

## REGISTRATION

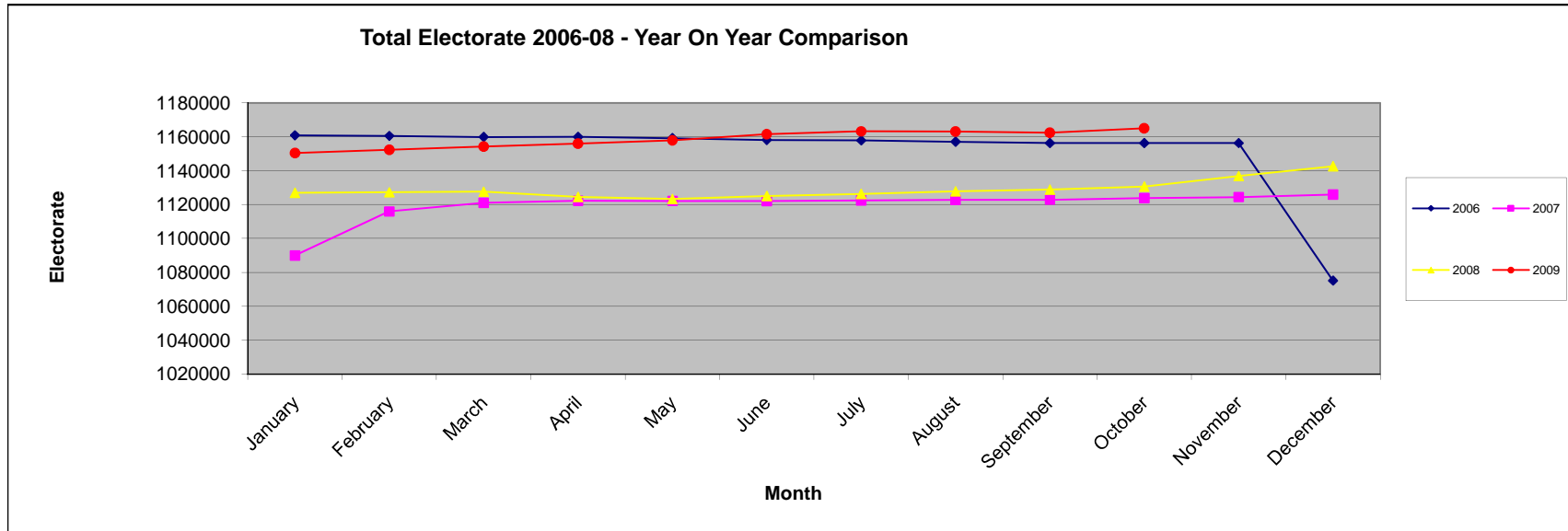
01.09.09 comparison with ( 01.10.09 comparison with 01.12.08

Area Office	Constituency	Total Published Electorate 01.12.08	Total Published Electorate 01.10.09	Difference	% Change
Belfast	BELFAST SOUTH	50421	51473	1052	2.09
	BELFAST WEST	51620	53535	1915	3.71
Londonderry	FOYLE	68227	69422	1195	1.75
	EAST LONDONDERRY	57945	58492	547	0.94
Ballymena	NORTH ANTRIM	74640	75591	951	1.27
	MID ULSTER	62845	63899	1054	1.68
Omagh	WEST TYRONE	59909	61047	1138	1.90
	FERMANAGH AND SOUTH TYRONE	67250	68724	1474	2.19
Banbridge 1	UPPER BANN	73697	75489	1792	2.43
	NEWRY AND ARMAGH	73703	74935	1232	1.67
Banbridge 2	SOUTH DOWN	74696	76514	1818	2.43
	LAGAN VALLEY	72328	74175	1847	2.55
Newtownabbey	BELFAST NORTH	50989	52643	1654	3.24
	EAST ANTRIM	58405	59202	797	1.36
	SOUTH ANTRIM	67598	68994	1396	2.07
Newtownards	BELFAST EAST	50440	51325	885	1.75
	STRANGFORD	68249	69359	1110	1.63
	NORTH DOWN	59585	60207	622	1.04
<b>TOTAL</b>		<b>1142547</b>	<b>1165026</b>	<b>22479</b>	<b>1.97</b>

01.09.09 comparison with 01.10.09 comparison with previous month

Area Office	Constituency	Total Published Electorate 01.09.09	Total Published Electorate 01.10.09	Difference	% Change
Belfast	BELFAST SOUTH	51284	51473	189	0.37
	BELFAST WEST	53434	53535	101	0.19
Londonderry	FOYLE	69534	69422	-112	-0.16
	EAST LONDONDERRY	58543	58492	-51	-0.09
Ballymena	NORTH ANTRIM	75588	75591	3	0.00
	MID ULSTER	63856	63899	43	0.07
Omagh	WEST TYRONE	61004	61047	43	0.07
	FERMANAGH AND SOUTH TYRONE	68600	68724	124	0.18
Banbridge 1	UPPER BANN	75304	75489	185	0.25
	NEWRY AND ARMAGH	74820	74935	115	0.15
Banbridge 2	SOUTH DOWN	76196	76514	318	0.42
	LAGAN VALLEY	73866	74175	309	0.42
Newtownabbey	BELFAST NORTH	52307	52643	336	0.64
	EAST ANTRIM	59045	59202	157	0.27
	SOUTH ANTRIM	68740	68994	254	0.37
Newtownards	BELFAST EAST	51103	51325	222	0.43
	STRANGFORD	69157	69359	202	0.29
	NORTH DOWN	60044	60207	163	0.27
<b>TOTAL</b>		<b>1162425</b>	<b>1165026</b>	<b>2601</b>	<b>0.22</b>

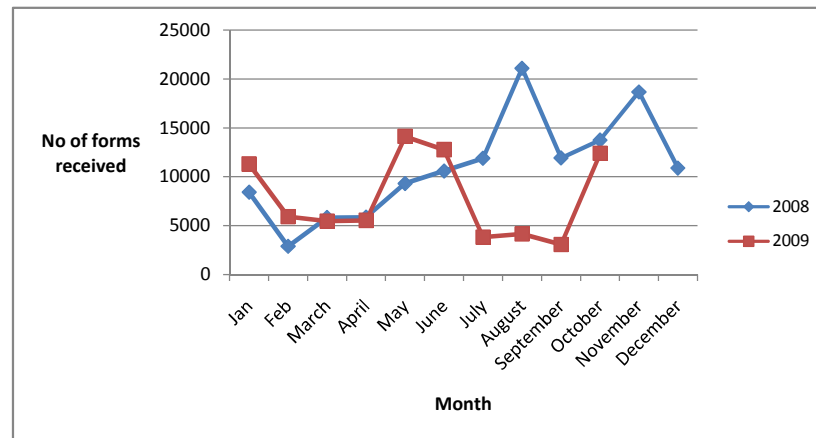
TOTAL ELECTORATE	2006	2007	2008	2009
January	1160838	1089928	1126982	1150393
February	1160492	1115965	1127258	1152379
March	1159858	1121098	1127602	1154228
April	1159896	1122330	1124624	1155960
May	1159124	1122198	1123352	1157853
June	1158139	1122105	1125053	1161566
July	1157814	1122469	1126263	1163197
August	1157051	1122839	1127833	1163042
September	1156263	1122885	1128890	1162425
October	1156263	1123846	1130596	1165026
November	1156263	1124479	1136766	
December	1075116	1125979	1142547	



**CHANGES TO REGISTER AND FORMS RECEIVED - 1 OCTOBER 2009 REVISED REGISTER**

<b>Office</b>	<b>Constituency</b>	<b>Total No. of CR Claim forms recd in office</b>	<b>Modification (including Z added)</b>	<b>Transfers</b>	<b>Additions</b>	<b>Total evidence letters issued</b>	<b>Total Deletions (deaths &amp;removals)</b>	<b>Total Transactions</b>	<b>Published Electorate 1 September 2009</b>	<b>% change</b>
Belfast	Belfast South	760	36	241	326	182	138	923	51284	1.80
	Belfast West	590	34	145	313	97	314	903	53434	1.69
Newtownards	North Down	660	31	271	211	50	55	618	60044	1.03
	Strangford	743	39	269	292	65	70	735	69157	1.06
	Belfast East	748	29	282	249	86	44	690	51103	1.35
Newtownabbey	East Antrim	664	50	269	211	60	53	643	59045	1.09
	South Antrim	828	46	263	295	113	52	769	68740	1.12
	Belfast North	826	42	249	394	158	78	921	52307	1.76
Banbridge 1	Upper Bann	750	62	319	226	143	47	797	75304	1.06
	Newry & Armagh	568	44	238	181	138	53	654	74820	0.87
Banbridge 2	South Down	837	61	288	372	188	35	944	76196	1.24
	Lagan Valley	907	91	363	349	201	57	1061	73866	1.44
Omagh	Fermanagh & South Tyrone	603	27	142	220	107	65	561	68600	0.82
	West Tyrone	488	23	132	46	68	113	382	61004	0.63
Ballymena	North Antrim	723	36	294	170	143	122	765	75588	1.01
	Mid Ulster	473	19	166	127	119	73	504	63856	0.79
Londonderry	Foyle	581	88	309	314	81	289	1081	69534	1.55
	East Londonderry	644	11	243	180	57	226	717	58543	1.22
<b>TOTALS</b>	<b>TOTALS</b>	<b>12393</b>	<b>769</b>	<b>4483</b>	<b>4476</b>	<b>2056</b>	<b>1884</b>	<b>12357</b>	<b>1162425</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	12393
November	18681	
December	10894	



**MARKETING**

Sep - Oct 09

Area Office/Business Unit	No. of Presentations	Notes
CEO Team	0	
Corporate Services	0	
Information Services	0	
Ballymena	3	Short Talks given to students re registration and ID's
Banbridge 1	0	
Banbridge 2	0	At a number of schools a short explanatory session on registration and ID
Belfast	1	30/09/09 STRANMILLIS FRESHERS FAIR
Londonderry	4	Freshers Day at NW Technical College Strand Road & Limavady campus 12 & 13 Oct - Freshers day at University of Ulster - Magee & Coleraine campus
Newtownabbey	1	MEETING WITH KAREN MC KILLOP TO ARRANGE OUTREACH EVENT AT ULSTER UNIVERSITY;JORDANSTOWN
Newtownards	2	Short explanation on registration and ID for Priory College. Meeting with SERC to arrange outreach for Newtownards and Bangor Campus
Omagh	3	'Fresher's Fayre' @ Omagh College 21/09/2009, @ Dungannon College 22/09/2009, @ Enniskillen College 23/09/2009
<b>TOTAL</b>	<b>14</b>	



**MEDIA**

Sep - Oct 09

<b>Area Office/Business Unit</b>	<b>No. of Media Contacts</b>	<b>Notes</b>
CEO Team	1	Press release to announce the new ACEO(Elections)
Corporate Services	0	
Information Services	0	
Ballymena	8	Photograph in Ballymena Times. Press Release re Schools Initiative sent to Ballymena Guardian, Ballymena Times, Ballycastle Times, Ballymoney Chronicle, Mid Ulster Mail, Northern Constitution, Mid Ulster Observer
Banbridge 1	0	
Banbridge 2	0	
Belfast	0	
Londonderry	0	
Newtownabbey	2	Press release to Newtownabbey Times to cover schools Initiative, Photo and article on charity event 7th Oct
Newtownards	0	
Omagh	0	
<b>TOTAL</b>	<b>11</b>	

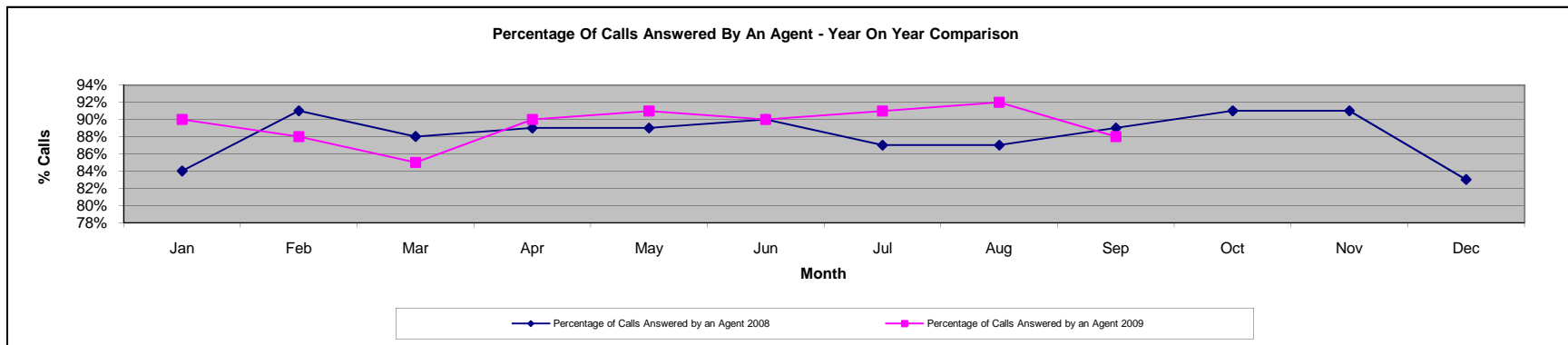
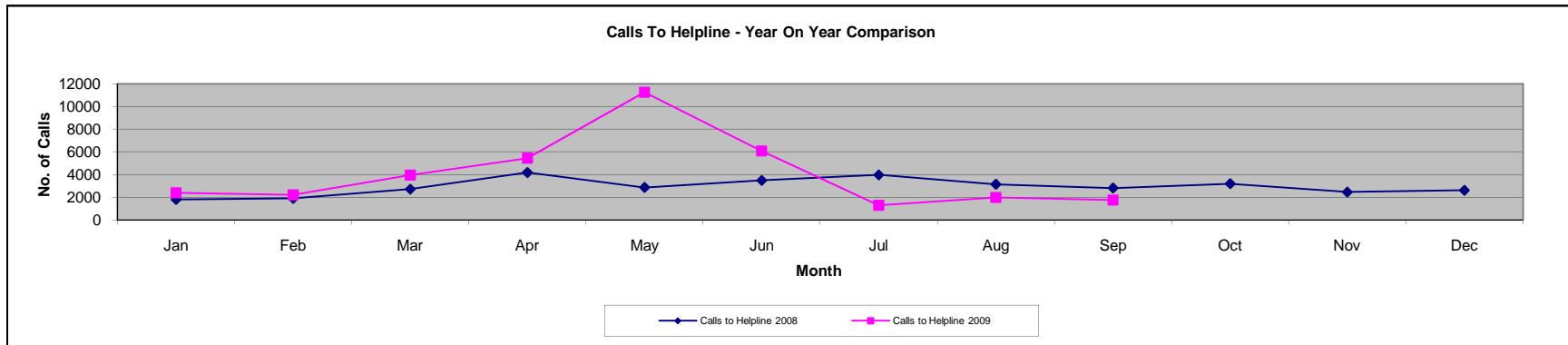


# OTHER PUBLIC CONTACTS

## 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%

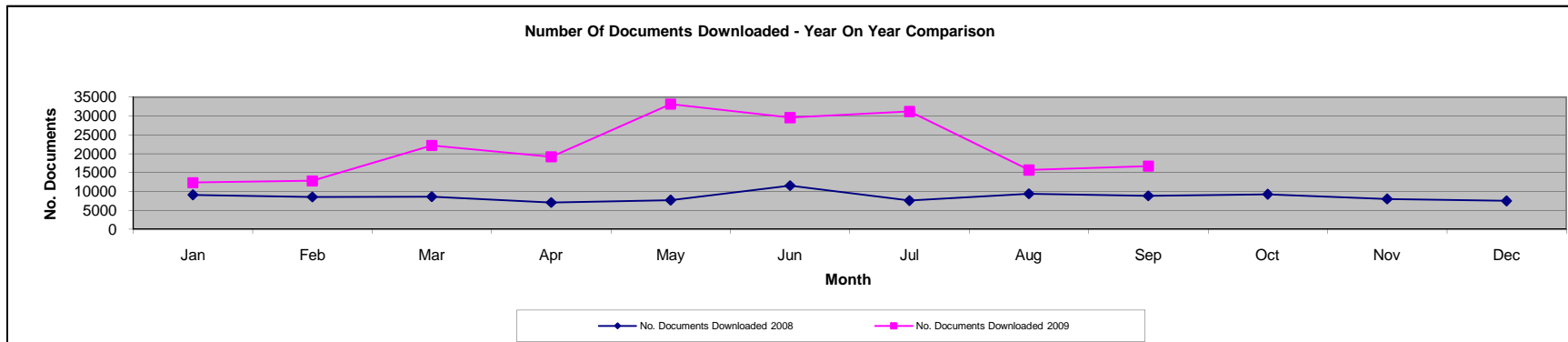
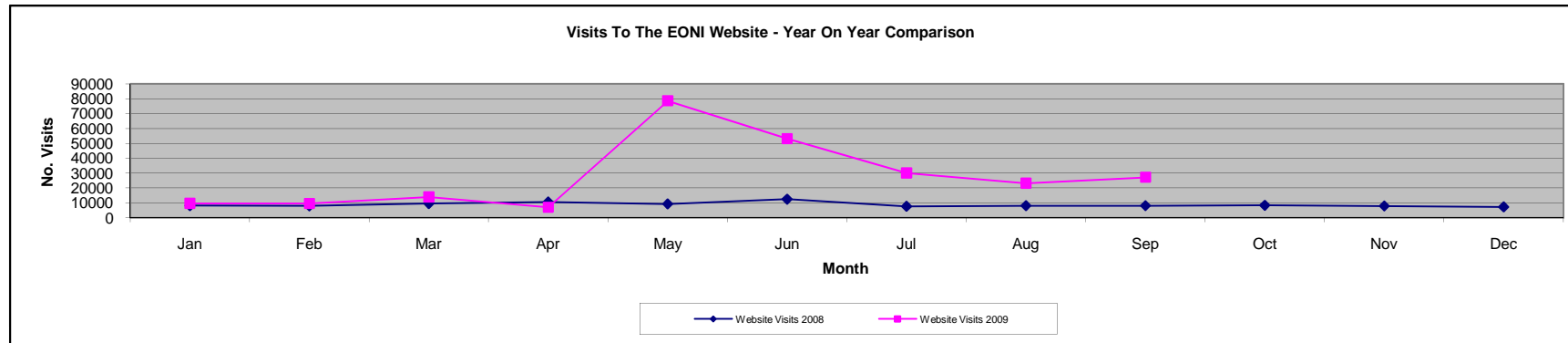
2009	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Calls to Helpline 2009	2386	2207	3954	5453	11253	6078	1297	1993	1752			
Calls Answered by an Agent 2009	2151	1943	3365	4902	10190	5484	1175	1834	1545			
Percentage of Calls Answered by an Agent 2009	90%	88%	85%	90%	91%	90%	91%	92%	88%			



## 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

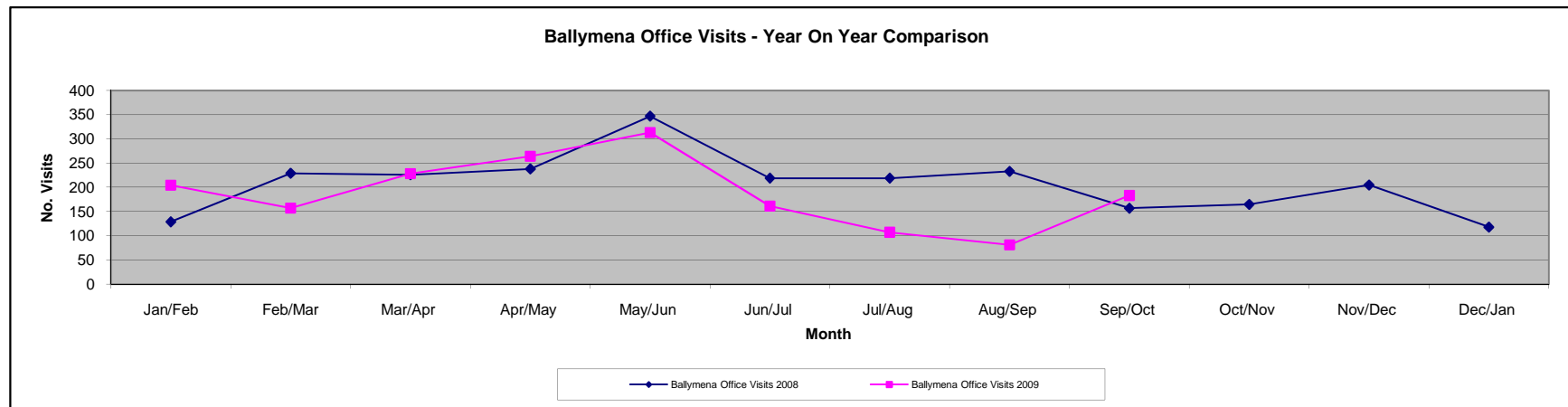
2009	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Website Visits 2009	9711	9534	14024	7074	78560	53138	30060	23182	27190			
No. Documents Downloaded 2009	12346	12777	22167	19175	33115	29558	31151	15688	16700			



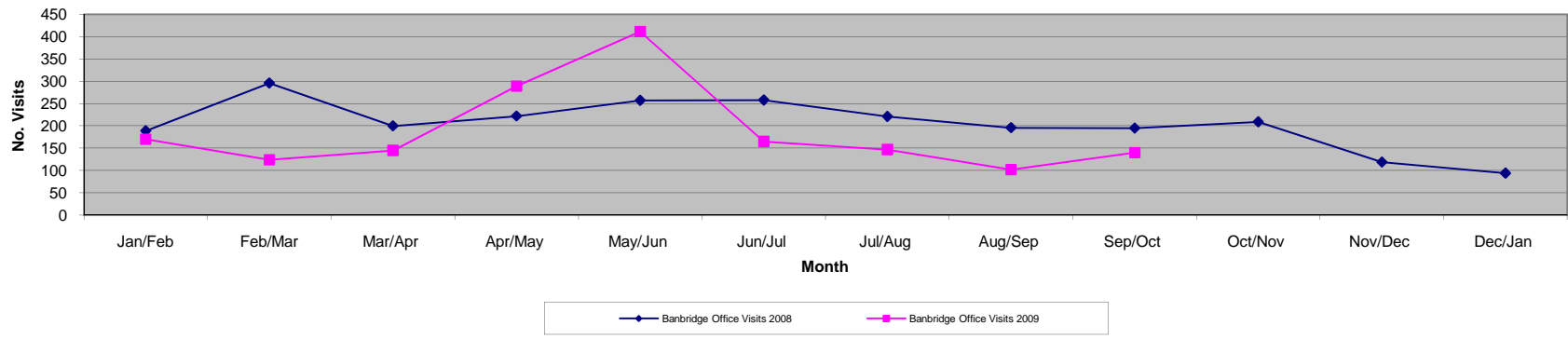
## Office Visits by the Public

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>

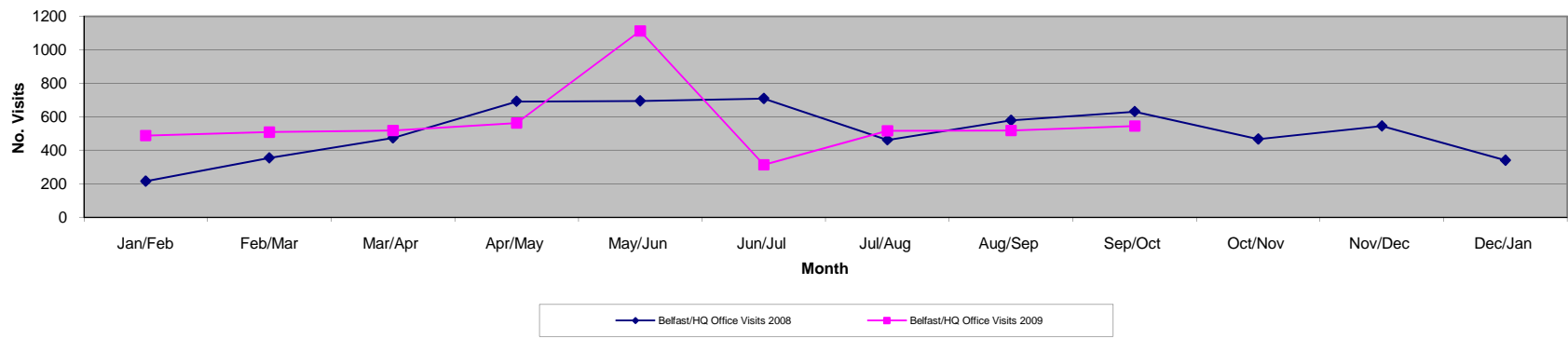
2009	Jan/Feb	Feb/Mar	Mar/Apr	Apr/May	May/June	June/July	July/Aug	Aug/Sep	Sep/Oct	Oct/Nov	Nov/Dec	Dec/Jan
Ballymena Office Visits 2009	204	157	228	264	313	161	107	81	183			
Banbridge Office Visits 2009	170	124	145	289	411	165	147	102	140			
Belfast/HQ Office Visits 2009	487	508	518	562	1112	313	516	517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



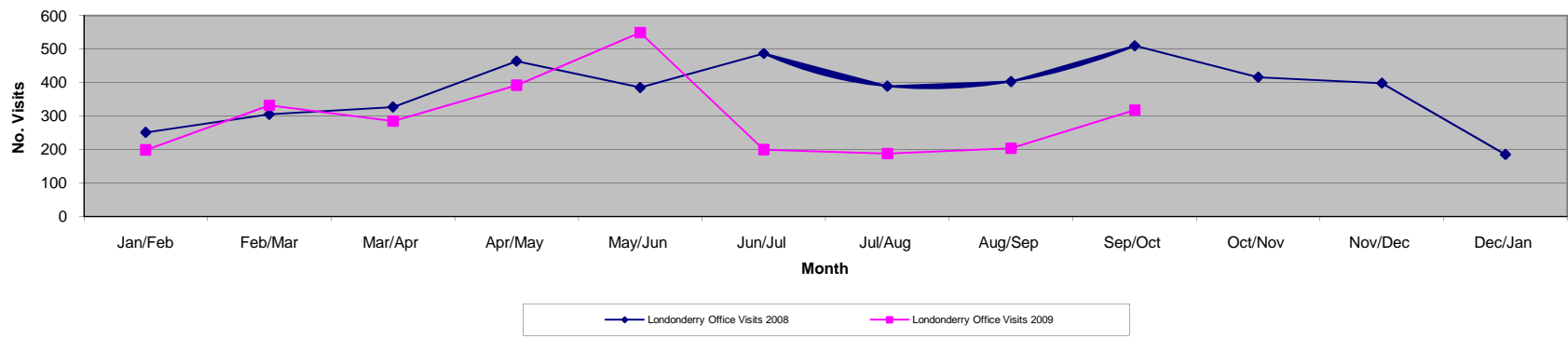
**Banbridge Office Visits - Year On Year Comparison**



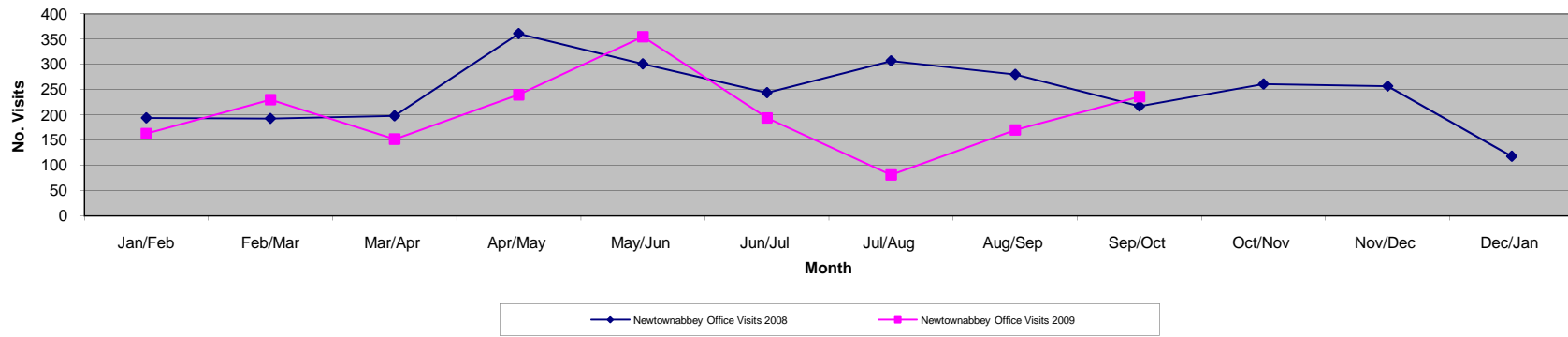
**Belfast/HQ Office Visits - Year On Year Comparison**



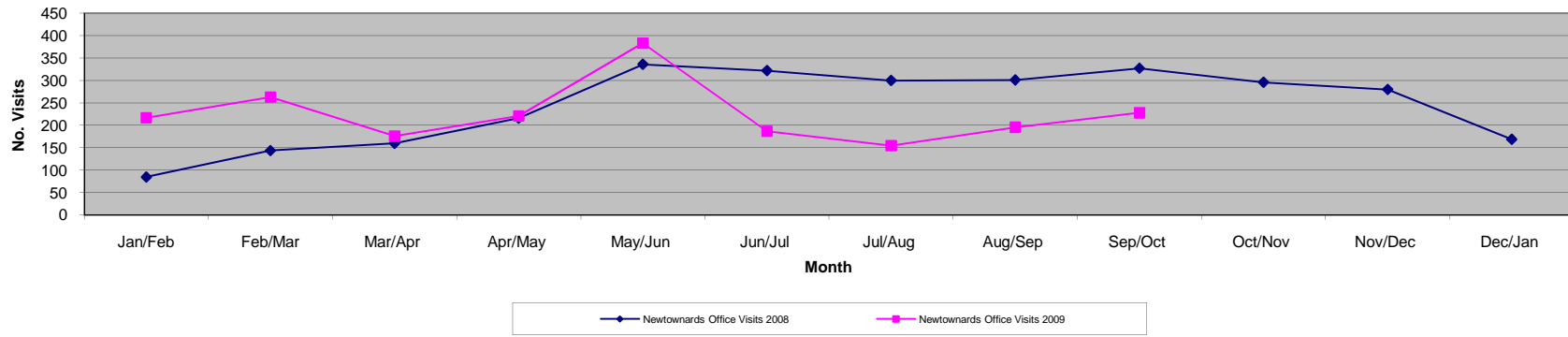
**Londonderry Office Visits - Year On Year Comparison**



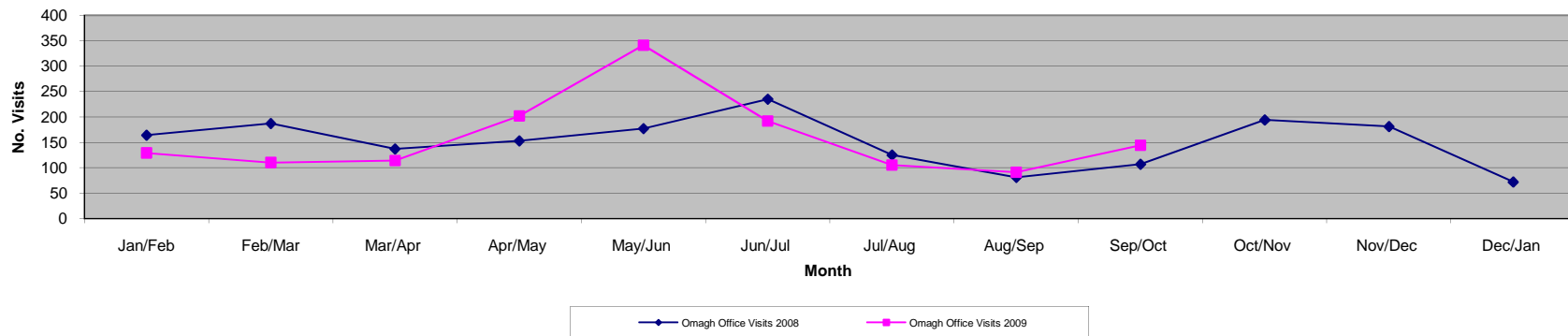
**Newtownabbey Office Visits - Year On Year Comparison**



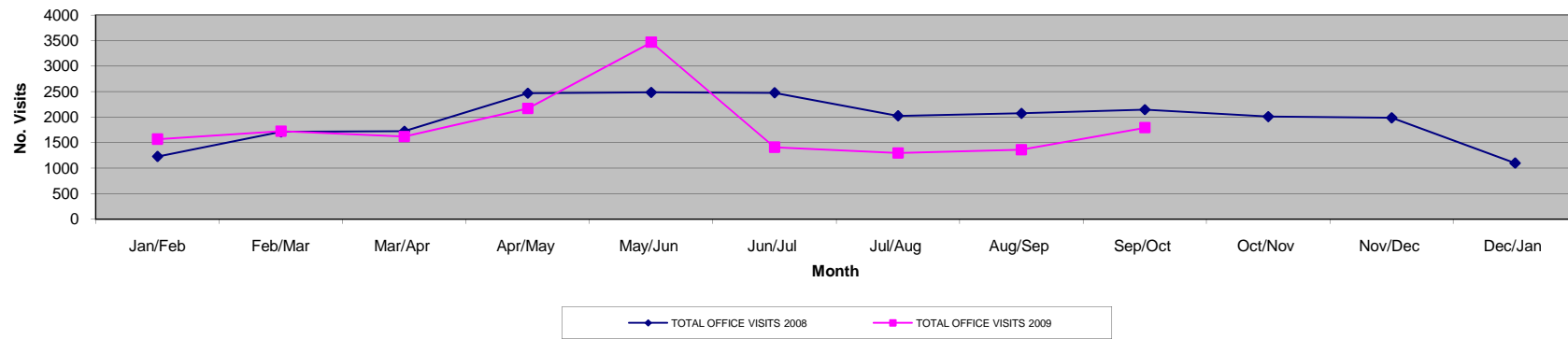
**Newtownards Office Visits - Year On Year Comparison**



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



Total Office Visits - Year On Year Comparison



## STAFF

Sep - Oct 09

		Notes	
Percentage days lost due to sick absence (Year to Date)	1.5%		
Average flexi leave balance	12.25	To w/e 2.10.09	
Number of staff with flexi leave balance exceeding maximum	2	Both staff have been reminded that excess flexi after Friday, 18 September 2009 will be forfeited.	
Overtime - Permanent Staff Only	£0.00	No financial information on overtime.	
Casual staff hours paid	<b>July 14 - 17</b>	<b>Aug 18 - 21</b>	<b>Sept 22 - 25</b>
HQ	90.29	67.54	51.08
Belfast		0.00	173.68
Newtownards		0.00	57.04
Newtownabbey	97.63	42.00	93.36
Banbridge A		0.00	0.00
Banbridge B		0.00	0.00
Omagh	8.51	66.98	49.94
Ballymena	8.51	81.15	131.68
Londonderry		16.46	101.31
<b>TOTAL</b>	<b>204.94</b>	<b>274.13</b>	<b>658.09</b>

**Prompt Payments**

**Jul-09**

Notes

Number of invoices submitted to FSD on time	70	
Number of invoices submitted to FSD out of time	0	