

REGISTRATION

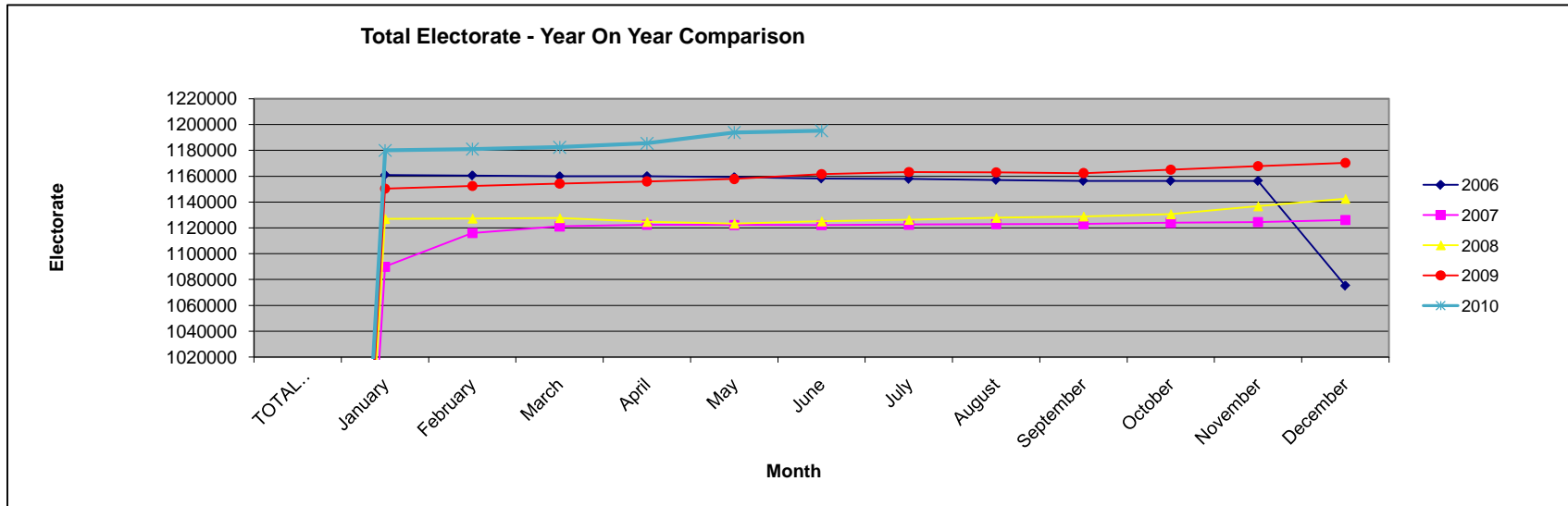
01.06.10 comparison with 01.12.09

Area Office	Constituency	Total Published Electorate 01.12.09	Total Published Electorate 01.06.10	Difference	% Change
Belfast	BELFAST SOUTH	59614	61217	1603	2.69
	BELFAST WEST	59279	60454	1175	1.98
Londonderry	FOYLE	65367	67364	1997	3.06
	EAST LONDONDERRY	63453	64507	1054	1.66
Ballymena	NORTH ANTRIM	73409	74741	1332	1.81
	MID ULSTER	64419	65994	1575	2.44
Omagh	WEST TYRONE	61076	62387	1311	2.15
	FERMANAGH AND SOUTH TYRONE	68853	70066	1213	1.76
Banbridge 1	UPPER BANN	75850	76992	1142	1.51
	NEWRY AND ARMAGH	75330	76483	1153	1.53
Banbridge 2	SOUTH DOWN	70808	72320	1512	2.14
	LAGAN VALLEY	65365	66712	1347	2.06
Newtownabbey	BELFAST NORTH	65097	67113	2016	3.10
	EAST ANTRIM	60214	61337	1123	1.87
	SOUTH ANTRIM	62967	64332	1365	2.17
Newtownards	BELFAST EAST	58617	60186	1569	2.68
	STRANGFORD	60258	61381	1123	1.86
	NORTH DOWN	60360	61503	1143	1.89
TOTAL		1170336	1195089	24753	2.12

01.06.10 comparison with previous month

Area Office	Constituency	Total Published Electorate 28.04.10	Total Published Electorate 01.06.10	Difference	% Change
Belfast	BELFAST SOUTH	61194	61217	23	0.04
	BELFAST WEST	60441	60454	13	0.02
Londonderry	FOYLE	67244	67364	120	0.18
	EAST LONDONDERRY	64375	64507	132	0.21
Ballymena	NORTH ANTRIM	74751	74741	-10	-0.01
	MID ULSTER	66042	65994	-48	-0.07
Omagh	WEST TYRONE	62334	62387	53	0.09
	FERMANAGH AND SOUTH TYRONE	69993	70066	73	0.10
Banbridge 1	UPPER BANN	76870	76992	122	0.16
	NEWRY AND ARMAGH	76324	76483	159	0.21
Banbridge 2	SOUTH DOWN	72220	72320	100	0.14
	LAGAN VALLEY	66581	66712	131	0.20
Newtownabbey	BELFAST NORTH	66993	67113	120	0.18
	EAST ANTRIM	61231	61337	106	0.17
	SOUTH ANTRIM	64261	64332	71	0.11
Newtownards	BELFAST EAST	60140	60186	46	0.08
	STRANGFORD	61347	61381	34	0.06
	NORTH DOWN	61483	61503	20	0.03
TOTAL		1193824	1195089	1265	0.11

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	
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	



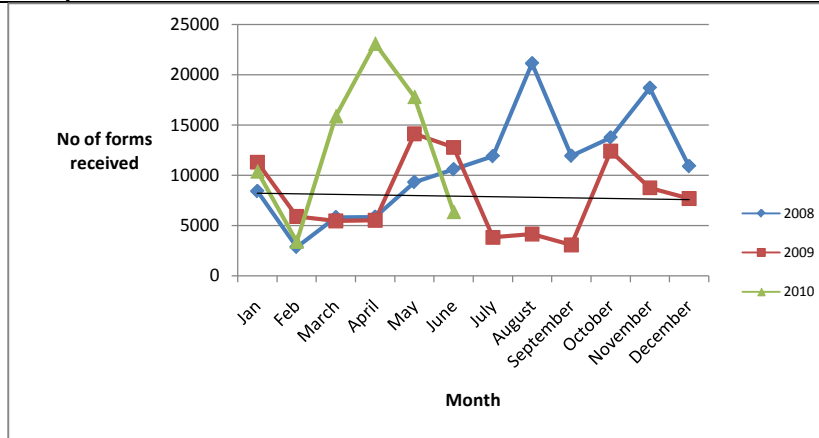
CHANGES TO REGISTER AND FORMS RECEIVED - 1 JUNE 2010 REVISED REGISTER

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 28 April 2010	% change
Belfast	Belfast South	204	22	44	70	68	5	209	61194	0.34
	Belfast West	92	18	14	34	20	3	89	60441	0.15
Newtownards	North Down	244	20	75	53	111	10	269	61483	0.44
	Strangford	221	38	51	54	74	11	228	61347	0.37
	Belfast East	333	41	81	72	101	6	301	60140	0.50
Newtownabbey	East Antrim	475	7	115	127	96	60	405	61231	0.66
	South Antrim	611	29	97	124	143	62	455	64261	0.71
	Belfast North	659	40	91	173	155	84	543	66993	0.81
Banbridge 1	Upper Bann	431	39	157	163	118	46	523	76870	0.68
	Newry & Armagh	438	28	142	192	121	45	528	76324	0.69
Banbridge 2	South Down	391	33	101	173	123	49	479	72220	0.66
	Lagan Valley	356	27	107	152	90	45	421	66581	0.63
Omagh	Fermanagh & South Tyrone	226	16	95	110	73	29	323	69993	0.46
	West Tyrone	214	12	50	94	44	14	214	62334	0.34
Ballymena	North Antrim	264	5	35	34	0	37	111	74751	0.15
	Mid Ulster	262	4	19	25	0	43	91	66042	0.14
Londonderry	Foyle	540	61	127	197	64	43	492	67244	0.73
	East Londonderry	419	14	121	180	41	42	398	64375	0.62
TOTALS	TOTALS	6380	454	1522	2027	1442	634	6079	1193824	1.02

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	
August	21117	4161	
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)

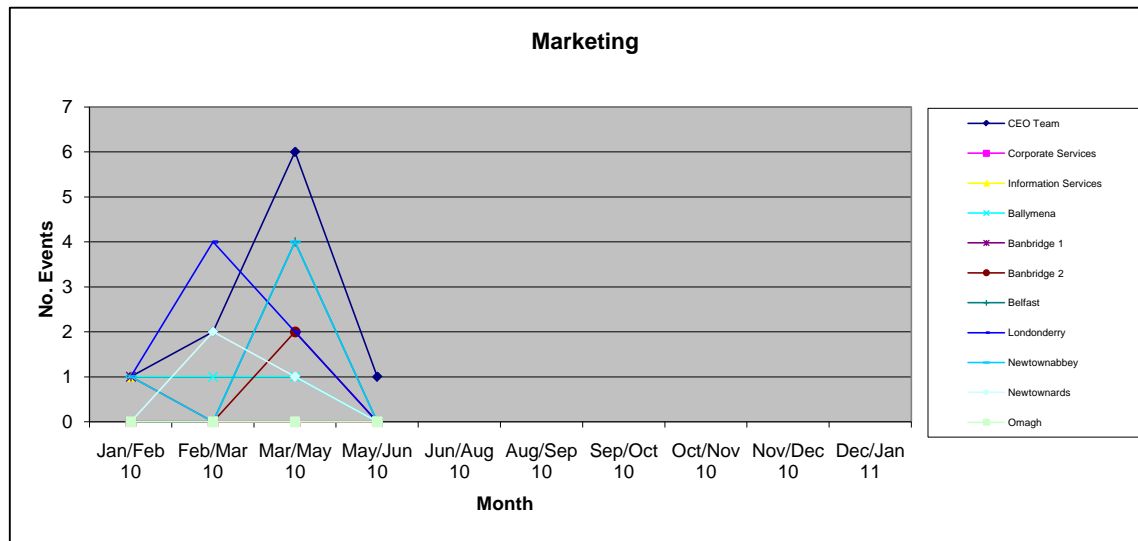
Area Office	Target 1.1 Met	Comments
Ballymoney	Yes	
Banbridge 1	Yes	
Banbridge 2	Yes	
Belfast	Yes	
Londonderry	Yes	
Newtownabbey	Yes	
Newtownards	Yes	
Omagh	Yes	

MARKETING

May - Jun 10

Area Office/Business Unit	No. of Presentations	Notes
CEO Team	1	Meeting with MoJ re continuous registration
Corporate Services	0	
Information Services	0	
Ballymena	0	
Banbridge 1	0	
Banbridge 2	0	
Belfast	0	
Londonderry	0	
Newtownabbey	0	
Newtownards	0	
Omagh	0	
TOTAL	1	

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	1	2	6	1						
Corporate Services	0	0	0	0						
Information Services	1	0	0	0						
Ballymena	1	1	1	0						
Banbridge 1	1	0	0	0						
Banbridge 2	0	0	2	0						
Belfast	0	0	4	0						
Londonderry	1	4	2	0						
Newtownabbey	1	0	4	0						
Newtownards	0	2	1	0						
Omagh	0	0	0	0						
TOTAL	6	7	20	1	0	0	0	0	0	0

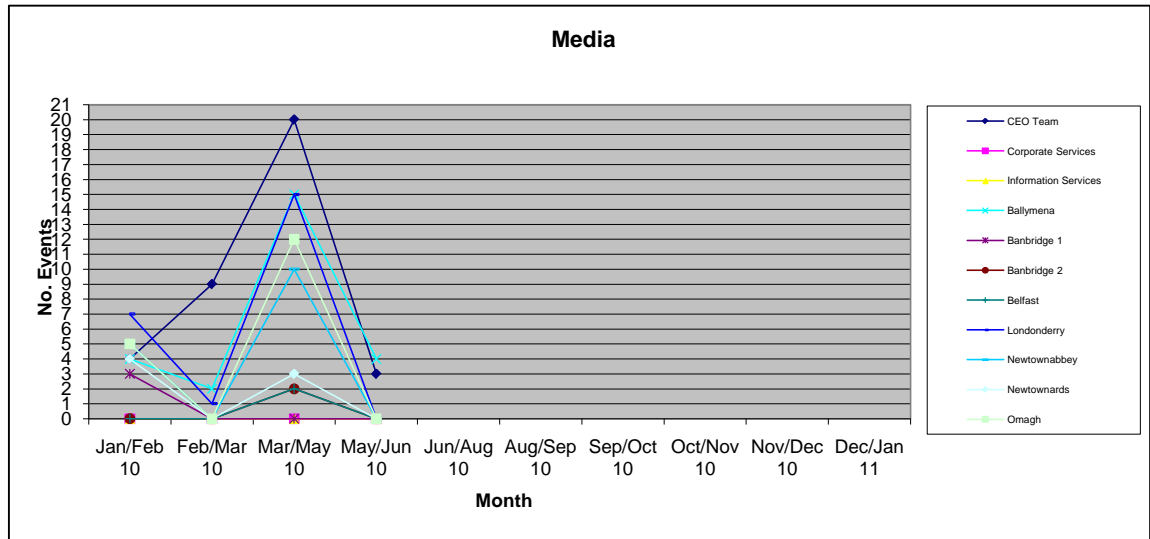


MEDIA

May - Jun 10

Area Office/Business Unit	No. of Media Contacts	Notes
CEO Team	5	1 website notice - Election Petition, 2 website notice new councillor and 2 website notice new MLA
Corporate Services	0	
Information Services	0	
Ballymena	4	Photograph of Ballymena Court Centre in News Letter. Post election editorial Ballymena Guardian. Photographs of Mayor's Reception for Ballymena Electoral Office - Ballymena Guardian and Ballymena Times
Banbridge 1	0	
Banbridge 2	0	
Belfast	0	
Londonderry	0	
Newtownabbey	0	
Newtownards	0	
Omagh	0	
TOTAL	9	

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						
Corporate Services	0	0	0	0						
Information Services	0	0	0	0						
Ballymena	4	2	15	4						
Banbridge 1	3	0	0	0						
Banbridge 2	0	0	2	0						
Belfast	0	0	2	0						
Londonderry	7	1	15	0						
Newtownabbey	5	0	10	0						
Newtownards	4	0	3	0						
Omagh	5	0	12	0						
TOTAL	32	12	79	7	0	0	0	0	0	0



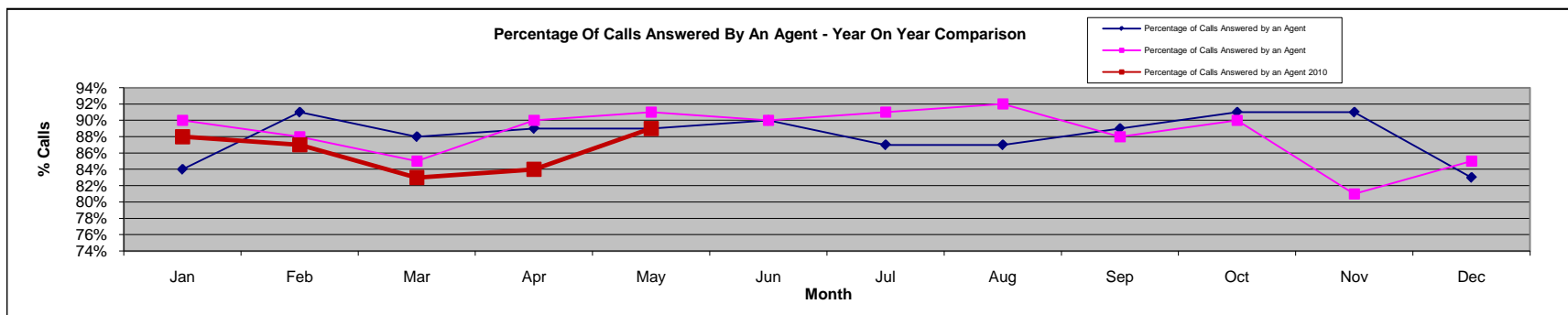
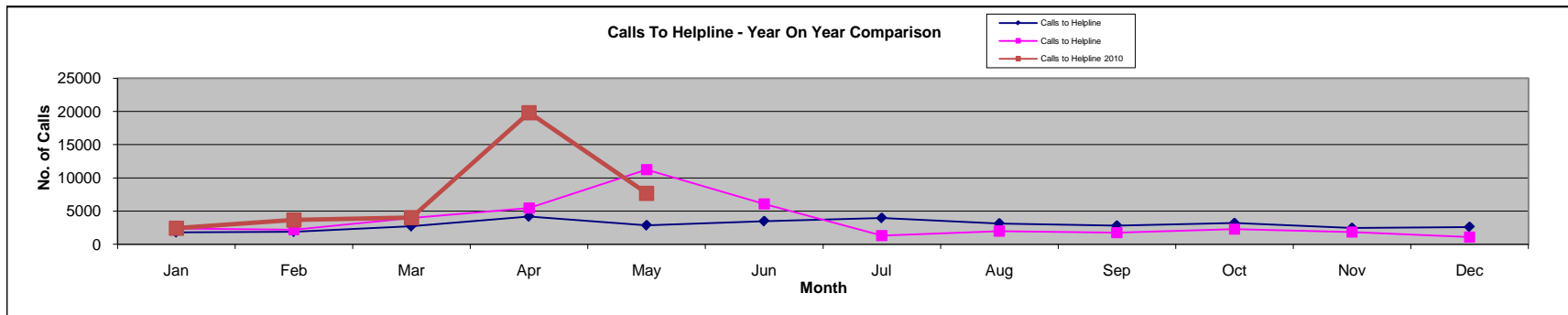
OTHER PUBLIC CONTACTS

Helpline Statistics

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

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%



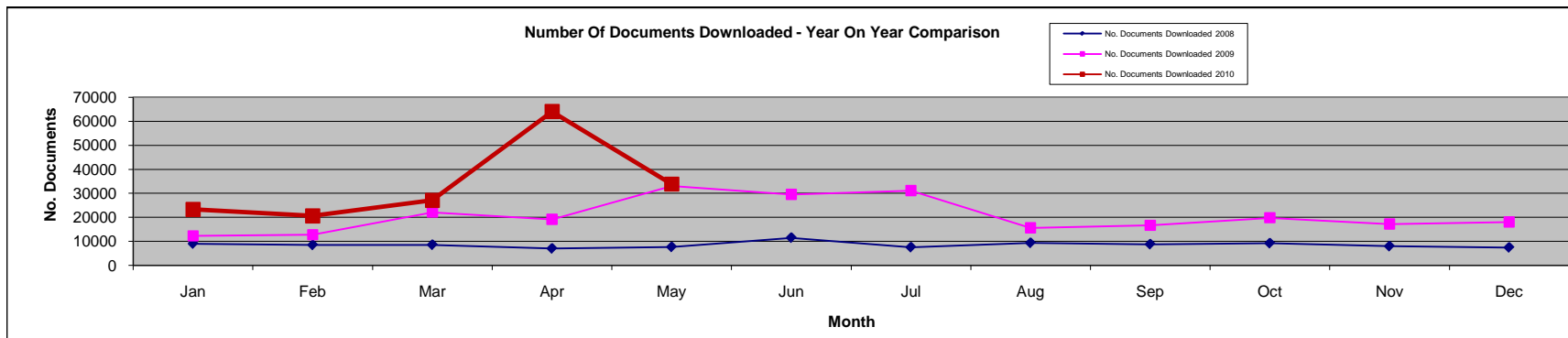
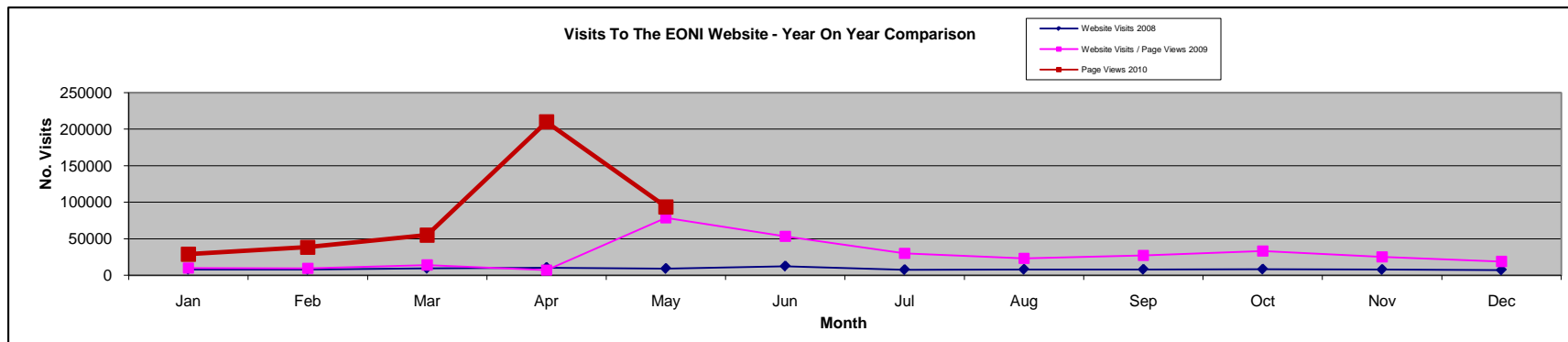
Website Statistics

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							
No. Documents Downloaded	23338	20611	27046	64041	33865							

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

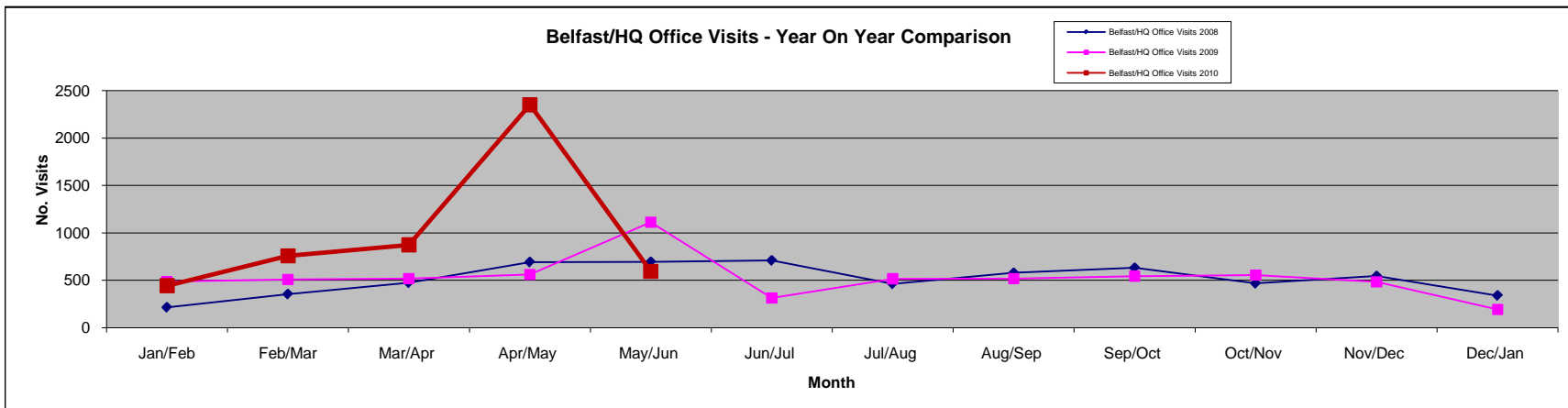
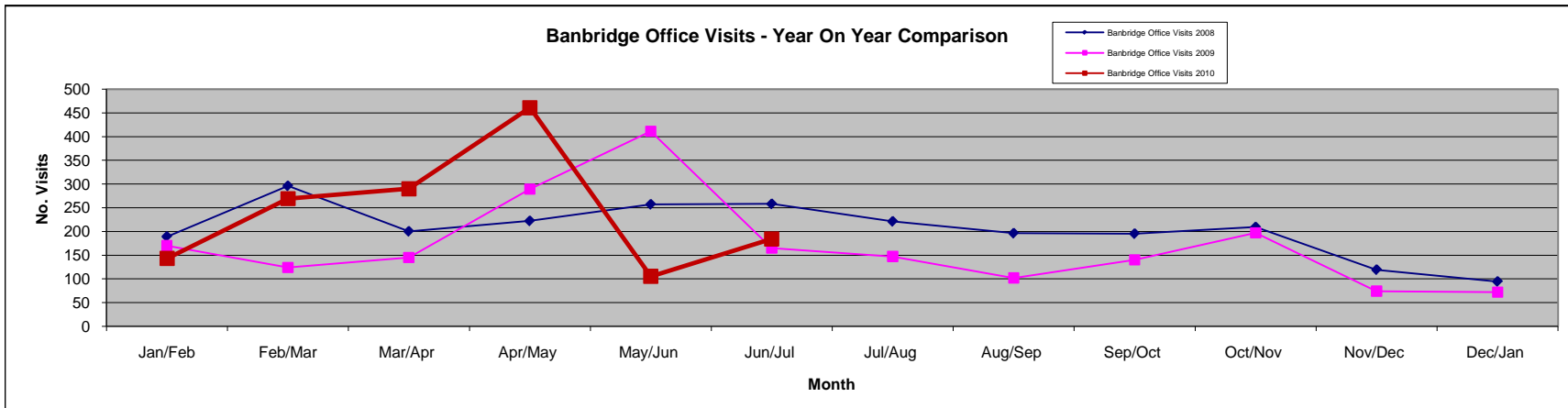
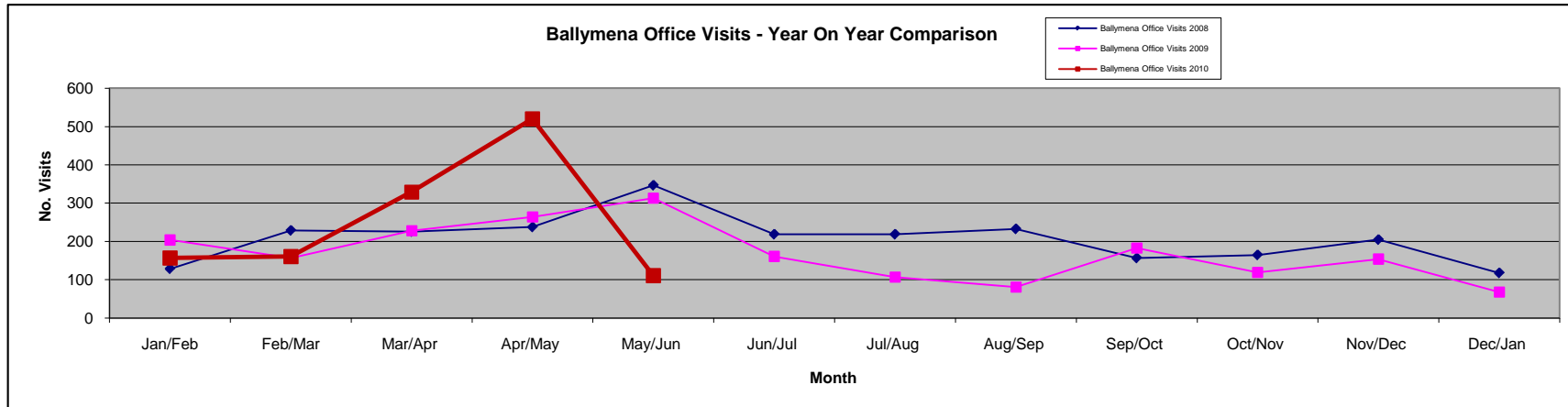


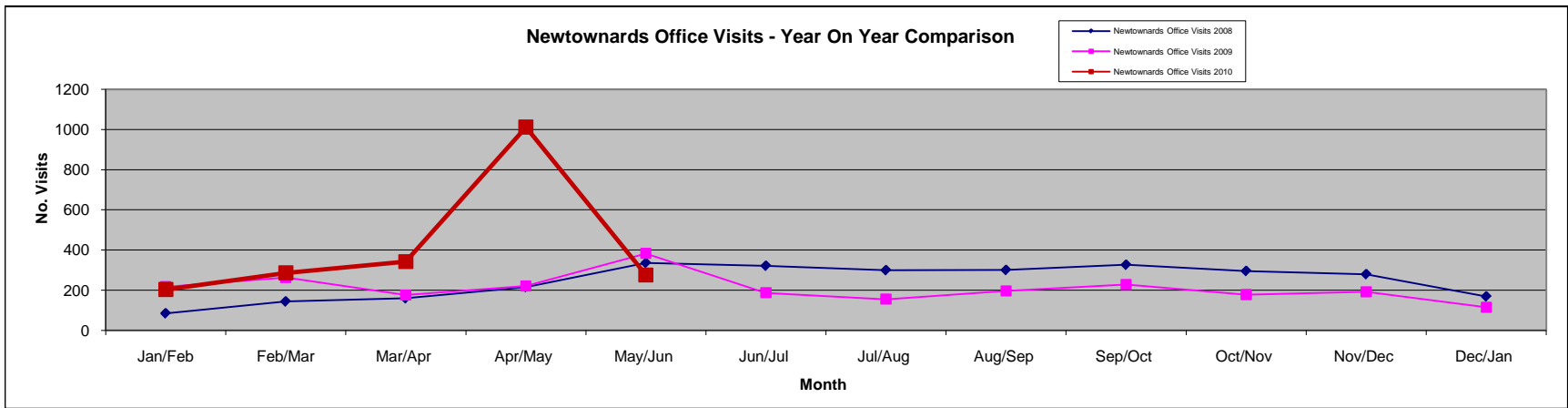
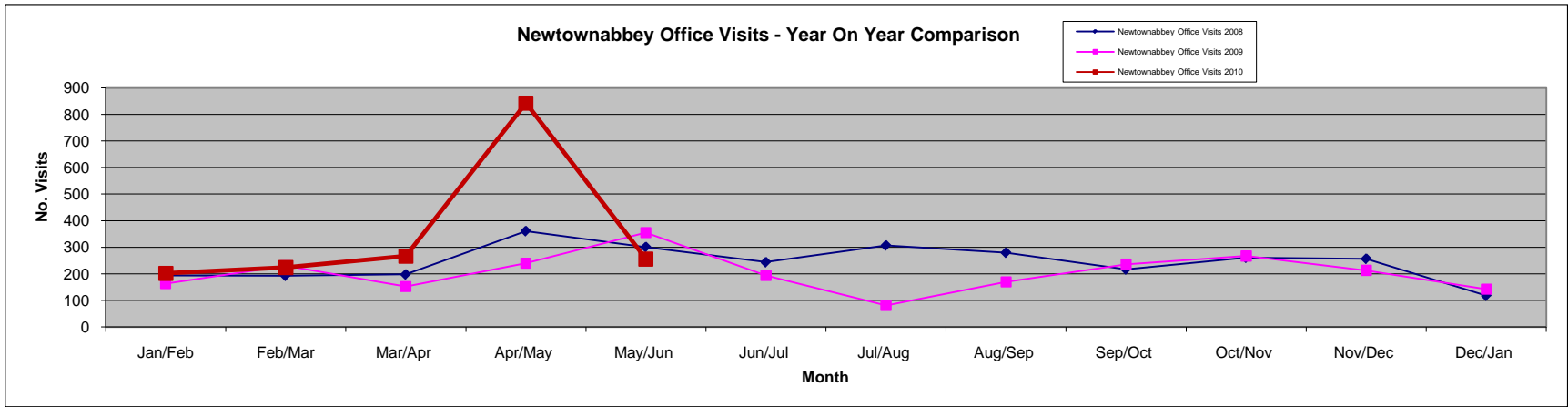
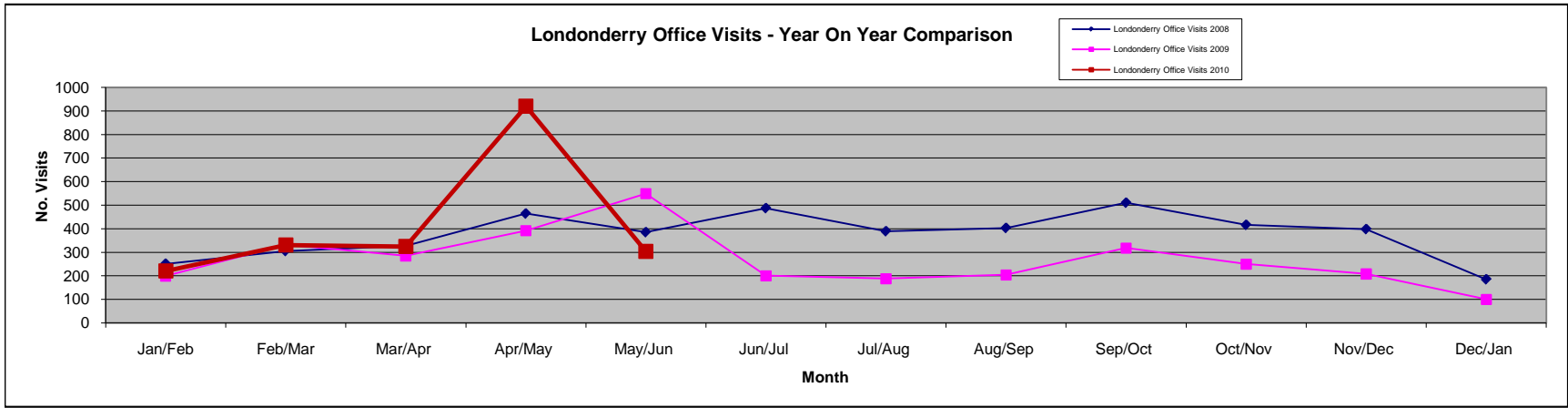
Office Visits by Customers

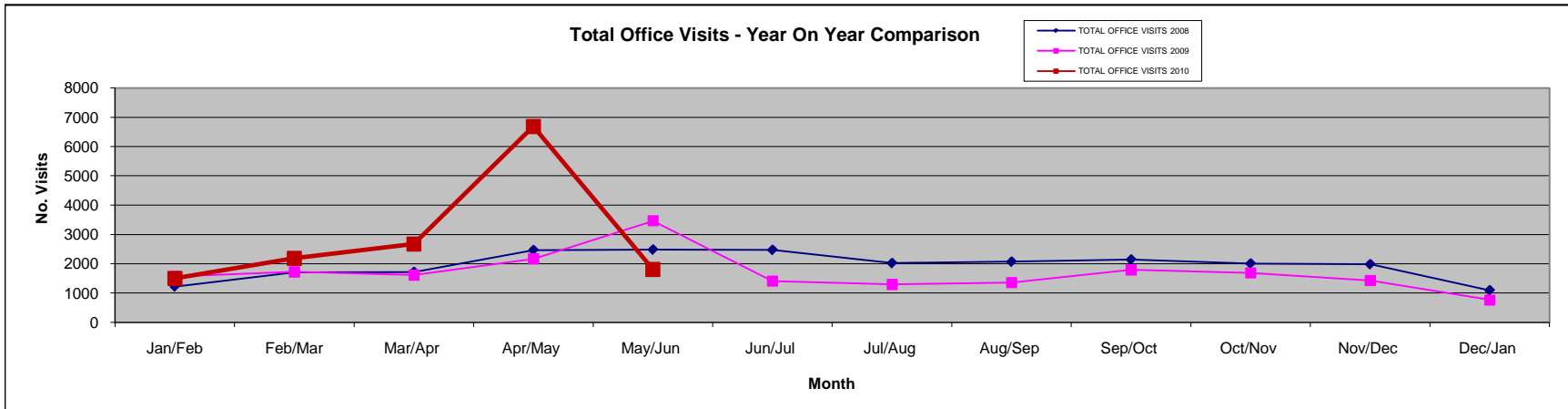
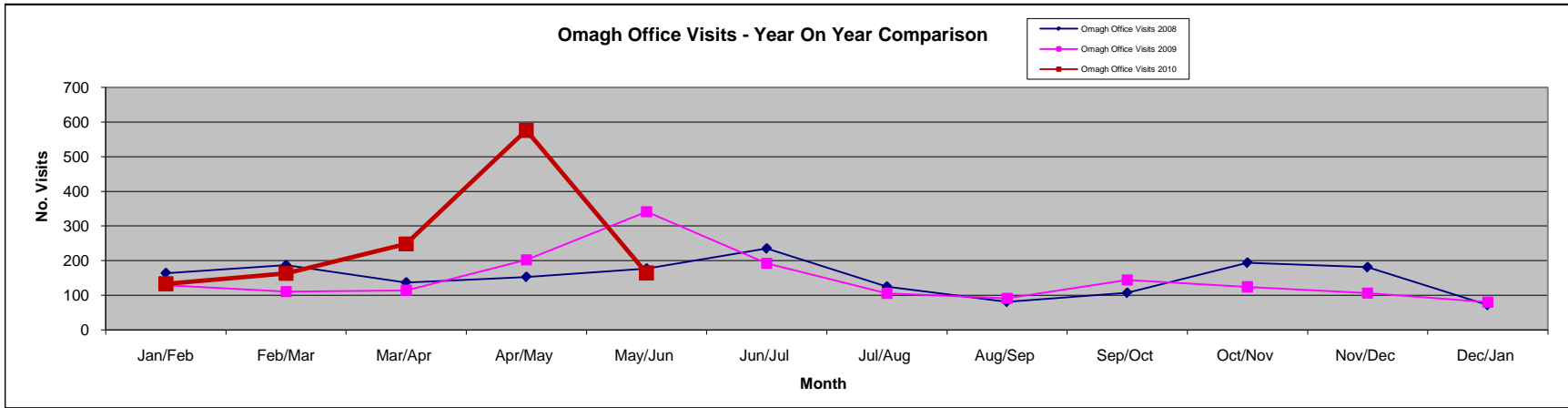
2010	Jan/Feb	Feb/Mar	Mar/Apr	Apr/May	May/Jun	Jun/Jul	Jul/Aug	Aug/Sep	Sep/Oct	Oct/Nov	Nov/Dec	Dec/Jan
Ballymena Office Visits 2010	157	161	329	520	111							
Banbridge Office Visits 2010	143	269	290	461	105	184						
Belfast/HQ Office Visits 2010	443	758	874	2352	594							
Londonderry Office Visits 2010	220	330	324	920	303							
Newtownabbey Office Visits 2010	202	224	267	843	256							
Newtownards Office Visits 2010	203	286	342	1012	275							
Omagh Office Visits 2010	133	163	248	576	164							
TOTAL OFFICE VISITS 2010	1501	2191	2674	6684	1808							

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 May 2010

Applications	Received	Processed (On Register)	Not Processed (Not on Register)	% Issued Within 7 Days
Postal (Identity doc)	241	129	112	100
Postal (Declaration)	70	40	30	100
Prisoners	17	17	0	100
Citizenship	22	11	11	100
Ballymena	35	12	23	100
Banbridge	64	33	31	100
Belfast	305	108	197	100
Londonderry	126	48	78	100
Newtownabbey	40	17	23	100
Newtownards	61	30	31	100
Omagh	52	23	29	100
TOTAL	1033	468	565	100

STAFF

May - Jun 10

		Notes	
Percentage days lost due to sick absence (Year to Date)	2.5%	Average days sick per person: 0.9	
Average flexi leave balance	18.06	To w/e 11/6/10	
Number of staff with flexi leave balance exceeding maximum	17	Normal carry-over arrangements suspended until 9.8.10	
Overtime - Permanent Staff Only	£9,116.47	Paid in May 2010 and includes additional hours	
Casual staff hours paid	March 48 - 52	April Week 01	May - All Casual Staff paid from Election account
HQ	400.98	45.00	0.00
Belfast	496.03	124.87	0.00
Newtownards	144.92	13.62	0.00
Newtownabbey	202.08	86.54	0.00
Banbridge A	0.00	0.00	0.00
Banbridge B	56.82	15.89	0.00
Omagh	347.80	38.88	0.00
Ballymena	153.08	63.00	0.00
Londonderry	280.16	5.11	0.00
TOTAL	2,081.87	392.91	0.00

HR Connect Monitoring	Queries arising	Queries dealt with	Queries outstanding
May Payroll	AEO Newtownabbey underpaid	1	0
TOTAL	1	1	0

Prompt Payments

May-10

Notes

Number of invoices submitted to FSD on time - May 2010	not yet available from NIO
Number of invoices submitted to FSD out of time - May 2010	not yet available from NIO