

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

### Progress Report – September 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.	Graham Shields	OT	
2.	To submit the report for the year to 31 March 2010 to the Secretary of State by 12 July 2010.	Douglas Bain	A	
3.	To publish on 1 December 2010 a register that contains more electors and is at least as accurate as the December 2009 register.	Jocelyn McCarley	OT	

4.	To publish the new statutory Polling Station Scheme by 1 March 2011.	CEO	OT	
5.	To operate the Electoral Office efficiently, effectively and within budget throughout the year.	Margaret McMullen	OT	
<b>Customer Service Development Objectives</b>			<b>Status</b>	<b>Comments</b>
1.	Throughout the year to maintain Charter Mark accreditation and to prepare an application for Customer Service Excellence for submission in 2011/12.	Jocelyn McCarley	OT	
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.	Margaret McMullen	OT	
<b>Registration Development Objectives</b>				<b>Comments</b>
3.	At the Parliamentary general election 2010 to issue a registration form to all unregistered persons who attend to vote.	Graham Shields	A	

4.	<b>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.</b>	Jocelyn McCarley	<b>OT</b>	
5.	<b>By 31 December 2010 to carry out registration visits to at least 85% of further education colleges.</b>	Jocelyn McCarley	<b>OT</b>	
6.	<b>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.</b>	Jocelyn McCarley	<b>OT</b>	
7.	<b>By 31 March 2011 to devise and pilot an initiative to register young people in or leaving care.</b>	Jocelyn McCarley	<b>OT</b>	
8.	<b>By 31 March 2011 to devise and pilot an initiative to encourage registration by those working in industrial estates or large factories.</b>	Jocelyn McCarley	<b>OT</b>	
9.	<b>By 31 March 2011 to devise and pilot an initiative to encourage registration by service personnel and their families.</b>	Jocelyn McCarley	<b>OT</b>	

10.	<b>By 31 March 2011 to identify and pilot at least two further initiatives to distribute leaflets encouraging registration via other public sector organisations.</b>	Jocelyn McCarley	<b>OT</b>	Insert in Housing news re Elections in 2011 coverage 80,000 households.
<b>Elections Development Objectives</b>				
11.	<b>By 30 November 2010 to amend practices and procedures in light of lessons learned at the Parliamentary general election.</b>	Graham Shields	<b>OT</b>	
12.	<b>Throughout the year to work pro-actively with the Northern Ireland Office and other stakeholders to update the law governing local government elections.</b>	Graham Shields	<b>OT</b>	NIO have not yet engaged on this subject
13.	<b>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.</b>	Graham Shields	<b>OT</b>	

<b>Corporate Services Development Objectives</b>				
<b>14.</b>	<b>By 31 July 2010 to have assumed full responsibility for the payment of staff.</b>	Margaret McMullen	<b>OT</b>	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. The payroll service that is provided by HR Connect will be monitored for the next 6 months and reviewed on a monthly basis by the Board.
<b>15.</b>	<b>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.</b>	Margaret McMullen	<b>OT</b>	
<b>16.</b>	<b>By 31 December 2010 to consider the case for seeking to bring the responsibility for the processing and payment of all invoices in-house.</b>	Margaret McMullen		Postponed in light of decision at item 14 above
<b>17.</b>	<b>By 31 December 2010 to have established a new pool of casual workers for elections, registration and other duties.</b>	Margaret McMullen	<b>NP</b>	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.
<b>18.</b>	<b>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</b>	CEO	<b>NP</b>	Due to the failure of the Commission to agree to transfer appropriate funding

	<b>those election and registration issues for which he has operational responsibility.</b>			with the work this will not proceed
19.	<b>By 28 February 2011 to have made all changes to records and systems consequential to any alterations to ward and district electoral area boundaries.</b>	Liz Murray	<b>NP</b>	
20.	<b>By 28 February 2011 to close the account for the Parliamentary general election 2010.</b>	Margaret McMullen	<b>OT</b>	
21.	<b>By a date to be agreed with the Northern Ireland Office to prepare and submit a Comprehensive Spending Review bid.</b>	Margaret McMullen	<b>OT</b>	