

# THE ELECTORAL OFFICE FOR NORTHERN IRELAND

Chief Electoral Officer: Douglas Bain CBE TD Advocate

3<sup>rd</sup> Floor, St Anne's House, 15 Church Street, Belfast BT1 1ER Telephone: 0800 4320 712  
Fax: 028 9023 5612  
Textphone: 0800 3284 502  
Email: [info@eoni.org.uk](mailto:info@eoni.org.uk)  
Website: [www.eoni.org.uk](http://www.eoni.org.uk)



26 MARCH 2009

## IMPROVED SERVICE DELIVERY AND EXTENDED OPENING HOURS MAKES IT EASIER TO REGISTER TO VOTE

The Electoral Office Business Plan 2009/10, which was published today, includes a number of measures that will make it even easier for members of the public to register to vote and to obtain electoral identity cards.

In the run up to the European Parliamentary Elections on 4 June all Area Electoral Offices will be open to the public on some Saturday mornings. Later in the year some offices will pilot evening opening whilst others will pilot provision of the full range of services at locations other than the Electoral Office on a limited opening basis.

A further significant improvement in the level of customer service will be the reduction from 14 to a maximum of 7 days in the time taken to produce electoral identity cards.

Speaking at the launch of the new plan, Douglas Bain, the Chief Electoral Officer said: **“Last year the Electoral Office was awarded the prestigious Charter Mark for excellence in customer service.**

**“In the coming year we will build on that encouraging start by making our services even more accessible to everyone. Saturday morning opening will be of particular benefit in the run-up to the election on 4 June and especially convenient for anyone who needs to register or to apply for an electoral identity card.”**



CUSTOMER SERVICE EXCELLENCE

## Notes for Editors

1. The Business Plan 2009/10 can be viewed on [www.eoni.org.uk](http://www.eoni.org.uk).
2. The enhancements in customer service will all be delivered within the existing Electoral Office budget. They are funded by efficiency savings.
3. Details of the Saturday morning openings are available on [www.eoni.org.uk](http://www.eoni.org.uk) or by phoning the Helpline on 0800 4320 712. Details of the pilot schemes will be available by these means later in the year.
4. The last date for registering to vote on 4 June under the normal process is 7 April. Anyone who misses that deadline can register up until 19 May under the new late registration procedure which is considerably more stringent than the normal process. Registration forms are available from the Helpline on 0800 4320 712 or can be downloaded from [www.eoni.org.uk](http://www.eoni.org.uk).

