

# THE ELECTORAL OFFICE FOR NORTHERN IRELAND



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## ELECTORAL OFFICE DELIVERS ON CUSTOMER SERVICE

The successful introduction of continuous registration, increased numbers on the electoral register and the award of the Charter Mark are just three of the successes identified in the Chief Electoral Officer's Annual Report for 2007/08.

The report also details the success of the Electoral Office in achieving 22 of its 24 key targets and development objectives.

The successful introduction of the process of continuous registration had by the end of the year resulted in an increase of more than 300% in the number of registration applications received compared with the same period the previous year.

An independent report for the Electoral Commission showed that the Electoral Register published in December 2007 reflected an increase of more than 50,000 electors and confirmed that it was 95% accurate and continues to be the most accurate anywhere in these islands.

During the last year and following a rigorous inspection by independent assessors the Electoral Office was awarded the Government's Charter Mark in recognition of achieving national standards for excellence in customer service.

Chief Electoral Officer, Douglas Bain said: **"We have worked hard to provide the Northern Ireland public with the best possible service and of special note was the introduction of continuous registration which made it more straightforward and convenient for everyone eligible to vote to "Get on the List".**

**"Building on our success last year, we have set ourselves an even higher standard for this year. We are determined to achieve it and to ensure that everyone who is entitled to register can do so and enjoy all the benefits of being on the list as well as being able to vote and have their say in how we are governed."**

An area of concern raised in the report is the lack of Civil Service status of the 42 Electoral Office staff. The report highlights the limited career development opportunities as the main reason that the office has seen a 10% staff turnover during the last year.

The full Annual Report can found at [www.eoni.org.uk](http://www.eoni.org.uk).



CUSTOMER SERVICE EXCELLENCE

## Notes to Editors

1. This is Douglas Bain's second Annual Report since taking up post as Chief Electoral Officer in June 2006.
2. He is independent of Government and is required by law to submit an Annual Report to the Secretary of State on how he has discharged his function. The Secretary of State must lay that Report before both Houses of Parliament.



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