparison



Omagh Office Visits - Year On Year Comparison



Total Office Visits - Year On Year Comparison



STAFF

Dec 09 - Jan 10

		Notes	
Percentage days lost due to sick absence (Year to Date)	1.8%	Average days sick per person: 3.1	
Average flexi leave balance	5.8	To w/e 25/12/09	
Number of staff with flexi leave balance exceeding maximum	2	<i>[Note - Max Credit: +22.12 hrs Max Debit: -14.48 hrs]</i>	
Overtime - Permanent Staff Only	£528.07	Paid in December and includes additional hours	
Casual staff hours paid	Oct 26 - 30	Nov 31 - 34	Dec 35 - 39
HQ	112.38	98.77	104.72
Belfast	219.66	55.62	138.50
Newtownards	122.02	54.48	112.97
Newtownabbey	284.94	205.76	232.70
Banbridge A	0.00	0.00	0.00
Banbridge B	28.94	0.00	0.00
Omagh	350.76	129.96	93.09
Ballymena	226.46	153.52	25.53
Londonderry	309.31	164.03	40.31
TOTAL	1,654.47	862.14	747.82

includes 65 hours holiday pay

includes 35.5 hours holiday p

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Prompt Payments

Dec-09

		Notes
Number of invoices submitted to FSD on time	76	
Number of invoices submitted to FSD out of time	0	