

REGISTRATION

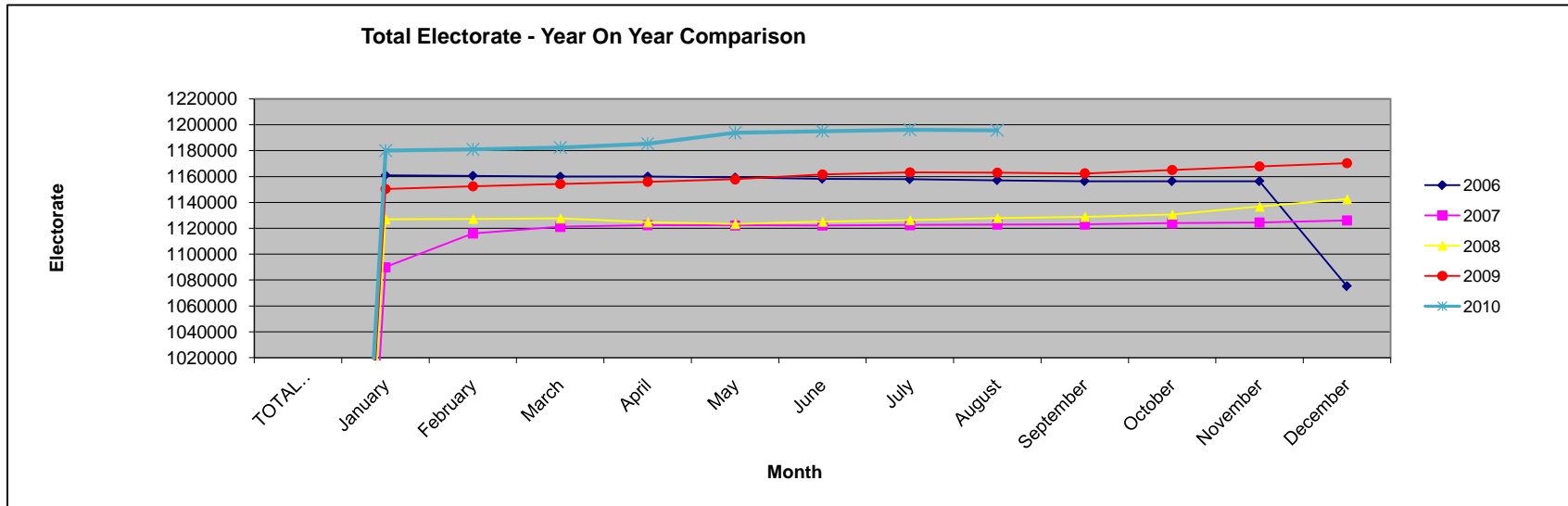
02.08.10 comparison with 01.12.09

Area Office	Constituency	Total Published Electorate 01.12.09	Total Published Electorate 02.08.10	Difference	% Change
Belfast	BELFAST SOUTH	59614	61457	1843	3.09
	BELFAST WEST	59279	60364	1085	1.83
Londonderry	FOYLE	65367	67320	1953	2.99
	EAST LONDONDERRY	63453	64477	1024	1.61
Ballymena	NORTH ANTRIM	73409	74869	1460	1.99
	MID ULSTER	64419	66118	1699	2.64
Omagh	WEST TYRONE	61076	62502	1426	2.33
	FERMANAGH AND SOUTH TYRONE	68853	70239	1386	2.01
Banbridge 1	UPPER BANN	75850	76808	958	1.26
	NEWRY AND ARMAGH	75330	76499	1169	1.55
Banbridge 2	SOUTH DOWN	70808	72280	1472	2.08
	LAGAN VALLEY	65365	66654	1289	1.97
Newtownabbey	BELFAST NORTH	65097	67196	2099	3.22
	EAST ANTRIM	60214	61321	1107	1.84
	SOUTH ANTRIM	62967	64447	1480	2.35
Newtownards	BELFAST EAST	58617	60245	1628	2.78
	STRANGFORD	60258	61415	1157	1.92
	NORTH DOWN	60360	61510	1150	1.91
TOTAL		1170336	1195721	25385	2.17

02.08.10 comparison with previous month

Area Office	Constituency	Total Published Electorate 01.07.10	Total Published Electorate 02.08.10	Difference	% Change
Belfast	BELFAST SOUTH	61343	61457	114	0.19
	BELFAST WEST	60499	60364	-135	-0.22
Londonderry	FOYLE	67425	67320	-105	-0.16
	EAST LONDONDERRY	64492	64477	-15	-0.02
Ballymena	NORTH ANTRIM	74868	74869	1	0.00
	MID ULSTER	66097	66118	21	0.03
Omagh	WEST TYRONE	62436	62502	66	0.11
	FERMANAGH AND SOUTH TYRONE	70213	70239	26	0.04
Banbridge 1	UPPER BANN	77004	76808	-196	-0.25
	NEWRY AND ARMAGH	76513	76499	-14	-0.02
Banbridge 2	SOUTH DOWN	72395	72280	-115	-0.16
	LAGAN VALLEY	66745	66654	-91	-0.14
Newtownabbey	BELFAST NORTH	67197	67196	-1	0.00
	EAST ANTRIM	61317	61321	4	0.01
	SOUTH ANTRIM	64418	64447	29	0.05
Newtownards	BELFAST EAST	60235	60245	10	0.02
	STRANGFORD	61415	61415	0	0.00
	NORTH DOWN	61526	61510	-16	-0.03
TOTAL		1196138	1195721	-417	-0.03

TOTAL ELECTORATE	2006	2007	2008	2009	2010
January	1160838	1089928	1126982	1150393	1179994
February	1160492	1115965	1127258	1152379	1180979
March	1159858	1121098	1127602	1154228	1182410
April	1159896	1122330	1124624	1155960	1185427
May	1159124	1122198	1123352	1157853	1193824
June	1158139	1122105	1125053	1161566	1195089
July	1157814	1122469	1126263	1163197	1196138
August	1157051	1122839	1127833	1163042	1195721
September	1156263	1122885	1128890	1162425	
October	1156263	1123846	1130596	1165026	
November	1156263	1124479	1136766	1167886	
December	1075116	1125979	1142547	1170336	



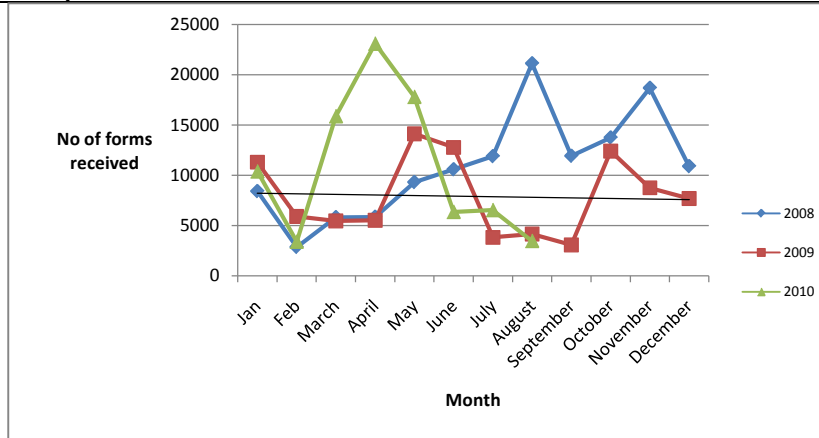
CHANGES TO REGISTER AND FORMS RECEIVED - 2 AUGUST 2010 REVISED REGISTER

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 July 2010	% change
Belfast	Belfast South	673	33	214	231	480	158	1116	61343	1.82
	Belfast West	356	29	135	136	302	98	700	60499	1.16
Newtownards	North Down	160	18	93	86	66	122	385	61526	0.63
	Strangford	105	25	67	58	61	59	270	61415	0.44
Newtownabbey	Belfast East	179	21	87	76	63	59	306	60235	0.51
	East Antrim	123	15	59	67	21	82	244	61317	0.40
	South Antrim	149	24	86	88	79	84	361	64418	0.56
	Belfast North	250	32	115	130	87	118	482	67197	0.72
Banbridge 1	Upper Bann	221	39	90	67	40	261	497	77004	0.65
	Newry & Armagh	200	17	93	69	40	96	315	76513	0.41
Banbridge 2	South Down	55	22	109	59	51	161	402	72395	0.56
	Lagan Valley	62	26	89	54	45	163	377	66745	0.56
Omagh	Fermanagh & South Tyrone	214	14	129	120	46	120	429	70213	0.61
	West Tyrone	95	13	75	93	35	62	278	62436	0.45
Ballymena	North Antrim	130	24	103	68	95	107	397	74868	0.53
	Mid Ulster	117	21	80	64	82	60	307	66097	0.46
Londonderry	Foyle	238	63	79	94	62	193	491	67425	0.73
	East Londonderry	165	29	75	61	61	72	298	64492	0.46
TOTALS	TOTALS	3492	465	1778	1621	1716	2075	7655	1196138	

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	15893
April	5868	5537	23108
May	9316	14119	17819
June	10587	12767	6380
July	11891	3832	6561
August	21117	4161	3492
September	11927	3079	
October	13746	12393	
November	18681	8755	
December	10894	7689	



PERFORMANCE MONITORING

Targets:

1.1 Process all registration application forms and related correspondence within 5 working days of receipt (Management Check R1)

Area Office	Target 1.1 Met	Comments
Ballymoney	Yes	
Banbridge 1	Yes	
Banbridge 2	Yes	
Belfast	Yes	
Londonderry	Yes	
Newtownabbey	Yes	
Newtownards	Yes	
Omagh	Yes	

MARKETING

Jun - Aug 10

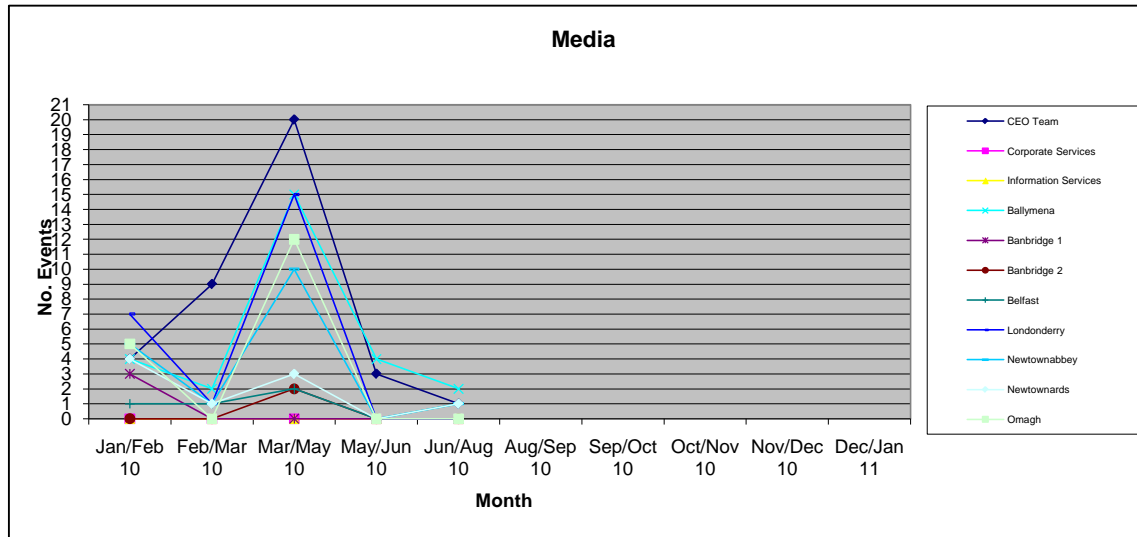
Area Office/Business Unit	No. of Presentations	Notes
CEO Team	0	
Corporate Services	0	
Information Services	0	
Ballymena	2	Meeting with Lighthouse Community re registration & ID for homeless. Meeting with Women's Aid re Registration & ID.
Banbridge 1	0	
Banbridge 2	1	MEETING WITH DUP - POLLING PLACES LISBURN AREA
Belfast	3	MEETING WITH SINN FEIN RE REGISTRATION & POLLING STATIONS; MEETING WITH SDLP RE REGISTRATION & POLLING STATIONS; MEETING WITH DUP RE ISSUES IN SHANKILL AREA
Londonderry	1	Meeting with Chinese Community liason officer - arrangements in place to hold Presentatin on registration and ID clinic in October. Approx. 1300 void property letters targeting 5 low registration wards.
Newtownabbey	0	
Newtownards	3	Meeting with Kilcooley Community Group & Women's Centre to discuss presentation & registration/ID clinic in September. Meeting with DUP re: polling places in North Down. Ongoing targeting of void properties in three constituencies. Discussion with three gentlemen about standing in the 2011 Assembly elections.
Omagh	0	
TOTAL	10	

MEDIA

Jun - Aug 10

Area Office/Business Unit	No. of Media Contacts	Notes
CEO Team	1	CEO 1 Press interview on 27 July press release
Corporate Services	0	
Information Services	0	
Ballymena	2	Ballymena Times & Guardian photo & editorial re sponsored walk
Banbridge 1	0	
Banbridge 2	0	
Belfast	1	12/8/10 PRIZE DRAW IN CHINESE WELFARE RESOURCE CENTRE WITH ANNA LO MLA AND ALASDAIR MCDONNELL MP; PRESS RELEASE TO ALL MAIN PAPERS IN BELFAST AREA
Londonderry	0	
Newtownabbey	1	Prize draw with Lisa form MacMillian cancer at Newtownabbey office
Newtownards	1	Kilcooley Women's Centre - photograph on their web page and newsletter.
Omagh	0	
TOTAL	6	

Area Office/Business Unit	Jan/Feb 10	Feb/Mar 10	Mar/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	9	20	3	1					
Corporate Services	0	0	0	0	0					
Information Services	0	0	0	0	0					
Ballymena	4	2	15	4	2					
Banbridge 1	3	0	0	0	0					
Banbridge 2	0	0	2	0	0					
Belfast	1	1	2	0	1					
Londonderry	7	1	15	0	0					
Newtownabbey	5	1	10	0	1					
Newtownards	4	1	3	0	1					
Omagh	5	0	12	0	0					
TOTAL	33	12	79	7	6	0	0	0	0	0



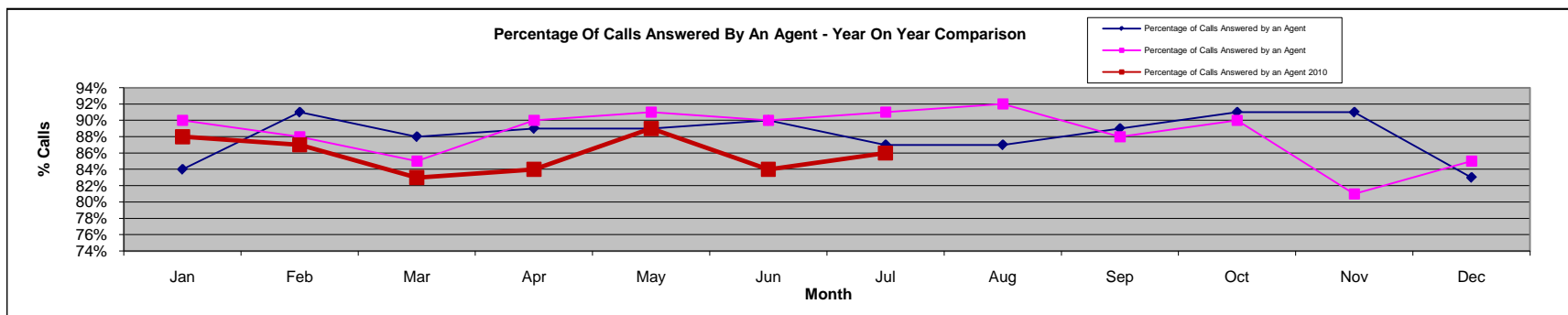
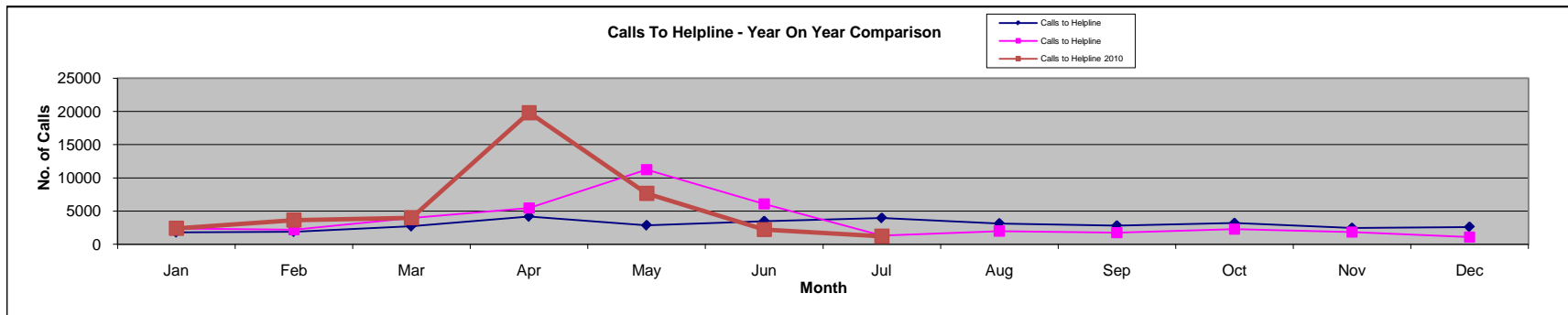
OTHER PUBLIC CONTACTS

Helpline Statistics

2010	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Calls to Helpline	2419	3661	4004	19830	7675	2223	1220					
Calls Answered by an Agent	2138	3199	3327	16584	6843	1857	1055					
Percentage of Calls Answered by an Agent	88%	87%	83%	84%	89%	84%	86%					

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%



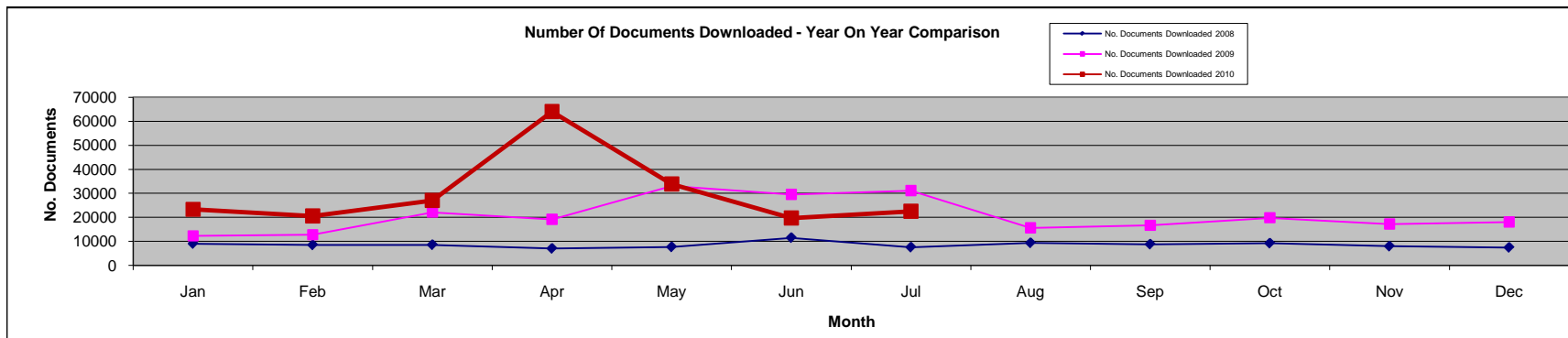
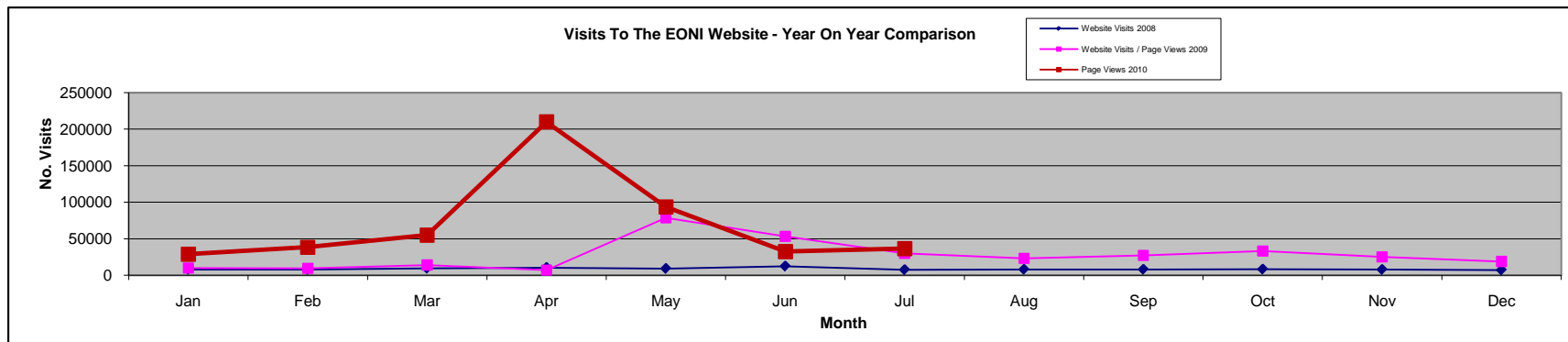
Website Statistics

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	38458	55068	209996	93559	32568	36541					
No. Documents Downloaded	23338	20611	27046	64041	33865	19732	22577					

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

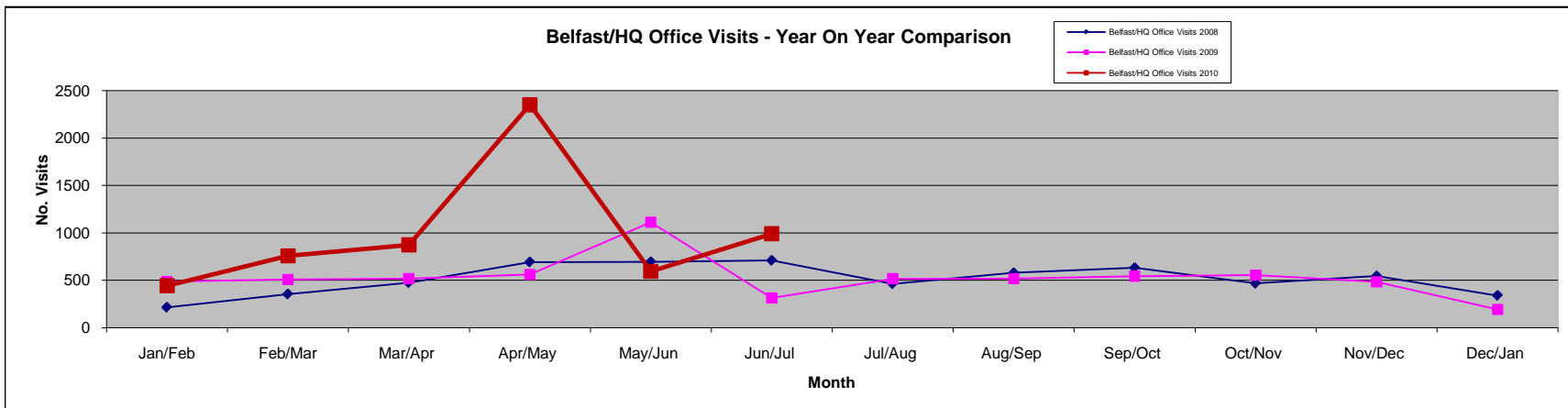
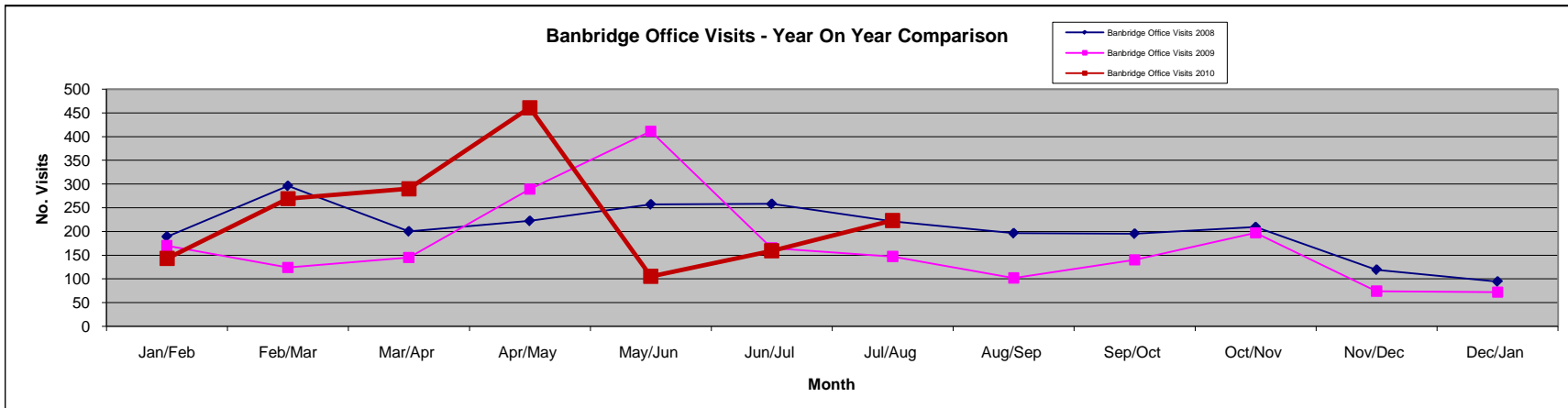
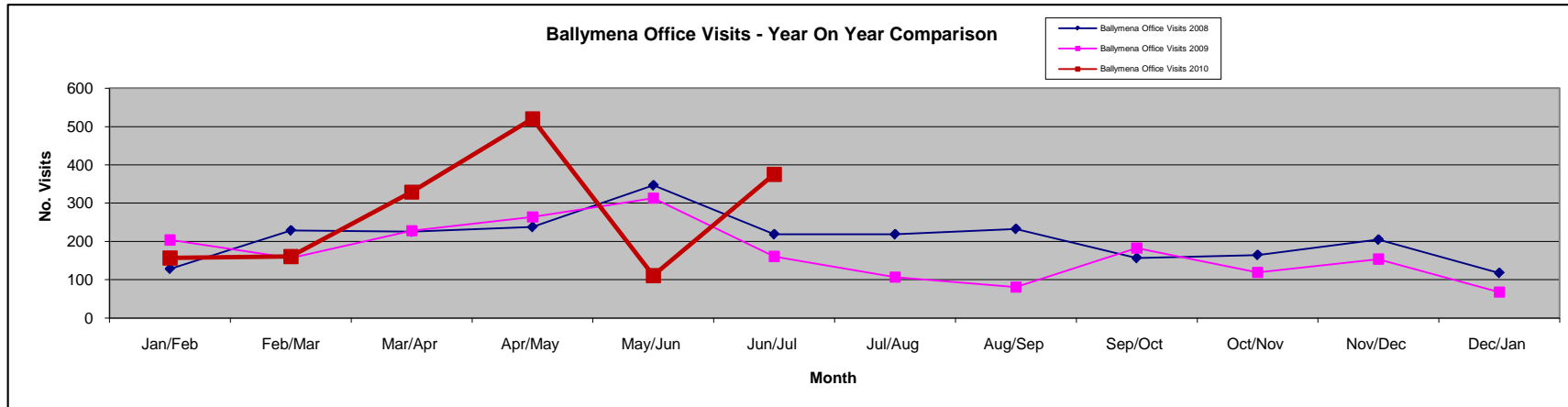


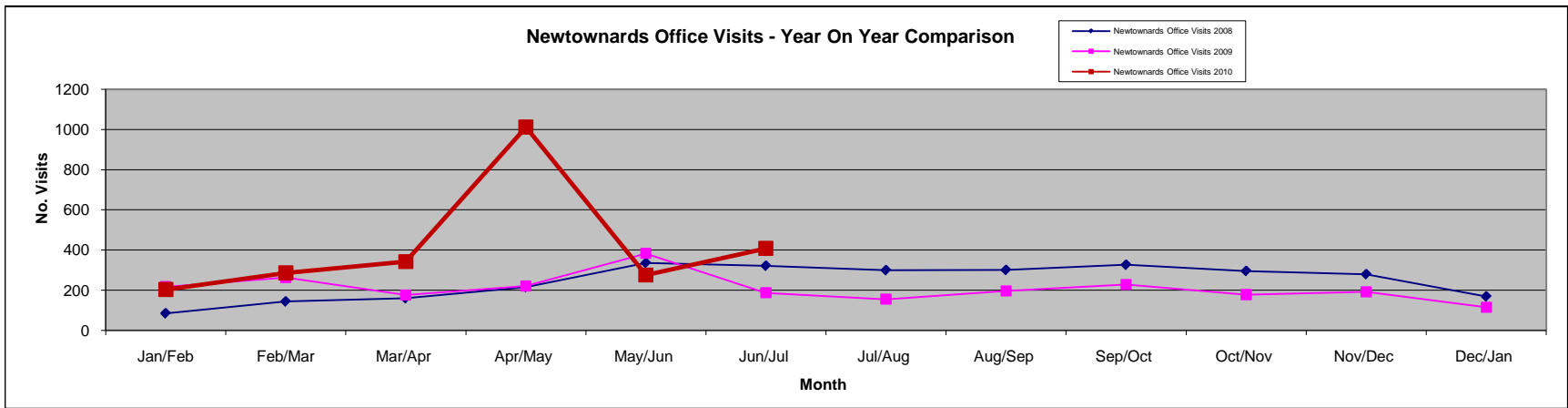
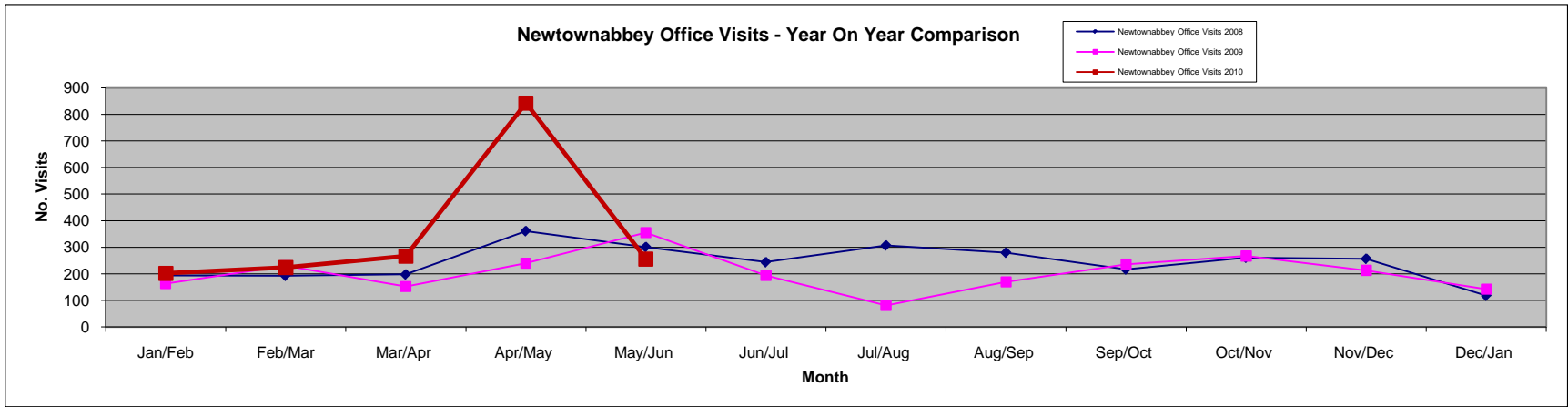
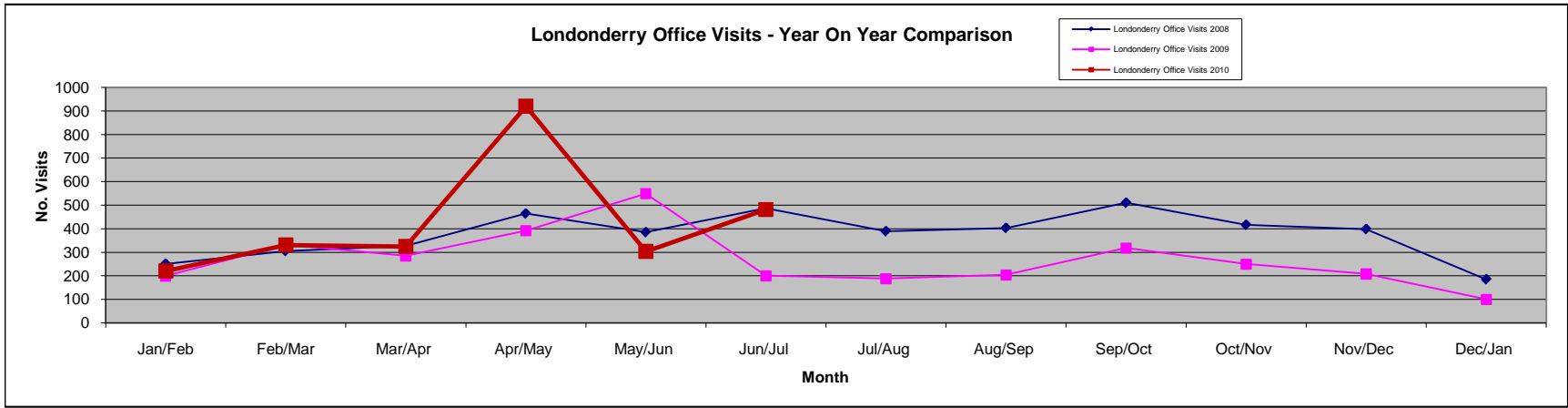
Office Visits by Customers

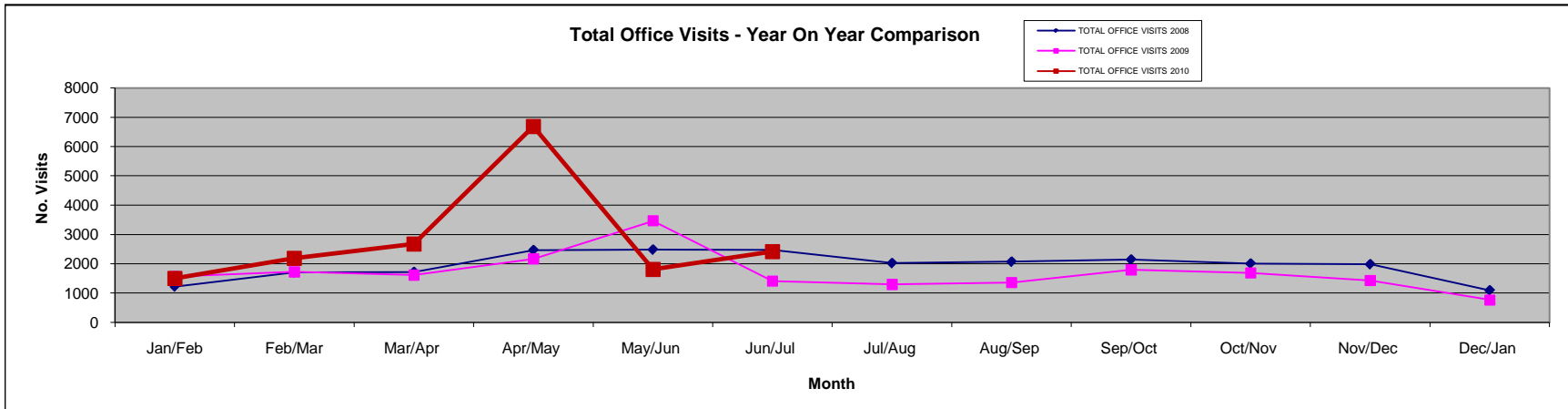
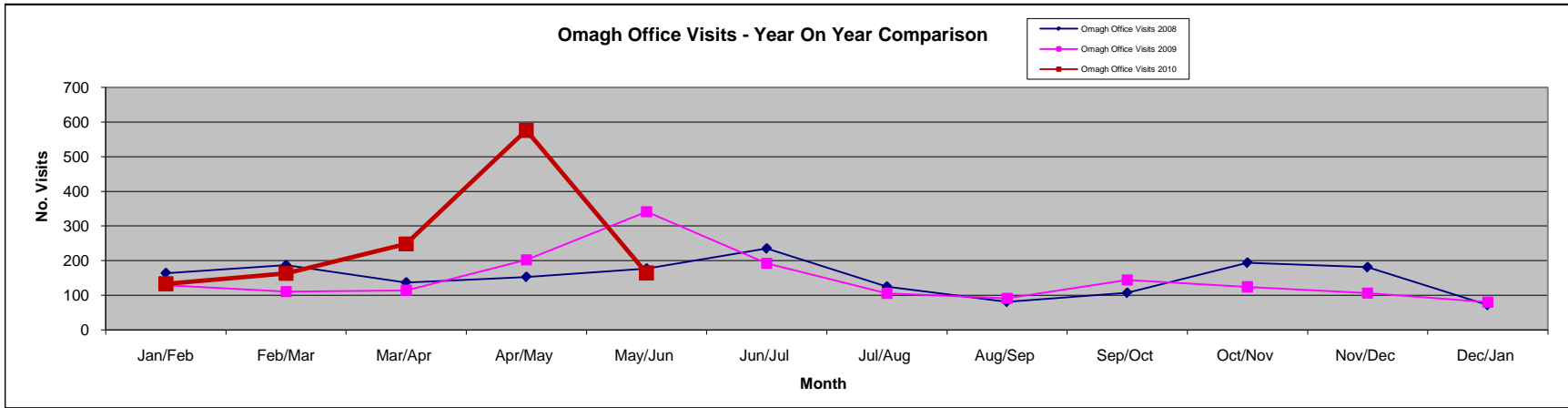
2010	Jan/Feb	Feb/Mar	Mar/Apr	Apr/May	May/Jun	Jun/Jul	Jul/Aug	Aug/Sep	Sep/Oct	Oct/Nov	Nov/Dec	Dec/Jan
Ballymena Office Visits 2010	157	161	329	520	111	375						
Banbridge Office Visits 2010	143	269	290	461	105	159	223					
Belfast/HQ Office Visits 2010	443	758	874	2352	594	991						
Londonderry Office Visits 2010	220	330	324	920	303	481						
Newtownabbey Office Visits 2010	202	224	267	843	256							
Newtownards Office Visits 2010	203	286	342	1012	275	408						
Omagh Office Visits 2010	133	163	248	576	164							
TOTAL OFFICE VISITS 2010	1501	2191	2674	6684	1808	2414						

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







ID Card Statistics July 2010

Applications	Received	Processed (On Register)	Not Processed (Not on Register)	% Issued Within 7 Days
Postal (Identity doc)	136	107	29	100
Postal (Declaration)	31	28	3	100
Prisoners	15	15	0	100
Citizenship	14	10	4	100
Ballymena	51	16	35	100
Banbridge	40	27	13	100
Belfast	278	86	192	100
Londonderry	177	98	79	100
Newtownabbey	30	15	15	100
Newtownards	57	36	21	100
Omagh	51	28	23	100
TOTAL	880	466	414	100

STAFF

Jun - Aug 10

		Notes	
Percentage days lost due to sick absence (Year to Date)	4.0%	Average days sick per person: 3	
Average flexi leave balance	8.44	To w/e 6/8/10	
Number of staff with flexi leave balance exceeding maximum	3	Normal carry-over arrangements suspended until 9.8.10	
Overtime - Permanent Staff Only	£ 17,638.6 / £ 1,292.61	Paid in June & July 2010	
Casual staff hours paid	May - All Casual Staff paid from Election account	June Weeks 10 - 12	July Weeks 13 - 17
HQ	0.00	48.25	141.81
Belfast	0.00	215.69	274.13
Newtownards	0.00	0.00	0.00
Newtownabbey	0.00	137.08	274.40
Banbridge A	0.00	0.00	0.00
Banbridge B	0.00	0.00	0.00
Omagh	0.00	139.06	140.48
Ballymena	0.00	38.31	75.77
Londonderry	0.00	24.13	51.08
TOTAL	0.00	602.52	957.67

HR Connect Monitoring	Queries arising	Queries dealt with	Queries outstanding
June Payroll	Leaver overpaid	Overpayment identified from monthly payroll report check. Clerical error by HR Connect. Money refunded and new procedures in place.	0

July Payroll	Environmental Allowance inaccurately paid to member of staff since January 2010	Overpayment identified from monthly payroll report check. Clerical error by HR Connect. Money to be deducted from August salary.	0
TOTAL	2	2	0

Prompt Payments

May - July 2010

Note from NIO received 20/7/10 - A new, much more challenging target has been set for all of Central Government and requires **Departments to aim to pay suppliers within 5 working days** rather than the previous 10 working days.

Departmental performance will have to be **published on the NIO internet** as well as the intranet.

This will be backdated to May 2010 and we are currently working with FSD to develop further reporting to allow us to do this.

	10-Day Target (95% within 10 working days)				5-Day Target (80% within 5 working days)		
Mth	Total No. of Invoices Paid in Month	% of Total Invoices Paid within 10 days	No. of Invoices Received by FSD from Branch after 4 working days	% of Invoices received from Branch after 4 working days	% of Total Invoices Paid within 5 days	No. of Invoices Received by FSD from Branch after 2 working days	% of Invoices received from Branch after 2 working days
May - see note 1	74	100%	2	3%	19%	53	72%
June - see note 2	70	97%	3	4%	4%	60	86%
July - see note 3	68	100%	2	3%	13%	51	75%

Note 1 - one invoice hand delivered to FSD on time and the other invoice arrived late from an area office.

Note 2 - one invoice hand delivered to FSD on time, the second invoice arrived late from a section in HQ, the third invoice did not relate to EONI.

Note 3 - break-down not yet available from FSD