

REGISTRATION

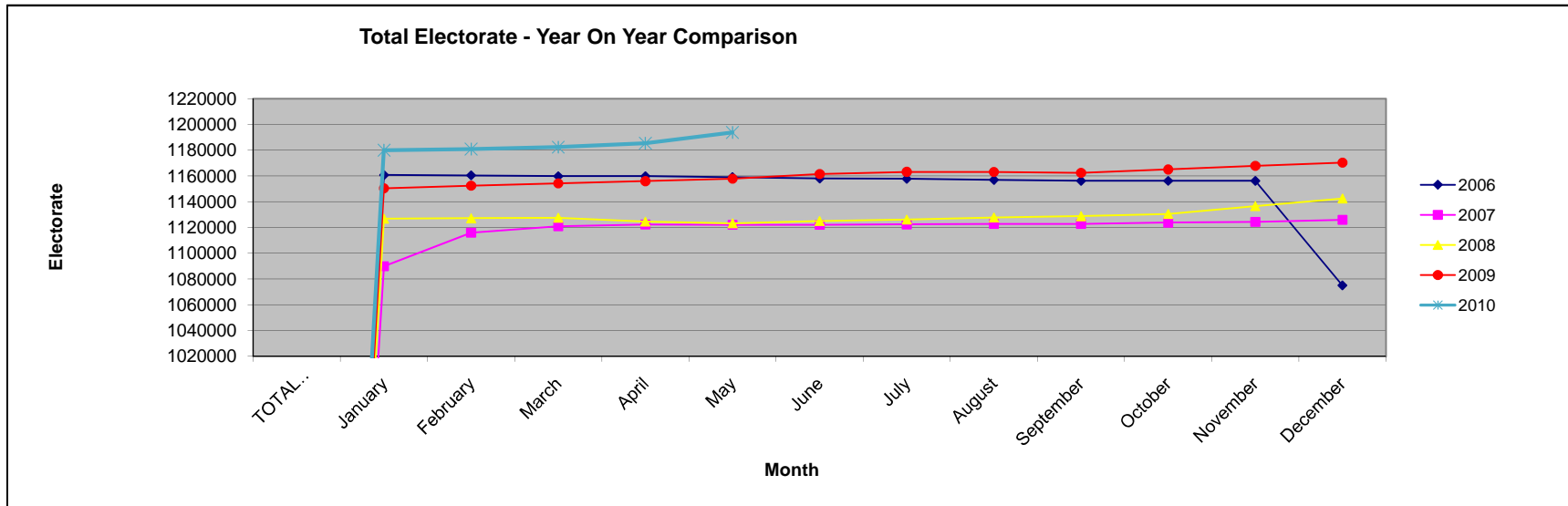
28.04.10 comparison with 01.12.09

Area Office	Constituency	Total Published Electorate 01.12.09	Total Published Electorate 28.04.10	Difference	% Change
Belfast	BELFAST SOUTH	59614	61194	1580	2.65
	BELFAST WEST	59279	60441	1162	1.96
Londonderry	FOYLE	65367	67244	1877	2.87
	EAST LONDONDERRY	63453	64375	922	1.45
Ballymena	NORTH ANTRIM	73409	74751	1342	1.83
	MID ULSTER	64419	66042	1623	2.52
Omagh	WEST TYRONE	61076	62334	1258	2.06
	FERMANAGH AND SOUTH TYRONE	68853	69993	1140	1.66
Banbridge 1	UPPER BANN	75850	76870	1020	1.34
	NEWRY AND ARMAGH	75330	76324	994	1.32
Banbridge 2	SOUTH DOWN	70808	72220	1412	1.99
	LAGAN VALLEY	65365	66581	1216	1.86
Newtownabbey	BELFAST NORTH	65097	66993	1896	2.91
	EAST ANTRIM	60214	61231	1017	1.69
	SOUTH ANTRIM	62967	64261	1294	2.06
Newtownards	BELFAST EAST	58617	60140	1523	2.60
	STRANGFORD	60258	61347	1089	1.81
	NORTH DOWN	60360	61483	1123	1.86
TOTAL		1170336	1193824	23488	2.01

28.04.10 comparison with previous month

Area Office	Constituency	Total Published Electorate 01.04.10	Total Published Electorate 28.04.10	Difference	% Change
Belfast	BELFAST SOUTH	60348	61194	846	1.40
	BELFAST WEST	59962	60441	479	0.80
Londonderry	FOYLE	66545	67244	699	1.05
	EAST LONDONDERRY	64066	64375	309	0.48
Ballymena	NORTH ANTRIM	74316	74751	435	0.59
	MID ULSTER	65624	66042	418	0.64
Omagh	WEST TYRONE	61855	62334	479	0.77
	FERMANAGH AND SOUTH TYRONE	69526	69993	467	0.67
Banbridge 1	UPPER BANN	76496	76870	374	0.49
	NEWRY AND ARMAGH	75950	76324	374	0.49
Banbridge 2	SOUTH DOWN	71680	72220	540	0.75
	LAGAN VALLEY	66183	66581	398	0.60
Newtownabbey	BELFAST NORTH	66398	66993	595	0.90
	EAST ANTRIM	60944	61231	287	0.47
	SOUTH ANTRIM	63872	64261	389	0.61
Newtownards	BELFAST EAST	59627	60140	513	0.86
	STRANGFORD	60912	61347	435	0.71
	NORTH DOWN	61123	61483	360	0.59
TOTAL		1185427	1193824	8397	0.71

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	
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	



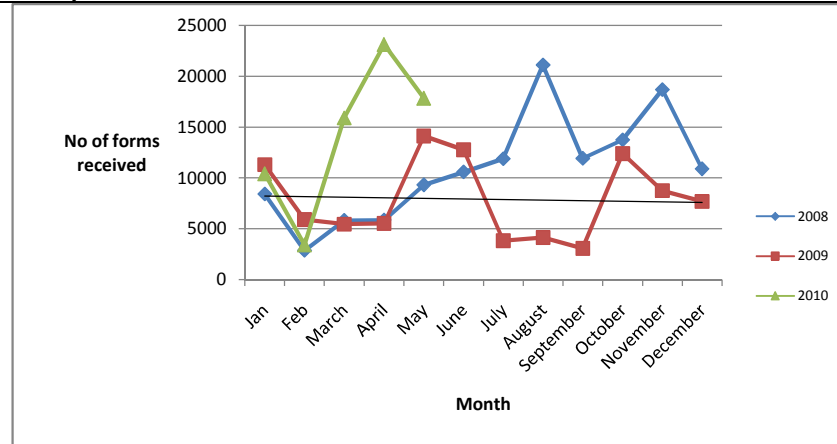
CHANGES TO REGISTER AND FORMS RECEIVED - 28 APRIL 2010 REVISED REGISTER

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 April 2010	% change
Belfast	Belfast South	1601	111	542	1153	687	107	2600	60348	4.31
	Belfast West	633	130	220	245	123	84	350	59962	0.58
Newtownards	North Down	1032	38	324	449	63	83	957	61123	1.57
	Strangford	704	67	314	469	39	81	970	60912	1.59
Newtownabbey	Belfast East	1021	64	446	571	89	109	1279	59627	2.15
	East Antrim	538	35	253	281	96	83	748	60944	1.23
	South Antrim	672	63	319	504	143	77	1106	63872	1.73
Banbridge 1	Belfast North	738	147	357	912	155	115	1686	66398	2.54
	Upper Bann	982	73	329	495	122	145	1164	76496	1.52
Banbridge 2	Newry & Armagh	1059	66	248	579	143	107	1143	75950	1.50
	South Down	1119	118	328	627	349	122	1544	71680	2.15
Omagh	Lagan Valley	922	76	354	518	431	117	1496	66183	2.26
	Fermanagh & South Tyrone	1624	71	383	695	215	198	1562	69526	2.25
Ballymena	West Tyrone	1331	95	319	655	164	123	1356	61855	2.19
	North Antrim	863	80	268	626	189	134	1297	74316	1.75
Londonderry	Mid Ulster	843	88	135	609	186	110	1128	65624	1.72
	Foyle	1419	211	347	861	186	141	1746	66545	2.62
	East Londonderry	718	63	197	458	131	118	967	64066	1.51
TOTALS	TOTALS	17819	1596	5683	10707	3511	2054	23099	1185427	1.95

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	
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)

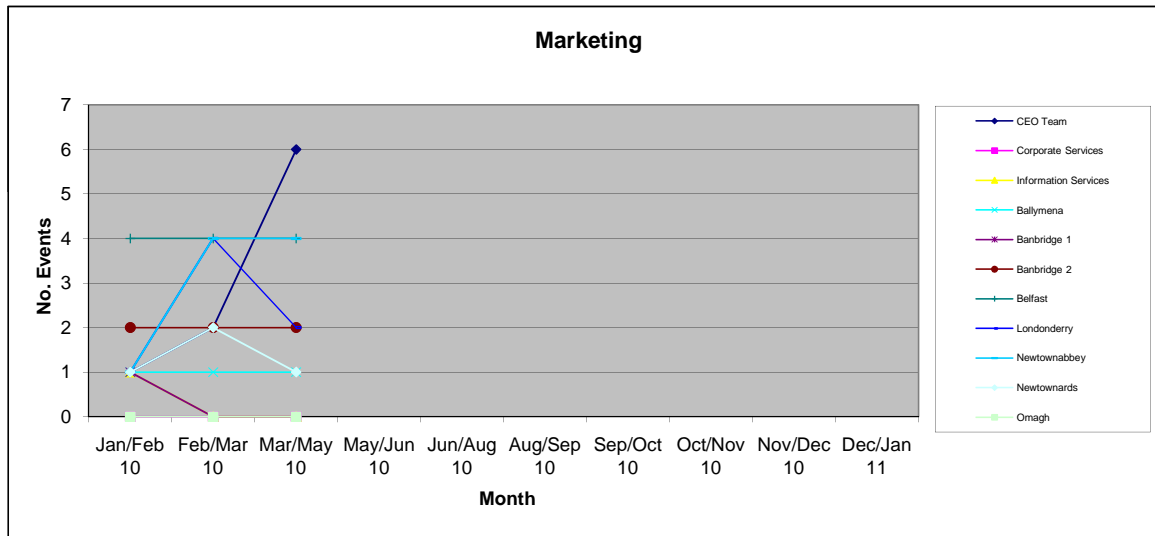
Area Office	Target 1.1 Met	Comments
Ballymoney	No	Registration forms outstanding this month.
Banbridge 1	Yes	
Banbridge 2	Yes	
Belfast	Yes	
Londonderry	Not available	
Newtownabbey	Yes	
Newtownards	No	Unable to meet target of processing all registration application forms within 5 working days due to number of forms received at closing date for late registration. Forms not processed required documentary evidence to support their application.
Omagh	No	These standards failed to be complied with due to the huge election pressures placed upon office staff at this time. All such deadlines with time limited spans are, in my opinion, unrealistic during the month in the run up to an election. These standards will return to full compliance during the next month.

MARKETING

Mar - May 10

Area Office/Business Unit	No. of Presentations	Notes
CEO Team	6	CEO - 1 Chinese Welfare Association, 1 OECD Briefing ACEO(R) - 2 DELNI re registration of students, 1 Census Address/Registration Working Group, 1 POINTER Group
Corporate Services	0	
Information Services	0	
Ballymena	1	Reg & ID Clinic Glenravel - 30 March 2010
Banbridge 1	0	
Banbridge 2	2	2 REG AND ID EVENTS IN LISBURN FOR LOCAL COMMUNITY GROUPS
Belfast	4	MARKETING SUPPORT @ RACE SEMINAR IN LISBURN CIVIC CENTRE 25TH MARCH; ID CLINIC IN TAUGHMONAGH COMMUNITY FORUM; ID CLINIC @ CHINESE WELCOME CENTRE; ID CLINIC @ A TOWN LEISURE CENTRE
Londonderry	2	REG & ID EVENT AT COLERAINE UNIVIERSITY REG & ID CLINIC AT PORTSTEWART TOWN HALL
Newtownabbey	4	ID AND REGISTRATION CLINICS IN LARNE, CUSHENDALL WOODVALE AND INTERCOMM
Newtownards	1	REG & ID EVENT TULLYCARNET COMM RES CENTRE
Omagh	0	
TOTAL	11	

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							
Corporate Services	0	0	0							
Information Services	1	0	0							
Ballymena	1	1	1							
Banbridge 1	1	0	0							
Banbridge 2	2	2	2							
Belfast	4	4	4							
Londonderry	1	4	2							
Newtownabbey	1	4	4							
Newtownards	1	2	1							
Omagh	0	0	0							
TOTAL	13	7	11	0	0	0	0	0	0	0

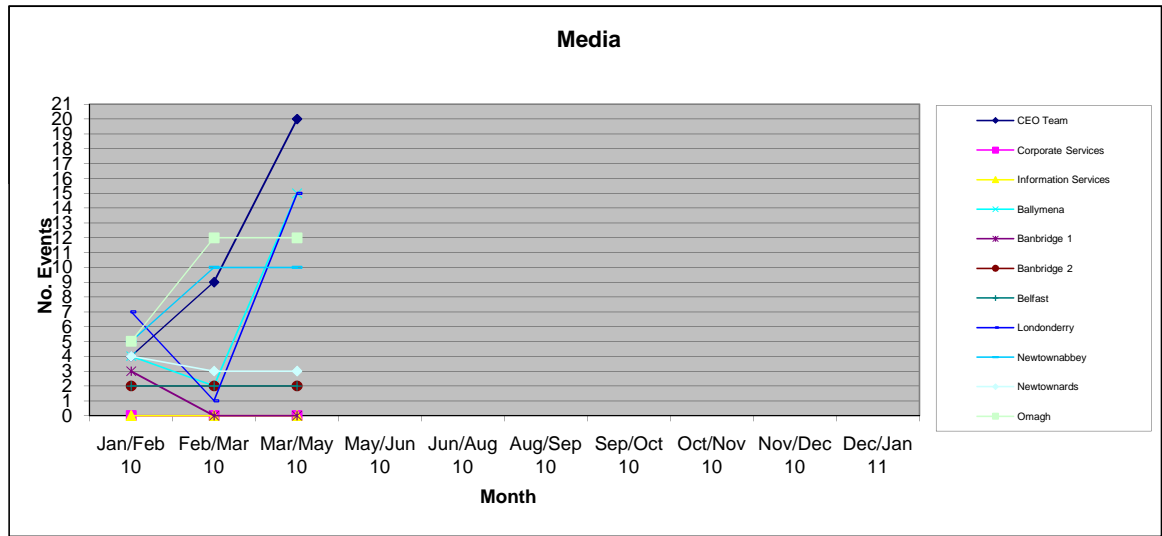


MEDIA

Mar - May 10

Area Office/Business Unit	No. of Media Contacts	Notes
CEO Team	20	CEO - media interviews, radio interviews, quotes for newspapers all regarding AVs, election preparations, election and post election
Corporate Services	0	
Information Services	0	
Ballymena	15	Election nomination articles in North Antrim and Mid Ulster local press
Banbridge 1	0	
Banbridge 2	2	Election nomination articles in local press, also reg and ID clinic promotion for Lisburn area
Belfast	2	ELECTION ARTICLE IN A'TOWN NEWS RE POLL CARDS; BOUNDARY REVIEW AND POSTAL VOTES; ELECTION DAY ARTICLE IN ATOWN NEWS RE ID AND POLL CARDS
Londonderry	15	5 Radio interviews, approx 6 nomination photographs in local press, approx 4 Press coverage for bomb alert at Temlemore Sports Complex
Newtownabbey	10	Press coverage for larne ID Clinic, East Antrim community directy registration article Nomination photos/ press coverage
Newtownards	3	Election nomination articles in Chronicle & County Down Spectator. Interview with Sky News looking for background information on North Down, Strangford and Belfast East constituencies.
Omagh	12	Nomination articles published in local papers along with some photographs taken on the nomination days, plus other items in relation to the election (Ulster Herald, Tyrone Constitution, Dungannon Observer, Tyrone Times, The Democrat, The Courier, The Strabane Chronicle, The Impartial Reporter, Fermanagh Herald, Q101).
TOTAL	42	

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							
Corporate Services	0	0	0							
Information Services	0	0	0							
Ballymena	4	2	15							
Banbridge 1	3	0	0							
Banbridge 2	2	2	2							
Belfast	2	2	2							
Londonderry	7	1	15							
Newtownabbey	5	10	10							
Newtownards	4	3	3							
Omagh	5	12	12							
TOTAL	36	12	42	0	0	0	0	0	0	0



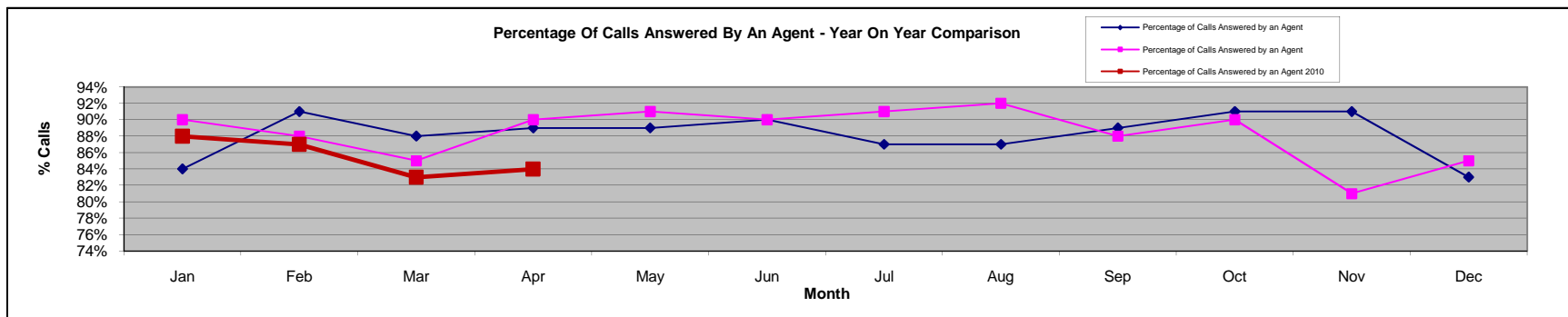
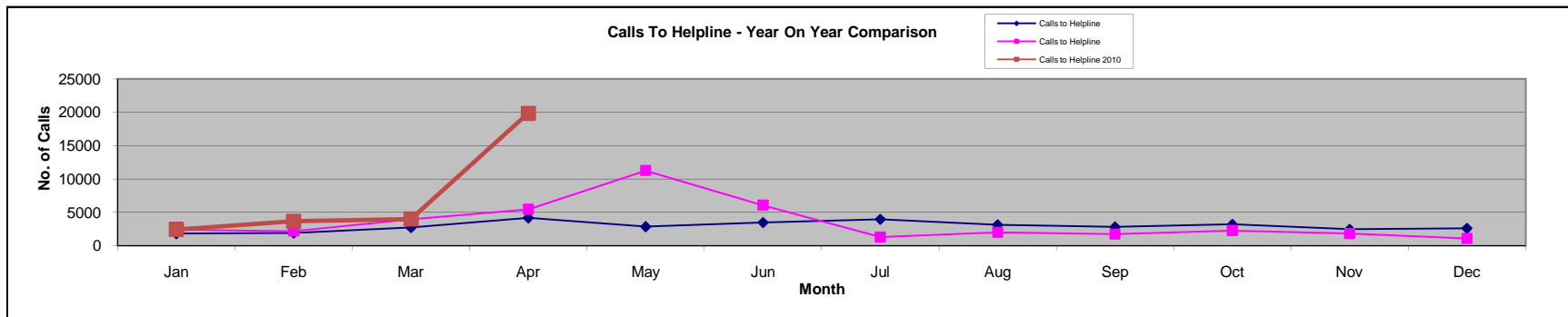
OTHER PUBLIC CONTACTS

Helpline Statistics

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

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%



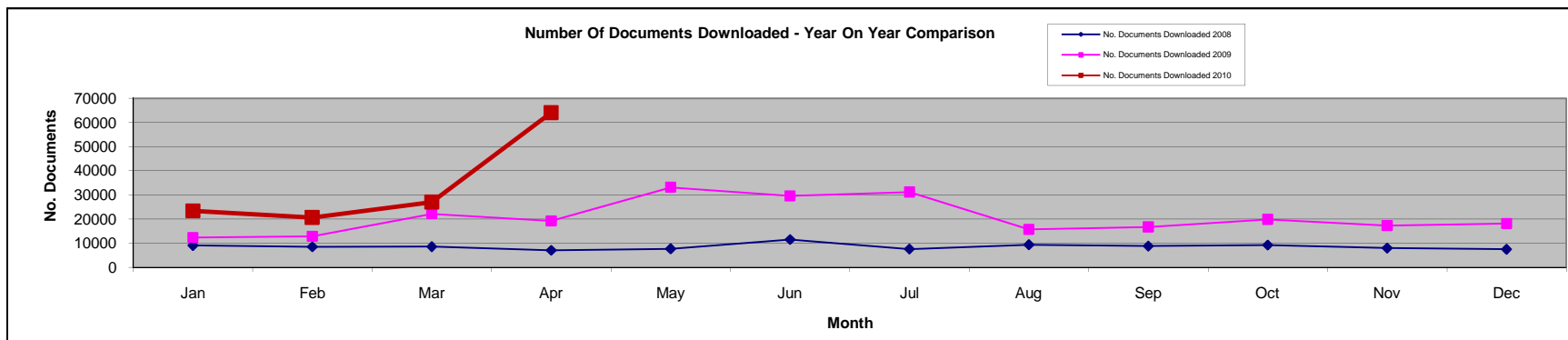
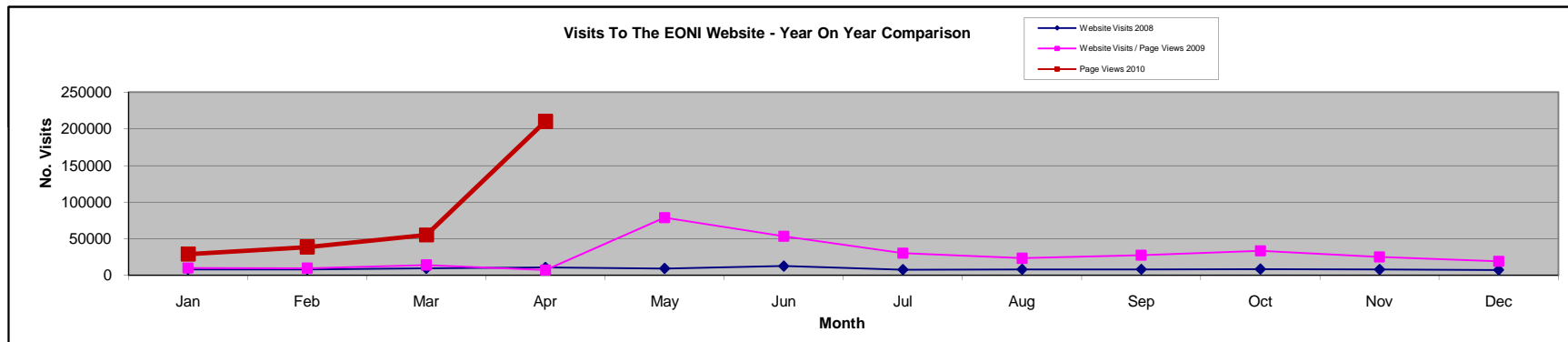
Website Statistics

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								
No. Documents Downloaded	23338	20611	27046	64041								

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

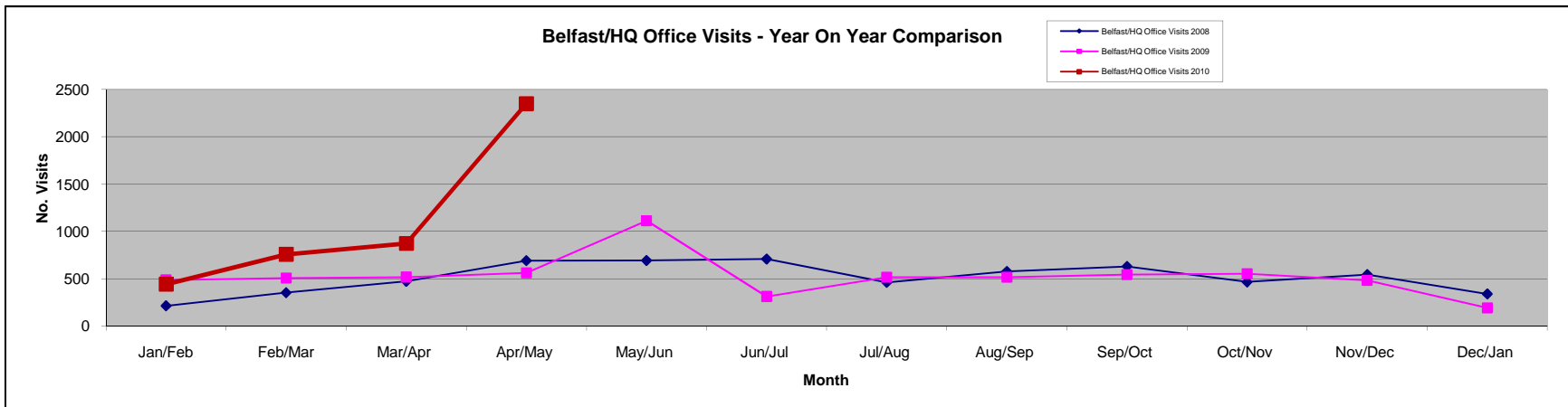
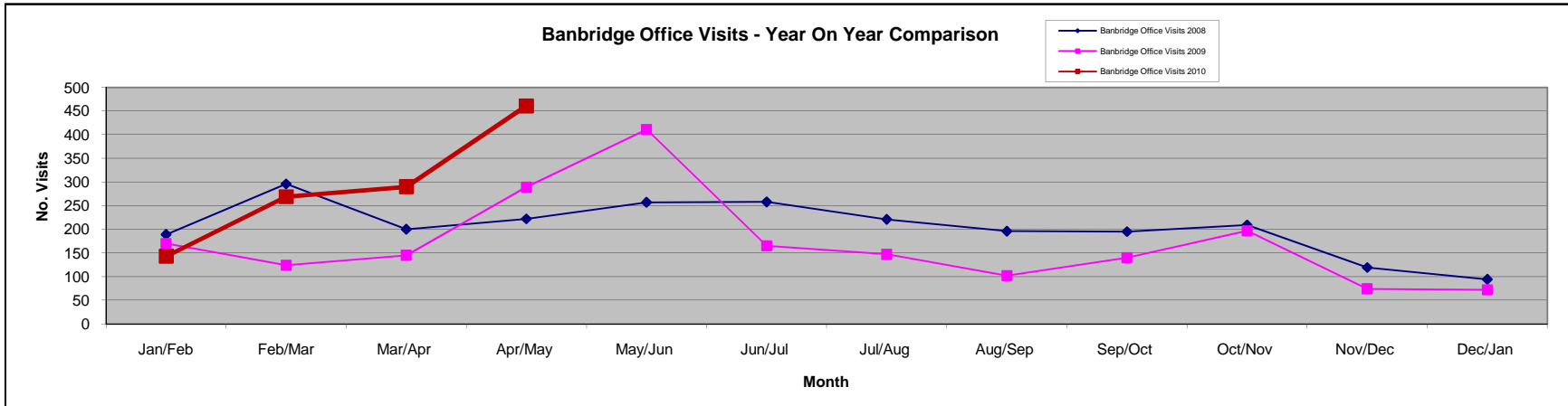
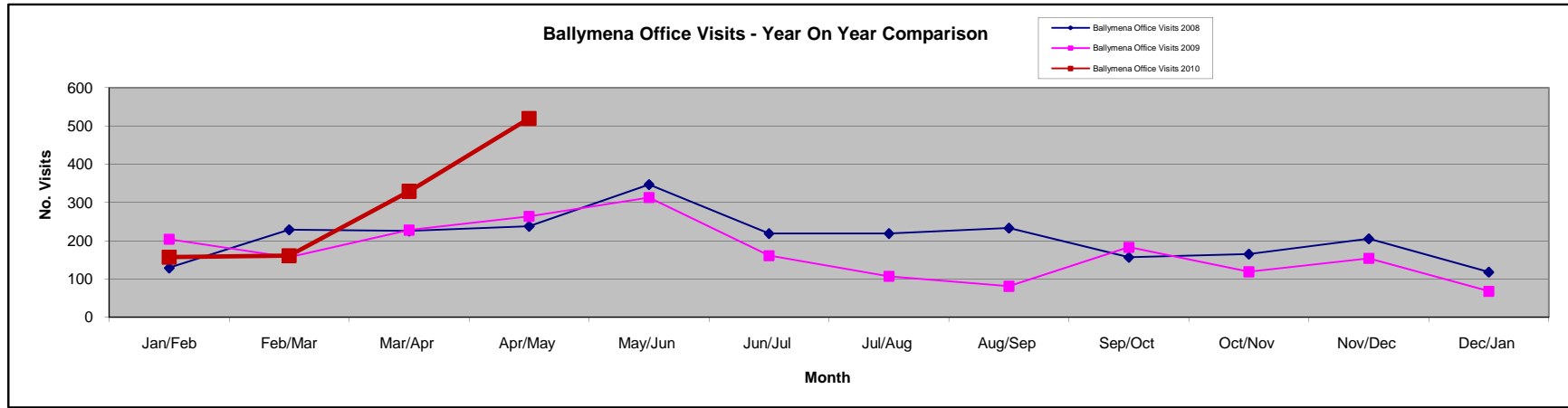


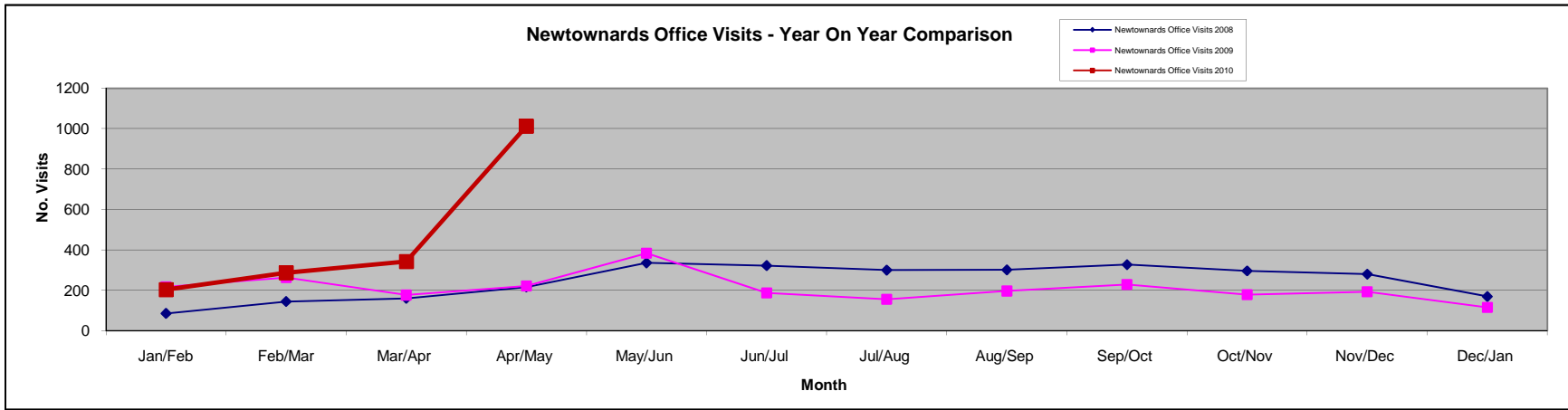
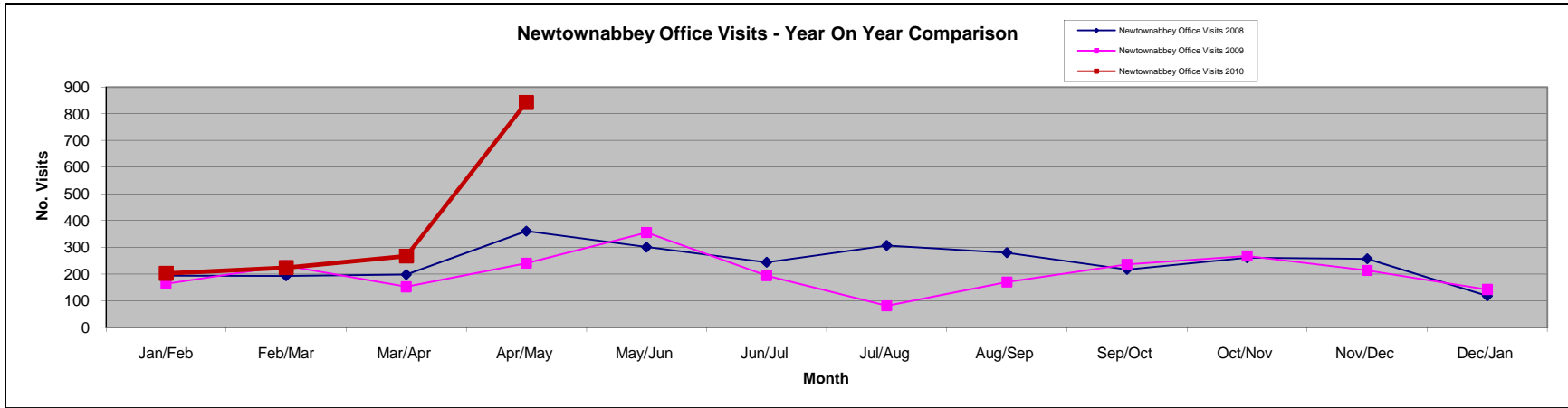
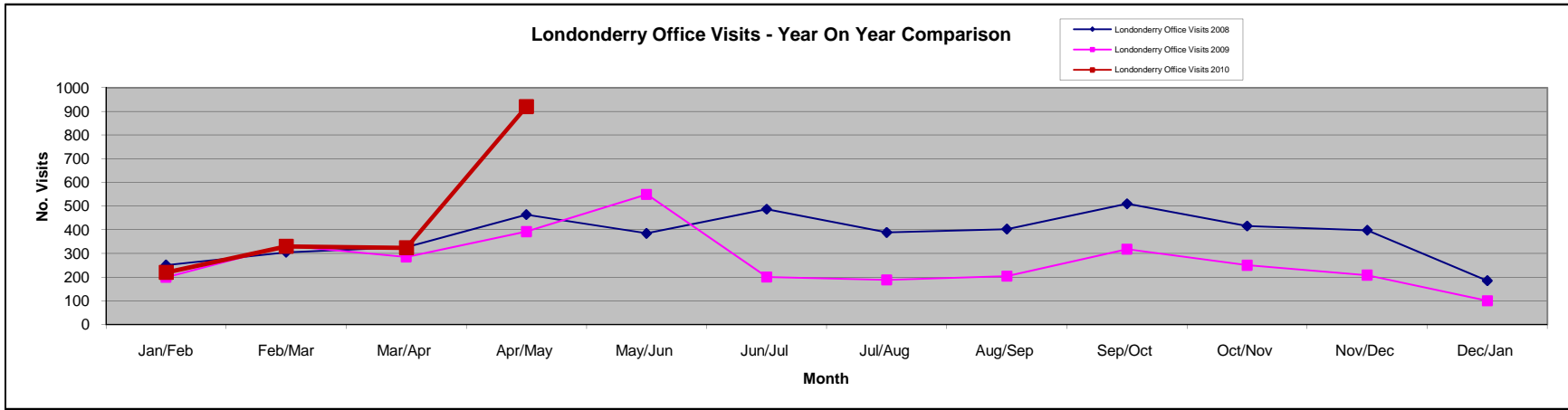
Office Visits by Customers

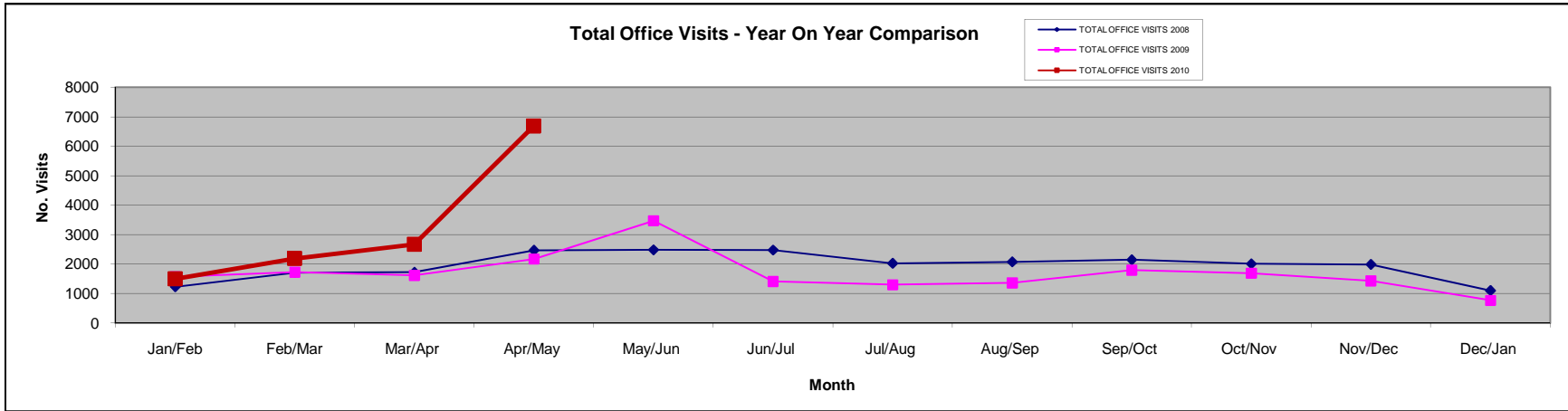
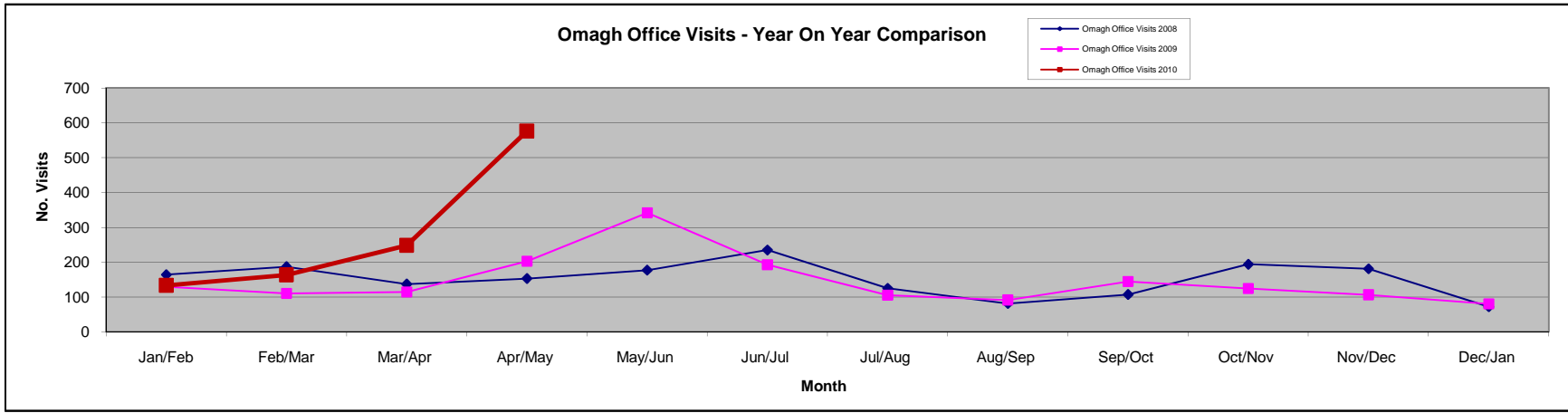
2010	Jan/Feb	Feb/Mar	Mar/Apr	Apr/May	May/Jun	Jun/Jul	Jul/Aug	Aug/Sep	Sep/Oct	Oct/Nov	Nov/Dec	Dec/Jan
Ballymena Office Visits 2010	157	161	329	520								
Banbridge Office Visits 2010	143	269	290	461								
Belfast/HQ Office Visits 2010	443	758	874	2352								
Londonderry Office Visits 2010	220	330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

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 March 2010

Applications	Received	Processed (On Register)	Not Processed (Not on Register)	% Issued Within 7 Days
Postal (Identity doc)	509	319	190	100
Postal (Declaration)	27	27	0	100
Prisoners	10	10	0	100
Citizenship	21	17	4	100
Ballymena	161	99	62	100
Banbridge	75	45	30	100
Belfast	462	166	296	100
Londonderry	157	82	75	100
Newtownabbey	218	93	125	100
Newtownards	65	38	27	100
Omagh	119	69	50	100
TOTAL	1824	965	859	100

ID Card Statistics April 2010

Applications	Received	Processed (On Register)	Not Processed (Not On Register)	% Issued Within 7 Days
Postal (Identity doc)	433	299	134	100
Postal (Declaration)	203	167	36	100
Prisoners	7	7	0	100
Citizenship	20	13	7	100
Ballymena	132	85	47	100
Banbridge	116	86	30	100
Belfast	840	402	438	100
Londonderry	355	200	155	100
Newtownabbey	102	67	35	100
Newtownards	194	129	65	100
Omagh	189	78	111	100
TOTAL	2591	1533	1058	100

STAFF

Mar - May 10

		Notes	
Percentage days lost due to sick absence (Year to Date)	1.0%	Average days sick per person: 0.2	
Average flexi leave balance	25.75	To w/e 19/2/10	
Number of staff with flexi leave balance exceeding maximum	27	Normal carry-over arrangements suspended until 9.8.10	
Overtime - Permanent Staff Only	£2,916.65	Paid in March '10 and includes additional hours	
Casual staff hours paid	Feb 44 - 47	March 48 - 52	April 01
HQ	163.57	400.98	45.00
Belfast	332.09	496.03	124.87
Newtownards	93.09	144.92	13.62
Newtownabbey	142.95	202.08	86.54
Banbridge A	0.00	0.00	0.00
Banbridge B	0.00	56.82	15.89
Omagh	61.30	347.80	38.88
Ballymena	129.97	153.08	63.00
Londonderry	102.42	280.16	5.11
TOTAL	1,025.39	2,081.87	392.91

Prompt Payments

March & April 2010

		Notes
Number of invoices submitted to FSD on time - March 2010	112	
Number of invoices submitted to FSD out of time - March 2010	0	
Number of invoices submitted to FSD on time - April 2010	117	
Number of invoices submitted to FSD out of time - April 2010	0	