

Electoral Office for Northern Ireland Targets and Development Objectives 2010/11

Progress Report – October/November 2010

OT	On Target
A	Achieved
NA	Not Achieved
NP	Not Proceeding

Targets		Lead Responsibility	Status	Comments
1.	To deliver a free and fair Parliamentary general election within the budget allocated.	ACEO(E)	OT	Electoral Commission assessed election as free and fair. Likely to be well within budget
2.	To submit the report for the year to 31 March 2010 to the Secretary of State by 12 July 2010.	CEO	A	Submitted 1 July 2010
3.	To publish on 1 December 2010 a register that contains more electors and is at least as accurate as the December 2009 register.	ACEO(R)	OT	1 September register showed increase of 2.15% compared with December 2009.

4.	To publish the new statutory Polling Station Scheme by 1 March 2011.	CEO	OT	Draft Scheme almost agreed. Will be published on 30 September
5.	To operate the Electoral Office efficiently, effectively and within budget throughout the year.	HoCS	OT	A number of efficiency measures already implemented.
Customer Service Development Objectives			Status	Comments
1.	Throughout the year to maintain Charter Mark accreditation and to prepare an application for Customer Service Excellence for submission in 2011/12.	ACEO(R)	OT	Current award expires June 2011. Customer Service Excellence Project Plan prepared and being implemented
2.	By 31 March 2011 to develop a course in customer care suited to the particular needs of the Electoral Office and its customers and to have it accredited by a recognised independent authority.	HoCS	OT	Development of course underway with Accreditation Authority
Registration Development Objectives				Comments
3.	At the Parliamentary general election 2010 to issue a registration form to all unregistered persons who attend to vote.	ACEO(E)	A	Only a small number of forms had to be issued due to the registration work undertaken prior to polling day.

4.	By 30 October 2010 to have evaluated the registration initiatives undertaken in 2009/10 and to have identified further initiatives to be undertaken in 2011/12.	ACEO(R)	OT	
5.	By 31 December 2010 to carry out registration visits to at least 85% of further education colleges.	ACEO(R)	OT	Information recd from 4 of 6 Regional Colleges. Visits arranged to Colleges and letters being issued.
6.	By 31 January 2011 to have carried out registration visits to at least 95% of post primary schools with at least 10 pupils of registration age who are not registered.	ACEO(R)	OT	Requests for information issued to all schools August 2010. First visits arranged
7.	By 31 March 2011 to devise and pilot an initiative to register young people in or leaving care.	ACEO(R)	NP	Suspended due to lack of resources.
8.	By 31 March 2011 to devise and pilot an initiative to encourage registration by those working in industrial estates or large factories.	ACEO(R)	NP	Suspended due to lack of resources.
9.	By 31 March 2011 to devise and pilot an initiative to encourage registration by service personnel and their families.	ACEO(R)	NP	Suspended due to lack of resources.

10.	By 31 March 2011 to identify and pilot at least two further initiatives to distribute leaflets encouraging registration via other public sector organisations.	ACEO(R)	OT	Insert in Housing News re Elections in 2011 coverage 80,000 households. Publicity leaflet issued with DVA Licence renewals November/December 2010.
Elections Development Objectives				
11.	By 30 November 2010 to amend practices and procedures in light of lessons learned at the Parliamentary general election.	ACEO(E)	OT	Work cannot be completed until outcome of election petition is known.
12.	Throughout the year to work pro-actively with the Northern Ireland Office and other stakeholders to update the law governing local government elections.	CEO	OT	Draft legislation well advanced and likely to be laid in autumn 2010.
13.	By 31 March 2011 to have planned and prepared for the elections to the Northern Ireland Assembly and to district councils due to take place before 31 December 2011.	ACEO(E)	OT	Work on availability of extra ballot boxes and polling screens undertaken. Review of staffing underway. Other work postponed pending appointment of T/ACEO(E).

Corporate Services Development Objectives			
14.	By 31 July 2010 to have assumed full responsibility for the payment of staff.	HoCS	NP It was agreed at the May 2010 Board the decision to move to in-house payment should be delayed for a period of 6 months to see if the standard of service provided to us would change significantly. Paper on 6 months review of payroll submitted to Board November 2010
15.	By 31 October 2010 to evaluate the benefits of an automated attendance record system and, if approved by the Board, to implement same by 31 March 2011.	HoCS	OT Paper submitted to Board
16.	By 31 December 2010 to consider the case for seeking to bring the responsibility for the processing and payment of all invoices in-house.	HoCS	NP Postponed in light of decision at item 14 above
17.	By 31 December 2010 to have established a new pool of casual workers for elections, registration and other duties.	HoCS	NP Paper submitted to Board August 2010. The Board agreed to retain the current pool of casual staff to work at the 2011 elections and undertake a recruitment exercise to make up the shortfall. The list will be refreshed after the 2011 elections and the option of on-line testing for applicants revisited.
18.	By 31 January 2011 to have agreed with the Electoral Commission a date for the transfer from them to the Chief Electoral Officer of responsibility for public awareness of	CEO	NP Due to the failure of the Commission to agree to transfer appropriate funding

	those election and registration issues for which he has operational responsibility.			with the work this will not proceed.
19.	By 28 February 2011 to have made all changes to records and systems consequential to any alterations to ward and district electoral area boundaries.	HoIS	NP	The expected review of ward and DEA boundaries did not take place as a result of the decision not to proceed with local government re-structuring. There were, accordingly, no alterations to boundaries.
20.	By 28 February 2011 to close the account for the Parliamentary general election 2010.	HoCS	OT	Only a small number of payments are still to be processed.
21.	By a date to be agreed with the Northern Ireland Office to prepare and submit a Comprehensive Spending Review bid.	HoCS	A	The NIO Spending Review bid was completed on time and has been accepted by HM Treasury. The sponsor unit has arranged to meet with the CEO on 12 November to discuss the outcome and impact on EONI over the period covered by the review.