Adur

Throughout the canvass period the Council's Customer Services Staff remind callers of the requirement and advantages for completion and return of their annual canvass form. Similarly customers calling the Centre with enquiries due to change of address or circumstances are prompted and given the opportunity to update their voter registration.

Allerdale

Check Council Tax data, registrar information, Building Control system to identify new properties, and the GIS/Property Gazateer system / Royal Mail to verify property information.

Alnwick

C Tax, Planning, Building Control, Housing Services, LLPG & GIS Officer throughout year and especially at Canvass period

Amber Valley

List of deaths received from Registrar and Register updated regularly; Registration Forms sent out to new residents with Council Tax bills and Local Land Charges Searches; Check Council Tax records; Contact Nursing/Residential Homes in March to ensure records up to date.

Arun

• Attempt made to communicate with residential homes, nursing homes; hospital facility staff and larger HMO's to ensure correct and accurate registration of residents including absent vote arrangements where required. Where willing and possible responsible head at such establishments encouraged to hold small supplies of rolling registration forms for completion and return when new residents move in.
Information as to the records checked and processes undertaken is available which will support this assessment.

Ashfield

A household rolling registration form is included with all new council tax accounts, the customer contact centre informs Electoral Services when they are made aware of residents moving. We are now part of a pilot called 'Tell Us Once' which notifies us of recently recorded deaths, this is in addition to receiving this information directly from the Registrars and via the Kent Mortality Bulletin. Contact is made with site office/developers for new property developments in order to keep up to date with new properties ready for occupation and to follow this up with a canvassers visit or by sending out a rolling registration form.

Ashford

Regular reports from Registrar of Births & Deaths. Building Control monthly reports received to identify completed properties to send a voter registration form. Council tax records checked for occupiers of new properties on an ongoing basis. Arrangements made to receive regular reports of new Council Tax accounts created in order to proactively send voter registration forms. Council Tax records used, where possible to validate entries during the canvass and also confirm empty properties.

Aylesbury Vale
Ayrshire

- New Citizen Leaflet & Applications issued to Registrars in the Unitary Authorities to be used within the information packs issued during Citizenship Ceremonies.
- Land Register – Monthly issue of registration forms.
- Local Authority / Housing Association New Tenancies – Applications issued by LA’s to new tenants on allocation.
- Weekly Council Tax Audit - checked to Strand Database and applications issued where required.
- Deaths notified by Registrars – processed through monthly Rolling Register Updates.
- Void Property List supplied by the Three Unitary Authorities crosschecked to “Gone Away” canvass returns.

Babergh

The ERO has access to:
1. Council Tax records,
2. Lists of deaths provided by the registrar of births and deaths,
3. Lists of new properties provided by the LLPG Custodian, and
4. Lists of property completions provided by Building Control.

1. is used to determine whether a name can safely be carried forward or removed as a result of a failure to respond to the canvass and, throughout the year, Council Tax proactively supply on the ERO’s behalf voter registration forms to all new Council Tax registrants. 2. is used throughout the year to remove deceased electors; 3. and 4. are used throughout the year to identify newly constructed properties, which are then added to the property database.

Barking & Dagenham

Council Tax and Housing Benefit records. Two members of staff have access to the system.

Barnet

Ero currently use council tax records to check information, we also send out registration forms in the council tax new starter packs. We are currently in the process of speaking to our housing department on using their information.

The Council Tax system is used during the annual canvass to assist with answering queries on returned forms. Council Tax assist during the year by sending a voter registration form to those households where a change in occupancy occurs. Deceased lists are received via BD&M and these electors are removed.

Barnsley

Deceased lists are received via BD&M and these electors are removed.
Barrow-in-Furness

Council Tax, Building Control Commencements and Completions, Planning Applications, LLPG, Housing, Superintendent Registrar Lists, Electoral Registration Monthly alteration notices, Residential Homes, Housing Associations, Hospital Accommodation, Homeless hostel – weekly/monthly checks for new occupiers on empty or new properties followed by canvass or rolling registration forms sent out as appropriate. Combination of above records used for verification of entries during Canvass and Monthly Rolling Registration as required.

Basildon

Council Tax records are inspected during the annual canvass period and on a monthly basis during the year.

Basingstoke & Deane

(1) The ERO works in partnership with Customer Services to target all home-movers throughout the year. An online form is completed for every resident who contacts the Council to notify a change of address; the form contains personal details of the resident, previous and new address / forwarding address if moving outside the district, and date of move. All residents moving in or within the area are sent a registration form; residents moving outside the district are deleted and a deletion of registration letter is sent to their forwarding address, with contact details of their new local authority. (2) The ERO uses periodical records supplied by the registrar of births and deaths and updates the register on receipt of reports; records of people died in the district but register with another local authority are forwarded to the relevant ERO. (3) The ERO has direct access to the council tax software and regularly verifies and validates existing entries on the register or new applications against council tax records. (4) The ERO liaises with other Council departments - planning, housing and licensir

Bath & North East Somerset

Bedford

Council Tax and the Housing Unit send out Voter Registration Forms to all new residents on my behalf. I do not inspect Council Tax records during the canvass time because of lack of resources. However, being a small authority I work closely with the Unit throughout the year to ensure that the register is as up to date as possible. On the 15 October I receive a list of empty properties and holiday homes from Council Tax. I can therefore mark all empty properties and holiday home owners on the register.

Berwick-upon-Tweed
We obtain lists of movers within the Borough from Council tax. We also link with Registrars department and insert rolling registration forms and details about voting with Citizenship Ceremony documentation.

**Bexley**

**WEEKLY**  
REGISTRAR OF BIRTHS, DEATHS AND MARRIAGES – RECORDS OF DEATHS CHECKED  
FORMS ARE INCLUDED WITH COUNCIL TAX INFORMATION VIA THE POST TO ALL NEW OCCUPIERS, AND WHERE OCCUPIERS DETAILS HAVE CHANGED VALUATION SCHEDULES FROM COUNCIL TAX ARE CHECKED, AND THE DATABASE UPDATED DECISION LIST OF PLANNING APPLICATIONS IS INSPECTED, AND ACTION TAKEN WHERE APPROPRIATE

BETWEEN SEPTEMBER AND NOVEMBER INFORMATION ON COUNCIL TAX AND BENEFITS IS CHECKED FOR NON RESPONDING HOUSES EXTRA CONTACT DURING THE YEAR WITH UNIVERSITIES, TO REGISTER LATE INTAKE STUDENTS. IN 2009, ALSO MORE REGULAR USE OF REVIEWS AND COUNCIL TAX TO KEEP THE REGISTER UP TO DATE. CUSTOMER FIRST PROGRAMME TO BE INTRODUCED IN 2010 WILL ALSO ALLOW FOR CUSTOMERS TO PROVIDE INFORMATION E.G. WHEN THEY HAVE MOVED ADDRESS AT A SINGLE POINT, WHEREBY THE INFORMATION CAN BE PASSED TO OTHER DEPARTMENTS TO UPDATE THEIR RECORDS.

**Birmingham**
Blaby

During the 2008 canvass we checked information for unsigned forms and empty properties against the council tax register. In Jan 2009 we introduced a system whereby we receive information from Council Tax on changes/moves which have taken place to the council tax register as and when they happen and we then take proactive steps to encourage registration.

Blackburn with Darwen

We receive death notifications and compulsory purchase/demolition notifications. When properties are compulsory purchased, occupants are provided with a registration form for their new address. We check council tax records whenever any suspicious registration forms are received. Council Tax is administered by Capita as a partnership arrangement, we have been striving for years to get them to notify us of changes of residence, but so far have failed. This is going to be discussed further with the Council's Director for Financial Services.

We liaise with Council Tax, who send a rolling registration form and envelope to all new occupiers of properties. We also inspect and use Council Tax records on a regular basis throughout the year when "deadwooding" and checking duplicate entries, and to validate information received during the annual canvass, particularly the identification of empty properties.

Blackpool

We check the records as and when required ie daily, weekly, monthly basis: Council Tax, Registrar of Births & Deaths

Blaenau Gwent
Blyth Valley

Receive movement reports from LA's. Receive list of deceased persons from Council Tax, council contact centres and the Registrar of Births, Deaths and Marriages. Leaflets in Council tax bills advising people to contact ERO. Check empty properties through Council Tax.

Bolsover

Weekly notification is received from the Registrar and Building Control. Council Tax records are used as necessary to confirm information, and local Housing Association information is also accessible on request.

Bolton

Boston

On a monthly basis a schedule of all new and changing charge payers is supplied by Council Tax registrations. Using this we contact all new and moving residents enclosing Rolling Registration forms. It is planned to follow up non responses to this action with a series of reminders in 2009.

Bournemouth

Bracknell Forest

Bradford

Braintree

Breckland

inspection of council tax records to validate data (daily). Welcome packs are sent out to residents when they register for Council Tax which include voter registration forms. Voter registration forms are sent out to new properties as they are entered onto the electoral register.

A registration form is issued whenever a new Council Tax account is opened. We also attend citizenship ceremonies to register new British citizens who are not already registered.

Brent

Brentwood

Council Tax records, weekly housing lists and lists of deceased electors from the Registrar of Births, Deaths and Marriages, and local newspapers. These are checked throughout the year.

Bridgend

Bridgnorth

Council tax records

Council Tax records and death returns are checked throughout the year. In addition to the above, outside of the canvass period we also send out rolling registration forms with all new council tax accounts. Forms are also available at various public offices.

Brighton & Hove

Brighton & Hove

Records checked are council tax plus we have a ‘Change of Circumstances’ form on the website and we act on the information, deleting deceased and sending out new Rolling registration forms etc
• Council Tax records are checked every month and Rolling Registration forms sent to new residents
• Information from Birth and Death records are checked and acted on regularly - usually on a weekly basis
• Broomleigh Housing records – list of empty properties
• Register of Household in multiple occupation – details of landlords
• Monthly notices received from other Local Authorities/EROs
• Citizenship ceremonies
• Wardens of residential/care homes
• Travellers sites - NOVAS
• This year we are contacting a number of local Estate Agents/Letting Agents (and asking them to hand out Rolling Registration forms to clients completing purchases in the Borough), Residential/Nursing Homes (and asking them to hand out Rolling Registration forms to residents who have recently moved in) and Landlords of Houses in Multiple Occupation (and asking them to hand out Rolling Registration forms to new residents)

Access to Council Tax for checking purposes and for sending applications where there has been a change of residents. Customer Service Centre pro-active where new applications required.

Bromsgrove

Council tax ‘welcome’ pack includes rolling registration forms

Broxbourne

Broxtowe
Burnley

Council tax records are used to verify and validate data. Information is received from the Registrars, via other service units, re deaths. Advised of new properties from other service units, which are then added to the Register and rolling registration forms sent out. Rolling registration forms are sent out with new Council tax bills, also if the previous address has been given on a rolling registration form then a blank form is sent to that address for any new occupiers.

Bury

Rolling registration forms are issued to the Council Tax section, with each new tax bill that is sent out, a rolling registration form is included. Register office also provides a list of deaths, this is sent to elections office on a weekly basis. A monthly list of properties with details of asylum seekers is also provided, this information also includes nationality details.

Caerphilly

Actively use Council Tax / Street naming and numbering (LLPG) and Births marriages and deaths to check details (CT records now on line) New developments are put on the Register at an early stage on receipt of information from LLPG / Street Naming records to ensure that a "blank" form is sent at Canvass. We do write out to all empty properties "post" canvass but prior to an election giving an opportunity for any new (developments) or unregistered electors to register and publicise the election. Web site has details of Rolling Registration and all telephone requests dealt with promptly.

Calderdale

Cambridge
Camden

The Elections Office has read only access for all staff to Council Tax and Housing Benefit information throughout the year, plus links with other services including Benefits, Environmental Health and Parking. These records are checked on a daily basis as part of the year round registration process. In the next year, it is intended to seek to extend this work to obtain details of new potential electors when they contact Council Tax as new occupiers.

Cannock Chase

Council Tax records are used to identify all newly occupied premises throughout the year and we have an arrangement with Council Tax that they send out on behalf of the ERO a rolling registration form to all new occupiers. (Email attached from Local Taxation Recovery Manager to support this statement.) Lists are received as and when from Support Services identifying newly built properties, letters of welcome and rolling registration forms sent out by ERO. Lists are received on a monthly basis from the Local Registrar's and all deceased electors are removed.

Canterbury
Caradon

We supply rolling registration forms to our Council Tax Department to send out with all new notifications. We have forms at our main reception area and Customer Services Staff have been trained to assist electors with the completion of such forms.

Cardiff

Little or no documentary evidence is available for 2007.

Carlisle

Council Tax records are checked during the canvass period to confirm information from other sources and throughout the year to verify rolling registration applications. Weekly lists from the registrar of births and deaths and monthly lists from the local cemeteries office are used during the annual canvass and throughout the year to remove names of deceased persons from the register. Residential and care homes, university halls of residence, landlords of HMOs and hostels for homeless people are contacted during the annual canvass period.

In some cases the level of attainment exceeds or is at the lower cusp of the Performance Standard though not sufficiently conclusive enough to warrant a different category than that selected in this self-assessment.

I would suggest we lie between Levels 3 and 4. Level 3 is completely achieved and in addition we identify potential new electors through the weekly use of the Council’s Housing list. We do use the other sources of information listed in para 5.16 of the guidance, but only at Canvass time.

Carmarthenshire

In some cases the level of attainment exceeds or is at the lower cusp of the Performance Standard though not sufficiently conclusive enough to warrant a different category than that selected in this self-assessment.

Castle Morpeth

Residential Homes are aware that they should contact us for rolling registration forms for new clients. Council Tax send out a rolling registration form with new bills during the year. Our one stop shop send out rolling registration forms to anyone contacting them direct. Monthly lists from the Registrar are received, together with daily check of deaths from the local newspaper.
The ERO liaises closely with colleagues in the Council Tax section and has access to the Council Tax database to ensure that eligible occupants of all residential property are correctly registered. The ERO also receives weekly council housing tenancy updates and receives periodic listings from the registrar and births and deaths. The service also includes two voter registration forms in a pack of information sent to newly occupied properties. In addition the LLPG custodian advises of other property additions and changes that prompts the despatch of VRFs.

Central Scotland

All councils issue rolling registration forms as part of billing process and Assessor sends rolling registration forms to occupiers/owners of new dwellings. Monthly Council Tax changes lists from 2 councils, monthly full Council Tax list from 1 Council. Another Rolling Registration form and letters sent if not registered when lists compared. We have established and maintain contacts with private sector landlords and social landlords including. Major housing associations supply regular lists or are requested bi-annually at least to supply tenancy lists. Landlord registration lists requested bi-annually/annually & landlords contacted for tenants’ details. On-going development of regular notification of changes. As part of Assessor functions we are aware of any new properties. Regular meetings with Councils at high level to ensure all relevant sources are identified. Ensure good links between Assessors systems data and ER systems, to pick up new properties.

Ceredigion

The ERO has access to the Council Tax records which are used on a daily basis to verify rolling registration claim forms. Claim forms are sent out with Council Tax accounts and Local Land Charges (HIPS) Searches to pick up new electors. The Council Tax Section informs electoral services on a daily basis of any deceased. During canvass period the ERO writes to Landlords to request information of who is resident in their properties.

Charnwood

The ERO has access to the Council Tax records which are used on a daily basis to verify rolling registration claim forms. Claim forms are sent out with Council Tax accounts and Local Land Charges (HIPS) Searches to pick up new electors. The Council Tax Section informs electoral services on a daily basis of any deceased. During canvass period the ERO writes to Landlords to request information of who is resident in their properties.
The main source of information on electors and changes to the register is the annual canvass. However, the completeness and accuracy of the register is also maintained by:

(a) keeping in regular contact with Council Tax office and inspecting its records to verify entries on the register or to identify new residents who might be entitled to register. The Council Tax office also sends rolling registration forms to the new occupants of properties with their Council Tax documents;

(b) acting on records sent to the Council by the Registrar of Births, Deaths and Marriages and removing from the register any deceased persons notified to the registration office;

(c) acting on written information from electors or their relatives that they have changed their personal details or that an elector is now deceased and amending the register accordingly;

(d) acting on notifications sent to the registration office by other EROs that electors previously registered in Chelmsford have moved to and been registered in another district and removing them from the register;

(e) sending registration forms to new properties known to have

(f) acting on forms received as a result of the Electoral Commis

(g) acting on forms given out in the information pack for new ci

Cheltenham

We use council tax, housing benefits, building control, planning, housing and deceased list records at annual canvass and throughout the year, making contact, sending forms and information therefore keeping our register as up to date as possible.

We use council tax records throughout the year. During the annual canvass we use ctax and various databases they hold for the following: Empty, USAF and MOD properties.

Cherwell

3 - Check records on regular basis. This includes use of Council Tax and the use of lists from registrar's office. Use the Council's internal system to get updates on new residents and use this information to send registration forms. Personal assessment would be half way between 3 and 4 and these record checks form part of daily work and are recorded in a journal.

lists of deceased persons have been requested from the Registrar and these are received weekly/fortnightly - direct access is available to Council tax software and checks are made as a matter of routine - Council house tenancy records are checked particularly to confirm vacant properties.

Chesterfield

Chester-le-Street
Chichester

The Electoral Registration Officer uses lists provided of deaths (from Registrar of Births Deaths & Marriages) and uses Council Tax information to contact potential new electors on a daily basis. Whenever notifications are received of property vacations (either by other authorities or by person) registration forms are sent to empty properties. Personal visits are made to the Military establishment by electoral staff and presentations are also made to groups of service personnel at this establishment.

Chiltern

Records include Council tax records and LLPG records. CT records via weekly file from CT to ER and during the annual canvass. Property details via the LLPG when new properties added and again during the annual canvass.

Chorley

Council tax advise of new occupiers to enable us to issue rolling registration forms. In addition, Electoral Commission application forms for registration are sent out with Council Tax bills to new occupiers. Local libraries have a supply of registration forms. Building Control notify us of completions and commencements, we then contact Street Numbering to get details of the properties, forms are sent to these properties to register any new occupiers. We check deaths registered as we receive copies of certificates on a daily basis.

Christchurch

Rolling Registration forms sent out with Council Tax bills to new occupiers. Registrar of Deaths.

City of London

Colchester

We use the following records on a regular basis - Council Tax, Housing Benefit, Cartrefi Conwy (RSL), Register of HMOs, Registrar of Births and Deaths, Residential Homes

Conwy

Copeland
Corby
Valuation Officer’s list of new properties (Household Registration Forms/envelope and letter sent to new properties). Household Registration Forms sent out with Housing Packs. Household Registration Forms sent to Developers Sites.

Council Tax, land charges and LLPG records are used to identify new residents/properties, which are the contacted; but we do not use all of the external agencies identified in paragraph 5.14 of Part J of the EC Guidance.

Cotswold
Council Tax - checks throughout year and print off of empty properties throughout canvass. School records to target 18 year olds and rising 18s. Planning - notification of new build throughout year. Register Office - notification of deaths throughout year, Also in negotiation with Council tax to provide monthly update of changes.

Coventry
The Council has an arrangement to proactively send rolling registration forms with all new council tax accounts. Also local solicitors and estate agents are supplied (where they are willing to participate) with rolling registration forms.

Craven
Close relationship with Council Tax colleagues, frequent checks to resolve queries against the council tax register. Registration forms sent to those households newly registering for council tax outside of canvass time.

Crawley
All Electoral Services staff have access to the Council Tax database, and it is used to verify information contained on rolling registration and canvass forms, including ensuring that electors are registered at the correct property, or that their names are spelt correctly if the original form is unclear. Council Tax also supply a void property list during the canvass, and this is used to cross check against information supplied by canvassers regarding empty properties and against non-responding addresses. Weekly mortality lists are supplied by Registrars and deceased electors are removed from the Register.
Dacorum

We include a blank rolling registration form with council tax bills that are sent to new occupants.
We ask for previous addresses on the annual canvass form and remove their names from the previous address if no canvass form is returned. We also run a report of duplicate names on the register and use council tax records to check if the information is either correct or if the person has moved to the new address then we remove the name from the register at the previous address.
We encourage registration by new citizens by including registration information in the packs issued by Herts County council.

Darlington

Contact with Housing - Movement lists, record access; Death lists - deletions and new applications sent to new household entrants; Contact with Council Tax - records access and Valuation Office list weekly; Web site and Marketing - collab. With DBC Comms Dept. - elevated at peak times; Sent out: Blank ER3s to new and known or recently emptied properties; Liaise with housing, planning and other council officers/inspectors on property and person movements - contact directly as required.

Dartford

From December 2008 every Monday the electoral section will receive a data file from the Council Tax & Housing Benefit Section containing details of occupation changes and new claims. A member of the electoral department will work through the list and send out a personalised letter and household rolling registration form to each property that has been identified as having an occupation change taking place. We are also going to look to utilise Housing Enforcement records within the next 12 months to see if they may or may not be of assistance.

Daventry

Denbighshire
Throughout the year Council Tax reports on change of circumstance households, including new occupiers. Electoral Services follows up by sending rolling registration forms and a covering letter to potential new electors - they also carry out reviews if current electors are suspected of vacating a property. The Service also regularly attends Citizenship ceremonies to increase registration of new UK Citizens. Additionally specific Ward based projects are undertaken with Neighbourhood Services and partners including leaflet drops and mini canvasses.

*Electoral registration application sent with all new council tax bills, *Street numbering inform the electoral registration section of all new developments, *copy of planning permissions sent to section, * final check of council tax register for non respondents, * use of deaths register* use of valuation list

The ERO uses a number of records to ensure a complete and accurate register of electors as follows:

1) The Council Tax department provide a file of addresses on a monthly basis of all properties where there has been a change in billing details. This will include new properties which have not been previously occupied, properties where there are new occupants, properties where there has been some other change in billing e.g. where a single occupant has been joined by others etc. The data file is sent to the printer who sends two registration forms with a covering letter to each property.

2) The ERO receives and processes lists received from the Registrar of Births Death and Marriages of all deaths in the area.

3) The ERO requests information regarding the previous addresses of persons during the registration process. This information is then checked against the register of electors to ensure that wherever possible electors are not registered twice. If electors give a previous address in another local authority this information is sent to the appropriate ERO to enable them to update their register.

4) A list of all residential homes is kept and these are contacted

5) Empty property lists are obtained from Council Tax towards

6) Since the launch of Doncaster College the number of reside
Rolling registration form sent to all households that have a change of details on Council Tax records. When processing claims we send a claim form to the previous address of the applicant to ensure that new occupiers are given the opportunity to register.

Dover

All rolling registration forms checked against council tax records prior to making any amendments to the register. Annual canvass returns checked against council tax where information given is not clear or to ensure householder resident at national registration date. All forms returned by canvassers indicating that the property is empty checked against council tax before processing.

Dudley

Dumfries and Galloway

Evidence: DAVJVB Reporting Framework - ER1 Monthly Update Statistics, ER4 Pro-Active Rolling Registration Statistics (we source information from "other records" and issue voter Registration forms e.g. attainers, Finance and Assessor Council Tax to name but a few), Access Database - Record of Voter Registration Forms issued/returned and resulting registrations - all source document logged on this database as detailed on ER4 statistics. All reported monthly to the Management Team.

Dunbartonshire and Argyll and Bute

Dundee City

Durham
Electoral registration forms are included in all council tax packs that are sent to new bill occupiers and are also available at Citizenship Ceremonies all year round. 'Sunshine' Canvassers employed outside of canvass period to bolster return rates. Other council databases such as Revenues are used towards the end of Canvass to verify electors at non responding properties (this after two reminder forms and three personal canvasser visits). Regular notification of deaths' received and acted upon. Reminder forms sent to rolling registration applicants. Signed up to 'property movers' - external company that provides notification of movers in and out of the borough. Our stats show that we have one of the highest rolling registration turnovers of additions and deletions in London, underlying our proactive approach in this area.

The departments we liaise with are numerous:- Council Tax records are accessed frequently to verify information, updates received via Council Tax are used to add new properties to the system/send out voter registration forms. Housing Benefit records are accessed regularly to confirm elector details ie date of birth. To confirm property locations we liaise with Engineering Services Department. Housing Regeneration are contacted quarterly to advise of demolitions/long term empties. Planning and Building control provide a start/completion date of any developments on a quarterly basis to enable us to update the property database. Information is provided/received from other local authorities on a monthly basis.

Records checked are: Registrars lists of deaths recorded in the area, local newspapers for the same purpose. Council Tax records, Street Naming & Numbering department for correct address. Royal Mail for correct postcode. We make contact by sending out letters and registration forms to new estates that were being built when the annual canvass was being conducted. We send out rolling registration forms to people living in the homeless hostels. We make the forms available from our website and in reception, we send out forms to anyone that rings and we are hoping to reintroduce welcome packs to the area, which will include registration forms.

Receive information from iammoving.com, blank registration forms sent out with Land Charges Searches and paragraph included in all new Council Tax letters telling them to contact the elections office.
Partnership working with Land Charges and Council Tax Departments to ensure information relating to new/deceased residents is provided on an on-going basis. Flyers are included with information sent out by both departments to ensure new residents are aware of the need to register. Council Tax records are compared when there is any query regarding an application to register and these records are used at Canvass to check non-responding properties etc.

Any notifications of deaths/moves are acted on when received, as are monthly additions/removals to the register when notified. Telephone contact is made with relevant service areas (Council Tax/Registration Services) as appropriate. Formal protocols are being developed for working with Council Tax.

Receive weekly lists of potential new movers from council tax, which we then write to including a registration form. Provide a welcome letter and information leaflet and application for citizenship ceremonies.

We provide the Council Tax dept with the info to send to all new residents reminding them to register with the electoral registration office. We also have weekly updates from the local registrar of deaths and use Council Tax records for checking entries. Engineering sends us regular updates of new properties that are being occupied within the Borough.

We have recently set up a system where the Contact Centre informs us of all moves in to and within the District. We then generate a claim form. We obtain reports (and delete electors) from the Registrar of all deaths in the Penrith, Appleby and Carlisle Registration Districts and also reports of deaths from the local newspapers.

Council tax records and records of births, marriages and Deaths, used regularly to verify.
Elmbridge
Liaison to establish current state of properties e.g. with developers of new properties and with housing associations refurbishing large numbers of temporarily empty properties.

Council tax records are checked; Householdreg.form goes out with all new Council tax applicants and forms available in citizenship packs. However aware that we need to follow through on multi occupied properties.

Enfield

Epping Forest
1. Regular meetings with Council Tax section to check details of new residents and if previous residents are still within the area. 2. Weekly lists of new residents are produced by the Council so that welcome packs can be sent out, these are also supplied to ERO. 3. Rolling registration forms are sent out addressed to new residents, prepaid envelopes are provided to try and encourage completion & return of these forms. 4. Letters that go out to these residents also warns that they are not automatically registered to vote just because they pay Council Tax and the notes on the form also mentions danger of credit history being affected.

Epsom & Ewell

Erewash
Electoral Services Staff regularly visit new housing developments and undertake a mini canvass where necessary. Updates on new houses in the Borough are received from the GIS Officer. Rolling Registration forms are distributed with new Council Tax & Benefits Applications

Exeter
Liaison with Council Tax to identify new residents/ changes of address then write out on monthly basis with rolling registration form.

Fareham
The Contact Centre sends information received from movers to the Electoral Services office and voter registration forms are sent to all new occupiers on a daily basis. Voter registration forms are held with the One Stop Shops and are distributed on request. A movers report is received from Council Tax on a daily basis to ensure that all movers are identified and forms sent.

Fenland

Records checked include: death records (daily); Council Tax records (canvass); housing records - new Council tenants (registration form in tenancy pack), some housing bodies (notification of tenancy change); University list of students (canvass); Education Service list of 16/17 year old pupils (annually); hostel tenancy changes (weekly); residential/care/nursing homes (canvass); HM Forces unit registration days (annually); Psychiatric Hospitals mental health patients (canvass)

Fife

Records of deaths produced weekly by the Registrar of Birth, Deaths and Marriages. Including records from neighbouring Authorities. Access to computerised council tax and housing records. Monthly records of people receiving housing benefits. Records are checked daily.

Flintshire
Proposal to have more pro-active approach this year to use council records, particularly council tax records to identify potential new electors and also to delete electors who have moved.

Details received from Registrar of Birth, Deaths and Marriages on a weekly basis. Details of changes to council tax accounts received weekly following which a letter and rolling registration form is sent to the property. Details of new properties and changes to house names received from the Council's Land and Property department and rolling registration forms despatched where applicable. Council Tax Valuation report received at least monthly, new properties added and rolling registration forms despatched if applicable. Local performance target set out in Council's Corporate Plan - updating the electoral registration database. Also a target for processing voter registration forms within 2 days.

Electoral staff have access to council tax software, this enables checks on non responders during the annual canvass and also during the rolling registration period information is also received notifying of deceased electors

The ERO is in the process of establishing a procedure for identifying new occupiers/home movers and writing to them with new registration Forms to help maintain an accurate register. Council Tax records are used regularly and steps are in place to also gain access to Housing records.
The ERO proactively checks the records that they are entitled to use throughout the year and in particular during the annual canvass. Council Tax records are checked on an ongoing basis to ensure that all properties and Council Tax payers are recorded, and as an aid to check that non-responding electors are still resident at the address. Register of Deaths information that is received from the Council Tax Officer via the Registrar is also used to delete deceased electors from the current electoral register. Any information of a death received from a third party is flagged on the register until such time as confirmation is received either from the Registrar or by receipt of a Death Certificate. Electors who are reported as moved, remain on the register or flagged as such for the life of the register, or until confirmation is received from a Local Authority that the elector has registered with another Council. The ERO also investigates and obtains information from Caravan Parks at 2 locations in the Borough, at Killarney Park and Calverton. Registration letters are also sent to the Wardens of Care Home.

When new Housing Tenancies are granted, a list of names and

The above records are checked weekly on an ongoing basis be

When details of newly completed premises are completed and

Lists of new owners and tenants are received from Council Tax on a monthly basis. Death certificates are received from the Registrar on a daily basis. A list of all school pupils who are 16 or 17 years of age is received in October from the Education Department. A list of all asylum seekers including name, address and nationality is received at canvass. A list of empty houses is also received from G.H.A. and other housing associations at canvass. Information is received from the register of sasines regarding sales of houses. Copy of information received from G.C.C. customer care website used to contact customers. Applications form sent to new residents when house is banded for council tax.

Forms marked EMPTY by canvassers are checked against Council Tax records: rolling registration forms which appear 'odd' - multiple surnames, unusually large number of electors at a single address not known to be MO, applications with similar signatures - are followed up through Council Tax and if necessary the Police (SPOC). People who move house receive an electoral registration form with their initial CT bill.
**Gosport**

Council Tax records are used to identify new residents or residents who have moved within Gosport and details brought to attention of Electoral Services. Letters and rolling registration forms despatched from Elections Office. Housing Section also used - they distribute rolling registration forms in a pack to new tenants.

**Grampian**

Information from Registrars and Council Tax are processed on a daily basis. Council Housing tenancy changes processed on a weekly basis. Information from residential/care/nursing homes, educational halls of residences, private landlords providing accommodation to students, secondary schools, shelters and hostels for those without permanent residences are all dealt with on an annual basis. The department is also proactive by issuing Voter Registration Forms when a new Council Tax Payer is advised of the band of their new property.

**Gravesham**

I believe we exceed the standard because we use data from various sources within the Council as well as information from outside organisations. Our minimum requirement is that we receive this information on a monthly basis but in reality this information is constantly checked. We are in regular contact with our planning, housing and customer services departments to check for any changes and new movers into the area and our electoral team has limited direct access to the council tax system. We liaise with our neighbouring authorities and advise them; they advise us of any new movers into/out of the area as well as receiving notification of deaths from the Coroners office. Notes of any actions taken by staff or by canvassers are noted on the forms and scanned into our current electoral management system.

**Great Yarmouth**

Council Tax records are used to verify non-responding properties during the annual canvass. These are identified by a report from our software. Voter Registration forms are sent out with Council Tax home movers packs. Death records are received weekly from the Registrar.
Greenwich

New residents in the borough are sent an electoral registration form as part of their welcome pack and this picks up many new occupants for rolling registration throughout the year. Council tax empty property list is also checked at the end of the annual canvass to cross-check it with our registers. Information is collected from Environmental Health regarding the occupancy of gypsy sites. Housing are contacted regarding the council’s residential homes and other properties in their care to confirm the occupancy of residents where necessary e.g. council house sign-ups.

Guildford

We anticipate performing above the standard by the commencement of the 2009 Annual Canvass.

Hackney

Halton

Hambleton

Hammersmith & Fulham

Council tax records - deaths (utilised to remove from register), National Land and Property Gazetteer - used to identify new and changed properties. The new Elections Manager will be tasked with meeting this standard.

Harborough

The ERO utilises a circular in the February edition of Haringey People to check and support the annual canvass and this goes to every household. Council Tax has also been used and specific campaigns have been geared at specific groups such as European Electors.

Haringey

Council Tax, Street naming, Planning, Empty Homes & Register of Deaths.

Harlow
Harrogate
Housing department provide a rolling registration form in their home movers pack. The ERO receives and processes lists of all deaths in the area. The ERO requests information regarding the previous addresses of all persons registering to vote by means of the rolling registration form. This information is checked against the register to ensure electors are not registered twice. Forms are then sent addressed to the new electors from this vacated property. If electors give a previous address in another local authority area this information is sent to the appropriate ERO to enable them to update their register. Empty property lists are obtained from the Housing department towards the end of the annual canvass and used to confirm which non-responding properties are in fact empty. Towards the end of the annual canvass some of the non-responding households are checked against Council Tax to confirm where electors appear to still be resident and this ensures that those electors are not deleted through the 2 year non-response procedure.

During the annual canvass period the ERO uses lists of void properties from the Housing department and Council tax to verify that properties reported as empty on the canvass return are confirmed as empty on other records held by the Council. The Council tax database is used throughout the year to verify information on canvass and rolling registration applications to verify the information provided. The council tax records are not used to verify every application but to check possible anomalies.

Harrow
Liaison with URO at Aldershot Garison and RAF Odiham, Use of IBS Council Tax Database, established links with all adjacent BMD registrars to receive death information, links with Revenues team within authority.

Hart
Monthly contact with Council Tax/Bereavement Lists from Registrars & Cemeteries/LLPG/Rolling Registration information from other EROs/Nursing Homes/Local Builders. Attendance at Citizenship Ceremonies, currently running more than once a month. Attendance at local colleges to encourage electoral participation and issue of 18th Birthday cards from information provided by Connexions.

Hartlepool

Hastings
Council Tax records, in particular, are checked both during the annual canvass and ad hoc as necessary throughout the year.

Performance Standard 1
We believe we are above the performance standard for using information sources to verify entries on the register of electors and to identify potential new electors.

We currently check other Council records to verify entries on the register of electors and to identify potential new electors: Council Tax, Street naming and numbering section, Registrar of Births, Deaths and Marriages re. Deaths.

With regards to new British Citizens, we provide congratulation cards together with new Electoral Commission registration form/leaflet.

We are liaising with Children’s Services for lists of names and dates of births of all 16/17 year olds in the Borough.

On a monthly basis, Council Tax provide their lists of new properties added to their database for our use.

We pro-actively monitor new developments and send out registration forms to new properties once we know building work is completed.

Supporting documents:-
Sample of records used.
Congratulations card.
Highland and Western Isles

The ERO is also the Assessor and therefore responsible for the production and maintenance of the Council Tax List and Valuation Roll so the register reflects any changes immediately. Staff have online access to the finance authorities' CT billing and benefits systems to allow checks to be made at any time. Arrangements are in place for all deaths to be notified to us by the Registrars. The local authorities provide lists of HMOs for checking and doorstep canvass as necessary, and the local education authorities provide details of all 16 and 17 year olds in school.

Hillingdon

Hinckley & Bosworth

Horsham

Information is sought and received from the Education, Council Tax and Registrar of Births, Deaths and Marriages Departments on changes of occupancy and either appropriate forms are sent to those properties where new electors are assumed to be or reviews are held to delete those electors who it is assumed are no longer there. Rolling registration forms are included in the packs sent out by Council Tax to new tax payers.

The Council Tax department notify us of new occupiers and a claim form is sent to all new occupiers, and forms are sent to all new properties we are notified. We also have forms in our Customer Services Centre and area offices.

Hounslow

During the annual canvass ERO staff use Council Tax records to collect information about properties where a canvass form is not returned or where a canvasser has not done the work required. During the year staff receive information from the Registrar's Office and use reports in the local press to ensure deceased persons are removed. We also receive notification form the Planning and Transportation Department about new properties enabling us to add them to the Register and send forms. We hope to put a system in place whereby Council Tax staff will send registration forms with amendment notices.

Huntingdonshire

Ipswich

The ERO does currently proactively check other sources to validate data but does not have a system in place for recording when these checks are made.
Isle of Anglesey

Isle of Wight

Islington

1. We have continual access to Council Tax records 2. We run a scheme with C/Tax whereby each new bill enquiry is posted a rolling registration form and return envelope as part of the pack. 3. We receive a spreadsheet each month from Homes for Islington with updates/changes to tenancy info so we can target them. 4. We receive Death Lists from Registrars to remove deceased electors. 5. We attend Citizenship Ceremonies each week to register new British citizens. 6. We included rolling registration forms in a Welcome Pack that has been dispatched to 6000 addresses as part of a pilot run by the Corporate Communications team. 7. We are launching a new idea with the Contact centre who will check that every caller is registered to vote and if not will generate an e-form for us to make direct contact with them.

Kensington & Chelsea

Records from the Registrar of Births and Deaths are used to update the register weekly; changes notified to the LLPG are notified as they occur; changes notified to council tax are currently identified on an ad-hoc basis, but it is planned they will be directly targeted in 2009; Housing Benefits and Residents Parking records are also regularly inspected.

Kerrier

Kettering

Use council tax records, LLPG and other sources to send out new forms and make amendments to the register as and when necessary. Daily checks along with weekly notifications from valuation office then new forms sent.
King's Lynn & West Norfolk

Ongoing and continuous. Council Tax/Benefits; CIC and Planning

Kingston upon Hull

- Council tax records checked throughout the year to validate information.
- Lists of "new" council tax accounts are received each month and all properties on these lists are targeted with rolling registration forms.
- The department receives monthly lists from the Registrar of deaths to ensure deceased electors are removed from the register.
- Lists of new British citizens are received from the Registrar and these citizens are targeted with rolling registration forms.
- Details of students living in halls of residences are received during the annual canvass to ensure all students are registered to vote.
- All new properties are targeted with a household voter registration form.

Kingston upon Thames

The ERO uses a number of records to ensure a complete and accurate register of electors. These include council tax records which are used both during the annual canvass and throughout the year. Towards the end of the canvass all two year non-responding properties are checked and the names are retained if confirmation is obtained from council tax. The records are then inspected on a weekly basis, when a data file of all properties receiving a new bill is checked, this allows the ERO to send a multiple voter registration form to such properties to pick up new residents. Housing benefit records, university records, death lists, social services lists of residential homes, lists of 16/17 year olds from all schools in the area and lists of asylum seeker properties are also inspected. During this year’s annual canvass builders and estate agents were contacted to check the status of new developments because of the downturn in the housing market and to prevent wasted contact by canvassers.

Kirklees

In addition to County tax records we use information from Housing voids, new properties and all new residents contacting council tax are automatically sent 2 voter registration forms with the Council tax pack information is also supplied by the Council Eviction team.
Lanarkshire

Checks are made on Deceased Notices from Registrar, Council Tax and Housing Department records of Unoccupied properties. A pilot scheme is underway comparing register to Private Landlords Register. IT limitations are hampering development of a proactive name check exercise against Council Tax records.

We send rolling registration forms out with all council tax bills and include a rolling registration form in the Council's welcome packs that are provided to polish and other eastern europeans moving into the area via our Communications Team.

Lancaster

Leeds

Attached schedule of records checked.

Leicester

Lewes

Information received from other authorities on home movers is used to update the register and the Superintendent Registrar provides a monthly list of deaths which is used to remove names. Council Tax records, which are available on-line to all Electoral Services staff, are used to verify entries on the register both during the annual canvass and regularly at other times of the year.

Lewisham
Lichfield

We have on-line access to Council Tax records and use at canvass time and during the year to resolve queries.

Lincoln

Council Tax records are used to confirm elector details and rolling registration forms are sent to new movers. Information regarding both electoral registration and elections is displayed when students log on to their computers.

Liverpool

We can demonstrate that we have proactively used other sources of information, and have made contact with new residents. We use university halls of residence, and housing associations providing accommodation to contact potential electors. We include Rolling Registration forms with our Citizenship packs, when people apply for British Citizenship. We liaise with Council Tax, Highways and the Gazeteer Holder, and thus the Land Registry, in respect of new properties and send RR forms to the new occupiers. We compare the register database with the register of HMOs. Much of the contact is by telephone, on an individual basis and this contact is recorded on the relevant form, which is scanned into our database.

Lothian

Electronic lists of new Council Tax payer information are received monthly from our 4 constituent councils. The ERO checks these lists against current elector information for each household and where appropriate issues a letter to each individual inviting them to register via a voter registration form supplied for that purpose. Information is received weekly from local registrars notifying deaths which are then removed from the register.

Luton

Arrangement are in place for the Council Tax Department to send voter registration forms to all new occupiers upon notification.

Macclesfield

Council tax and GIS mapping are used to identify new addresses etc and to validate elector details if required. Rolling registration forms are sent out with council tax bills to new account holders and lists kept of where they are being sent.
Maidstone

Records Checked: Death List from Registrar (several times each week), Council Tax (as necessary), Private Sector Housing (as necessary)

Maldon

We access Council Tax information system to collect information. Monthly we receive copies of the Valuation Office List of property bandings and then make contact with any of the properties we need to. Our Customer Service staff use the information they gather to generate voter registration forms for us.

Malvern Hills

We use Council tax and other council records where applicable throughout the year. (level 3). Re measures to reach level 4 standard we also send out ER3's with Ctax bills, when time allows check ctax records when ER3's are received to track potential new addresses of the previous residents who are flagged for removal at end of life of register, when time allows we check ctax records for non responding properties to doorstep canvass to identify empty properties on 15/10 and amend register accordingly and send ER3's to new residents identified.

Manchester

We use Council tax and other council records where applicable throughout the year. (level 3). Re measures to reach level 4 standard we also send out ER3's with Ctax bills, when time allows check ctax records when ER3's are received to track potential new addresses of the previous residents who are flagged for removal at end of life of register, when time allows we check ctax records for non responding properties to doorstep canvass to identify empty properties on 15/10 and amend register accordingly and send ER3's to new residents identified.

Mansfield

The ERO makes use of a weekly death list provided by the registrar, details of new properties added by Medway Council's Street Naming & Numbering team, and new properties added by c/tax department. The ERO has constant access to c/tax records and forms are sent out on behalf of the ERO by c/tax to all new households.

Medway

Council tax records, information received from rolling registration, local newspapers, List from Registrar referring to deaths.

The ERO has access to Council Tax, Benefits & Registrars data. This information is accessed throughout the year and electoral registration data is matched against it.

Melton

Mendip

Merthyr Tydfil
Merton
Council tax accessed during all of year to assist verifying of names, moves and removals, and to check voids during canvass. Deaths received from local and surrounding registrars throughout year. Year 10 schools records checked for inclusion of attainers on canvass returns. Residential homes, landlords and estate agents contacted during canvass.

Mid Bedfordshire
When resident moves or dies send RPF to empty property. Send RPF to all void properties after canvass and prior to election. Check Council Tax to double check to see if a property is occupied or vacant. Receive information from Council Tax when new properties are finalised and habitable - send RPF.

Mid Devon
We use the lists of deaths sent by the Registrar, and Council Tax records, throughout the year, to validate the data held on the Electoral Register.

Mid Suffolk
Council tax records are referred to throughout the year to check/validate elector and property details.

Mid Sussex

Middlesbrough

Milton Keynes
The ERO refers to Council Tax records, together with records held by Mole Valley Housing Association. The ERO also contacts developers directly to ascertain when residents will be in occupation. The planning website is regularly checked in order to monitor planning applications for new dwellings that have been received by the Local Planning Authority.

Mole Valley

Monmouthshire
N Lanarkshire

The following records are routinely checked to verify and validate data held on the electoral register; Council Tax Valuation Records, Valuation Report Updates, Planning Report Updates, Street Name & Numbering Updates, Registrar of Deaths Updates, Cross Checking of Current Void Properties with Council Tax Records during the Annual Canvass, Cross Checking of property database with LLPG.

Neath Port Talbot

The ERO checks Council Tax and Housing Tenant records at Canvass Time. Throughout the year contact is made with potential electors by using information from our Council Tax section on changes in their records. Constant checks made throughout the year for verification/checking accuracy etc.

New Forest

The ERO proactively uses data from council tax records to establish changes in occupancy and elector movement outside the district to other local authority areas. From this information the ERO will send out voter registration forms. In addition information is received from the Registrar of any deaths.

Newark & Sherwood

Records used: Council Tax Database, Council Tax Empty Property Lists, Transport & Design Services (Planning) Information, Erimus Housing Lists, Middlesbrough University Accommodation Lists, Middlesbrough Hospital Accommodation Lists

Newcastle upon Tyne

Records from the Registrar of Births and Deaths are used to update the register weekly; changes notified to the LLPG are notified as they occur; changes notified to council tax are currently identified on an ad-hoc basis, but it is planned they will be directly targeted in 2009; new contacts at the council's local service centres and to the contact centre are provided with an application if they are not currently registered.

We have online access to council tax records, plus we are informed of all new accounts. New properties are notified to us by our LLPG section. We maintain a database of all year 11 pupils to ensure they are added at the appropriate time.

Newcastle-under-Lyme

North Cornwall
North Devon

The ERO is pro-active in identifying and contacting persons who may be entitled to register. Information is received monthly from council tax concerning new accounts; information concerning new properties and developments is received from Street Naming and Numbering on a continual basis and registration forms are sent as soon as new properties are added to the electoral database. We are currently developing a system of accurately identifying new properties with the officer responsible for GIS. We are also working with the LLPG officer to establish a system of accessing new address details direct from the LLPG hub.

North Dorset

The Council will achieve the performance standard at level 3 by March/April 2009 with the work being carried out in relation to the CORE project. Further details are provided under Performance Standard 2 below.

North East Derbyshire

We check housing records and council tax records for verification/checking purposes. We use the information received from the Registrar of Births, Marriages and Deaths to delete those electors as advised through weekly notifications.

North East Lincolnshire

Close liaison is maintained with the Council Tax section of the Council and access is permitted to their computerised records for checking purposes. Plans are regularly received from the Street Name and Numbering Officer of all new developments and these are checked against Council Tax records. Lists are received weekly from the Registrar’s Office which enables the removal of names of deceased electors. Notifications of deletions received from other EROs are processed during the monthly rolling registration process and the annual canvass. Liaison is maintained with the provider of social housing in the borough, eg. the notification of demolished properties, lists of void properties during the canvass.
North Hertfordshire

1) Forms are sent with every new Council Tax account. We have these printed on a different colour paper so we can monitor their return. 2) We have access to "read only" Council Tax records to check details during the canvass and Rolling Reg periods. 3) We request lists to be sent from the Local Registrars' office re deaths 4) Joint working with neighbouring authority to place advert in local magazine to promote Registration. 5) Advert in local school Prospectus to promote youth registration.

North Kesteven

Voter registration forms are included in Local Land Charges Information packs that go out to new occupants. Planning provide the section with details of new properties and there is access to regular lists of electors who are deceased. All types of application forms are available on request from the council's website. The three RAF bases in the area are issued with service voter registration forms and information leaflets annually at the start of the canvass. At the third stage of the canvass information slips are left at empty properties asking new occupants to contact Electoral Services for registration forms. Checks are made with Council Tax to confirm details provided on forms e.g. if the spelling of a name is difficult to read, or if the staff member feels the information given is doubtful. Local access offices provide a further point of contact throughout the district and pass on information received from new occupants or those reporting family deaths.

North Lincolnshire

North Norfolk

Council Tax records used, roadshows at four market towns promoting registration, particularly in relation to foreign nationals i.e. Polish etc.

North Shropshire

We received monthly reports of newly occupied properties or changes in occupation from Council Tax and despatch Rolling Registration or Canvass forms accordingly. We receive regular downloads of information regarding new properties from the corporate gazetteer. We receive weekly reports of deaths from the Registrar of Births, Marriages & Deaths office on a weekly basis. We liaise with relevant departments on enquiries as they occur.

North Somerset

North Tyneside

North Warwickshire

Council Tax, Registrars Return of Deaths List, Building Control and Housing records are used to verify entries.

North West Leicestershire

The records we use to check against and the frequency we do this have been set out in an action sheet to demonstrate how and when they are used. These include the register of deaths, births and marriages, council tax records, housing records and communication from our Customer Services Centre.
Northampton
Records checked Births & Deaths Weekly, constant checks against Council Tax as required, Council Tax voids, Lists of residents at Halls of Residence.

Norwich
The ERO does not proactively check other records to verify entries on the register other records are only checked where information received is unclear or missing. All new applications for registration and notifications from other authorities and the registrars’ office are processed and other records are checked if necessary. The ERO is not currently carrying out reviews of properties where new applications are received.

However the ERO does ensure that a variety of records are checked on a regular basis to identify new residents so that they can be contacted and given the opportunity to register.

Nottingham
On a weekly basis Council Tax, Building Control and LLPG teams send through reports which indicate when properties have become occupied and registration forms are then sent to these properties.

The ERO has supplied Nottingham City Council’s housing offices with registration forms and new tenants are asked to complete a form, at the time of signing their tenancy agreement, this occurs on a daily basis.

Nottingham City Council’s Registrars’ office supply Electoral Services with the details of all new British citizens, so that a re¿

Nuneaton & Bedworth
Updates are actioned when new properties are identified by planning and building control and forms issued to the new address. Council tax records are used on or about 15 October to establish empty properties.

Oadby & Wigston
Use Land Charge records, Royal Mail, Council Tax, Youth service & information from other LA’s.

Oldham

Orkney and Shetland

Oswestry
Council Tax records are inspected. We also use the returns from the Registrar of Births Deaths and Marriages. All new properties have forms sent to them on their completion.

Use is made of the following - council tax records, local gazetteer, street naming, development and building control, use of canvassers (during canvass time) and contact made with the local Polish Association.
The Register is updated throughout the year with information received from other Authorities, the Registrar and Council Tax records. Council Tax Records are also used during the annual canvass to verify the occupants at a property or assist with any queries. Rolling registration forms are sent out with all new council tax accounts and to new Housing tenants. Registration forms have also been provided to estate agents/letting agents and housing associations for distribution and posters and leaflets about registering to vote are sent to the local sixth form college. The ERO writes to the residential care homes in March with a list of residents currently registered and rolling registration forms for any new residents that have moved in since the register was published. Upon receipt of completed rolling registration forms Council Tax records are checked to see if the current electors have moved out and if a forwarding address is given forms are sent.

Continual liaison, checks and updates are carried out throughout the year with Council Tax, Housing Dept, Benefit Fraud Team and the Registrar. Documentary evidence of residency at property is always requested for rolling registration.

Applications sent out with Council Tax Bills dispatched during the year. Publicity given to Electoral home mover project. Records obtained from Council Tax register along with other Council registers and information from nursing homes and hospital accommodation and further education establishments.

This authority has access to council tax records. Addresses of those who have recently moved in receive a letter and a voter registration form. This is carried out once per week.
Purbeck

The ERO has access to the Council tax database and regularly uses these to cross match records throughout the year. Also a leaflet is sent with all new Council Tax billings to encourage people to register at their new address. The planning section provides a list of completions which are entered onto the system and a registration form is sent to those new properties throughout the year.

Reading

Council Tax database is regularly checked (Academy). Above Performance standard being pursued. In 2009 will attend community meetings - details of dates and locations obtained from Community Liaison Officer in Policy. Also to attend citizen ceremonies and include ER3 forms in new residents’ welcome packs and ER3’s for completion with parking permits, as proof of residence necessary in order to obtain a permit.

Redbridge

1) The Council Tax department produces a property report that lists ‘changes of circumstances’. The report includes new build which haven’t been previously occupied as well as movement within the Borough and changes to current occupancies, 2) The ERO receives and processes lists of all deaths in the area, 3) The ERO requests information regarding ‘previous address’ of all persons registering to vote. This information is then checked against the Electoral Register and forms are sent to the previous property. If electors have moved into the authority from another local authority this information is sent to the appropriate ERO. 4) Empty property lists are obtained to confirm which non responding properties are empty, 5) Demolition lists are obtained and used to remove properties from the Electoral Register, 6) Lists of new citizens of the Borough are obtained from the Registrar and sent a rolling registration form, 7) Birthday cards are sent to 18 year olds, 8) ‘New Build’ lists are obtained and used to create new streets and properties and then sent a rolling registration form, 9) Tow

Redcar & Cleveland

We use the Council Tax database to cross-check information. We include a ER3 form with all Council Tax amendments and the “Hub” internal Customer Relations Management computer system picks up and notifies any changes reported.

Redditch
Throughout the year Rolling Registration forms are sent out with Council Tax inform to all newly occupied. Council Tax records and records of Deaths are also inspected.

**Reigate & Banstead**

All transactions recorded by Registers of Scotland are matched to system and registration forms are sent to all transactions that relate to change of occupancy. For let properties, tenancy changes are notified to us and a similar process is followed. Additional information supplied by such as University and other establishments with residents.

**Renfrewshire**

To identify new properties during the year, we regularly receive a copy of the property list which Council Tax list send to the Valuation Office. We also inspect the Council Tax database during the year to check whether for changes of occupancy. Where we find such changes, we make further checks to find out whether we can identify any other properties in the chain where there may be potential new electors and we send them a rolling registration form. We also regularly receive information from our Street Naming and Numbering team. Details of deceased persons are regularly received from the Registrar of Births, Deaths and Marriages.

**Restormel**

Information is sought from various sources, such as Council Tax, Housing Benefits, Registrar Births and Deaths, etc.

**Rhondda, Cynon, Taff**

**Ribble Valley**

We use council tax records, street name and numbering, front line, Housing Dept, information from other authorities. Our forms are sent out with all new council tax accounts. Our forms are contained in the pack given to all new British Citizens at their Citizenship Ceremony. In January/February we send confirmation letters to all households and review all electors who have moved.

**Richmond upon Thames**

Checks against Council Tax and Housing records, both sections have a supply of registration forms. Contact is made to properties where electors have moved out of.

**Richmondshire**
Rochdale

In addition to the information obtained during the annual canvass and rolling registration applications throughout the year, the following sources are used to verify entries on the register. (i) Register of Births & Deaths - details rec'd and updated monthly. (ii) Council tax records - used to confirm information (iii) Housing records – liaise with local housing association to confirm data (iv) Councils website for notification of moving and 'iammoving.com' (v) Personal canvassers employed outside the canvass period to visit new developments once completed (vi) High occupancy and nursing homes - contact made during the canvass period and pre-election to update records (vii) Data checked against GIS and local land/ property gazetteers records (viii) Visits to local caravan parks to monitor property changes (ix) Planning and building department - consent and completed notices updated, mail shots and personal canvass undertaken (x) Local schools and colleges – information posters provided to encourage participation (xi) Estate and letting agencies contacted for updated information (xii) Recorded delivery letter

Rochford

During the annual canvass the ERO's staff use the Council Tax database to collect information about any properties where a canvass form is not returned or where the work of a canvasser is in doubt. During the year staff collect information from the Registrar's Office and local press publications to ensure deceased persons are removed. We also receive notification of new properties from our Building Control Section which allows us to add properties and send out registration forms and we are setting up a system so that Council Tax will send registration forms to home movers with part year bills.

Rossendale

We are operating at level 4 but need to produce documentary evidence to support the assessment

Rother
We receive data from C Tax every week and write to potential new occupiers with rolling registration forms and explanation. We receive info from Registrars of BDM in Rotherham and colleagues in S Yorks let us know of deaths reported to them. We also receive information on deaths from the Government Initiative "Tell us Once." We have access to the Council Tax database which we use on a daily basis to help resolve queries or verify information.

Rugby

Rushcliffe

Rushmoor

Reports from the Registrar for Births and Deaths are processed on receipt and checks with the Council Tax Section are undertaken throughout the year, both in terms of rolling registration and the annual canvass.

Rutland

Ryedale

Salford
Sandwell

Supporting Evidence: (a) Procedure for Maintaining the Integrity of ER Data Extracts (Process maps - Rolling Registration; New Property Records; Demolished Properties; Council Tax Records; Void Properties; Recorded Deaths; Social Housing; Canvasser Log Sheets; Underperforming Canvass Returns); (b) Explanatory note re Citizenship Ceremonies and Annual Citizenship Event

Scarborough

Voter registration forms are sent out with any new Council Tax bills for residents who have moved into or within the Borough. Building Control provide a periodic lists of new property completion notices and we cross reference with Council tax and send out voter registration forms. A List of residential and nursing homes is kept and in addition to the annual canvass form we supply them with voter registration forms to try to ensure that people are registered at their new addresses as soon as possible. Receive and process list of deaths in the area. When we received a voter registration form with a previous address on it we cross reference with Council Tax to ascertain if someone else has moved into the previous property and if they have we send out a voter registration form. If we are notifed that they haved moved from an address outside the Borough we notify that authority so that they can remove the electors names from their register. Forms are provided to Registered Social Landlords for distribtuion in their new tenancy packs.

Council tax records are checked, information is received from Registrars and secondary schools during canvass period to identify attainers who are then contacted individually inviting them to register. Voter registration forms are issued to all new dwellings which are added to the Council Tax Valuation List

Scottish Borders

...
The ERO uses a number of records to ensure a complete and accurate register of electors as follows:

1. The Council Tax section provides a file of addresses on a weekly basis of all properties where there has been a change of liable party. This will include new properties which have not been previously occupied and properties where there are new occupants.

This file is then checked against the register of electors to ensure no duplication of work, for example, residents may have themselves been proactive in registering under the rolling registration procedure so no new form would be sent. It would also highlight where the change in billing is because someone has died and there are no new occupants.

Two rolling registration forms are then sent to each of these properties and additions are dealt with under the monthly rolling registration process.

2. The ERO receives and processes daily lists of all deaths in the area.

3. The ERO requests information regarding the previous addresses of all persons registering to vote by means of the rolling registration form. This information is then checked again.

4. A list of all residential care homes is kept and an in house file.

5. Towards the end of the annual canvass all non-responding residential care homes are visited.

6. An annual data cleansing exercise is undertaken. A letter is sent out with new council tax bills. Monthly lists from Registrar of Deaths used to remove electors where necessary. ER3's included in the local authority benefit claim packs to attempt to capture new electors that are normally hard to reach.

We can no longer check against other useful council records, such as Housing and Council Tax because they have been transferred to private companies, who no longer allow for tit for tat exchange of information. We are able to check and confirm odd addresses throughout the year, but cannot make secondary checks during the canvass. We are hoping to address this matter, but for the time being it is not beneficial to either of us. We therefore undertake a "mini-canvass" prior to an election period to freshen up the register and promote the election and postal voting. Naturally the biggest constraint on this is funding and with 2009 being our "free" year, the majority of our budget is being given up against savings.
<table>
<thead>
<tr>
<th>Location</th>
<th>Details</th>
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<tbody>
<tr>
<td>Selby</td>
<td>1. We actively work with Council tax who provide weekly lists of new records. This includes house moves and new properties that come on line. Selby is a growing authority as it increases as a travel to work area for our large metropolitan neighbours. 2. We work with our new town centre one stop shop, Access Selby, who provide rolling registration applications to visitors. 3. New &quot;RR&quot; applications for &quot;occupied&quot; properties lead to checks with CTax that the moves are genuine and to ascertain where the previous occupiers have moved to, this allows us to send off new RR applications. 4. Arrangements are in place for Housing to update us with new tenancy agreements or change of occupancy details.</td>
</tr>
<tr>
<td>Sevenoaks</td>
<td>1. Checks are made of the Council's council tax records throughout the year to verify information (if necessary) and the Council's social housing records during the annual canvass to obtain information on homeless persons. 2. Information on new occupants is provided by the council tax section on a weekly basis and rolling registration forms are sent out accordingly throughout the rolling registration period. 3. The electoral web page enables electors to download a rolling registration form at any time. 4. We receive weekly notifications from 3 local Registrars of Deaths. 5. We provide a supply of rolling registration forms for residential care homes to use throughout the year.</td>
</tr>
<tr>
<td>Sheffield</td>
<td>Claim form sent via council tax for new occupants.</td>
</tr>
<tr>
<td>Shepway</td>
<td>Examples - Citizenship ceremonies - registration forms supplied as part of their citizenship pack. Homemover pack issued by Council Tax includes rolling registration form. Monthly letters to OAP homes asking if new residents have moved in or out. If &quot;yes&quot; rolling registration form issued to new occupants.</td>
</tr>
</tbody>
</table>
We make use of the Council Tax and Housing Benefits Register, LLPG and Housing Management records. These records are checked on a regular basis throughout the year.

Slough

Monthly cross reference with LLPG to identify properties. Regular updates from Transport and Highways teams. Regular updates on notification of deaths. Check empty properties.

Solihull

A new resident registering through the Council Tax (CT) Service would be sent rolling registration forms. Regular contact is made with the Valuation Office. Notifications of bereavement to the CT service are circulated to the ERO. Obituaries columns of the local newspapers are checked weekly. Claim forms are sent to properties following a bereavement.

South Bedfordshire

Regular reports from Registrar of Births & Deaths. Building Control monthly reports received to identify demolished and completed properties to send a voter registration form. Council tax records checked for occupiers of new properties on an ongoing basis. Reports from "iammoving.com" are received daily. Arrangements made to receive regular reports of new Council Tax accounts created in order to proactively send voter registration forms. Council Tax records used, where possible to validate entries during the canvass and also confirm empty properties.

South Bucks

Council Tax department send VRFs to all new occupiers upon notification. The Housing department help all new occupiers of council properties to complete the forms - which are included in the new home pack. All homes built in new communities include a VRF in the new occupier pack.

South Cambridgeshire

South Derbyshire

South Gloucestershire

South Hams
South Holland

Council tax records are checked regularly to identify potential new electors and rolling registration forms are sent - this process starts after completion of the annual canvass each year. Council tax records are used to validate data received on annual canvass and rolling registration forms. Notifications of deaths received from Registrars and other Council departments and notifications from other ERO are actioned on receipt.

South Kesteven

Up to 200 change of circumstances notifications per week from the Council's Customer Services Centre. A letter and rolling register form is sent to the outgoing and incoming occupiers, with a reminder letter after three weeks.

South Lakeland

Electoral Services staff have permanent ‘read only’ access to Council Tax records therefore no record is kept of how many inspections are made. Enquiries are also made of housing records but to a lesser degree and these are not recorded at present.

The electoral team and council tax team send out a welcoming pack to new residents to addresses in South Norfolk, whether they have moved within the District or are newcomers to the District. With this welcoming pack is enclosed a household voter registration form and is generated when council tax become aware of new residents. This is carried out all the year round. We are currently investigating obtaining regular updates from local housing associations concerning changes of residency.

South Norfolk

Check Council tax records and returns from Registrar of Deaths. Act on information passed on by other departments.

South Northamptonshire

Use council tax records throughout the year and annual canvass period.

South Oxfordshire
South Ribble

South Shropshire

South Somerset

We have access to information from all phone enquiries made to the council regarding changes to occupation. We then post out rolling registration forms to all new occupiers.

South Staffordshire

To reach this standard we:
Throughout the year
• Receive and process lists of deceased electors, on a weekly basis, from all registrars offices in the Tyne and Wear area.
• Receive lists of demolished / completed properties, on a weekly basis, from the Corporate Information Team. The properties are added or removed from the register as appropriate. Rolling Registration / Voter Registration forms are sent to any new properties added to the register.
• Send Rolling Registration / Voter Registration forms to households following British Citizenship Ceremonies.

During the rolling registration period
• Receive lists of properties from Council Tax on a weekly basis, where new or amended bills have been requested. Rolling Registration forms are sent to all of these properties.
• Send and receive letters to and from other local authorities re movements in and out of South Tyneside, so the relevant electors can be deleted from the relevant register of electors.

South Tyneside

During the Annual Canvass Period
• Receive a list of 16/17 year olds from South Tyneside education department. These young people are targeted during registered to vote.
• Check all remaining non responding properties, after the door anyone who we can confirm has moved out of the property bef

Southampton

We use Council Tax to check any empty properties, also any forms which look as if someone hasn’t crossed off the previous electors and we request a specific report from Council Tax on 15 October regarding properties empty on the qualifying date.

We also use the notification list from the registrar regarding deceased electors. We supply the housing department with registration forms for new tenants and also include a form in the packs given to new citizens.
Southend-on-Sea

- Annual canvass / rolling registration applications
- Use of Council Tax records
- Weekly collection of information from the Council’s Registrar
- Use of private sector housing records
- Information from citizenship ceremonies
- Items of correspondence
- Information conveyed to the Electoral Registration Officer (ERO) and his staff in the period leading up to an election and on polling day itself

Southwark

Southwark electoral services staff talk to new citizens and their guests at the citizenship ceremonies. Registration forms are sent to residents, and the information of those living outside the borough provided to colleagues. This is a pilot at present, and will be assessed for effectiveness.

Spelthorne

If post returned undelivered by Royal Mail we follow up with reference to council tax records etc & try to establish a contact. When rolling registration forms are received we ask if previous residents have moved out from new occupiers and follow up. We receive notification of death lists which are actioned. Planning lists are received so that when new properties completed we can write to them & issue rolling registration forms.

St Albans

Council tax inserts a Rolling Registration form with every new occupier pack. Registrar of Deaths is sent to us periodically via council tax. Every February the ERO sends a letter to every household confirming who is registered at that address.
St Edmundsbury

There is year-round dialogue with Council Tax, with information on new occupations being fed through and the section having electronic access to query the Council Tax database at a basic level to verify information. The Council's housing stock is held by Havebury Housing Association. There is liaison with Havebury when their refurbishment works lead to residents being moved (either temporarily or permanently) and over individual properties in the residents are elderly - wardens co-operate in distributing registration forms during the autumn canvass if necessary. The section receives the Registrar's "death" lists and uses this and any local intelligence about people who have died.

St Helens

Council tax and registrar's records are checked throughout the year.

Stafford

Level 4 - care homes contacted each Spring following checks with County Social Services of current status. Daily use of CRM system to identify home movers (includes new build coming on stream) and updates of deceased. List of deaths from Registrar also consulted and register adjusted accordingly. Rolling Registration forms sent to changed households.

Staffordshire Moorlands

We will shortly be sending rolling registration forms, via our council tax colleagues, to all new residents. We do at the moment receive records of movers from Council Tax records and again this is somewhere where we will start to send out rolling registration forms.
Stockport

Throughout the year, our practice involves checking council tax and housing records, we liaise with these departments and we have access to the Council Tax system. We are sent lists from Registrars of Births, Deaths and Marriages providing us of recent deaths and we act upon this immediately. The Street Naming Department also send lists through to us and we have a good working relationship with Councils GIS and LLPG Officer to maintain correct address information, and keep each other updated. All undelivered mail is filed and action is taken to check the information returned against other council records. Canvassers are encouraged to inform us of any new properties they discover. If and when necessary ourselves or our Council Tax inspectors will make personal visits in order to establish newly occupied properties. Council Tax inspectors keep us fully updated in these instances. All new first council tax bills and amendments to council tax details are sent an electoral registration form enclosed with the new/amended bill. The council operates an on-line change of address form and w

Stockton-on-Tees

Performance Standard met in full and we also currently meet elements of the Above Performance Standard as detailed below: - The ERO should be able to demonstrate that they have also proactively attempted to use other sources of information. Specifically they should be able to provide documented evidence of the contact made with new residents arriving in the local authority area and the action taken to register them.

Stoke-on-Trent

Development control records used to identify new properties / developments. Site visits are made to new residential developments. Where possible a meeting is arranged with the sales office to formulate the best way of ensuring that registration forms are supplied to new residents a soon as they move in.

Council tax records are checked on a daily basis. All new occupiers are written to, in case missed Council Tax also send a rolling reg form out to people that have moved to the area.

Stratford Upon Avon

Throughout the year including the cavass period the council tax records are used as a verifier. On the councils websites, new residents are able to register for council tax and this automatically informs the elections team who then send out registration forms. We are advised by naming and numbering of all new properties and registration froms are sent. Postcards are sent with all new council tax application forms to be returned to the elections office.

Stroud
Council Tax & Property information records are checked regularly (including the annual canvass period) to verify and validate the data held on the electoral register.

Suffolk Coastal

During the annual canvass we liaise:
(a) with the university accommodation officer to assess the best method to encourage registration.
(b) with managers of residential/care/nursing homes for a member of the Electoral Services team to visit and explain the voter registration form in detail and assist in the completion of it.

Sunderland

All deceased and moved electors removed. Empty returns from canvassers check against council tax records. All non-respondents receive a letter advising of removal from register.

Surrey Heath

Information regarding deaths, checks made on Council tax records, Void property lists checked. Electoral registration forms are sent to those moving to the area with their Council tax information.

Swale

We check C. Tax records, we process deaths lists on a weekly basis, we send out RP12 with end of tenancy packs and welcome packs and we send out RP12 with every new C.Tax entry.

Swansea

In addition to the annual canvass the Electoral Office runs an awareness campaign educating citizens about how and why to register culminating in a high impact event to coincide with Local Democracy Week. See http://www.wiltshiresgwrfm.co.uk/article.asp?id=921077
**Tameside**

ERO uses Council Tax records to verify data all year round. Death lists provided by hospitals and registrars are also used to update the information in the register all year round.

**Tamworth**

Council Tax records are used to verify at Canvass time. Also, Rolling Registration forms are sent out with Council Tax info to people newly arrived or moved within the area. Also notified by customer services of when people move. Register of Deaths used to remove people once deceased.

**Tandridge**

Council Tax data-base as at 15 October is provided by constituent local authorities and checked prior to publication on 1 December. Housing departments also provide tenancy details at this time and this information is similarly actioned. Education departments provide lists of “attainers” in July and these names are pre-printed on canvass forms. All communications from other EROs in respect of address changes are processed on a monthly basis.

**Taunton Deane**

The ERO seeks information from the Council’s Customer Services department and receives information via a CRM workflow process. Appropriate action is then taken, e.g. voter registration forms sent out, deceased persons deleted etc.
Teignbridge

The ERO is pro-active in identifying and contacting persons who may be entitled to register. Information is received monthly from council tax concerning new accounts; information concerning new properties and developments is received from Street Naming and Numbering on a continual basis and registration forms are sent as soon as new properties are added to the electoral database. The ERO has arranged for council tax to send household registration forms with all new accounts. We are currently developing a system of accurately identifying new properties with the officer responsible for GIS. We are also working with the LLPG officer to establish a system of accessing new address details direct from the LLPG hub. Contact is made with all post 16 schools and colleges within the district, during the year, to identify attainers not currently registered.

Telford & Wrekin

Council Tax records are requested at regular intervals (as one set of records are finished the next are requested) and voter registration forms together with prepaid envelopes are sent to every address identified with changes including looking at the computerised records in order to trace where people are moving to/from. Additionally those people telephoning the call centre to report moves in or out of the area have their details passed to the electoral services office as well as Council Tax.

Tendring

Council tax records are used to send voter registration forms and also to check entries where queries are raised.

Test Valley

Tewkesbury

Thanet

The Vale of Glamorgan

Three Rivers

Information is updated throughout the year with reference to council tax, planning and housing records. Lists are provided & officers have access to Council tax database. New development lists from planning, empty property and deceased lists from Council Tax; housing tenancy lists from Housing. Discussions are taking place with Education to receive information on children reaching voting age.
We cross reference our records with those held by Council tax, planning applications and completions, street naming and numbering and the Local Land Property Gazetteer. These records are checked whenever changes are made to the other systems to which we are notified. We also use the register of Births, Deaths and Marriages.

**Tonbridge & Malling**

**Torbay**

Torfaen in conjunction with Council tax sends family rolling registration forms to all movement households. Council tax are asked for information on regular basis. Information is gained from Registrars of this Borough and neighbouring authorities as to deaths in the Borough and register is amended accordingly.

**Torridge**

3. Use of Council tax records and LLPG and Street Naming and Numbering databases. Any new properties added to the system throughout the year are sent a household voter registration form.

**Tower Hamlets**

The use of council tax records, death notifications and other council records to verify information. Also the proactive provision of electoral registration forms for Citizenship Ceremonies for new British Citizens

**Trafford**
Tunbridge Wells

Contact is frequently made with our Council Tax dept to check information and they also send out claim forms to all new occupiers in the area with their council tax billing forms.

Tynedale

Current practice falls between the performance standard and above it. The ERO does not use all available records but does ensure that a letter and form B is sent to all occupiers receiving a new or revised council tax bill.

Uttlesford

During the canvass we check Council tax records, LLPG, naming and numbering and Housing records, all are used only to confirm information. During the year we use LLPG only but are now set up to use Council tax records all year round. We also use planning and naming and numbering to identify new properties so they can be canvassed during the year.

Vale of White Horse

Council tax records and records of births, marriages and Deaths, used regularly to verify.

Vale Royal

Some of the work done by the ERO is duplicated by the EC's 'homemover' campaign and can lead to some electors receiving a number of different registration forms from different sources. This can discourage the ERO from carrying out activities that cause duplication of work.
During 2008 we did not inspect other records during the year but we did receive weekly notices of deaths from the Registrar of Births & Deaths and these are removed. From the beginning of 2009, we be using council's tax database. Since 2007 council tax service has included a blank rolling registration (RR) form with each new tax payer pack they send out. Since late 2008 we also include a blank RR form in new citizen packs used at citizenship ceremonies.

Walsall

We receive updates from registrars on deaths within the borough on a monthly basis, council tax records are inspected to clarify specific issues. Registration forms are put in all new tenancy packs issued by the council’s housing partners.

Waltham Forest

Council Tax records are checked throughout the year and a leaflet is enclosed with every new council tax bill in order for new residents to contact us. Similar leaflets are distributed by our Parking Control section. Rolling registration forms are sent at the beginning of each year to all secondary schools in order to pick up any attainer electors who were missed off the canvass form. At all citizenship ceremonies a voter registration form is enclosed with the pack of information provided to each new British citizen. Housing records are checked relating to housing in multiple occupancy (HMOs).

Wandsworth
Wansbeck

Use of council tax changes and change of circumstance forms from Customer service point on a daily basis. Use of housing void forwarding address lists to send out rolling registration forms.

Warrington

As well as Checking against the Council Tax system, Ctax send a monthly list of updates on properties we check to see that we have on the register and send out claim forms. Planning send through the new properties email to check against and send out claim forms. Currently working with LLPG.

Warwick

• Council Tax records are used to confirm and verify household information during the annual canvass and throughout the rolling registration periods. On similar lines checks are made with the Health Authority; YMCA and other similar organisations during the canvass to confirm occupation/vacancy of flats and accommodation owned and occupied by respective clients and employees.
• Copies of the registrar of births & deaths notification of deaths received and actioned where appropriate as and when received - usually weekly throughout the year.
• The Council Tax Office include a rolling registration form with all revised (possible new addition(s) to household) and new bills (change of occupier(s)) dispatched to addresses following advice of any change and update of the Council tax record outside annual canvass period.
• Throughout the canvass period the Council’s Customer Services Staff remind callers of the requirement and advantages for completion and return of their annual canvass form. Similarly customers’ calling the Centre with enquires due to change of address or circumstances are prompted and giver
• Attempt made to communicate with residential homes, nursing
Waveney

Receive Births & Deaths lists direct from Registrar. Have viewing access to Council Tax system. ERO contacts all sixth form colleges & schools within the area. Visits them in September to ensure students are added to their household form or have the means to contact us should they wish to register outside of the canvass period. Council Tax send a Rolling Registration Form on behalf of the ERO with every new bill that has been the result of a change of details within a household.

Waverley

Forms sent with Council bills for new occupiers. Lists of empty properties checked against Council Tax records (after annual canvass). Weekly check on new and terminated housing tenancies. New properties via Address Development Officer includes details of new occupier (if any) and date of moving in. Weekly electronic list from registrar.

Wealden

Regular reports listing properties with new residents are received from Council Tax Section and rolling registration claim forms are then sent to those properties - year round activity. Access to Council Tax records also allows Electoral Services Staff to check a property when a claim form is received to see if there is a forwarding address within the District. If there is, then a claim form is sent out. Supplies of claim forms are also sent to properties that have resident turnover, ie residential homes.

Wear Valley

Send out voter registration forms to new occupiers - change of circumstances details are provided by our customer contact centre. Check Council Tax details to identify forwarding addresses of former residents - send voter registration form to new address or use review procedure to remove electors from previous address.

Wellingborough

Electoral Services receive all change of circumstance reports generated by Council Tax records. Access to the council tax database is provided to enable checking and verification prior to rolling registration information being sent to appropriate households. All returns of deaths from the Registrar are received and actioned. Registration information is provided to all attendees of the Citizenship Ceremonies to promote, encourage and engage. We maintain and regularly update the Electoral Services website pages for those with access.

Welwyn Hatfield
<table>
<thead>
<tr>
<th>Area</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>West Berkshire</td>
<td>Council Tax records are inspected regularly together with returns from Births Deaths &amp; Marriages.</td>
</tr>
<tr>
<td></td>
<td>A claim form is sent to every new resident in the area within a welcome letter sent by council tax. A weekly list is received from council tax identifying new properties which is checked to make sure the property is listed and another form is sent, personally addressed this time to the occupants. New estates and properties are received from street naming and numbering dept. Records held by Council Tax and the Registrar of Births/Deaths are used and checked regularly throughout the year.</td>
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<tr>
<td>West Devon</td>
<td></td>
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<tr>
<td>West Dorset</td>
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<tr>
<td>West Lancashire</td>
<td></td>
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<tr>
<td>West Lindsey</td>
<td>Council Tax and registrar records of deaths are proactively used throughout the year, as necessary. It would not, however, be true to say that (as an example) we check every council tax record as a matter of course.</td>
</tr>
<tr>
<td>West Oxfordshire</td>
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<tr>
<td>West Somerset</td>
<td></td>
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<tr>
<td>Westminster</td>
<td>The ERO uses the Council Tax database to check empty properties and confirm carried forward names. The ERO does not have the resources to do this during rolling registration.</td>
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<tr>
<td>Weymouth &amp; Portland</td>
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<td>Wigan</td>
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</table>
Wiltshire (Kennet, Salisbury, North & West)

Information of new build properties received from Land Charges, Street Name and Numbering Dept, Council Tax on regular basis so registration forms can be sent out. Council tax and LLPG records used to verify occupants and properties. Weekly list of deceased electors obtained from the Births Deaths and Marriages Dept. Blank registration forms sent to properties when advised previous occupants vacated.

Winchester

We use Council Tax records to check any empty properties and also to query any forms which look as if someone has not crossed off the previous electors. A specific report is requested from Council Tax and Housing on 15 October regarding properties empty and void on the qualifying date. We also use the notification list from the registrar regarding deceased electors (as well as information on deceased electors from Land Charges and Council Tax). Every week we are provided with a list of properties that have had a change in occupancy from Council Tax and rolling registration forms are sent out to all these properties.

A request on 2nd November for access to Council Tax was agreed but as at today I am still awaiting access.

Windsor & Maidenhead

Wirral

Empty Property mail outs following the annual canvass. Checking where 4+ electors are registered, with differing surnames. Council Tax records are used to check for empty properties and confirm changes on the register. LLPG information used to update property database on eXpress, when new properties are built.

Woking

Registrar's from both Reading and Wokingham forward notifications of deaths on a weekly basis. Council Tax and Housing records are used to provide information whenever a query occurs. Halls of residence are contacted during each annual canvass.

Wokingham

Registrars from both Reading and Wokingham forward notifications of deaths on a weekly basis. Council Tax and Housing records are used to provide information whenever a query occurs. Halls of residence are contacted during each annual canvass.
Wolverhampton
Records used to verify and validate elector information held on the electoral register are those held by Council Tax, Registrar of Births and Deaths, and - by request rather than by direct access - Housing Benefit records and Wolverhampton Homes (housing) database. Records are checked as and when necessary to ensure the register information is as accurate as possible. Arrangements have been made for persons who contact council tax about moving house to be sent rolling registration forms. Also, new properties notified to ERO by Planning and Building Control Section are added to the register and a registration form sent out. When Citizenship Ceremonies are held by Registrar of Birth and Deaths a rolling registration form is included in Citizenship packs.

Worcester
We use council tax, registrars, crematoriums and technical services data.

Worthing
Have remote access to council tax records from both authorities to check details as required, especially during canvass. Rolling registration forms are sent out with council tax packs to all new owner/occupiers. Lists of movements in council and some housing assc. properties are accessed so rolling reg. forms can be sent. Registrar's records of deaths from County and neighbouring authority re'cd monthly. List of HMOs accessed to identify where electors may not be registered.

Wrexham
Council Tax, housing and registrar notifications are all used to verify and update the register.
Wychavon

We access a variety of systems including Council Tax and Benefits systems to collect information and follow the audit trail to contact customers who we know have moved. We have set up a monthly 'void' report which comes from council tax and with which we can update our records and contact householders. Our Contact Centre staff pro-actively pick up information from customers who report changes of address. We contact care and residential homes before elections to get their most up to date information. We ask estate agents to hand out our 'on the move' cards which urge people to re-register at their new address. We have made arrangements to be passed details of deaths from the Registrar of Deaths and immediately update the register of Electors.

Wycombe

The ERO uses weekly council tax lists which detail people moving into or within the Wyre Borough area.

Wyre

Claim forms are sent to every new council tax registration so properties which are vacant as a consequence of rolling registration information.

Wyre Forest

There is an arrangement with the Council Tax and Housing Departments to provide a Rolling Register form to each new registration with council tax or housing rental. During the annual canvass, from 15th October non-responding properties are checked against council tax records to confirm details.

York
Performance standard 2

Building control records fed through automatically from GIS, property database updated weekly to CORE standard. Both Adur & Worthing council tax records and GIS used throughout the year including the canvass. Post office post code database also used throughout the year. Investigations made throughout canvass where canvassers find properties vary from database.

Building Control updates happen once a month. Additional checks through Council Tax, Royal Mail etc are done on an ad hoc basis.

C.Tax, Planning, Building Control, Housing Services, LLPG & GIS Officer

All new properties monitored by Property Gazetteer Keeper. Details emailed to us, including a UPRN. Details of deaths received from the Registrar and the Register updated regularly. Action taken to update the Register in response to feedback from Canvassers regarding houses demolished/changed to businesses.

We receive regular updates from our LLPG which we action immediately or when appropriate (when a building is knocked down/build completed). Any issues that arise from an electors query or canvassers feedback are always dealt with by contact with Council Tax, the LLPG and by checking Royal Mails website for the details that they hold. Appropriate action is then taken. We have very good communciation networks with both Council Tax and the LLPG.
The ERO works closely with the Council's GIS section to maintain the property database and all other records within the Council either directly or indirectly through GIS. Ironically, because GIS is well developed in Ashfield, the use of external sources is not required to maintain the property database. I am advised that the information provided by GIS is more robust and reliable than could be obtained from Royal Mail.

Electoral Services uses GIS, LLPG and regular updates from the Street Naming and Numbering and Valuation Records to ensure all properties and residents are included on the Register of Electors. The updates from Royal Mail postcodes are also checked.

Monthly reports from Building Control; properties created by LLPG and then imported in to Electoral Register database 2/3 times per month. Council Tax system used on an ongoing basis to validate when new developments become occupied. Canvassers used each autumn to validate the database when making house to house enquiries.
• Planning Lists, Building Warrants, Council Minutes & Completion Certificates from the three Unitary Authorities processed on a weekly/monthly basis. • Notification of house sales from the Registers of Scotland processed on a monthly basis. • New House Print – Taken from the Council Tax Database and crosschecked to Strand Database to ensure all new houses are added to the database. • Survey Cards – Office survey cards checked to Strand Database and where required additions, deletions and amendments to properties processed dealt with daily, includes impact for Non Domestic Rating changes. • Royal Mail – using the Royal Mail Website to obtain and verify postcodes.

Throughout the year all the mentioned records are used to update the property database. Information from the LLPG, which is the definitive list of properties, is received and processed on a monthly basis.

We currently use the LLPG and check information against the register. And our in the process of sending our register to the NLPG.

The section works with Building Control and Housing for information on new and demolished properties. A spreadsheet audit trail is kept of these changes until a time when the LLPG and ElReg link is ready.
Council Tax, Building Control Commencements and Completions, Planning Applications, LLPG, Royal Mail, Housing Associations, Hospital Accommodation. Combination of records checked for new properties, conversions from shops to living accommodation and vice versa, postcode checks which can be on a daily, weekly or monthly basis, dependent on time of year - canvass/house to house enquiries/rolling registration periods.

The LLPG is used to validate records in connection with properties in the district during the annual canvass period. During the year, information regarding properties added to the LLPG is supplied to the ERO on a monthly basis and the LLPG is consulted as necessary during the year to validate properties. In accordance with data standards, the register has recently been matched against the LLPG and all queries arising from that process have been addressed.

The Planning department informs the ERO of any new or renovated properties; the ERO liaises with council tax and sends registration forms as soon as new residents move in. By 1 December 2009 the register will be linked to and regularly updated with the Local Land and Property Gazetteer.

I receive lists from the planning department each week which I verify with Council Tax. I also receive the Planning Committee Minutes for each Meeting. The Environmental Maintenance Manager also passes me correspondence relating to street naming and numbering to ensure that all new developments are listed on the register.
AS INFORMATION PROCESSED
INFORMATION RECEIVED FROM TRANSPORTATION
(HIGHWAYS) DEPARTMENT, IN CONJUNCTION WITH
PLANNING DEPARTMENT
LLPG UPDATED AND TO BE USED IN LATE 2009

WEEKLY
INFORMATION RECEIVED FROM COUNCIL TAX RE NEW
PROPERTY, CHANGES TO PROPERTY AND
DEMOLISHED PROPERTY
INFORMATION RECEIVED FROM PLANNING
DEPARTMENT OF PLANNING APPLICATIONS

AUGUST – SEPTEMBER
ROYAL MAIL INFORM OFFICE OF WHERE THEY CANNOT
DELIVER A FORM.
CANVASSERS NOTIFY OFFICE IF ANY POTENTIAL NEW
PROPERTY HAS BEEN BUILT OR CHANGES TO
PROPERTY ON THEIR AREA.

DETAILS OF CONTACTS MADE WITH EXTERNAL
SOURCES:
ROYAL MAIL - POSTCODE INFORMATION IS PROVIDED
FOR ALL NEW PROPERTY, AND CHANGES TO
INDIVIDUAL PROPERTIES; ACCESS VIA INTERNET TO
POSTCODE SITE
PLANNING DEPARTMENT
HIGHWAYS DEPARTMENT
COUNCIL TAX
ROYAL MAIL
LLPG
At present we receive notification from our street naming section as and when developments take place or properties are demolished and maintain our database in this way. The authority will by end of January have completed its LLPG database and once this is complete we will receive weekly notifications for the LLPG custodian of any changes to the property database.

We receive notification of all new developments from building control, all of which are added to our database.

The electoral property database has been validated against the NLPG database held by the Council. The department responsible for street naming and numbering send us details of new or refurbished properties as soon as the site has gone through planning. The Council's NLPG custodian also gets these details, inserts UPRNs and then sends them to us to be loaded into the property database. These details are processed whenever such notifications are received. Canvassers are given worksheets during delivery of forms to note any new properties, or those converted to or from flats. This information is then used to update the database.

We check the following records as and when required ie daily, weekly, monthly basis: Council Tax, Registrar of Births Deaths & Marriages, Land Charges, Planning Records, Street Naming/Numbering
Receive information from Land Charges when property addresses have been agreed with Royal Mail.

Weekly notification of planning applications and building control reports, information from Council tax as required, comparison with LLPG

As a result of close liaison with our Planning department (Street naming and numbering) we constantly update the Electoral register with all new developments and changes to addressing structures within the District. In addition where appropriate further contact is maintained with Council Tax to ensure that consistency across databases is maintained. Where inconsistencies exist further advice and clarification will be sought from the Royal Mail database.

Continuous liaison with corporate LLPG - update register as new information received.

Information concerning new properties is sent to us each month by the Council's Naming and Numbering Section. We also have access to the Property Database and regularly share information with members of the LPG Custodian.

In addition to the weekly lists of new properties from the Council's Highways Directorate a major project is near completion for the LLPG and the centralised control of adding and deleting properties.

Council tax, building control and liaise with LLPG


We also check Royal Mail.
• We use Council Tax records on a continuous basis
• We receive regular notifications from our Street Naming & Numbering Services and Planning Department
• Working with IT section to have access to Geographical Information Systems (GIS)
• In meantime use MAVIS and our Geographical Information Site
• We frequently use information from the Royal Mail and Up My Street
• We ask our canvassers to validate addresses/properties when conducting house to house enquiries e.g. identify new properties, demolished properties, recently converted buildings etc
• Information is recorded in their Canvass Records
• We are in the process of being linked to Local Land Property Gazeteer

Use of the Council's LLPG to continuously update property base including UPRN details to remain CORE compliant.

Council tax, death records and LLPG etc utilised as data sources. Canvassers validate data base when making house to house enquiries.
Currently receive regular updates of any new properties from other service units. Canvassers also advise of any new/demolished properties. In the process of data matching exercise, where all properties on the Register are linked to the LLPG, this will ensure the database is updated regularly.

Staff in elections office also cover for the local land charges service, so there is a good cross over of knowledge. Planning section also provide details to both elections and local land charges. There is close liaison with the NLPG custodian, who provides details of changes to the gazetteer.

The current data match / cleansing exercise for CORE NLPG has been helpful showing an existing 99.8% match at property level and just short of 99% match at Street level the very small number of properties not listed can be identified checked and written to - although prompt action is always taken from notification from LLPG the Gazetteer is now on line and will be used to check more frequently. A user group is set up to discuss issues which will include Council Tax (use of Inspectors to give out Rolling Registration forms) Staff keep good records of action taken.
The office is linked to the Council's Land and Property Gazetteer database and has a staging table to receive property updates from the Council's central property database which are processed on a weekly basis throughout the year.

Council Tax records are used to identify all newly occupied premises throughout the year and we have an arrangement with Council Tax that they send out on behalf of the ERO a rolling registration form to all new occupiers. (E-mail attached from Local Taxation Recovery Manager to support this statement.) Lists are received as and when from Support Services identifying newly built properties, letters of welcome and rolling registration forms sent out by ERO.
The Royal Mail and Valuation Office Agency data-bases are used on a weekly basis to check the accuracy of address information and to confirm whether a property still exists.

No documentary evidence was retained during 2007.

The following records are used throughout the year to maintain an accurate property database: valuation lists from the valuation office (supplied fortnightly), building control completion lists (supplied weekly), plans of newly named/numbered properties and the Council mapping system. Canvassers also identify property changes during the annual canvass.

None.

Again, we fall between Levels 3 and 4. Level 3 is completely achieved with advice from building control coming to us through Council Tax. We frequently use Royal Mail; we create properties as and when an elector advises (subject to investigation) and we use our own local knowledge of building development to update the property database. We also get advice from the Council's Street Naming and Numbering office.

Correspondence sent out by the Elections Office and returned by Royal Mail as "non-delivered" is used to update the register. Planning send monthly lists of new properties. Land Charges also notify of new properties. Canvassers identify new or demolished properties during the canvass.
The ERO maintains the property database by reference to Council Tax and planning/buildingcontrol/LLPG records. Newly-built or property conversions are entered onto the database and voter registration forms generated and despatched to those properties.

As Assessor is responsible for valuation of all properties, the system of adding/amending domestic properties to Council Tax list and Electoral system is done by same clerical staff. Procedures in place to run regular comparison reports. 2009 will see development of CAG and GIS links to help meet Data standards to ensure Assessor’s database has good links with the ER database and improve the crossmatch of property databases with the local CAGs.

The ERO makes checks against external sources such as Royal Mail records. The Council’s departments are also checked on a daily basis such as GIS/Building Control/Development Control/Council Tax/Land Charges. During Canvass period the canvassers as part of their rounds pick up any new properties.
The ERO liaises closely with Council Tax staff, those responsible for maintaining the LLPG and the street naming and numbering service to ensure that residential records are complete and up to date. The ERO also has access to the Council Tax database and to GIS mapping systems. During the conduct of the canvass, those delivering the forms are asked to keep a record of any new or newly occupied properties on their canvass rounds, of any that have been demolished or are vacant and any that have changed their use, either to or from residential purposes. Canvassers are also asked to be aware that some properties which outwardly appear to be used for commercial purposes may also act as residences.

We use council tax and housing benefits records daily, building control and planning monthly, housing and deceased list records weekly during annual canvass and throughout the year.

We have uprn's in all our properties and have done for a number of years, we have access to the LLPG site and can update our system with new properties and uprn numbers manually. This is done on a monthly basis at the moment.

3. Use Council systems to check accuracy of information. This includes using the Council's LLPG and consultation with Building Control. Receive updates on all new buildings and name changes from Building Control and Planning department.

plans are supplied by building control of any new developments as and when they arise - Council tax records are available for inspection as a matter of routine - llpg is used (accessed by our IT support officer)
information received from street naming and numbering, building control, council tax, LLPG

Property database for ER system is controlled manually with reference to the LLPG database. No properties added to ER system unless checked with LLPG and/or informed via LLPG. Software purchased for automatic link with LLPG system. This is intended to be live in 2009. LLPG database is also master database for Council Tax and Land Charges.

Building Control notify us of completions and commencements, we then contact Street Numbering to get details of the properties. We are supplied with LLPG data for new builds by the IT Section who maintain this.

We send a rolling registration form to new properties and we are notified of new properties from Council Tax and Planning Canvassers validate properties and complete reports sheets on any new or altered properties during the canvass and while delivering poll cards.

Information from Street naming and numbering as soon as address is formalised, received and added to EI Reg system.

We use the following records on a regular basis - Council Tax, Register of HMOs, Planning and Building Control, Street Naming, Canvassers
Match data with LLPG. Match data with Council Tax Records.

New build properties are notified by Planning. Other new properties are confirmed with Council Tax and LLPG.

Regular reports are received from Building Control on the completion of new properties; regular information received from Spatial Addressing Officer (LLPG Custodian) when new properties are addressed/post coded.

Royal Mail database used to check queries and canvassers used to verify state of completion of properties under construction. Updates from using LLPG and Council Tax new valuations information.

Lists of new properties, changes to property use for example changing single household into multi-occupancy residence, and deletion of properties are sent by the Council's Land and Property Services team. These reports are cross checked against Council Tax to ensure there is no duplication of properties being created. Postcode queries are checked against Royal Mail records. Once the Electoral Register database has been checked and is CORE compliant, there will be a regular automated system of address information being sent from the LLPG, which will be uploaded straight into the Electoral Registration software system and processed.
We also act on information received by canvassers on new properties to update the database. We ask households to make corrections to pre-printed addresses on the canvass form. If there are errors with the addresses, we liaise with LLPG and Royal Mail to identify the correct address including postcode.

Council Tax and Valuation Office lists - weekly; Property Information Office LLPG and Maps - as required; Royal Mail - Distribution Centre Dartford - as required; Local area Estate Agents - rolling registration forms for their customer packs.

Information received on a regular basis from street naming and numbering, consultation with the guardian of the LLPG and other authority data bases.

We receive daily updates from the LLPG section along with monthly copies of the Valuation Office Council Tax Schedule from the Valuation Office via our Council Tax section. By utilising and collating both sets of information, we can identify newly built properties, split properties, demolished etc and also by using the Council Tax database, identify when they are occupied.
As well as using internal sources such as Council tax, local land charges and planning and building control, Electoral Services consults with building developers about new builds and, when necessary, Royal Mail regarding house numbering; address verification and post codes.

* all new properties notified from street naming, * all new properties given uprn and added to register by gazetteer officer

The ERO uses a number of records and external sources to maintain an accurate property database as follows:

1) Electoral Services has a close relationship with the Planning Services team undertaking street naming and numbering. On a regular basis they provide information on new developments and there is close liaison regarding the order properties should be entered on the register etc. This team also informs Royal Mail of new streets and numbering so that postcodes can be issued and these are also used to ensure fully accurate addressing on the register of electors.

2) Planning services advise of any changes to addresses so that the register can be updated immediately.

3) The Royal Mail postcode database is checked where there is any uncertainty regarding information about postcoding and work has been/is undertaken on an ongoing basis to ensure that properties are correctly postcoded.

4) All outgoing canvass form envelopes bear a printed box where if an envelope is undeliverable the person delivering the mail can enter a reason why they have been unable to deliver etc.

5) If any difficulties are encountered in correctly addressing properties are identified as demolished confirmation

6) Work is currently being undertaken proactively to bring the f
Use of planning, building control and valuation records to identify new properties.

Property database updated from planning records received from team responsible for all street naming and numbering in the Borough.

Evidence: the Electoral Registration Officer is also the Assessor with responsibility for maintaining the Council Tax List (houses). We receive and record all known development activities including planning permission and building warrants granted. Surveys are carried out of all new, amended and demolished properties. All logged on survey database. Weekly updates of the Council Tax List noted and actioned for Electoral Registration. Also responsible for Non Domestic Rating and again weekly updates to properties which may be relevant to Electoral Registration are noted and actioned. e.g. a Self Catering Unit (NDR) becoming a House (main residence). DABVJB Service Plan.
We have a dedicated Property Officer that supervises the elections property database. He uses various internal and external sources to maintain a fully effective, operational and accurate database these include, Building Control, Planning and Mapping, Street Name and Numbering, Royal Mail, Council Tax, LLPG, GIS Team and the public. He actively undertakes quarterly visits to properties to keep abreast of new developments.

In addition to the information sources outlined in answer to Performance Standard 1 for example Council Tax, Housing Benefits which are checked regularly as a matter or course - quarterly reports are received from Planning and Building Control in relation to new/upcoming developments. Arc GIS maps are used to maintain the property database and liaison with the Council's LLPG officer is on a monthly basis.

We also use the Royal Mail database for correct post codes.
The Authority's Property Gazetteer provides information on a continuous basis to ensure database is up to date. Council Tax records are cross referenced if properties are not on our data base and applications have been received.

Contact is made with LLPG on a regular basis to update register. Notifications from planning and development control are received and included on records to ensure receipt of canvass form. Ad hoc enquiries are made to Council Tax to ascertain of properties are occupied. Formal protocols are being developed including timeframes for responses from Council Tax.

Use council tax LLPG and building control data.

New properties are added weekly and rolling registration forms sent. We use Royal Mail to check addresses and our Land Registry to locate properties as a back up to GIS (Graphic Information System). We have regular updates from Building Control.

Regular reports are received from Council Tax and the Local Land and Property Gazetteer. New properties are sent a claim form.

Council tax, planning and building control records checked on an ongoing basis
We use all the facilities above to meet the Performance standard and also the Council's planning information. Not sure much more can be done with Royal Mail or the Land Registry, both of whom take information from the Council.

1. Weekly planning list is supplied to ERO to pick up on potential new housing developments and follow up is made with Council's intranet to discover if planning approval given.
2. Building Control records are checked to discover commencement dates of new developments.
3. Council Tax records are checked to pickup on when new properties are occupied.
4. Close liaison kept with Council's street numbering & naming officer as to new developments.
5. Local knowledge - Electoral Services Officer lives locally and reports back any potential - unauthorised conversions of properties in and around home address and encourages fellow Council staff to do the same.

Records are checked on a weekly basis using Council Tax, Planning schedules, LLPG, external websites (i.e. Rightmove & Royal Mail). Every quarter Electoral Services staff undertake mini canvasses to identify new properties in the Borough.

Royal mail, land registry, valuation office etc used to maintain property database as well as internal council sources such as building control.
All new or amended addresses, which meet the requirements of BS7666, are provided through the LLPG team who work with Royal Mail and the Land Registry. The LLPG team send daily updates to the NLPG hub.

As part of the Assessors service in Scotland, which deals with property valuations, we are constantly updated from sources such as Fife Property Gazetteer and planning and building control information. Assessors information forms the basis of Council tax addressing.

Notification is received from planning and building control of new developments and properties on a daily / weekly basis. This includes information relating to street naming and numbering. Electoral services staff have access to Council Tax records which is checked on a regular basis to maintain the register of electors property database. The Electoral Registration Officer is supplied with information of households in multiple occupation. Electoral services also use the Council's mapping system to locate properties. Canvassers also identify new, demolished and changes to properties during the annual canvass. The register of electors property database is currently being data matched with the LLPG and will be integrated in the future. Returned mail received by the Royal Mail is checked and monitored and the Royal Mail address / postcode finder website is used on a regular basis.
The property data base has been brought up to date using comparison with LLPG and regular updates from LLPG - assumption this will include all new properties both under construction and planned developments

See details under Performance Standard 1. File kept of all emails, reports and memoranda received and action taken.

The LLPG Custodian is also responsible for providing details on all new developments within the district. Information on any new developments is sent directly to electoral services. The LLPG custodian is working closely with ERO staff in connection with the CORE project so that the property data base is 100% accurate.

The ERO receives regular information in relation to new developments and planning applications for changes to addresses. Royal Mail is regularly used in relation to resolving addressing queries. The ERO is also undertaking the Property matching exercise for the Data Standard and as part of this process is establishing access to the mapping and LLPG systems. In addition once the data matching process is complete a system/procedure for regular matching will be established.
The ERO on a weekly basis receives, checks and applies information from the Council Tax Register, the Planning and Building Control Sections and from the property Gazetteer to ensure that all new and re-named or re-numbered properties are added to the Council's Electoral Register database. Additionally, Canvassers engaged in the Annual audit of canvass also ensure that any new builds and any properties demolished, re-built or renamed are recorded. Information is also used from electors who may contact the Council through e mail or telephone with regard to their re-registration as a result of moving. Periodically, a list of recent changes to the Council Tax register or a list of empty properties is also obtained from that section. The ERO also checks information on a fortnightly basis with the Land Charges Section to ensure that properties are completed and in particular to check whether a search has been made on that property that could indicate that the accommodation is inhabited. The Council Tax records are checked in whole annually to ensure that all properties on the Council Tax register are also on the electoral

Details of new developments are received from Building Control regularly and lists of new properties added to council tax are received on a weekly basis. Information on sales of houses is provided from the Register of Sasines monthly Details of applications for new developments noted from council minutes and local newspapers.

Records most commonly used come from Street Naming & Numbering (on completion of the property). Canvassers provide information on new properties or change of use (e.g. flats to main house or vice versa, business to residential or vice versa). Using Planning records meant that properties were often 'created' on the system before they were built, so they are no longer used. Electoral Services are working with the LLPG people for UPRNs, CORE, etc.
Council Tax, Land Charges, Planning and Building Control records all used to identify new properties throughout the year. Canvassers also relied upon to report any new properties where, for example, a house has been divided into flats. LLPG records will be used from December 2009.

New properties are targeted via Assessor’s records. Information is received from the Planning and Building Control Departments on a regular basis. The department has access to the Local Authority Land and Property Gazetteer/Corporate Address Gazetteers which are maintained on a daily basis. Information from the Land Registry/Registers of Scotland is received on a monthly basis and actioned.

I believe we meet this standard. We constantly consult other departments within the council and check our database information is correct. We keep a list of nominated contacts who are aware of our needs and this list is retained within the manual. Our electoral team have access to council tax records; we received information on new builds within the borough; void council housing; advice on identifying plots of land or obscure properties and finally our canvassers always report back on their canvass and any properties which they suspect may have been converted into multiple dwellings. We also access the Royal Mail postcode website to ensure postcodes are correct.

Street Naming and Numbering provide us with new properties on a monthly basis. Also Council tax send out Voter Registration Forms in their home movers pack, this will also include new properties. Future plans include having an interface to be able to link into the LLPG.
Regular contact is made with council tax to update property queries raised either by them or Electoral Services. Information from council tax valuation sheets are used to adjust the property database as are engineering’s letters to owners of new properties being developed (so we have early warning of these). Royal Mail postcode finder and address searches are used on a regular basis as is information gathered from our team of 34 canvassers.

The ERO has carried out a matching exercise during the year against the NLPG and NLPG change data is now available to the ERO. Council tax send out registration forms with Council Tax information for new residents. Building control commencements are used by the NLPG Custodian in maintaining the gazetteer. The NLPG is matched against Council tax database. Some 80% matching of electoral with LLPG databases have been achieved for registration accuracy. NLPG and CORE purposes. The matching is revisited periodically.

Council Tax, Street naming, Planning & Royal Mail.
Update on a weekly basis from the C Tax valuation lists the property database. Ongoing update from information provided by Building Control of new properties together with alteration of house names. Forms are generated automatically from the software system for all new properties.

The ERO uses Council tax, planning, the GIS system and the LLPG to maintain the property database throughout the year. Royal Mail is used to check postcodes and address details. I am unclear as to how external sources, other than Royal Mail’s post code checks, would augment the NLPG and planning. Canvassers report new, demolished properties.

Matching to LLPG currently at 99%, full compliance and ongoing linkage to LLPG and BS7666 Standard expected by 31/5/09.

Electoral Registration address database has been successfully matched to the LLPG which is interfaced with Building Control/Planning. Change only updates (COUs) are exported to the Electoral Registration Dataset on a monthly basis from the LLPG to NLPG.
Arrangements are in place with the LLPG custodian and the Council's planning and building control services for continuous notification throughout the year of new builds/new addresses and demolitions.

Performance Standard 2
We believe we meet the performance standard for maintaining the property database.

We maintain the database on a continuous basis throughout the year. We liaise with Council Tax over any queries. We use our door-knockers and other staff to visit locations to verify the existence of properties in the case of a query. We plan to link up with LLPG as part of the work being carried out on Data Standards, we have an initial match of 99.74% of properties.

Supporting evidence:-
Sample of records

We use Valuation Report, Building Control Completion Reports and Street Naming memo's. Our section also deals with House Name Changes for individual houses and communicates with Utilities, Land Registry, Royal Mail, Council Department and Emergency Services.
Maintenance of the property lists and rolls for local taxation purposes means that new properties are added to the register immediately and those that oscillate between commercial and domestic use are identified and canvassed. Registers of Scotland data and local authority planning and building control information is used to update the databases. Our staff liaise with CAG staff on a daily basis.

We liaise closely with our LLPG custodian and the Street Naming and Numbering Officer - both of them check with Royal Mail on our behalf.

Information is obtained from the department responsible for street naming and numbering on the changes to the property database and the records of Council Tax, Planning and Royal Mail are used to verify the changes.

We are notified through our LLPG Department of new addresses, who work with Royal Mail, we have met the BS7666 requirements, and monitor all new housing developments.

The Register of Electors is in the process of being matched with the LLPG; whenever a new property is added the custodian notifies the ERO and we hope to receive monthly notification of amendments from the Council Tax section and details of all new, unbanded properties which will allow the ERO to ensure that all new properties are included.
1. Rigorous property verification during annual canvass. 2. Checking against council tax to validate and verify address queries. 3. Close working relationship with planning's street naming and numbering dept and monthly updates from them. 3. Access to LLPG and GIS system for verification and UPRN numbering.

Regular contact is maintained with the LLPG administrator, council tax and the council's planning team, including Land Charges, for sharing and updating all Council property databases.

Council tax records along with LLPG are checked on a daily/weekly basis.

New property or amendments to existing property records are automatically sent to us from the section which monitors the Council GPS function. Doubtful spellings or any suspected anomalies are checked against Royal Mail and/or OS maps.

Lists of new properties are received monthly from naming and numbering. The department is also in the process of linking up with the LLPG hub.

The ERO maintains a close relationship with the custodian of the LLPG/CAG and an officer in Building Control and lists of new properties are supplied regularly. Building Control inform Royal Mail of new streets and numbering and this information is received also by the ERO. We are informed by Building Control of all changes to addresses so that the register can be updated immediately and they also issue demolition lists. The Royal mail postcode database is checked when there is uncertainty about addressing. Outgoing canvass envelopes bear a printed box where if an envelope is undeliverable the postal worker can enter a reason. This information is then followed up by the use of other council records. Occasionally site visits are made if new properties straddle boundaries for example. All lists which have been consulted are kept for twelve months.

Information re new developments is supplied on a monthly basis from the naming & numbering team and is linked to the LLPG.
All Council Tax new properties. All Planning consents and Building Control warrants are recorded. CAG custodians. Sales from Land Registry. The Valuation Roll is checked to identify appropriate non domestic properties for inclusion on the register ie nursing homes, hostels etc - done weekly.

We regularly update the electoral register with details of new properties with information received from the Naming and Numbering officer who is also responsible for updating the LLPG.

Attached schedule of details and activities undertaken and list of Residential Care Homes.

Regular updates regarding new properties, etc. are received from the Street Naming and Numbering Section and amendments made to the Register as required. Attempts are made as part of the annual canvass to identify new/refurbished/demolished properties and canvass staff are paid a small bonus where found. Such properties identified during the annual canvass and at other times are changed on the Electoral Register and notified to the LLPG Manager to ensure general completeness of the Council’s corporate address gazetteer. The Electoral Register is currently being data matched against the Council’s LLPG and a 96% (111,902 properties) match has been achieved. All matched properties have been converted to BS 7666. Work to match the remaining 4% (4,661) properties is underway and is expected to be completed by the end of November 2009. All Electoral Services staff have on-line access to the Council’s Council Tax register to check/validate property information, as required, for example when telephone enquiries are made re. properties not on the database. The Royal Mail website is used, as necessary, to check addres
Database continuously updated from information received from LLPG weekly list (which now incorporates Building Control notifications)

Building Control inform us of new residential developments and street numbering plans

In addition to the measures in PS1 above, we liaise with Highways and Building Control about new properties, numbering schemes and Demolitions. We have very close liaison with the holders of the Gazeteer. We have undertaken the comparisons with other data bases as part of the CORE project, and have thus accessed Land Registry records.

The ERO uses property information supplied directly from the Assessor's Council Tax Valuation List and Valuation Roll to keep the ER property base complete and accurate. The Council Tax List and Valuation Roll are updated on a weekly basis and information is supplied directly to the ERO. Quality Control and Internal Audit checks ensure compatibility between CT and ER. CAG information is received on an ad-hoc basis from our constituent councils and is used for data cleansing purposes. Updates are received form Lands Registry monthly.

The property data base is updated on a continuous basis via the LLPG. The Custodian liaises with Royal Mail, the Land Registry and other agencies as appropriate to ensure additions, deletions and amendments are made as appropriate.

GIS notify Electoral Services of new properties. GIS also apparently liaise with Royal Mail as to what correct address should be - rather than Electoral Services also repeating this exercise. In the past we have acted upon Council Tax information also but due to the data matching exercise etc have been requested to wait until new addresses have been confirmed by GIS before adding to database.
Naming and numbering section give details of all new property addresses and property name changes as they occur. Council Tax records and LLPG are interrogated when necessary. If there is any confusion the Councils Outside Inspector will visit to clarify the address. Royal Mail website used to check post codes.

We use our LLPG Section who supply us with information of any new builds, property names, street names to maintain up to date information on the database.

Use Royal Mail also when information returned e.g. postal vote returned “gone away”

C/tax report received every two weeks; Street Naming & Numbering report received whenever there is an addition or alteration to a building’s address; LLPG website available at all times to verify formal address layout; Royal Mail online address checker used regularly; Medway mapping service used to identify anomalies in Ward/Polling District assignation; and Canvassers used where possible to identify numbering on flats and HMO’s. Street naming and numbering schedules, Local Land Charges, Property Gazzater Custodian, Canvassers during canvass time, Royal Mail Postcode web site. The checking is ongoing.

The ERO receives Property Gazatteer and Council Tax Property reports on a monthly return if not fortnightly. The data is actioned the day it is received.
Council tax, council tax local valuation amendments, completions lists, street naming and numbering, LLPG, GIS, and planning committee records all checked. List of all potential developments maintained and all visited before canvass. Developers, agents and housing bodies contacted where necessary.

Receiving information from Building Control, cross referencing with GIS & Royal Mail. Request information from Council Tax when property finalised.

We use Council Tax and Building Control records to update the property database.

LLPG updates are used on a monthly basis to update the property database. In addition Council Tax and LLPG records are referred to on an ad-hoc basis as required.

Records used: Council Tax Database, Council Tax Empty Property Lists, Transport & Design Services (Planning) Information, Erimus Housing Lists, Middlesbrough University Accommodation Lists, Middlesbrough Hospital Accommodation Lists. Recent data matching exercise with LLPG.

The ERO refers to the Royal Mail website to confirm addresses and postcodes. The ERO is engaged in ongoing communication with the Street Naming and Numbering Service at the Council. Regards is also had to notification received from Building Control in relation to commencements and completions.
A property database is continually maintained throughout the year utilising available records as outlined in Performance Standard 1.

We are NLPG compliant and the system is updated on a daily basis via the LLPG. Any individual queries are checked with the LLPG custodian.

The ERO works with the planning department to maintain an accurate property database. The ERO is provided with information about new developments, properties and any alterations made to the LLPG.

Records used: Council Tax Database, Council Tax Empty Property Lists, Transport & Design Services (Planning) Information, Erimus Housing Lists, Middlesbrough University Accommodation Lists, Middlesbrough Hospital Accommodation Lists. Recent data matching

Regular contact is maintained with the LLPG administrator, council tax and the council's planning team in sharing property information.
The ERO relies on a number of sources for information in order to verify the completeness and accuracy of properties listed. Address amendments made by electors during the canvass and on absent vote applications and rolling registration applications. The ERO checks property details against local authority records which the ERO has power to inspect. Information is received monthly from council tax concerning accounts raised on new properties. The ERO uses other records including Street Naming and Numbering and has plans in place to work in conjunction with the GIS and LLPG officers in order to maintain an accurate property database. The data standards address matching exercise is currently underway.

As stated above the Council will achieve the performance standard at level 3 by March/April 2009. An initial data matching exercise will be carried out shortly. The NLPG integration within the eXpress system will then be used for regular matching/checking. The Council Tax, Planning and Building Control systems are also linked to the LLPG allowing the maintenance levels required.

We will rely on the property database filtered down from the LLPG as that will give us the ability to meet the performance standard for maintaining the property database.

As stated in 1 above, close liaison is maintained all year with staff in the Council Tax section, Street Name and Numbering, and housing associations. Electoral staff and canvassers investigate and visit properties to resolve queries. Staff in the Electoral Registration Office have access to the local authority’s computerised mapping system.
1) Wkly memos sent from bldg control re property builds.
2) Constant contact with street name and numbering re new blds and checking of Post codes via Royal mail website.
3) Currently undertaking the address matching excersise with NLPG - do not currently check addresses with LLPG.

Records used as necessary: Local Land Charges, Planning, Council Tax and Housing. Electoral Services Staff now have viewing access Council tax software database. In addition the Royal Mail postcode checker and MapInfo are used to establish property locations. Expected link to LLPG during this register year. Canvassers provide details of incorrect property names and non residential properties.

Property database continuously updated from Corporate Gazeteer. Canvassers also trained to identify potential new or converted properties.

As set out in (3) above - when new properties created/demolished records are received. Also use of the Royal Mail address finder to verify property details. We proactively use external sources to update and validate the database. These include Royal Mail and some of our more experienced canvassers. This can be evidenced by a statement demonstrating the records checked and the frequency including how we effectively use LLPG within the service.
Detailed log sheets from Canvassers, records of each canvassers performance.

The ERO maintains the property database on a week by week basis.

Reports are received from Council Tax, Building Control and LLPG which inform Electoral Services of planning permissions, completions and finally valuations of newly built properties. Once Council Tax and LLPG have confirmed that a property is ready for habitation it is included in the Register of Electors. These reports also include changes to numbering and houses that have been demolished etc.

When the ERO is unsure whether a property exists or not, or if the ERO has been informed that a property is listed incorrectly, the entry will be checked with the LLPG team or through the Nottingham City Council GIS system to verify the correct records which are then amended if necessary.

During the annual canvass the ERO also receives information about new or demolished properties from the personal canvassers and Royal Mail. Information from Royal Mail is predominantly obtained from the red stickers attached to returned mail which could not be delivered. The ERO acts on information received from both sources and includes or remove

Updates are actioned when new properties are identified by planning and building control and forms issued to the new address. Council tax records are used on or about 15 October to establish empty properties.

Royal Mail used, Registration forms sent out via our Land Charges department with every local search

The database is updated throughout the year, using various sources including Council Tax, LLPG and new properties notified via Naming and Numbering.

Use is made of the following - council tax records, local gazeteer, street naming, development and building control, use of canvassers (during canvass time).
The property database is continuously updated with information provided on a regular basis by Planning and Building Control, Street Naming and Numbering and a list of properties awaiting valuation is provided regularly by Council Tax. In the process of data matching exercise linking properties on the register to LLPG which will ensure the database is updated regularly.

Continuous liaison and checks carried out with Council Tax, updates and information received directly from Naming and Numbering (Planning & Development Control) which enables us to update Register immediately rather than waiting for information to filter through from LLPG. Information received from Naming and Numbering is checked and tracked on Hawkeye interactive mapping service.

The ERO liaises on a regular basis with the GIS/UPRN data base controller along with building consultancy commencement and completion notices and the weekly planning bulletins. Information is also obtained from the street numbering team in transportation services who liaise with Royal Mail.

This authority receives a list from building control every month. Also a list is received from Council Tax every week. We also have access to the NLPG.
Planning completions, Council tax database, housing registers and Map info for property information in conjunction with the LLPG. On a regular basis.

LLPG, PlanWeb etc all consulted. CORE matching at 94.5%. Will increase when further properties added to LLPG (approximately 3,500). From Royal Mail, returned poll cards, audit forms etc - register updated when returned from Royal Mail. To meet the above performance standard will meet with Land Registry quarterly to update register.

The ERO uses a number of records and external sources to maintain an accurate property database: 1) Regular contact with Council Tax staff, 2) Regular contact with street naming section and planning and building control sections to identify new build work and when they become occupied so a registration form can be sent out, 3) List maintained of all residential care homes and checks made at Annual Canvass to ensure a response has been received, 4) Regular uploads made to the LLPG and work towards CORE compliance by December 2009, 5) All properties created with accurate postcodes obtained from Royal Mail, 6) Demolitions updated regularly, 7) Any new conversions from Building Control, 8) Housing records used to ensure accuracy of council owned housing, 9) Tees Valley Joint Strategy Unit regularly consulted where developments straddle boundaries in order to ensure properties are entered into the correct ward or polling district.

We use the LLPG and Uniform (our internal property database) to maintain the Electoral Register (the Electoral service and Land & Property registration services are all within the same Officer Team here currently). We receive weekly planning lists for the Planning Department to check for any new build or property developments in the area. We utilise the Council Tax inspectors for any "house splits" that should be added to the system.
Throughout the year the property database is updated on a monthly basis from lists supplied by the LA's LLPG and CAG. Council Tax address records are also compiled from this list and I thought that the Local Authority supplied the Royal Mail with street naming and records not the other way round.

The ER system and Council Tax system share a common property register and both are linked to a "shadow" LLPG updated from the three, constituent LLPGs. This ensures a constant update of information.

During the year, we regularly receive a copy of the property list which Council Tax list send to the Valuation Office and also inspect the Council Tax database to check for new properties. We also regularly receive information from our Street Naming and Numbering team.

Information obtained from Planning/Building Control, Highways, etc. Regular contact with LLPG Custodian in preparation for CORE which highlights any amendments required to the Property Database.

We use Street Name & Numbering updates each month. All returned mail is checked against Council Tax. Empty Property lists are received and acted upon each week. Our canvassers are encouraged to look for all new properties and any conversions during their visits.

Records are cross-references against Royal Mail and Street Naming and Numbering. Checks are also made for Army accommodation.
The property database is updated during the annual canvass by personal canvassers and during the year when required. New properties are added to the database when information is received from the following (i) Council tax records (ii) Commencement and completion notifications from the councils building control and planning department (iii) Local estate agents and developers (iv) The Local land and Property gazetteer (v) Royal Mail records. Office procedures are in place for collecting, documenting and updating this information.

The Registration database is in the process of being matched and linked to the LLPG to ensure that properties are added to the database frequently. We also receive monthly notification of new properties from our Building Control and Council Tax Sections which allows us to check that all new properties are included.

We are operating at level 3 but need to support the work with documentary evidence.
We receive weekly reports from Council Tax with details of demolitions, completed new builds and changes of use (eg commercial to residential). We have access to LLPG information & linked maps on the council's intranet and use this and liaison Council's Gazetteer to verify any queries. We are in the final stages of matching our database to the LLPG which will assist with the maintenance. We regularly check the Royal Mail website to help resolve address queries. During the canvass, we devise an information box for outgoing envelopes for RM delivery persons to use to provide useful feedback on undeliverable items. They use this instead of the usual RM sticker and it is more relevant to us.

Reports of new builds and revisions to existing addresses are received on a regular basis from the Street Naming and Numbering Section. The data is actioned and updated within the elections management software. Observations by canvassers during the Annual Canvass are also checked and processed. The Authority's LLPG unfortunately has not been cleansed and is not currently in a usable state.
We receive a list of building completion notices and notification of change in postal address from Building Control. The Council is in the process of setting up its Gazetteer and work is currently being undertaken to ensure that our addresses comply to BS 7666. Building Control also notify of any change of addresses so that the register can be updated immediately. Royal Mail postcode database is checked where there is any uncertainty regarding postcodes and a lot of work has been undertaken in recent years to ensure that all properties have a postcode. All outgoing canvass form envelopes bear a printed box and where an envelope is undeliverable the person delivering the mail can enter a reason why they have been unable to deliver eg. boarded up, under construction, demolished etc.

The ERO compiles and maintains the property database, using information provided by the Assessor, Building Control, Planning which is then supplied to other relevant council departments including the Corporate Address Gazetteer. Records are also checked against the Royal Mail postcode database for accuracy and property sales from Registers of Scotland.
The ERO uses a number of records and external sources to maintain an accurate property database as follows:

1. The ERO receives on a weekly basis lists from the Council Tax section which include new properties which have recently been added to their database. The electoral registration property database is updated on a regular basis using this information.

2. Electoral Services has a close relationship with Building Control who are responsible for street naming and numbering. Lists are supplied regularly and there is close liaison regarding the order properties should be entered on the register etc. Building Control inform Royal Mail of new streets and numbering so that postcodes can be issued and these are also used to ensure fully accurate addressing on the register of electors.

3. Up-to-date information from the officer responsible for the Local Land and Property gazetteer is received regularly and work is currently being undertaken to meet addressing standards required by CORE. Information is passed regularly between officers in Electoral Services and the office dealing with...

4. Building Control inform us of any changes to addresses so that...

5. The Royal Mail postcode database is checked where there is...

Continuous updates from planning and Building Control with property name changes, new developments, alterations to properties etc. Updates from council tax of all new properties identified with the local valuation officer.

We have developed better links with our LLPG people, as a result of the data matching exercise. Ongoing liaison with Technical Services through Street Name and Numbering.
We use Ctax records of new properties/accounts and update via the LLPG custodian, who collate information from planning and Building Control, together with any direct contact from the occupier.

Regular information is supplied throughout the year by the LLPG section and planning and building control sections of the Council.

New properties identified via Building Control, Planning and GIS

Use of in-house sources include liaison with Council Tax/Housing Benefits, Land Charges, Land Terrier, Building Control and councillors. Over 200 individual reviews undertaken..
We are currently in the middle to matching our data to the LLPG records and have been in regular contact with our LLPG custodian to update our records. We also receive, on a regular basis throughout the year details of new developments from our Planning Department. We also use the Council Tax Register on a regular basis to help us in maintaining an accurate database of properties.

System updated throughout the year following ongoing checks with LLPG, Council Tax, Development Control team. Post code accuracy checked with Royal mail in the event of queries.

The Service shares the same office as the land charges department consequently, we are able to identify new properties when a ‘search’ is received also as and when they are added to the Local Land and Property Gazetteer. Additionally we make regular contact with the department responsible for street name and numbering as and when they are allocated.

Reports received from Street Name and Numbering on an ongoing basis to validate new developments. Canvassers used each autumn to validate the database when making house to house enquiries.

All addresses are provided through the LLPG department who work with Royal Mail and Land Registry. We have met the requirements of BS7666. We are a growth area so also use records from the planning department of occupation progress in new communities.
The property database is maintained throughout the year from various sources of information: (1) the Council Tax UPRN list, which identifies all new properties set up for Council Tax, is checked on a monthly basis for new properties which are added to the Register property database and rolling registration forms sent where appropriate. (2) Numbering/Naming schedules are received from Building Control/LLPG department and all new properties and amendments are actioned on receipt. (3) Planning Completion schedules are received and checked to ensure newly completed properties are registered (4) GIS system is used to ensure properties are added to the correct polling district/ward on the Register.

Use is also made of Royal Mail's postcode/address information on its website but it is not wholly accurate - again no record kept at present. As previously mentioned at PS1 above, access to Council Tax records is permanently available. Completion lists

We maintain a property database throughout the year by way of the Local Land and Property Gazetter - previously the addresses have come through automatically into the holding area of the eXpress system. Currently we have issues with the software provider which means this does not happen automatically. We are currently adding new addresses manually. We have access/viewing rights to the Council Tax register and interrogate it regularly.

Updates made continuously as information is provided. Database checked recently against the new LLPG.

Use council tax, royal mail and LLPG records as and when
To reach this standard we:

• Receive lists of demolished / completed properties, on a weekly basis, from the Corporate Information Team. The properties are added or removed from the register as appropriate. Rolling Registration / Voter Registration forms are sent to any new properties added to the register.
• During the Annual Canvass deliverers and canvassers check for any new or demolished properties within their canvass area and report back to the elections team. They are checked against the gazetteer and council tax and added to the register.
• Check properties and post codes on the Royal Mail’s online post code checker, following queries from electors.

We liaise with the LLPG section when canvassers inform us of new properties found when they are delivering canvass forms and we also get notifications from the LLPG section on a weekly basis and update our records accordingly.
• Council Tax records – new properties, those demolished and conversions
• Liaise with planning services to obtain information referred to above
• Local Land and Property Gazetteer – in process of development

We use Planning and Building Control records along with Council Tax information with regard to new properties. Also, we update our records with regard to any new builds established by canvassers when issuing the annual canvass form or delivering poll cards.

In addition to the above at election time poll card deliverers complete a form for any additional properties they do not have a poll card for – this is then actioned with planning and council tax.
See above re the year-round liaison and flow of information with Council Tax. The electoral services section is working closely with the IT section on the accuracy of LLPG data with a number of changes being made to the registration database as a consequence.

Royal Mail records are checked by our Local Land and Property Gazateer and forwarded to Electoral Services when new build properties are identified. Land Registry not used as there is a cost involved per address checked and there is no specific budget available.

As specified above + returns by Royal Mail at annual canvass and results of visits by canvassers to investigate apparent new build

We use our colleagues from planning/street naming and numbering. They will send all new properties to us and we then make a decision, with talking to council tax, when to add the properties onto the database.
We are pro-active in ensuring a complete and accurate property database, we use other councils records, information on planning applications and completions. We work heavily with other departments such as Council Tax, street naming, local land and property gazetteer to maintain accurate property information. Personal Canvassers inform us of any new properties at canvass time and we carry out our own canvassing and investigation of property issues throughout the year. We contact Royal Mail regularly to ascertain addresses and new property locations. The facility to contact new property via new/first council tax bill proves very useful.

LLPG, Council Tax, Development control records cross referenced for new properties and queried property addresses as needed.

In addition to using LLPG electoral services uses the Royal mail postcode finder.

We check Ctax, planning, LLPG and the CAG throughout the year on almost a daily basis, especially with queries from public and other agencies.
Council Tax & Property information records are checked regularly (including the annual canvass period) to verify and validate the data held on the electoral register.

Monthly updates from Street Naming and Numbering and checks against changes in the Council Tax database

Information provided internally on new developments/properties. Checks made on void properties.

We receive updates from our numbering and naming section, we liaise with C.Tax on a new developments and work closely with our LLPG officer.

The property database is updated once a year using the LLPG. Steps to increase the frequency of checks will be undertaken once the systems can be more easily linked.
property details are checked using information provided by engineers detailing new and demolished properties together with properties which cease to be residential. Regularly use Council Tax, building notification of development completion all year round.

Sent monthly list by Corporate Address Database/LLPG. This lists new developments, new individual properties and changes of house names. Also canvassers used to identify new properties during the canvass period.

The ERO (in Scotland) maintains a property database which mirrors the domestic database maintained in his role as Assessor for constituent local authorities. In his capacity as Assessor has access to all property planning applications and monitors all such changes/alterations.

The ERO receives information from the Council's Planning & Building Control department with regard to building completions and also liaises with the same department as regards the LLPG; completions are received on a monthly basis.
The ERO relies on a number of sources for information in order to verify the completeness and accuracy of properties listed. Address amendments made by electors during the canvass and on absent vote applications and rolling registration applications. The ERO checks property details against local authority records which the ERO has power to inspect. Information is received monthly from council tax concerning accounts raised on new properties. There is a program in the Council Tax Management System “ER - Council Tax Movements” to which electoral staff have access. The ERO uses other records including Street Naming and Numbering and has plans in place to work in conjunction with the GIS and LLPG officers in order to maintain an accurate property database. The data standards address matching exercise is almost complete. The ERO has access to the Royal Mail database and regularly checks addresses when mail is returned undelivered.

Whilst Road Naming and Numbering Reports, normally issued monthly by the Council are used to identify new properties, the use of Land Registry records to identify properties is not possible as an address has to be given; this Council provides both Royal Mail and Land Registry with the correct addresses and the electoral services office, as noted above, have these records supplied on a monthly basis. On this basis level 4 is achieved but cannot be claimed under the above criteria.

Council tax and NLPG records are used to update the register during the year and also at canvass time.

Royal Mail and commercial websites such as Upmystreet and Streetmap are used to check our findings. If additional properties are found or anomalies, these are checked out. Personal canvassers during annual canvass highlight new developments or developments coming on line. Regular contact with LLPG. Council tax contacts informally provide information.
We cross reference our records with those held by Council tax, planning applications and completions, street naming and numbering and the Local Land Property Gazetteer. We also use the register of Births, Deaths and Marriages. These records are checked monthly.

Royal Mail are contacted to check queries on addresses. Royal mail postcodes are also contacted to check for accuracy of post codes as and when needed.

3. Council Tax and LLPG databases are used with access to Royal Mail postcodes for confirmation of any discrepancies.

The property database is maintained on a continual basis. The LLPG custodian provides up to date information regarding new build or change of use properties. Also the use of canvassers to deliver poll cards in their own "patch" means that people on the ground report back changes to the property database. The use of the planning databases together with the Royal Mail and other sources enables a checking of the various property databases in the authority with external sources. This is scheduled for each year mid way through the canvass to pick up any anomalies.
We are sent emails from our GIS section informing us of any new properties built or details of amended addresses.

See 32 above.

Council tax, planning and building control records checked on an ongoing basis
Currently we update our property database from advice from our planning dept and also written feedback from our canvassers. We also update postal codes periodically. We are not yet receiving property data from our LLPG as we have yet to complete our data matching work but once completed in early 2009 we will rely solely on the LLPG for any property changes (any field information our canvassers pick up will be fed back to our LLPG) and we will update weekly.

We receive updates from the councils planning department, have online access to the gazetteer and can inspect council tax records when needed.

Throughout the year we are proactive internally and externally regarding our property database. Internally we work closely with the Local Land and Property Gazetteer, The Street Naming and Numbering Officer, Local Land Charges, Council Tax, Housing Lettings and Parking Control Services within the Council to ensure that the electoral registration computer system maintains an accurate property database. Externally during the time of the annual canvass our canvassers identify a number new properties that we have not already been advised exist and prior to the canvass taking place we write to Roehampton University and St George’s Hospital Medical School in order to update the properties we have for Halls of Residence.
Use of street naming lists from planning department to ascertain new developments or changes to existing dwellings, use of land charges info to double check address information. Use of Royal Mail website to query address/postcodes.

As in standard 1 - we use information from Ctax and Planning and LLPG

• Council Tax, Planning and Building Control records are all used in a continuous process to update and maintain and verify the electoral property database.
• The annual registration canvass is undertaken via personal canvass in all areas within the Borough and conducted with hand delivery of canvass, by appointed canvassers with precise instructions with regard to locating, canvassing and reporting any new residential units i.e. new, restored or property sub-divided into flats etc.
Receive notification from Building Control/Street naming and numbering, of all new buildings and have viewing access to the LLPG to ensure property placed correctly in the Register of Electors. All notifications placed in a file, dated and processed as received. Properties to be eventually referenced direct to the LLPG. Note our Council LLPG system is a fully spatial system based on a GIS system. ‘Street naming and numbering’ consult with Royal Mail to resolve any address issues the ERO uncovers as this is the preferred approach at this authority and then the result will be passed to all the departments that need to know.

Address development officer (LLPG) notifies relevant sections of new developments, house name changes etc. We also receive completion notifications via Building Control and weekly lists of planning applications submitted. Valuation office list also checked monthly.

Regular updates of property amendments are received from the LLPG Section and from Council Tax. Minutes and reports from Planning Committees are also used to check property information and add/amend/delete properties. Electoral Services staff also have ‘read’ access to the LLPG system to check property details and UPRNs.

LLPG custodian maintains the property database on a continuous basis, using information from Royal Mail, Valuation Office, Street Naming and Numbering and Council Tax sections. Information will also be obtained from personal visits.

Electoral Services receives information and updates from the street naming and numbering officer and links to the GIS system. Regular meetings with the LLPG and GIS officer take place to monitor progress towards compliance with data standards and address matching.
The property database is continually updated throughout the year as a result of information from various sources.

Council tax records - weekly. LLPG, street naming & numbering - monthly. Royal Mail on a regular basis (when necessary to check postcodes etc.). Building control inform us of demolished properties as and when necessary and send forms to new developers so that street naming & numbering dept are kept informed who in turn notify ERO.

Records held by Council Tax and the Local Land & Property Gazetteer (LLPG) are checked regularly throughout the year. Information from the Planning and Building Control departments is utilised by the LLPG Custodian to update the corporate property database.

In practice we only use planning and building control information to a limited degree, because our experience shows that council tax and street naming and numbering information is more useful and reliable as it tends to relate more closely to the completion or occupation of properties.

The ERO works closely with LLPG Officer and has strong links with Building Control and Planning who advise of all completed permissions and street and property namings.
Information of new build properties, demolitions, split properties (ie flats and HMO's) received from Land Charges, Street Name and Numbering Dept, Council Tax on regular basis to update and amend property database as appropriate.

We liaise with the LLPG section when canvassers inform us of new properties found when they are delivering canvass forms and there is also liaison with Royal Mail on address and post code queries. We also receive notifications from the LLPG section on a regular basis, informing us of any new properties and we then update our systems accordingly.

We receive details of new builds and address changes from the LPG and SN&N team and we do use the Council Tax VO report which details property changes.

Liaise with Council Tax, LLPG records to ensure that all properties match. Update records as when advised of new properties etc.

Receive regular updates from the LLPG. Also use Council Tax or Council's GIS system to resolve anomalies. Canvassers are required to check properties that they visit and report on any differences that they find. Royal Mail is used for further information.
Sources of information used regularly to verify and validate property records held on the electoral register are those used by Council Tax, Building Control and Planning Section and Local Land and Property Gazeteer. The Royal Mail have been contacted in the past and asked to assist with address and postcode queries, but they have been generally uncooperative and reluctant to provide assistance.

see standard 1

Building control records fed through automatically from GIS, property database updated weekly to CORE standard. Both Adur & Worthing council tax records and GIS used throughout the year including the canvass. Post office post code database also used throughout the year. Investigations made throughout canvass where canvassers find properties vary from database.

Council tax valuation lists and building control records used to update the property database
We use our LLPG, internal land and property system (Acolaid) and our GIS system to maintain our property database. We receive regular updates from the planning department with details of new builds and utilise our outside inspectors (in Council Tax and Housing) to check out the lie of the land if we cannot establish it from the GIS. We use the Royal Mail postcodes website and Up My Street. We use the canvassers at Annual Canvass to check any anomalies. We ask councillors and Parish Councils, who know they patch better than anyone to check registers and report anomalies which we then follow through to conclusion.

It is the role of the LLPG Custodian to liaise with the Royal Mail and Land Registry and ultimately the LLPG Custodian supplies the information to the ERO so there is no need for the ERO to contact such agencies.

Planning department supplies information on new properties and canvassers record any properties that may have been missed and ensure that they have a canvass form.

Monthly lists of completed properties are supplied by the council’s Development Control section, detailing new address information. Secondary checks are made with the Royal Mail database, but all additions and amendments are only made in conjunction with consultation with the LLPG.
Canvasser training programme highlights requirements to visit properties who have not responded to the annual canvass. We ask that they visit every property on their list once, although some do visit more often. Canvassers are asked to submit their completed lists at the end of the 'house to house enquiry' stage of the canvass, as well as any completed canvass forms.

Canvassers required to carry out a minimum of 4 visits, at different times of day, to non-responding properties. They are required to record the date and time of each visit. Doorstep assistance to the elector provided by the Canvasser upon request. Use Council Tax for clarification on occasions.

The majority of our annual canvass forms are hand delivered by canvassers, 2.68% of the overall amount are posted by Royal Mail. These are the more rural areas where we receive an average response rate of 95%. All canvassers receive instructions as well as response sheets to record their deliveries and where issues have arisen. Door knockers are provided with an address list to mark the outcome of each property visited. Unfortunately we did not achieve 100% door knocking of the non returns at final reminder stage due to budget constraints. However the areas we did cover were very successful. We will be reviewing our annual canvass plan for 2009, paying particular attention to the door knocking activity and how we can achieve 100% visits to all non-respondants.
The canvass plan and results are available for inspection.

During the annual canvass house-to-house calls are made to non-responding properties on two occasions by canvassers that are trained and work to a planned timetable. The canvasser's work is monitored and they are required to complete worksheets detailing their visits and any other relevant information that can be obtained. Contact is made with warden controlled properties to assist canvassers with access. Where there are queries on the information provided checks are made using Council Tax records, contact is made by letter or telephone for further information to properties, site offices for new builds, college administrator for college properties and hospital administrator for staff accommodation queries. In addition all properties receive a letter if they have refused to complete a registration form following a visit from a canvasser.

Canvass plan & Canvasser Guidance Manual in place. House to house enquiries made on up to 3 occasions. Response rates by canvass area tracked/monitored & issues managed in a timely way. Canvassers complete worksheet noting time/date of visit(s) and any facts which may be of assistance. Guidance provided on accessibility issues. Nursing Homes/Residential homes registration handled as a separate process.
• All properties on the Strand Database initially receive a canvass form delivered by Royal Mail. This is followed up by a reminder also delivered by Royal Mail. After the third and final reminder stage those properties which have failed to return a canvass form are matched to the Local Authorities Council Tax Database.
  o Those properties where the tax payer and elector match and all rural properties are issued with a final reminder delivered by Royal Mail
  o Those properties where there is a mismatch are selected for a door-to-door canvass.
• Canvassers given a comprehensive canvass instruction during training. This is reinforced with a written instruction for reference.
• Canvassers work is closely monitored by supervisors for progress and accuracy.
• Supervisors make regular contact with canvassers and provide positive feedback and support.

There is a comprehensive written project and risk management plan for undertaking the canvass, including training for canvassers and monitoring their progress; canvassers are only paid for registration forms returned and are instructed that the ERO expects them to make at least 3 personal visits to any property at different times of the day (and to record those dates and times on the canvass form) if they cannot obtain the information earlier. All such canvass forms are returned to the office for checking that the dates and times are indeed recorded and to compare the existing registrants’ details with Council Tax records.

we have a canvassing plan on where, how and when visits are made with a canvass guide for all canvassers and also have a canvassers results from each canvass.

The section works closely with Health and Safety Unit, Equal Opportunities, Central Call (councils call centre) and the Police to ensure the safety of canvassers at all times and also understand the needs of specialist groups of electors who may have problems completing their canvass forms. Properties with potentially violent residents are identified and are not visited. A system is in place with Central Call to monitor canvassers whereabouts and an escalation policy between ES and the Police is in place in the event of an incident involving canvass staff.
Planning for house-to-house enquiries and identification of difficult to canvass areas are dealt with during the annual canvass as well as monitoring of canvasser performance. Lack of resources do not allow for personal house to house visits throughout the year. Note canvassers do not undertake initial deliveries of Canvass forms and only go to non-responded households.

The Electoral Canvass plan sets out the process for the annual canvass, which includes a minimum of two personal visits, by the canvasser, to houses that have not responded. All visits made are recorded. Progress against the plan in terms of the number of returns and number outstanding are monitored on at least a weekly basis during the canvass.

Canvassing records are available in my office for inspection. However, it would be beneficial if more resource were available to carry out house to house enquiries throughout the year.
We feel we would normally be above the performance standard, however we have marked ourselves down this year as we had an issue with one canvasser in one area that caused our overall canvass % return to decline. We had noted that we were not getting responses from the area but were assured that the canvass would be completed. The reality was that the canvasser left it until the last few days when there was not time for follow up. We do three mailings of canvass forms and then a manual canvass. Our view is that this should be changed to two mailings enabling more time for a manual canvass. Our canvassers remuneration should also be changed, at present it is currently weighted to visiting a property rather than obtaining a response.

CANVASSING PLAN
SEE CANVASS TIMETABLE AND ONE PLAN EVIDENCE
SEE CANVASSER INSTRUCTIONS

CANVASS RESULTS RECORD
SEE CANVASSER LOG OF DATES VISITED AND TIMES ON FORMS
SEE CONTROL SHEET 1 FROM SUPERVISORS
CANVASSING STRATEGY
TIMETABLE FOR VISITS
CANVASSER/SUPERVISOR/CONTROL OFFICER INSTRUCTIONS
CANVASSER LIST OF STREETS/HELPFUL NOTES
INFORMATION IN OTHER LANGUAGES LEAFLET
CONTROL SHEETS TO MONITOR CANVASSER PERFORMANCE
EVIDENCE OF VISITS TO NEW DEVELOPMENTS THROUGHOUT THE YEAR TO IDENTIFY POTENTIAL NEWLY ELIGIBLE RESIDENTS
USE OF CITIZENSHIP CEREMONIES TO REGISTER NEW CITIZENS TO THE AREA
IDENTIFICATION OF 16/17 YEAR OLDS ADDED TO HOUSEHOLD FORM, THAT CAN BE ADDED AFTER 1 DECEMBER 2008
USE OF COUNCIL TAX INFORMATION AT 2ND STAGE, AND AFTER PERSONAL CANVASS, TO LOG VOID PROPERTIES, AND LOG WHERE INFORMATION IS SAME ON COUNCIL TAX AS ON EROS.
DURING THE YEAR, PERMANENT STAFF WILL VISIT AREAS WHERE THEY HAVE QUESTIONS AS TO RESIDENCE, NEW PROPERTY ETC. IF A CUSTOMER NEEDS HELP AT HOME E.G. TO COMPLETE A
All properties that do not return a canvass form by the 4th stage (personal canvass) receive a visit from a canvasser if no one is home on the first visit, a card is left advising of the call and when a further visit will be made. Canvassers receive an updated list during the canvass so they only carry out a further visit if we have still not received a return. If there is no answer on the 2nd visit a further form is left with a card advising of need to return. The canvassers are required to record the date and time of their visits and any further information on a canvasser record sheet which is provided for each property. The forms returned by the canvassers are recorded against their canvass area so that I can monitor their response rates.

All canvass staff are issued with reminder forms and log sheets for non-responding properties. They are required to record dates of visits and asked to call at least 2 times. We monitor return rates for canvassers and award bonuses for high percentage returns.

Canvass project plan is reviewed following each annual canvass and is finalised each year in June. The process includes training for Canvassers in August by means of written instructions, a powerpoint presentation followed by a question and answer session. Delivery of first form is performed by the Canvasser whilst undertaking a survey of the area allocated for any changes. Forms are then printed for all non-responding properties and supplied to canvassers. Each Form has two spaces for times and dates of visits to be recorded. Returned canvassed forms are checked on a daily basis to monitor progress and to identify any errors or poor performance. Canvassers are paid by results. Once all canvass forms have been completed and processed, final reminder forms and letters are posted to all outstanding properties. A registration day was held in an area where canvassing is not desirable, canvass staff spent a day at a local community centre to help residents complete their forms. Fliers to each non-responding property were delivered the week before, and a poster campaign was undertaken.

We employ canvassers to hand deliver all canvass forms and they then revisit all those properties that have not returned a registration form up to three times. Each canvasser completes a canvassers record of visit sheet indicating against each property the dates in which they have visited and whether a form was completed or a form was left for the householder to return.
Blyth Valley does a personal canvass - all properties are visited. Liaise with Council Tax regarding empty properties.

Canvassers required to visit on at least two occasions and record the visits, as documented in the Canvass Plan.

2008/09 register canvass adopted a different approach to previous years and the evidence supplied outlines the processes and actions applied. Given that, as a result of a By-Election the register was closed in early November we still returned a canvass response level of 92.87% which compares favourably with the previous years 91.78%. In addition to traditional canvassing electoral registration staff interrogated and updated the register using Council Tax records.

visits are carried out at stage 3 of the annual canvass, notes and record of visits made. Plan reviewed annually.

A strategy is being developed to meet the objectives of the Canvass Plan, which will be fully implemented in 2009.

In addition we employ a special team of canvassers to visit large establishments such as nursing homes and houses of multiple occupation (HMOs).

We have not used personal canvasser's in the past we reach a high percentage and have found it quite difficult to recruit, but we are having lots of interest regarding hand delivery for poll cards. We intend to use canvasser's for this year's canvass.
• We produce a Comprehensive Canvass Plan each year - showing how and when house to house enquiries made
• Progress monitored against Plan
• Each canvasser keeps a record of contact made with residents
• Canvassers performance closely monitored during canvass

Annual canvass includes a detailed canvasser manual, timetable and logsheets to record visits to non-responders after two forms have been delivered. Canvassers are required to make up to three additional visits at the final stage to obtain a response.

Targetted canvassing based on level of outstanding canvass returns. Contact with residents recorded through canvasser records
Canvassers receive training and are issued with comprehensive detailed guidance notes on how to carry out the canvass, including the purpose of the canvass, procedures involved, possible queries, personal safety. They must record on each form the date and time of each visit made to a property.

A canvass plan is drafted in the summer, highlighting where potential problems may arise. Canvassers are recruited with problem areas requiring more staff. Canvassers performance is monitored on a weekly basis during the canvass period.

Informal procedure plan but not a "comprehensive written plan" this is being undertaken with a general review of procedure in the light of other authorities experience and pending a report on a new structure / succession planning and staff levels grades following job evaluation.. Current procedure is to send a Canvass form preprinted with the previous electors details but addressed to the occupier to all properties late August, followed by a Reminder then a Final Notice. Two year non responders are deleted from the Canvass Register prior to the start of the canvass to ensure a blank form is sent rather than a pre printed form (to encourage any "new" electors to complete). A letter is sent to all "No Elector" properties in February prior to an election. Consideration is being given to writing to "all" electors prior to an election in future (a mini canvass) which would tie in Registration and promote the election. Use of Canvassers (door knocking) is considered in any particularly poor response areas (less than 80% ) Our over all response rate is 86% . Use of Canvassers o

Personal visits are not undertaken throughout the year as is it felt that the thorough system adopted to reach all new occupiers by post through information from the council tax list, together with the postal canvass of all "empty" properties in Jan/Feb each year etc. and combined with the promotional activities undertaken is sufficiently adequate to identify and/or alert potential new electors.
An action plan for the annual canvass is produced each year, together with risk assessment and business continuity provision. The previous year's canvass and canvasser performance is evaluated in written reports. Records are maintained of properties where canvassers have contact with residents and forms with comments are scanned in to the property record on the Electoral Services IT system for easy identification.

During the Annual Canvass a personal visit is made by the Canvasser to all properties in their area who have not returned a form 'A'. A log is kept of all the dates and times of their visits and at least two visits must be made to each non-responding property.
Canvassers are given clear instruction on when & how to visit properties both verbally & in written format. They are told to visit at a different time of day should their first visit be unsuccessful. Specific advice is provided on dealing with holiday homes and service properties due to the number of these in our location. Canvassers are contacted each day to feed-back what forms have been received by post and to reduce the number of unnecessary 2nd visits. This daily personal contact assists with monitoring their performance and in identifying any potential problems. We do not carry out personal visits outside of the canvass period.

House to house enquiries are made only in targeted areas where requisition response is particularly low.

A canvass plan is in place to meet the objective of house-to-house enquiries being made in respect of non-responding properties. All contacts made by canvassers are recorded on an individual form for each property.

A three- postal reminder system is in operation before canvassers visit selected properties

Resources do not allow us to carry out house-to-house enquiries throughout the year.

Canvassers are requested to carry out a house-to-house enquiry for properties with a non return wherever possible. A non-return form is completed with details of visits and filed. This year for the first time after the reminder forms were posted, the Elections Office sent out a strongly worded letter to all non-responder properties.
The ERO has a Canvasser Handbook detailing the requirements of the canvasser's role and health and safety guidance in undertaking house to house enquiries.

Canvass areas identified and maintained on database. Reporting functions allow previous years' % responses to be maintained for analysis. Written instructions and all canvassers have to attend a training session prior to commencing work. Performances monitored. Annually canvass reviewed to try and improve our responses and the number of canvassers employed and the quality of the canvass.

Where a property has not responded to the annual canvass the canvassing plan requires two house to house enquiries. Each house to house enquiry is recorded by the canvasser of the outcome of the visit.
The ERO has in place a fairly detailed canvass plan which covers all the elements required to meet the performance standard. It also contains elements of level 4 but could not be termed a strategy and as such the self-assessment errs towards defining current compliance as level 3.

Full time canvassers are employed from August until end of October, they are issued with an instruction manual, timetable and up to 4 copies of the canvass form for each property (2nd, 3rd and 4th form if no response from property after initial delivery).

All canvassers have a sheet with the addresses they must call at, against the addresses they log the date and time of calling. When a form is received/completed on the doorstep the canvasser logs this on a separate sheet which is how they are paid.

3. Each canvasser is provided with a plan and deadline within which to carry out door to door enquiries. Canvassers are provided with street registers in which they are to record the 3 visits they must make to each property.

canvass plan prepared - results are monitored in full detail on the electoral registration module of the election management software
The ERO has a policy of sending 3 registration forms by post and if no response is received then canvassers are used. However with the rural nature of the District not all areas can be canvassed.

Plans include "Canvassers Instruction manual, Canvass Planner/Spreadsheet. During the canvass a daily responses report report is run off the system (by canvass area/polling district). Canvassers sign and return declaration of delivery at each canvass stage.

Canvassers are employed to visit all non-responding properties in the whole of the Borough. They are supplied with comprehensive written instructions and receive training beforehand. Their visits and actions taken are recorded on a worksheet.

We meet the performance standard where we are able to recruit canvassers but we have not been unable to recruit canvassers for all areas. A lot of the un-canvassed areas are in rural areas and there hasn't been a big difference in the number of returns for those areas since not being able to find canvassers. Having said that we are now targeting those areas.

Although there is no written plan, each canvasser is supplied with a detailed instruction letter which requires properties which have not responded to the annual canvass to be visited at least three times. Canvassers are asked to record their visits to such properties. A timetable is also supplied to each canvasser.
Household enquiries to every non-responding properties. All non-responders visited at least once. Letters & forms sent to all non-responding households.

Elements of a strategy are in place, including the monitoring of canvasser performance. However, this is centred around canvass time rather than year-round.

We have a written plan but could not recruit sufficient canvassers

The Council carries out house-to-house enquiries following the 2nd reminder stage. We have written instructions for the canvassers, which instructs the actions to be taken, includes health and safety advice and induction is held in advance on the house-to-house enquiries starting.

House to house enquiries carried out for all non-responding properties. Each visit recorded in canvasser's logs.

A detailed plan for the canvass is produced detailing the canvass timetable including the dates for the design of the registration form, data runs sent to printers, dispatch of registration forms by Royal Mail, appointment of canvassers to visit non-responding addresses, training for canvassers, personal canvass stage, and checking against other Council records. All addresses that do not respond to either the initial registration form or a reminder form then get personal visits by canvassers. Borough is divided into 180 canvass areas. Each canvass area includes between 60 and 400 properties. The size of the canvass areas are reviewed at the end of each canvass to ensure that they are not too large. Canvassers must visit each address on 3 occasions, before delivering a final reminder form if no contact has been made by the third visit. Canvassers are expected to return completed forms on a weekly basis, and each canvasser's work is supervised by a member of the Electoral Services team to ensure that they keep to the timetable and they are correctly completing forms. Each canvasser must complete a logbook of the visits made to
We provide training for all canvassers prior to the personal canvass where they are required to make minimum of two attempts at contact. Canvassers make a log of dates and times of attempts at contact. We also encourage canvassers to make contact with scheme managers of any sheltered accommodation in their area to get their assistance in completing forms for residents and indentifying empty properties. We monitor forms returned by canvassers and keep them updated as to the percentage of total forms issued to them.

The Electoral Registration/Elections Office itself is not resourced (finance and staff) for the last point of 4. above (personal visits) but Dartford does perform the other tasks listed in 4.

Written plan contained in a number of documents, for example canvass timetable, canvasser instructions and canvasser statements on door to door enquiries. Progress is monitored by software reports and return of canvasser documents.

The department has a written guidelines for canvassers outlining the law, their duties and what is required. Canvass results are recorded and further investigations are made using other available sources, Council Tax, Housing Benefits, School Registers via the Education Department etc. Every canvasser has a workbook to record date, time and outcome of visits. Non response household details are recorded in the details column of the workbook. Canvassers are trained to record details of visits in their notes. For example - "Male mid thirties dark hair refused to give information, Black Ford Focus with personalised Number Plates M3 DRW parked on driveway". We train them to record any additional information which may be of use to us when making further enquiries using other records.
Electoral Services carries out all of the functions to hit the 'above performance standard' target, apart from making personal visits throughout the year. Personal visits are, at the present time, limited to the annual canvass. However work is being undertaken to develop a canvassing strategy utilising support available from Neighbourhood working including mini canvasses in areas low registration.

*Canvassers must visit the property on three occasions and a diary is kept, *if no response after three visits a letter is left informing the resident of the consequences, copy of Form a returned to election office to obtain data from other registers.* Payment to canvassers is performance related

The ERO has a comprehensive canvass action plan supported by a timetable which highlights all significant events between the start of the canvass in August and completion at the end of November.

Casual members of staff are engaged to support permanent staff members throughout this period and to ensure that a helpline is available to assist members of the public in completion of their form or in connection with telephone and internet registration.

All households receive a first form and two reminders if they do not respond, which is followed by visits from personal canvassers. Canvassers are required to call on more than one occasion.

Residents have a choice of registration by post, by telephone and by internet. Those with changes to their details must return their form by post. It is not felt that making changes to details by internet is advisable as their needs to be consistency in the way details are entered and electoral staff must make decisions on eligibility etc. from written information. This can then be followed up with queries by phone or letter if necessary. There are also currently requirements in legislation.

Recruitment for personal canvassers commences in June/July.

The electoral Services Team undertake responsibility for supervising the appointment of canvassers.

Personal canvassers are required to complete forms with detail.
Fully monitored canvass. Canvasser visits carried out within specific time and records kept. Initial hand delivery for canvass form followed by two postal reminders prior to canvass to focus resources on visiting the non-responders. New properties identified from street naming and numbering and valuation office are sent rolling registration forms. These are posted not a personal visit.

Evidence: 2008 Canvass Timetable and Schedule of Tasks, Annual Canvass Report (evaluation of previous year's canvass and "lessons learned" together with results of canvasser feedback survey), Risk Register, DABVJB Service Plan, Canvass Responsibilities (work plan for staff/allocation of tasks).
Ealing has a robust and effective strategy for carrying out a successful annual canvass (97.2% return, despite being one of the largest and most diverse boroughs in London). Canvass project plan in place (timescales, progress reporting, responsibilities, etc), canvassers well trained and performance closely monitored. Canvasser patches identified and scored on difficulty levels, hostels, residential homes and sheltered housing separately canvassed. Canvassers provided with translation materials and necessary equipment to carry out tasks successfully. Risk register compiled for canvasser safety along with robust risk assessments. Outside of canvass 'special initiatives' undertaken to identify residents from 'hard to reach' groups - 2007/08 concentrated on the Polish Community, visits to churches, advertising in Polish press, use of Polish Councillors to raise profile, Polish days registering at Polish shops, meeting places etc, this resulted in 30% higher registration rate - 2008/09 concentrating on British Somalian community, no figures as yet, much of the same employed. Vis

During the annual registration period, electoral staff and canvassers follow a canvass plan and timetable which outlines the process from start to finish. House to house enquiries are made of those properties where despite 2 forms being sent by post, no form has been returned. Canvassers are issued with worksheets where they record the number of visits and the outcome of that visit, the minimum number of visits being 2. In addition to a bonus scheme which rewards high percentage returns, in 2008 we piloted a mop-up team to target those final polling districts where returns were still less than 90% with a further incentive of an increased payment per visit to property.

We have also chosen to prosecute two year non-responders and we start this process in January after each register is completed.

Unable to cover all of registration area due to being unable to attract canvassers to rural areas.
Training of Canvassers is carried out and they have a comprehensive guide to their duties, which includes a timetable for house-to-house enquiries. They are made aware of the timetable for meeting objectives contained in the guide. Canvassers are required to complete a Log Book/Work Record and forms for each non-responding property to record visits, conversations and information obtained. Software produces data of returns which is used to monitor canvassers’ progress.

The canvass plan is detailed in a file (impossible to email, but can be inspected). Home-to-home enquiries are made to all properties where no response has been received. Canvassers' forms are monitored to ensure high response rate, which is how success is measured (see example at Appendix D). Copy of timetable attached (appendix K).

We use an informal timetable plan. Due to staff shortages for the last year have not been able to produce a comprehensive plan.

Training includes a comprehensive training manual, health & safety guide, lone working policy, information about dangerous dogs and potentially aggressive people. We have regular contact with canvassers and assess and acknowledge their achievements on a weekly basis.

At present, because we have relatively new software, I cannot print a short form of canvass results record showing each stage of the canvass. I can produce one showing the final results if necessary.
We carefully monitor canvassers, ensure they are trained and follow the detailed hand book we prepare. We employ different strategies each year to improve results and similarly have a bonus system of payments. Translations of the registration process are given to canvassers and where necessary followed up from the office.

1. Timetable in place for all aspects of the canvass. 2. Procedure notes for personal canvassers are supplied and updated yearly to take account of any changes in legislation or to the local area. 3. Letters are also sent to non-responders after personal canvassers have been unable to contact or get a response from a property. 4. Regular printouts are made at each stage of the canvass showing rates of response etc

Canvass Instructions are issued to Canvassers. Canvassers are instructed to undertake at least 2 personal visits to non responding properties. Progress is recorded on each individual form as either a successful visit or date/time when canvasser visited property.

Whilst ranked at level 3, we do undertake some level 4 activity eg monitoring canvasser performance, considering the needs of particular areas. However, we do not have the resources to undertake personal visits throughout the year. In 2008 we achieved 98.9% response from households and we continue to pursue non-responders as well as use other records and pro-actively invite new residents to register in order to maintain accuracy and completeness of register.
Although a full written plan is not currently used, information is maintained on non-responding properties, all canvasser visits and responses from households.

House to house enquiries are made where there has been no return from canvass in both the current year and previous year. Records are kept of visits and outcomes in order to monitor results.

A canvass project plan is put in place during the annual canvass. This includes a risk register, canvass timetable, print details, telephone, internet and SMS contract, appointed canvassers, canvassers job description, guidance to canvassers, canvassers health & safety handbook, lone working policy and calling cards. The project plan is monitored using the canvassers working register, outstanding property lists and canvass results.
Whilst there is no comprehensive written plan, an annual house to house canvass is carried out in accordance with legislation and guidelines. This includes personal visits, monitoring response to canvass at all stages including follow-up personal canvass to non-responding properties. There are detailed instructions to canvassers, including risk assessment, so not sure if this meets Performance Standard or indeed above the standard.

Self assessment 3 has been chosen as we do not carry out personal visits throughout the year. We have a detailed canvass action plan setting out a timetable to complete the annual canvass to ensure publication of new register by 1st December. Forms and 1st reminder are sent out via royal mail with canvassers employed to chase non responders. Contact made by the Electoral Services Officer with the Welfare Officer at Army Camp, Student Services at Hartpury College and any new developers of new housing estates where access to these properties are difficult. Canvassers also contact estate agents and housing associations within the area to ascertain if a particular property is empty. A report from Council Tax as at 15 October is also used to process and verify empty properties. Monitoring of returns is conducted daily and canvassers contacted. At the conclusion of the canvass period a further letter is sent to each property where a response is still outstanding giving them a further opportunity to register.

A comprehensive canvass plan is produced which includes when house to house enquiries should be made. Following the start of the personal canvas returns are processed and monitored. Not every polling district is canvassed because it has not been possible to recruit sufficient canvassers (despite widespread advertising). However, for areas that have not been subject to a personal canvass further checks are made against council tax records.

The ERO has a detailed canvass procedure which includes making house to house enquiries to non responding properties in the final stages to the canvass. The ERO also undertook an exercise to writing to non responding properties and the conclusion of the canvass outlining the need to complete the canvass and attaching a final form for completion. As part of the Electoral Participation pla the ERO will also undertake a more proactive campaign of raising awareness of the canvass and the need to be registered.
The Council have a written plan for Personal Canvassers to ensure that each property in their Canvass area is personally visited on more than one occasion in order to obtain the required information. The ERO makes the necessary house-to-house enquiries in accordance with (section 9A and 10(5) of RPA 1983. The register is divided into Polling Districts and a Personal Canvasser is appointed to visit on at least 2 occasions all non-responding properties. Each Canvasser receives comprehensive training on the procedure to visit properties and their progress is monitored by management reports from the electoral register system and by the numbers of returns received from each individual Canvasser. Canvassers receive log sheets from the ERO of all outstanding properties within their area which they must complete and record progress after each visit including the time of day and the date when the property is visited. If at the conclusion of the 2nd visit a form has not been received, then Canvassers leave a further form and a card advising the householder that they have not been able to obtain a response.

Non responding households are identified by the Strand Electoral Registration system and lists produced for canvassers. Written instructions are given to each canvasser before they go out on survey. Canvass lists are checked on return.

There is a Canvasser's Contract and Terms of Reference (which includes a timetable), backed up by training (including Health & Safety training). Canvasser results are monitored on a spreadsheet: questionnaires are sent to a random selection of electors in each polling district; questionnaires also to the canvassers for their suggestions on ways to improve the canvass and the associated training; Canvassers keep a record of all visits made to non-responding properties. Canvasser return rates are calculated and each canvasser is made aware of his/her own success rate.
We monitor all canvasser activity, including that referred to in part 3, by using reports produced by computer system. Canvassers are required to make at least three visits to non-responding households, preferably at different times of the day, ending with a visit as near as possible to the qualifying date to check potential void properties. All canvassers are briefed and subjected to a timetable concerning their canvass activities. Canvass activity is monitored daily by electoral staff.

As the department highlighted Aberdeen City as the area with the poorest response rate for Householder returns the ERO targeted this area for the house-to-house canvass during 2008 rather than all three council areas within Grampian so as to make best use of resources available. If there are problems with individual households permanent members of staff are available for doorstep visits as and when required.

I believe we meet this standard as we have a detailed Canvass Plan/Timetable which sets out the actions we must take to ensure the completeness and accuracy of our register. We have a canvasser pack which clearly lays out canvasser responsibilities; offers advice on aspects of their role and we provide them with training each year before the canvass commences. All contact with canvassers during the various stages of the canvass process is recorded. We maintain a canvass record and keep paper copies of all documents/reports/returns from canvassers. During the personal canvass stage our staff are instructed to make notes on the registration form of any issues e.g. when they called upon the address, whether the resident was in on the registration form. These forms are then scanned into the system and remain available to the team.

Canvassers are used for house to house enquiries in poor responding areas. They complete records of houses they visit and which properties are empty, holiday, new or commercial. They will also make a comment on the voter registration form if applicable, which are scanned into the system.
House-to-house enquiries are only carried out during the autumn household survey, not at other times of the year to support the registration of electors outside that period.

An annual canvass is carefully planned and the progress of canvassers monitored. Areas of difficulty are given special attention and allocated carefully chosen canvassers. There is a canvass manual and timetable produced.

I feel that there are some elements of part 4 that we also meet and expect to incorporate all 4 elements by next annual canvass.

House to house enquiries were made resulting in the collection of in excess of 700 registrations. However, the standard is not met as this is not formally documented. The new Elections Manager will be tasked with meeting this standard.

The canvass strategy involves features such as a mid August start, a September reminder round and a personal canvass in October and November organised on the Census methodology. In addition new build is identified to us throughout the year by property services.

Canvassers plan and instructions. Checks are made to highlight any properties where cautions is needed when approaching. Canvasser performance is monitored and payment made accordingly.
All households receive a first form and then a reminder, if they still do not respond a canvasser makes a personal visit to the property. If the canvasser finds no one at home a second visit is made. Residents have a choice of registration by post, by telephone, by TEXT message and by internet. Those with changes to their details must return their form by post. Recruitment for personal canvassers commences in June each year. If a Parish is missing a canvasser a notice is placed on the Parish Notice board advertising the vacancy. Personal canvassers are required to complete forms with details of visits made dates and times etc and they are asked to log where problems are encountered. Canvassers are paid per household on their non-responder list but are then paid an additional fee for every form completed and returned as a result of their visits. This provides an incentive to get results.

I have selected No. 2 and indicated that the ERO does not meet the stand on the basis that the ERO does not have a written plan. However, the ERO does have a comprehensive system in place to ensure that all non-responding properties receive a visit. The system is documented in a number of documents: spreadsheets to monitor the progress of the canvass, training material for canvassers, a written timetable of canvass activities, risk assessment for the canvass and a risk register.

All canvass contacts recorded and progress of returns tracked through canvass. More work could be done to improve process, but performance is well above level 2.

Personal Canvassers employed to target non-responding properties, those that have not responded for a number of years are highlighted with the Canvassers. Canvasser returns monitored and final reminder correspondence hand-delivered to try to encourage response rate.
Our canvassing plan is embodied in the detailed instructions which are issued to canvassers. Those instructions set out the timetable and requirement for 'door knocking' on at least one occasion where no form has been returned from the property.

Performance Standard 3
We believe we meet the performance standard for house-to-house enquiries.

We employ door-knockers at the end of the annual canvass and they are instructed to call on properties twice. A written plan for the Canvass Process is in place which includes information on the role carried out by door-knockers. Non-responding property sheets are also completed by door-knockers providing further information why a return has not been made. We record all useful information from the non-responding property sheets against the property record.

Supporting document:
Canvass Process
Non responding property sheet

Canvasser has a working sheet/guidance on what is required for non responding properties. Number of visiting/messages must be recorded on working sheets. Canvassers have to clock in/out every time with a Supervisor. After the work is back in we send out Canvassers to properties we have problems with, also recording everything.
Field staff visit new properties as part of their CT duties and ensure that registration application forms are completed or left for completion if the property is unoccupied. There is a comprehensive doorstep canvass regime consisting of three distinct phases: phase 1 - all properties where electors are due to be deadwooded at the end of the canvass if no form is received; phase 2 - all properties where there are no electors but where CT benefits are being paid; phase 3 - all remaining properties where no return has been received after the final postal reminder has been issued. Canvassers complete monitoring forms with their own observations and comments for each property and are asked for suggestions at the end of the canvass. Results are studied and considered when recruiting and training in subsequent years.

We have identified particular problem areas and these are subject to a more intense canvass - each year we have targetted one of the areas in particular. We do monitor canvasser performance but at this time we do not arrange for personal visits throughout the year. The Revenues Inspector will investigate queries on our behalf.

Every non-responding property in the authority is visited a minimum of three times (or until a response is obtained) but this is only undertaken during the annual canvass.

Canvassers keep a record of all their visits and we monitor the returns

Although the ERO provides written instructions to all canvassers and they are regularly monitored, not all properties are subject to house-to-house enquiries.
A comprehensive canvass strategy is in place. We continually monitor poor areas to reduce the size of canvass areas. We have 209 canvass areas and over 170 canvassers calling at these for 5 weeks. Payment is on results. We have a weekly stats run and advise canvassers of their performance at their compulsory weekly visits. Comprehensive set of data with previous year comparison to aid evaluation of new ideas.

The canvass plan is reviewed annually with a number of canvassers both post and pre canvass; supervisors are employed to assist with the monitoring of canvassers and the checking of their work; the percentage responses from each canvasser are monitored every day throughout the canvass. Canvassers are expected to make a minimum of 3 house to house calls to any property that has not responded to the initial hand delivered form.

Written instructions to canvassers along with providing canvassers their percentage returns. The canvassers’ canvass sheet provides written notes and dates of visits made.
Summons type communication at conclusion of canvass.  
"Super canvasser" employed to target low responding areas.

The ERO considers that we operate above the performance standard level, although we do not provide for personal visits throughout the year. We have a comprehensive canvassing strategy supported by a canvass plan and timetable. We have a methodical approach to the allocation of canvass areas and have increased our number of personal canvassers from 56 in 2007 to 104 in 2008. The ERO feels that the approach to rolling registration described under Performance Standard 1 ensures that as many people as possible are targeted throughout the year.
Phase 1 - canvass of 12,271 properties with no registered electors but believed to be occupied - Aug to Sept 2009.
Phase 2 - canvass of 4,649 properties where there was no response from original form and one reminder. This was targeted at those polling districts that had a response rate under 68% at beginnig of Nov 2008.

We have a manual that is issued to all canvassers and they are required to complete the dates and times of visits to households on the forms used to undertake the visits and they are required to complete forms stating the number of forms received they have a target of 70% which is monitored and feedback is given to canvassers at the end of the canvass period. We also undertake canvasser feedback to determine any areas for improvement for the following year


The ERO has a comprehensive annual canvass plan and assesses the canvass results and performance of canvass staff. The 2008 canvass involved house to house enquiries both at stage 1 and stage 2, with a postal canvass at stage 3 and a stage 4 supplementary door to door canvass in areas with a relatively poor response. Records of contact with residents were required of canvassers and are retained on file. Additionally, as part of the strategy, each year the ERO sends a confirmation of residence letter to all registered electors in the borough to check/verify registration date held; and identify household changes.
A planner is produced detailing when to carry out house-to-house enquiries and full written instructions on procedure are given to canvassers detailing how to record results.

Canvassers performance is closely monitored. Bonus payments paid to canvassers with 97% return. Literature is provided in foreign languages during the canvass, and foreign language rolling registration forms are available at Council offices. A protocol for the delivery of Electoral Registration forms and follow ups is issued to all canvassers.

Our canvassing strategy is included in the instructions to canvassers by way of marking up results, detailing empty, closed, demolished property and any new which is being constructed. We run a programme to identify 'difficult areas' and are targeting as appropriate. Canvasser performance is monitored, and results based pay structure provides incentives. Comparison is made as appropriate with other available records. As outlined in PS1 and 2 we identify new property and send a Rolling Registration form, but we do not have the resources available to provide for personal visits, although we do provide a help desk facility and One Stop Shops assist with the completion of forms.

ERO has a comprehensive polling district profile plan which includes description of area, predominant property types in the area, method of canvass, return rates achieved, comments regarding success of canvass methods used and any particular problems encountered. Monitoring of canvassers including use of a canvasser feedback questionnaire to help identify good/bad practice. Making best use of available financial and human resources to give best value for canvass. Previous attempts to increase level of house-to-house enquiries have had limited success and this strategy is currently under review.

Although we currently have our own canvass plan, Macclesfield Borough Council will cease to exist from 1 April 2009 because it will be joining with Crewe & Nantwich, and Congleton to form the new Cheshire East unitary authority. A new canvass plan will hopefully be structured incorporating EC guidance and Performance Standard requirements for the new authority.
We are a very small authority and at the beginning of the canvass process the Electoral Management Officer and her Line Manager met to agree a strategy for house to house enquiries with a view to increasing the household response rate. There was no need to write this down because the EMO has personal charge of the canvass and is in daily contact with her line manager.

We have a canvass action plan, timetable and provide training for canvassers. The canvassers performance is monitored.

Also carry out many measures linked to level 4 (via equalities action plan - plans to identify single person properties/difficult to access properties/high risk properties and support provided by neighbourhood wardens to doorstep canvassers.

The ERO has a Canvass plan which is monitored throughout the project and subsequently evaluated in January every year. House-to-house enquiries are made wherever possible when no initial response is received. Canvassers are provided with log sheets to record their activities.

In Canvassers Instructions. Copies of the House to House Record Sheets. Details of time, date and outcome marked on the sheets.
Min. three calls. Varying canvasser targets according to area. Full monitoring. Further min two calls before register publication. No house to house enquiries outside canvass periods but new build occupiers written to with voter regn. forms. All new builds also included in voter participation exercise.

Canvassers supplied with a manual covering every aspect of the canvass. Letters of instruction supplied at every stage. Collection sheets supplied for record of collections and non-collections. Health & Safety presentation and manual supplied. Personal alarm supplied

We carry out house to house enquiries, where the annual canvass form has not been returned, and the canvassers record the results of their visits.

Canvass Plan specifies the criteria by which areas for house to house enquiries are determined. These areas are logged and return results from the canvass are analysed. Canvasser contact is recorded and kept. Canvass Plan in place. Timetable in place. Canvasser training in place. Canvasser guidance in place. Records of house-to-house visits. Records of Canvasser supervision/performance. Contact with Registrars re new citizens

Milton Keynes satisfies all but the final part of level 4. We have a high percentage of new electors added during the year under rolling registration (5200 in 2008) as a result of letters sent out in January to every household and other initiatives.

Statistics are monitored throughout the canvass period to identify those areas where the response rate is poor. Areas to be canvassed are then agreed. Throughout the rest of the year, house to house enquiries may be undertaken by the ERO (e.g barn conversions, demolished buildings), where information is not available from other sources such as Council Tax and Building Control.
Phase 1 - canvass of 13,595 properties with no registered electors but believed to be occupied - Aug to Sept 2009.
Phase 2 - canvass of 5,950 properties where there was no response from original form and one reminder. This was targeted at those polling districts that had a response rate under 68% at beginning of Nov 2008.
As part of our physical canvass project management process the following documentation is utilised; Canvass Timetable and Project Overview Summary, Instructions for Canvassers, Signed Canvasser Work Sheets, Signed Canvass Completion Declarations, Registration Form Control Monitoring Reports.

The ERO ensures as far as possible that all properties not responding to the annual canvass form are subject to at least one personal visit. Areas which are not covered by a canvasser are predominantly rural in character and are traditionally areas with a high response rate. These return rates are subject to monitoring throughout the annual canvass.

The canvass plan is reviewed annually with canvassers both post and pre canvass; supervisors are employed to assist with the monitoring of canvassers and the checking of their work; the percentage responses from each canvasser are monitored every day throughout the canvass.
The ERO has established procedures to ensure that households which do not respond to the canvass form or reminder, receive up to two visits from door-to-door canvassers. Accurate records of the contact made with residents is maintained and the performance of canvassers is monitored. Canvassers have to complete a property worksheet, detailing dates, times and action taken, for each property they visit. Electoral staff have daily contact with the Street Naming and Numbering Officer, which allows new properties to be identified at once. The ERO has put in place a strategy for conducting house-to-house enquiries and has a strategy in place to provide personal visits throughout the year to anyone who requires assistance to complete an application form.

The Council does have a plan for canvassing properties which have not responded to the annual canvass. At present it is not possible to canvass every property required because of the costs of canvassing in such a rural sparsely populated area and the difficulty of attracting canvassers in such areas. The ERO has plans to address this.

We provide a canvass plan to enable canvassers "door knockers" to make house to house enquiries to confirm that eligible electors are resident or to confirm that properties are empty at the qualification date.

Records are maintained during the canvass of forms delivered to properties, dates and times of personal visits to properties, and numbers of forms collected by canvassers. Information is recorded where canvassers are unable to collect a form, the property is empty, or information is refused.
1) detailed project plan and work timetable for the Canvass produced. 2) Canvassers have to make at least 2 attempts to make contact with the householder and have a work sheet to complete and sign off. They are not paid until this is produced.

At the third stage of the canvass every non responding property is visited. Where there is no response to the call a third form is left with a "final reminder" slip. The canvassers are asked to complete a Record of Visits to indicate whether a form was collected, a form and final reminder slip was left or if the property is empty and a "empty property slip" is left. They also record, giving the date, if the occupant refuses to fill in the form. Where electors are identified as needing help due to a specific problem the canvassers are asked to call at the first stage of the canvass. For example if their eyesight is poor and they are unable to read the form. A large print version of the form can be provided and the canvasser will help them fill in the regular sized version.

Canvassers receive detailed reports of properties requiring house to house enquiries plus reports on forms subsequently received. Canvassers prepare and submit workbooks to documents calls made and actions undertaken as a result.

We have retained all our canvass results records which can be inspected together with a canvassing plan.
Detailed log sheets from canvassers, records of each canvassers performance

The canvass plan is part of an overall operational plan, which covers all the work that the Electoral Services team need to plan and carry out in the forthcoming year.

All of the key elements which need to be considered for a successful canvass are documented here. This year the ERO decided to bring the personal canvass stage back in-house (after being outsourced in 2006 & 2007) and the plan was revised to include the additional planning. The revised plan addressed recruitment, training, health & safety, insurance and risk, administration and verification of completed forms handed over by the canvassers, collection and retention of all canvass paperwork, calculation of final canvass results, payments to staff and suppliers and the final evaluation.

All stages of the personal canvass have been documented to provide a full audit trail.

The impact of the 2006 Act were recognised and a plan of action drawn up to include canvassing via house to house inquiries. The intention was to undertake this exercise once the register has been published to identify areas of concern.

Almost reach Above performance.

All the above are carried out with the exception of personal visits throughout the year. Detailed instructions exist for the carrying out of the canvass, canvassers submit written returns of successful visits.

Canvasser’s ensure two visits are made to each property where no response has been received. A targeted card system is used to encourage response to ‘no answer’ properties. Consideration is being given to performing a ‘mini-canvass in February.
A comprehensive instruction manual is provided for canvassers detailing when and how house to house enquiries should be carried out. The canvassers then have to record the dates and times of their visits on the canvass form and must return their forms on a weekly basis to enable their progress to be monitored. Low response areas have been identified and an appropriate translation leaflet is delivered with the forms and these areas are then targeted with teams of experienced canvassers.

Canvassing of non-responding properties following the delivery of two canvass forms is included in the action plan for the Annual Canvass and appropriately timetabled. Canvassers are trained and given forms to document date, times and outcome of visits and evidence of vacant properties, this is also checked against Council Tax records.

The ERO has a protocol in place for dealing with the canvass exercise and the monitoring of individual canvassers performance is pivotal to their levels of pay. We use the cautionary contact register and compile risks assessments for previously identified "problem areas". These areas can include student villages, nursing/hospital accommodation, Hmo's and those premises where there is a language issue. We also use the facilities of Sign It and the Dorset County Ass for the Blind to assist in appropriate cases.

We have a canvassing strategy that works very well and the canvassers are instructed to make 3 calls on different days to each property. We have a canvass project plan and the work is closely monitored. The percentage return has increased almost 3% in 2008.
Canvassing plan is put together and reviewed annually before the new canvass commences. This plan identifies possible problem areas, rural areas and flats etc. All canvassers report on a daily basis to the office and progress is monitored. The results of all house to house enquiries are logged on a worksheet which shows the dates and times of visits and takes on board any comments from the canvassers. Allocation of canvassers is with regard to the area type and amount of properties and an effective and realistic timetable has been put in place and also a performance related pay scale.

D2D canvasser plan and training and guidance followed. Difficult properties identified. Difficult clients identified. Refusals pursued and ER3’s sent with letter after audit/canvass. D2D performance monitored and debrief carried out. Do not meet above performance standard because D2D canvassing not undertaken outside audit/canvass period. Weekly feedback reports to political Group Leaders during annual canvass - Scrutiny report reviewing annual canvass submitted to relevant Member Panel.

The ERO has a canvass strategy supported by a timetable which highlights significant events and processes undertaken from the start of the canvass in August to publication of the register in December. All households receive a first form and a reminder if they do not respond, by post. Canvassers are then engaged to undertake at least one personal visit to non responders. Residents have a choice of registration by post, telephone or internet. Those with changes must return their form. Canvass results are recorded electronically on Express computer system. A pay structure exists for casual members of staff who are engaged in the canvass, based on Council job evaluation grades. This ensures accuracy of the register as it is not 'performance based' and therefore there is no reward for falsely high results. Canvassers are given a 'patch' based on their experience, previous year's non response results and the difficulty of the area (eg low response areas or rural communities). Canvassers performance is monitored and feedback is provided daily, with a final report at the end of the canvass.

We have a written training plan for our canvassers and hold training sessions prior to the commencement of the canvass, which includes a Health & Safety element and our lone working policy. All canvassers are encouraged to make an assessment of the canvass and how it could be improved in future years.
A canvassing plan detailing the tasks from June to December is compiled and revised on an annual basis. A daily list of properties to call on is supplied to the canvassers employed during November and this is returned to the ERO with the canvassers notes on it.

This strategy forms part of the Joint Board's ER Guidelines for Staff.

Our canvass plan sets out when canvassers visit non-responding properties and such properties have been visited on one or more occasions. We have achieved a response rate of 96.6%, an increase of 1% on the previous year.

The ERO had planned house-to-house enquiries this year but due to the calling of a by-election, the Canvass period was cut short and there was no opportunity to carry out this exercise. Plans will be put in place in time for this process in time for next year's Canvass.

We fall between the standard and above standard assessment. We have a timetable from the end of August to end of November. All canvassers receive training and their progress is monitored during their 3 week period. Property information is collected, recorded and used for the following canvass. Site Managers/wardens' contact numbers are recorded to assess if personal visits are required.

Parts of section 4 are carried out. Canvassing strategy needs to be developed.
Canvassers performance is also recorded and monitored

The ERO provides comprehensive procedures to canvassers when carrying out house-to-house enquiries including contracts, health & safety information and a timetable detailing when the personal canvass should commence and finish.  (i) Canvassers are allocated rounds within their capability and required to visit non responding properties as often as necessary to obtain the information.  (ii) Canvassers are provided details of the information to be obtained (iii) A list of the outstanding properties to be canvassed is provided on a daily basis (iv) Any difficult properties or hard to reach areas are administered from the election office (v) Canvassers are monitored on a daily basis with assistance given when necessary (vi) Forms collected by house-to-house enquiries are counted and recorded for canvasses payment (vii) Canvasser queries are addressed immediately (viii) Canvassers are set property outstanding targets for their round with additional payments made for reaching their targets and penalties implemented where targets are not met (viii) Additional help and assistance is made available to high o

The delivery and canvassing of properties is carried out by trained canvassers allocated to specific areas. Once the canvass is underway canvassers follow a detailed manual and are regularly monitored by the ERO's staff. RBC's Plan for the canvass sets out all stages and dates that work must be carried out.
Except for providing for personal visits throughout the year, we would meet level 4. However, we are in the process of restructuring the work load and hope to be able to provide for this in the future.

Items that evidence our self assessment are: Annual Canvass FAQs, Press Releases, Canvass Timetable, Canvasser Feedback Forms, Canvasser Job Descriptions, Canvasser Training Presentation, Canvasser Instructions, Canvasser Outstanding Properties Worksheet, FAQ's for Telephone Registration, No Response Letter, Risk Register, Safety Leaflet, Sorry We Missed You Cards, Canvass Planning Checklist

In most years a further mini postal canvass is carried out early in the year.

The timetable for conducting house-to-house enquiries is included within the instructions issued to canvassers at the start of the Annual Canvass. Canvass Form returns are monitored and canvassers are asked to visit non-responding properties on two occasions during early November each year where a response has not been received. They are asked to note down any observations during house-to-house visits which are monitored and recorded by electoral services staff.
The Electoral Registration Officer has an action plan and timetable which highlights all the significant events from the start of the canvass in Mid August until completion at the end of November. All staff employed on the canvass have to attend a comprehensive training session and receive a handbook and various other guidance and information. Personal canvassers are required to complete forms with details of visits made, dates and times, and they are asked to log where problems are encountered and contact the office for advice. All households receive an initial form and reminder, if they do not respond they are visited by canvassers. Householders have the opportunity to register by post, telephone or the internet. Anyone who needs to make changes has to return the form. Canvassers are paid per household form returned. No personal visits are undertaken outside the canvass period.

A comprehensive plan is in place and is monitored throughout the canvass period; a record is kept of date and time visits are made and any relevant comments returned to the ERO. However, not all objectives could be met due to lack of funding and the resultant inability to recruit sufficient canvass staff as well as the inability to accurately predict how many visits will be required from year to year.
The ERO has a comprehensive canvass action plan supported by a timetable which highlights all significant events between the start of the canvass in August and completion at the end of November.

Casual members of staff are engaged to support permanent staff members within this period. A helpline is available to assist members of the public in completion of their form or in connection with telephone, internet and text registration.

All households receive a first form and then a reminder if they do not respond, which is followed by visits from personal canvassers.

Residents have a choice of registration by post, by telephone, by internet and text messaging. Those with changes to their details must return their form by post. It is not considered advisable to allow making changes to details by internet as there needs to be consistency in the way details are entered and electoral staff must make decisions on eligibility etc. from written information. This can then be followed up with queries by phone or letter if necessary.

Recruitment for personal canvassers commences in June each year.

Permanent members of staff are allocated responsibility for canvassing areas.

Statistical analysis from the electoral registration software is compiled at the end of the canvass.

Personal canvassers are required to complete forms with details on every property they visit.

Canvassers attend a comprehensive training session and receive a canvass work document and instructions to ensure that all properties are visited at least twice and are issued with calling cards to leave if unable to get a response. Canvasser results are recorded and payments to canvassers are performance related.

The Council operates a loan working policy, which makes it difficult to attract sufficient canvassers. Therefore only poor responding areas are targeted, but it is difficult to get people to work in these areas for fear of verbal and physical abuse. Royal Mail deliver and subsequent returns means that we can quickly identify empty, boarded up properties, which enable us to target such.
We are an authority that has always maintained a house visit by canvassers when other LA’s to comply with EA Act had to appoint canvassers having already ceased that practice. Our canvassers are experienced, many having done the task for many years. New canvassers when appointed are clearly instructed on the role expected of them. The quality of our canvassers regularly guarantee a canvass return level of 99.5%

1. The canvass plan takes the form of written instructions to canvassers and a timetable of events for office staff. 2. Canvassers are issued a list of properties to call upon and record the action taken against each entry; the results are checked in the office.

Canvassers carry out all form deliveries and house to house enquiries and are monitored throughout.

Personal canvass carried out in areas of concern only, including both doorstep and telephone. Issue of query letters. Further consideration of need to carry out house to house enquiries during annual canvass deferred pending move to unitary authority.
The ideal would be to carry out a house visit to every non-responding property in our area. Unfortunately due to limited resources we were only able to canvass our 3 worst responding Wards (14 Wards in total). Our Action List for the canvass sets out what we do, when and how and who's responsible for undertaking it.

Due to limited resources and availability of canvassing staff, planned house-to-house enquiries are carried out in the worst performing areas only. This is targeted down to polling district level to ensure the best use of resources. The remainder of the Borough, where there is generally a good return rate, receive reminders by post.

The canvass forms are delivered by hand throughout the whole process, thus new properties or conversions/change of use are immediately identified. In the more difficult areas the canvassers commence knocking on doors at the first reminder stage. Additionally, payment is only made for successful registration thus, the incentive is to visit the property as many times as necessary to achieve a signature (no payment is made for delivery or administration). Moreover, bonuses are available for achieving 96% and above. The Deputy ERO monitors performance on a daily basis.

Canvass plan & Canvasser Guidance Manual in place. House to house enquiries made on up to 3 occasions. Response rates by canvass area tracked/monitored & issues managed in a timely way. Canvassers complete worksheet noting time/date of visit(s) and any facts which may be of assistance. Guidance provided on accessibility issues.
All properties where a canvass form has not been received are visited by canvassers and if the form is not obtained at the first visit a second visit is made. A written plan of the canvass is maintained of all actions with target dates of each stage which is monitored. Canvassers are required to record the dates and times of visits made to properties.

Canvassers are provided with comprehensive written guidance on how to carry out the canvass and complete the written record sheet. Contact with the office is ongoing through the canvass. For 2008, the final return is 96.6%.

We have a canvass timetable updated each year which we and our canvassers follow. Each canvasser is required to record every visit to a property on a property visit log which is returned to this office for retention.

We have a written plan but it could be argued that it is not comprehensive enough to meet the standard. We employ around fifty electoral canvassers to carry out a house to house canvass throughout the district. There are one or two parishes where we fail to find a canvasser and this canvass is initially carried out by post. All canvassers are on email and they receive very regular updates with regard to their individual canvass. They are paid by results- ie per property where information is received, we know on a daily basis on what information has been received for every parish. Whilst we meet the majority objectives of our plan at this stage I cannot honestly say we record every contact made with residents made by the canvasser. We will look to implement further record keeping during the canvass next year.

We are a very rural area and therefore house to house enquiries are aimed at the more populated areas. However, all remaining non responding properties are checked against council tax records and new occupier letters sent where appropriate.

We assign canvassers to visit non-responding properties and monitor returns regularly. We do not have a written plan/strategy.
The Canvass Instructions to staff include clear guidance to staff on the procedure to be followed at the house to house enquiry stage and deadlines for completion. Return rates are monitored and contact maintained with canvassers employed in areas with lower than anticipated rates of return.

We do not have a document entitled Strategy - do have a Plan whhc you could consider a Strategy - do look at problem areas and switch canvassers and break areas down to amangable sizes.

To reach this standard we:

• Have a detailed project plan for the annual canvass.
• Employ 65 canvassers to carry out the door-to-door canvass.
• Review each canvass every year. Factors reviewed are:
  - the number of properties allocated to a canvasser,
  - the number of weeks the canvasser is employed,
  - the rate payment per form - both the geography and demography of the area are taken into account.
• Ensure that each canvasser completes a working register, stating the date and time of each visit to each property. Each non responding property is visited up to 4 times over a 4 week period.
• Carry out a postal canvass in the most difficult areas, for example farms, blocks of flats, where it is difficult to gain access.
• Employ Ward Supervisors to deal with canvassers at each delivery and on a daily basis during the door to door visits. Canvasser performance is monitored by the elections team and ward supervisors, action is taken where necessary if performance is poor.
• Ensure that all canvassers attend a training session prior to the door to door canvass.
• Undertake a ‘mini canvass’ prior to an election each year.

Although personal visits are not carried out during the ‘mini can confirming the names of the people who are registered to vote ; whether they are postal voters or not and gives details of the el

Contact details are included so anyone request a postal applic rolling registration form to register to vote before the election. Our canvassers carry out two visits to each property which has an outstanding canvass form and make a note of the time and date they carry the visits out.
• Timetable for annual canvass
• Training of canvassers
• Personal canvass undertaken on three occasions (where necessary)
• Monitor canvass performance – speak to canvassers personally
• Identify areas with low registration rates with a view to undertaking a mini canvass
• Production of translation booklets
• Send letters to empty properties
• Good communication with Regional Office of Electoral Commission

Resources available to electoral services do not allow for continuous canvassing. New residents are however identified in different ways - the 'One Touch' initiative provides all new residents in the borough with all the information they need to register for all council services, including registering on the register of electors. This initiative is recognised nationally as an effective means of bringing residents in touch with council services. As mentioned above, staff attend the citizenship ceremonies and provide information on registration.

We have a set procedure for canvasser's visiting properties and they record all visits made together with details of what information has been gathered. I have constant contact with the Canvasser's to ensure that they complete the first visit within a certain period and the second visit within a certain time frame too. Staff complete logs and confirmation of visits made. If percentage returns are not increasing as expected, I contact the canvasser to establish to reason for this but this is very rare.
Canvassers are issued with a calling card to leave when occupiers are unavailable stating when they will return.
I would assess the authority as being between levels 2 and 3, but closer to 3. We have the written plan, timescales, and plan each year to have the capacity in place to make house to house enquiries to all non-responding properties where required. Unfortunately having conducted an all-postal canvass for a number of years prior to the Electoral Administration Act move back to a personal canvass we are finding it hard to build up the base of good canvassers. Recruitment is improving but still does not provide us with cover for the whole area of authority, so those canvassers available are targeted where it is practical to do so and to have the greatest effect. Poor response rates in particular wards in Haverhill where the canvass was not of the quality we would have wished will be addressed by a further mailing and we are investigating some further house to house enquiries using an experienced canvasser from another area.

? partial Level 4 as canvass plan and canvasser instructions include the first two items. Canvasser performance assessed using list of criteria at conclusion of canvass. Personal visits not routinely carried out by electoral Services Staff.

The canvass plan holds dates of when the house-to-house are to be carried out. It does not hold objectives but they are included at training sessions. Progress against the plan is monitored by canvassers recording any details onto forms which are then closely checked by us and any decisions made appropriately.
We employ canvassers to make house-to-house enquiries to properties that have not returned a canvass form by 15th October. We also liaise with Council Tax, Registrars, Adults and Communities Directorate to clarify information. We identify those areas that are and could be potentially difficult to canvass and therefore take into consideration the needs and any extra training or support for those particular canvassers. We monitor canvassers performance and have on-going communications to monitor their progress and to also give support. We follow this up by writing to each canvasser to inform them of their measurement of performance with percentages return figures included. We have designed an evaluation form and sought feedback and provisions are in place to carry out house-to-house enquiries throughout the year. We also have negative and positive feedback in relation to the telephone and intranet registration system.

Team Plan, Canvass timetable, Canvasser guide, Response reports, Canvasser return / performance sheets

Cannot meet the standard due to a number of factors: The rural nature of the district, staff time and availability, resource issues (ie cost) and the high return achieved via other means.

We have a canvassing plan and results from every canvasser house to house enquiries, collected and collated within the elections office.
A personal canvass of all those properties who have not responded to the annual canvass is carried out between the middle of October and middle of November. Comprehensive records are compiled by each canvasser about their visits and this information is stored on the electoral registration software against each property.

Nearly all non respondents receive at least two calls at the door as part of the annual canvass. Log sheets are completed by canvassers to aid monitoring of calls.

Two forms delivered and house visit made to all properties that do not respond. Further letter sent to say that they will be deleted as have not received a response for two years - this usually generates a few more responses. Each canvasser is given a detailed timetable of the canvass. Deliver a form to every household, Deliver a reminder to all non responders, carry out a house to house on non responders - canvassers must visit 3 times at different times and days, logging their visits, if it is a housing association or we have landlord details then they must make contact with them. Vacant. The Team monitors a simple timetable to ensure key tasks are met on time. Progress is measured by regular status updates. An example of the Timetable is attached in Appendix A.
The 2008 Annual Canvass was undertaken in one month less than the usual timescale due to the timetable requirements of the Referendum on Transport in Greater Manchester. The shortened timeframe meant that a thorough programme of house to house enquiries was not possible. Therefore a concerted and targeted programme of written communication took place featuring three strongly worded letters, a thorough analysis of other data sources and a media campaign were undertaken. The outcome was an increase in the response rate compared to the previous year. In the previous canvass a programme of house to house enquiries took place.

Canvassers used mainly in urban areas or in polling districts where responses low - canvassers have full instructions and lists of properties that need visiting. Paid by how many successful forms are completed.

The ERO targets specific areas where there has been a poor response to the annual canvass and arranges for a canvasser to visit. These properties are broken down into geographic canvass areas and the outcome of each visit is recorded. If the canvasser is unable to get a response after two visits they leave a further form and an accompanying explanatory letter. Results are not always clear as forms which are returned at this stage may or may not be as a result of the canvass.

Although there is no written plan in place house to house inquiries are usually carried out over most of the area; however, in 2008 this was not done as the canvasser who normally undertakes this work was not available due to illness but this was not established until it was too late to make other arrangements.
The ERO has established procedures to ensure that households which do not respond to the canvass form or reminder, receive up to two visits from door-to-door canvassers. Accurate records of the contact made with residents is maintained and the performance of canvassers is monitored. Canvassers have to complete a property worksheet, detailing dates, times and action taken, for each property they visit. Electoral staff have daily contact with the Street Naming and Numbering Officer, which allows new properties to be identified at once. The ERO has put in place a strategy for conducting house-to-house enquiries and has a strategy in place to provide personal visits throughout the year to anyone who requires assistance to complete an application form.

The electoral services office does not carry out house to house calls apart from the canvass period and could not therefore claim level 4. However, it does carry out all other aspects of level 4.

Timetable for canvass has been compiled. Canvasser training takes place at beginning of personal canvass. Staff monitor canvasser performance throughout personal canvass stage.

The canvassing plan is a working document and is updated throughout the canvass accordingly. The tasks outlined as above the performance standard are carried out but are not currently documented in an overall canvass strategy. This will be developed in the near future.
Door to door personal canvassing is a key part of our approach to producing an annual register. We undertake at least two personal visits to each non-responding property. This is evidenced through the training programme and through monitoring of the return of personal visit forms / canvasser performance.

Torfaen give canvassers (where used) instructions and training in carrying out canvass. Updated lists are provided where properties have not responded together with percentage of responses.

4. Outreach Officer identified for LBTH to promote activities throughout the rolling registration period. Each canvasser is given a job description, Risk Assessment and Contract of Employment prior to commencing their duties. Difficult-to-canvass properties are identified and contact is made with the managing agents to gain access into private blocks. Canvassers make house to house enquiries from August to October (stages 1 & 2). At Stage 2 canvassers are required to make at least 4 attempts to gain a response. All canvassers work is quality checked to identify any areas of concern.

A canvass plan, identifying when and how house to house enquiries should be carried out, is agreed on an annual basis with the political party group leaders. Areas of concern are highlighted and addressed. New processes or changes to the canvass method are introduced each year to maintain the current standard and strive for a higher return rate. A target is set for the ESU to aim for. The ERO monitors canvassers and has a full audit trail for the canvass returns from the canvassers, canvassers are paid on a bonus basis for completed forms. The ERO has a canvass timetable detailing when each action is required, and who is the responsible officer. An assessment of the risk of lone working is undertaken regarding several areas of the borough, where appropriate the canvassers work in pairs when making enquiries or the area is canvassed by post.
House to house inquiries were made prior to the register being published. Also carried out a telephone canvass in January to properties where no form was returned in order to confirm current details.

The ERO does not fully meet the performance standard but does more than is suggested in the tick box. There is a canvass plan and canvass performance is monitored. However, only some 65% of non-responding properties are currently canvassed annually due to a lack of resources to undertake this task.

We carry out all of part 4 apart from the last section, we do not have financial or staff resources to carry out personal visits throughout the year.
In 88% of our polling districts we employ a personal canvasser in October to go door knocking where both the initial and 1st reminder canvass forms have not been returned. A minimum of two visits are required and date / times of visits recorded on the canvass form itself.

Our canvassers are issued with work books so they can record the date and times of all visits, they are also required to come into the office on a weekly basis. During these visits canvassers have a one to one meeting with their team leader where the forms they have collected are inspected and quires discussed and wrongly filled out forms are returned to them. Canvassers are given clear targets for returns and their progress monitored each week. Higher rates are paid to canvassers working in the more difficult parts of the borough.

The Annual Quality and Performance Review (AQPR) of Electoral Services for 2007/08 includes the canvass plan. The canvass instructions that are also produced annually then provide detailed information on how households will be canvassed and what canvassers should do in the case of non-responding households this includes the canvass timetable which is also produced several months prior to the canvass taking place. As well as canvass progress reports being produced from the computer system, canvassers also complete various documents to record their work progress. This includes information relating to impossible to gain entry to properties that then have to be canvass purely via the postal system.
canvass results are 98+%. Comprehensive guidance to personal canvassers to door knock on several occasions to ascertain results. Canvassers progress monitored daily and support given to "more difficult" areas.

Due to the geography of the District v resources we carry out the house-to-house canvass in the 4 Towns in the District. The rural and semi-rural areas have a good return of electoral registration forms. I don't have comprehensive plan written up - but do have instructions for canvassers to follow and log sheets to record visits and information from properties.

- The annual registration canvass is conducted with all deliveries via appointed canvassers with precise instructions with regard to locating, canvassing and reporting any new residential units i.e. new, restored or property sub-divided into flats etc.
- Annual Canvass undertaken via personal canvass in all areas within the Borough.
- Non-responding households from previous canvass year are personally canvassed (with as many visits necessary) from the start i.e. registration form not simply delivered at these addresses until just prior to reminder visit stage of the canvass when further calls are made to obtain completion of a reminder form if still un-responded. At such addresses canvassers are requested to get response, advise procedure and encourage prompt response in future years.
- Canvass areas generally coincide with polling districts, however, areas identified with particular difficulties i.e. geography, density of population etc. are divided further into more manageable canvass units – this exercise is considered after each and every canvass in order to ensure revised divisio
- Canvasser performance is monitored against previous attainn
- Canvassers are generally appointed to same ‘local’ areas eac
We have a detailed timetable of the Canvass procedure and monitor results we also carried out some tasks above the standard. A three-way approach to the annual canvass in 2008 was adopted with equality and diversity being a paramount consideration. Firstly, in order to ensure there is a thorough engagement with all sections of the community, Electoral Services used the ‘Socio-Demographic database’ currently maintained by the Policy Team to identify those wards that appear to be the most deprived. These ‘deprived’ wards were personally canvassed all canvassers received training and guidance and recorded their visits. Secondly, for all areas those who wish to acknowledge that no changes have occurred in their household since the annual canvass in 2007 & in order to help reduce the costs for the Council, an automated response service was available. Many households still chose to use the return envelope in 2007 and posted the form back to Electoral Services. Last year 7236 households used one of the automated options. In 2008 we introduced an automated text messaging service as well, which we hoped wo

Finally the Electoral Services Team has been liaising with sixth We do meet some of the criteria in the 'above performance standard' but not all.

Canvassers are used to make house hold enquiries at the 2nd reminder stage of the canvass. Canvassers are required to keep detailed records of the dates they make personal visits and the outcome of them. Some visits/checks are made during the year, ie, if a resident requests help or if it not clear if a property has changed in some way - ie, become a business premise or house has been divided into flats etc.

Action plan in place to bring us above the performance standard - Intend house-to-house enquiries to be carried out year-round by Visiting Officer (in process of recruiting)

Comprehensive risk based canvass plan in place including training strategy for all external canvassers. Detailed analysis of household visits kept on record to monitor progress and provides an appropriate audit trail of actions taken.
Plans exist for the carrying out of the Annual Canvass, canvassers submit written returns of visits made and responses received.

The plan comprises the timetable for the canvass, detailing the dispatch dates for the initial forms and the reminder forms, together with the start/finish dates for the house to house visits by canvassers. These simple objectives are met with, on average, a 98% return rate and timely publication of the revised Register. Returns from canvassers are monitored and they are required to provide additional information for each property where they are unable to obtain a signed form.

Our plan is around the recruitment and engagement of canvassers, training for them and written instructions. Canvassers record their visits and other information on documentation which is returned to the elections office at the completion of their period of work. We have not however always been able to recruit canvassers for all areas, especially small rural parishes. We do not think, incidentally, that level 3 accurately reflects the statutory duties.

The ERO carries out a full audit of non returning properties but this is not documented, evaluated or assessed. It is completed using the minimum of resources.
Detailed records of canvass plan which includes timetable, training of canvassers and canvassers performance. Documentation available to record forms returned as result of visits.

Our canvassers carry out at least two visits to each property which has an outstanding canvass form. They have a worksheet on which they record the time and date that they carry out the visits. The progress and performance of canvassers is regularly monitored and the overall process arguably achieves 4, except for the last bullet point.

We cannot get enough canvassers to fully cover all the non-responding properties but we aim to post a 3rd form to as many non-responders as possible and we write to all the people that are being removed as they have not responded for 2 years inviting them to register again if they still reside at the address. However I hope to increase the fees slightly again and we may get more volunteers.

Personal Canvass not carried out in 2008 due to introduction of lone working arrangements which could not be satisfied in time. Will be reintroduced in 2009
All non responding properties are visited at least twice during the annual canvass. Canvassers record the details of their visits.

We produce a comprehensive project plan for the canvass. All households who do not respond to the mailed out forms are subject to house to house enquiries where appropriate. Canvassers record all visits to properties and outcomes of the visits. Statistical reports produced on properties visited/not visited.
Properties that have not responded to two enquiries by canvass registration form are subjected to a minimum of two house-to-house enquiries and are then left with another canvass form. All canvassing visits are recorded in detail and monitored. Canvassers are instructed to call at specific households to provide assistance if requested, or deal with queries by personal contact.

We have a written canvass plan and canvass results records.

Canvassers trained and performance monitored, handbooks issued including health and safety handbook, Canvassing handbook, evidence recorded and looked at at election time.
We have a full canvass strategy, including action plan, timetable, training plan etc. We have performance monitoring in place and a full de-brief happens at the end of each canvass which informs any improvements for the following year. Risks are picked up in a team risk assessment and we have a business continuity strategy.

Canvassers’ detailed project plan updated yearly in line with new requirements and with regard to improving performance. The councils’ visiting officers are provided with guidance notes on registration in order to capture eligible residents.

This takes place at the final stage of the canvass.

All canvassers are provided with a log to complete when undertaking door knocking and have a set period to make visits of three weeks. Properties that are on the staff warning register are removed for safety reasons but canvassers are expected to attempt to gain access to all difficult properties (such as flats).
Integrity

Performance standard 4
No written plan. The person opening the post has been alerted to look for anything she considers unusual on any form and give these to the manager of the section. (This is a small section). She then either makes face to face inquiries or forwards to the SPOC. Checks are made by manager where a property has more than 5 postal vote applications before issue. All re-directed postal votes are examined and if necessary questioned by the manager. Registration forms are retained for one year, (and scanned), original postal votes are maintained and updated.

Registration and absent vote forms are scanned and retained, and paper copies of absent vote forms are also kept.

All absent vote applications acknowledged to elector’s qualifying address. Contact Managers of Nursing/Residential Homes to check appropriateness of absent vote applications/signature waiver applications. All absent vote application forms kept in secure storage with restricted access. Restricted password access to all electronic absent vote records.

We regularly check residency with Council Tax if registration issues arise. We also follow up any queries with dates of birth provided where these do not match. However, this is not an area where we have experienced any major concerns to date. We are intending to produce a written plan.
The process for dealing with such concerns is understood by the ERO's staff and appropriate processes are in place and supported by written guidance.

Currently there is not a written plan to deal with absent vote applications although all staff are fully aware of the potential for fraud and are very vigilant when they receive and process absent vote applications. If there is any reason for further investigation this would be immediately brought to the attention of a senior member of the team who would investigate fully and if necessary inform the SPOC. There is an annual audit of all absent voters and the software system allows for checks on the number of proxies appointed for more than two electors and this, together with a report for postals votes that have been requested to be sent to away addresses, are checked periodically and also prior to an election.

The majority of actions to achieve the performance standard are undertaken e.g. threshold for absent vote re-directs is 6, Registration forms kept (1) rolling registration - up to 2 years and (2) Canvass forms kept for the life of register (in addition to electronic image), absent vote forms kept until refresh occurs, suspicious registration forms challenged and would be referred to SPOC if required - link established BUT it would be wrong to suggest a "comprehensive written plan" was in place. Rather, good teamwork and monitoring achieves the desired outcome
Although no written comprehensive plan in place as such the details of checks in relation to threshold number of absent voting applications are in place, Forms are kept, any suspicious registration is followed up.

There is a written plan and risk assessment document containing the required details. All applications for registration are acknowledged prior to determination.

All postal votes being redirected to another address are queried. We either ring the applicant or write to them asking why they want a redirection.

There has never been a need to have any formal systems in place as there have never been any reports of electoral fraud. The section does have an informal system for checking applications for fraud. Spreadsheet is kept in the section of pv's that request a redirection. All original forms are retained.
This is a small local authority with very little uptake on Postal Voting - currently only approx 2,500 and the number of requests for redirection of postal votes is minimal as are signature waivers. Any increase above 2 redirections to the same address would be instantly recognisable at the present time. The same is relevant for suspicious registration documents, which have in the past, been referred to the local Police in accordance with EC advice. Election candidates, local political parties, residential care homes, sheltered housing wardens are given advice on registration and absent voting at election time and as required at other times. Checks are carried out on signatures and dates of birth on absent vote applications where clarification is needed due to poor completion of the form or where postal votes have been rejected at openings at more than one election.

A threshold number of absent vote applications to a single property is in place. The process for dealing with specific concerns about registration or absent vote applications is set out and registration forms are retained for the life of the registers and original forms are retained until the application is cancelled or replaced by a new form.

If more than two absent vote applications request the ballot paper to be sent to the same alternative address, the ERO investigates the circumstances behind this action.

Being a small authority it is relatively easy to monitor absent vote applications. The only concern I have is the number of absent voters delivered to residential homes.
We believe we are marginally above the performance standard. Whilst we currently do not have a risk assessment in place we do acknowledge all applications, not just on grant or refusal of the application.

WRITTEN PLAN
VOTER REGISTRATION FORMS - WE DON’T ACKNOWLEDGE ON RECEIPT OF APPLICATION - BUT ONE PERSON IN THE OFFICE CHECKS ALL FORMS ON RECEIPT, SO THEY ARE AWARE OF ANY SIMILARITIES IN E.G. HANDWRITING, CONTENT, AND SENDS OUT LETTERS ASKING FOR FURTHER INFORMATION BEFORE ADDING ONTO THE COMPUTER.
SEE PROCEDURE NOTE ON HOW TO DEAL WITH POTENTIAL FRAUDULENT FORMS, AND CEXEC NOTES.
THE ERO ACKNOWLEDGES APPLICATIONS ON GRANT OR REFUSAL
SEE NOTE RE DETAILS OF WHAT THE THRESHOLD IS FOR THE NUMBER OF ABSENT VOTE APPLICATIONS BEING DIRECTED TO ANY ONE ADDRESS

RISK ASSESSMENT DOCUMENTATION
DETAILS OF WHO THE ERO ENGAGES WITH AND HOW OFTEN AND WHAT IS DONE
POLICE – ECONOMIC CRIME UNIT - REGULAR MEETINGS
AUDIT – CHECKS FOR EACH ELECTION, AND ON DEMAND
POLITICAL PARTIES – AT EACH ELECTION, AND VIA EMMF COMMITTEE

DETAILS OF HOW THE SAMPLE OF ABSENT VOTE APPLICATIONS HAS BEEN DEvised
KEEP LOG OF ADDRESSES CHECKED IN PREVIOUS YEARS, SELECTION MADE AT RANDOM ACROSS THE CITY, VISITS MADE WHERE FORMS HANDED IN OVER THE COUNTER IN BULK
We do not currently have a written plan, however, staff are advised to look out for suspicious applications and any that are received are referred to the SPOC. We investigate further if more than 5 absent vote applications are directed to the same address however this is not documented. We also retain registration forms for the life of the register and absent vote forms for the life of the absent vote.

Although we do not have a written plan for dealing with suspicious applications, we referred a number of postal vote applications to the police during the May 2008 elections. All election staff are vigilant when processing postal vote applications.

A plan is in place regarding suspicious registrations and absent vote applications and redirections. A recent case of multiple registration by one individual was reported to the SPOC and a successful prosecution followed. Original postal/proxy applications are retained while in force, and electronic copies of registration forms are kept during the life of the register. Threshold for redirections before checks are made is 4.

None.
No specific written plan in place. Work on advice given and supplements from the Electoral Commission. Liaise with Special Point of Contact as and when necessary. Postal Vote applications are scanned in. Registration (canvass) forms kept for life of register.

Where suspicion is aroused registration staff conduct initial investigations and where appropriate report cases to SPOC for further investigation/prosecution.

Although we don't have a comprehensive written plan, we do have a link with our local SPoC. Our electoral registration software can produce a report to identify multiple re-directions of postal votes. We also retain registration and absent vote forms for appropriate periods.

We check all forms and are aware of any doubtful forms, we have had two lots of fraudulent forms that have been given to our SPOC.
• Integrity Plan in place
• Includes clearly defined objectives, guidance for staff, process undertaken, policy for retention of documents and risk assessment (covers level 4)
• We acknowledge all rolling registration and absent voting applications

Any suspicious registrations or absent vote applications are investigated and reported to local SPOC. Electoral Software will produce reports of above normal use of an address for absent voting. No written plan in place in 2008.

The threshold is 6 applications. Personal knowledge of SPOC police officer. All staff brief of requirements. Records held until cancelation/new application form.
Written procedures are in place for the processing of all forms. Rolling Registration forms and Absent voting forms are all acknowledged on receipt. The threshold for the number of absent votes being directed to one address is 2. All forms are kept for the life of the Register and all absent vote applications are kept until the application is cancelled or replaced. The Authority has a good working relationship with the local police and any matters referred to them are investigated. There is a Deputy Returning Officer appointed specifically to deal with any fraud issues.

The security and integrity of absent voting is included in the election risk assessment. All new applications are acknowledged when granted. Original applications are kept until cancelled.

Harsh score again because not a "Comprehensive written plan" although a Risk Assessments have been put in place and a more formal written plan is being undertaken. (generic templates would be usefull ammended to local circumstance where necessary which could be applied UK wide as issues will be the same even if risk greater in some areas) Reference is made in the General Electoral Services Risk Assessment" Staff are very experinced / aware and active in looking for "suspicious" applications and of the EC circulars / advice contained in EC manuals. Once completed this should rise to a level 4 / 5. There is particular concern in Gwent (South East Wales) identifying a recognised SPOC who is aware of the issues. This has been raised in meetings with the EC Wales Office and is a matter for discussion with the Police lead officer David Lowe.Whilst the instances of postal fraud is considered a very low risk in this area it is recognised and accepted that there should be a more formal and written procedure.

The ERO is pro-active with regard to rolling registration and receives large volumes of applications each month. Acknowledging receipt of applications is impracticable and would be an expectionally costly exercise, particularly when within six weeks all applicants receive written confirmation of their registration, or otherwise, once they are added to the register. Similar confirmation is sent to all deleted/amended electors.
The Electoral Registration Officer has a written plan which has been agreed with Council members on a all party Elections and Citizenship Working Party which meets regularly during the year. Links are maintained with local SPOC and other police contacts and records of meetings kept. A threshold of six has been placed on absent votes to any one address which would trigger further investigation. All hard copy forms are maintained for statutory periods and scanned as images to the elections IT system.
We do not currently have a comprehensive written plan. However, staff know to report suspicious applications through the Senior Electoral Officer who would contact our SPOC. We have a Postal Vote Fraud Analyser provided by Computershare (Strand) that will run a number of programme queries including if more than 3 postal votes are going to any one address. We keep all original documents relating to the life of a register.

The ‘written plan’ is not particularly comprehensive.

Although there is no written plan, electoral services staff check all applications for postal votes to ensure that there is a valid reason for sending a postal vote to other than the elector’s registered address. Original postal vote applications are retained until the application is cancelled or replaced. Original registration forms are kept for the life of the register and scanned forms are archived indefinitely.

None.

Fraud has not yet been an issue in this District or indeed this County, so resources have not been directed to deal with it.

If a property requires more than 2 postal votes to be redirected to an address, this would trigger the EO to investigate. As the EO is the only person dealing with registration forms, any irregularities would also trigger the EO to investigate accordingly. Registration forms are retained for the life of the register. AV forms are retained for 5 years. Rejected postal votes due to incorrect DOB or mismatched signature are dealt with after election when a letter is sent out together with a new postal vote application form. During election any evidence of possible fraud would be dealt with by the police. All postal votes are acknowledged by letter.
THE ERO’s staff (2) are vigilant in dealing with applications for inclusion on the electoral register and absent vote applications. The staff understand the processes to be followed when suspicious documents received including reference to the SPOC. These procedures are documented and also included in the service’s risk management plan. Six absent vote applications being directed to one address is the threshold that triggers further enquiries unless there is evidence to support the request. e.g. residential care home, HMO etc.

We use written plan originally produced for another office but supplemented by local guidance and advice. Well trained staff are aware of their registration area and easily identify multi-registration addresses. Reports are available to select criteria on number of registered electors per address, multiple absent votes etc. As we deal with domestic and institutionnal properties for local taxation electoral staff have access to detailed information about property so that a set threshold number of absent votes is somewhat irrelevant as the number of electors or absent voters should match the type of property. By checking Council Tax lists (and other council records when supplied) differences are identified and enquiries made, electors reviewed. Any incomplete applications are send further enquiries an and suspicious applications refered to senior member of staff. SPOC details known and senior member of staff will contact if required. SPOC is contacted once a year in respect of general issues even if there is no suspected fraud. Documents are retained in accordance with o
The ERO has written procedures which cover fraudulent registration and malpractice in respect of rolling registration applications and the conduct of the canvass. They also examine the integrity of absent voting in the context of the processing of applications, the checking of personal identifiers and the granting of waivers. Whilst the ERO has the details of the local SPOC there is in practice little need to call upon their services or refer matters to them.

We have a step by step guide of dealing with any suspicious forms. Monthly a list is run off our computer system of address which have more than one postal vote being sent to that address, these lists are then checked.

We use the EC guidance which says that upto 5 postal votes can be delivered before checks need to be made.

Plan in place.

written plan including the threshold for the number of absent vote applications prepared
There is no "written plan" as there are only ever a maximum of 3 experienced staff dealing with postal vote/registration applications added to the system. However, these staff would discuss any suspicious applications for either postal voting or registration and know how to deal with these.

**Plan and Risk Assessment.**

We look for unusual trends in applications and pay attention to alerts from the Electoral Commission about particular names to be aware of when suspicious activity has occurred elsewhere. In the event of suspicion we would refer the form(s) to our SPOC. We retain registration forms for the life of the register and original absent vote applications are kept.

**ERO acknowledges all applications to register**

**Registration forms kept for life of register. Abesent Vote forms kept until cancelled or replaced.**

**Whilst we do not currently meet the performance standard we do meet some of the elements within that standard.**
We have a written plan and proven track record in checking and pursuing possible fraudulent applications with our SPOC. The threshold for absentee vote applications being sent to any one address is 6.

We will look at producing a comprehensive written plan for the future.

Software used to report on any more than 5 absent votes to a registered address and 3 to an away address. No problems have been found, but no cross checking of signatures or DOBs to other records.

There is written plan for staff on the processes that they should follow if suspect rolling registration or postal vote applications are received. This plan includes details of what checks should be undertaken by Electoral Services staff, how forms should be handled, contact details for the borough’s allocated SPOC and guidance on when the SPOC should become involved in any investigation. All rolling registration applications are acknowledged in writing when they are processed, and again when they are added to the Register. Rolling Registration forms are scanned so an image is saved and the original form is kept until the end of the next canvass. All absent vote applications are acknowledged in writing when processed. The original application form is kept on file until the elector cancels their postal vote, it expires, or the elector is no longer registered. Reports of any national or regional fraud are monitored through the London Branch and national AEA, and from communications from the Electoral Commission, and Electoral Service staff are then briefed thoroughly. Reports high
We have an office procedure for checking and processing rolling registration and absent vote forms to ensure they are completed correctly and what steps we need to take if they are not. These steps include when we need to make further enquires about age/nationality etc and when to be vigilant about potential fraudulent/irregular applications and reporting such applications to SPOC.

We monitor postal applications to away address and have a threshold trigger of 6 that would cause us to consider referring them to SPOC if there was no obvious reason (eg known HMO).

Whilst there is no written plan, for 3. above we are in good contact with our SPOC and have referred suspicious applications; our threshold number of AVs to an away address before we review closely is 2; we retain registration forms for the register life and original AV forms until cancelled/replaced.

No written plan but staff made aware of criteria for suspicious applications. Computer monitors the number of postal votes being sent to one address and prompts if exceeded.

The ERO does not have a written plan at present but an informal system set with a threshold of 3 redirections to one address is utilised. All applications are kept for the life of the absent vote registration. We utilise the guidance in the Managing Electoral Registration Manual Issued by the Commission Under Section G10 as the base of our informal system.
Electoral Services has a written plan detailing how to handle suspicious forms received. We have referred suspicious applications to our local SPOC and compared housing benefit application and council tax record information to validate applications. We also acknowledge all applications for registration and absent votes. We retain household registration forms for the life of a register and keep all absent vote applications until cancellation or receipt of a new form.

* reports from system identify households with more than five absent vote applications, not including care homes,* all application forms are held for the life of the register and a scanned copy attached to each property record.* AV vote Pis are kept for the life of the application and scanned to each elector record.*All applications are acknowledged on receipt.*all AV applications are confirmed. * name of SPOC know by election staff

The council is in the process of appointing to a full-time post which amongst other duties will take a lead role in ensuring the integrity of the absent vote process. This will include working with managers to ensure that all permanent and temporary staff are trained in absent voting procedures.

A documented procedure is in place to assist in preventing and detecting electoral malpractice, particularly in the weeks prior to an election. This written procedure is given to all staff who process rolling registration and postal and proxy applications.

In the event that a potential issue was identified this would be raised with senior members of the elections team and preliminary investigations undertaken. Following this if it were felt that the circumstances warranted the matter would be referred to the Police through the local SPOC (single point of contact) or other appropriate contact.

The threshold number of redirections is four and although this number may be legitimate it will be investigated.

The ERO retains scanned images of all rolling registration form

The ERO is aware of the particular problems surrounding multi-

The ERO acknowledges all applications for registration and wri

All procedures with regard to identifying and dealing with regist

The ERO is pro-active in carrying out checks on signatures anc

All postal vote statements rejected at the opening of postal vot
Postal vote applications received in a batch are checked for similar handwriting. Check also made between canvass form and postal application when necessary. Check made against Council Tax records in respect of a claim being received for an unknown property to ensure residential. All applications are acknowledged.

Although there is no formal written plan in place all rolling registration application forms are checked against council tax records. In cases where records do not appear to match, contact made initially with council tax team for officers to make visits to the property to establish occupancy. If the need arises any suspicious registration or absent vote application forms referred to the SPOC at West Midlands Police Economic Crime Unit. Reports run from the Elections Management system to ensure that there are no high number of absent votes being re-directed to a single address. Registration forms retained for the life of the register, absent vote application forms retained until cancelled or replaced.

Evidence: Risk register for the Canvass and for Rolling Registration which includes "Integrity". There are written instructions for staff regarding Integrity and Absent Voting in general which includes a threshold for the number of absent vote forms being directed to any one address. PI Collection Notice has been matched to original applications and where signatures did not match we wrote out to electors. We contacted multi-selector establishments through our Electoral Participation Strategy and this is recorded separately. DABVJB Service Plan.
Robust system in place for checking registration and absent voting applications. All applications are manually checked for signs of fraud, team has been on 2 day course specifically on Fraud Awareness. Registration forms sent directly to applicants address and only issued at offices with suitable identification, registration forms unavailable to download, downloaded EC forms accepted, however additional forms sent to addresses to confirm validity, all applications acknowledged. Postal voting forms also acknowledged, address checks on two or more 'away' addresses, non accepted PI statements (Sigs/DOB’s) electors written to. PI’s refreshed every 2 years as opposed to 4/5. Postal poll cards sent (since 2002), 100% checks on PI’s at election. Candidates/Agents briefed prior to elections on EC guidance ‘handling PV’s’, local political agreements on handling bulk registration and postal voting applications. Close liaison with internal Audit office and local police force - two successful prosecutions in the last 3 years on registration fraud, one high profile - both initially identified by office staff using procedures i A written plan of steps to be taken should a registration or absent vote application arouse suspicion are in place. A threshold of 6 absent vote applications per property is used at Easington. A file containing details of the local SPOC is kept and updated regularly and where necessary irregular registration forms referred to that person. Registration forms are scanned against the property record and paper copies are kept for the life of the register. Original absent vote applications are retained and annually a cleansing of the forms takes place, new forms replace older versions which are securely destroyed. Both registration forms and absent vote applications are stored securely with limited access to the area.

Informal system in place but do have experience of this and have dealt with local SPOC.
Informal checks are made and staff are aware and alert to requirements.

Houses of multiple occupation are listed, and any returned registration forms with an unusual number of occupants are checked against this when returned. 1 query generated last year which showed new influx of farm based workers. Any registrations generating concern would be referred to the SPOC if there were fraud concerns.

Every application is acknowledge and any suspect forms are inspected fully including checking with other declarations held and signed by the elector. We also check with Council Tax records to verify occupancy.

Absent voting records are checked regularly to see if any patterns emerge on re-directions. The software produces a report which can be tailored to the number of postal votes requested for any address. Applications are handled by only two officers who share an office so it is easy to spot any potential problems. So far there are none here.

Informal system only as the Area has not historically had significant integrity issues.
Some aspects of "Above the performance standard" e.g. acknowledging all applications on receipt.

We check through the register data each year for multi pv applications we also hand deliver postal votes to ensure that they reach the addresses we have and not any forwarding address. There are also checks made of canvassers and where necessary reference is made to internal audit and the police.

Suspicious registration applications are referred to the SPOC, with whom we have regular contact. Actions taken about these applications have been documented and are on file. No suspicious absent vote forms have been received to date provision is in place to meet the performance standard. All original registration & absent forms are retained in paper format until out of date/or replaced by new ones. Form A forms are retained for 2 years.

Written plan is issued to all staff who handle Rolling Registration and Absent Vote applications.

Have undertaken risk assessment. Election services team discuss integrity issues, build awareness; undertake periodic reviews of risk assessment; continuous monitoring. Insufficient resources to undertake level 5 activity but risk assessment indicates this is not a high risk in this area at this time.
Although a written plan is not currently available, the following steps are taken. A letter is written to the claimant acknowledging receipt of application which should highlight any person not living at that address. Any queries are checked with Council Tax records. Reports are regularly produced and checked for 1) absent vote address comparison, 2) postal vote address differing from qualifying address, and 3) list of electors with multiple absent votes.

Whilst there is no written plan all suspicious entries are investigated and where thought fraudulent reported to Police SPOC (case currently ongoing). Software system allows a check of more than 3 postal votes to a particular address and when someone is a proxy to more than 2 people. Registration forms are kept for the lifetime of the register (and longer electronically) with original absent vote applications kept until cancelled or replaced (AVPI's also held electronically).

The Electoral Registration Officer has a written plan in place which includes guidance to staff involved in processing application forms, how to report suspicious applications to the relevant police contact and a policy for the retention of registration and absent vote forms. All rolling registration applications are acknowledge before they are processed. A letter is also sent to confirm when the elector has been added to the Register of Electors. All absent vote applications are acknowledged.
Details of enquiries to be made/actions to be taken by the Electoral Services Officer in the event of receipt of a suspicious voter registration form is available. The system is interrogated following the input of a large number of postal voting applications i.e. end of the canvass and during run up to election to show the number of postal votes going to another address other than the qualifying address and where there are more than 3 postal votes going to the same address. Voter registration forms are kept for one year with original postal voting applications being kept for 12 months following a cancellation or another form being received. Where a postal vote application is to be forwarded to a different address a letter of confirmation is sent to the qualifying address and the ballot paper address.

Guidance notes on maintaining the integrity of registration and absent vote applications are provided to staff. Details of how long associated records are required to be kept are also included with the guidance.

The ERO is currently in the process of establishing a plan for engaging with Care Homes etc regarding the absent voter registration process. In particular in relation to the need for staff to understand what they can and can't do in helping voters to complete their absent votes. The ERO also checks absent vote application masters against all rejected security statements at election time and contacts all absent voters who had their vote rejected to update/establish their information is correct and up to date.
The ERO has a written plan in accordance with parts D and G of 'Managing Electoral Registration in Great Britain' that deals with concerns about specific registration or absent vote applications to which all staff are made aware. The ERO constantly monitors the applications that are received. If more than 4 applications for an absent vote are redirected to the same property, or suspicious registrations are received then the local police contact (SPOC) is notified of the possible problem. A meeting has already been held with the local (SPOC) DI Kevin Fidler who is fully aware of concerns regarding registration and absent voting. All absent vote applications that are received are checked by name with the Council Tax Office. All applications for absent votes that are received and accepted are acknowledged and notification of the award of an absent vote sent to the relevant address. A duplicate name check is also undertaken at canvass time to ensure that electors are not registered at multiple properties. The checks are all undertaken by the Electoral Registration Assistant who deals with all absent vote applications and amen

Where an applicant for registration is not registered at a previous address, proof of residence and proof of nationality is requested. If satisfactory evidence is not provided, the application is rejected. Two or more postal vote applications from unrelated persons requesting that the ballot paper be sent to the same address would generate further enquiries and would be passed to the police if fraudulent activity was suspected. A single point of contact with local police is maintained. All applicants who request that a ballot paper be sent to a business premises are contacted and questioned by senior staff. All absent vote applications are retained whilst the applicant remains registered

There is a document in the Electoral Services Staff Handbook outlining how to handle postal votes, and what to look for regarding 'away addresses' and signatures. All registration applications are acknowledged the day they are processed; postal vote applications are acknowledged on a weekly basis. Nursing Homes, and other properties where they may be multiple WAIVER applications, are sent information regarding how to deal with postal votes, and recommending non-interference, at election times. The ERO has links with the Police/SPOC. Registration forms are kept for the life of the register (this includes Rolling Registration forms and canvass forms). Postal vote applications are kept until no longer valid - e.g. voter has moved/died/cancelled/changed their voting arrangements.
The Council has by comparison with other authorities only a small number of postal voters (approximately 6000). This has lead to a more informal but nonetheless dedicated approach to the checking process, which is monitored as a matter of routine. Any suspected fraudulent applications (none identified to date) would be recorded on an informal basis and referred to the Police. Candidates/agents/political groups follow our advice about canvassing for absent votes, and this advice is based on that offered by The Electoral Commission. We are currently working on meeting the performance standard.

At election time, one in ten postal vote applications are checked and compared with the Householders’ return as a cross-check. Staff are constantly aware of the possibility of attempted fraud. Staff are experienced and can be relied upon to use their local and general knowledge of “their” areas to highlight potential/possible fraud or other anomalies that need further investigation by Senior Staff. There are good lines of communication with the local police, who are used to check out potential fraud. The ERO is satisfied that the department more than meets the expected standard albeit a written plan is still in draft form. Real work requires to take precedence - Action rather than words!

We have a comprehensive Canvass Plan/Timetable. Our trigger to alert us to potential fraud would be the submission of 5 or more applications from one property. Our Electoral Services officer would determine whether or not there were any grounds to refer the matter on to the Electoral Commission or our point of contact in the police. In fact she has dealt with such a case (referred to in our data return) and did not place the applicant on our file. Postal vote applications (new/changes) are also checked thoroughly and Personal Identifiers scanned. We can confirm that we retain registration forms for the life of the register and all original absent vote applications are kept until the application is cancelled or replaced by a new form.

A risk assessment is in place, however there are a small number of staff dealing with applications therefore fraudulent registrations would be picked up easily. Our software produces a report on absent voters postal vote being sent to an alternative address, which we run periodically.
No established relationship or procedure has been made with the borough SPOC, and it is unclear what resource or benefit there would be for any such referrals. It is unlikely that the SPOC would have the capacity to deal with large numbers of "routine" referrals, and may realistically only be able to deal with apparently "serious" apparent irregularities, which leaves all other applications unassigned.

Again there are elements of parts 4 and 5 that we meet.

The new Elections Manager will be tasked with meeting this standard.

The absent vote applications threshold is 5. All applications are acknowledged as per the description.

Complaints are recorded and dealt with centrally on our HCRM system. Manual and data copy of all transactions and sale of the register are kept.
With a very small team of staff it is very easy to see patterns emerging from Absent vote applications. We have very few postal votes sent to an away address. Any concerns are raised with the Elections Manager and after preliminary investigation if it is felt necessary the matter is raised with the local SPOC. The threshold number for redirections is four although this number may be legitimate it will be investigated. The ERO retains rolling registration forms for 3 years in paper format although all forms are scanned on to the registration system. Original Postal vote application will be retained for 5 years after which electors will be asked to supply fresh personal identifiers. The ERO is proactive in sending out new postal applications where electors have changed their name through marriage.

The ERO carries out checks on all registration and absent voting applications and when suspicions have arisen over an application they have been passed to the police via POC is limited to election periods. The ERO has not documented these procedures. All registration and absent applications are acknowledged on receipt and original applications are retained for the life of the register or until an absent vote application is cancelled.

Previous issues with applications have not been collected by SPOC, interest in issues by Police is limited. System cannot provide data relating to multiple applications and will not until 1/12/09. Applications are scanned but not held beyond the statutory requirements. Performance is well above level 2

Continuous process as electors are removed, absent votes are also cancelled. As with Rolling Registration forms, Absent Voting applications are reviewed and considered as they are submitted. Any multiple requests are checked. Registration & Absent Vote forms are retained in accordance with regulations.
The activities identified in this standard are, in practice, carried out in reliance upon custom and practice within the office and the knowledge and experience of the electoral administration staff. However we have not as yet specifically produced the sort of comprehensive written plan required by this standard.

Performance Standard 4
We believe we meet the performance standard for maintaining the integrity of registration and absent vote applications.

We currently identify and refer suspicious registration and absent vote applications to the police (SPOC).
We maintain a separate file with absent vote application forms from households with 4 or more absent voters.
We keep a separate file on all absent voters with alternative addresses.
All postal vote applications are monitored.
Registration forms are kept for the life of the register and original absent vote applications are securely stored.

Supporting document:
Written plan.

Don't have a written plan as yet, but are in the process of doing a procedure. Any forms that are suspicious are forwarded to SPOC. Postals going to one address we have a lot of Nursing Homes where we are setting a workshop for the Managers of the Homes to go through the postal system and applications.
Staff have a written instruction to alert senior staff to any cases where they suspect either that an applicant is not entitled to register on the grounds that the property is not their main residence, or where fraud is suspected. The latter category are reported to the SPOC. Our software allows checks for duplicate addresses for absent votes (3 or more) or proxies to 2 or more people and these are scrutinised prior to elections. Supervisory staff have copies of the EC manual 'Managing Electoral Registration' to ensure that they are aware of and follow good practice guidelines.

We also follow up absent votes rejected at election time because of incorrect signatures/dates of birth and check signatures against other documents held on record and with the elector. So far our rejection rate has been 1% or less.

We are above standard (ie No 3) in some areas but as we do not have a comprehensive plan I have ticked No 2. Suspicious registrations are forwarded to our SPOC and we also forward them a report with duplicate postal votes to an address, and we retain paper records.

Hyndburn is a small Borough Council, with the size of the area concerned and the experience of the staff dealing with registration and absent vote applications there is no written plan for identifying or dealing with concerns. The software system currently used can provide various reports of use and the AEA and EC websites are monitored for large scale examples of irregular rolling registration. Any suspicious applications are passed to the SPOC or local police.
1. We use the EC guidance as the basis of our policy on integrity. All staff are made aware of how to deal with suspicious forms. Contact is maintained to some degree with SPOC and local police. 2. We use EMS to identify and assess all same away addresses for postal votes. All hard copy registration forms are kept for the lifetime of register and absent vote application for lifetime of request. There is currently no written plan for dealing with suspicious registration or postal vote applications, although an informal system is in place. Any suspicious applications are "bagged and tagged" and passed to the Electoral Services Manager (an ex Local Authority Fraud Investigator of 16 years) for further initial enquiries. The forms are retained for in this manner until either cleared to be processed or passed on to the SPOC. Any enquiries that the ESM can not conduct are passed to the Authority Corporate Fraud Investigation Team and from there to the SPOC if necessary. All Postal Vote applications requesting an away are address are referred to the ESM for verification.

Contact with SPOC if we receive any suspicious registrations and applications. Acknowledge all applications for an absent vote.
The Electoral Registration Officer checks if more than two applications are being redirected to any one address.

Although only the Performance Standard level has been selected the ERO does feel that the service operates above this level to some extent. There is a documented procedure in place to assist in the detection of fraud and this is given to all staff who process absent vote applications and rolling registration applications. A senior member of staff has responsibility for integrity issues and ensures that all permanent and temporary staff are trained in these procedures. The ERO is proactive in referral of suspect applications to the local SPOC. All postal votes rejected at the opening are investigated after the election and electors approached for new identifiers to be matched against the master records. A formal detailed risk assessment is not in place but all procedures are kept under constant review. The ERO does not acknowledge all applications upon receipt as acknowledgements cannot be issued until they are processed and the volume received makes this impracticable. All original canvass forms and rolling registration applications are kept for the life of the register. The original postal vote applications are

Suggested improvement for Knowsley - Introduce sample check of PV Applications.
Nb paragraphs 3 and 4 of Section 3 above are done and also the ERO engages with staff in other council services to carry out checks and offers advice to staff of multi-elector establishment such as landlords, wardens, care staff and other accommodation administrators on the registration and absent voting processes as set out in Section 5 above.

We do not have a written plan in place to deal with concerns about specific registration or absent vote applications. There is an informal threshold for the number of redirections - 5 applications or more. However we do keep the original registration forms for the year of the register and also original postal vote applications.


The ERO has a written plan which is among other things, used in cases where there are concerns about possible fraudulent registration and postal vote fraud. This includes criteria for referring cases of potential fraud to the local SPOC. All registration forms are retained for one year and absent vote applications are retained until superceded. All registration and absent vote applications are acknowledged on receipt.
We fall between Standards 2 and 3. With regard to registration, we have had occasion to document suspect forms and refer them to local police/SPOC.

Detailed written instructions are provided to cover all aspects of this standard. They follow closely the relevant section of the EC guidance Manual, which deals with all the points raised. The computer system identifies where five or more applications are received from a particular property, or where 5 or more postal votes are directed to one address. This information is shared with the Police single point of contact. There is also a trigger mechanism which identifies where four or more applications have been received from the same property in different names.

Mail and processing staff are trained to be aware of any potentially suspicious applications and will alert a Manager in such cases. After carrying out routine checks any application considered suspicious would be referred to the local SPOC for investigation. The threshold used for reporting on AV applications being directed to any one address is 2 or more.

Although we don't have a formal written plan outlining the steps that need to be taken with regards to specific applications, staff are fully aware of what might be termed 'suspicious'. We have had cases in the past which we have referred to the Police - one of which has led to prosecution. We do retain documents for the life of the register and originals kept etc. Again - a formal plan will hopefully be documented for the new Cheshire East authority.
We do not have a written plan, but carry out the requirements of the performance standard.

Any concern about applications are investigated. Documents are retained - original postal vote applications are kept until the application is cancelled by the elector or updated.

We meet all points in 3. With the exception that we have a comprehensive system but it is not yet written up. We do not have a written plan but all staff are aware of the steps we need to take if we have any concerns. E.g. Fraud file with records on actions taken with previous cases of potential malpractice, EC guidance on irregular forms is used.

Written instructions.

Attempts have been made on a number of occasions to contact the identified Police SPOC. Unfortunately these attempts have met with a distinct lack of response from the Police and arrangements have therefore been made with colleagues to make contact on a regional basis which will hopefully be more successful.
Procedures for all applications. Voter regn. images retained ten years. All applications require previous address and date of move. Council tax checks. Absent vote signature comparison with regn. form. All discrepancies with postal vote statements written to. Investigation of all away addresses. Always review registration where appears not resident.

Fraudulant claims previously identified and reported to Police. Procedures in place to identify multiple receipt of forms and postal votes for one property. All forms scanned and held electronically. Written procedures for staff to follow. Confirmation letters sent.

Plans to conduct random checks

No written plan dealing with suspect applications exists, though application forms are retained for the life of the absent vote

Currently the ERO does not have a comprehensive written plan outlining steps to be taken when dealing with concerns regarding specific registration or absent vote applications. Nor has a threshold for the number of absent vote applications being directed to any one address been agreed. However, the ERO does established links with the SPOC. Also, the ERO does retain registration forms for the life of the register and original absent vote applications are kept until the application is cancelled, or replaced by a new form. Requests for signature waivers for absent votes are checked, albeit informally, especially those received from nursing homes. All absent vote applications are formally acknowledged in writing.
A basic outline plan is utilised referring closely to the ERO guidance manual (Part E). The threshold for the number of absent voting applications being directed to any one address (other than a residential home) is currently set at five applications.

The ERO has a process in place to identify potential fraudulent applications for registration or absent voting. Absent voting applications are monitored on a monthly basis using the postal voting fraud analyser software. If any potential fraud issues are identified these will be referred to the SPOC for Notts with whom links have been established.

The ERO does not currently have a written plan although an informal system is in place. The forms are retained for their life existency; suspicious applications will be referred to the council's fraud team and/or the SPOC, dependent upon the nature of the potential anomaly.

We have a comprehensive procedure in place, however it is not yet fully documented or process mapped. The failure of Gwent Police to appoint a SPOC would prevent a higher score in this section.
The ERO processes absent vote applications and takes steps to ensure that lists are accurate and up to date. The ERO takes steps to ensure that electors who are reported as having died or moved away from the area are removed from the absent voter's lists. Anyone who moves house within the ERO's registration area will have their absent vote deleted for their previous address and a new application form sent to their new address. Without a system of individual voter registration we believe that sample checks of signatures and dates of birth cannot be conducted effectively.

We closely follow the advice given by the Electoral Commission in the comprehensive guide on "Managing electoral registration in Great Britain" and any additional advice received through circulars and alters. We have contact with the local police through the Single Point of Contact.

Although the ERO does not have a written plan, the other activities in the performance standard are carried out. All canvass forms, rolling registration forms, and absent vote applications are checked to ensure they have been fully and correctly completed. Applications in respect of properties not on the database are checked with council tax records to see that they exist. Staff are aware to check multiple applications and to look out for specific patterns of fraudulent forms that are notified nationally from time to time, as has happened previously. All applications are date stamped on receipt. If a pattern of potentially suspicious applications is detected, the envelopes are retained and handling is kept to a minimum. Where appropriate, the relevant police SPOC is advised. All rolling registration applications and absent vote applications are acknowledged. All requests for redirection of postal votes are checked (including personal contact with electors where necessary).
Application forms are pre-printed with elector details and security barcode. Local political parties provide applicant names and addresses for issue of all postal vote applications from the office rather than being supplied with blank forms. Software records when a form is issued from the system. All registration forms are scanned into the system on the day of receipt and absent votes are scanned on a weekly basis during non election periods. Acknowledgments are sent out within a week of receipt for all types of form. Information is available from the Registrar of Births and Deaths. Canvass forms are scanned and attached to the relevant property for the life of the register. The paper copies are kept for the life of the register. All special registration forms are scanned and attached to the elector for the life of the registration period. Absent vote forms are scanned and attached to the elector record for the duration of the registration. The scanned image is deleted if the elector cancels the absent vote.

Written acknowledgement of all application forms for rolling registration and absent voting (allows existing occupants to query suspicious applications in advance of their entry into the register). Links to SPOC in place and used when required. All applications kept for their period of currency. Electoral software utilised to provide reports on multiple applications at one household.

We have a written plan which includes the threshold number of absent vote applications and how we deal with suspicious registration and absent vote applications. We can also confirm that we retain the registration forms for the life of the register and the absent vote forms are retained for as long as they are valid. These are available for inspection.
The ERO does not have a written plan outlining how to deal with suspicious registration or absent vote applications. The Electoral Services team is a small team of dedicated staff who have been trained to identify suspect applications, and anything unusual would be brought to the attention of the team leader and investigated further. The team leader would then follow legislation and guidance from the Electoral Commission and request further information, delaying processing of the application form until this was received. The team can also request that a Council Tax Inspector visits the property, in these cases, to ascertain whether the property does exist and who is residing there.

Due to awareness of fraudulent applications elsewhere in the U.K. that have been obtained by downloading forms off the internet, the ERO has implemented some further checks as a security measure. Although a registration form is available to download off the Nottingham City Council website proof of residency is also requested when completing a form in this way. The ERO is aware that this cannot be enforced if anyone

All applications are checked very closely and the ERO would not

The Electoral Services Manager has liaised with our SPOC and

Good links with Police as we have had major fraud issues in past.

Written plans exist for all aspects of the registration process including absent votes, and some other categories of electors i.e. Overseas.

Software system unusual integrates number of applications made per household. Close scrutiny made by small dedicated team.
The ERO has written procedures to be followed where there are concerns about registration or absent vote applications and any suspicious applications are passed to the local SPOC with whom regular meetings are held. The threshold for the number of absent votes being directed to any one address is two. All applications for registration are acknowledged on receipt of the application. Registration forms are kept for the life of the register and original absent vote applications are kept until the application is cancelled or replaced by a new form.

PCC has undertaken pioneering work in this area which has been recognised nationally due to problems encountered with electoral fraud. This has included carrying out a 'blank' canvass in 2007 to cleanse the Register, working with Benefit Fraud and alongside the private housing sector to ensure identification of HMOs, logging of postal votes, carrying out checks on duplicate names, reviews, engaging and liaising with the local police.

The ERO uses the express software to its full extent which monitors applications from multi-resident properties. All applications for registration are acknowledged as are all applications for postal votes where the acknowledgments are sent to the registered address as well as the address for the receipt of the postal vote. We have a close working relationship with the relevant members of Dorset Police including the designated SPOC.

Risk assessment documentation is in place and adequate training for staff to investigate registration and absent vote applications that may be of concern to this authority.
2nd homes are an issue in Purbeck and a flow chart has been developed in order to assist with the determination of any applications based on occupancy and reason for residency etc. Canvass forms are scanned and retained for 1 year and absent vote applications are also scanned and filed by polling district and surname order for ease of access for checking purposes. Aware of thresholds for residential properties (8) and how this may change for nursing homes and care homes.

PVA’s and ER3’s routinely scrutinised upon receipt. Forms checked to ensure not a p/copy and in date. Signatures checked with previous records after scanning. DOB’s routinely checked. HMO reports regularly checked. Established links with Police - SPOC. Suspicious forms referred to Anti-Fraud and house visits undertaken in order to verify. PV threshold to one address is 8. Support from internal Audit also supplied. 100% scanning of PV’s achieved, 2008 Local Elections, Internal Audit involved in authorisation process.

Only 2 members of staff in the same office process registration or AV applications, which ensures consistency but also enables patterns of fraudulent activity to be identified. Electoral Commission guidance is used to continuously check the process of AV applications and Rolling Registration form processes. The ERO cancels any AV arrangements in place if there is a change of surname or the property has been vacated. In the event of a death, the LA automatically removes any AV upon receipt of official notification. If no response is received from householders within 2 years, the AV is cancelled and electors are removed. For new AV applications, all new arrangements receive a written acknowledgement letter. The threshold number of PV redirections is 5 and these will be investigated. Liaison with the police SPOC is maintained and any suspect fraudulent activity is passed to them for investigation. Any rejected PV statements are given to the police SPOC. The ERO retains all Rolling Registration forms for the life of the register and retains scanned images of all postal applications and correspondence. All original postal vote application forms to the Police SPOC for our area. Any doubtful registration form is checked with a written request being sent out for further information to be provided. All documentation is retained within the Electoral Service Team. Being a small unit we have the benefit of most applications being processed by a single Officer, and therefore we have a better chance of spotting 'patterns' and suspicious registrations than some larger authorities.
Although the ERO does not have a formal written plan. A check is kept on the number of applications being directed to or received from any one address. The ERO retains registration forms for the life of the register and all original absent vote applications are kept until the application is cancelled or replaced by a new form.

Having access to survey data for domestic subjects allows checks against size of house and number of apartments where a concern is raised.

We do not have a comprehensive written plan on how to deal with suspicious applications for registration or absent votes. However, staff are briefed to bring any suspicious applications to the attention of the Senior Electoral Services Officer. We retain originals and scanned images of all annual canvass forms for the current and previous years register. We also retain originals and scanned images of all current absent voting applications.

The ERO has contacted the local police with registration/absent vote applications of concern in the past. The system is informal at present but a written plan will be drafted in the near future.

We fall between the standard and above standard assessment. All forms are entered onto the computer system by one member of staff and checked by another. Our computer system can run reports to check for multiple applications for postal votes. The AEA web site is checked daily for any ‘rogue’ applications which are occurring in other authorities.
All absent vote applications are acknowledged and letters of confirmation are sent to all electors registering under rolling registration.

EROs are advised to accept postal vote applications on face value. We always remain vigilant when receiving applications requesting redirection. Office procedures are followed and a threshold has been set. Applications without an reason for redirection or when instructions are unclear are returned for additional information. Any data submitted on registration or absent voting applications causing concern are checked against information held by other council services e.g. names & addresses. Multi-elector establishments such as nursing homes and other high occupancy establishments are given written guidance on assisting with canvass, rolling registration and absent voting applications. Prior to elections additional information is sent to these establishments to remind them of their responsibilities and legal obligations when assisting with postal votes. Waiver applicants are required to provide reasons for not providing a signature and need to be countersigned by an assistant. All valid absent voting and registration applications are acknowledged. Monthly lists of etc

The Rossendale Borough is a small area and the ERO's office staff comprises of 1.5 full time staff. Due to the size of the area concerned staff have excellent knowledge of the areas involved and generally monitor registration and absent vote applications by running reports available from software applications. Any suspicious applications are passed to the SPOC or local police who are in regular contact with the service. Unfortunately there is no detailed written plan at the moment.

Whilst we have scored a Level 3 in this standard, we do not have a written plan, although it is intended to produce this in the near future. To balance this we are in the process of improving our registration system which will see us acknowledging registration on receipt of the application and we intend this year to do more work with multi residence properties.
In addition to the measures above, we also write in January each year to all absent voters who have their ballot papers sent to an address other than their qualifying address to check that this is still required. This acts as a reminder and has proved a very useful exercise.

Items that evidence our self assessment are: The receipt and processing of rolling registration procedure, Procedure for the receipt of postal vote applications and monthly rolling registration procedures.

The Council has a number of measures in place to ensure integrity but does not meet the performance standard as documented.

Electoral Services staff have been issued with the EC’s guidance on electoral fraud, together with internal guidance. They are aware of the action they should take should any triggers of potential electoral irregularities occur. However, no internal written plan is in place as the EC’s guidance is considered sufficient. In addition, local knowledge amongst key electoral staff is invaluable and any potential irregularities would undoubtedly be picked up. The outcome of a recent Audit concluded that "given the fact that Rutland is a small rural county, and given the experience of the Senior Democratic Services Officer, the residual risk is felt to be low. Assurance was gained that controls in this area were sound."
We do not have a written plan. We have a small team and applications for postal votes are usually dealt with by two members of staff who have both been trained in absent voting procedures. Again rolling registration forms are usually dealt with by two members who would quickly spot any anomalies. Any concerns they have are raised with the Elections Officer and after preliminary investigations if it is felt that matter should be raised with the Police, contact is made with the Local Single Point of Contact Officer at Northallerton. All applications for postal votes are acknowledged. Letters are also sent to all applicants whose applications to be included on the register have been approved. We also write to electors who have moved out of the Borough and we have been notified that they are registered with another local authority. All postal vote applications are retained and scanned images of postal vote applications retained so long as the application is valid. Changed annual canvass forms are kept in addition to being scanned in. We have just started retaining the monthly v

All absent vote applications received are checked against any other signatures held by the department, every signature provided following the introduction of the new regulations was checked against the original application held on file. All forms are stored to allow checking of new applications at future elections. Postal applications are reviewed weekly in the run up to elections to check any where more than two ballot papers are going to the same address, any applications to re-direct an existing postal vote is followed up by contacting the elector by telephone where possible. Contact is made with the wardens of sheltered housing complexes and the relevant officer in charge of Care Homes when an election is announced to provide advice and assistance, direct to the elector if required.
Any concerns are raised with the electoral services manager and after preliminary investigations if it is considered that matters should be raised with the Police, contact is made with the local SPOC (single point of contact).

The threshold number of redirections is four and although this number may be legitimate it will be investigated.

The ERO retains all rolling registration forms for the life of the register and retains scanned images of all postal vote applications as long as the application is in place. All original postal vote applications made in the months prior to an election are kept until all investigative work in connection with mismatching postal vote statements has been completed after an election.

The ERO does not acknowledge all applications for registration because to enable this procedure with the volumes received in Sedgefield all applications would have to be processed immediately. The ERO is pro-active with regard to rolling registration and receives large volumes. Acknowledging upon receipt is impracticable and would be an exceptionally costly exercise, particularly when within six weeks.

All procedures with regard to identifying and dealing with regist

Signature waivers are offered to persons who it is considered a

The ERO acknowledges all applications for registration on receipt of the application. A list of ‘away’ addresses is produced periodically to check that no more than 3 applications are being directed to one address. Original absent vote applications are retained and checked annually against the register ie to check for name changes etc.

In addition to this, the ERO consults with other ERO’s within the sub-region as part of a framework partnership. All those involved in the electoral process are provided with instructions per EC guidance.
There may be no written plan but the two man Election and Electoral Registration team is experienced and have been in post some years and are competent to vet applications and take necessary action. We accept that being a small rural district council doesn't necessarily preclude us from fraud, we do not have the risk factor of some of our large metropolitan neighbours.

On the one occasion that we were sure of a fraudulent application to register (through our own investigations) we gave all the information to SPOC and received no response, in spite of reminders.

When applications are received the handwriting is checked on each form and signatures compared. Addresses are checked with GIS and building control if the property does not exist on our database. Acknowledgements are sent out to each individual and if this is returned via Royal mail then a visit is made to ensure property exists. Action taken - Acknowledgement of all applications received via non-confirmed sources (eg letters from residents, downloaded internet registration forms) to comply with 5-day objection period. Scrutinise and reject applications, involving the Police where necessary. Allow registration only after residents have taken residence to avoid possible registration if prospective move falls through. Regular checks undertaken for duplicate names on register. Registration forms kept for the life of the register and absent vote forms kept so long as they are replaced or cancelled. Consideration of formal procedures deferred pending move to unitary authority.
Our Practice Manual sets out what to do if we feel any application is suspicious. We have a limit of 8 postal votes in one property when we would make further enquiries and refer anything suspicious to the Police, with whom we have very good links. Registration forms are retained for the life of the Register and AV forms are retained until cancelled.

See attached documentation.

A number in excess of 4 at the same would generate further investigation

The majority of actions to achieve the performance standard are undertaken e.g. threshold for absent vote re-directs is 6, Registration forms kept (1) rolling registration - up to 2 years and (2) Canvass forms kept for the life of register (in addition to electronic image), absent vote forms kept until refresh occurs, suspicious registration forms challenged and would be referred to SPOC.
We do not currently have a written plan outlining the steps to be taken to deal with concerns about registration or absent vote applications although we would refer anything suspicious to the local police/SPOC. We do meet the other 2 parts of level 3 and have a threshold number of absent vote applications being directed to any one address and retain registration forms for the life of the register and original absent vote applications are kept until cancelled or replaced.

In 2005 five registration forms were received for one property; this, together with a pre-warning from the AEA, alerted staff to investigate. These applications were found to be fraudulent and the Police were notified. Canvass forms are scanned and original postal vote applications are scanned and retained on file.

Although 4 is appropriate we also undertake part of 5 as we contact staff in other services and wardens, landlords, managers of nursing homes etc., and also randomly check signatures against others held where necessary.

We currently have an informal system in place in checking registration forms and absent vote applications. The Electoral and Licensing Team has five members and this information is dealt with within the team. The Electoral Services Manager and the Senior Electoral Services Officer have meetings with the SPOC from time to time when the need arises.
South ribble has an historically low rate of multiple absent vote applications, all of which relate to existing electors.

We do NOT have a written plan - task for 2009! We do liaise with our SPOC though; we retain forms either electronically or hard copy we have had back for the year ad we have always acknowledged all registrations.

To reach this standard we:

- Check all absent vote applications before processing them. Any suspicious applications are investigated, other signature records are checked and where necessary a further application form is requested.
- Send confirmation letters to all successful postal vote applicants.
- Check all rolling registration forms and query any points necessary (for example any unsigned are returned for signature.)
- Send a confirmation letter to all people who have been added to the register, or people whose details have been amended (for example change of surname) during rolling registration.
- Keep all Voter and Rolling Registration forms for the life of the register.
- Keep absent vote application forms for the required 5 year period until they are challenged again and replaced with a new application form or deleted.
- Produce and check postal vote reports regularly detailing if more than 3 postal votes are redirected to one address.
- Monitor postal vote applications from care homes closely. Personal visits are made to assist electors to complete the forms if required.
- Monitor and challenge signature waiver requests yearly.
- Challenge redirected postal votes, where ballot papers are be each year.
- Contact the SPOC as and when appropriate.

We do an annual refresh of all the absent vote forms, removing the forms from electors who have moved out of the area. If any look suspicious we write to the elector and request further information. Once the annual refresh is carried out we write to those electors who ask for their absent vote to be sent to an address other than their registered one if they still wish this to continue. We run a report every two months to check how many absent votes are being redirected and our threshold is 5 absent votes.
• Postal vote applications sent individually to houses in multiple occupation and residential homes
• All postal vote applications are personally acknowledged
• Monitoring of any mail returned as undelivered
• Systems to identify duplication of records
• Review of personal identifiers (waivers)
• Use of other available records to validate data
• Ensuring complete and accurate property database
• Special Point of Contact - Meetings
• Retention of documents policy
• Postal vote poll cards indicate that person concerned has a postal vote
• Staff training

The retention of canvass forms and postal vote forms is contrary to council practice on document storage. The ERO has considered the risk implications of not retaining the documents, and is of the view that the risk is manageable. It is the view of the ERO that requiring documents to be kept as an item of meeting the performance standard is inappropriate, as this suggests that retaining these documents is essential to maintaining electoral integrity. In the circumstances of this borough, lack of storage facilities and cost considerations make it impossible to keep the paper copies, and yet the ERO believes that electoral integrity in the borough is not at risk.

We monitor applications for registration and postal votes very closely. Any situation that gives rise to suspicion is followed up by requesting additional information, ie, passports, driving licence, bank statements/utility bills. If no response provided we will refer to police.

All absent vote application forms as well as rolling registration forms are scanned against the property for the term of occupancy.
Again I feel we are between 2 and 3, but as there is no one written plan have evaluated us as 2. Elements of a written plan are there - for example a waiver policy was agreed with the ERO when the system of postal vote identifiers came in. We do also currently retain both registration forms and absent voting forms whilst current. However a forthcoming move to new premises where storage is at a premium means that we are having to consider the viability of holding all the forms. Of the two types it is the registration forms which would not be retained as we have the image captured and over the last 5 years have only referred to the original on a small number of occasions, and then only to demonstrate that the image is an accurate record, not because it was required for verification. Although we do not have a full written plan we were the authority which identified the first of the three waves of attempted fraudulent rolling registration applications based around downloading EC forms and providing typed returns from people who have not been registered. We alerted other a

Level 4 - on receipt applications are processed straight away and the acknowledgment forms part of the grant/refusal letter as they are dealt with on a daily basis and explains that subject to the objection period they will be added from a given date. The letter is sent to the householder so it cannot be redirected and specifies the elector details in the body of the letter. Level 5 - Always compares signatures of absent vote forms with previous records

We do not hold a written plan within our office. We are a team of 2 and regularly discuss any situations regarding absent applications. We hold all registration forms (scanned images) for the life of the register and also for previous years. Original absent vote applications are held within the background of the computer system and overwritten with any new requests. We feel we do cover the standard and are working on the relevant documents.
Staff are fully trained to look out for any fraudulent applications and are made aware of any issues under investigation. We follow certain checking procedures and keep all references on file, we would evaluate any individual cases should they arise. Should a registration and/or absent voters application be assessed as suspicious we would refer these to the local police and/or SPOC as we have contacts with them. Our software system is capable to run an automated programme to produce a report of duplicated records we then check these against other systems and Council records. We do take action and investigate reasons behind multiple redirections or absent votes. If necessary we would endeavour to make any validity checks with the information that we hold. For example we could only validate a electors signature if we have their sample signature on file. Considering we have nearly 30,000 applications for absent votes we would have the resources to check the validity of all identifiers. We retain and file all registration and absent vote applications until the necessary time.

Integrity of information Table (Procedure Manual)

In addition to the standard elements SDC also: Acknowledges all applications for registration on receipt of the application and engages with other council services including council tax, the council's fraud section, care homes, military bases and the registrar of births and deaths

Any absent vote application that has raised concern is checked with records we have available to. Where there appears to be a problem this would then be forwarded to the police. All registration forms are retained for the life of the register and original absent vote applications are kept until the application is cancelled or replaced by a new form.
The performance standard is being met in part. Whilst currently we do not have a written plan in place regarding arrangements for absent voting, this will be addressed after the European Elections. Electoral Registration Staff are alert to suspicious registration and absent vote applications and would refer any concerns to the local Police Officer (SPOC.) In addition, registration forms are scanned and stored in hard-copy for the life of the register and all applications for postal votes are filed in order until such time as they are cancelled.

Check number of postal votes going to the same away address and number of proxies a person has been appointed.

All postal vote applications are sent a receipt of application and we are fully aware to be cautious of any pattern of high registration in properties or re-direction of postal votes.

Some basic documentation exists but these need to be collated into one comprehensive plan.
Although a comprehensive written plan is not in place a variety of mechanisms are used to maintain the integrity of registration and absent vote applications. Applicants for postal votes during the canvass period on the 'A' Forms result in an application form being sent to the individual concerned. On receipt of all applications for postal votes a letter is sent to the applicant advising them that the application has been successful/unsuccesful, providing them with an opportunity to query. All staff involved in inputting data for registration and postal vote are trained to identify suspicious changes or large numbers of applications and to bring them to the attention of the manager who would liaise with the local police. All registration forms are kept in hard copy for one year and on elections software for a number of years. All postal vote applications are retained both in hard copy and on elections software. All requested for re-directions are monitored and letters sent to the electors confirming arrangements, providing the opportunity to query.

All applications for rolling registration and absent votes are acknowledged. Absent votes with an away address acknowledged to both address's. Reports run on away addresss for postal votes. Watching brief kept on high occupancy properties.

The ERO has a database system which produces reports of duplicate names. This is checked and names validated prior to publication of the Register. The system also produces reports to identify where someone is a proxy for more than one elector. This is checked at every election. Similarly the system can be interrogated to provide a report on the number of postal votes being directed to a particular "away" address. It allows the ERO to set a different threshold for each enquiry. Suspicious registration and absent vote details would be referred to local police. Staff are trained on the "integrity" issue and are aware of the procedures in this respect. The ERO retains registration forms for the life of the register and those of the previous year and absent vote records (updated with new signatures and dates of birth) are kept for the minimum legislative period.
The ERO processes absent vote applications and takes steps to ensure that lists are accurate and up to date. The ERO takes steps to ensure that electors who are reported as having died or moved away from the area are removed from the absent voter's lists. Anyone who moves house within the ERO's registration area will have their absent vote deleted for their previous address and a new application form sent to their new address. Without a system of individual voter registration we believe that sample checks of signatures and dates of birth cannot be conducted effectively. The ERO is currently in the process of producing a written plan and identifying specific criteria concerning suspicious applications and a threshold for redirections of absent votes, in order to meet the performance standard. The ERO has developed appropriate links to police forces for referrals of suspicious applications.

In addition to meeting the performance standard, the ERO uses other records to check signatures and dates of birth where necessary. All applications are acknowledged on receipt and then confirmed on approval in the monthly tasks. We do engage with other departments informally to carry out checks and offer advice but this is not documented.
Any suspicious activity is checked against Council Tax records and, depending on circumstances, checks may also be made against Housing Benefit records. Scanned images of forms are kept for the life of the register. A maximum of one absent vote form is sent out per elector.

Before election a programme is produced to identify pv's sent to same address without reason eg nursing home. All pv's are acknowledged and DOB information is contained in letter to alleviate mistakes at election time and elector's vote not counted.

3. Suspicious applications are referred to the Police for investigation. The threshold number of absent votes granted to an away address is currently three. The ERO acknowledges all applications for both registration and absent vote applications.

There is a written plan for how to deal with applications which cause concern. In the event of a suspicious form being received the SPOC is advised. Original postal applications are retained until the five yearly review, cancelled applications are also retained until the completion of the review. All redirections are dealt with by one member of staff so that if more than one application is received for the same property it is immediately identifiable. If the postal vote application does not appear to relate to any of the residents at the property there is no threshold - investigations would take place immediately. If there was a clear number before suspicions were acted upon we believe this may delay the detection of serious fraud.
A written plan is not currently in place. However, all absent vote forms are kept and sorted. They are kept up to date and any old forms are removed to just leave all relevant and existing postal vote applications in the file. I have information on our SPOC readily to hand in case of any suspicious application forms.

There is no system in place to undertake integrity checks but suspicious applications are examined carefully. There is a report of away addresses for postal votes that is checked if it appears that a number of ballot papers are being directed to the same away address.

We do have a office plan for recognising and dealing with possible fraudulent applications. The Electoral Commissions Guidance is used along side this.

Informal system only as the Area has not historically had significant integrity issues.

The ERO also meets many, but not all, of the 'above standard' requirements, in both sections 4 and 5.
Staff monitor incoming applications and discuss within the office if there are concerns. Electors are contacted either in writing or over the phone if staff feel that details need to be clarified and where necessary electors are asked to produce supping documentation before applications are excepted.

Where ever possible all forms are sent from the office with details such as a name and address pre-printed to prevent misuse and fraud. It is expected that a written plan will be in place by December 2009.

We carry out many of the processes detailed in Levels 3, 4 and 5 as part of our daily duties and all applications are scrutinised and checked thoroughly plus all electors written to in order to confirm information held on them. However, as we do not have written plans or procedures regarding these processes we only meet the requirement of Level 2. This will be reviewed for 2009.
A detailed written plan is not in place as yet, however any query applications will be investigated further by senior staff.

• All rolling registration and absent vote applications are received and scrutinised with regard authenticity. Any suspect application i.e. invalid former address or multiple deliveries to single address point are and have been investigated further with Council Tax record checks etc. although no written practice note of this procedure currently exists.
• In addition to scrutiny of rolling registration applications regular notification of deaths from the Registrar of Births and Deaths, enable early deletion of appropriate records to assist in preventing the possibility of misuse of details in connection with electoral or credit fraud.
• Effective SPOC links have been established and questionable postal vote returns at elections held in both 2007 and 2008 were investigated, possibly fraudulent votes prevented and effective notice given with regard to security of genuine and detection of potential fraudulent postal votes at all elections conducted within the Borough.
Information from other Councils is processed in accordance with legislation. Lists of Deaths are also processed accordingly and the documents are filed in the appropriate rolling month. Absent Voter records are removed if required but after the publication of the Register, all 10,000 are checked. Written procedure in office and have links with SPOC. Threshold is zero electors above the number registered in a property as any anomalies would be picked up during the checking process after publication of the Register and a report is run during the election process to look at all postal votes going to ‘away’ addresses (Usually less than 30 out of the 10,000!) so anomalies would be noticed. Registration forms and canvass forms are kept for a year and absent forms in lever arch files in secure cupboards.

Actions include: acknowledgements sent to register claimants - this can alert us to suspicious claims; threshold number of absent votes sent to away address is set at more than 2, checks are run on proxy appointments to ensure non-relatives are not appointed for more than 2, suspicious claims are put in plastic wallets with all relevant documentation once referred to SPOC.

Action plan in place to bring us above the performance standard - written plans and risk assessments are being prepared. All applications for registration are acknowledged. Registration forms are kept for the life of the register and absent vote applications are kept until replaced or cancelled.

Good networking and the sharing of information with stakeholders underpins our determination to ensure the integrity and security of our processes. We regularly brief our party agents about integrity and all requests for absent vote information are managed by Electoral Services.
Written plans exist for all aspects of the registration process including absent votes, and all other categories of electors i.e. Overseas, Service, Local Connection.

No formal plan or risk assessment, but suspicious registration forms and/or postal vote applications are checked against other records, where applicable. If necessary, concerns are referred to the local police/SPOC. Consideration is given to the number of applications directed to any one address, taking into account the type of property (ie: HMO, nursing/residential home, etc.). Registration forms are kept for the life of the register and absent vote applications are kept until the application is cancelled or the elector is removed from the register. All applications for registration received outside of the canvass period are acknowledged in writing. During the canvass period, only applications other than the statutory Form As are acknowledged.

We (i) use EC advice and guidance; (ii) have stated criteria which will result in Electoral Registration Officer personally being made aware of possible concerns; and (iii) use our software to check instances where more than two postal ballots are being redirected to the same address. This standard should more explicitly refer to rolling registration rather than the annual canvass (level 4). In addition to the matters in level 3 we acknowledge all applications for a redirected postal vote to both the registered and the ballot paper address, and also send a postal poll card to both addresses.

A cursory check is done of absent voters and any anomalies that are highlighted by returned mail. No formal system in place or documented.
At present there is no written plan of a system to check the integrity of forms although the process is in place as common practice. This will be addressed as the Unitary Council is established. Registration forms are scanned and paper copies held for the life of the Register. Postal vote applications are also scanned and paper copies held until cancelled or superseded by a new form. Regular checks are made and staff trained to flag if more than 2 postal votes going to same address.

Written procedures are in place. We do an annual refresh of all our absent vote forms, removing the forms of electors who have moved out of the area and further information is requested from the elector (via telephone call or enquiry form) on any applications that look suspicious (e.g. same address recurring which is not electors own). Registration forms are kept for the life of the register, as are original absent vote applications, on site. Checks are also made on multiple applications for proxy votes.

Certain applications are always dealt with by experienced full time staff rather than casuals. Ie: requests for postal ballots to be sent to an away address or overseas as always dealt with by permanent experienced staff so that we can monitor if there are a number going to the same address or if people are living abroad but still registered as though they were in the UK and being allowed to vote in elections that they would not be entitled to vote in.

Process for dealing with suspicious registration/postal vote application forms during the election period is set out in the Memorandum of Understanding, and are referred to Surrey Police for investigation. At other times of the year, these are also referred to Surrey Police. Details of properties where 4+ postal votes are sent are analysed.

We have a written plan which incorporates how to deal with concerns regarding registrations or AV applications, details of the SPOC and policy regarding retention of application forms.
The ERO meets the performance standard but does not have a formal written plan. Regardless of the number of electors involved (ie irrespective of any "threshold") all absent votes being sent to addresses other than the qualifying address, as well as all requests for redirection of absent votes are treated with suspicion and are manually checked. This is facilitated by a report from Express that lists all absent votes that are being sent to alternative addresses. Any suspicious applications for registration or absent votes would be referred to the West Midlands Economic Crime Unit and often verified and investigated by Council Tax, Housing benefits and/or the Council's Audit team. All registration forms are retained for two years and absent voting forms retained until the application is cancelled or the circumstances change.

We have a plan in place for absent voting and registration fraud. We inform our SPOC when necessary.

No written plan. The person opening the post has been alerted to look for anything she considers unusual on any form and give these to the manager of the section. (This is a small section). She then either makes face to face inquiries or forwards to the SPOC. Checks are made by manager where a property has more than 5 postal vote applications before issue. All re-directed postal votes are examined and if necessary questioned by the manager. Registration forms are retained for one year, (and scanned), original postal votes are maintained and updated.

Whilst the majority of the steps required for 'meeting the standard' are followed, no written formal plan currently exists but informal system exists.
We have a full 'anti-fraud' plan in place for both registration and absent votes. Concerns are fully investigated and reported to the police where necessary. A proper document retention strategy is also in place.

No detailed written plan currently available. All applications (Rolling Registration or absent vote) are viewed by two members of staff to increase the likelihood of irregular applications being spotted.
**Performance standard 5**
Record is kept of each request, method of supply and payment for the register, year round as well as after publication.

Those entitled to receive the register are sent copies (paper or data as required) on 1 December, and after each monthly update. Registers are sold in accordance with the legislation, and staff have guidance on access and usage of the register. Data is encrypted when sent to ensure security.

All Registers and monthly updated provided to those entitled to receive them. Correct procedure in place for dealing with telephone enquiries relating to the Register. Record kept of all Register sales. Inspection of the Register and Lists under supervision.

Any complaints are dealt with through the Corporate Complaints Procedure. We maintain records of the supply and sale of the full and edited register; and refer to the Electoral Commission's guidance on checking details of those organisations and individuals entitled to receive it.
Appropriate training is provided to staff and copies of guidance are available for inspection

The ERO publishes and supplies the electoral register and absent voter lists to those that are entitled to receive it. A copy of the regulations are supplied to all recipients, and staff are aware of the restrictions on the use of the register and the confidentiality of the information it contains. There is a record of all registers supplied and a record of all sales of the Electoral Register. All complaints are required to be logged under the Ashford Borough Council Complaints Register and are therefore dealt with in accordance with the Complaints Procedure.

Guidance supplied to Customer Services team who supervise access to the register and Electoral Services Manager attends briefing sessions to explain restrictions. Warning of misuse of register notice always supplied. AVDC complaints system records issues arising and action taken. Record of transactions/sales of register maintained and list of those organisations/individuals entitled to receive a copy held.
• Those prescribed in legislation as being entitled to copies of the register are required to sign a document stating in which format they wish the register and that the information will only be used for the purpose it was supplied for.
• Cash receipt book for recording sales of the register and letters of confirmation.
• All data issued via Royal Mail is sent recorded delivery and electronic data is encrypted.

Details of when copies are made available are recorded on a spreadsheet. There is a training plan for staff that includes references to the appropriate section of the Electoral Commission manual dealing with access to the register. Every person receiving a copy of the full register (and every person inspecting it) is provided with a statement regarding the use to which the information in the register may be put. Each sale is recorded in a book kept for the purpose and each copy of the full register is sent in accordance with the Council's procedures for dealing with confidential and/or sensitive information.

All staff are trained and users are given guidance on the uses.

Supply and distribution of the register is maintained on a secure spreadsheet in accordance with the sections Access to Data Protocol. Sales of registers are also kept on this spreadsheet with information on payment date and method, this can also be backed up with the Council's SAP system. Any complaints received are logged on the corporate complaints database.
All aspects of the Standard are recorded in accordance with legislation.

The Electoral Register is published as required. Copies of the register and absent voter lists are supplied to those entitled to receive them and as requested. Training is given to staff that supervise access to the register and guidance is provided to recipients of the register. The register is supplied in accordance with information security requirements. i.e. encrypted.

I am the only person who supervising access to the full register.
DETAILS OF PUBLICATION OF THE REGISTER DATE
SAMPLE LETTERS SENT TO ALL RE PUBLICATION
POSTER SENT TO LIBRARIES AND NEIGHBOURHOOD
OFFICES ABOUT PUBLICATION
WEB PAGE UPDATED

TRAINING PLAN OR COPY OF GUIDANCE GIVEN TO
STAFF
COPY OF PROCEDURE NOTE

COPY OF GUIDANCE GIVEN TO RECIPIENTS
COPY OF NOTE GIVEN TO CANDIDATES ETC

LOG OF COMPLAINTS OR ENQUIRIES, AND ACTION
TAKEN DUE TO THEM
3 CS LOG

RECORD OF TRANSACTIONS AND SALES
REPORT SHOWING WHO GIVEN TO, WHEN AND COST
AND WHAT FORMAT
LIST OF WHO IS ENTITLED TO WHAT
Staff are provided with the Electoral Commission guidance manual for reference purposes.

All staff are fully trained regarding use of the register and who is entitled to copies of it. All internal departments who are entitled to a copy are required to sign a form stating that they are aware of what their copy can be used for, all Councillors/Party Agents/Constituency Offices are also asked to sign a form. We record all transactions and sales. The full register is only available for inspection in our office, we do not display it in libraries or Council reception areas as they could not guarantee supervision.

Registers are supplied to all entitled to receive them. Encryption software has been purchased to safeguard emailed copies. Guidance notes are in place for staff at public counters, and for recipients. Records are maintained of all transactions and sales.

A fully comprehensive list is kept of all those that are entitled and have received a copy of the register and a copy of all receipt of payments are kept. All complaints are logged and records kept of action taken.
A note is placed on the front of both full and edited registers as to how they can be used. This information is also detailed in a letter to Councillors when they receive their register together with a copy of the Hansard note. Full register is kept in the Election Office at all times and can only be viewed under supervision of the Election staff.

Those entitled to receive a copy of the register are required to sign a request form which sets out the limitations on use of the register. Annual reminders of the restrictions are also supplied on publication of the new register.

All complaints regarding Electoral registration including the supply of registers would be dealt with in accordance with the Corporate Complaints procedure. To date No complaints regarding supply have been made. All requests for the register are recorded and transactions detailed both on the computerised database and on manual file.

We record all transactions, sales and supply of the full and edited register and maintain an up to date record of those entitled to receive it. We also keep a record of signed declarations by members as to the use of the full register. These are kept on record for the current year.
• We give details of publication dates on registration forms, our website and issue press releases
• Staff are given detailed guidance Notes on Supply and Access of Register and Absent Voters Lists + full training given by Manager at Team Briefing
• Guidance notes provided to all recipients of the register
• Effective documented complaints process in place (Getting It Right)
• Full up to date record of transactions of sales, and people and organisations entitled to receive documents

All requests for supply of the register or absent voters list are checked against legislative lists, fully recorded and despatched in a secure encrypted data file or printed via recorded delivery. Staff are fully trained on process and legislation. All recipients of the register are informed of the covering legislation regarding use of the register.

The Council has a published corporate complaints scheme which encompasses electoral registration. All sales and supply recorded and password protected issue where necessary (ie full register). Written notices provided to appropriate staff on access/inspection arrangements.
Complaints are logged in the electoral office and where possible actioned. If necessary the complaint is then taken through the Councils corporate complaints procedure. Recipients of the Electoral register are recorded, with the appropriate section of legislation under which they are entitled to receive a copy. Transactions are recorded and receipts issued. Staff/-recipients are given guidance on the correct use of the Register, and where the Register is available for inspection, the manager there gives an undertaking that inspection of the Register will be supervised.

All staff are aware of restrictions on the usage of the electoral register. All transactions of the full and edited register are recorded accordingly, and audited every two years.

None.
Training is given to office staff and guidance supplied to library staff for use of the edited register (Camden libraries cannot offer supervision of the full register). A complaints procedure operates and is reported monthly to the Councils’ Democratic Services Management Team. Actions taken as a result of complaints are also also logged as improvements in the Electoral Services ISO system with followup action recorded (Camden Elections Office has full ISO accreditation). All sales and transactions of the full and edited registers are recorded on Excel and monthly records kept with full reconciliation.
We have a complaints procedure that is logged through our legal department for forwarding to the ERO (Chief Executive) office. This must detail what action was taken. It is extremely rare for anything to be logged by Electoral Services on this register due to the small number of complaints received. We keep records of details of the supply and sale of data. A detailed list of those who are entitled to receive data is contained within the sale of data file.

Corporate complaints system is in operation.

The register publication date is recorded. Guidance is issued to staff who supervise public access to the register. Recipients of the register, both in printed and data form, are given a statement of the statutory requirements regarding supply and use of the register. There is a written record of those entitled to receive copies of the register, when and in what format it is supplied. Although few complaints concerning supply of the register are received, any made are recorded. A record is kept of all sales of the register, including fees paid.

None.

We fall between Levels 2 and 3, as we do record all transactions of sales but we do not have a complaints procedure in place.

Any complaints would be dealt with by the Councils Complaints Officer through the complaints procedure. Details of requested registers both free and purchased are kept on file. Lists of organisations entitled to free copies are constantly updated.
Formal complaints about the publication and supply of the electoral register are dealt with under the Council's Corporate Complaints Procedure, which specifies a time period in which action must be taken in addressing complaints. A mailing list of organisations entitled to receive the full register is maintained and updated on notification from government departments, EC etc. A record is kept of the sales of the edited register.

A list of all recipients of the register and all sales is maintained. No formal log of initial "complaints" is kept but any received are referred to senior staff to investigate and respond. If recipient is dissatisfied with the response they are advised of the formal complaints procedure and any such complaint would be logged and dealt with. List of places of publication maintained and published on website. Libraries etc are annually issued with guidelines and relevant staff have been trained in supervision.

All staff who supervise and deal with access to the register, and recipients are given guidance notes as to the correct usage of the register.
The ERO maintains the records and guidance required to meet levels 3 and 4. As, within this authority, committee and electoral services are carried out by one team, the complaints procedure and recording arrangements cover both activities.

2. Register provided and published to this entitled. This is accurately recorded. Guidance is provided to staff and to individuals who wish to inspect the register. This is recorded and a record kept. All transactions are recorded with payments section.

Publication date and tables indicating those entitled to free supply and those entitled on request produced. Guidance note issued to staff who supervise access. Electoral management system automatically produced guidance for recipients of hard copy. Guidance given by email to those receiving data.
Covering letter with all registers. Printed notes on use on front of each register. Training/briefings given to Customer Services Staff. Council complaints procedures. Sales recorded on council debtors system and sales of registers file kept.

Full Register held with Electoral Services Section and ES Staff supervise with full knowledge of its usage. Edited Register held in Depts with guidance given to other staff within the Authority.

Meet the performance standard but in addition we record all transactions of sales and supply of the full and edited register and maintain an up to date record of the details of those organisations entitled to receive it.
The register was published on December 1. The ERO provides guidance to all staff supervising access and to recipients in respect of their responsibilities regarding usage of the register.

Details of the publication dates of the Register are published in Council Offices, posted on the Council's website, and are on rolling registration forms produced from the electoral registration software system. All staff that have been given access to the Council's online Register facility (Express Register) are given written guidance on what it can be used for, and they and their line manager must sign a statement confirming why they want access to the Register, and that they understand the restrictions on the Register's use. Contact Centre staff who deal with Electoral Services calls are all trained on how they can use the Register, and also receive regular briefings and briefing notes from the Electoral Services Manager. Written guidance is supplied to recipients of the published Register. A record of all supply and sales of the Full and Edited Registers are kept.
All persons inspecting the register are advised of the legal requirements as to the use of the information. A copy of this is sent to all receiving copies in paper/data format. A record is kept of who has received a copy of the register. Complaints/compliments are recorded on the council's complaints system together with a record of action taken.

The ERO uses DBC's recorded complaints procedure i.e. recording complaints received and action taken; The ERO also records all sales of full and edited registers and maintains an up to date list of those entitled to receive it.

No written plan but staff made aware of criteria for suspicious applications. Computer monitors the number of postal votes being sent to one address and prompts if exceeded.

The ERO supplies on request copies of the register & absent voting lists on request only to recipients. The register is supplied in paper and data format. All requests must be in paper or e-mail format and are kept in a file. The Registers and monthly updates are sent automatically from our software system. Data files are encrypted and password protected. Passwords are sent under a separate cover to the recipients. Sales of the register is noted in the departmental receipt book.
Electoral Services meets the performance standard and, in addition, all transactions of sales and supply of both registers and details of those organisations entitled to receive are recorded. Robust measures are in place to ensure the sanctity of data is not compromised particularly secure emails and password encryption.

* all managers sign to acknowledge that they are aware of the uses of the register and accept repositiblity for there staff.*election staff are trained on the lawful use of the register.* councillors advised by email of their responsibilities with regard to the use of the register

Copies of the electoral register are provided to those persons entitled to receive them in accordance with statutory provisions and where appropriate on payment of the prescribed fee. A record of all copies of the register provided and whether this is the full or edited version of the register is maintained. All applications for a copy of the register are required to be in writing stating the purpose for which it is to be used and these are checked to ensure that they meet the provisions of the legislation before the copy is provided. Guidance is provided on the use that may be made of the register.
Set procedures in place for requests for supply of the register and/or postal vote lists. Following on from request:- 1) In respect of Credit Reference a check is made that they have a valid licence and are operating. 2) Data is sent with relevant regulations specifying restrictions on use. Data sent password protected and by special delivery. 3) We monitor the delivery of posting via royal mail web site. 4) Confirmation of receipt of data is received. 5) Password provided. Details recorded together with evidence of tracked receipt of documents. Records maintained for the sale of both full and edited registers.

Evidence: DABVJB Service Plan, Customer Comments and Complaints Policy, Customer Consultation Policy, Customer Consultation Reports, Record of Sale and supply of Registers, DABVJB Electoral Register Distribution List (annual and monthly) including specific guidance for staff - in accordance with legislation "on publication" and "on request". NB - we haven't had any complaints in respect of the supply and publication of the electoral register.
Strict procedures in place for the supply and publication of the register. Full register requests must be supported. All requests and who and when supplied entered upon register planner against those entitled to receive. All register information sent out externally, by data is password protected and hard copies by recorded delivery. All sales transactions recorded and examined in-house by internal auditors.

The register is published by 1st December each year and supplied to those entitled to receive it in line with the Council's procedure for sale/supply of the electoral registers. The file contains a record of all transactions/sales and contains a list of those organisations/persons entitled to receive the register. Staff guidance is provided to those staff who oversee access to the register as well as advice for public inspection of the full register of electors.

We ticked box two although we do keep a record of all transactions of the sales of registers and maintain up-to-date records of who can have them.
Details regarding the canvass and publication of the Register are given in the Council's free community newspaper distributed to all households. Details of those entitled by right and on request are maintained. When registers are supplied details of the restrictions on the use of the information is included. Request forms supplied include the details of the relevant legislation concerning the use of the register. Staff guidance is given and a copy of the regulations is kept with the copy of the Register used for public inspection.

All sales are recorded. The register is published and provided to all those entitled to receive it. An update is provided to Customer Service Network staff and information is provided that only staff have access to, to guide them. This is provided by way of information attached to the register (attached as appendix E). Information is provided to CSC staff at their team leaders briefing in advance of publication.

We do record all transactions of sales etc but we rely upon the Council's ordinary complaints system.

We have a spreadsheet of all who request registers, the format they require. All data is encrypted with a password and password recorded as well as date data is sent. Statements of responsibility and use of the register are issued. We also keep a record of all transactions of sales.

Every eligible person entitled to receive the revised register on publication or request is supplied with the relevant part(s) from publication. All money received in payment for the register is receipted and a record kept of what has been supplied.

Only two officers would supervise register inspections and they are well versed in the legal requirements. Each person inspecting the register is supplied with the legal requirements and must sign a form to say that they will adhere to those requirements. Name, address and signature is recorded.
We check the applications for registration and if necessary ask for proof of address. However we need to be more thorough ensuring that those who supervise the access to the register fully comprehend its importance. We do have procedures for recording complaints and response and records of sales and who receives the Register free of charge.

We also have for many years recorded all transactions of register sales and have yearly updated despatch file so that a record is kept of who has been sent what & when.

The Register is published on 1 December of each year.
The revised register published on 1 December and updates are sent to all recipients entitled to receive it who have sent a written request. Staff who supervise the access to the full register have received guidance notes and training. All recipients of the full register, and electors and who view this document under supervision, are warned by way of a notice in the front of the register, of the regulations relating to its usage.

Publication dates are available as are records of when registers are distributed to legal recipients. Display copies have instructions to those staff providing access and guidance on legal use is provided to recipients of the full register. Sale transactions are recorded and bona fide recipients of the full register are known.

The Electoral Registration Officer publishes the register by 1 December. Records are kept of who is entitled to a copy of the electoral register and absent voter lists and who has received a copy. Details are also recorded of who has purchase a copy of the electoral register. Guidance is produced for staff involved in supervising access to the register and as the full register of elector is only available for inspection at County Hall, Mold it is the responsibility of electoral services staff to supervise access. All recipients receive guidance as to the correct usage of their copy of the register.
Any complaints would be dealt with under the council's complaints procedure and would be recorded. Similarly, a record is maintained on the sale of registers to organisations and individuals. Again, on this basis, could possibly be above standard.

Self assessment between 2 and 3. A list of recipients entitled to receive the register is kept up to date. Information is provided with details of the register as to the use of the information contained in the register and the consequences of any breach. The full register is available at the offices. Electoral Services staff supervise anyone wishing to view the register and questions are asked as to the purpose of the viewing to ensure there is no breach of the regulations. A list of persons/organisations who have been supplied with a copy of the full or edited register is available together with the amount paid where applicable.

Details of how and when registers are provided to qualified recipients and information on the restrictions on the use of the register is held on a file in the office (Not electronic). Guidance notes are provided to staff who supervise the inspection of the register and for those who receive the register.

The ERO has detailed records of all transactions and sales of the Register together with details of who is entitled to receive and access the register. Detailed guidance is reviewed and provided to all recipients of the register. Complaints are dealt with as part of the Councils corporate complaints procedure "Have Your Say"
The Electoral Register is published on the first working day that is nearest to the 1 December each year. Each member of staff is given and is aware of the duty of the ERO to supply copies of the full register of electors to various organisations. Staff are aware that the ERO has a duty to supply free copies of the electoral register to various organisations and individuals, and legislation imposes restrictions on how this is done. (Regulations 94 to 109A, RPR 2001) In addition, Staff are made aware through written information that the full register of electors can only be purchased by credit reference agencies and supplied to government departments. Staff have been informed and are aware of the requirement that only the edited register is available for sale, without restrictions. Recipients of the electoral register are given the following statement:- Public Inspection or Sale of the Full Version of the Register of Electors.

In accordance with the Representation of the People (England and Wales) (Amendment) Regulations 2002 your attention is drawn to the following:

1. This Register is open to public inspection, under supervision
2. If your details are incorrect or your name is not included in the register
3. Extracts from this register may only be recorded by making true copies
4. Information taken from this register should not be used for commercial purposes
5. The Register must only be used for the purpose and manner specified under the Regulations referred to above, anyone who fails to observe the Regulations could be committing an offence

The Register is published on 1st December annually and distributed securely to all who are entitled to receive it. Monthly supplements are distributed securely at the beginning of each month. A page is inserted into each register which gives warnings about copyright. Notes about supervision and copying of the register are distributed with the registers to libraries.

A standard note on how to use the register is sent with each paper copy: public access to the published register is currently restricted to the Elections Office. All registers sent in data format are encrypted with a password; paper copies are sent by Royal Mail ‘Special Delivery’. The ERO records all details of sale of the register and issue receipts to all who buy it.
The complaints procedure is administered as part of Council policy which I am required to use. A list of recipients having purchased the edited register is maintained and published in the office reception area for public viewing. A similar list (an extract which is believed to be from an Electoral Commission Circular) is published in respect of the full register.

All stakeholders who display copies of the register are advised of the legislation with regard to inspection of the register under supervision by members of the public. Included in the bound copies of the register which go on display is a page highlighting the provisions of the legislation. The ERO has a documented complaints procedure which is also on our website. There is a formal record of all recipients of the register and monthly updates with all sales and banking details fully documented.

I believe we meet this standard as we keep detailed and accurate records of those we supply with a copy of either the full or edited version of the register, the menu within our system to produce the data, the amount paid and the receipt number. The rules as to who can be provided with a copy of the full register (these are listed in the EC Manual Part C) are strictly adhered to and all recipients are reminded in the letter/e-mail enclosing the register that the information is to be used for electoral purposes only and that once no longer of use should be disposed of securely. The manual also lists who can be provided with absent voter lists (although these are normally only requested as election times).

A letter is given to all those who receive the register, outlining the guidance. Reception staff have control of the Edited Register only, the Full Register is kept in the office and supervised by the Electoral Services staff, who have full training.
A notice as to the correct use of the register is attached to the front of the registers for those inspecting it and staff are fully aware of the restrictions. A record of transactions and sales are kept. Letters are sent to all elected councillors (borough, parish and county) and all parish clerks explaining the restrictions on use. Every elected councillor and parish clerk must return a form stating that they understand the restrictions otherwise the data is not released to them. A log of complaints and enquiries is kept and action taken also recorded.

Register is provided only to those who are legally entitled to receive it. Security measures are used to ensure data is transmitted securely - secure websites, personal collection and courier services. Recipients required to sign document setting out restrictions on use.

All of the features of number 3 have been in place for some time and the complaints procedure is monitored and controlled by the authority's central performance division. The credentials of new organisations such as new credit reference agencies are checked.
We have a corporate complaints procedure. Registers are supplied together with a letter outlining what a recipient is entitled to do with it.

ERO adopts local authority complaints process. All organisations in receipt of register recorded and all registers encrypted on transmission, training & support offered to library service.

The ERO used the Council's official Complaints Procedure to record and deal with any issues received. Records maintained of those entitled to receive registers, including format/charges. Updated in accordance with Electoral Commission Circulars/Manuals. Guidance provided on access and use of the register. All registers provided include guidance notes on front cover.
Supervision of access to the Register is only undertaken by staff within the electoral services team. Training/guidance as to the requirements for supervision of such access is provided as part of overall training.

Performance Standard 5
We believe we are above the performance standard for the supply and security of the register and absent voter lists.

We record all transactions for the supply of the register either as a spreadsheet or on file.
We publish and supply the register and absent voter lists only to those entitled by law to receive them.
Training and guidance is provided to those staff who supervise access to the register.
We provide guidance for recipients of the register i.e. we have a "warning" letter in place which is used for recipients.
A log is kept of complaints and the Council has its own complaints procedure.
The security of completed registration forms and postal/proxy application forms is paramount and these are kept in secure, alarmed accommodation.

Supporting evidence:
Guidance to staff
Sample letter to those provided with registers
Sample spreadsheet of those supplied with registers

The Council has a complaints procedure. Everyone that requests a register, has a letter with restriction notices. All sales are recorded and receipted, including those that are entitled to it as per legislation.
All registration staff have details of register timetables and publication dates. Limited numbers of staff are allowed to supply registers or lists and these staff are fully aware of the terms of the Regulations. Recipients requests and confirmation of the limits on the use of registers are kept. There is a general rather than specific complaints procedure in operation which has been confirmed as robust by the Ombudsman.

Records made of transactions & sales, but no log of complaints or enquiries made other than log of people who have inspected the register at the council offices. The complaints are logged under the Council's complaints procedure and we keep a copy of the correspondence.

All sales are recorded although the point about the complaints is not understood.

The ERO maintains a schedule of those bodies/organisations entitled to copies of the Register of Electors which includes legislation under which they are entitled to receive it. The schedule includes guidance notes for staff and lists sales. Recipients of both the full and edited versions of the Register are provided with guidance as to what their Register can be used for.
With reference to No. 3 - the Council has a complaints procedure in place.

1. We have a comprehensive list of those entitled to registers.
2. We keep copies of all request documentation.
3. We maintain a spreadsheet of who receives registers whether yearly/monthly updates and in what format (paper/data) included addresses and contact info.
4. We keep full records of all edited register sales on spreadsheet.
5. We have a corporate complaints procedure but no complaints ever received regarding supply of registers.
6. We also keep records of increasing number of FOI requests relating to Edited register sales and responses to them.

The council has a formal complaints system and the Electoral Services section has signed up to this. There have been no recorded complaints in the last 12 months with regards to the supply of Registers or Absent Voter lists, although there are sometimes "time" issues, normally due to "data protection issues"; Sales of both the full and edited Registers are recorded, including details of purchasers. Staff who supervise inspection of the Register are fully trained as to their responsibilities;

All sales and supplies of the register and monthly updates are recorded. All recipients of the full register are given a statement outlining the use of the register and the fine imposed for misuse. Any complaints are recorded on the Corporate Complaints Register
Written guidance is sent to the Central Library where the register is normally inspected.

The ERO supplies all registers to statutory recipients on time. All staff are trained in supervision of the register and guidance is issued to staff in main libraries and information points who supervise the register. A guidance leaflet highlighting their responsibility is produced which is sent to all statutory recipients. The corporate council complaints procedure is in operation and a log of action taken is kept. A full record is kept of all sales of the register.

Suggested Improvement for Knowsley - Centralise complaints procedure and action taken. We have a corporate complaints procedure which records and monitors all complaints. We keep records of all sales and supply of copies of the full & edited register.
All complaints received would be dealt with under the Council's corporate complaints procedure. We use the Canvass Module of the Strand system to record all sales and supply of registers this system also maintains contact details. Receipts are issued for every register sale and all recipients are required to sign a compliance sheet.

Evidence to support the Self Assessment: Advice on the use of the Register to every recipient of the Register. Examples sent to Councillors, Local Constituency Parties and Political Parties are supplied as evidence. Additional evidence is the Distribution Record 2009, Guidance for Libraries for the Inspection of full version of Register of Electors and Library Inspection Guidance.

An ‘Electoral Services Practice Note’ has been developed and issued to staff covering all aspects of supply and sale of the electoral registers. This includes statutory requirements and local arrangements/procedures, including logging enquiries and complaints and recording transactions and sales.
Guidance notes provided with registers to ensure that staff and recipients are aware as to the correct usage.

Complete list of transactions of sales/supply of full/edited registers is maintained. Recipients are required to sign a form to confirm that the information provided is used in accordance with the legislation. If a complaint was received, the complainant would be advised of the authority's Complaints Procedure. No complaints have yet been received.

The requirements as to the publication and supply of the Register are set out in legislation and sufficient documentation exists to show that the publication is prior to 1st December, or the first working day of each relevant month for Rolling Registration. A detailed record is kept of those requiring the Register, either edited or full, and of the standard letters sent with the registers about the restrictions on its use, and inspection, if appropriate, under supervision. All transactions are recorded and receipted, and if ever complaints are received they will be registered along with the action taken in the Council’s complaints procedure. The help desk at the call centre will help an individual check if they are registered and assist with RR forms, and a full hard copy is held at the Central Library, along with the statutory guidance applicable to the viewing of the Register.

The ERO publishes and supplies the Register and AV list to those entitled to receive them and maintains an up to date distribution list of those recipients. Staff are provided guidance regarding appropriate supervision of access to inspect the Register and guidance is also given to recipients. The ERO maintains a record of all Register sales. The ERO has a formal customer care policy which includes details of the complaints procedure. All complaints received are lodged and note action taken.

We meet the standard and also those requirements above the standard. We do not have a specific ERO complaints procedure but would use the corporate complaints procedure for the council.
All transactions relating to sales of the register are recorded and distribution lists kept up to date annually. Training is provided to staff dealing with the supply of registers. Guidance is provided as to the proper use of Registers supplied to each individual outside bodies.

Existing corporate complaints procedure would deal with any complaints received about supply of the register. All transactions for purchase of the register are logged by the ERO and Medway exchequer services.

A log is recorded of all enquiries relating to the register of electors including those highlighting errors on the system. A record is kept of all those organisations entitled to a copy of the register and a list of those that have not formally requested access to it in accordance with regulations.

Staff have undergone information security user awareness training and procedures have also been put in place to comply with GCSx interaction since the authority became the first in Wales to implement the connection
ERO uses local authority’s complaints procedure. Spreadsheets maintained with detail of all those supplied.

Full detailed list of all registers supplied together with receipts for all payments received. Complaint letters and action taken recorded.

The register is always published just before 1st December, and copies are sent to those who have requested them, together with a statement outlining the restrictions as to their use of the register. Guidance provided to staff and recipients.

Proforma register request form in place - outlining uses and restrictions of use etc. Proforma letter to libraries in place - outlining uses and restrictions of use etc (register are only supplied to those libraries who supply written confirmation that registers are supervised, stored securely etc). Election staff provided with training/guidance. Corporate Complaints procedure would record complains in respect of supply/publication of electoral register. Record of all transactions and sales of the register.
It is our standard practice to publish the Register of Electors at the very end of the annual canvass period to allow the maximum period possible for updating the database between September and November. The Register of Electors 2009 was published on 28 November 2008. A record of all transactions is maintained and a basic training plan utilised which follows closely the guidelines as laid down in the ERO manual (Part H).

The ERO issues guidance with each register to ensure compliance with regulations. Staff responsible for supervision are given guidance in relation to use of the registers. All registers are sent via secure data transfer or registered post and records maintained. Complaints are logged in accordance with the Council's complaints procedure.

The council's complaints system is utilised - there have been no recorded complaints in the last 12 months; staff who control the full register are fully trained as to their responsibilities; sales and recipients are recorded.
There is demonstrable and timely publication and supply of the electoral registers and absent voter lists to all those entitled to receive them and the ERO provides guidance to staff who will be supervising supply of and access to the register. All transactions of sales of the full and edited register are recorded via the Council's Financial Management System and an up to date record is held of the persons and organisations entitled to receive the register. The ERO provides guidance to recipients of the register as to the correct usage of their copy of the register. The ERO fully participates in the Council's complaints and compliments monitoring system and detailed records are kept of all complaints and compliments received and actions taken.

We publish the electoral register as required by law. Access to the full register is strictly through members of the Elections Team who advise in accordance with the Electoral Commission guide on "Managing electoral registration in Great Britain".

In addition to the performance standard, some of the activities in the 'Above the performance standard' are carried out. The register absent vote lists are supplied in accordance with the Regulations and a complete record kept of all sales and supply of registers and absent vote lists. Guidance is issued to all council employees regarding access to, and use of, the electoral register. This is reinforced to relevant staff when copies of the register are made available for inspection.
1) Use the Council's comprehensive Complaints procedure and enquiry system. Manual records kept of sale of Register both full and edited. Register is not supplied until payment is received. 2) Work to RPR 2001 re who is entitled to the Register.

A full copy of the Register of Electors and all monthly updates are supplied as published, to the 12 Local Access Points (LAP) throughout the district for inspection purposes. Contact is made during the annual canvass by letter/proforma/disclaimer with all those who are entitled to, or have requested a copy of the register/monthly updates in the previous year to ascertain the new requirements. Registers are only issued on receipt of the proforma/signed disclaimer. All those supplied with a copy of the register are required to complete a disclaimer concerning the use of the register specific to their requirements. Comprehensive "master control sheet" records all those who receive a copy, under which regulation, in what format and date of issue. All sales are recorded on a spreadsheet and register of remittances. A complaints procedure is in place. All LAP's receiving training/guidance on the legal position for dealing with public registers

Register provided to those entitled and issued with guidance regarding terms of use. Full Register only available for inspection within Electoral Services office under supervision of trained staff. Full records of all Register supplies are maintained. Corporate complaints process in place. All data copies of Register supplied password protected or encrypted.

We ensure that all recipients are issued with a letter giving advice about the restrictions and the correct usage of their copy of the Register. We also have a guidance note for staff on how they implement the rules around the Register correctly. The electoral registration system is set to a default to ensure the date of publication of the Register appears on its front page.
Detailed records of sales and supply of all register. Guidance sheets for OSS staff.

The ERO has always published the register on time and has supplied it to everyone who is entitled to receive it, whether free of charge or on payment of the prescribed fee. All staff within Electoral Services are aware of the legislation and are given guidance on the supply and sale of the register.

The full register is only available for inspection at the Electoral Services office and a member of the Electoral Services team would supervise anyone inspecting the register at all times. They would also advise them of the rules in relation to inspecting the register.

The ERO writes to all Councillors and M.Ps with a form for them to request their copy of the register. This form also advises them that they must only use it for the purpose for which it was supplied.

The ERO also provides guidance to those who purchase a copy of the register (such as credit references agencies) and this guidance gives details of their responsibilities once they have been supplied with the information. Credit reference agencies are also requested to sign and return a declaration.

Nottingham City Council’s complaints procedure is used to rec

ER0 is notified of any complaints about the registers. Register published on 1st December 2008. Guidance issued to counterstaff and the public on the use of the edited and full registers.

All recipients of the register are advised of the legal requirements relating to its use. A simple guide is appended to the register on public deposit.

None.
A schedule giving details of those entitled to receive the electoral register is updated annually. Guidance is given to staff and recipients on the use of the register and all transactions and sales of the full and edited registers are recorded. The ERO records all complaints received in respect of Electoral Registration and Elections and then puts them through the Council's Corporate complaints procedure to ensure they are dealt with appropriately.

Registers supplied in accordance with entitlement. Records are kept on Xpress (software system) and securely on hard copy file of requests, formats supplied, monthly updates and payments. All Registers are issued with correct guidance on usage. PCC has a formal 3 stage complaints procedure where complaints are logged, referred to appropriate Director/Head of Service, investigated and actions recorded.

The ERO uses the Councils in-house complaints monitoring system called LAGAN. In accordance with the Council's financial regulations a detailed record book is maintained for register sales.

A full record of all transactions and sales is kept. A log of any complaints or enquiries is also kept and a record of how many people ask questions about the full and edited registers.
The authority keeps a log of any complaints, when the complaint was made, what action was taken if any and how improvements can be made to ensure further complaints of a similar nature do not occur again. The ERO maintains a log of all persons who have purchased the register and all persons supplied under the current regulations.


The ERO maintains a written record of transactions relating to the sale and supply of the Edited and Full versions of the Register. A register is kept of entitled recipients. Guidance is given to those staff who will be supervising access. Guidance is provided to all Members as to the correct use of their copy of the Register. All electronic versions of the register are compressed, encrypted and password protected before supply. Hard copies are hand delivered or arrangements made for special delivery. Any new requests are checked, including their ICO notification (which should indicate credit reference agency), OFT status and certificates of entitlement. If the LA is not sure, their entitlement is questioned in writing. The date of expiry of any certificate is checked for repeated requestors. The Corporate Complaints Procedure deals with any complaints regarding the supply and publication of the Register, with an electronic record kept of the complaint and action taken.

All requests for the register, both electronic and paper, are recorded and all receipts filed. All Registers are supplied with full guidance for their use. Training is given to all staff who may be asked for information from the Register, both edited and full.
The ERO published and supplies the electoral register and absent voters list in accordance with the regulations in place. He also supplies to the recipients of the register guidance as to the correct usage of their copy of the register. An email is sent to the Team Leaders of the Council's Help Line and Help Shops staff updating them as to the procedures to be adopted when members of the public call with registration queries. This is supplemented at the time of the annual Council elections with a full briefing of all the Help Line and Help Shop staff which covers both Electoral Registration and the forthcoming elections.

Whilst the ERO complies with the Commission's guidance on access and supply, there are no training plans/guidance notes in place at present.

A list of credit companies is placed on the website. Details of any other sales will be available as and when.
Sales of the register are recorded and an up to date list of organisations entitled to receive the edited or full registers is maintained. A list of those who receive the monthly update list is also maintained along with the dates the updates were despatched.

All eligible recipients of the full register are required to stipulate whether it is required in paper or data format together with a request for the monthly alterations. A record is kept as to who has requested the information, when it was sent and whether in data or paper format. Licences are check to ensure credit reference agencies are eligible to receive the information. Included with the data are detailed information and guidance notes as to how, when and where the information should be used. The full register is only available in the council's election office and is available to view by appointment. Details of persons wishing to view the register are logged and informed about the restrictions and usage of the information. An up to date log of complaints and record of funds received from the sale of the registers is kept. Any paper registers despatched are sent by secure means e.g. hand delivered to councillors and local libraries etc: and data sent by e-mail is encrypted or password protected.

The ERO maintains and annually updates a plan detailing those persons entitled to copies of registration information and the legislation under which they are entitled. The plan includes guidance notes for staff and recipients and records all transaction of sales and supply of the Register.

Scored at Level 3, but in addition we do keep a record of all transactions of sales and supply of the full and edited register and we do maintain an up to date record of the details of those organisations entitled to it, so we are working towards this level.
Items that evidence our self assessment are: AV list request form, Register request form, Ec25 - Supply of Registers 2008, Inspection notices, Library Correspondence, Inspection Guidance

Detailed records are maintained in respect of statutory and "on request" recipients of both the full and edited versions of the Electoral Register, absent voter lists, street indexes and overseas electors. Recipients are appraised of which Regulation (Representation of the People Act) applies in respect of their request and the restrictions on use of the Full Register data. Electoral staff are guided in supervising inspection and access to the full Electoral Register.
No training plan written but staff in Customer First units are aware that people cannot take copies, can only make hand written notes of the full register and people looking at the register are supervised by Customer First operatives. Guidance notes available for staff. We keep a record of all sales and supply of the full and edited register and maintain an up to date list of those organisations who receive it. Everyone who receives a copy of the register is supplied with notes on guidance about its use.

The ERO also participates in the Council's customer satisfaction survey
Sedgefield's electoral registration system holds lists of recipients of the electoral register and records the date the register is issued and how they will be provided. The file sent by the electoral registration system includes details of the restrictions on use of the register data.

Staff and elector guidance explaining the rules for inspecting the register of electors appears on the file containing the register which is available for inspection.

No complaints have been received in respect of the publication and supply of the register. A record of transactions and sales of those supplied with copies of the register including fees paid is maintained.

The local authority has a robust complaints procedure to ensure recording and action taken. Copy of guidance on the use of the register is given to all recipients. Records of all sales and free register supply are kept, and all registers that are supplied in data format are encrypted and password protected - including monthly updates. Access to register is limited to election staff only. Disclosure direction given.

Registers are provided as prescribed in legislation. Any inspection of the register is done under supervision and registers are only sent to libraries where they also have a facility to supervise such. There is a problem with local press FOIing the sales of registers or a regular basis which means accurate records must be kept.
We record all copies of the register supplied together with RR updates. Copies sold are receipted with copies kept. NO record of complaints or enquiries are held as none have been received.

1. Office staff have comprehensive lists for the supply of registers on a monthly basis and at the annual revision. 2. Office staff have been fully trained on the legal requirements and written guidance is available. 3. Guidance is issued to recipients on each occasion.

Complaints procedure in place. Copies of all correspondence are kept on file. All transactions of sales and supply of registers are kept and maintained.

Comments, compliments and complaints form/scheme in operation which logs information and action taken.
Detailed records of registers supplied are kept to ensure any organisation only receives the information they are entitled to. A copy of the Restrictions on Use of the Register accompanies every register supplied. Supervising access to the Register is only undertaken by the Electoral Services Manager or her assistant, both of whom are fully aware of the restrictions in place.

See attached documentation.

All sales and transactions are recorded and a comprehensive record of correspondence is maintained.

Guidance supplied to Customer Services team who supervise access to the register and Electoral Services Manager attends briefing sessions to explain restrictions. Warning of misuse of register notice always supplied. Council complaints system records issues arising and action taken. Record of transactions/sales of register maintained and list of those organisations/individuals entitled to receive a copy held.

The Council's corporate complaints procedure is used

Register provided to those entitled and issued with guidance regarding terms of use. Full Register only available for inspection within Electoral Services office under supervision of trained staff. Full records of all Register supplies are maintained. Corporate complaints process in place. All data copies of Register supplied password protected or encrypted.
A list is kept of all recipients entitled to receive the register and monthly updates which is used to record the dates of issue of the various lists/data to each recipient. Guidance is given to staff who supervise access to the registers. A guidance notification is sent to each recipient with the register/data as to the correct usage of the information.

Although 2 above is appropriate, part of 3 is also undertaken, that is recording all sales and supply of full and edited registers.

The Electoral Services Manager and Senior Electoral Services Officer, both of over 20 year standing at South Norfolk are the only two officers who handle these issues, we will be training the other members of the team in due course. Details of publication dates are published on our web site. Recipients must sign a request form which includes guidance on what the full register may be used for. We sell extremely few copies of the edited register. We will be producing a guidance sheet for all staff.

The ERO publishes and supplies the register as at 1 December of each year and provides absent voter lists when requested. Written guidance is provided with the register and guidance on use issued to staff.
The department maintains records of complaints with one officer dedicated to updating the records. A record of sales transactions is maintained as is a comprehensive record of entitlements to the register including preferred formats.

To reach this standard we:

- Send a copy of the relevant regulations with all registers supplied.
- Send information on security guidance with all data copies of the register supplied by email, on CD or via secure online file transfer.
- All complaints are logged using a Corporate Complaints Procedure. The system also records any action taken following the complaint.

The following tasks are carried out which are above the standard:

- A record is kept of all sales and supply of the full and edited register.
- Comprehensive lists of who can receive the registers are kept up to date and all staff involved in the distribution of the register receive verbal and written guidance on the supply of the register.

We published our register on Friday 28 November and was distributed to those entitled to a copy along with a cover sheet setting out the relevant legislation relating to its correct usage.
• Full register is provided to organisations in accordance with the law, e.g. credit referencing agencies and political parties
• Full register is provided electronically and password protected – confirmation of receipt required before password is released
• Full register can only be viewed under supervision by ERO staff
• Spreadsheet kept of all information sent out
• Log kept of complaints or enquiries and action taken

A list of all transactions is maintained - this is part of the financial system of the council. It is unclear why this is seen as performing above the performance standard. The ERO has a formal complaints procedure for all complaints,

Register is provided by me to the list of recipients as in the Electoral Commission manual. We keep a list of who has received the register, when it was issued and in which format it was issued. We also keep a log of payments received. A note is provided when the register is sold to credit referencing agencies to ensure correct usage.

Additional to requirements for 2. We have a written record of all transactions and sales of the register on a daily/monthly basis.
On balance I feel we are level 2, although in a small section some elements of the guidance and monitoring of the supply are done verbally, rather than supported by a full written record. Standard letters are in place for distribution covering the use that can be made of the register. Elements of level 3 are also in place with sales being traceable via the receipting process and a basic tick list for the distribution of register copies.

The council operate a corporate complaints procedure. Any complaints will be dealt through this procedure.

ERO uses SMDC complaints procedure. Registers of sales and supply maintained.

Our office is staffed by 2 officers and we are the only ones who supervise the access to the register. All recipients of the register will receive relevant guidance as to the correct usage of their copy.
We provide guidance to office staff and library staff who supervise inspections of the register. Recipients of the register are given guidance as to the correct usage and those inspecting the register have to sign a declaration. We do supply electoral registration information to those entitled to receive it, we have records of complaints and enquiries and also record and keep on file all transactions and sales of the register.

Corporate complaints procedure. All sales are recorded.

In addition notes regarding usage of the register are within in the front of each bound copy of the register and front line staff point this out to all those viewing the register. Unsure regarding which level to choose as we have never had a complaint regarding supply/publication of register but falls under the Councils complaints procedure. List of transactions is kept.

The register is published and supplied in accordance with the legislative timetable. Guidance notes are given to all staff in the unit. Recipients are given extracts of the legislation indicating the purposes for which the register can be used. Complaints and enquiries are logged together with action taken. The supply of all copies of the register is recorded with dates and details of the organisation receiving it. This also applies to monthly updates.
This performance standard is being met in part. Electoral Registration Staff are given guidance whilst supervising access to the register. However, written guidance for recipients of the register as to the correct usage is yet to be provided. This is something that will be addressed before the end of the next electoral registration canvass.

All bodies who are entitled to the register are given the register with a guidance note on its usage, we keep a list of bodies who have been given the register and we restrict the availability of the register so that only the core election team oversee the register who are fully aware of who is entitled to see it.

The ERO provides copies of the registers to those entitled in their preferred format within reason. Electronic copies are protected by encryption and processes are in place to ensure information is safely managed. In-house training is given to new staff through the shadowing of experienced staff on the system. External training is provided by Express.
The electoral register is provided to all those entitled to receive it, either electronically or in hard copy. The absent voter list is also provided to those entitled to receive it. Staff who manage access to the register have received training and guidance on sharing the contents of the register and the use the data can be put to. There is a recorded complaints procedure, together with written record of sales and supply of the register and up to date information is kept on those entitled to receive the register.

The LA has a corporate complaints procedure. Records of all sales are kept - order and receipt etc. All registers supplied in data form are zipped and password protected. Hard copy registers are sent special delivery - traceability. Full register for inspection kept in Electoral office and has to be requested and supervised by electoral staff. Any complaint or correspondence in respect of the supply of the register/absent voters list is recorded. The ERO maintains a record pertaining to the sale and distribution of all registers, including a list of all organisations entitled to a statutory copy. The ERO has also provided guidance notes to those who received or display the register as to the correct usage.

There is only one member of staff involved and so there is no training plan or written guidance in place. Guidance is provided to recipients.
There is demonstrable and timely publication and supply of the electoral registers and absent voter lists to all those entitled to receive them and the ERO provides guidance to staff who will be supervising supply of and access to the register. All transactions of sales of the full and edited register are recorded via the Council's Financial Management System and an up to date record is held of the persons and organisations entitled to receive the register. The ERO provides guidance to recipients of the register as to the correct usage of their copy of the register. The ERO fully participates in the Council's complaints and compliments monitoring system and detailed records are kept of all complaints and compliments received and actions taken.

A record of requests to view the register is also under development. Customers will be asked to sign the record and will be provided with guidance on the register and its uses.
We provide the register in hard-copy, pdf, csv, Excel or electronic formats to those entitled to receive them. We also send them a copy of the regulations covering use of the Register. ERO supervises access to the Register on-site; staff at the other Council site have received training. All accesses to the Register are recorded, along with the purposes to which the access will be put.

A chart is kept indicating those who are eligible and have taken the register (full and monthly updates).

3. The ERO have a detailed log of any complaints received and responses given. The ERO has a detailed record of all organisations who receive a copy of the register of electors and records all transactions of sales for supply of the full and edited register of electors.

The electoral register was published on the 6th November 2008. Staff are trained in the team meetings regarding how to deal with staff at reception inspecting the register - ESU staff alone deal with these requests. Recipients are provided with the restrictions on use when supplied with the register and when inspecting the register.
Training and guidance notes have been given to staff in contact with the edited/full register. All recipients of the register receive a guidance note advising of the rules and regulations to be strictly observed.

All the above is kept on a spreadsheet and maintained on a daily basis. The council's comments and complaints procedures are followed in respect of supply and publication of the register. They would be logged on our spreadsheet as well as documentation being kept under the council's policy.

To ensure a uniform procedure and standards the Complaints procedure referred to is a Council wide procedure not specific to Electoral services. The procedure maintains a written record of complaints and details of action taken. Sales transactions are recorded via the Council's accounting systems and the Election Section maintains an up to date list of those organisations entitled to receive.

Official complaints are dealt with via the council's normal complaints procedure.
We are proactive in contacting elected members and other authorised recipients when the new register is published each year. All registers are sent with covering letter/emails clearly stating the limitations of use. At present, any complaints about this issue are dealt with using the council's complaints system, however, an independent system for ERO is being developed.

We publicise, publish and supply the register and absent vote lists to those who are entitled to receive copies. All potential recipients are sent a form plus guidance and must sign and return this form stating that they will adhere to the guidance requirements. All staff are provided with procedures regarding supervising access to the register. Records are kept and publicised in the Service annual report of the number of complaints received. A record of transactions and sales of the register is maintained.
The register is only supplied to those entitled to receive. Public inspection is only available at Town Hall office under supervision. Name and address recorded of the person inspecting.

The register is published and supplied to those entitled to it.

• Registers supplied strictly in accordance with RP Regulations.
• Application form for receipt of copy, where entitled i.e. election candidates and elected members details limitations on use and advice of personal liability where misuse proven.
• All recipients advised of limitations on use and need to safeguard information upon receipt.
• Each printed (Full) List includes a page advising limitations on use.
• Detail of all recipients (Name/Address); format; date and regulation under which copy supplied recorded and maintained.
• A log of all complaints (and compliments) relating to the electoral register and all other aspects of the electoral services provided by the authority is maintained.
Notice of publication produced. Folder kept with all details of the legislation and those entitled to receive it and the appropriate versions. Staff who offer supervision access have received training and get a disclaimer completed by all who view the Register acknowledging they have been informed of the regulations. Records kept along with signed disclaimers of all who have been supplied with Register information which is above the standard. All parties written to accordingly, guidance of use and extracts from legislation supplied.

We have a corporate complaints procedure and all complaints are recorded.

Procedure note used for annual and monthly distribution of registers and updates. Records are kept of those who are sent registers/uploads and recipients are sent a notice re use of the full register and are asked to confirm receipt. Training is provided to Reception Staff who supervise inspection of registers.

Records kept of publication of register and recipients. Guidance letter given to staff and recipients. Electoral registration is a separate category in the corporate complaints procedure, where a complaint is logged and dealt with. A record is kept of all transactions and sales.

We have assessed our performance in this category as meeting the performance standard, however, we do monitor and record all transactions and sales of both the edited and full register as well as distribution. The Council has in place a comprehensive system of monitoring complaints, comments and compliments (The 3 C’s).
All recipients of the register are advised of the legal requirements regarding the use of the register.

A list of all the organisations entitled to receive the register, whether statutory or 'on demand', is maintained. Guidance notes are provided to staff who supervise public access to the register. Specific guidance, dependent on its use, is also provided to recipients of the register. Details of all transactions, whether free of charge or fee generating, are available.

Applicants for the register are requested to acknowledge that they understand the usage to which the register may be put by them. We feel that we are very close to level 3 - however we don't have a separate complaints procedure but can see no need for one. Were we to receive any complaints then there would be a written record and log - but we never have

ERO has a database of purchasers and to those whom the register is supplied to.
Information is provided to people entitled in paper or data format. Guidance on usage of register is provided on paper format and to staff. Data copy guidance is basic and needs to be as paper copy. This will be addressed after the Unitary Council is established.

The only area of this they we do not do in full is a list of elector complaints about the supply and publication of the register but we only get 4/5 a year and do keep a copy of any written replies sent.

Formal complaints are dealt with in line with the Council's complaints procedure. Full records of all sales of the full and edited register are kept.

All staff have information about publication dates - it is also on web pages. All recipients of Electoral Register receive restriction notices. Have guidance notes on inspection, access and supply of the electoral register and AV lists.
The ERO has always ensured that the register is published on 1st December. Guidance on the use of the register and information about the restrictions on the use of the register are provided in most cases when registers are supplied and will be provided in all cases in future. However, to date training of staff supervising access to the register has not been considered necessary.

We keep a record of all register sales, and a complaints procedure is in place. Anyone who supervises register access is trained.

Record is kept of each request, method of supply and payment for the register, year round as well as after publication.

Whilst the majority of the steps required for 'meeting the standard' are followed, no written formal plan currently exists but informal system exists.
Full training is provided to all staff closely involved in the process, on systems, process and legislative issues, and annual training is in place for Customer Service Advisors, who deal with many enquiries on our behalf. Guidance is provided with all copies of the register. All requests for registers are kept for our records, along with sales of edited registers. The corporate complaints system requires that a log of complaints is kept and sets out timescales for dealing with any complaints. All files sent by email are password protected for security.

Register and relevant lists only supplied to those entitled, no additional information provided in any format (including by telephone). Senior member of staff oversees all aspects of publication and distribution.
Performance standard 6
Annual campaign during canvass to target both young people, young families and the elderly who use buses. Cost of advertising shared by four authorities using electoral participation fund, external and internal advertisements on selected route. Set up documented but no evaluation carried out. Also year round advertisement acquired in ‘Smile’ publication available at local hospitals and other NHS buildings again funded through electoral participation fund. No budget or resource at all for advertising or participation activities for either authority.

The ERO does public awareness exercises, although there is no written strategy at present.


We work actively with the Public Relations Team to maintain contact with the public, utilising the Council’s newsletter to promote registration at canvass and elections times; and issuing press releases at relevant times in the year. We also use opportunities to link into campaigns run by the Electoral Commission to promote registration and elector awareness. We do not have a written strategy at present and will explore the production of one over the coming year.
The ERO does not have a formal public awareness strategy in place but undertakes a variety of ad hoc activities to raise awareness. The ERO has been working jointly with all other Councils in Nottinghamshire with a view to developing co-ordinated and joint initiatives which will impact on public awareness in both elections and electoral registration. I am confident that this will be in place in 2009.

Ashford has previously targeted 16-18 year olds to make them aware of the need to get registered. This has been done by working with the youth councils and by using contacts relevant for this age group, participation funding was agreed for this and it was seen as a very worthwhile project which will be repeated. Unfortunately due to long term staff sickness it has not been possible to pursue this any further this year.

Plan documented. A specific budget is agreed for public awareness activity & the evaluation does inform development of subsequent year activity.
No written plans in place at present but are being considered for 2009. During the Scottish & Local Authority Elections a student awareness programme was undertaken at Kilmarnock College in conjunction with East Ayrshire Council. Advertising on and in local buses encouraging participation in the electoral process. Advertising in a “youth magazine”.

A statement is in the process of being developed but resources available for this type of work have in the past been somewhat meagre and evaluation of ad hoc promotional activities has therefore been difficult.

The section currently has an informal public awareness strategy which is not documented. However a number of campaigns have been done over the past two years to promote both elections and electoral registration and a participation day aimed at engaging young people has also been held.
No dedicated participation budget but applications for participation grants have been successful for providing advertisements on buses for the annual canvass and elections along with other promotional literature. Use is made of local newspaper and radio to raise public awareness when required at the appropriate times. Armed Forces Service Registration Day in September 2008 co-ordinated with Royal Navy at local base - no additional Service registrations made for this Local Authority.

Various public awareness activities are undertaken and available funding from the Ministry of Justice in connection with public awareness is utilised. However, whilst the ERO is conscious of target audiences and considers this, there is no written plan in place dealing with the issues required to meet the performance standard. This plan will be developed in the near future.

A written strategy to improve public awareness of the registration process is currently being developed by the ERO and his staff. The ERO displays in all Council reception areas the posters designed by the Electoral Commission for the annual canvass period; a copy is sent to every parish / town clerk and public library to be displayed on their notice boards. The two universities are sent the Electoral Commission posters specifically designed to encourage students to register; these are then displayed in their public areas. A press release is issued before the start of the annual canvass. The ERO also liaises with Youth Services, who organise events in local schools to engage young people in the democratic process. For any major election, registration is encouraged through the Council's community newspaper, which is delivered to about 78,000 households throughout the area. The ERO liaises with neighbouring EROs to organise advertising campaigns involving local newspapers, radio stations and regional TV.
We do not have a documented strategy at present; however we have used the MOJ Participation fund to run awareness campaigns during canvass in conjunction with neighbouring London Boroughs. This has taken the form of Bus side advertising linked with bus stop advertising. Without the participation fund it is doubtful whether these activities would be adequately resourced.

All electoral publicity is carried out by the Council's PR Unit after discussions with Election Manager. Dates are agreed in advance for adverts/press releases and all relevant deadlines for postal/proxy votes, registration, nominations/annual canvass etc are advertised in the local press and the Council's own newspaper which is delivered to every household in the Borough. We also publish information on the Council's website.

A joint working group in Democratic and Electoral Services have produced a Public Awareness strategy for the annual canvass. This work built on the project plan and evaluation report for the 2007 local government elections. Target groups were identified based on work undertaken by the Council's Equalities Unit. Media information was published utilising the Do Politics literature and supplemented by local leaflets, press releases etc. An event is planned in partnership with the local college to evaluate the effectiveness of the different publications and registration.

None.
The ERO does not have the resources to maintain an effective public awareness strategy. The position might change with the creation of the unitary council in Northumberland.

resources, in partnership with community development who lead on specific projects relating to youth engagement. Other activities relating to voting and registration—posters in local Tesco’s and parish council notice boards.

We do organise extensive publicity aimed at specific target groups, but this is based on experience and does not form part of a documented public awareness strategy.

We are involved in the Eastern Branch public awareness strategy
• We have a Public Awareness Strategy Plan in place
• Includes clearly defined objectives, identifies target
  audiences, risks, participation budget, partners and activities
  for the current year
• Also includes evaluations of activities undertaken and
  recommendations for future activities

Business plan and performance indicators identify public
awareness projects both ongoing and specific target projects.
A weakness in 2008 is lack of evaluation.

Annual programme of publicity, promotion and communication
undertaken- public buildings, Council vehicles, press, notice
boards etc. Identified budget. Web site promotion/awareness
raising
There is currently no documented public awareness strategy, however the ERO has been involved in initiatives involving the Citizens Panel, there are regular press releases reminding people to register, which involve the councils communication unit, plus use of website to publish notices etc. Emails are sent to registered users of the Councils website to encourage participation, and birthday cards are sent to attainers.

A public awareness plan is in place, for both elections and electoral registration. The plan is reviewed annually, to take into account changing demographics and changing circumstances.

In truth there is not a formal "written" strategy ( in progress) but I have marked as 3 due to the work Caerphilly has undertaken. This involved attending a college Freshers Fair with an information stand and a subsequent number of sessions at the college - linking in with their citizens / democracy programme - Good relations with the College and Schools have been established and continue to be developed. We have also devised mock candidates characters and Pop Ups promoting Registration / Voting and a number of other initiatives - this has to be "logged" and written up.

The ERO undertakes some evaluation of the work undertaken, via rolling registration applicants, 18 year olds etc but it is extremely difficult to evaluate poster and advertising campaigns and specialist advice would need to be gained if this was to be undertaken.
A public awareness strategy is documented and reviewed each year as part of planning for the annual canvass, which would include consideration of which groups would have a concentration of effort during the canvass. The effectiveness of any work would then be included as part of the annual canvass review. The strategy would be constrained by the financial and staffing resources available. A full risk evaluation would be carried out of any initiatives.

Whilst we do not have a written public awareness plan the Council has recently agreed that with effect from 2011 Council adopts the electoral cycle of whole Council elections every four years. • A consultation exercise was undertaken which included the Citizen's Panel; consultation with elected Members (District, County and Parish); the option for the public to express their views using the Council’s website; a questionnaire included in Chase Matters and consultation forms for public opinion distributed at the Community Forums. • The results of the consultation will be made public with as many stakeholders as possible.

Website
Chase Matters Copy of which goes to every household in the District.
Press feature
Community forum presentations
LSP Executive advisory board report
Chamber of Commerce
Feature on Chase 3 and Think Local websites and Chamber News publication
Posters - A3 Posters informing of the change to be sited in prominent areas within the district
Parish Council Magazines and report to Parish and Town Councils.

The Electoral Registration Officer places articles in the City Council's free quarterly magazine "District Life " which is circulated to every household in the District. There is also information on the Council's Website for both the public and candidates.
We have a publicity plan that has been put together at county group level which included assistance from our Communications Team. We identified who our target audiences are and agreed key contacts & responsibilities to assist in communicating information such as Migrant Worker Officers. The plan has also been costed as far as possible.

None.

Public awareness activities are undertaken but there is no formal written strategy. The activities focus on publicity, particularly during the canvass period, and have included press notices, bus advertising, advertisements in council publications and student magazines. The ERO has a limited publicity budget, supplemented by drawing on the Electoral Participation Fund.

None.

We have done some advertising in the past, and we always use the Council's own magazine at Canvass time. We have no written strategy.
The ERO has a public awareness strategy which is complementary to the Council’s Communications and Consultation strategies. The identification and mitigation of risks are included in the Democratic Services’ risk register.

Just into standard 3: Regular meetings with Returning Officer staff and communications staff in councils to develop strategy. Budget identified in advance and used as deemed appropriate annually. Participation with other ERO’s and Electoral Commission to try and maximise efficient use of resources. Limited success over three council areas with different target groups e.g. ethnic minority electors, attainers, staff, disabled etc. Risks are identified and mitigation actions noted. The main difficulty is measuring results or success of the participation. The approach is to use a wide range of efforts to target the various groups and to keep refreshing the activities. Use is made of Council contacts and newspapers, Newsletters, Clubs, local Radio, and direct contact with other organisations which appear to have good contacts with the target audiences.

Publicity campaign which included a full colour page spread in local press/local radio advertisement/billboard advert at Sainsbury’s/ads in village and town mags/Adverts on Notice Boards within the Council Offices and Parish Council Sites. A redesign of the annual canvass form to make it user friendly and to make aware and encourage other methods of registration such as telephone and internet. Results of the campaign are compared at each stage of canvass with previous years results.
The public awareness strategy contains: information on local demographics; its target audience; measures for promoting general awareness; awareness among specific groups, i.e., young people, BME groups, foreign nationals and in particular localities; corporate guidance; budgetary provision; and evaluation methods.

We do try to maintain public awareness throughout the year, we have documented minutes of meetings and letters on file, but due to lack of resources and budget we do not have a fully documented written strategy, evaluation plan or risk register. Do not have strategy in place.

written strategy/evaluation prepared. Risk register in the course of preparation.
The District Council does provide regular information on its Web Site and also in its quarterly Magazine (sent to all households within the District). This includes details of elections, vacancies, electoral registration, etc. Such information is provided as appropriate. For by-elections the Council always issues an immediate Press Release and send details to those political parties that normally submit candidates (5 in total).

Strategy and plan. Specific targeting of some areas by canvassers (poor responding areas from previous canvass).

Whilst we do not have a written strategy, we are proactive and place articles in the Council's in house newspaper 'The Courier'. We do Press Releases when appropriate. We send birthday cards to rising 18 year olds and support the Youth Parliament elections by supplying equipment and helping with the organisation.

Regular on-going radio campaign, Birthday Cards for 18 year olds, Bookmarks at Libraries, Posters in various venues.
While no formal written strategy exists, awareness raising/engagement/advertising and media contact does occur, albeit on an ad hoc and event by event basis. This will form part of a formal strategy, which is now being produced.

Public awareness campaigns have been carried out both at election time and during the annual canvass. However, these have been ad hoc and evaluation has been informal.

There is a written canvass publicity plan identifying target groups for specific publicity. There is also an identified budget for publicity within the general Electoral Services budget.
Meetings are organised with Communications dept and website manager to identify best methods of publicising canvass and rolling registration and identifying target audiences.

Public awareness campaign strategy is on-going - Web site updates; Council news publications entries; Public Notice(s) and press releases as required; Youth targeting through Citizenship Coordinators at schools, colleges and youth centres. For key events - Canvass and Elections, specific written strategies are planned and implemented with DBC's Comms. Dept. joining the projects. The plans comprise objectives, success measures, reference to possible risks, resources available, and how we will evaluate success.

We have worked in conjunction with Conwy CBC on a public information strategy for the past 2 years utilising Coast FM local radio advertising at elections and registration periods. We have also attended community open days in areas of low registration in conjunction with Communities First initiative. The ERO does not have a written strategy as such and like any public relations exercise it is very hard to evaluate any activity.
Work has commenced on the development of a strategy utilising internal expertise and peer best practice. The Service has conducted various projects including a pilot in one of our wards where we worked with the Area and Neighbourhood Team increasing participation prior to the local election in May 2008. All results and lessons learned from this were reported formally. Service plan target is to implement Public Awareness Strategy in 2009 and this will be reflected in next years response to the performance standards.

* participation budget from MOJ, beer mat promotion targeting 18 - 24 year olds, other methods considered eg birthday cards, radio broadcasts, * no risks identified, * work carried out by election staff.* letter sent to nonresponding households at canvass.

The ERO undertakes a number of activities throughout the year to increase participation. However, there is presently no written strategy available to underpin this work, although there is a written plan of activities which take place throughout the year, and this is updated regularly to include new and planned work.

This work currently includes such activities as poster and advertising campaigns, material circulated to dedicated information stands at council offices, articles in the council’s newspaper, Doncaster News; support to Youth Council Elections, Tenants and Residents Elections and Older Persons Parliament Elections; availability of application forms online; telephone and internet registration; taking a lead role in the Council’s Local Democracy Week activities; and participation in Electoral Pilot Schemes.

Trialling of initiatives to promote registration such as putting registration forms in particular locations (e.g. Estate Agents) has been undertaken along with direct mail campaigns to residents and evaluation. The most effective approach has so far been shown to be a mini-canvass in the months preceding t

The team has previously worked in conjunction with the Counci

There is currently no specific participation budget although duri
Our Council participates in local democracy week with many schools from the district attending. The district youth centre and local schools borrow ballot boxes and voting screens for voting in the local Youth Parliament. Birthday cards are sent to 18 year olds. The district website and Council district news are used to promote both electoral registration and elections. We have previously participated in a radio advertising campaign for the County but this provided difficult to quantify effectiveness of campaign. During the canvass we had a specific translation for the Gurkha families who reside within service quarters together with a further translation for the canvasser visit. An information leaflet delivered with the initial canvass form to all service quarters advising of the option to register as a service voter or civilian.

Evidence: I think we are actually between 3 and 4. We do not have a Risk Register for Electoral Participation (3) although we do have everything else. We have a written Electoral Participation Strategy/Plan which is reviewed annually and this includes an evaluation plan. We collate results and a report is due to be produced in March 2009 which will record the results of the activities undertaken. Specific WDC initiative prior to canvass 2008 for polling district with less than 75% return at end of 2007 canvass (separate from EP strategy 2008) - evaluation process including costs etc still ongoing. There is a specific budget for Electoral Registration as a whole but only Advertising has a specific breakdown relative to Electoral Participation - the other "participation" monies are included under Printing, Stationery and Postage - see 2008/09 Revenue Estimates - Detailed Breakdown of Constituent Elements. We work with Returning Officers in the run up to any elections and there is evidence of this under DABVJB 2007 Electoral Participation Strategy.
Despite limited resources an effective public awareness strategy is in place. Outreach work is routinely undertaken including school visits, visits to community groups and to residential homes. Advertising campaigns are instigated prior to elections and at time of canvass to encourage registration and participation. 2008 Local democracy week included an intensive concentration on younger people consisting of Political Speed dating events, a Question Time evening, a young Mayor competition, and an open invitation to schools to visit our offices and learn about the democratic process. For the first time in November 2008 we held a 'Community/Councillor recruitment event', a successful evening that invited the public to learn about becoming a councillor and other community leadership opportunities. Differing activities are planned throughout the year and all activities are monitored through assessment/feedback forms. Ealing's events can be viewed via the EC website.

Reference made to this in annual performance plan.
To date, there has not been the development of a strategy, however, the Council's Youth Strategy targets young people in relation to electoral participation. The Council's newspaper, which is distributed to all households, is used to publicise the Canvass and Elections and encourage participation.

Information on the need to register is published in the Council's A-Z Leaflet which is delivered with Council Tax Bills. For the first time in 2009 there is a specific advert on registration (attached as appendix F). The Council maintains information on registration and forms on its website, which is also linked internally to the Customer Service Network (which provides front line services and responds to enquiries). The information available to CSN staff is more detailed to enable information to be provided at the first point of contact (copy of full detail of A-Z campaign shown at Appendix G).

We will develop a written strategy to document the public awareness work which we currently do so as to satisfy at least level 3.

Due to staff shortages and a minimal budget for public awareness we do not have a formal publicity strategy. However have done some work claiming participation funding.

Every year we host a mock election in our council chamber for local schools to attend and this has proved very successful.

This is something we are aware needs looking at. However because there are only 1.5 officers in elections/electoral registration it was seen as a luxury we really didn't have time to carry out.

Limited time and resources to undertake
Some aspects of "Above the performance standard" e.g. plans for different activities at different times of year (school visits, magazine advertising).

This is an area of weakness and would have been taken on by the Manager who has recently left the Borough. We are actively recruiting to this position and this will be a key area for improvement.

Myself and my assistant decide on an ad hoc basis how to encourage participation. It may be in the form of newspaper articles, posters or information in Parish magazines and newsletters. Each year we try to do something different but it is purely a personal matter and is not formalised in any way.

We make use of any free publicity that we possibly can. The Council's website has many pages on voting & electoral registration that are regularly updated with any new information. The Council has a resident's magazine that we put articles in. This magazine is circulated 4 times a year to all households in the borough. We also use the Council's borough notice boards for displaying posters of events such as elections. All attainers on the register are sent a BD card when they become 18 welcoming them to their new right to vote and encouraging them to find out about voting information on our website.

Some level 4 activity undertaken but resources are limited.
The ERO does not currently maintain a fully documented public awareness strategy, however the following are completed. Posters and information documents (including translation into three Eastern European languages) are produced and displayed in prominent positions around the district and Parish/Church magazines. The website is used to inform the public of current and past elections with general information on Electoral Registration.

Although there is no written strategy held by the ERO the Council’s Customer Relations Management Service provide a comprehensive campaign at election time which includes targeting and evaluation (e.g. Glenrothes by-election - contact Lesley Ratomks). Both the ERO and RO feed into this campaign. The ERO publicises electoral registration and absent voting through press releases at canvass and adverts in Scene magazine, SFA booklet, Retirement magazine, library carriers, bookmarks, school folders, bus advertising etcetera. Access to voter registration and postal vote forms is also available through the Council’s website www.fifedirect.org.uk and Scottish Assessors Association website www.saa.gov.uk/fife

The Electoral Registration Officer does not maintain a written public awareness strategy and objectives, risks and resources have not been formally documented. The kind of media used in the past to raise public awareness has been bus advertising campaigns, radio campaign, adverts in football magazines and student newspapers, promotional items such as pens, notebooks etc. It was decided this year to do very little general public awareness and instead target the younger audience by advertising in an all Wales college newspaper and send out birthday cards to those turning 18.
We do not have a written strategy however a lot of work is undertaken. Posters are supplied to libraries, banks and building societies, village halls and community centres, doctors surgeries, dental practitioners, schools, parish clerks, the council’s one stop shops in each of the main towns. Advertisements are also included in the Council’s newspaper which is circulated to every household at 6 monthly intervals. A joint public awareness campaign with other Gloucestershire Districts and Severn Sound Radio. Advertisement placed on Information and Map Displays at Lydney and Cinderford Hospitals and Health Centres at Cinderford and Coleford.

Regular press releases are issued and information contained on the council website. Local estate agents were contacted and asked to display the EC poster for home movers. All parish clerks were contacted and asked to display notices encouraging people to register. All libraries were provided with electoral promotion posters. Schools (with sixth forms) were sent a copy of the ‘Have Your Say’ DVD and the electoral officer attended a democratic open evening with the members from the local youth base. All the above is undertaken however a formal written strategy has not been completed and therefore because of the lack of a policy document and in accordance with the guidance this standard is not meeting the current performance standard.

The ERO has a draft written public awareness strategy which includes new activities for the coming year. Details of the evaluation plan are still being written together with this lessons learned activities are still to be implemented.
The ERO does not maintain a written public awareness strategy but takes steps to ensure that the registration and election process are widely publicised. With regard to electoral registration, forms are hand delivered to every household at the time of the canvass commencing in August of each year. After a period of 4 weeks, a reminder form is then sent and followed afterwards by a personal visit from a Canvasser. The ERO carries out checks on the Council Tax register and also uses information from the Housing Department and the Registrar of Births and Deaths. The Council provides information regarding forthcoming elections electoral registration and absent voting on the web-site, together with appropriate forms that can be downloaded. The Borough Council website has a section on both Elections and how to register including how to apply and receive an absent vote. The site also includes information on past election results. At registration time, the public can confirm existing registration through the internet and also by telephone. In 2009 it is intended to use text messaging. A Risk Register has also been Low return areas analysed. Advertising increased at canvass. Bus advertising in low return areas. Letters issued to 90 different organisations which deal with the B.M.E. population. Advert on Radio Ramadan. Advertising in the press and on Radio Clyde. Posters in public buildings. Leaflets from the Electoral Commission at the public counter. Pens with advertising at the public counter. Autism Awareness training for counter staff and canvassers. There are spoken instructions on the web site for blind people. Forms are regularly reassessed and explanatory notes and contact details are included. Information on the web-site is regularly updated.
The Council's newspaper is used to publicise the canvass and elections, and also to advise households to check their entries in the register once it has been published. This is delivered to all households and usually generates enquiries. Also used are the Council's official notice boards, Libraries, the local College and senior Schools.

Although the department doesn't quite meet the Performance Standard the public are made aware of the service by means of advertisements - buses (English and Polish), cinema publications, LA Billing Year planners, advertising pillars in Aberdeen city centre (English and Polish), library carrier bags, community education booklets and student magazine. Further opportunities are constantly being reviewed. Canvassers are provided with registration forms in different languages, contact with Grampian Society for the Blind, attendance and presentations at seminars in the the area for ethnic groups and forms available on our own and Council websites. The success of the campaigns which are reviewed specifically before each annual canvass can be measured against the previous year's statistics.

I believe we meet the target because we have an identified "promotions" budget and we have prepared a Strategy for Improving Public Participation that clearly identifies our target audiences and the means by which we intend to reach these groups. We have taken the view that the only objective measure of success is the number of residents registered to vote and currently do not have any specific evaluation plan in place, although you will see from the Strategy that we do intend to seek feedback from our residents and we will use this to improve our position. We will, of course, work in partnership with our communications team on all public awareness issues.

We are looking to improve our public awareness strategy, and this year we plan to try a new initiative of sending birthday notification to 18 year olds.
A full and comprehensive public awareness and communications plan is developed with the Communications service unit for every major election, regular meetings held to review status and a wash up meeting held after the election. Public awareness strategies for by-elections and the annual canvass are less formal but will be improved on during the course of the coming year.

The recent creation of an Outreach Coordinator post has put us on track to performing above the standard by the end of 2009, although some elements are being met.

The new Elections Manager will be tasked with meeting this standard.

Specific campaigns have been engendered both by the ERO and in partnership with other agencies of the authority to target specific audiences. For example there was a specific EU registration drive in 2007 and the ERO also participates in the borough’s ACCESS to service days, targeting Polish and Greek Electors in 2008. The ERO also monitors the movement of group numbers from year to year and quantifies register changes in the follow up to such campaigns.
A large number of activities are undertaken during Local Democracy Week involving the Mayor and Local Councillors. However, there is no written strategy available to underpin this work. The Mayor visits many schools and talks about voting and what the Council does. Schools are often invited to visit the Council Chamber and meet the Mayor. A number of Councillors also go to Local Schools during Democracy week. The Web site has application forms online. Telephone, internet and TEXT registration is available.

Public Awareness Strategy produced and being developed on an ongoing basis, with appropriate mechanisms in place to evaluate responses and identify risks.
Currently public awareness is promoted according to
custom/practice within the office through various channels
including through the Council's newsletter (delivered to every
household in the Borough) the Council's web site and poster
displays. We have undertaken specific awareness activities
such as making presentations to residents through the
Council's Community Board, attending the local disability
access group and distributing leaflets to local colleges.

Performance Standard 6
We believe we meet the performance standard for
Participation.
A public awareness strategy is in place but resources are
extremely limited and there is no ring-fenced budged allocated
for this work.
Regular liaison is undertaken with Council's Communications
Section to help publicise registration and elections.
We use the Council's newspaper 'Living' on a regular basis to
promote public awareness.
Havering Council's web site and intranet are regularly used
and updated to provide information to the public and council
employees (70% of whom are residents of the Borough) are
kept informed by means of posters and messages on their
payslips.
Election Services staff provide information for press releases
and use Electoral Commission resources i.e.posters to
promote public awareness. A successful bid has been made
to the Ministry of Justice publicity fund. Another bid has been
submitted and we intend to make further bids.

Supporting document:
Public awareness strategy document
Samples of posters and news releases

 Started to work with different groups doing workshop, i.e.
disability groups. Looking to work with Nursing Homes,
Travellers, Homeless Officers, Estate Agencies, etc., which is
all on my Equality Impact Assessment form. I have a risk
register for Elections and the Register, but doesn't cover
awareness in there yet.
Public awareness campaigns have been undertaken as a result of perceived need and in response to opportunities presented by various methods to get the message across at reasonable cost. An example is the use of adverts in cinema programs and community football magazines to try to engage, particularly with younger people. Unfortunately, evaluation of the success of such initiatives is not possible and may be a complete waste of money so greater resources are now being put into ensuring that every household in this area is visited twice by a canvasser if necessary and the message conveyed personally.

I was not quite sure how to record this standard - we do not have a separate evaluation plan as we do find this difficult on the other hand we do have a specific participation budget some of which expenditure we hope to claim back from the MoJ.

Whilst we do not have a written strategy we are very proactive with public awareness campaigns in the form of a confirmation letter to all households, despatch of rolling registration forms via council tax bills and other depts, poster and magazine campaigns. We apply for the participation funding from MOJ each year.
1. We have a written Communications Forward Plan for activities to be planned over the coming year which is updated 3 times a year focusing on Elections, Canvass and Other Activities. 2. We have specific budget for this but not broken down into how it should be spent. 3. We use rolling registration figures, canvass rates and complaints at elections to evaluate and assess what seems to work and where to focus campaign. 4. We have a specific target for canvass response rate and public awareness campaign supports this aim. We also have made full use of the MOJ participation fund. 5. We have specific objective to increase voter registration and participation in BME and disabled communities as part of a Departmental Equalities Plan. We are also involved in Local Democracy Week and organise the annual Pupil Parliament election.

The public awareness strategy is not fully documented, although numerous exercises have been conducted and work has been undertaken to encourage participation, no evaluation has taken place. However, we have recently obtained a Charter Mark Standard for Customer Service Excellence, as well as being ISO 9001:2000 Quality Assurance compliant.

"One cornwall" project groups
Council has own written strategy.

- Ad-hoc publicity is carried out within the Borough at key periods (annual canvass and the lead-up to the deadline for registration at election times)
- The department has a specific publicity budget which is used to carry out the publicity mentioned above
- No formal strategy but the department does work with the Borough’s communication team during key periods
- Evidence has shown that increasing expenditure during the annual canvass by increasing the amount spent on “house-to-house enquiries” has a greater impact on registration levels
- Clearly, although we do not meet the criteria on this performance standard, Kingston’s approach is working as Kingston has the second highest canvass form return rate in Greater London at 97.4%

The ERO has a comprehensive written strategy to support public awareness and this is supplemented by a timeline of activity. Full evaluation takes place after public awareness events through team meetings and evaluation questionnaires. Full review meetings are held after main events such as an election or the annual canvass. These meetings inform planning for future events. The ERO does not have a specific participation budget though an analysis is currently being undertaken to ascertain costs for elections, costs during the canvass and costs outside the canvass to inform the next EC financial survey. Plans are made to take account of the MoJ Electoral Participation Fund allocation for Kirklees and this informs spending on public awareness. Wherever possible, an evaluation is made of a particular activity and this would only be continued if it were proved to add value. Our priority is targeted information to households and specific groups of potential electors as this is most likely to bring results.

In cooperation with the councils communications team we participate in all council wide participation activities and they evaluate the effectiveness of the relevant campaigns.
Management Team determines what resources are available. A Joint Electoral Forum hosted by the ERO has been set up with local Returning Officers.

The Council has a community engagement strategy which is updated annually and regularly reviewed and monitored. There is an annual budget for promotion over and above the funds available through the Electoral participation fund.

There is no formal written strategy or plan in place.

Currently, no written public awareness strategy exists and this activity relies upon unstructured management controls. A draft strategy is in the course of development and will be complete by April, 2009.
This aspect has been the subject of joint working across Merseyside and is being developed further, with each authority targeting, on behalf of all, particular groups such as ethnic, disabled, young, elderl and new residents. We have had particular success with our involvement with the BME community and the scheme run by the MoJ. We have partly funded the introduction of Operation Black Vote into the executive of Liverpool City Council. We jointly fund advertisements on touring buses and on Radio.

The ERO maintains a documented public awareness strategy detailing activities undertaken, target audiences, resources and evaluation. Risk assessment and identification and mitigation are also undertaken and recorded where appropriate.

We have no formal written strategy but do keep the website updated with elections and electoral registration information. The main reason for having no formal strategy is limited time and resources.
Democracy Day with young people at a local school over the past two years. Involvement in the Youth Forum elections.

Currently we do not maintain a public awareness strategy

Radio campaign during 2008-9 canvass required us to evaluate the project in order to obtain funding from the participation unit. Formal strategy document to be produced early in the New Year. Youth Mayoral election held in October 2008 required us to formally evaluate the success of the project which was mainly an election project but which had messages about voter registration to younger electors at schools and colleges etc.

Our performance standard lies between points 2 and 3. Although we do document our strategy in the details standard 3 requires, our public awareness work is certainly not unstructured and is recorded in our department's business plan.
Limited publicity budget. Use Electoral Participation Fund and local authority activities around Local Democracy Week. Work with neighbouring EROs targeting young people and other groups. Public awareness built into canvass and election (including voter regn.) project plans. Details and links included on website.

Written plan

Although some public awareness activities have been undertaken they are not documented in a formal plan.

A strategy will be drawn up by the ERO.
Currently we do not maintain a written public awareness strategy document relating to the annual canvass period. As the Commission's performance standards start to 'bed down' we are confident that we will be able to meet this standard for future annual canvasses.

Information is placed on the Council's website in relation to public awareness of the electoral register and annual canvass. Ad hoc information is released in various publications such as the Council's newsletter. However, further work with the Council's newly established Communications Team will result in a full written public awareness strategy.

The public awareness strategy is not currently fully documented although the target audiences have been clearly identified and work undertaken to encourage participation; the team does have a risk and contingency register.
The ERO has a public awareness strategy which is documented. It outlines objectives, resources and success measures for each activity and gives consideration to the audiences needing to be reached.

Some work is being carried out but this needs to be pulled together into a formal written Strategy.

We provide news releases, and articles in the Council's "In House" Magazine to promote electoral registration supplemented by website information and Electoral Commission literature.

The Council has a corporate communications strategy whereby individual departments go through the Communications Section to contact the local media and achieve publicity. The Electoral Services section does not have a dedicated publicity/promotion budget or specialist publicity/PR resources. Prior to the council elections in 2007 and 2008 "Becoming a Councillor" sessions were held to encourage people to stand for election. In 2008 a "Question Time" event was held by Democratic Services as part of Community Engagement Week. Following participation in events such as these, an assessment and an evaluation is carried out.
1) work within the Councils Impact assessment Guidelines.

There are three RAF bases in the area and these are contacted prior to the canvass each year and supplied with Service Voter Registration Forms and information leaflets. Offers made to brief service personnel on voter registration. The parish councils within the areas are requested to display notices prior to the canvass as are secondary schools. The Member Services Manager visits secondary schools on request to explain the registration process to 16/17 year olds and the wider democratic process. Babel fish is available on the council website for foreign nationals. Information is available on the Website about the registration process. Articles are also produced providing information about Electoral matters are placed in the councils “Linkline” newspaper, at appropriate times. The “Linkline” is delivered to the properties throughout the district on a regular basis. Whilst this Strategy is not found in one document it does represent and broad attempt and ensuring the public are aware of registration. We will also be working with the new Youth Officer to develop a strategy for dealing the hard to reach

Identification through use of Equality Impact Assessment of groups of the population where there could be perceived to be barriers to registration and electoral participation. Identified actions taken forward as objectives into service plan.

We fall below the standard in this area but have now got the template for a Strategy and will endeavour to have this completed this year.
Whilst certain areas are targeted there is no formal plan at present.

The ERO does not at yet maintain a written public awareness strategy, although a marketing and communications plan has been implemented for the last 3 annual canvasses with expenditure each year in the region of £26K. The ERO is conscious of the need to promote participation and has sought to improve registration levels through a range of activities and marketing and communications.

Canvass launch events have been held in the City’s Market Square. These events advertised the imminent delivery of the annual registration forms and coincided with a radio and bus advertising campaign. Interviews with local radio stations explained the importance of registering to vote and targeted particular low returning communities eg. African Caribbean, community assistance days were held at local community centres (in our three lowest responding areas) to help residents complete their forms. Electoral Services staff have also attended fresher fairs and university campuses and other community events. The team also attend citizenship ceremonies and assist new British citizens in registering to vote.

Electoral Services staff meet with the Marketing Officer at the beginning of each canvass to discuss the need for public awareness and registration of the public. A marketing plan is then devised, advertising space is booked and the Council uses its own publication "In Touch" to advise the public of electoral registration issues.

The performance standard is met but this has not been formally documented. This should be in place soon.
A written public awareness strategy has been produced. This details the objectives, the target audiences, the available resources and the success measures for each of the actions in it. It is reviewed quarterly and updated as necessary. The risks involved and steps to minimise them are also reviewed quarterly.

PCC’s strategy and integrity process endeavours to ensure that everyone who is entitled to vote is on the Register. PCC actively engages with local communities, landlords of HMOs, and identifies and targets wards with transient EU communities within the city.

The ERO can use information compiled by the customer services unit to identify target audiences. A budget is identified within each financial year to assist with the public awareness strategy. This budget is increased during election year. We also make use of Poole Opinion Panel to test our initiatives.

This area of work is currently in its initial stages of outlining the objectives in order to have available a public awareness strategy.
The use of press releases, radio adverts and local adverts are used to promote awareness of the registration dates and processes. Also Purbeck advertises annually in a magazine for service personnel to encourage and promote registration.

Communications strategies agreed with Promotions Team for both annual canvass and local elections - reviewed afterwards as part of standing De-Brief, students in private rented sector and new community groups identified as target audiences. To meet above performance standard, plans for different activities at different parts of the year to be written.

A community engagement plan exists with Democratic Services Section which documents a planned approach for the coming year for the outreach work to be undertaken within the community. This details local democracy week activity, school councils, work with those with learning difficulties and the availability of electoral promotional material. The Democracy Cookbook is used and recipes selected for appropriate target groups. Target audiences are identified and past year’s activities are evaluated. In addition the youth service has an active programme of events and has undertaken The Every Voice Matters Consultation which was held at the Riverside Stadium, Middlesbrough, to accommodate 90 children and young people. A strategy is in place for children and young people participation and engagement. The Youth Service support schools in the development of student councils, and involve them in consultation through events and focused work. The Community Development officers operate a resident’s association which involves ward councillors and empowers residents to influence decision making and community development. This is one area where we are wanting, mainly owing to current staffing levels. We have actively involved ourselves previously with joint publicity and promotion ventures across the County - some of our neighbours having more available resources to do this. Because of issues of staffing resource and the small size of this Council, we are studying with Bromsgrove District Council a move to a Shared Electoral Service between our two authorities, the final decision on which will be taken in March.
The ERO works with the Council's Community Liaison Team to identity and highlight electoral/registration issues as part of wider public engagement by the Council.

Due to our limited staffing resources (2 staff), we cannot be as proactive as we would like and have to prioritise our workload. Cornwall is to merge into a Unitary Council on 1st April 2009 and we are hoping to develop a countywide publicity awareness strategy in due course.

The ERO uses various methods of raising awareness, and has regular meetings with the Marketing team throughout the year to identify future campaigns.

We have one of the highest turnouts in the country and similar turnouts in each polling station. Whilst not being complacent we ensure that all areas/electors are treated the same. We work alongside other London Boroughs/GLA and the Electoral Commission to ensure that all our residents are aware of registration/elections and postal voting.
We encourage electoral registration and electoral participation towards the young, elderly, disabled and minority groups. Information about registration, service voter and overseas applications is available on the council website, in the council reception areas, parish rooms, libraries and other public areas. References and internet links are made to the E.C. information and we ensure a variety of publications are freely available. We annually publish information on electoral registration and elections in local and free newspapers aiming to reach all households in the district. Applications for rolling registration are despatched by the council tax department. Personal canvassers target outstanding properties, reducing the number of non registered electors. We participate in Local Democracy week, and the Essex Youth Assembly focusing on registration for local attainers, and are looking to sending raising 18 year olds birthday cards to encourage voter participation. Leaflets and application forms can be provided in other languages, large print or Braille if requested. All activities follow a risk asse

The Council's Press Team work with the electoral office to produce and update a public awareness strategy in relation to Electoral Registration.

We are aware that there is more work to be done in this area, but our resources are such that registration, election work and the day to day running takes priority. However, we do have a publicity budget which we use each year and in 2008 we worked in collaboration with other East Sussex Authorities to run a radio awareness campaign for the canvass.
Our public awareness work is developing and is not documented but we are restructuring our team to allow more focus on this area so should be able to claim a higher level next time.

We are not in a position to meet this standard presently as no strategy is in place as this process is more informal.

A written public awareness strategy is not in place and objectives, risks and resources are not formally documented. However, raising public awareness in electoral registration and participation in elections is considered at appropriate times of the year and any guidance issued by the Electoral Commission is adhered to. Consideration is also given to risk as appropriate but this is not formally documented. Information on registration and voting is available within the Council's Customer Services Centre and on the Council's website with links to the Electoral Commission's website.
Although we do not have a written strategy the Electoral Registration Officer undertakes some activities throughout the year to increase participation. We do not however have a written strategy. We organise an 18th birthday card competition each year and all the secondary schools and colleges in the Borough are invited to attend. The winning cards are then sent to all attainers whose names are on the register elector on their 18th birthday. In October 2008 we attended the "Freshers Fayre" at the local university campus and hope to be able to continue to do this. We also held an event during Local Democracy Week where students from secondary schools and colleges were asked to participate in a Question Time type of debate. We periodically publish articles in the Council's newspaper and send out posters to parish clerks, libraries, other council offices. Voter registration forms are available via the internet. Web-site has specific pages for young voters and people who may need assistance. We are currently working on a leaflet advising how people can get involved in the democratic process.

The ERO has been unsuccessful in securing resources from the Council to enable a structured and regular awareness strategy to be implemented. Ad hoc initiatives are undertaken utilising cost neutral resources eg attendance at Elder Voice open day, provision of promotional materials available free of charge from the EC.
The ERO undertakes a number of activities throughout the year to increase participation. However, there is presently no written strategy available to underpin this work.

This work currently includes articles in the council's magazine 'Inform'. Availability of application forms online. Telephone, internet and text messaging registration.

An annual data cleansing exercise is undertaken. A letter is sent to each household listing elector details. Residents are requested to check their details and report any inaccuracies which would result in additions, deletions and amendments to the electoral register processed via rolling registration.

18th birthday cards are issued to encourage participation in the democratic process. Applications are submitted to the Ministry of Justice for payments from the electoral participation fund which have been granted.

There is no specific public awareness strategy but resources are made available for specific events such as Local Democracy Day and other events and actions that promote participation i.e. use of franking machine logo's to encourage registration and voter participation.

BSO NOTE 19 DEC: Spoke to Chris Facey who agreed that due to her comment here 'no specific public awareness strategy' they do not meet the standard. Changed to Level 2.

In addition to this, the ERO consults with other ERO's within the sub-region as part of a framework partnership. We have a very limited budget at present.
Although no written strategy is in place we work to agreed action plans and processes at times of election and canvass. The team has an agreed Risk assessment recorded with senior management and internal audit. We work closely with the Press officer and local media and other stake holders such as NYCC whose elections we will be administering this year to promote the elections. We have had a policy of school visits although these have tailed off, due to the lack of interest at schools rather than the work of the team.

We are regular users of the Government's electoral participation fund which has helped to supplement our own in-house projects.

Foreign language translation provided at canvass. Information provided in Shepway Today publication and on website

Council’s Performance and Improvement Plan has 18 key aims including - linked to the Community Strategy - Putting the customer at the heart of the Council and Improving local democracy. In that electoral services is highlighted as having a key role with specific reference to encouraging people to stand for election and vote. Use of website, press releases and additional external advertising. Development of formal strategy deferred pending move to unitary authority. Consideration of formal awareness strategy deferred pending move to unitary authority.
Whilst we do not have a Public Awareness strategy, we do have a Service Plan, which includes elements of Publicity and raising the profile of Electoral Services. This is monitored and an annual evaluation of the plan is undertaken. We do prepare a Risk Register for the canvass and each election. Every year we consider who to target and how to get the message across, whether that means attending the Fresher Fairs at the local colleges or designing a poster/leaflet publicity campaign. Publicity is further advanced by the amount of information made available on our Website.

See attached documentation.

The 'in house' magazine, delivered to every property, carries an electoral registration article every year. There is a press release produced which is taken up by the local radio and newspapers. An explanatory leaflet on electoral registration is delivered to every household with the annual canvass form. Advertisements are placed in 2 year books that are distributed to medical centres/dentists, libraries and other public offices. The local hospital ward information/direction signs incorporate a series of advertisements. Electoral Registration is advertised on every one of the ward signs.

Meetings with Communication Team to ensure publicity material for electoral registration is made available at Council roadshows.
There is no formal strategy in place. Electoral Registration is promoted through the Council’s website and community newspaper, and through the issue of voter registration forms through the Council Tax service.

We do have a risk register for elections and for the canvass BUT not a written public awareness strategy - task for 2009. We also do a Lessons Leanred report after each election.

To reach this standard we:

• Keep a list of people who receive their information in an alternative format including large print, Braille and audio copies and automatically send this version to them.
• Take part in Local Democracy Week.
• Take part in other outreach programmes such as the Consultation Roadshows, Older Peoples Fayre and Festivals. Talking to the public about registering and voting and handing out registration leaflets and merchandise
• Include information on how to receive correspondence in a different format / language on all letters, leaflets, posters etc.
• Provide all canvassers with the Electoral Commission’s ‘Purpose of the Canvass’ statement in the relevant languages for use during the door-to-door canvass.
• Provide the telephone registration service in other languages.
• Run a prize draw to encourage registration, the winners are drawn during Local Democracy Week and articles are placed in the local newspaper from the draw and when the winners collect their prizes.
• Publicise the annual canvass and elections using a wide range of mediums, for example:
  - the councils newsletter
  - the local cinema magazine
  - a retirement magazine
  - a local disability newsletter
  - on plasma screens in the local connexions office and leisure
  - posters in premises such as doctors surgeries, shops, news
  - on buses and on Television (elections)
• send all attainers a birthday card for their 18th birthday, enco.
• send a special ‘attainer poll card’ to all attainers eligible to vot

We are in the process of putting a plan together. We are actively involved in encouraging participation, this includes producing leaflets in different languages, attending coffee mornings at local care homes and carrying out school elections.
• Publicity in selected publications
• Press releases
• Plans to implement joint initiatives with neighbouring authority
• Completion of equality impact assessment for electoral registration – initiatives to improve registration in targeted areas are planned
• Mechanism for working with schools
• Methods to target home movers, e.g. through Council Tax
• Planned participation in relevant initiatives to highlight local democracy
• Raising general awareness of the service

Southwark works with other boroughs in south London to produce publicity on the need to register - this is print media and an annual bus campaign.

Birthday cards are issued to attainees. We advertise in local cinema magazines, on buses and send posters to colleges and day centres. Posters are displayed in notice boards. To be honest, I don’t know how I can evaluate the results of publicising in the way I do. Our Youth Officer visits schools in local democracy week and we include details for that person to impart. Last time they used exercises from the Democracy Cookbook.

Action plan prepared for 2008 canvass including which identified target audiences. Plan included adverts, radio, bus ticketing, posters, railway stations, bus shelters. Target to increase percentage - achieved 2% up to 94% reported to Overview and Scrutiny in line with the Service Plan.
We have a routine of providing press releases and stories for the in-house magazine, and also formally liaise with our Communications unit over the production of an Election Pack of any major election. We also take opportunities to work in partnership (albeit on a small scale) to advertise in conjunction with neighbouring authorities. However we do not have a written plan in place at the current time.

Unclear guidance on the risk register for public awareness. Contacted a member of staff at the Electoral Commission who also felt the guidance was unclear and were unable to explain what constituted a risk. Therefore complete apart from risk register.

Overall democratic and electoral participation strategy scheduled for re-write 2009

This is something that is very new to us and we will be looking at in the future.
We have a Public Awareness Strategy consisting of Democracy events over the last two years these events include:- A Generation X Campaign aimed at young voters at Election time, this included a competition to win an I-pod in 2007 and two young celebrities to promote voting in the Local Elections in 2008. In October 2008 within Local Democracy week a Democracy Day was organised at Stockport College, whereby College students got the chance to Politically speed date with Local Councillors and an MEP also came along to this event. There was a theatre production by the Solent Peoples Theatre alongside backchat sessions about local topics and topics affecting young people today. The Black History Month theme this year was Participation and Engagement, therefore we organised an evening that consisted of a drop in event whereby information and advice was available, with Speeches from the The Mayor and the Assistant Chief Executive. This was then followed with theatre performance from The Solent Peoples Theatre. We are currently organising and piloting a Junior Mayor for the day with Performance Standard not met in full although we currently meet elements of it as detailed below: - The ERO must have a written strategy, evaluation plan and a risk register to cover the public awareness activities that they undertake. Our strategy currently covers the points below, as outlined in the standard:
• identifying target audiences
• clearly defined objectives and success measures

The service published notices and is actively engaged in local publicity via different sources of media. Information on duties of a councillor is available on our website.
This standard is currently not being met but steps will be taken to address this before the commencement of the next annual canvass.

We define which groups we want to target - such as for students we would do a beer mats, we carry out a bus shelter campaign in areas where we know that the usage of buses is higher than other areas. We evaluate after an election how effective the campaign was.
Although there is not a written public awareness campaign there was a public awareness campaign both leading to and during the annual canvass. Various media sources were used to raise the profile of the canvass and explain its importance. Low returning areas and groups were targeted with additional communication.

Public awareness as and when required. No specific budget. Takes place at election time and talks given to schools.

The ERO has an informal public awareness plan but does not have a written strategy. The measures currently taken by the ERO include advertising on buses during the canvass period, advertising on council tax literature, advertising in college magazines, advertising in local sports booklets, advertising in "Retired" magazine, issuing local press releases in the run up to elections giving information relating to registration dates and absent voting. The success of such campaigns is not something which can be readily evaluated.
The ERO has a public awareness strategy which is documented. It outlines objectives, resources and success measures for each activity and gives consideration to the audiences needing to be reached. Progress against the strategy is monitored and forms part of the Council's formal Equality Impact Assessment.

The public awareness strategy is scheduled for development following the appointment of staff to the council media team. Although a function of the ERO we are constrained and are required to follow the council's media strategy policy. The team is now in place and this non-performance will be addressed.
We use the Council website, and Council newspaper (delivered to all properties in the Borough) to raise public awareness regarding registration and forthcoming elections. Press releases are also used to involve the local media.

Information on electoral/elections are placed on Council's internet. Information is disseminated to all properties in Torfaen through newspaper Torfaen Talks and Com Council's noticebaords. However, no formal assessment is made as to value.

3. A strategy is developed for each election and canvass period with specific actions to ensure public awareness amongst minority groups.

The ERO does not have a formal public awareness strategy defined in one plan. This forms part of the canvass plan itself. The target groups are identified, there are clear objectives and measures for success. There is a full de-brief to provide feedback regarding any promotion.
There are no resources available to undertake any of this work.

Although we currently do not have a public awareness strategy, work has been carried out by targeting service voters, and young people through the council’s youth forum. Our equalities officer was contacted to see what groups if any needed targeting in our area. Currently it was felt that there were no particular issues. We recognise that a formal strategy should be in place even if there are no particular issues raised. Work will start on this after the June elections.

Limited time and resources to undertake

ERO meets some, but not all, of the standard and above standard requirements and the actual assessment falls between the different categories.
Editorial content or public information adverts are placed in the council’s fortnightly free newspaper to promote all democratic activities such as canvass, by-elections and major elections. Members of the electoral services staff attend a number of community events across the borough where they set up information points for residents to ask about registration, check if they are on the register, fill out forms if needed and find out about other aspect of democratic participation.

Staff ran a number of workshops promoting democratic participation with young people during local democracy week. Electoral Services worked with other departments across the council to promote “Women in public life” this included standing for elections and other roles. Full written plans are being developed and will be rolled out over the next six months.

We have carried out participation (outreach work) for many years within a controlled budget (plus we have made successful applications to the MOJ Participation Fund) and this is detailed in the AQPR. We continually identify different groups of electors and our outreach work with them is structured accordingly. Our objective is to register as many electors for their right to vote and to give them the information and encouragement they need in order to vote. We measure and evaluate our success through consultation and the number of people who we register as a result of this work. When reporting outcomes we make recommendations for improvements in the future and this involves how we can minimise potential risks.
No written plan at present, however public awareness is raised by poster campaigns to local schools, libraries, public buildings etc using Electoral Commission posters at critical times, canvass/elections.

I do not have a public awareness strategy document, but do have a comprehensive Risk Register based on the Electoral Commissions document and detailed budget plan which is monitored every month.

• Target audiences i.e. disabled and attaining (18 year old) voters targeted in order to identify needs and advise processes to assist individuals with participation in the democratic process i.e. Equality Impact Assessment undertaken and maintained in conjunction with Watford disabilities forum; 18th birthday cards – informing of eligibility to vote and participate in the electoral process dispatched to ‘newly qualified’ electors at appropriate time; Electoral Office contact details included with advert on mouse mats located and used at local college.
• Basic canvass requirements and instruction provided in several languages on document to assist canvass staff in all areas during personal visit stages of the annual canvass.
• Council magazine published and delivered to every household and used to highlight annual canvass and elections at appropriate times.
• Press releases detailing various stages of the annual canvass and at elections dispatched in hope that local press, radio etc. use detail and further assist with the public awareness strategy for these topics.
• Registration and election turn out levels of electors across the
• Minutes from disability forum meetings detail any problems er
Election Notices sent to post offices, libraries and local offices. Election Notice published in local paper and displayed on Council website. Briefings held for candidates and agents and sessions run for those wishing to stand. Have FAQ's on the website on what it means to be a Councillor and ‘hits’ on this are recorded. During canvass we run radio adverts reminding people to return their canvass form and if possible via the automated process. Comments via the internet acknowledgement process are reviewed. The electoral wards classed as ‘deprived’ statistically are visited by personal canvassers. Schools/sixth forms are visited to target students to ensure they register.

A formal strategy has not yet been developed although opportunities are taken to promote electoral participation, ie through Local Democracy Week, canvass and election publicity, ie press releases, radio advertisements etc.

There is a written strategy which includes a risk register and evaluation plan.

A review of the risk register is undertaken quarterly to ensure the appropriate actions are taken. A comprehensive business continuity plan for electoral services has been published and supports the risk register. Effective communication through press releases, quarterly Council magazine publication and up to date website information keeps the electorate informed. Planned programme of engaging with University of Hertfordshire students is in place.
A public awareness strategy is currently being prepared

No formal plan, strategy or risk assessment, but some general initiatives undertaken to promote awareness (ie: birthday cards for 18 year olds, visits to local schools to help with 'citizenship' initiatives, and involvement with the UK Youth Parliament elections in Dorset).

This is in the process of being developed

The ERO has no resources to implement a public awareness strategy. Rolling Registration forms are included with Council Tax bills.
Once the Unitary Council is established, this area will be looked at in more detail as part of their corporate goals.

We work closely with Corporate Communications Unit to ensure that articles regarding registration and elections are included on our website, our e-newsletters and a magazine that is distributed to all properties in the District, twice per year. Our 98% registration rate and very high turnout for voting demonstrates that public awareness is good.

We do however put articles in 4/5 brochures and leaflets each year depending on the activities we have in the near future.

In addition to activities scheduled for local democracy week, where hard to reach/under registered sections of Woking are targeted, a two part media campaign is run prior to each election focusing on registration and then voting in the election. Information about the election is also sent to all electors with the poll card.

There is nothing formal in writing. Some public awareness is undertaken but on an informal and ad hoc basis. We are currently beginning to investigate the feasibility of creating a formal public awareness strategy within current limited budget resources.
Occasional ad hoc publicity campaigns are undertaken and posters are supplied to selected public buildings. However, a major publicity campaign is organized to give publicity to local government elections and voting.

Annual campaign during canvass to target both young people, young families and the elderly who use buses. Cost of advertising shared by four authorities using electoral participation fund, external and internal advertisements on selected route. Set up documented but no evaluation carried out. Also year round advertisement acquired in 'Smile' publication available at local hospitals and other NHS buildings again funded through electoral participation fund. No budget or resource at all for advertising or participation activities for either authority.

No formal public awareness strategy.
We have a full publicity strategy but are a bit weak on evaluation of our campaigns, mainly because we find that people are reluctant to complete feedback forms. We do use comment cards generally in the service to evaluate satisfaction with our service and these are always favourable but may not specifically address publicity.

We do maintain and update a risk register. We are currently looking at setting up a written public awareness strategy.

The electoral registration public awareness strategy is detailed in the council's community engagement strategy.

This is an area to be developed.

Within the limited resources provided, an awareness campaign is undertaken ranging from posters (colleges, doctors surgeries, schools, libraries etc) to bus and cinema advertising. Each election year a mini-canvass undertaken in February/March to all households confirming current residents. Regular review of risk register, including annual canvass and elections is undertaken.
Performance standard 7
work with Arun DC and Chichester DC on bus advertising campaign as per no. 6. Have worked with democratic services to include information on their democracy days. Ask other sections to include forms in their mailings.

The ERO has considered the possibilities of joint working, and in particular the possibility of joint advertising to encourage electoral participation. The authority is ensuring that all property databases (gazetteer, electoral register, council tax) are synchronised to ensure the information on all is the same, therefore reducing duplication of effort.

Registration forms sent out with Council Tax and Local Land Charges. Work with Policy and Change Section - School Visits. Regular contact with Town Centre Offices regarding registration advice for members of the public. Attend regular meetings of the Derbyshire Authorities' Elections Group.

We hold regular West Sussex Electoral Administrator meetings to discuss experiences and offer support as well as planning for future activities. We have worked in partnership with our neighbouring authorities on a bus campaign using the Electoral Participation fund to promote registration. This campaign has been used for 2 years and may consider a similar activity in 2009. We are also entering into a consortium with the West Sussex Elections group for a more robust print contract for the forthcoming elections in 2009.
The ERO has recognised the benefits of working with partners to promote electoral participation and a number of projects are being developed and progressed. Evidence is available of major projects being undertaken with all Councils in Nottinghamshire to improve electoral participation and improve efficiencies and value.

The 'Tell Us Once' project uses partnership with other local authorities to compile information on any deaths being registered and forwards the relevant information for our area relieving the person of the need to notify Electoral Services separately. Previously the authority has joined with other Local Authorities in the County to use radio advertising and posters to raise public awareness of the need to register to vote. The Kent Association Of Electoral Administrators meets regularly and the group is very supportive to each other and provides good networking oppurtunities which can be used at any time.

Led formation of Buckinghamshire group of electoral officers in a joint canvass procurement exercise. Work with Communications team on canvass and various press releases. Work with Youth Development Manager to run a Democracy Week Political speed dating event.
• Local Authority Housing Department – issuing voter registration forms to new tenancies and the provision of tenancy lists showing terminations and allocations.
• Local Housing Authorities - issuing voter registration forms to new tenancies and the provision of tenancy lists showing terminations and allocations.
• Local Authority Finance Departments – frequent contact regarding forwarding addresses and tax payers.
• Local Authority Education Departments – on the provision of an attainers list.
• Local Authority Registrars – The provision of leaflets and registration forms for New Citizens and the Registrar providing weekly updates on deaths with the Unitary Authority area. Close contact with RO's in run up to elections.
• AEA – for the provision of training and legislative needs
• Electoral Commission – providing regular feedback on particular programmes such as home-movers, service personnel, anonymous registration and participation in consultations etc.
• Working with professional associations such as SAA, AEA and Solace in the preparation of joint responses to consultation

The Council Tax division supplies "welcome packs" to new registrants, which include voter registration forms. The ERO also has a record of working with other local authorities in order to reduce the costs of publicity work including joint radio advertising of the canvass, joint advertisements with Suffolk Coastal and Mid Suffolk District Councils in the Wattisham and Woodbridge Services Community Guide and, most recently, (in partnership with Ipswich, Suffolk Coastal and Mid Suffolk) an advertisement in the Ipswich Hospital Patients Magazine and (in partnership with all the other Suffolk districts) the production of a new citizens leaflet. The value that these partnerships adds, is that it permits the sharing of costs to undertake outreach work that would be impossible to fund on an individual basis.
Work with schools as part of Citizenship programme and generally with Childrens Services Department in promoting young peoples participation.

The section works with neighbouring authorities at election times on TV advertising and has started to work with other departments on participation initiatives. There is documentary evidence for the TV advert campaign showing various statistical information on each of the nine authorities.
This Authority has worked closely with neighbouring Authorities in two Counties and has acted on their findings in efforts to raise public awareness by providing advertisements on buses for the annual canvass and elections along with other promotional literature. Use is also made of the Counties local newspapers and radio stations to raise public awareness when required. As a small local authority, with a limited budget, there is currently no joint working with other local authority departments to promote electoral participation.

This is an area that will need to be addressed during the ensuing year.

Details on performance standard 1.

Although the ERO has no evidence to show working with partners, the ERO has worked closely in the past with the Senior Democratic Services Officer in schools to hold 'mock' elections. This work not continue until the new Unitary Council is in place.
Major strides have been made over the last year to work with Council Tax and Registrars to ensure we get registration forms to new movers and New Citizens. We have also embarked on a Youth engagement strategy in conjunction with the Youth Service. This has led to planned discussions with the Youth Council regarding the creation of a Young Mayor and Deputy. We are also exploring ways of becoming engaged with Schools and the Youth Council via the Citizenship curriculum and supporting their elections.

RECORDS OF
MEETINGS/DISCUSSIONS/CORRESPONDENCE WITH
OTHER DEPARTMENTS

SEE CITY SHAPER EVENTS PAPERWORK
SEE DEMOCRACY WEEK PAPERWORK
SEE GAIL E-MAILS ETC FOR COUNCIL TAX LIAISON
SEE E-MAILS TO DIRECTORS RE POSTAL STAFF
MET WITH LLPG, REGISTRARS, COUNCIL TAX, OTHER
ERO’S RE STUDENT REGISTRATION, MEDIA
SEE RADIO - ED DOOLAN INTERVIEW FILES

RECORD OF WORK UNDERTAKEN (SUCH AS
EVALUATION PLAN SHOWING RESULTS OF JOINT WORKING)

SEE CITY SHAPERS
SEE DEMOCRACY WEEK
the authority is currently looking at joint participation of promoting democracy across departments but this in the early stages.

We loan polling booths and ballot boxes to schools for their school elections and provide equipment for citizenship visits hosted by the Mayor's Office. We also loan equipment to the Youth Service for the Youth MP elections and the Election Manager supervises the counting of the votes. We are hoping to get involved with newly established Neighbourhood Boards to ask them to encourage participation in their areas.

A joint working group in Democratic and Electoral Services meet regularly, plans are on record and regularly updated and reviewed. Joint working arrangements with our two neighbouring boroughs of Wyre and Fylde are undertaken for radio and other media advertising. Association of Electoral Administrators, Lancashire Electoral Group and Association of greater Manchester Authorities meetings meetings are regularly attended for benchmarking and implementing good practices.

We work closely with the Participation Officer within the Community Services Division and are regularly involved with the Youth Forum
The Council does not have the overall resources to promote electoral participation. The position might change with the creation of one unitary council in Northumberlnd.

Informal arrangements in place for obtaining information from other Council departments, Housing associations, Registrar etc., but nothing documented.

A number of initiatives have been piloted and these include (1) advertisement in Local Hospital Radio magazine (with Maldon DC and Chelmsford DC) (2) Consultation with Halstead Town Council and Witham Town Council over polling station reviews. In addition Elecctoral staff worked closely with the Councils Young Persons representative in delivering "Grand School Council" (Primary School iniative). Local Democracy week was hosted by Electoral Services.

Joint working arrangements with community development / member development teams. Joint working with other Norfolk authorities at election time to promote elections.

Joint radio advertising campaign with other local authorities within East Sussex. Instructions for Council's Communications Team. Joint working arrangements also exist with other external organisations eg Brighton Marina.

Council tax send out our Rolling registration forms in their new residents pack
• We actively work with other internal departments within the Council including the Communications Team, Customer Service Centre, Bromley Knowledge, Council Tax, Children & Young People, the Registrars Department and Democratic Services to achieve objectives in our Public Awareness Strategy
• We also work with external partners including Kent Association with the Blind, Bromley Youth Service, the Plain Language Commission, the local media and other Electoral Registration Officers
• Records of meetings/discussions are maintained. However, we are at early stage in developing our Public Awareness Strategy and have not fully established evaluation procedures although it will be built into the process

Bromsgrove is part of our County Electoral Administrators Group which meets monthly to share best practise, develop joint publicity campaigns, shared resources where practicable. Electoral Services has a regular item on the District Parish Forum, Equalities & Diversity Forum and the Disabilities Group. A weakness in 2008 is the lack of evaluation. Bromsgrove is also to become the host authority for a shared electoral service with Redditch Borough Council in 2009.

Work with Communications section regarding press promotion/posters etc. Liaison with schools and local college offering staff presentations to children/students.

The opportunity to send out electoral registration forms with council tax info has been raised but not supported. Also, our contact centre direct new residents to electoral services for appropriate forms to enable registration. Joint promotion campaigns have been run with other Notts districts.
Registration staff are involved in meetings of the Lancashire Group of the AEA, looking at areas for joint working to promote electoral participation. Joint working is in place with council tax, who send out rolling registration forms throughout the year, and also the communications unit with regard to press releases. Customer services advise of any deaths from information received from the Registrars. Work closely with Information services to ensure information is included on the council's website. In previous years joint advertising with other local authorities, including radio advertising, plus joint working with a neighbouring authority involving the citizens panel. Leaflets are sent to local 6th form centres, libraries and other service units to encourage registration.

Partnerships are in place with Council Tax, providing rolling registration forms throughout the year, Registrars provide information at Citizenship ceremonies, Electoral Services organise and administer Youth Parliament elections, and we also take part in events such as Local Democracy Week.

AEA Wales and its Members are very proactive both at branch and at Regional level - joint working is advocated / promoted and meetings held regularly to discuss best practice. Joint public awareness work has been undertaken with the South Wales East and Central regions. ESM is proactive with LLPG / IT / Communications and others internally- Caerphilly access group and its parent body the Disability and Equalities Group externally. ESM's role as Chair of AEA Wales leads to evidence giving to Welsh Assembly ESM sits on various related groups discussing all electoral services issues. Further discussions at Regional level are planned for both Registration and Elections. Contacts have been built with local colleges and schools and the Youth Forum where much work has been undertaken with the annual "I'm a councillor" - democracy week and the achievement of a youth champion with a specific role recognised by Council. Events such as the annual balloon fair and Big Cheese have been used to target / participation. Good relations exist between all political parties both at Nation:

Whilst the ERO engages and consults widely with other departments/partners etc. and actively carries out some joint working it is difficult to evaluate much of the work undertaken, other than the evaluation systems currently in place via rolling registration applicants, 18 year olds etc. The value of specific activities is not always immediately obvious or forthcoming. Advice from the EC on how such an evaluation methodology might operate would be welcomed.
The ERO has met with representatives from Council Tax and Housing regularly to promote registration. Campaigns have been run before the last local elections to boost registration with an emphasis on work with schools. A full evaluation of the work undertaken in this exercise has been produced to assist with planning in future years.

We actively participate in Local Democracy Week with other Council departments last year some 900 children took part over 4 sessions. The electoral registration, political, and election process was explained and a theatrical production on recycling was watched and then the children then had to exercise their democratic right by voting in a polling station with the result being announced to simulate how a real count would take place.

The Electoral Registration Officer works with Council Tax for them to include an electoral registration form within their pack when there is a change of person responsible for Council Tax. The ERO has in the past worked with Letting Agents within the Canterbury District and the City Council's Housing Department but the responses were very limited.
See above. Contact has been made with migrant worker
groups in the county and local democracy campaigns included
Youth Parliament presentations and events at local schools.

None.

Although some work with partners has been undertaken, it
probably falls short of the performance standard. The
authority’s communications unit is involved in the planning and
delivery of publicity campaigns and joint bus advertising has
been undertaken with three neighbouring EROs.

None.

We lie somewhere between Levels 2 and 3. We work closely
with other EROs in the county and in the past we have all
shared the cost of media advertising. Records of meetings are
not available.
The ERO works with the local Youth Council to encourage electoral participation by young people. The elections to the Young Essex Assembly are supported by the ERO and are an opportunity to raise awareness and the importance of the democratic process locally through the media. In addition, materials, posters etc are sent to local colleges and secondary schools for display to encourage voter registration. The ERO liaises with the voluntary sector as a means of engaging with elderly and hard to reach groups in the community.

Regular Electoral Registration Committee meetings with other assessors, meetings with local RO & communication staff, other council services and electoral system user group meetings minuted. Most suggestions made so far to Electoral Commission unfruitful and lack of co-operation by some council services hinders progress. Regular press releases on various topics and use of community newspapers, websites, e.mail etc. continuing to be developed. As well as involvement with local ROs we also communicate at national level through AEA, IEMB. Contacts with Scottish Government, Scotland Office, MOJ, and Electoral Commission through SAA and separately

Electoral participation is promoted during Local Democracy week. Councillors and the Mayor give presentations to young people. Joint working with both Council Tax and Land Charges to promote rolling registration by sending out claim forms with new Council Tax accounts and Land Charges HIPS Searches.
Whilst the ERO certainly meets level 3, recent promotional work carried out in conjunction with two adjoining EROs provides evidence to elevate the assessment to level 4.

We consult with internal departments within the council and with partners within Gloucestershire.

We have done I'm a Cllr in conjunction with Young Person's Rep from our Leisure Services. A guided tour of House of Commons and MP question time with our local secondary children and MP. Electoral Services/Democracy in Cherwell has been challenged at an Equality and Access to Services Advisory panel meeting.

2/3 - Work has been carried out with other departments. This includes a presence at BME events for example but do not have records of meetings or evaluation plan of work undertaken.

need to do more work on this one. We do have regular meetings of Derbyshire practitioners. We have arranged joint campaigns on both tv and radio to promote participation.
Regular contact is made with all local political parties for all elections. All West Sussex local authorities (including West Sussex County Council) meeting as a group on a quarterly basis to ensure consistency in electoral services. Some joint authority working has also been undertaken - i.e. publicity campaign of bus advertising.

Worked with local school in a poor canvass response area. Use of local libraries in promotion of ER. Supplied Housing associations with ER forms for new tenants. Work with customer services/contact centre in canvass promotion.

We work actively with other Dorset Authorities to help promote participation. We have discussed projects with other Council Departments with a view to promoting democracy, possibly with a view to an activity in Local Democracy Week.

Liaise with Education for list of rising 18 year olds. Council Tax send out registration forms on our behalf. Work with Participation Manager to link in with Youth Council/School Council events. Working with Marketing Team to provide something for Local Democracy Week.
Working on joint county procurement & publicity.

There has been partnership working with other authorities in the County, and advertising space is taken in Armed Forces publications regarding registration. There have been instances of joint working across departments (e.g. with the Youth Participation

Joint promotion work has been carried out with two neighbouring EROs

Working with partners Internal: Rolling Registration forms are distributed at citizenship ceremonies held by Registrars. They are distributed by Housing Officers to all new council tenants, and those who have moved to a new address. Rolling Registration forms will also be distributed to new Council Tax payers as part of the Council's new ‘welcome pack’ that will be sent out in 2009. Work is ongoing with the web-team to improve the Council's website information and the online forms available. This includes a moving home notification form that has specific information about registering to vote. Electoral Services staff staffed a stall with staff from other sections in Democratic Services at the Croydon Festival in July 2008 to publicise electoral registration and explain to residents how it fitted in with the rest of the Council's Democratic Services. The canvass was publicised by distributing 20,000 bookmarks to residents at the Council's libraries, this was a joint venture with a message regarding the canvass on one side and a message regarding the library service on the rear. Working with partners
Liaise with Herts County Council to include registration information in citizenship packs that are issued to new citizens.

Liaise with Communications department and councillors to promote Local Democracy Week.

The Electoral Services Manager on behalf of the ERO has championed for several years a project team approach, trying to involve DBC staff with skills pertaining to the project to participate directly. Until now DBC has resisted this, stuck in ‘old-school’ department ways. The ESM has finally changed attitudes and has drawn up a project plan accordingly for each skill set. For recent elections and canvasses, DBC’s Communications section has participated directly as project participants. On the public awareness strategy, Dartford has worked with other Kent council ER sections to promote registration and election participation on a county basis.

Currently in discussions with colleagues elsewhere in the County. Agreement been reached to combine printing procurement needs for County and European elections this year. Monthly meetings arranged to co-ordinate election procedures.

The ERO does not have a strategy as such in place but has worked with the local high school to assist with the citizenship module in the Welsh Baccalaurete. We have also worked in the refuse department to promote registration with adverts on Bin lorries. Although the ERO does not have a plan in place the Policy Unit within the Resources Directorate does have a participation strategy of working with the Youth Service, Lifelong Learning Directorate about working with schools and school councils etc.
The Service has strong links with a range of partners particularly Civic Services and the Registrar team. This is in relation to Citizenship Ceremonies which are regularly attended to discuss electoral services, participation and registration. The Service records the number of successful registrations received from each Ceremony. We work closely with the Area and Neighbourhood team to increase participation and have records of discussion and outcomes for this. This is evidenced by specific wards based projects delivered and planned.

*application forms sent with council tax bills,* new properties added to register by gazetteer officer* use of council mag to make the public aware.* Death list sent from C tax.

The electoral Services Team takes a lead role in the Council’s local Democracy Week activities and works closely with other areas of the Council to develop activities linked to this initiative.

Work has been undertaken with other areas of the Council and external agencies such as youth Council elections, Tenants elections and Older persons parliament which link to the promotion of democratic participation. In addition the service works on an ad hoc basis with schools to deliver and support activities which support the PHSE elements of the national curriculum dealing with elections and democratic participation. Additional resources are currently in the process of being deployed within the team and once these are in place this is an area that is seen as one for future development.

As part of the recent election delivery the authority has participated in region based advertising campaigns to promote democratic participation. During the delivery of elections the team works closely with external partners (contactors/suppliers) and external agencies including the Police and the Electoral Commission which is essential to the d

Evidence: DAB Electoral Participation Strategy, meetings with Returning Officers (minuted), SAA ER Committee meetings (minuted), contact with Registrar's (change of name due to marriage), Citizenship Ceremonies, meetings with Finance Departments (minuted), on line access to Council Tax (Finance) system, joint ventures with returning Officers in run up to elections (2007 EP Strategy Report).
Because of limited resources it is vital we engage other stakeholders internally and externally which we do. We work closely with our colleagues in Democratic Services, our Adult and Education teams, local universities and schools, events, members, MP's, Local Police, other authorities etc - much of it joint initiatives. We do plan in 2009/10 to lay the foundations for a UK Youth Parliament in Ealing.

The only department that we work closely with is the homeless section, where we give them forms to give to their tenants. We also have leaflets and posters that Councillors use for attainers and we use the birthday cards for attainers.

Although working closely with other departments and very closely with the surrounding Dorset authorities, no formal arrangement is in place.
There are regular exchanges with Land Charges, Council Tax and the Editor of the Council's community newspaper to promote registration through those departments and the media. The County Group of Electoral Administrators meets regularly and exchanges good working practices and shares experiences on successful/unsuccessful projects. The Youth Council encourages electoral participation, working through the process of its own election.

There is an objective within the Democratic Services Service Plan to develop work with partners, particularly in relation to linking into other internal directorates (Service Plan attached as Appendix I).

Due to staff shortages and a minimal budget for public awareness we do not have a formal publicity strategy. However have done some work claiming participation funding.

We contact other local government departments to see if we can share any advertising costs. We also use the internet and the local newspaper to good effect at specific times of the year.
This is not as robust as we would like and is another area for the next manager to concentrate on. While we do work with others our records need to be improved.

See performance standard 6 which, for our authority works very well.

We have regular meetings with other ERO's at Councils in our area and have discussed sharing costs of joint publicity campaigns in the past. We also work with our communications dept in the assisting with other publicity extra to those areas covered in the notes in Performance Standard 6.

Joint working - includes investigating the possibility of joint working with Amber Valley BC, joint radio advert with other Derbyshire authorities. Working with Council Tax/Benefits to promote Electoral Participation

Whilst we have assessed ourselves at level 4 we recognise that the number of partners we work with in this area are limited. Most notably we work with other depts within the authority and local naval establishment and have worked with disability groups. Possible other partners reviewed.
Work is currently being completed to investigate the joint working with Council Tax to send voter registration forms out to new occupants. The authority work with the County Electoral Services teams to produce encouraging participation literature e.g. birthday cards for attainers. The County Council is working with all Electoral Services teams to produce information for the forthcoming County council elections.

Partners include RO staff and customer relations staff during elections campaigns. Local services network to distribute voter registration forms with tenancy packs. Council hostel updates. St Andrews University to obtain student lists. Council Education Service for pupil lists. Other ERO's for changes of residence information. Registrar of births marriages deaths for death updates. Some housing associations for tenancy updates. Psychiatric hospitals for mental health patient updates. Local press and radio releases along with other advertising agencies. HM Forces in support of Unit registration days. Council library network and local services network to distribute and display full electoral register. Council Finance Service for Council Tax records. Scottish Assessors Association Electoral Registration Committee and Scottish and NI Branch of Association of Electoral Administrators.

The Electoral Registration Officer has worked with the local radio station to produce a series of radio adverts covering electoral registration and elections. Also worked with neighbouring Authorities to run a bus advertising campaign. Information has been sent to 6th form schools and colleges.
Information received from Council Tax but ERO depatches its own forms. Work with other ERO within Gloucestershire to promote voter registration i.e publicity campaign posters and canvass bags at roadshow. A radio advertisement during the annual canvass to promote registration. The Forest of Dean District Council Crime and Disorder Reduction Partnership Diversity Task Group have compiled a booklet for people moving into the Forest of Dean and we have details within the booklet on eligibility for voting.

Council tax staff forward rolling registration forms to any new council tax payers moving into the area. Fylde works in partnership with Blackpool and Wyre councils promoting public awareness of the electoral process. This is done by way of local radio advertising. Other formats have been tried but have not resulted in any increase in registration enquiries. (Blackpool council also provides the PR service to Fylde BC). The electoral officer has also attended a meeting of the Fylde Youth Group to promote democracy and the Town Hall has been used by this group for the Youth Parliament elections.

The ERO works closely with the press team to promote electoral processes. Work is being undertaken to develop a strategy for engaging with specific groups. In particular the ERO has already made initial steps to engage with young people and will be attending various events with the Youth Assembly to gauge views on what we can do to engage with them. In addition ViewPoint - the local citizens’ panel for Gateshead. A plan of visiting schools is being devised as is utilising the Citizenship Cerimonies.
The ERO is actively engaged with other departments of the local authority through the sharing of information in particular with the Planning, Building Control and Council Tax Departments. The Council has also entered into a 3 year Partnership Agreement with a Printer for the provision of postal packs following a joint procurement scheme with the Nottinghamshire Group of Local Authorities. A joint procurement process County wide is also underway to award a Contract to a Company to print all electoral canvass stationery and possibly polling cards and ballot papers which will result in substantial savings. The Group have also submitted a bid to the East Midlands Efficiency Improvement Group to lead a strategy to improve voter turnout at elections. It is hoped that a figure of £75,000 will be received. Other schemes such as joint advertising in local magazines and newspapers of the need for householders to return electoral forms has been undertaken. The Council are also in the process of changing their elections and electoral registration software Supplier following a joint pro

Corporate Communications design leaflets and design and distribute posters on our behalf. They also arrange advertising in the press, on radio, on buses, and at underground stations. Council tax distribute application forms and provide information on new owners and tenants.
The department works with the local authorities promoting electoral participation - the Communications Department deals with all press releases and the libraries display posters (this is to be extended to include schools, community centres etc). Relevant information is provided to the department from other departments of the Council which is acted upon in a proactive manner.

I believe that we meet the target because in addition to working with other council departments to encourage registration (we use the annual postage of the council tax bills to include one of our Register to Vote leaflets our customer services provide people with a home mover form) we work in partnership with colleagues in the Kent Association of Electoral Administration and the wider South East Group. We will participate in initiatives to encourage voting – this would provide savings for each authority as there is usually economy of scale in such schemes. All meetings with these partners are minuted and records retained. We take note of the information instructions provided via EC circulars and alerts and maintain a library of these for ease of reference for the electoral team. We also have a close network of colleagues who are using the same software system as this council.

Consultations have been made previously with Council Tax to incorporate literature in with the annual bills. At the time however they had reached their maximum postage allowance. We have in the past provided questions for our citizens panel to answer, which were relating to a local election and whether for example they voted, if there was any alternative methods of voting they would like to see, if there was enough publicity etc.
Residents contacting 'the council' with information relating to several different departments now have that information circulated between departments, including Electoral Services. Council tax pass information on new residents to us (by phone) and we alert Council Tax to potential problems with the property database or residencies. We regularly publish information in the Council's newsletter which is delivered to every property in the borough, have recently put an article on registration in the Staff newsletter and also the newsletter which is delivered to all council house tenants.

Steps are currently being taken here to meet 4 although further work required regarding monitoring of external contractors still require.

The new Elections Manager will be tasked with meeting this standard. Regular meetings are held between Leicestershire authorities to discuss service issues and developments - for example in selection of printers and publicity of electoral matters.

As with number 6 the ERO has regular involvement with Haringey's ACCESS days which seek to raise awareness of a range of local services to groups who may otherwise be unaware or disenfranchised. Again, register changes amongst specific groups are monitored and communicated to outside bodies interested in registration.
Have worked with another local authority to promote participation at GLA elections in May 2008. Ongoing work with Harrow Youth Council. No written records.

Through Service Planning and Public Awareness Strategy, ERO staff attend sessions organised individually or participate in group events. These include working in partnership with Tees Valley Authorities, Connexions, Council Tax, Registrar’s Office, Hartlepool Connect and the Health Sector including local care homes.
Performance Standard 7
We believe we meet the performance standard for working with partners.

We work closely with other Council areas e.g. Culture & Community re. Communications publicity to increase public awareness and Customer Services re. new British Citizens. We work with candidates, election agents and provide briefings for both.

We have been involved in public awareness campaigns e.g. "Meet the Cabinet" and to promote registration. We have given a presentation/talk to disability group (HAD Havering Association for people with Disabilities).
We are currently liaising with the outreach officers for Age Concern and Havering Women's Aid, and have been in touch with Victim Support and the local police domestic violence officer.

Supporting documents:
Candidates briefing notes

For all elections we work with our ICT, Info by Phone, PR Unit and Amey who help us out. We set up an action plan for each meeting with what is required from each department and by who and when.
Regular meetings take place with the Returning Officers’ staffs. An example of such joint working is the intention to produce a leaflet regarding registration, absent voting and the European Parliamentary elections for inclusion with this year’s annual Council Tax demands.

We have combined with Mid-Sussex and Crawley Councils on a joint bus advertising campaign - we also work closely with the Communications section who handle the media for us, also the web team to co-ordinate information on the web site - however we are aware we could work more closely with youth groups which is one of our targetted problem groups.

We work with other depts by sending out rolling registration forms and also attend external events ie fresher fayre at West Thames College

ERO staff are part of the Lancashire Electoral Administrators Group who consider options for joint working and promotion of both elections and electoral registration. Staff have also held meetings with internal and external contacts to promote electoral registration in the local press, authority newsletters and events in local schools through the local democracy tool/week.
Some elements of No.4 have been practised - joint working with neighbouring authority, council tax department, housing services, north wales newspapers, local radio - champion 103. Highways Department (houses NLPG), working with ONS towards Census October 2009, working with LGBCW on community review.

The ERO works with various departments within the authority to ensure the completeness of both the address database and the Register itself, ie Council Tax (Revenues), Registrar of Births Marriages and Deaths and the NLPG / LLPG custodian. We also work with the Youth Empowerment Service to promote and run our highly successful Youth Council and Youth MP elections. However, much of this work, while highly beneficial is carried out on an informal basis, and whilst the results of the work are clear, no formal records exist of meetings relating to this process.

1. We are introducing a system with our contact centre to ensure all callers voter registration status is checked against our system and an e-form will be completed for each person identified who isn't registered. We will then contact them and get them registered. This saves money and makes good use of information coming to another dept. 2. We also work with Council Tax and Housing to ensure all new contacts receive our forms as part of pack rather than us duplicating their work. This has proved extremely productive in increasing rolling registration. 3. We work continually with Communications team to ensure we are involved in all appropriate campaigns to promote democratic participation. 4. We work with the Planning and street naming section to ensure we keep a up to date and accurate property database.

In response to the EA Act 2006 and by use of the funds supplied to the Council for these new burdens, The Council appointed an Electoral Participation Officer. However, this officer is not under the direct control of the Electoral Services Manager, as the position has been placed within the Media and Communications section of the Council. Numerous initiatives have been conducted both with this officer and other council Departments, such as the Policy and Partnerships Unit. Evaluation of cost benefits have been undertaken informally, with the only real cost to the Electoral Services team being "time".

'One cornwall' project groups
Joint working with disability organisations at canvass.

• The department plays a role in the count for the Member of Youth Parliament and works alongside the Borough’s Youth Team.

The ERO has worked with other council departments on a number of occasions to promote electoral participation. Electoral Services has a strong relationship with the Performance and Communication Service and in 2007 the Council was shortlisted for a national award for its promotional activity in connection with the local elections as a result of this working relationship. The senior electoral officers in the service have a strong relationship with their counterparts in other local authorities in West and South Yorkshire and consider joint working arrangements at their meetings. This culminated in 2007 and 2008 in a joint TV advertising campaign, lead by Kirklees, with all those authorities. Evaluation of these campaigns was organised by our marketing department, along with liaison with the TV advertising company. The ERO has also worked with the Children and Young Peoples Service to organise elections to the Youth Council and the opportunity was taken during local democracy week to promote awareness of our service to young people as part of this initiative. We also place regular ac

We participate in joint and cross borough schemes along with our internal department campaigns and have regular contact with community groups within the borough. All cross borough activities are fully reviewed by the Corporate Comms team each year.
A Joint Electoral Forum hosted by the ERO has been set up with local Returning Officers. Promoting Electoral participation is a standing agenda item.

The Council regularly works with its neighbouring authorities of Barrow and South Lakes on joint promotional activities ie bus advertising and magazine publications. The council has also got a number of activities within its community engagement plan which identifies opportunities or occasions where joint working/promotion has taken place to ensure that the council gets value for money.

We currently undertaking joint working with the Registrar of Births, Deaths and Marriage. This work is to ensure that people who become British Citizens through Citizenship Ceremonies are registered on the Register of Electors. Members of the Electoral Services team will attend the ceremonies and encourage registration. A welcome pack will be handed out which includes an information sheet and claim form. The information sheet is supplied as evidence. Additionally, we receive monthly lists from Council Tax detailing new occupants. We compare the details and if the new occupants are not already registered, we send a letter and a claim form to the new residents. A copy of the letter is supplied as evidence.

The ERO is currently working on and developing an all-Council approach to electoral registration. Some consultation has been undertaken with other departments of the local authority and the cost/benefits of joint working are currently being evaluated. A report proposing specific initiatives is due to be considered by the Council's Executive Management Team in March, 2009. It is intended that this work will then be extended to partner agencies.
The City of Lincoln Council works with the Lincolnshire County Council and other District Councils in Lincolnshire in relation to public participation.

We work closely with other Authorities on Merseyside, and this has been used as a model for others. The EC representative regularly attends our meetings as do suppliers of printing, postal vote services and software. Royal Mail attend at appropriate times. We can show that this method is beneficial to us all in that we can speak collectively from a position of far greater strength, than we can individually, and thus get better and more effective services, supplies and prices. We work closely with BME and participated in a scheme to persuade young BME to register, and we partly fund Operation Black Vote within LCC.

The ERO has consulted with appropriate representatives within our 4 constituent councils and intends to meet in the near future to discuss the potential for joint working arrangements to promote electoral participation.

In the past we have entered a joint advertising campaign with the other Cheshire authorities with an article in 'Retired' magazine to promote electoral registration. However, it proved impossible to measure how effective this was and there has been lack of interest from other authorities in future ventures. Cheshire East and Cheshire West (the 2 new authorities in Cheshire), worked together on an electoral participation campaign for the unitary elections in May 2008 - to promote that each elector had up to three votes.
Local Authority Searches carried out by Local Land Charges include an informative about registering to vote. The Kent Association meets regularly and joint radio advertising for registration has taken place. Some joint procurement also has taken place.

I am a Member of a County wide group of Electoral Administrators and we work together - sharing best practice and development of the service and any joint publicity that we can arrange.

We have worked with external partners and other EROs but not with other departments within the local authority.

Council bodies such as c/tax are consulted, but no cost benefit analysis has taken place.

As part of on-going budget setting process within the council structure inter-departmental working is being looked at to promote democratic participation whilst identifying cost savings. Meetings are currently being held with all interested parties and the Electoral Services Manager is meeting with local elected members and bodies to finalise the necessary project documents. None.
Work with local authority education, community cohesion, stronger communities and democratic services teams. Work with non-LA schools and colleges. Work with neighbouring EROs and London-wide EROs for joint activities and campaigns.

Participation with local schools, running "best TV programme" election.

Initial work has been undertaken to identify partner working, but full evaluation of joint working is outstanding.

The ERO does liaise with other departments within the local authority. For example Council Tax send out rolling registration forms on the ERO's behalf. The number of forms originating from Council Tax and returned to the ERO are monitored (a different colour form is used to enable easy identification). The ERO also works closely with the Communications Department to promote electoral participation, for example regular items are included the Council's Quartley Magazine e.g to promote forthcoming elections/result/canvass. Liaison with other ERO's takes place on a regular basis e.g. Epsom and Ewell, Runnymede, Waverley - to draw on experience and share best practice. The ERO also lends ballot boxes and polling booths to local schools.
Guidance and Training on Electoral Services has been developed for One Stop Shop Staff, in addition discussions are held on an ongoing basis primarily with Communications and Marketing officers on how best to promote electoral participation throughout the year. It should be pointed out that such work is still in its infancy and achievements are still limited, however we are confident that this will improve over time.

In conjunction with other ERO's within Nottinghamshire, joint work is being undertaken to improve electoral participation through a voter turnout project and co-ordinating publicity activities during the annual canvass period. In addition the ERO works with Council Tax, Planning and Registrars to promote registration.

The team regularly liaises with council tax, the council's contact centre, the council's local service centres, schools and colleges and the council's communications team.

We are probably working above the standard as considerable effort has been made by the combined south East Wales and South Wales Central Welsh Assembly Regions to coordinate and put in place both radio and other paid advertising. Quite rigorous feedback and evaluation systems were built in, and unfortunately the lack of response has led to these activities being dispensed with.
The ERO works with other departments of the local authority to promote electoral participation, although there are no formal records of meetings or an evaluation plan showing results of joint working.

Partnership working has been considered and some partnership working - such as sending out electoral registration forms with Council Tax change of address forms has taken place.

We have regular meetings with adjacent local authorities to promote participation. We have worked with other Council departments but have not, as yet, documented the actions.

As already stated, the staff in the electoral services section liaise closely with other council staff, other EROs and providers of social housing in the area, although there are not always formal records of discussions.
1) No formal records have been kept of the meetings with other departments. We have worked with our Community development dept re joining Cllrs in their visits to Schools and the Chairman during her Youth awareness meeting in a Town centre.

Electoral Services and Local Land Charges staff work closely together as a team and along with Member Services as part of Business Management Directorate. The Member Services Manager is the line manager for the section. Council Tax has viewer access to the Electoral Services system and this exchange of information is about to be reciprocated. Corporate Strategy liaise on our behalf with the press on both electoral registration and elections matters. NK form part of the Lincs Working Party which is made up of representatives from all the local councils who provide Electoral Services in Lincolnshire. A meeting is set up at the beginning of each year to decide on local authority election fees so all are working on the same rates. Other meetings are set as necessary to discuss and agree on matters such as postal vote issue dates, sharing costs for publishing statutory notices, changes in legislation and how to approach specific requirements. Staff also work closely (including attending meetings) with the Council's Disability Access Officer and the North Kesteven Access Group which comprises of representatives from various.

Work with Council Tax section to identify properties with change of occupants. Liaise with Marketing & Communications team to publicise key aspects of the electoral process: registration deadlines, key election dates, etc. Have carried out joint publicity at major elections with the three neighbouring unitary councils. Currently liaising with People First to increase awareness of the electoral process amongst the learning disabled.

Records of meetings/discussions/correspondence with other districts in Warwickshire.

We have a link into a key meetings structure within the organisation in order to promote democracy, particularly to young people. We have regular meetings with colleagues across neighbouring authorities to discuss key issues including promoting electoral participation.
Again there is no formal procedure but consultation and participation in events such as Public Awareness at the Balloon Festival Stand at Polish evenings and Hindu event.

The ERO works with other departments within the authority such as Council Tax, Housing, Registrars as previously mentioned and also staff within Democratic Services and Leisure Services, who attend community events and festivals to help promote participation. Elected members have joined the team at launches or at ‘Councillor Cafes’ in Local Democracy Week.

The ERO has good links with the two universities in Nottingham with the help of our Student Liaison Officer. Electoral Services staff have attended fresher fairs at both campuses to provide students with information about registering.

Radio interviews have been conducted with three different radio stations (Saga, Radio Nottingham and Kemet) encompassing a cross section of listeners in order to promote registration.

Recently, the ERO has become more involved with colleagues at other authorities through the Nottinghamshire Elections Group meetings and in the last year this group entered into a shared advertising campaign on the radio. Although no formal evaluation has taken place, the cost benefits are obvious as the...

The ERO has specific working practices to deal with sheltered housing complexes, nursing and residential homes. In addition, death lists are received via both Council tax and the Council's bereavement officer.

Monthly meetings with other departments where discussions on participation take place. Joint working across departments so no duplication but identification of where we can join together on initiatives.

None.
The ERO consults and works with various partners to help promote electoral participation. These include the internal Communications Unit and the Neighbourhood Management Team who hold monthly meetings with groups of residents in the larger towns, including the harder to reach groups. The ERO is able to pull together joint working through the corporate management team. The ERO also works with town and parish councils who cover the whole borough. A joint exercise was carried out with neighbouring authorities where an electoral registration questionnaire was included in the Citizens’ Panel survey.

In addition to regular contact with the Housing, Council Tax and Benefit teams, Electoral Services had regular contact with the Children’s Dept, is involved in the Youth MP elections and has carried out advertising via school newsletters.

As an example the ERO dispatches birthday cards to attainers on their 18th birthday which other units are able to insert details/ offers relating to their services. We work closely with the Social Services service units, Poole Forum, Dorset Scope, Dorset County Association for the Blind, Sign It, Restricted Growth Association to ensure that persons with disabilities can be included in the democratic processes. In accordance with the National Curriculum the ERO team attend schools and colleges not only to teach but run democracy days, citizenship events etc. The ERO also organises the UKYP elections and school council elections and has been instrumental in introducing the Rights Respecting Schools Award.

The first meeting on electoral participation is planned for April 2009.

It is felt that whilst not necessarily achieving this standard in all areas, Electoral Services has worked some way towards it.
The ERO actively works with other departments in the authority. The ERO is involved throughout the year in joint working initiatives and the local group is made up of all the districts within the county area. This approach has worked well on several issues and records of meetings of the Dorset group are maintained. Plans for future joint ventures have already been discussed and taken forward such as the Youth Parliament elections in February and the joint publication of statutory notices.

Have identified community groups and meeting dates. Meetings to take place in 2009 and evaluation plan needs to be written. Regular consultation with Council Tax, Housing, Registration, Mapping, IT Contractor, Promotions, Contact Centre - to develop connections with residents’ parking.

The ERO actively engages with other departments within the LA to promote electoral participation. This includes school liaison, children in care, the youth service and adults with learning difficulties. In addition relationships have been fostered with the local Moslem Imams, Everyday Language solutions (for braille translations) and the Tees Valley electoral peer group. Joint advertising with Tees Valley authorities is a regular feature of every election.

The County-wide Election group for Worcestershire meets regularly to discuss any new legislation and discuss best practice. We try to maximise our resources thereby and try not to re-invent the wheel.
We issue news releases to the local media to publicise important information and also did an interview with a local radio station during the autumn canvass. As part of the County Electoral Officers Group working through the transition to the Unitary Council in April, we have done some work on pre-election publicity and with local migrant workers groups to publicise registration and their voting rights.

The ERO has, in previous years, worked with neighbouring Authorities in raising awareness. However, no joint working took place in the lead up to the Canvass.
In addition to evidence already shown above, we are currently working with neighbouring authorities to publicize the forthcoming European and County elections (2009). We work together on ways of encourage registration and electoral participation. With funding available from The Ministry of Justice Electoral Participation fund our future plans are to work on new ways of raising general awareness in electoral registration and participation e.g. advertising on public transport, street marketing, leaflet and poster displays. However, lack of additional funds and staff resources limits the work undertaken.

The ERO’s staff regularly meet with the Lancashire Electoral Administrators Group who consult and consider options for joint working including the ordering of goods and services and promotion of elections and registration. The borough council is also part of ‘Team Lancashire’ which was set up in 2008 to take joint working forward across the County. The electoral office also has established networks with internal and external contacts to promote the registration function in local press, authority newsletters, local housing association newsletters and through events in local schools.

Level 3 ticked, but we have elements of levels 2 and 4 too. We have not produced an evaluation plan although we have worked with neighbouring Authorities. A new Communications team has been appointed at the Council and this year we intend to work with them to promote awareness of the service.
We propose to re-structure the workload of the team to allow more focus on this area so will hope to be at a higher level next year.

Rushmoor has developed joint arrangement with certain services / other organisations (e.g. the Military / Revenue Services) where a specific need has been identified.

Discussions have been held with neighbouring ESOs regarding pooling resources to promote electoral participation however, this has not been acted upon to date. Liaison has been held with the Council's housing management partners and its internal communications section regarding the promotion of registration and voting.
We have no records of discussions with other departments but we do work with Council Tax and we sometimes work with neighbouring councils in regard to advertising.

The ERO has attempted without success to involve other Council Departments in joint working arrangements. In the past an attempt was made to include registration forms with Council Tax Bills issued to new occupiers. The Council's Revenues and Benefits department dismissed the initiative due to operational difficulties without formal minuted meetings.
Links with council tax and LLPG to ensure that the Register of Electors is as accurate as possible which assists in the aim of promoting electoral participation. Articles are sent to the media for insertion into newspapers at annual canvass time to encourage people to register.

Joint procurement of electoral registration and election software (Sedgefield Borough Council, Teesdale District Council and Easington District Council).

Joint procurement of print provider for elections to Durham County Council 1st May 2008 (All Authorities in County Durham)

The authority actively engages with neighbouring authorities to achieve objectives. Joint work has been undertaken where appropriate. There are plans for future joint working.

In addition to this, the ERO consults with other ERO's within the sub-region as part of a framework partnership. The Merseyside Electoral Administration Team meet on a monthly basis, meeting are attended by the EC, print and softaware suppliers, Royal Mail, Merseyside Police and a representative of the AEA. A partnership framework is in place.
The team has an established record of working with stakeholders such as NYCC (elections this year), the Press officer, other departments and local media. We were one of the first authorities to introduce automated telephone registration with ERS and have always been keen to introduce their advancements on to internet and this years SMS texting registration, the use of other languages (for our growing Polish community), the ability to request apostal vote, etc. I have worked with our printers to move from a standard black/white default software canvass form to a bright colour version of the form incorporating the council logo and using the crystal mark accreditation for the use of plain english. With my printers I introduced an annual newsletter that accompanies the annual canvass form that highlights activities during the coming year, such as Euro/County elections.

1. Electoral services works with the Council's communication team to input regularly to the Council's quarterly magazine delivered to all households in the District. We also jointly issue frequent news releases and keep our web page updated. Information is included with every local land charges search sent back to solicitors. We also work with other Council departments on specific issues (e.g. Community Development's Operation X; Council's new licensing responsibilities) 2. Occasional partnering with electoral services at other local authorities to encourage participation.

Local press reports and releases. Lending electoral equipment to schools to support their Youth Parliament. Shepway Today news. Have worked with Youth Forum leader and delivered presentations.

Examples - Assistance with elections for Shropshire Youth Parliament in partnership with the County Council. Participation in Local Democracy Week including take your local councillor to school day, annual Shrewsbury Conference, Question Time - reviewed annually. Youth Event operated by Community Development: Teenage Kicks - registration forms supplied as part of handouts, electoral services helped to sponsor this year's event.
We have in the last few years tried working with the local schools and education department to raise awareness through Local Democracy Week. Some of the initiatives we have tried are Political Speed Dating and a citizenship play by the Solent People's Theatre. However, due to lack of support from other departments, staff shortages and limited resources we did not undertake any such events during 2008.

See attached documentation.

Free bookmarks have been produced in partnership with other Council services. A joint booklet, targeting attainers was produced in partnership with Beds Borough Council and Mid Bedfordshire District Council. The booklet was circulated to all of the educational establishments in the County where attainers are currently studying.

Led formation of Buckinghamshire group of electoral officers in a joint canvass procurement exercise. Work with Communications team on canvass and various press releases.

Work with Council Tax section to identify properties with change of occupants. Liase with Marketing & Communications team to publicise key aspects of the electoral process: registration deadlines, key election dates, etc. Have carried out joint publicity at major elections with the three neighbouring unitary councils. Currently liasing with People First to increase awareness of the electoral process amongst the learning disabled.
Joint working and consultation with other departments is carried out on an informal basis however we are unable to provide records of meetings/correspondence and have not evaluated the costs/benefits of any joint working. Work is currently being carried out with our Strategic Partnership team in relation to democracy presentations the groups of school children although this work has not yet been completed. Press releases are issued on registration matters by our communications team. Links have been established with Lincolnshire County Council re the supply of listing of young persons who will be 18 during the life of each register to ensure registration.

Our assessment is that we are on the border of number 3. We have worked with our internal partners in Communications/PR to publicise 'Prospectove Councillor' events, proactively sought media coverage and included information in Council residents' magazines.

In this instance, parts of 3 and 4 above are applicable. We work with other departments to reduce work/expenditure where possible but also work with neighbouring authorities (which has been normal practice for many years) and the County Council where pos

We have given lots of thought to working with outside agencies, particularly Parish Councils and the public at large, holding seminars about what being a councillor is all about when District Council elections take place, encouraging residents to stand in parish council elections. We consult with our Communications department on a regular basis, adding electoral issues to the web site but tend not to have joint arrangements with other departments. Have ticked 2 but none really fit our situation.
To reach this standard we:

• Work with the council tax section to target properties where a change has been made to their account which could be as a result of a new occupant moving into the address.
• Work with the education department during the annual canvass to target households where a young person aged 16 or 17 lives so they can be encouraged to register.
• Loan election equipment to schools to run school council elections.
• Work with the young peoples parliament to run their parliament elections.
• Liaise and work with other departments, for example Democratic Services, Young Peoples Service, Older Peoples Services, during Local Democracy Week and throughout the year, to encourage participation both in elections and in becoming involved in the community and attending council meetings.
• Liaise and work with other departments for outreach projects such as Consultation Roadshows, Older Peoples Fayres and local festivals.
• Liaise and work with the local further education college to encourage young people to register to vote.
• Work with the council’s Communications Team to identify ehr
• Meetings with Rochford District Council (last meeting 22nd December 2008)
• Liaise with Regional office of Electoral Commission
• Council Departments consulted:
  - Policy Division – Equalities Impact Assessment
  - Internal Audit – completion of internal audit report on electoral registration
  - Council Tax – improve property database
  - Registration – Citizenship Ceremony participants are made aware of electoral process

Southwark works with other boroughs in south London to produce publicity on the need to register - this is print media and an annual bus campaign.

We have arranged with our Council Tax dept to include our rolling registration forms when they issue demands to new residents. We also have an advert placed in their annual leaflet to promote registration and elections.

Worked together with councils equalities officer and communications department before canvass began. Additional straplines sent with reminder forms in 8 different languages.
This is another were we border between 2 and 3. I feel we undertaken the great bulk of the activities in three but have not recorded this (so we have not kept copies of e-mails with Council Tax about changes to their documentation to ). In some areas we meet elements of 4, in that we have liaised with the local RAF based and conducted a registration day, and routinely liaise with our residential homes over both registration and absent voting. Some of this work is documented

As well as joint working with other St. Helens Council departments the 5 Merseyside authorities have formed a partnership which amongst other functions provides a well documented Merseyside wide promotion campaign strategy.

This is something that is very new to us and we will be looking at in the future.
In organising all the Participation events listed above we have worked and engaged with other departments of the Council such as Youth and Community services and Connexions, Schools and Colleges, the Equality and Diversity unit, Marketing and Communications unit, local media (newspapers and radio) and Rotary Clubs. We liaise and have met with certain target audiences such as Disability Stockport and faith groups at the Black History Month event. We have joint working arrangements with some of these bodies and are making plans for future joint working, for more events on participation.

Performance Standard not met in full although we currently meet elements of it as detailed below:- ERO has consulted with other departments of their local authority and able to provide records of meeting/correspondence. We also currently meet elements of the Above Performance Standard as detailed below: - ERO has consulted with other departments and with external bodies to determine whether working with partners can help achieve the objectives of the public awareness strategy.

Projects with Communications Unit - Roadshow in locations across city. Registration forms / info at local area offices.

In addition Warwickshire work together on promoting electoral registration through the library service. Some of the Warwickshire are working together in regard to purchasing a new electoral system.

Promote electoral awareness across the authority at "proud of Stroud" presentations and in e-news letter. Records of meetings at Gloucestershire County Electoral officers groups, where areas of joint working is regularly undertaken. Issues such as joint procurement and joint scale of fees are examples of future joint working topics.
A County Electoral Registration Administrators Group has been set up in Suffolk of which SCDC actively participates. The aim of the group is to work in partnership and share ideas and resources to improve the electoral registration service in County.

Work with Cultural Services on local democracy week; features in Council magazine (working with communications team).

We are working with Neath Port Talbot Council on joint advertising campaigns and hope to develop this further for future canvassing and election advertising. Last year we did a joint radio campaign which worked well

The ERO works with the Council Comms Team and Print Team to help promote the electoral participation. In addition the Council work with a number of external agencies including radio stations, local papers, community groups and schools, as well as other partners to develop new awareness raising strategies. New processes need to be put in place to capture all minutes from these meetings.
The registration process is regarded as a corporate priority for the Council who commit resources from a variety of Council departments to help the ERO promote registration and maintain the accuracy and integrity of the register. These include marketing and communications, engineers, IT and community development.

Work with neighbouring Authority to pool expertise as electoral sections are v. small. This will continue and be further enhanced in the future.

The ERO has given basic thought to working with partners but has not evaluated the merits of doing so. Because the ERO is not part of a local authority such partnerships are not as straightforward or easy to implement.

There has been little point in doing this as no budget has been made available.
The ERO works with other departments of the local authority to promote electoral participation, although there are no formal records of meetings or an evaluation plan showing results of joint working. The most notable example of successful joint working is the Teignbridge Youth Council which is organised and run by the Community Section, supported by the Committee Section and the elections are administered by the Electoral Services section.

Council Tax have been asked to send out voter registration forms with new billings but are unable to do this at present.

Evidence of working with other departments such as education, democratic services and communications and design can be provided but these are ad-hoc. It is recognised that other partners need to be engaged and this will be considered as a priority. The workings of the regional AEA are prioritised and networking is important, plus sharing good practice. It is not known whether the available evidence would meet the performance standard.
The Electoral Registration team work independently from the Council, and so shared use of ERO resources is not encouraged. However, joint-working between Local Authorities across the county has taken place in the past to share resources and increase awareness of Registration, and Elections. We have evaluated the costs/benefits of joint working within the authority, and found that it is not appropriate.

Consultation is made with Council Tax, Street Naming and Numbering section for accuracy. Council tax send out rolling reg. forms with their movement forms to save on postage/stationery. Information is shared between authorities as to electors moving into Torfaen from outside authorities. This enables those authorities to delete electors from their register. We did carry out joint advertising but no value was thought came of action so did not continue.

3. Joint working is currently underway with LLPG, Street Naming and Numbering, Council Tax and Births, Deaths and Marriages. Information gained from canvassers regarding change of property information is shared with LLPG during the canvass period.

The ERO is in discussions with local schools regarding assistance with citizenship and local democracy week. School talks have been undertaken. Cross-department working regarding public awareness including Area services, Communications and neighbourhood forums are helpful.
Currently work with Council Tax, GIS, and also a new initiative "Tell us Once" which is by the DWP who advise us of deceased electors.

There are no available resources to undertake this work.

Although I no longer have any documented evidence to support this indicator, we have worked with Land Charges for two four month periods in 2005 and 2006 and sent registration forms out with Land charges packs. The packs are sent to estate agents, solicitors and individuals. Out of 126 packs sent out only two registration forms were received back. Although the cost was minimal it was felt that the process was not worth continuing with. We have liaised with Council tax on numerous occasions to set up a system where we could be alerted or could view records where new people have moved into a property. The software at the time could only inform us of a change to a property, this could include deceased people, this idea was abandoned as we did not want to risk sending forms to deceased people. We also investigated sending out registration forms with council tax bills but they did not want to include more paperwork with their already bulky bills. This council has since contracted the Council tax function out to CAPITA and I am waiting for things to settle before approaching...
Electoral services have engaged in joint working with a number of other departments in areas such as promoting women in public life and working with young people.

Joint working plays a large part in the Service's involvement with the community. Work has been carried out with other council services, e.g. Audit, Council Tax and Housing Benefits as well external organisations including schools, universities, community groups, the AEA, EC, MOJ, ERS, GLA, political parties, and with other Electoral Services (we carried out a survey of all London Electoral Services ahead of the 2008 GLA Elections to see if any joint outreach work could be carried out). All work is recorded and monitored for its effectiveness and cost benefits.
No formal plan in place as yet.

Claim leaflets in new housing tenants packs and Ctax packs going out to new occupiers. We put adverts/articles/information in the District Focus magazine and on the council website. A County wide advert for all 5 councils in the County safety booklet. In the past we have had a county wide advert on carrier bags.

• Agreed and effective working arrangement enabling exchange of data between Electoral and Council Tax / Housing Benefit Offices.
• The Council Tax Office include an electoral registration application form with all revised notification and bills issued outside the annual Council Tax bill run and Electoral Canvass period to encourage residents to amend their registration at the earliest opportunity.
• The Councils Customer Services Centre have access to the electoral data and have received extensive training to enable enquiries in person or via telephone to be answered at first point of contact. Customer Centre staff also attempt to extend other enquiries and offer customers opportunity to alter their registration details if appropriate with the issue of an application form.
• Notification of all new property construction, completion and street naming and numbering has been requested and are regularly and automatically received from the Council’s Planning and Building Control Departments.
Registration forms are provided to Council tax and these are posted out with every 'new' Council Tax bill. Document provided to the Suffolk Integration group on joint working. Liases with schools see Standard 6. Also led on a project to produce a 'citizenship leaflet and registration form' on behalf of all the Councils in Suffolk which will be placed in a welcome pack that is given to new British Citizens at citizenship ceremonies in Suffolk.

No evaluation plan but have in the past carried out joint advertising with neighbouring authorities. Close work with other departments - see performance standard 1. Waverley has held various democratic engagement days.

Joint publicity work has been undertaken with neighbouring authorities. In addition, 5 East Sussex local authorities are working on a joint procurement project for election printing. Opportunities are also taken to utilise corporate initiatives, ie display screens in reception areas, adverts on refuse vehicles, articles in housing, district publications.

We have consulted other departments with a view to joint working. It is intended that the Visiting Officers in other sections will make personal visits for Electoral Services where convenient and vice versa.

We have assessed our performance as meeting the standard despite not recording any meetings with other departments within the Council. However we work closely with our communications team in promotional areas for both registration and elections. We have excellent external relationships with all the other Hertfordshire authorities through the County Group of the AEA which meets regularly. This also applies on a regional basis as we are part of the Eastern Region of the AEA.
Regular consultation and joint working is undertaken with the Council Tax section.

Consultation with other departments is an ongoing arrangement and has been for a long time. No documentation is available apart from the weekly lists received from Council Tax and the monthly (at least) list from Street Naming Dept.

No formal records or plans, but some joint working with other departments is undertaken (ie: Council Tax provide a voter registration form with their correspondence. Similarly, Land Charges provide a voter registration form with search results). Joint working opportunities with neighbouring authorities are also investigated (ie: partnership working with Christchurch BC and Weymouth & Portland BC on the provision and printing of birthday cards for attainers).

I have indicated level 3 rather than level 2 because it is much closer to an accurate position. We have worked and do work with other departments, in particular our communications team, and with the media and schools but do not have comprehensive documentation to demonstrate all of this as referred to in the "evidence" column.

This standard has not been reached in its entirety but regular work and planning is undertaken in partnership with the ERO's in the local area thus allowing information sharing and a consistent approach.

The ERO has worked in partnership to promote participation including allocation of grants for various schemes for attainer birthday cards, Youth Parliament Elections. There are partnership working project plans in place but this is all very informal at the moment.
This area will be addressed once the Unitary Council is established and the transition of other council departments are harmonised. At present the 5 Councils all have their own partners and procedures and current working practices. A formal Unitary approach will incorporate the best practices of these strategies.

A regular dialogue is maintained with the Partnerships and Communications Division to ensure that democracy initiatives involving outside groups are co-ordinated and include an electoral element when appropriate.

Work with Community Services and Woking Youth Council to promote participation and registration with young people.

Meet regularly with comms team to promote electoral participation. Regular int/ext press releases. Liaise with schools to provide equipment and advice for any school elections. Always represented and take an active role at Youth MP declarations. Liaise with Youth Services for YMP elections. Formal records of meetings, work undertaken or evaluations have not been previously kept but will be in the future.
The ERO has consulted with Council Tax and the Registrar of Birth and Deaths (Citizenship Ceremonies) to gain assistance in promoting electoral participation.

Worcester is part of a County Administrators Group which work together on Elections and registration where ever possible.

work with Arun DC and Chichester DC on bus advertising campaign as per no. 6. Have worked with democratic services to include information on their democracy days. Ask other sections to include forms in their mailings.

The ERO has worked closely with the Youth Service and Healthy Schools officers to develop a local democracy week project which included full school council elections, speed debating with Councillors and a Wrexham Rocks Democracy night. Events have been evaluated and future events will build on the work and partnerships developed. We feel we probably fall between ‘meeting the standard’ and ‘above the standard’
I lead on a County wide Electoral Administration Group which brings together the EA's from across Worcestershire. We work together to maximise use of our resources wherever possible, sharing best practice and developing the service. This goes from strength to strength and we are now looking at how we can share the burden of developing strategies and plans for the future. No formal evaluation of this has taken place. We maintain action notes from meetings.

Work has been undertaken with other departments within the authority but this is not documented examples are working with Council Tax and using resources within the Council for automated mailing. 

Attempt in previous years to increase cooperation with Council Tax, Housing and Education departments along with schools and the Universities (via Student Union). Little impact.
Performance standard 8
We work actively with the Public Relations Team to maintain contact with the public, utilising the Council's newsletter to promote registration at canvass and elections times; and issuing press releases at relevant times in the year. We also use opportunities to link into campaigns run by the Electoral Commission to promote registration and elector awareness. We do not have a written strategy at present and will explore the production of one over the coming year.

The information is communicated in the most accessible way, in accordance with the authority's communication and corporate style strategies, which when developed and maintained consider accessibility issues. Appropriate languages / formats have been decided using previous experience, and monitoring of responses from the canvass e.g. we trialled a polish registration line for the canvass, based on an increase of polish nationals registering, but no-one used it. Also, considered guidance on equality, and conducted equality impact assessments.

Telephone/Internet/SMS Registration available. Information and forms on the website. Forms available in other languages/larger print. Information sheets in Polish made available where a lot of Polish residents.

The budget is prepared to cover the costs of the canvass and rolling registration, identifying the different elements involved. Our promotional campaign around the canvass aims to reach all electors of voting age and we have tried targeted approaches to the harder to reach audiences, such as door knocking in these areas. We have a work programme for the team that covers all aspects of the year's work which is used by the whole team to ensure deadlines and timetables are met. We have a business continuity plan for the Democratic Services Team, which includes Electoral Services.
The Council has a corporate approach to equality and diversity and information is available to the ERO on ethnicity within Ashfield. Evidence is available of the use of language translation booklets, access to formats and of the provision of contact details etc.

The website is detailed and clear and provides various methods of contact for Electoral Services if additional assistance is required. There are links to other organisations and sites where further information can be accessed e.g. Electoral Commission, MOJ. and there is information advising that forms and notices can be provided in different languages and in larger versions if required. When providing information, planning for elections and the canvass Electoral Services takes into account the information held within the authority which identifies the needs of the residents e.g. for certain areas there are groups of residents where information on the canvass form is translated into Nepalese. All canvassers are provided with translations in several languages which helps the canvasser to communicate what information is required from the resident and why it is needed.

Canvasser feedback and software reports utilised to assist in determining any language issues. Reports identify any clusters in the community for particular attention. Translation booklet and laminated script card prepared for canvass. All items of communication provide office contact details. Contributions made to local reading book for the blind.
Language translation service comes from research in SAC. Guidance provided in own website and SAA website. In addition encouraging participation using modern technology offering alternatives to make registration easier.

- Having relevant information available for download in our website together with relevant links to other agencies and local authorities.

Babergh has a smaller than average BME population (1.3% according to the latest census) but some research has nevertheless been undertaken by the Council to ascertain the first languages other than English that are spoken within the district. The Council operates a translation service (and, upon request, will also provide information in Braille, on audio cassette or in large print) and, at last year's registration canvass, canvassers were provided with a languages booklet containing a paragraph in multiple languages explaining what the canvass was all about and forms in Portuguese and Polish. All communications with electors provide details of how to contact the electoral registration service via different channels.

We issue monitoring forms with rolling registration in order to break down ethnicity, gender etc. enabling us to support recruitment of canvassers to reflect the community.

Canvass and voter registration forms carry a language strapline. Stock of forms in other languages, Braille and audio are kept. Contract with National Interpretation Service for translation purposes. All correspondence carried phone, fax and email contact details. Telephone, internet and SMS registration is used for no change registrations at the annual canvass.
In this local authority area, evaluation has shown that there is only a very limited electorate whose first language is not English and it is not felt that further action needs to be taken at the present time. Translation facilities have been identified and the local Blind Society is aware of our services. Support is always provided by ERO staff to those who need assistance with form filling or further information as an equality issue.

Whilst it could be argued that the performance standard is not fully met, the Council does offer the provision of information in alternative forms i.e. Braille, alternative languages. Also during the canvass period, registration is possible through the internet, telephone and text. Information is communicated in hard copy and on the website and all outgoing communication details the contact details of the office.

Various media are used to communicate with the electorate: hard-copy letters and forms, telephone and internet registration during canvass, email and fax, telephone, Electoral Services web pages, newspapers for major events (annual canvass and elections). Meetings with the Council's Equalities Officer were held to discuss the local varieties of audience and contact details of organisations. The Council offers information in alternative languages based on the local demographics; the ERO uses forms in other formats downloadable from the Electoral Commission website. The phone and internet registration service for the annual canvass offered a selection of languages chosen on the basis of the electorate's nationalities.

Although no plans in place, because of the large migration of Polish residents to the Borough, canvassers were given Polish language forms to hand out where applicable. The ERO has in the past assisted older residents with completion of postal vote papers, and this is done as and when required.
RECORD OF RESEARCH UNDERTAKEN
SIZE OF FONTS
LANGUAGES USED IN BIRMINGHAM
TOUCH TALK FOR THE DEAF
EC LEAFLETS IN LANGUAGES, DIFFERENT FORMATS
INFORMATION ON WEBSITE
CONTACT DETAILS GIVEN ON ALL DOCUMENTS AND
ENVELOPES
TEXT, PHONE, INTERNET FOR CANVASS

EXAMPLES OF HOW THE APPROPRIATE LANGUAGES
AND FORMATS HAVE BEEN DECIDED
KEEP IN TOUCH WITH COUNCIL EQUALITIES UNIT RE
LANGUAGES

DETAILS OF HOW THE MOST ACCESSIBLE METHOD OF
COMMUNICATING INFORMATION HAS BEEN DECIDED
ALL IN ENGLISH, WILL PROVIDE OTHER FORMATS ON
REQUEST
USE OF LANGUAGE PHONE LINE FOR CANVASS TIME –
NOT MUCH TAKE UP
VISITS MADE WHEN REQUIRED TO ASSIST WITH
COMPLETION OF FORMS
DIFFERENT LANGUAGES USED ON POSTAL VOTE
INFORMATION
ERO has not researched the languages however the authority has established the main languages for its area and the ERO uses this as its basis. The ERO offers registration at canvass time via post, internet, telephone and SMS texting. There is also detailed information available on our website and in the reception areas. All information despatch includes the electoral services help line.

In the past, we have produced registration leaflets in Urdu and Gujarati, but were advised that the majority of citizens who speak these languages could not actually read it as translation often made the language 'too posh'. We also had telephone registration available in Urdu and Gujarati - 13 people used this service.

Electoral Services staff have regard to details of research and guidance published by bodies eg Electoral Commission, Assosication of Electoral Adminstrators, Government Departments and to that produced by the Council. For example, telephone registration is offered in 9 alternative languages, chosen in consultation with Council's Equalities Unit. Canvassers are encouraged to establish links with Polish community, a major group within the town, to ensure registration. The Council's Polish Liaison Officer available for consultation. Links have been established with the Bridge Project, dealing with the homeless, and with groups dealing with persons with learning difficulties. Details of elections and registration are supplied to the Blind Society to be included in talking newspapers. Use is made of the communincation mediums determined by the Council's Public Relations and Comunications Unit including the Your Blackpool newspaper delivered to each household, the Council's website, the local newspaper and local radio. Helpline numbers and email address are included on all electoral forms, reminder letters and

All outgoing information includes a helpline number for residents to use if they need assistance. We identify, before the canvass starts, those electors that are foreign nationals and send registration forms (if available) in their native language. The UCI forms are also sent (if available) in the appropriate language.
The ERO meets most of the criteria of the performance standard other than carrying out specific research in this area.

Due to the high numbers of European Union citizens resident in the area information has been translated for the annual canvass and for use in polling stations, but no formal consultation has been carried out. All outgoing communication provides contact details of the office.

The census and Council statistics regarding ethnic and minority groups within the District did not identify any overriding sectors. We have however accounted for recent increases in Eastern European immigrants and in particular Polish residents and as a consequence made available Postal voting and Rolling Registration forms in Polish. In addition this year’s annual canvass included the ability to use a language line with registration in Bengali, Gujarati, Hindi, Polish and Cantonese.

responsive to the demographics of Euro electors- helping where necessary.

Council research determines most commonly used languages in the area. Information is communicated by website, hard-copy, radio etc. Availability of different formats is publicised.
• We actively monitor how we communicate electoral information
• We always include our Help line phone number and web address on communications
• We take note of relevant legislation, undertake specific research and consult with appropriate organisations (e.g. Plain Language Commission, Kent Association for the Blind) to ensure that we communicate effectively with different audiences
• We provide our canvassers with a Translation sheet and (upon request) residents with the registration form in a number of different formats including foreign languages, large print and Braille
• We log specific requests
• We have undertaken Equality Impact Assessments on Registering to Vote and Voting
• Action Plans have been drawn up identifying a number of issues. This is a continual process to ensure complete accessibility

The annual canvass incorporates use of telephone, internet and SMS registration. Most electoral forms are available in large print, braile and some in dvd/cd format from the office and at the Customer Service Centre. Bromsgrove has a developed website where forms and guidance are available. A weakness in 2008 is lack of evaluation.

Translation services available on request for registration forms (publicised on the form). A personalised service is offered to one elector who has sight difficulties - an enlarged registration form is issued annually without her having to request it. Contact details for help/assistance publicised on registration form and the web site etc.

Registration forms are available e.g in large print on request. This is stated on the canvass forms. Currently no requirement for forms in other languages, but would use those available on the EC website if necessary.
Consultation with the Council’s Equality and Access Team to identify appropriate languages - leaflet sent out with registration form in specific areas/languages. Language translation booklet available to all canvassers. Telephone registration also available in different languages. Alternative means of communication are available if necessary, ie large print, braille, audio tapes. Rolling registration forms available to download from Council’s website. All communications include the contact details for the electoral office.

All correspondence from electoral services provides contact details on how to respond if further information is required. Liaison with other sections provides knowledge of hard to reach groups, and where necessary alternate means of communication are provided where necessary.

A Demographics chart has been overlaid with polling district canvass response rates - information passed to Policy unit to evaluate. Policy unit (equalities) have also been requested to produce a ward map showing pockets of interest ie high level of other language speakers / ethnic minorities / disabilities etc to allow specific targeting. All forms etc are produced bi-lingually (English / Welsh) but it is hoped to identify where any other requirements can be met if not direct to individuals to organisations themselves eg. BSL / ethnic communities etc. AEA Wales have asked such organisations to attend meetings and will continue to actively involve / promote participation at local, regional and Wales wide. Score falls short of a 4 whilst an evaluation plan is being considered and advice from EC Wales Office being sought for a Wales wide approach via our quarterly meetings.

Measuring and recording the success of different dissemination methods is often difficult and therefore, on this item, the ERO is currently not able to meet the above performance standard.
The ERO has used the Council's language service to determine the appropriate languages to be used and key information for the annual canvass has been produced in up to 12 main languages. Use has also been made of Council wide research which has shown an emphasis in Camden of web based information being the most popular and accessible form of communicating. There has therefore been a development of a web based approach, with an online tick box form for ease of registration (although this does of course have to be printed and signed by the elector). The Council's Contact Centre is used as a Helpline for all routine registration calls, with training from the ERO for operators who are also skilled in dealing with callers whose first language is not English.
Again, contact has been made with migrant worker officers to ascertain what help and assistance is required. All staff including canvassers have an alternative language sheet to assist with key elements of the forms completion. An Equality Impact Assessment has been made.

None.

The performance standard is not met because, although information is available in alternative formats and contains address, telephone number, e-mail and website contact details, there is no formal record of how communication methods have been determined.

None.

Rolling registration forms can be accessed through our website, one stop shop and elections office. All outgoing mail contains full contact details. A large print version of the rolling registration form is available. Any additional requirements are dealt with by using forms available from the EC. Home visits to assist with form completion are dealt with by the Elections Office. Advertising prior to the canvass and elections are dealt with by using EC posters and placing adverts both on our website and council produced newsletter.
The basis of the ERO's research is the 2001 Census and the ONS area profiles. Research has also been undertaken as part of the Council's approach to neighbourhood planning and CPA/CAA/Direction of Travel self assessment. This has identified the demographics of the Borough and Ward characteristics. Electoral forms have been amended to include simple instructions for completion and also include the details of how to contact language line. All communications include two contact telephone numbers and the Council's website address. In addition to the Borough News - a quarterly publication delivered to all households in the Borough - the main other means of communication is the Council's website. Press releases are also issued at key times around elections and the annual canvass.

We have annually subscribed to a translation service and all issued envelopes as well as some forms carry advice in 5 languages that translations are available. Registration is encouraged by web/text and telephone as well as by post/ Telephone and e.mail contact details maintained and used as alternative method of communication. We have continually requested that Electoral Commission further develop translation of forms into all EC languages and more minority ethnic languages used by Commonwealth citizens. Contacts established with local representative and social groups

Telephone registration in multi languages/multi language booklet given to canvassers/Canvass form available in braille format/Council has translation service available/Electoral Services helpline. Polling Station Review recently carried out. Discussions taken place with local disabled groups. Equality Impact Assessment.
Much of the evidence for this is provided at a corporate level by the authority's Communications Team, the activities and research of which is used by several services, including electoral registration.

We do not have a big problem in Cheltenham with language, but we do provide forms in other languages to our canvassers (mainly Polish and Czech), but will supply in any language upon request.

We have an equal opportunities officer who deals with languages/formats for the entire authority.
Details of how to register and various general information on voting etc are included on the Council's web site with direct hyperlinks to aboutmyvote/electoral commission etc. If any contact is made by foreign electors then the Council is able to provide a member of staff to interpret (for a number of languages). The Council also contributes to “Language Line” and this service is used if necessary.

Provision of translation service. Language strapline on canvass forms. Annual canvass available using forms/internet/telephone/SMS. Information and forms available on website. Customer Sevices/Contact centre provided with "contact centre" version of register software.

Information is provided in one format but we do have the ability to provide other formats when required, specifically we have a translation service available.

We have information on the website and have telephone numbers for people who need the information in different languages. We are in the process of updating the new Cheshire East Website which will have links to the Electoral Commission website for translations and forms.

All information is provided bilingually - Welsh and English. We have access to Language Line for any other language issues. We also provide support for those who have difficulty filling out the necessary forms both at the office and at the electors' home, when requested.
We do have registration information and downloadable forms on the City Council website along with a telephone and email contact facility. We also provide door-to-door canvassers with translation documentation and provide Presiding Officers with leaflets explaining how to vote in the main ethnic minority languages of Coventry. We also try to ensure there is at least one member of polling staff who can speak different ethnic minority languages.

The Council's website has comprehensive information regarding Electoral Registration that is reviewed and updated regularly. The site includes registration, postal vote and proxy vote application forms that can be downloaded and printed off. These will be supplemented in the next two months by online forms that can be completed online before they are printed off for signing. Contact details for Electoral Services are included on these webpages. Telephone and Internet registration services were provided during the canvass for those households where there was no change to the existing registration details. Full instructions on how to use these services, and how to return completed forms were supplied in a leaflet that was enclosed with the Electoral Registration forms. The telephone registration service was offered in 9 alternative languages. These languages were chosen after discussions with the Council's translation service on those languages that they know are commonly used in the borough. Information regarding telephone and internet registration also appears on the Council's website during the canvass. All public
Communications and Equalities officers are consulted regularly to ensure we provide a service that reflects the demographics of the borough. We provide full contact details on all correspondence and on our website. We also offer assistance at the civic centre to assist customers who may have difficulties completing their forms.

The DBC corporate plan, electoral registration records (of foreign electors) and research by Forward Planning and Other DBC sections on nationalities settling in the Dartford area, is used to decide upon languages for the Canvass electronic registration response service. Large text application forms are available upon request. Electoral Commission foreign language forms/leaflets are supplied if required or as appropriate. Electoral Registration and Elections information is communicated in all formats (web site, hard copy, telephone) appropriate to the audience.

Canvasser feedback and evidence of nationality groups from canvass software reports. Feedback reports from telephone and internet responses for the canvass from outside provider.

During the annual canvass we offer registration by Text, Internet and Phone in addition to returning the form. This year for the first time we have identified electors who require large print documents and we will be sending where legislation permits large print documents to these electors in the future. We also supply canvassers with a language translation booklet to assist householders on the doorstep to complete the registration form.
We actively engage with our Communications and Consultation teams throughout the year to ensure we are providing information in the relevant languages at that time. We provide up to date information throughout the year via our website. We will contact people in whatever format is requested to ensure they are fully engaged. During the canvass for instance, we provided information on tape to a blind elector. We also keep notes in our Electoral Registration System of specific requests, such as information on A3 blue paper etc. We also provide face to face assistance and over the telephone.

*translation company employed to translate any document in to any language,* Details from other departments showing numbers of potential non english speaking people, *less than 1% likely not to speak english,* follow government guidelines not to translate but offer assistance.

The ERO follows the Council's corporate lead for the prevalent ethnic minority language provision at any particular time and follows the Council's corporate policy in relation to information on council forms and leaflets in other languages. Currently that is to provide a message informing electors of the availability of information in other languages. Messages are also given regarding the availability of large print and Braille versions.

Changes in the availability of translations would be made in response to changes in demographics, for instance arising from the increased presence of persons from Eastern Europe.

The ERO passes all forms and leaflets through the council's communication department to ensure that they comply with corporate standards for appearance and content and acts on the advice given, subject to any restrictions which might be imposed by legislation.

A dedicated help line operated by trained/experienced trained staff is provided during the annual canvass and election periods when permanent staff are particularly busy. Persons appointed to man help lines have some previous knowledge of

Electors have a number of choices in the way they can access

The ERO regularly evaluates the methods of communication us
All canvassers are provided with a language translation guide with specific languages produced when necessary. Electoral Commission resources are used for certain translated documents. Our Council has the ability to convert documents into 12 different languages on request.

The indicator stating we meet the performance standard has been selected. However, research has not been carried out to indicate where in the Borough alternative methods of communication are most needed. At annual canvass time, the telephone registration services is provided in an additional 9 languages, rolling registration forms are available in alternative languages from this office. All polling stations within the Borough are issued with the guidance to voters in Arabic, Bengali, Gujarati, Hindi, Punjabi and Urdu. Meetings have been held with the local Action for Disabled and Carers Group and the Offsight Group for feedback from them on how best we can improve the facilities available for partially sighted and disabled service users.

Evidence: Equalities and Targets Document, Multi Language Options/Assistance on relevant forms and website, Impact Assessments, Customer Service Standards policy - although not sure that we have proper "evidence" to support decisions on languages decided upon for canvass etc. as it was a few years ago. Subscription to Language Line.
Ealing is proactive in effectively communicating to our customers and stakeholders, our website is continually updated to show relevant information, the majority of our forms and information are approved by the Plain English Campaign and Crystal marked, our poll cards provide clear maps and information with closing deadlines for postal voting, we employ experienced dedicated call centre staffing at election periods, allow canvass time registering by phone or internet (no changes only), our postal voting packs are 'one-piece mailers' complete with cartoon instructions, we offer all our correspondence in translated languages (on request) and all our polling station materials are translated into the main 9 languages used in Ealing.

Response mechanisms are varied, electors may visit the office to communicate face to face, postal address is provided for electors who prefer to make contact in writing, email address is available for electors who prefer to make contact electronically or telephone for electors to make verbal contact.

Although we do use the Electoral Commisions language forms and have a link to their site from our website and have used the London Boroughs of Brent & Morton's language booklet for our canvassing period. We have information on our website with a comprehensive faq section, and we have telephone & internet use during the canvass period.

Use forms available on the internet to deal with translation issues and have recently received training on equalities.
The Standard is met in part. There is relatively little ethnicity within the District at present, however. Canvassers are provided with forms to deliver to households which include details of the availability of translation services. Canvassers carry details in various languages to assist 'on the doorstep'. The automated registration service is offered in a number of different languages. The Database includes details of Nationality and canvassers are provided with the appropriate translation booklets and are briefed regarding their canvass area. Forms are offered in large print for the visually impaired.

The ERO provides information in a range of formats, if requested, in line with the Council's equalities policy. The Council achieved level 3 of the equalities standard (replaced now by new equalities framework). This is part of the Council's ongoing work on equalities and registration is part of that. The assessment of equalities issues is ongoing, and is undertaken by the Policy and Performance Team (see Cabinet report 14 October 2008). There is a translation service available (see appendix J for information from website). This service is also promoted in CSN. Translation services are provided in a reactive fashion, which is a Council agreement based on the small numbers of people wishing to use these services. Service is subject to equalities impact assessment (see attached).

During canvass we offer telephone and internet response services in english and other languages. Canvassers this year were issued with a translation booklet. We hold or will obtain application and leaflets in other formats on request and include this on as many forms as we can. We also aim to keep our website up to date with the latest information.

We offer large print, telephone & internet registration and have a number of registration forms in different languages. We also use the Electoral Commission website to ensure we have the latest information available.
We are encouraging the use of pictorial methods in order to overcome illiteracy as well as the best methods of transmitting information but are aware that this need to be improved.

By use of language line through the Contact Centre at Erewash Borough Council. Annual Canvass forms/Rolling Registration forms are sent out in different languages upon request or through canvasser feedback (i.e. when a polish community is identified). The language cards are offered to canvassers.

We undertake some activity above the performance standard but currently reviewing, monitoring and evaluating our strategies.
Although records are not currently maintained on the appropriate mediums for communicating and research undertaken, the following are completed. All forms and letters sent identify a telephone number, email address and website address. The forms where possible use font Arial 12 to assist those partially sighted, and information is available in Braille. Those electors choosing to request information via a particular medium are responded to using this method unless they indicate otherwise. The annual canvass form indicates that the elector may use Language Line if they need assistance in completing the form, although translation guidance is carried by all canvassers to assist this process. Translation guidance has been sought from the Diversity team. The Authority has plans to further identify and provide information for minority interest groups on the electoral process.

Response mechanisms include phone email and Council and SAA websites. Large print is available as is a translation and transcription Service through the Councils Equality and Diversity section. This makes available services of the Council such as; the Deaf Communication Service, Fife Society for the Blind and Fife Community Interpreting Service. Resources from the Electoral Commission are also available in various languages.

The Electoral Registration Officer has consulted other sections of the council to determine the appropriate languages spoken in Flintshire. The Electoral Registration Officer has through the council arrangements to provide British Sign Language interpreters, document translation into different format e.g. Braille, BSL DVD, telephone interpretation for different languages, document translation into different languages and face to face interpretation services. The electoral registration form has been designed so that it is easy to understand and offers registration by telephone, internet and SMS. Customers have access to electoral services by telephone, face to face, by email and through the councils website. Electoral Services staff have attended customer services courses as part of their personal development. The Electoral Services Officer also has used the range of free materials available from the Electoral Commission.
In accordance with council policy all forms are available in different formats and languages on request, but not aware of any specific research, but consider standard is being met. It is felt better to respond to requests.

Information is made available as widely as possible i.e. Council's main office and its one stop shops and website. During annual canvass renewal of registrations can be made via telephone and secure website. A paragraph advising to call the office in the event of requiring a form in a different format. We have received requests only for large print version of forms.

Electoral information in different languages is made available via a link on the council web site to the electoral commission web site. Different languages can be accessed when registering by telephone. For persons attending the Town Hall staff have access to 'language line' if needed.

The ERO is in the process of establishing a formal evaluation plan which will include detail of what future activities will be undertaken.
The ERO takes note of relevant legislation such as Disability Discrimination Act 1995, Race Relations Act 1976 and Electoral Administration Act 2006 to communicate with relevant audiences. The Council can make available forms in braille, large print and in other languages if requested from voters. Leaflets have also been provided in the past to electors with learning difficulties. The ERO has available community profiles to obtain information on ethnic groups in the Borough. The ERO uses telephone and Internet registration to reach as many householders as possible. In 2008 approximately 30% of households confirming existing registrations used this means. In 2009 it is intended to use text messaging. The ERO publishes copies of the annual registration form, rolling registration form and all absent vote and proxy forms on the web site which can be accessed by householders. The annual registration form details a help line number that enables householders to contact the section. The registration form is the prescribed form included in legislation and the font is Arial 12 with the Borough Council's contact address and the form co

Telephone and internet registration is available in 9 different languages. Council policy precludes any forms being translated into another language unless requested. Forms have contact details and advise the reader that they can request that the form be translated into another language

The Translation Unit of the Council gives advice on languages in use in the city. The range of languages is updated as necessary; canvassers help with research into what languages are required and request additional languages when they see a need. Canvassers take language cards (currently 8 languages) with them on their house-to-house visits; postal votes include instructions in 5 languages other than English; electronic confirmation of details on the canvass form (through ERS) offers nine alternative languages on the telephone system. The Council's website has a comprehensive list of FAQs which is updated as necessary. It also has the Browsealoud facility for visually-impaired people. All letters, emails and other correspondence have the office number, fax number and email address of the elections office. We also send out large-print forms to visually-impaired voters.
New legislation is monitored regularly both at work and at various training courses and seminars. The Council has an agreement with an independent local company to provide a foreign language translation service if required. Electronic registration by telephone and internet is provided at canvass time and is offered in a number of foreign languages. Where relevant, letters refer to the ability to deal in a foreign language using the translation service. The Council's website is being upgraded and will include reference to a translation service.

Statistical information held by the department highlights the increasing numbers of citizens of other European countries to the area. Successful campaigns were used to encourage more Polish people to register by means of advertising on buses and also making Voter Registration Forms (in Polish) available to churches for distribution to Polish members of their congregations. Door-to-door canvassers when calling on properties also take Voter Registration Forms in different languages. Forms in a range of languages are available on the website. Householders who have difficulty reading the standard householders’ forms can request large print forms.

I believe we meet the standard already and our Strategy for Improvement shows that we are looking at various means of reaching our electorate. We maintain an electoral page on the Council’s website but are looking at ways to improve the information contained in this and at the same time ensure that links to all sources of information we feel may be of use to a potential elector are included. Analysis of the data from ERS (our telephone registration provider) shows that although we offered our electorate this service in a number of languages, of the 12,311 registrations (7587 by phone and 4724 by internet) only 3 were made in a language other than English. We take due note of our Corporate Communications Strategy and check with our Customer Services Head of Service to ensure that we match the choice of languages offered by this service to those used by residents in the borough. We would not hesitate to provide someone with a registration form in another language and use the downloadable guidance leaflets that can be downloaded from the Electoral Commission website and are

Options for returning the canvass form include telephone, sms and internet. There is an additional option available to us for alternative languages and this will be looked at for this years canvass. A translation booklet was used by Canvassers for the first time last year, which proved successful. Although this contains most nationalities we do have a log of the most common nationalities in our area.
We have provided information for the Newspaper for the Blind at election time and are monitoring the situation regarding providing introduction cards in Polish for canvassers visiting certain areas in Guildford. 'No Change' Canvass forms can be responded to by telephone or internet and the website is kept up to date with information. Full contact details are on all communications.

The new Elections Manager will be tasked with meeting this standard

Working in partnership with the communications unit the ERO regularly monitors the movement and groups of languages and communities within the borough. The Haringey People insert (see above) is reproduced in the 10 most widely used Haringey languages. The registration canvassers are each equipped with the text of their doorstep presentation manual in 48 languages. The ERO accesses group shifts utilising nationality data from her own, the policy units and census data. This data is used to evaluate the most relevant languages to be used.
Leaflets in other languages are provided at the main Council Office, these are provided on the basis of information on Foreign Nationals returned with previous canvass. The Council is part of a group serviced via a translation service from Leeds City Council. All Canvassers carry a translation document to help them communicate with electors who do not have English as their first language. Electors have a number of choices in the way they can access Electoral Services information - website, forms in all council offices, by telephone etc. An Internet, TEXT message and telephone registration option is provided through the annual canvass period. The ERO regularly evaluates the methods of communication used and seeks customer feedback wherever possible.

The ERO issues translation booklets to canvassers during the annual canvass Telephone and internet response mechanisms, in a number of languages, are in place. No consultation has taken place.

The ERO team hold a library of documentation in various languages and in Hartlepool wherever the Council logo is publicised (diversity initiative), electorate can request information in another language. Information is available on the internet and all outgoing correspondence includes the contact details of the local office. Increased level of communication in 2008 due to new initiatives i.e. 18th Birthday cards.
The Council as a whole (i.e. not the ERO specifically) is currently undertaking a "Customer Insight" project, one of the aims of which is to work to obtain a better understanding of hard-to-reach and minority groups within the Council's area. The ERO anticipates that the output from that project will in due course be of significant value in determining or redetermining if necessary methods of dissemination/communication of electoral information.

Performance Standard 8
We believe we are above the performance standard for accessibility and communication of information.

Less than 5% of Havering residents are of ethnic minority groups. However, a large proportion of the population is elderly - 21% is over retirement age. We are able to provide information in large print, braille and audio formats on request. Election Services staff visit electors at home to help complete registration forms.
All registration forms, poll cards, postal vote applications, letters etc., give our telephone number address and email contact details. We monitor the number of hits on our website page. We have widened our recording mechanisms i.e have set up a spreadsheet to record visits to electors.

Supporting documents:
Visits to electors spreadsheet.

We have Equality Impact Assessments done. We have a website dedicated for foreign nationals that come to Herefordshire. We also have a translation section for documents and language in the Council. I use the telephone and internet for canvass returns. I just don't have monitoring forms or evaluation plans.
The VJB uses the lead authority’s Equal Opportunities Officer for advice and this year the ERO and another member of staff attended a CEMVO meeting for ethnic minority groups in the Highlands and Islands to get a better idea of their views and to establish contacts. EC forms and leaflets in their various languages and formats are available in our offices. Information and links have been provided to a Polish language website in the Highlands and an Eastern European website operating in the Western Isles. Canvassing staff use explanatory aids in many languages which were produced by London authorities and downloaded from the AEA website. The Highland Council’s translation service is available should it be required. We have a Freefone line available for all electoral enquiries and information and forms are available from our website.

We have very small percentages of ethnic groupings (ONS stats) which has meant that we haven’t identified a need for information in other languages - we did liaise with the Access officer (post now vacant) to help with participation at election time and to scrutinise forms. We would like to identify those people who are illiterate or semi-illiterate as we believe this could be a problem in some cases that the elector does not like to admit. The demographics of the authority are constantly monitored and information can be translated into any language including Braille. Visits would be made to people’s homes although no requests for this have been made. Confirmation letter with rolling registration and postal vote forms also sent to each household.

It is Council policy in line with recent DCLG guidance to encourage English usage and not to provide materials in other languages unless requested. We have previously provided canvassers with leaflets in Urdu and Polish as to what the A form requirements, this is reviewed annually. For the elections in 2009 we intend to provide information at polling stations in those 2 languages.
Working with the communications department it has been decided that the primary tools for disseminating information is via the Council website and the councils residents magazine. We use the Departments Disability Equality Action Plan to guide us in how to communicate with all parts of the community. This will shortly include the creation of a BSL 'How to Vote' guide and BSL to be included on the website. We are also planning some research into whether Makaton info should be used in the polling station. And will be meeting with Disability Action Islington in the New Year to take this forward. We also make EC material in other languages/formats available to colleges and community groups, we display information posters at all council reception points, clrs surgeries, and display posters at college halls of residence and libraries. All forms available online or hardcopy including details of who to contact if wanted in other formats.

Reports from the Electoral Commission are always considered; language and accessibility research has been undertaken by the council, but is only provided when requested, normally using EC resources, except for large print. Our website meets the Council's accessibility standards and is regularly scrutinised by both council workers and outside bodies including and especially the public. All outgoing communications provide contact details This is normally the general "team" contact details, but may also include specific team member details or both.

Automated systems in place for annual canvass along with 9 different languages
Although the ERO feels that the service does go some way above the performance standard in this area, support is not provided to electors in their own homes. However, we have never been asked to provide such support and we would analyse any such case on its own merits. We do not have the resources to actively research and monitor extensively as suggested in the guidance on 'above the standard'. We communicate through a number of mediums and the Policy and Governance Service of which we are part has a formal communication strategy. Our canvass strategy and promotional activity timeline for the year details all the ways we communicate with our customers. We offer support in the three main community languages and liaise on a regular basis with the officer responsible in the council for community language provision. All forms and leaflets are passed through the council's communication department to ensure plain english guidelines are met. A dedicated helpline is provided throughout the annual canvass period and appropriate ways are found to deal with an elector's specific circumstances. Elec

at canvass time we use other languages as part of the canvass door knocking and a language line service is available throughout the year.
The Council provides information in all formats it has a dedicated telephone helpline and email enquiry address. There is also a friendly URL on the homepage of the Council website. The Council has also taken information from the County Council schools service in relation to alternative languages and the appropriate registration forms are available in all customer contact centres. All correspondence has the telephone and email contact details included.


Communication methodology is the subject of ongoing discussion with the Council's Communications Team and is geared to a range of accessible formats. Translation, interpretation and disability services are made available as required. A substantial amount of registration information and downloadable forms are available on the Council’s website. For example a 'Your right to vote' colour leaflet is delivered as part of the annual canvass to every property which provides for translated versions in any language as well as other formats, eg Braille, etc. Canvassers have translation sheets in 26 languages. The telephone registration service also allows for confirmation registration in the nine most popular local languages. Internet and SMS text registration is also available. Monitoring of service takes place through regular 'Mystery shopping' exercises and Customer satisfaction surveys undertaken outside of the annual canvass.
Through 'door to door' canvassing, any person requiring information in alternative languages is provided with the necessary form. In the event that a translator is required provision is available if the person attends the Council Offices. The Council maintains a supply of application forms in languages that have been identified through the canvass.

We include statements on Householder forms offering assistance in translation. We have undertaken projects for the MoJ on encouraging young BME residents to register, which was hailed as a success, and we are now targeting young residents in 'hard to reach' areas to encourage them to register. Joint working with MEAT on joint publicity - birthday cards, radio and bus adverts. We provide signs in languages appropriate to the area, and interpreters for polling stations. We have a dedicated help line and provide copies of the EC booklet in braille to homes for the blind, and the Liverpool Voluntary Society for the Blind, who also assist in the training of POs.

Contact is made annually with CEC's Interpretation & Translation Service who advise on the most commonly spoken 'community' languages in our area. The annual canvass form includes a note in 5 community languages and any calls received are answered in conjunction with the Language Line Telephone Translation Service. All outgoing communications provide appropriate contact details including Minicom number. ERO staff will provide help and assistance with form completion to any elector including, where appropriate, home visits.

Formal research has not been undertaken, but any requests for different formats are actioned and all outgoing communication provides the contact details of the local office.
The Councils Social Inclusion Officer advises on relevant translations. Home visits arranged to assist with registration forms and postal votes.

We use the Council's website for forms and guidance. At annual audit time we use the telephone registration service. All outgoing communications provides contact details.

Population statistics regularly analysed. Information provided for electors with the main foreign languages within Medway to be able to speak to a linguist. Canvassers used to visit homes to assist with completion of registration forms and our contact details are included on all materials in a customer focused manner.

The ERO identifies interested parties and targets on a yearly programme. Meetings then take place between January and March and June and August to identify what targets are to be set for the year and how these targets can be met. On-site designers look at ideas in terms of written documents and presentations.

None.
Local authority advice on languages. All nationalities numbers logged for patterns and trends. Booklet with simple translations developed for canvass now used around UK. Plain English guidelines (voter regn. and canvass form obtained Crystal Mark). Web pages regularly updated and content monitored. Citizenship packs with voter regn. form.

Procedures used in accordance with the Corporate policy

We are not proactive, but do provide translation, on request, and have provided election notices in different languages.

The ERO uses the established Council Access to Services strategy

The Council offers a minicom facility. The ERO can be contacted in person, by phone, post or by email. Relevant forms are provided in larger print as and when required. Officers are available to assist with form filling.
As a Welsh local authority our Electoral Registration forms are produced bilingually to comply with the Welsh Language Act. We also produce large print versions of the form on request for blind and partially sighted electors. At present, we have not had the opportunity to undertake any defined research into this area. However we do have good working relations with the Swansea Bay Racial Equality Council, the local Black and Minority Ethnic Forum (facilitated by the local authority) and the Neath Port Talbot Access Group where we listen to concerns and take action accordingly.

The authority does not meet the standard outlined but does more than set out in paragraph 1.

Despite not meeting the performance standard, the ERO provides information on the annual registration form about the availability of large print and other language versions. The Internet and telephone registration services are also available in other languages. Within the district no specific need for providing registration forms in alternative languages has been identified, although this is to be reviewed in line with the profile of ethnicity.

Electoral Commission reports considered; language and accessibility research has been undertaken by the council; website meets the council's accessibility standards; direct and generic contact details provided on literature; Electoral Commission resources utilised.
The choice of different languages and mediums for the communication and provision of information and documentation has been reached in conjunction with the Council's Equality and Diversity Officer.

An audit of information provided and an Equality Impact Assessment on Electoral Registration have been carried out.

We continue to monitor the needs of different audiences and will take action to make changes as appropriate in the future.

Information about registering is included on council tax bills. Residents who notify a change of address either in person, on the telephone, or through the council's website are also given the opportunity to complete a voter registration form. An awareness is maintained of difficult to canvass groups. However, no specific initiatives have been targeted at any group. Contact is made with establishments such as residential homes and hostels during the canvass to explain the process and assist with the completion of forms. These establishments also have a supply of voter registration forms for use throughout the year when new residents move in. The telephone registration confirmation service used during the canvass is available in five languages other than English. The Council has systems in place to provide documents in other languages as appropriate.
1) Use the council's language line. 2) Registration was available online this yr and was available in various languages. 3) Partial level 3 attained - Staff will visit any one in their own homes to assist in the completion of forms, we will also deliver forms if necessary.

Large print versions of various application forms are available on request. Babel fish is available on the council website for translating for foreign nationals. The council has a translating telephone service that is available on request. The Councils policy unit carries out regular research on demographic changes effecting the district and provides update information. The Unit's approach and policy is refined to reflect this, where warranted and considered reasonable.

We meet most of the standard with only sentence 2 currently not being met. We are at present updating our website information.

Identified the total number of different nationalities coming into North Shropshire, had display boards translated into Polish which was the nationality of the majority of persons entering North Shropshire.

Provide canvass forms in alternative formats including large print or audio where requested. Liaising with local college to determine appropriate languages in which to provide information. Canvassers trained assist in supply of alternative format or language information. Electoral Services staff will call at electors homes to assist in completion of forms if requested. Contact details on all outgoing communication.

We fall below the standard in this area and will endeavour to do some research to ensure we meet the needs of different audiences. We are introducing telephone/website registration this year and we have converted one or two of our forms into other languages. We will expand this to other forms as appropriate.
Registration / Postal forms available in the prominent minority languages eg. Polish, Latvian and Gujarati.

The ERO uses the Nottingham City Council translations team to give advice on which languages information should be translated into, in order to reach most of our customers. There are currently seven languages that information is translated into and this is based on the seven largest ethnic communities within the city. The ERO has a line for each language on the telephone registration service and the instructions on the leaflet which accompanies the registration form are also translated into these languages.

The information about other formats that are available and how to request them are clearly shown on our form along with contact details.

Radio advertising has been used as an alternative method of communicating information regarding registration. This included a radio station whose listeners are predominately from the African Caribbean community.

The ERO provided community assistance days where officers attended local community centres in the lowest responding wards. These events were set up to assist residents with low levels of literacy to complete their forms.

Our website has recently been renewed and updated to make it

As yet systems have not been in place long enough to determine the success of difference methods. The ERO follows the Council's procedures on alternative formats, and will provide them on request.

Use is made of local media (newspaper & radio), council website (bi-lingual) and council periodic magazine.
The ERO communicates information in various formats and alternate means are provided if requested. The ERO consults the Corporate Policy Unit to determine appropriate languages to be used for telephone registration. All canvassers are provided with a language translation booklet and a translation leaflet is produced in areas where appropriate. All communications include contact details. The Council's website meets all national accessibility standards.

Some of the measures taken by Peterborough include telephone and internet registration, explanatory notes provided in more than 60 languages. Language line is also available for face to face and telephone translation.

The Council uses Sign It and Dorset Association for the Blind. We have a comprehensive translation service available to us along with dedicated operatives to deal with specific queries. This is provided by Big Word. Key members of the ERO's team have received suitable training and we are able to offer home visits. The ERO liaises with the Strategic Planning Service unit on a regular basis to keep abreast of demographic changes such as the mass exodus of Poles.
The website is updated regularly with relevant information and information can be produced in larger format as well as other languages upon request. All correspondence clearly shows contact details such as the address, telephone number and website details for further information.

Receive updates on top 4 languages in Reading regularly. Translation booklets and strap lines used on calling cards. Electoral Services Manager has met with other depts to introduce and develop a corporate database for special needs requirements. Telephone/Web registration available (if no change) with menu of different languages. To meet above performance standard need evaluation plan.

The ERO works with the council's communications team to determine which languages certain documents need to be made available in. At present, the demographics of the area mean that EC leaflets supportive of the registration and voting processes are available in Arabic, Bengali, Gujarati, Hindi, Urdu and Polish. The annual canvass telephone registration service is available in Urdu, Farsi, Kurdish, Polish, Slovak, Arabic, Tamil. Instructions for voting by post have been commissioned in braille to meet specific needs. Large print instructions and tactile voting devices are available to those electors who have made us aware of their needs. Home visits are available and made on a request basis. All outgoing communication contains local contact details for the Council. Electors have a number of choices in the way they can access electoral services information; telephone, in person, forms in libraries and council offices, and all of our forms are available for download from the website. An internet and telephone registration service is available throughout the annual canvass period and a survey is undertaken to evaluate the success of it.

Many of our forms are provided (via The Electoral Commission) in various languages to help electors. Until recently we also advertised the services of Ethnic Access link / Language Line in case of language difficulties. We have Telephone, Internet and SMS Registration available for the Annual Canvass and our forms can be downloaded from the Council's website.
The ERO makes use of relevant legislation and research before deciding which languages and formats to use in order to communicate with the various audiences within the Borough. The ERO makes information available on the Council's website, in hard copy at the Council's Help Shops and via the Council's telephone Help Line. The Council's Helpshops/Helpline have copies of all documents and are able to make the information available in alternative formats.

When preparing our documents, we include our telephone number, e-mail and website details and try to follow the RNIB guidelines. During the canvass period, we engage a contractor to offer internet and telephone registration services. The telephone service gives users the opportunity to hear the information in nine of the languages most commonly used by our electorate.

The ERO ensures that all correspondence with the electors is bilingual. The Annual Canvass process allows responses via the internet and freephone services as well as using the mail. Information is also readily available on the Authority's website.

We fall between the standard and above standard assessment. We maintain a list of residents who require our forms in a different format and regularly advertise this availability. We also hold supplies of all the Electoral Commission information in other languages which we issue and make available via our website as appropriate. Feedback forms are given to all staff during an election period and are also given out to a large percentage of voters at each station. These forms are evaluated, the results compiled and published, and changes made as a result if necessary.
Home visits are arranged if requested. Multi-lingual cards are used by the personal canvassers.

Information collected during the annual canvass and rolling registration highlights local nationalities and indicates if there is a need to publish literature in different languages. We follow the council’s policy on the translation of documents as defined by local demographic evidence, however if requested, we would use publications available from the E.C. All correspondence from the electoral services dept. provides contact details and Helpline number. We arrange personal assistance to electors unable to complete canvass or rolling registration forms. During the annual canvass customer feedback is monitored through the internet and telephone registration process, and at other times through citizen’s panels and the council’s complaints and comments system. The electoral services WebPages are regularly updated, information leaflets and posters are on display and freely available.

The ERO’s staff regularly meet the Lancashire Electoral Administrators Group who discuss and share ideas regarding elections and registration. The electoral office has established close links to the council’s press office and external contacts to promote the registration function in the local press, authority newsletters, local housing association newsletters and through events in local schools. The Press Office and People and Policy Teams give advice on numbers and locations of ethnic minority groups which enables publications to be sent out in languages other than English, where required. Forms such as the European UC1 can be sent in the home nation language as nationality information is recorded for Europeans. In addition, telephone and internet registration options available in Rossendale can be made in a wide variety of languages.

Again, pitched at level 2, but elements of levels 1 and 3. We have had initial meetings with our Access and Disability Officer and have made adjustments to our forms as a result. We do include our contact number on all correspondence and literature and are in the process of capturing information on those electors who need additional help. More recording and analysis required to meet level 2.
We propose to re-structure the workload of the team to allow more focus on this area so will hope to be at a higher level next year.

Whilst we do not currently meet the performance standard the assessment we have scored ourselves is not a reflection as to where we are in relation to this performance standard. We provide information in a variety of formats, via the council’s website, via e-mail, telephone, post and face to face. In terms of the annual canvass we offer households the opportunity of either returning their form or if there are no changes they may either use a secure website, freephone or SMS text service instead. We also offer the form in large print if required. Application forms to register to vote or to vote by post are available in many different formats upon request such as braille, audiotape and other languages. The council also has a translation service which we can utilise if required. We provide canvassers with a translation booklet to use whilst canvassing if required. The council asks the public how they wish to be contacted by the council and a survey asking this was undertaken only a few months ago and the results are that they require different formats from time to time and they are ha

Due to Rutland’s low ethnic population, electoral forms and leaflets are not available in different languages however, translation is available. Large print and braille versions of the documents can be provided and this is noted on the majority of forms, etc provided to the public.
The Council has not undertaken research but has obtained information on ethnic groups in the Borough and during the annual canvass period we provided a leaflet in different languages so that canvassers could hand it over to people whose first language was not English. As we have a large number of Polish people copies of the Electoral Commission Register to Vote (Polish) leaflet is on display in our Customer First Centres. Large print voter registration forms are also available on the web-site. During elections and the canvass an additional member of staff is appointed to answer phones - this person has a good knowledge of the annual canvass procedure and postal voting. During the annual canvass electors have the choice to use either the freephone or internet service to confirm their registration in addition to returning their form if that is more convenient.
A help line with trained staff is provided during the annual canvass and election periods. Appropriate ways are found to deal with electors’ specific circumstances.

Electors have a number of choices in the way they can access Electoral Services information - website, forms in council offices, by telephone etc. An internet, telephone and text messaging registration option is provided through the annual canvass period.

The ERO regularly evaluates the methods of communication used. Staff team meetings are held regularly and methods of communication are kept under review throughout the year.

Telephone registration is available in nine languages: Greek, Polish, Italian, Portuguese, Romanian, Slovak, French, Spanish and Cantonese.

Registration forms in various languages issued to canvassers and ER3's sent in various languages if identified. Braille Notices of Poll issued where required (we keep a list of blind or partially sighted voters.) Electronic registration directions provided in several languages.

We provide information on registration forms of the availability in other languages (the council website links with the EC about your vote website). Specific areas of known BME residents. An Equalities Impact Assessment has been produced.
I introduced an annual newsletter that accompanies the annual canvass form that highlights alternative registration methods, postal voting and activities during the coming year, such as Euro/County elections. The automated service is available in the District's second language, Polish. I am particularly proud of the website which while informative allows visitors to download all forms and contains links to other sites, such as MP's, EC, Do Politics, etc. Forms are available in our 2nd language as well providing translations to our canvassers and a Polish "Welcome to Selby" pack.

1. Most of our publicity is targeted at attainers, being a group that is recognised nationally as being under registered and low in participation at elections and we use the most appropriate media to communicate information (18th birthday cards, materials to schools). 2. In response to our electoral registration canvassers, we provide a translation for Polish nationals during the canvass period. 3. All our communications provide appropriate contact details.

Language translation provided to canvassers for our Gherka population. Some documents provided by EC used in training and delivery of canvass.

Discussions held with Council's Equalities section (and county council officers) to determine appropriate languages and formats used. Links on website to alternatives languages. Internet and telephone registration service used for several years for non changes to canvass forms. Use of County Council service for braille services.
Another Department has already undertaken research to ascertain what are the most common languages in Slough. When we undertake publicity or produce forms, we add a strap line which explains that our forms/information is available in these languages or in Braille. Rather than targeting a specific medium of communication we have decided to make it available however we can. Information is made available on the Website, while forms, leaflets and posters are made available throughout the Borough at a range of Council run premises and external organisations and shops.

See attached documentation.

The district has a very low percentage of ethnic minorities nevertheless every publication offers alternative language options as well as the 'Typetalk' service.

Canvasser feedback and software reports utilised to assist in determining any language issues. Reports identify any clusters in the community for particular attention. Translation booklet and laminated script card prepared for canvass. All items of communication provide office contact details.

Provide canvass forms in alternative formats including large print or audio where requested. Liaising with local college to determine appropriate languages in which to provide information. Canvassers trained assist in supply of alternative format or language information. Electoral Services staff will call at electors homes to assist in completion of forms if requested. Contact details on all outgoing communication.
Research has been carried out corporately by the Council to determine languages. Canvassers are supplied with translation sheets in 5 languages when carrying out their personal visits. Householders may register 'no change' to their details during the annual canvass by a number of methods - telephone, internet or text service or by post. Access to Language Line by visitors to the office and for translation of documents where appropriate. Canvass form is available in large print on request and EC forms in various languages available in reception and a link from our website. Our website has a link to Readspeaker which allows the information to be read out and the text size and colours can be changed. An equality impact assessment has been carried out of the electoral registration and elections function.

Our assessment is that we are border line 2: canvassers have translations of the information required for registration; Customer Services Centre have access to language line; we will translate information or provide alternative formats on request. Have supplied larger version of canvass form on request. The telephone registration service is used (17,577 responses) for 'nil' changes.

Although 2 is most appropriate, we do offer assistance where applicable (3).

We have the ten most used languages available when dealing with information around electoral registration at canvass time, last year it was used just once. One resident used Polish. We were assisted by ERS for our canvass and residents were able to respond by telephone, internet, text or by completing a registration form. All forms have a help line included. We have the Intran service available at the Councils office.

We provide registration forms in polish. We provide information via website/hardcopy/telephone service and provide details of contact details on outgoing communications.
To reach this standard we:

• Keep up to date a database of people who need their information in a different format, for example large print, Braille or audio.
• Provide home visits to help people complete forms.
• Provide a facility to translate documents into a variety of languages.
• Provide a wide range of up-to-date information and registration forms online.
• Provide telephone and internet registration during the annual canvass.
• Have obtained the “Plain English” crystal mark for the Voter Registration Form and are working towards getting this for the rolling registration form and accompanying leaflets.
• Include an explanatory leaflet with all voter registration forms.
• Designed the rolling registration form as a leaflet containing other useful information along with the form.
• Publish articles in a local disability magazine, which is a monthly newsletter, at canvass and election time.
• Publish articles in the council’s newsletter ‘Onview’ at canvass and election time.
• Use research carried out by The Communication Team on the different languages and formats required.
• Provide all canvassers with a card containing an introduction in the Electoral Commission’s ‘purpose of the canvass’ statement door-to-door canvass. If a canvasser reports that they had difficulty, information can be sent to them in their language.

We can supply any documents in various languages or formats including an audio tape for blind voters to help them complete the canvass form. Leaflets are currently being prepared in Polish as research undertaken has shown that we have a large population of Polish people.
ERO and his staff keep abreast of the results of research undertaken to promote registration process
• General promotion initiatives
• Website development
• Hard to reach groups are targeted
• Corporate translation service available
• Translation booklet produced for canvassers
• Production of larger size registration form for partially sighted

There is an assumption that resources are endlessly available. Electoral services operate on tight budgets, with very small numbers of staff, and in an environment where these issues are not at the top of the corporate agenda. All the issues mentioned above have been considered, and appropriate steps taken, within the circumstances of the local authority. Attending at an elector’s home has not been possible in this local authority, due to lack of staff. In terms of health and safety requirements, two members of staff would need to visit the person. As the need to do so normally occurs during the busiest time of the year (typically during elections), it is simply not possible to provide this level of service.

We keep an updated list of blind and partially sighted residents to whom we forward enlarged canvass forms to. These are utilised. If anyone has particular difficulty, we are happy to visit an elector’s home and have done so on a couple of occasions. We offer a translation of forms.
I feel we broadly fulfil the requirements of level 2, but again the issue is record keeping. We make use of the information about nationality held in the system, and the knowledge of our Policy Unit about community languages and use the materials available from the EC and other Councils to provide canvassers and polling station staff with alternative information. The registration forms includes reference to alternative formats and the Council uses type-talk and language line services. Because of the relatively small numbers of speakers of community languages in the area our emphasis has been on being able to make information available, not producing large quantities of material in advance.

The Council offers a translation service and all forms can be made available in different languages. Recent government view is that many authorities spend excessive amounts on providing translated documentation where it is not needed. Translation will be provided if requested.

We have not had any complaint regarding the need for translation. If there was a need then our authority does have a core of people that can speak different languages. We are an authority that does not have electors requiring different formats or translations. This is an area that when it changes we would then look into the necessary resources.
The current web pages include details on registering on the electoral register and absent voting information this is available in different languages. The telephone registration and internet service provides the service in 9 different languages. We are currently reviewing the web pages and this will include feedback availability and looking into a British Sign Language Video to communicate to that target audience. The majority of registration and other application forms are available in large forms and other languages. A small number of explanatory leaflets are also available in Braille, and provide taped material for those who do not read Braille. We constantly review accessibility and disability issues on all levels from physical barriers through to learning difficulties and language barriers.

Above Performance Standard met in part - Monitoring is acheived through use of the corporate Diversity Profile for the Borough which considers the communication needs and habits of different audiences; the diversity profile also identifies a list of commonly used languages and research is carried out on information nationally. Annual surveys are also carried out using the corporate View Point Panel.

Languages for telephone registration decided on the advice of Council’s Access team. Canvassers given translation cards in the most popular languages for the city (on advice from Access team). Home visits to electors unable to complete forms.

The Elections office works closely with the Councils policy officers to get the message across to ‘hard to reach’ groups. There are not huge changes in the demographic in SDC but electoral material is now provided in Polish and all canvassers have a translation booklet.

Equalities impact assessment has been carried out for the service. Information is available in hardcopy and on website and on the telephone. We have translation service within the organisation. All contact details are provided on all correspondence. We provide home visits if required to assist with form filling etc. We are currently undertaking a survey for seldomly heard parts of the community and any issues raised that need improvement will be put into the P&C service plan.
This standard is being met in part. Electoral Registration Information is communicated via various mediums including the Council's website. In addition a telephony service is utilised during the electoral canvass period which offers electors the chance to record their registration online. The provision of information in other languages has not been pursued at present, on the grounds of demand -v- cost (SCDC is predominantly rural and the number of foreign nationals is comparatively low, however, in the event that the balance changes then appropriate actions would be taken to provide information in other languages.)

During the canvass period we leave a calling card at non responding properties which informs the householder that we have called and the purpose of our visit, this is set out in 8 different languages which we have recognised as being used in Swansea. We also put out on display in every polling station the Commission's guide to voting in a number of different languages.

The ERO follows standard Council Guidelines on interpreting and languages (attached).
All communications from the Elections Office contain telephone and email contact details. All 'A' forms are accompanied by a letter explaining the importance of registration and clear contact details. For 2009 Annual Canvass community development workers were used to help target hard to reach groups who may experience difficulties with the forms we provide and to provide assistance when required.

Canvassers are given info sheets about registering to vote in various languages to show to people whose English is not first language. There is a corporate translation service that can be used.

The ERO provide details as to registration and absent voting on the Board's website. This has a link to the Electoral Commission Website. There is no provision on our website for information in other languages but forms can be provided in large print versions if required. There has, to date, been no request for information in any language other than English.
The choice of different languages and mediums for the communication and provision of information and documentation has been reached in conjunction with the Council's Equality and Diversity Officer. Each letter sent by the Electoral Services Office contains an equality statement and contact details for alternative formats. All letters have been edited to reflect plain English.

Forms are available on our website. Telephone/internet/SMS used for canvass responses. Details of elections and results are included on our website.

Work is required to reach an acceptable level within meeting the Performance Standard but it is evident that we are above the assessment of 'Not currently meeting the Performance Standard'. This will be prioritised.
We offer all our forms in large print. With a very small ethnic population, translation of documents has not been necessary, although translation services are available upon request. Local knowledge of canvass staff allows for specific needs of the electorate to be taken into account (e.g. people with learning difficulties are contacted only when someone is there to support them). Contact details for the Electoral Registration office are included on all documents sent out to the public. We use hard-copy, web-based and telephony services for registration at canvass. Houses of Multiple Occupancy are identified in advance, and forms sent out directly from the office rather than hand-delivered by canvass staff.

Torfaen did ask what nationalities were residing in Torfaen and did provide leaflets in polling stations as to how to vote. We send information in Welsh/English for statutory leaflets eg electoral register/postal votes etc.

The ERO provides information in the form of a leaflet and advertises locally in various languages to suit the diversity of the borough. Every canvasser is provided with a translation booklet containing information about the voter registration form. A step-by-step guide to completing the form is available in all libraries and one stop shops. A member of the electoral services team is a Bengali speaker and we have just recruited a member of staff with other language skills.

The ERO provides large print forms where necessary. Personal visits to electors with access difficulties are routinely conducted. Typetalk telephone number is provided on all forms and is regularly used by residents. Information in alternative languages is included with the canvass forms. The census provided information regarding the languages to use for this area. Equality impact assessments are being introduced to evaluate all aspects of the information provided.
Forms are currently in one language as there is not been any requests for other languages, however, it is printed on our forms that if they wish to receive this form in another language or larger print then to contact us direct.

Our forms carry the message that they can be supplied in alternative formats and/or languages upon request.

All outgoing communication/websites etc have contact details to allow responses and to find out further information. The website, including the elections website provides audio versions of information, plus translation facility for all webpages.

The ERO meets some, but not all, of the requirements for the 'above standard' Home visits are not made but all the other criteria are met for the 'above standard'
Comprehensive registration information and forms are available on council's web site, as are our service standards. Our contact details are on all outgoing correspondence, forms, e-mails and web site, as is our contact e-mail address. Our office hours are 8.0am to 4.30pm and are structured to allow people to call into the office before normal work time. On the issue of providing material and information in alternative languages, we support the view, expressed by the Minister for Communities (Hon Hazel Blairs) that council's spend far too much on interpretation and minority language services and that people should be encouraged to learn English rather than rely on information in their own native language. We do make available the commission's pamphlet on "How to Vote" in four Asian languages in our reception office. In 2006 we commenced using an 0800 telephone and internet service for the annual canvass, with an option available in four Asian languages, but the uptake of them was so poor we decided not to repeat it. We have never received any complaint about the lack of any information in any particular language.

We review the format of the information that we provide on an ongoing basis. Our documents are available in different languages, large print and audio and our reception is fully accessible. The Service has an extensive website and information is available in different languages (including sign language). The website is also available to be read aloud by blind electors. We liaise with Wandsworth Interpreting Service, the Corporate Design Service, community groups, and our canvassers in order to identify the most appropriate number of communication mediums to make available. Consultations take place with particular elector groups in order to make sure that the information we provide is useful.
Demographics of area indicate little need for other language format however Electoral Commission language formats available at main reception area on request.

The canvass telephone registration service is available in other languages. Used to send details with the paper canvass form, but stopped due to cost and non take up.

• Research via meetings with Equalities Forum and enquiries to Council’s Equalities Officer enables identification and access to groups who may possibly require additional information and or assistance.
• The provision of alternative languages is undertaken following reference to research sources indicated and current electoral data i.e. registered electors declared nationality.
• Work undertaken in the community e.g. annual canvass visits; all types of election are accompanied with availability of documentation outlining basic but relevant detail of requirements.
• Availability and use of alternative means to enable householders to respond electronically i.e. confirm registration details via telephone; internet and text at the annual canvass have increased and utilised by almost 30% of responding households at the 2008 canvass. Year on year increases in the use of this technology, maintaining if not always increasing required response (participation) has justified its use.
• Information and application forms e.g. rolling registration and absent vote down loaded from the Council’s website provides c
• Contact details are included on all communications, printed a
Have website pages dedicated to electoral services and an email address. Have 24-hour voicemail and respond to all queries. Have website pages and Council signed up to 'Intran' a language translation service.

We monitor European and Commonwealth citizens. Have investigated ethnic minority groups but there are none in this area. Assistance offered with completion of annual canvass form and for production in large print of which we have only every produced one.

Collection of nationalities on canvass forms gives an indication of which languages may be in use within the District. Use is made of the Council's translation service and forms provided by the Electoral Commission and information in other media, ie audio tape, Braille.

We consult with the community development section each year to determine the most used languages in our area, in readiness for the annual canvass. All letters and forms contain the Elections Office contact details. We provide support in the office for those who have difficulty in completing forms and also visit people's homes to help when requested.

We work closely with our stakeholders to ensure we are communicating in the most effective ways. We regularly maintain and review the relevant pages of the Council's website. We continually encourage access to registration through the methods already mentioned in PS1.
Information is available in alternative formats

Telephone registration is available in 9 other languages. All forms are available on the website. Every letter that is sent has full contact details.

No formal plan or risk register. Forms/information are provided in English, due to the fact that equalities research has shown that this is the main language for residents of the West Dorset area. However, all correspondence contains contact details and any request for information in a different language and/or format is acted upon (i.e. large print for the visually impaired, different language versions of the most common forms). Support is also provided in the office for those who need assistance completing forms.

I have indicated level 2 but level 1.5 would perhaps be more accurate. The Electoral Registration Officer takes account of the Council’s Equalities Group and of the Equality Impact assessments. Statistics show a comparatively small, but nonetheless diverse, number of residents of the district for whom English is not the first language and for this reason no documentation is currently produced other than in English, with the exception of brief notes for canvassers in Polish, which is the most common non-English first language in the District. All communications give a contact number and staff are aware of (i) the availability of general electoral information in other languages via the About my vote website; (ii) the availability of a language line service to assist callers and enquirers. The website also refers to this information.

The ERO makes full use of all Electoral Registration information in different formats supplied by the Electoral Commission.
We do not have any evidence for this indicator at present. Each individual authority addressed this in their own way, but a single plan and research will need to be undertaken as part of the new Unitary Council.

We keep a database of electors who wish to receive communications from us in large print format, to assist them with completing forms. The website also has a language conversion facility and the Council maintains a registry of translators.

Consultation with other departments within the Council. Evaluation on previous responses received. Always ask for feedback from canvassers and election staff. Consult with Council's Access officer.
The ERO provides information in the most common languages currently spoken in Wolverhampton as recommended by the Research Section of Chief Executives Office. This includes the telephone registration service provided for electors throughout the annual audit. The Council also subscribes to a telephone translation service for occasions when language is a problem for communicating with individual electors. Canvassers who can speak one or more ethnic minority languages are assigned to work in parts of the Borough with a high ethnic population. All outgoing communications contain the ERO's contact details or the details for City Direct, which is the Council's contact centre and which has access to facilities to assist with communication.

We work together with our equal opportunities section regarding languages. This year for the first time we used telephone and internet registration. We also did our canvas form in braille.

None.
We have ensured that customers have as much choice as possible in how they can do business with us, including use of Telephone, Internet and SMS Registration (we were one of the first to introduce these forms of registration). We have all forms and guidance on our website and forms can be requested via our Digital TV site. We have used various research document to inform decisions, as well as information available to us via our own systems. For example we know that Polish people make up the majority of our foreign nationals in Wychavon and this group is increasing year on year, but we have very few asian speaking residents so we tailor our communications accordingly. We use Community Forums with migrant workers to encourage registration and have developed information in polish on our website. We are looking at how we can develop information for migrant workers and investigating ways of engaging with the gypsy and traveller community. I have completed full Diversity Impact Assessments for the service and these have informed our service improvement plan. We evaluate the success or otherwi:

No funding available when
|Planning and organisation
Performance standard 9
There is a written annual canvass project plan. Informal evaluation of the canvass every year and successful activities are continued and built in to the next project plan. Recruitment records are updated, under-performing canvasses are not used again. Financial resources are updated annually. There are written rolling register procedures.

All canvassers required to attend training prior to commencement of canvass. Timetable issued to all canvassers. Temporary staff employed. Risk and Violence and Abuse Registers made available to Canvassers. Report on results of annual canvass to Full Council during December.
The ERO does not have a formal comprehensive written plan. The Divisional Business Plan identifies resources and outlines the electoral registration service delivery plan. A separate risk register for electoral registration has been prepared and published. However, the Council's corporate approach to business continuity is still under development.

There are written procedures for the rolling registration process for staff and also for the annual canvass. These include a timetable for the canvass, a canvassers manual which also includes advise on health and safety and lone workers instructions, office procedures for processing forms, records of the responses received during the annual canvass, e.g. via post, telephone, internet or canvasser. A breakdown of financial costs e.g. printing, post internet/ telephone registration and canvassers costs. There is also a Business Continuity Plan which covers all aspects of Electoral Services work and focusses on specific functions one of which is the canvass.

Plans in place. Business continuity covered as part of wider AVDC plans.
• We currently have a robust planning process for the recruitment and deployment of canvassers.
• Full canvass instruction class held supported by a full and concise written instruction for canvasser
• Strict timetable in place to ensure canvassers meet deadline

The ERO has detailed, written organisational and business continuity plans.

Manual kept in office outlining processes and procedures involved in the registration process which is used as a training tool and an aide memoire to staff. Project plans stating target dates are prepared for the annual canvass. Statistics are run and are compared to the previous years to compare response rates. The Service Delivery Plan set targets for the section to work towards on registration. Recruitment plan in place for temporary staff at annual canvass along with training notes and risk assessments. Post canvass evaluation carried out.
In addition planning is made for a specific budget to cover the Annual Canvass and Rolling Registration as part of the annual budgetary process for the Local Authority.

Plans are in place for the annual canvass, with objectives and targets. Recruitment of temporary staff is planned and the required financial resources are identified.
PLANS
BUDGET
RISK REGISTER
IDENTIFICATION OF REQUIRED RESOURCES
BUSINESS CONTINUITY ARRANGEMENTS
BUSINESS CONTINUITY PLAN
The ERO has a written plans for rolling registration, canvass, canvassers. Staff are provided with a manual for the conduct of the canvass, together with health & safety guidance. Canvass staff are instructed not to visit properties identified from the Council’s risk register and ‘notes’ are added to canvass log sheets to identify addresses where staff have been threatened. Financial resources are monitored monthly by the Election Manager.

Project plan, incorporating risk register, in place and regularly reviewed. Temporary canvassers are recruited each year for delivery and household calls for non-responders. Temporary office staff are seconded from Democratic Services where possible ans supplemented by temporary staff if necessary. Evaluation is carried out of each stage of the process including a meeting with Canvassers in December. The results of the evaluation exercise are used to develop the Project Plan for the following annual canvass to identify any areas for action during the year.

None.
There is a written plan for canvassers which sets out objectives, risks - identification and mitigation and other relevant information. However, there is no formal written plan for recruitment, financial resources or evaluation.

All supporting data has been included at Performance standard 3

part of business continuity plan for member services

Effective systems DO exist for management of rolling registration and the annual canvass but are not formal written plans as envisaged by the Electoral Commission.
• We have comprehensive Canvass and Rolling Registration Plans in place - setting out clear objectives, identifying risks (Canvass Plan only), covering the recruitment/management of staff and dealing with resources
• Business Continuity Plans have also been drawn up to cover the Service in a case of emergency
• We have also undertaken Business Process Reengineering within the Service. We maintain well documented administrative processes for the canvass and rolling registration - these are regularly reviewed and updated

Bromsgrove does not have a specific written plan. However there is a business plan, risk management plan, performance indicators and separate budgets for registration and each type of election. Recruitment of temporary and permanent staff is planned. Programmed work includes planned visits to the large numbers of residential homes, local education establishments etc.

Specific budget for electoral registration and the various element that make up the service in place eg for publicity, recruitment of temporary staff.

We do have an office manual detailing procedures for rolling registration and the annual canvass.
Procedures for rolling registration and the annual canvass are documented, risk assessments undertaken, and resources identified and monitored, including provision for the recruitment of temporary staff to carry out the canvass.

Falls short of 2 even a 3 because plans not yet formally written although a general Risk assessment has been produced for Electoral Services as a whole rather than specifically Registration - this is underway and built into our Business Continuity plan and business plans. Budget discussions held back by Job Evaluation re-structure report.

Whilst the ERO has a specific budget for electoral registration as a whole, the annual canvass and rolling registration are not individually highlighted. Business Continuity is covered by input to the Council's overall plan. More work is needed on the needs of the most hard to reach audiences and therefore on this item the ERO is currently not able to meet the above performance standard.
Plans are reported each year to the Council's Democratic Services Management Team. It is also a corporate requirement at Camden that all services including the ERO must have risk registers and business continuity arrangements which must be reviewed annually (these are maintained as e-records using bespoke systems). A budget is held for any short term need of temporary staff and full training provided for any short term staff allocated to the ERO.

We are currently in the process of finalising a business continuity plan.
An Equality Impact Assessment has been completed. A timetable with a breakdown of the various elements for the implementation of the canvass & human & physical resources required is in place. Feedback is obtained from canvassers and through a group staff meeting. There is no such plan for rolling registration.

None.

A registration plan and risk register are in place.

None.

We fall between Levels 1 and 2. A risk register is in place for the Canvass, but not Rolling Reg. Specific budgets are in place for Rolling Reg. and Canvass. The Council’s performance management system is used for measuring specific goals/successes.

Risk register is in place.
The ERO maintains a risk register as part of the Democratic and Legal Services Unit. This documents risks around rolling registration and the annual canvass and details control measures in place to mitigate those risks. Handbooks are also in place to assist in business continuity should the two key members of staff be unavailable at key times. A team-based approach is also adopted to ensure that in the event of incapacity, another member of the team could ensure that rolling registration and the annual canvass continues to occur with minimal disruption to the customer.

Staff have been provided with guidance on actions to be taken to maximise registration. Resources are available annually for both canvass & rolling registration tasks. Monitoring of returns takes place and further actions implemented as deemed appropriate. Procedures and performance is evaluated internally and reports made to Management Team and Valuation Joint Board. Performance indicator statistics etc made available to Electoral Commission and statistics supplied to Boundary Commission and others as requested. Early set up of printing and stationary supplies and internet/phone registration. Back up of large in house printing if needed.

Detailed plans are in place for rolling registration and annual canvass which includes both financial and staff resources.
As well as the canvass plan and other information evidenced under standard 3, the ERO has written procedures for rolling registration, covering the objectives, resources, the processes with regard to ordinary and special category electors, rolling registration during canvass, and an outline of the electoral registration budget.

Standard operating procedures are in place for rolling registration and annual canvass. Do believe that plans could be further improved by more detailed risk assessment and this will be carried out.

This is being prepared.
Again, 3 experienced permanent staff are responsible for the rolling registration and annual canvass and no "written plan" is in place. The Electoral Commission Manual "Managing ER in GB" is used extensively as a guide.

Canvassers instructions, Risk assessment, plan for staff recruitment, records of canvass returns, plan for specific area targetting, Council BCP's.

The canvass is managed by experienced staff and the process is fully funded to ensure that a thorough canvass is carried out and to ensure that Canvassers are employed to visit ALL non-responding properties.

There is a specific budget for the annual canvass with a breakdown of how it is to be used, but not Rolling Registration.

None.
We will look at producing a comprehensive written plan for the future.

Rolling Registration: There is a written plan for Rolling Registration identifying how it should be promoted, how forms should be distributed, a timetable for staff to work to, and the processes that should be followed by staff before publication of the monthly updates. Canvass: A target for the return of canvass forms is included in the Electoral Services Service Plan (90%). In order to achieve this target there is a detailed canvass timetable that is worked to. This is created in advance of the canvass through discussions with the Electoral Services team and reviewing the previous year’s canvass to improve the process. The Electoral Services budget includes specific headings for the payment of canvassers and temporary staff. Temporary staff are appointed to assist with the clerical work during the canvass. At the end of the canvass the whole process is reviewed in detail, including performance of the printers, form and leaflet design, publicity, timetable, recruitment and appointment of canvassers, canvasser training and instructions, canvasser performance and supervision.
We have a written strategy and risk register for carrying out the annual canvass and for processing rolling registration applications.

The corporate plan and service plan including risk assessment and contingency is reviewed regularly and updated as required. Required resources are identified by the ESM each year for the annual Canvass and put in place. Electoral registration is incorporated in DBC’s business continuity planning.

Some of 2 evident but not comprehensive. Written office procedures for rolling registration procedures.

Electoral Services is contained within the County Clerk's Department and the 2007-2011 Departmental Business Plan covers the above including risks and future pressures on the service.
A plan setting out clear objectives and success measures facilitates delivery of the annual canvass and rolling registration. As well as meeting the standard we do have a Business Continuity Plan to maintain services in the event of an external problem. We do not however have a separate budget for rolling registration and annual canvass as this budget profiling enable clear extraction of this data. The personal canvass is outsourced and contractual arrangements require provider to evidence compliance with this standard.

percentage return know 100% in this authority,*no temp staff recruited, * objectives to get a return from every household, * work carried out by election staff no additional resources required, * percentage return compared with target.

Service objectives are fed into the Council's Service planning process and developed in more detail at the service level. The planning for registration takes account of the need for additional resources at key times this is generally restricted to the annual canvass and consideration of financial resources is undertaken as part of the budget setting and monitoring process. Outcomes are evaluated and where results have been less than desired adjustments are planned for the future to achieve improvements.

Significant research has been undertaken on those electors who are likely to be underrepresented/unregistered and there is an overall awareness of the requirements of these groups.

Proposals have been prepared to provide for business continuity in the event of unforeseen circumstances.

The registration budget includes information on both the annual canvass and rolling registration.
Staff trained for requirements for both rolling registration and canvass.

Have marked "3" although may be a "2" - not entirely sure what clearly defined objectives (at 2) means? I think we have done all of 2 and 3. Evidence: 2008 Canvass Timetable and Schedule of Tasks, Annual Canvass Report (evaluation of previous year's canvass and "lessons learned" together with results of canvasser feedback survey), Rolling Registration and Canvass Risk Register, DABVJB Service Plan, 2008/09 Revenue Estimates - Detailed Breakdown of Constituent Elements, 2008 Electoral Participation Strategy.
We have comprehensive action plans and procedures in place to cover rolling registration and the annual canvass. Our aims are also clearly identified in the Business Plan, a comprehensive Risk Assessment and Equality and Diversity Impact Plan are also employed to cover these areas. Budgets are closely monitored and the Elections service has been identified as a priority service in the overall council emergency plan that covers unforeseen events that could result in loss of staff.

A plan is in place for both the annual canvass and rolling registration. Risks have been identified and actions put in place to mitigate those risks for both the annual registration and rolling registration functions. Throughout the year, the registration team work together to identify the human resources needed at peak times and through the monitoring of budgets. Regular team meetings are held and evaluation sessions at the end of the annual registration process to enable learning from successes/failures.

We do not currently have an evaluation plan recording our results of the activities undertaken or identification of required resources.
The Standard is met in part. A 'Welland Partnership' risk assessment was carried out in 2007 and measures were put in place as a result. A comprehensive timetable relating to the rolling registration and annual canvass is kept and a diary is maintained during all processes enabling assessment of performance against the timetable. A Business Continuity Plan is in draft form and a Risk Register for all departments is being compiled by the Authority.

The plan is attached. Additional staff are recruited on a temporary basis to add no changes. Budgetary impact is monitored through monthly budget reports submitted to Democratic Services Manager. Business continuity is assessed corporately via business continuity exercises. Response rates are monitored using IT systems.

Staffing resources have not allowed time for such detailed plans to be written.

The business continuity plan has recently been updated and every member of staff has a copy. We have regular team meetings and are all aware of the procedures in place.

Whilst we more than meet (1), we do not meet all of (2). I have therefore not completed this section.
We are aware that this is not completely met and we need to improve on our written procedures and success measures including the hard to reach audiences and succession planning within a small office.

We do have a risk register and business continuity arrangement but we don't have any formal, written plans for rolling registration and the annual canvass. Myself and my assistant know the procedures so we just get on and do our job.

Guidance document on canvass processes inc timetable of canvass is in place, however risk register not yet done but is planned. Extra staff are recruited as and when they are needed. We also liaise with our Finance section before budgets are finalised to alert them of any potential costs that may arise in the near and far future.
The ERO does not have a comprehensive written plan but exceeds the 'not currently meeting the performance standard'. Rolling registration is completed to the regulatory deadlines. A risk assessment is now completed for the annual canvass and the recruitment of canvassers using a budget process is undertaken for this task. 2008 saw the best response rate from the annual canvass, with a majority of canvassers achieving a higher return from their visits.

There is no comprehensive written plan in place although canvass and recruitment is timetabled as part of the canvass process. This also includes assessment of budget and other available resources such as staff, print provider, canvass form content and sources of necessary information such as Schools and University. A timetable for rolling registration is in place which details update cut-off and monthly publication dates. Planning and risk assessment is mainly by way of structured hand written notes/prompts held by senior experienced staff rather than pulled together into a formal written plan and risk register. Business continuity arrangements are being developed independently for the Service as a whole through liason with the Risk Management Section of the Council.

The Electoral Registration Officer has a budget in place for rolling registration and the annual canvass. The Electoral Registration Officer has a planning project in place for the annual canvass and has identified risks. Temporary staff are employed during the annual canvass. Any activity undertaken is evaluated.
Whilst box 1 has been ticked, it does not reflect the actual practice in that there has been a risk assessment and resources, both financial and staffing, are reviewed as necessary. No comprehensive written plan.

ERO has in place working documents for canvass and rolling registration. Local performance indicators within the Councils Corporate Plan. At the end of the financial year need to report on achievements for the service.

A risk register is produced for the annual canvass together with an action plan. Recruitment of temporary staff is undertaken, budgets alloacted and details kept on perforamnce levels.

The ERO has a specific budget for registration which covers both rolling registration and the annual canvass, the budget is broken down in relation to identifiable activities eg staffing, postage etc. Identifying hard to reach audiences is being addressed as part of the Electoral Participation strategy.
The ERO does not have in place formal written plans to deal with rolling registration and the annual canvass. The ERO has set a response rate of 95% for the annual canvass and, the return rate is reviewed on a yearly basis. The ERO has informal plans of the procedure to deal with the receipt of forms including amendments, non-responses internet and telephone registration. The ERO is aware of the duty under Section 9A of the RPA 1983 for house to house enquiries of sending personal canvassers more than once to non responding properties. The ERO prepares an annual risk register and has an appropriate budget set in March of each year to deal with the canvass including the recruitment of temporary and permanent staff. The temporary staff are employed to deliver a registration form and a reminder, and are also engaged in the office to deal with the receipt of forms and also to undertake the personal canvass (door knocking). The ERO provides training and equipment to all personal canvassers and makes all staff aware of Health and Safety issues in writing and at briefing sessions. The ERO has a budg

The office procedures manual contains chapters on the annual canvass and rolling registration. These include comprehensive instructions for staff on processing forms, and notes on what alternatives sources of information should be obtained and how they can be accessed.

A Policy and Procedures document is in place, but as yet there is no risk assessment or business continuity plan.
We comply with all current statutory requirements and believe we have procedures which address the other matters listed in the performance standard. All canvass and elections staff are advised in writing of policies relating to various health and safety matters.

Although there is not a written plan for the objectives and success measures, weekly statistics are produced thus giving a comparison with previous year’s figures. Canvassers are advised of risks in person at the training and in written instructions. There is a business continuity plan for recruitment of canvassers and a separate budget is in place for all canvass related costs. An evaluation plan is in place with regard to the training and the delivery of the service by the canvassers.

I believe we meet the standard as we have a written plan highlighting the processes we will undertake to ensure that our canvass is successful. We have prepared a risk assessment and highlighted the contingency measure we have in place. We have also set out in our Strategy for Improvement and our Strategy for Improving Public Participation areas where we need to make additional effort. We have a written procedure that all staff follow to ensure the accuracy of our rolling register, how to produce our monthly updates and how they should always follow the procedures laid out in the EC Manual – Part D. We have a dedicated budget for our annual canvass which is subject to monthly monitoring and is part of the budget making process for the Council. During the canvass we make use of the statistical function within our system to produce monthly lists of response rates, responses received by street, by ward, by canvasser.

The recruitment of temporary staff is provided for in annual budgets. Risk register in place together with the business continuity arrangements.
Electoral Services service plan forms part of the Legal and Democratic Services service plan and highlights specific targets for canvass and processing of rolling registration forms. The risk register is kept up to date as are the budgets for both electoral registration and elections with regular meetings with our accountant. The recent Electoral Services Service Review also highlights our performance and resources against other councils in the audit family.

The new Elections Manager will be tasked with meeting this standard.

The ERO assesses the “Form A” return rate against all other London Boroughs, has a yearly target to meet, a census methodolgy for the canvass and a recruitment technique involving census team leaders. A pool of extra staff are recalled each year to support the regular team and there is an annual leave convention to ensure that management and support of the project will not be interrupted.
No business continuity arrangements in place. No written plan though comprehensive system in place.

Canvass project plan is reviewed annually. Attendance at community group meetings to target hard to reach audiences. Attendance at all Citizenship Ceremonies as standard to ensure that all newly appointed British Citizens have the opportunity to be included on the electoral register. Rolling Registration is process mapped. Resources are reviewed in accordance with workload and additional support arranged accordingly, to minimise risk and is seen as standard working practice.
The annual canvass is planned and undertaken by the experienced electoral services team in accordance with an established timetable and on the basis of detailed written instructions to canvassers. Established procedures are in place, supported by the Council's Human Resources Team, for recruiting temporary staff. The allocation of financial resources is considered and documented through annual budgeting and accounting procedures. The result of the canvass is reviewed by the Electoral Registration Team following completion. Rolling registration is undertaken by experienced permanent staff in accordance with legislative requirements and within allocated budgets for electoral registration. However we do not currently have in place the sort of "comprehensive written plan" envisaged in this Standard.

Performance Standard 9
We believe we meet the performance standard for planning for rolling registration and the annual canvass.

Written plans for rolling registration and the annual canvass are in place.
Staff are vigilant regarding suspicious registration forms and refer these to the Election Services Manager. Business continuity arrangements are in place, also Havering Council has a Business Continuity Plan. Council IT Services back up the Election Services system every night.
Work is being undertaken on identifying and accessing hard to reach groups.

Supporting documents:
Written Plans for Annual Canvass and Rolling Registration.

We have started a plan for the annual canvass with a risk register, so that we can development it more with the number of resources required for each task.
The annual canvass is the subject of meetings between the ERO and administrative staff, and a documented plan, which is reviewed each year, is produced and distributed. The rolling register throughout the year is less structured as there is less requirement for this but staff are provided with key tasks, standards and deadlines as well as full instructions for any additional duties resulting from, for example, elections, last year's AV personal indicators collection exercise, next year's CORE data cleansing etc etc. Resource requirements are considered and reviewed as part of the budget setting and monitoring processes. Sufficient resources have always been made available. Given the increasing work involved in electoral registration, we employed two temporary staff for about 4 months each (in addition to the canvassers) and intend to repeat this next year.

We do have a specific budget for rolling registration and the annual canvass with a breakdown of how this is used. As said before we have found it difficult to identify the most hard to reach audiences - we know the properties who have not responded but it is difficult to know who of those have difficulty completing forms or are illiterate.
1. Canvass strategy sets target for each years response rate and budget analysis takes place at end of each canvass to plan following years requirements including general method of canvass, incentivised payment scheme, print requirements, temp staff requirements etc. 2. Rolling registration plan and strategy is as set out in Performance Standard One. 3. Yearly planner sets out what will be occurring at each stage of the year.

Although there is no written canvass or Rolling Registration plan, this Authority has increased its Canvass Response rate from 78% at the 2004 Canvass to 86.2% for the 2008 Canvass, on a gradual basis. However, the informal plans are reviewed and adjustments are made as deemed necessary, which has resulted in the continuous improvement noted above.
• Objectives and success measures are included in the department’s team plan
• Additional temporary staff are recruited where necessary
• Risk-registers are produced for the annual canvass

The ERO has formal written canvass plan, a risk register for the whole of Electoral Services and a full business continuity plan. In addition to the general business continuity plan, the ERO has a full set of procedures in place for all aspects of registration which means that should a member of staff not be available their work can be picked up by others. Staff are currently in the process of allocating particular parts of the registration budget to the canvass and rolling registration procedures separately. The ERO is particularly proactive with regard to rolling registration throughout the year. The service has a casual register of staff who assist the permanent team during the annual canvass. These are in the main ex-council employees and are trained to a high standard. The service has identified under represented groups and is currently targeting young people through schools. All activities are evaluated through staff team meetings and periodic surveys of electors. The service recognises that people who do not respond to forms may have difficulty with completion and so all
We have plans and a Risk Register in place for the Annual Canvass, but at the present time we do not have a written plan for Rolling Registration.

The ERO has formal written plans for both the canvass and rolling registration processes, which take account of resource needs, risks and business continuity.
A written plan exists for the canvass but not for rolling registration.

All these topics are included in our performance management strategy, our Business Plan, the Business Continuity Plan and the budget. We have identified hard to reach areas, as part of our work with BME and this work continues.

The ERO has identified measures to collect information from appropriate sources for Rolling Registration and Canvass purposes. The plan details sources of information received together with identification and mitigation of possible risk. Staff recruitment is currently monitored in line with the duties and responsibilities of ERO and Assessor functions of LVJB. Financial resource is made available for RR and Canvass purposes in line with the Board’s budgetary responsibilities and limitations. A BCP has been produced which includes relevant measures regarding ER service provision.

We have a plan for the canvass and rolling registration, we also have a formal risk assessment for the canvass and use of canvassers. Although the objectives of the canvass are known, the success is not measured - apart from the percentage return. We are currently revising this for rolling registration and are planning to measure the response rate to forms sent via Council Tax.
We have a specific budget for electoral registration which I monitor. Risk Register is kept up to date and Business Continuity Plan is in the course of preparation.

Plan in place for Canvass and limited resources allocated where possible. Plans for recruitment of temporary staff.

A risk register is completed every year following meetings with relevant stakeholders and an evaluation of previous years work.

None.
Procedures log contains project plan, processing, staff recruitment, staff manuals, risk/business continuity registers. Full evaluation of results and budget monitoring. There is no separation of budget between canvass and rolling registration periods.

Written Plan

12 month plan for electoral registration, incorporating a specific project plan for the annual canvass. This is referenced in our Service Plan and Business continuity arrangements.

A comprehensive written plan will be drawn up for rolling registration and the annual canvass, together with a corresponding risk assessment. The ERO does have a specific budget for rolling registration and for the annual canvass.
As part of our physical canvass project management process an overview plan is produced which is then supplemented by other documentation such as an annual canvass timetable, specification of requirements and specific guidance notes. Details of the print tendering process, canvasser expenses and Registration form 'return' monitoring reports are also kept for evaluation purposes.

Procedures are well established for undertaking rolling registration and the annual canvasses, although these are not fully documented. Appropriate resources are allocated to this function and the Council has business continuity arrangements in place. The ERO will devise an operational plan to take account of this performance standard.

Written canvass plan reviewed every year; risk register available; financial and human resources are clearly identified; business continuity arrangements are in place.
The service is probably borderline between standards 1 and 2 but some plans are in place, resources and risks have been identified through business planning and some business continuity arrangements have been put in place.

We take account of the advice received from the Electoral Commission and other local authorities and the Association of Electoral Administrators ensure that members of the election team are training in the requirements for rolling registration and the annual canvass. Our budget for electoral registration is constricted by funds available from the local authority in the current financial climate.

A timetable is planned for the canvass and staff appointed accordingly. This all has to be carried out within the budget set by the Council. There is an entry on the Council's risk register for electoral services.
1) We do have a specific budget. 2) Risk register and Project plan both in place. 3) An informal Business Continuity plan is in place.

Electoral Services works to an annual timetable. This is reviewed and updated as each task is undertaken and additions, deletions and amendments are made as necessary. The canvass and rolling registration instructions and procedures are reviewed and updated constantly to accommodate new legislation and improve efficiency. The Member Services Manager is responsible for setting the budget for Electoral Services in conjunction with the Corporate Director responsible for financial resources and the Council’s Executive Board. The workload is assessed prior to the start of the canvass and election periods and temporary staff recruited as appropriate within budget restraints. Specific and comprehensive training is carried for all canvass before the canvass commences, including the use of specialised trainers on heath and safety matters whilst canvassing. All canvassers are required to attend this training, although this material is supplemented by detailed comprehensive instructions. The Council also manages its risks through a risk software system which aims to provide assurance that risks controls and

Partly done this as regards the canvass, i.e. risk register, evaluation etc.

Service plan prepared annually including all key tasks. Monthly monitoring of adherence deadlines for completion of key tasks. Risk assessment and business continuity plans maintained. Regular budget monitoring. Budget provides for engagement of additional temporary support staff (from an experienced pool) for use at canvass and election related “peaks”.

We have a project plan comprising a risk register which sets out details of resources, deliverables and constraints.
Targets and constant monitoring of the canvass process,
Rolling registration also monitored

The ERO has an operational plan which itemises each event throughout the year and the key tasks that need to be undertaken in order to achieve our desired targets. The plan is reviewed and updated early in the year to incorporate the planning for an election and the annual canvass and to take account of lessons learned and opportunities for improvement. The ERO looks at the potential risks on the service and prioritises them according to likelihood and what impact they would have. The ERO then looks at the best way to eliminate any potential risks and formulates the plan accordingly. The ERO identifies the required resources both financially and in staffing terms but unfortunately this is not always available (eg. difficulty in recruiting sufficient canvassers). There is no formal evaluation plan of all activities undertaken.

The ERO does have a series of action plans covering the different activities related to compilation of the register of electors. In addition, there is a team of casual workers to undertake canvassing and processing activities, together with a budget for this exercise. There is no evaluation plan and the risk register relates to generic issues.

Written plans are in place for rolling registration and the annual canvass

None.
The ERO has written procedures for rolling registration and the canvass. A risk assessment is undertaken and resources are identified. Other members of staff within Democratic Services are kept familiar with the registration process and progress with it. The progress of canvassers’ work is monitored on a weekly basis. The Council has comprehensive business continuity and disaster recovery plans in place in case buildings or IT systems become unavailable.

Action plans and risk assessments are reviewed and updated each year and evaluation reports written following events.

The ERO can use staff from the Council’s approved “Civic Temp” staff database. We have a comprehensive business continuity plan. All staff employed by the ERO are interchangable.

All business continuity plans in place.
Risk register has been developed although further work to make it more personal to the area is required. Required resources are put in place and monitored throughout the year. A quick guide to dealing with rolling registration applications, timescales and objections etc has been developed to assist office staff. The Legal and Democratic service plan addresses and measures the performance of the ERO and a business continuity plan has now been developed.

Resources identified in budget working papers. Business Continuity plan in place. Hard to reach audiences identified. Project plan process in place for registration and elections. Debriefs held after election involve all interested services. ERO/RO reports twice yearly on outcome of elections and canvasses to Scrutiny Panel.

The ERO has in place a canvass project plan for the Annual Canvass which includes a full Health and Safety risk assessment, timetable and personnel resources required. This is evaluated every year and adjustments made to resource requirements. Hard to reach or problem areas underpin the strategy and these include rural areas, residential care homes and multiple occupancy areas (The Borough does not have any university or halls of residence housing at present). A Business Continuity Plan exists for the electoral registration service and a Disaster Recovery exercise has been undertaken. This resulted in the creation of 'battle boxes' where key documents are stored to enable the continuation of the service in the event of an unplanned interruption. The service has been identified as a business critical service and arrangements are in place for recovery to an alternative site within 4 hours. The computer system has a dedicated server, raided disk and daily backups. A specific, dedicated budget exists for Electoral Registration which is monitored monthly and reviewed annually. Rolling Registration systems are docu

The Council has a specific budget for the Annual Canvass, broken down into Canvasser payments, advertising, additional postage etc. Adverts for the Register are posted Town wide in about 90 separate venues as well as all Council Buildings. There is a separate budget for Electoral Registration and rolling registration.
The ERO has in place a Risk Register which attempts to identify the problems and resources required in the compilation of the annual canvass and in relation to rolling registration. A Business Continuity Plan has been prepared as part of the wider Local Authority plans and this is revisited on an annual basis.

We have a written canvass plan, although this is not comprehensive in the manner referred to above. We have achieved a response rate of 96.6%, an increase of 1% on the previous year.

Various documentation used in relation to the whole Canvass process. The processing of rolling registration forms are monitored via a Local Performance Indicator to ensure that all forms received prior to the monthly deadline are added to the register in time.

Parts of 3 are carried out, we do not have a specific budget for rolling registration and for annual canvass. One budget that covers the whole aspect of Electoral Registration.
Office procedures, a risk assessment, and business continuity plan are available for the annual canvass and processing rolling registration applications throughout the year. Formal contracts are agreed with printers and company contracted to collect and update telephone/internet responses, with agreed outcomes and timetables. Canvassers are required to attend training sessions, and issued with contracts defining their targets and objectives. Each canvass round is set an outstanding property target. (Performance standard 3). The risk register is updated regularly with consideration for canvasser safety when making house-to-house enquiries. Temporary staff are employed and given full training to help in the election office during busy times. Full planning of the annual canvass ensures budgets for printing and canvassing are not exceeded, and additional funding is available for unforeseen circumstances e.g. employment of canvassers to complete an under performing area. A full evaluation is conducted after the annual canvass in preparation of the following year. e.g. an increase in internet and telephone respo

The ERO has a written plans for rolling registration, annual canvass, canvassers and utilises the Electoral Commission's publications to ensure relevant issues are identified and addressed. The Borough's business continuity plan covers the electoral area in detail in order to mitigate unforeseen circumstances. Staff are recruited to the canvass using person specifications and contracts of employment to ensure staff are suitable and aware of their responsibilities. Financial resources are monitored monthly by the ERO's staff and the Electoral Manager evaluates the results of the canvass prior to updating the following year's planning and organisation tools.

We meet or will be meeting all requirements in level 2, but further documenting is required.
Whilst we have a plan and risk register for the annual canvass, we do not have one for rolling registration.

No formal written plan is currently in place. Reliance is placed on experienced members of staff to conduct rolling registration and the annual canvass. However, should resources allow, it is intended to produce comprehensive plans incorporating objectives, risks, resources and measuring performance of the activities undertaken.
Supporting Evidence: (a) Canvassing Strategy - Registration of Electors; (b) Canvassing Plan; (c) Canvasser Training Materials; (d) Guidance to Canvassers; (e) Independent Audit Report - Canvassing Procedures; (f) Corporate Risk Management Action Plan Extract - Electoral Registration Annual Canvass; (g) Procedure for Maintaining the Integrity of ER Data (Rolling registration, Canvasser Log Sheets, Underperforming Canvass Returns; (h) Business Continuity Plan

We do not have a written plan for rolling registration but have an action plan for the annual canvass. We advise staff not to put themselves in threatening situations. We have a system in place with the 24 hour CCTV centre in the event of a canvasser not returning home. Temporary staff are recruited if we are unable to find existing Council staff willing to undertake these additional duties on an evening or weekend we recruit external staff.
An action plan, risk register and business continuity plan is available for the annual canvass.

The authority has a specific budget for the canvass and registration. There is a policy that we are able to recruit temporary staff where needed and there are adequate financial resources made available.

Canvass planning tool and rolling registration are produced, which link into the risk assessment and business continuity plan.
Annual canvass returns are published as local PFIs. Electoral Management Software provides clear and concise reporting.

We have detailed timetables for the annual canvass period and for the remainder of the year and written instructions for temporary staff during the canvass period. 2. We have a risk register. 3. We have an annual budget. 4. We maintain comprehensive statistics.

Training carried out and documentation provided for canvassers and risk register completed.
Our service plan and action lists identify all objectives for the annual canvass, rolling registration and election processes. The action list is monitored regularly, whilst the service plan is checked periodically and evaluated annually. The Risk Registers for Registration and Elections are reviewed annually and monitored regularly. Resources is always going to be an issue here - the budgets are tight and there is little realistic opportunity to obtain the level of money needed to turn us into a pro-active service.

See attached documentation.

Poor response areas and difficult to reach audiences are identified and specific and appropriate action is taken. Budget monitoring and financial planning is carried out monthly.

Plans in place. Business continuity covered as part of wider SBDC plans.
We do not have written plans for rolling registration and the annual canvass and are therefore unable to provide the required evidence to meet this standard.

Our assessment is number 2 (meeting the standard); we have a written plan for the annual canvass and well structured processes for carrying out this work, including informal management controls. Our evidence: budget provision for temporary staff; timetable for annual canvass; feedback from canvassers which is acted upon and acknowledged where appropriate. We achieved a 96.6% return for the 2008 annual canvass.
Again 2 mainly with aspects of 3, e.g. we have a budget specifically for the annual canvass and we look, each year, at the areas we need to target but, at present, do not record this.

We have a written plan, resources are documented, we have a budget. We use two part time temporary staff at canvass time. We have a team of five full time officers dealing with electoral and licensing issues. We have a risk register, currently working on a business continuity plan

We have no written plans. Staff undergo an induction training process for rolling registration and receive written guidance. Have targets for annual canvass with defined budget. Have an evaluation meeting planned.
Council has a BCP - not a specific one for elections or electoral registration; do have a detailed budget with various headings for publicity, printing etc BUT do not formally identify and assess the hard to reach audiences.

To reach this standard we:

• Produce an up-to-date project plan each year.
• Produce written instruction on the registration process for permanent and temporary staff.
• Keep a separate budget for registration and identify how the budget will be allocated.
• Set targets for the return of Voter Registration forms during the annual canvass. Currently 96%.
• Produce daily statistics of returns for each polling district, and communicate these to the ward supervisors at each stage of the canvass.
• Produce an up-to-date canvasser risk register.
• Have a lone working policy for canvassers whilst carrying out their duties.
• Recruit a range of temporary staff, for example canvassers, ward supervisors, on call supervisors and temporary clerical staff.
• Produce an up-to-date business continuity plan and full electoral registration risk register.
• Review each canvass every year. Factors reviewed are:
  - the number of properties allocated to a canvasser,
  - the number of weeks the canvasser is employed,
  - the rate payment per form - both the geography and demography of the area are taken into account. Making sure t

This is very confusing, although we don’t have a written plan in place we have all of the heading listed under the performance standard under one umbrella. I believe we meet the standard but not completely and would object if we were penalised because of this. We will endeavour to pull all of the information into a plan in the near future.
• Electoral Registration Plan has been produced, which includes a risk assessment

Each year I have a timetable of when specific tasks will be undertaken and when additional staff will be recruited to deal with canvass procedures. The 'peak' times are established so that we have sufficient resources, staff and budget wise.
The elements of level 2 are there but as above it is the formal record of it which is limited. Plans are in place which cover the broad timetable and risks, however the evaluation is often done in the course of conversation between staff, rather than at scheduled review meetings which are recorded. Through the Council's budgetting process we have ensured that sufficient resources are available, and have recently recruited a dedicated Electoral Services Manager which should increase our capacity generally, and allow issues of formal recording, monitoring and evaluation to be addressed.

Being a new office we are still improving this area. We have in place all that you have asked for but it still being built.
There are formal written project plans for both rolling registration and annual canvass, and business continuity plans we plan for and hold budget meetings in order to assess priorities. We attempt to identify hard to reach audiences via meetings and events in an attempt to maximise registration in these areas of the electorate. We have business plans and manuals in place and documents are kept on files and electronically for staff to access at all times.

Team Plan and budget monitoring sheets.

Electoral registration and canvass sits within the P&C service plan and a risk analysis is completed. Resources are identified and BCP arrangements sit within the Council BCP plan.
This performance standard has been met in part but there is ongoing work that needs to be achieved. We have a written plan for carrying out the annual canvass and resources have been identified for the provision of temporary canvass and clerical staff. Our software enables us to record the results of canvass activities, and financial resources are identified as part of the annual budgetary process. Additional steps have been undertaken this year in order to reach the most hard to reach audiences by enlisting the help and support of Local Parish Councils who have been proactive in feeding information back about status of properties which are located in outlying areas of the district. More work is required on developing a business continuity plan.

We are currently in the process of writing up a comprehensive plan for rolling registration and the annual canvass.

We have a separate budget for canvassing and have broken down each heading such as temporary staff, canvass fees and income tax, stationery, postage etc. We have a detailed timetable on the canvass and the staff are paid for the hrs they work, hence some days they go home once they are on top of mail.
Specific budget for Electoral registration. Adequate resources available. No restriction in recruiting canvass staff and temporary office staff.

Written timetables are produced for all aspects of rolling registration and canvass. An ER Working Group meets regularly, with full minutes prepared and circulated to all ER staff. The Commission’s “Managing Electoral Registration” Guidance is published on staff intranet.
A formal written plan is in place for rolling registration. The annual canvass plan is documented as a project plan with detailed tasks and is a working document.
We monitor weekly lists from Council Tax to identify new residents and home-movers. We ensure deletions from the Register are given the opportunity to re-register under the Rolling Registration system. We currently have a very good response to the Rolling Registration work we undertake. However, this work has yet to be incorporated into a formal plan.

Torfaen has identified the need for temp staff at canvass time - how long this will last in light of budgets is yet to be seen. Activities that work one year may not necessarily work on another year.

The ERO has full plans and processes in place for the undertaking of the annual canvass and rolling registration and postal application functions. There is an office procedures manual to supplement Managing Electoral Services. There is a Major Risks document with identified mitigation. Resources are included in the canvass timetable and business continuity arrangements are in place.
We have not identified and assessed the needs of the most hard to reach audiences on the basis of the law of diminishing returns. The expenditure in time and funds required is, in our view, wholly disportionate to any gain both to the register and the individuals. It's a question of where does one stop expending scarce resources.

There are at present a number of disconnected documents relating to this it is planned to drew them together into a coherent plan over the next 12 months.

Our AQPR details the service plans which include resources, staffing requirements and the details of the canvass and rolling registration work throughout the year. Each year canvassers are required to identify the number of blocks of flats, both privately and council owned, with entry phones and integral security systems, which make it impossible to gain access. These properties are then canvassed by post. Also all properties with residents who it would not possible to make direct contact with are canvassed directly via the office and not by canvassers. These include halls of residence, nursing homes, some sheltered properties and properties where homeless people are residing. Procedures are in place to ensure that in the event that all staff left anyone could come in and know the canvass and rolling registration processes.
Plan of canvass in place with risk assessment and evaluation from canvassers to identify improvements.

• Timetables prepared annually for conduct of annual canvass and monthly rolling registration amendments with objectives clearly defined as maximum opportunity for residents to register their right to vote and participate in the democratic process.
  • Effective canvass instruction prepared and training given detailing the objectives of the processes – stage by stage.
  • Canvass statistics compared and judged on overall objective i.e. maintenance or improvement of overall response rate year on year. Individual canvass areas also compared and decisions taken regarding continuity of canvasser appointment; geography of canvass area and any other aspect for consideration at next canvass.
  • Procedure established for recruitment and appointment of temporary canvass staff each year.
Have a detailed timetable/plan

Written plans for the canvass and rolling registration are in place, including a risk register and a business continuity plan. These are reviewed annually.

Robust risk management system in place and regularly reviewed. Team Plan in place to support the published corporate improvement plan and our corporate promises. Staff appraisal system assists in identifying targets and assists in performance management. Business continuity plan completed.
Written plans are in place for rolling registration and the annual canvass.

No formal written plans, although discussions take place annually concerning all aspects of the annual canvass, including the recruitment of canvassers, financial/budgetary requirements and any changes to established procedures that need to be made.

The ERO has a comprehensive project plan for the annual canvass. There are no plans for the annual audit.
Plan and risk register compiled as Annual Canvass was first major task to be completed by all four Authorities as a Unitary Authority. Temporary staff were recruited on this basis and training provided to all permanent and temporary staff. All permanent staff are AEA members and receive updates and training from regular meetings and their website.

Comprehensive project plan for registration. A risk register for annual canvass and also for the rest of the year. Database of temporary staff employed when necessary. Continual evaluation of staffing and resources.
The ERO is satisfied that the important criteria are met, but a formal plan has not been devised or a risk assessment formulated. Both areas will be addressed and new measures introduced in the near future.

we are in the process of looking at risk registers for the section.

There is a written annual canvass project plan. Informal evaluation of the canvass every year and successful activities are continued and built in to the next project plan. Recruitment records are updated, under-performing canvasses are not used again. Financial resources are updated annually. There are written rolling register procedures.

Whilst many of the steps exist for meeting the standard there is currently no written plan in place.
We have a full Annual Canvass and Rolling Registration Strategy, and a risk register, business continuity plan and service improvement plan. I have a separate budget for Electoral Registration, which is managed and monitored by myself according to our financial procedures. As mentioned above we have a Diversity Impact Assessment and put arrangements in place to reach hard to reach group.

An annual action plan produced, risk registers review, consultations with staff warning register regarding dangerous properties and new actions considered based on the previous years performance.
Performance standard 10
Updated written instructions are given to all canvassers along with a quick informal up-date at the time forms are collected. There are written instructions for permanent staff and a training schedule for new individuals. Legal changes are communicated as they happen (again, this is a small section). Permanent staff also attend outside training, (subject to corporate training budgets). Front line staff are alerted when required (eg.before the canvass, or changes in forms). Individual training requirements are also assessed during their performance and development reviews.

All Canvassers are required to attend a training session. Written details of matters included in the training given to all Canvassers. Feedback and review requested from Canvassers both during and upon completion of the canvass. Permanent employees provided with appropriate information /training in relation to the annual canvass/rolling registration.
The ERO provides training to both permanent and temporary staff. A training plan has been prepared for permanent staff as part of the Council's own Corporate Training Plan and is reviewed through the performance development review process. All house to house enquiry staff are required to attend training sessions. However, I feel more work is required to justify the existence of a comprehensive written plan.

Training is provided to all canvassers, polling staff and temporary staff at the relevant time. Permanent members of staff are trained on the software system that is used and senior staff attend the AEA conference and relevant training courses as and when necessary to keep up to date with legislation. Training for permanent staff is also reviewed as part of their Personal Development Plan.

Canvasser training sessions held. 1:1 training undertaken with temporary support staff in the office. See also staff appraisals for training activity.
• Comprehensive canvasser training and appraisal
• 6 senior staff currently hold an A.E.A. Certificate in Electoral Administration
• Opportunity for staff to undertake further training such as A.E.A. foundation course or A.E.A Diploma Course.
• Staff attendance at A.E.A. training courses
• All staff have access to and are advised of Electoral Commission circulars and Alerts
• In house training
• Continuous professional development identifies individual training requirements

There is a training plan for permanent staff which is delivered by means of on-the-job training and formal training courses as and when such courses become available and by means of written instructions following legislative change. Temporary canvassing staff are required to attend a training session before taking up their appointments and their training is based around the materials provided by the Electoral Commission.

Section has regular communication/training hours and forward work plans are given to staff during busy periods. All temporary staff have to attend a training session and are provided with various handouts. Permanent staff attend AEA training and EC events.
Training is provided for all permanent and temporary staff as and when required either due to changing legislation, electoral management system processes or requirements for the canvass/rolling registration. This includes in-house training, from the AEA and Electoral Commission and other issues covered by the local authority, including disability, data protection, equality etc.

Various training is provided for permanent Electoral Services staff and necessary training for temporary staff appointed to assist in the office for particular purposes. Relevant training is also provided for staff assisting at elections including polling station, postal vote and count staff.

Because there are so few canvassers. The training for the annual canvass was carried out on an individual basis. Some of the canvassers were experienced and just needed a quick update. Others were new and needed a fuller briefing. This allowed for the ERO to go through the canvassers registers individually and identify any possible problems.
SCHEDULE OF TRAINING ACTIVITIES

Show example of election training schedule
Instructions
Powerpoint details
List of procedure notes
Intranet site

TRAINING PLAN

EVALUATION PLAN AND REPORTS
Evaluation sheets handed out after training held, and reviewed
Permanent staff are put through the AEA foundation course and any other appropriate AEA training events. They also receive training on our Electoral Management System. Regular team meetings take place with all permanent staff. Canvassers have a 1 hour training session and receive detailed guidance each year. All general queries come through the electoral services office so no additional staff are required to have training although a number of the wider Democratic Services Team have adequate knowledge to deal with day to day queries.

All permanent staff are allowed to attend various AEA meetings and conference on a rota basis. Staff now have monthly 1 to 1 meetings with Election Manager to ensure that everyone is ‘kept up to date’. New canvass staff are talked through their duties on a 1 to 1 basis.

Training is provided for both permanent and temporary staff. FAQs are prepared and regularly reviewed and updated for main processes including the annual canvass and rolling registration. On-line help is available when using Express software. One to one training is carried out on progressive basis for permanent staff. Refresher training is carried out before the annual canvass.

All permanent staff are trained on all aspects of electoral registration and temporary staff (canvassers) must attend a training session before they are employed as a canvasser.
A training session is held for all canvassers prior to the canvass period.

The Council is committed to ensuring that all aspects of staff training are delivered to the highest standards. Staff employed in Electoral Services are given every opportunity to develop both and study for professionally recognised qualifications internal and external courses available (e.g. AEA courses). Training plan for full time members of staff as part of continuous assessment process. Temporary staff training for annual canvass activities.

AEA training

A variety of training is undertaken by staff, by means of the AEA, the Electoral Commission, induction, hard-copy etc.

My staff all attend regular training provided, AEA courses and Electoral commission, one member of staff has the AEA certificate and the other two are studying.
• All permanent staff actively participate in the Council's Performance Appraisal Scheme setting out their Key Responsibilities, 4 or 5 SMART personal objectives and an individual Development Plan identifying any new skills or knowledge needed for the coming year
• Training plans are completed and regularly reviewed
• Schedule of training activities (for both permanent and temporary staff) in place
• Effectiveness of temporary staff training evaluated by feedback questionnaires and end of year Review undertaken to enable continuous improvement.

Bromsgrove has a comprehensive annual Performance Development Review which includes detailed individual staff training requirements and includes pre and post training interview documentation. Electoral Services staff participate in the AEA professional qualification programme. Customer Service Centre, temporary canvass and election staff are given group training sessions and FAQ's.

Given the small number of both permanent (mainly one full time equivalent) and temporary staff employed, on the job training coupled with written guidance/procedures is appropriate for the service. All permanent staff have training plans through an annual appraisal programme.

We have a comprehensive training manual which identifies risks and how to avoid them. We also issue personal alarms to all canvassers. Our office manual also includes detailed information on how to manage the canvass and rolling registration. Additional staff are recruited to ensure all areas are canvassed.
Permanent electoral staff have personal development reviews twice a year to identify any training needs and also attend various training events organised by the Electoral Commission and the Association of Electoral Administrators. Temporary canvass staff attend training sessions and are issued with detailed guidance notes on the procedures involved.

Staff one to ones are held tri annually, in which staff discuss training needs. All new staff are provided with on the job training, and more formal training with outside bodies such as the AEA. Feedback is required from staff after training is completed, be that on a formal training course or on the job training. Training is provided to all election staff, immediately before polling day, likewise canvassers receive training before beginning the personal canvass.

A schedule of training activities is evidenced and a formal training plan is being developed bearing in mind the ongoing work on restructuring / succession planning and making permanent an existing temporary (12 months) and a new full time junior post holder (12 months) It is intended to make both post holders permanent trainee grades with bars on promotion to reflect holding AEA certificate and diploma and / or other AEA / EC Training. This will supplement the two existing staff who between them are highly experienced and the ESM due for retirement. Much development work has been suspended awaiting the results of Job Evaluation and subsequent appeals process before the restructuring can commence. The existing staff show a high degree of professionalism and commitment and are very skilled and knowledgeable but held back by resource constraints.

Training for all permanent staff is considered as part of the Council's Performance Appraisal Scheme and training undertaken is evaluated and reviewed as part of this scheme. The consideration of training needs is not however restricted to these formal meetings and is agreed at suitable intervals throughout the year. Training provided to temporary staff is evaluated and reviewed by way of feedback following the event.
In addition to training within the office, staff are encouraged to use the AEA training courses. In house training is cascaded down by the ERO staff where new requirements come into being. All new staff have a formal induction and temporary staff are trained on the basic requirements.
A detailed training programme is developed taking into consideration key elements of the service delivery functions and reviewing feedback from canvassers and electoral staff to ensure training concentrates on any areas of concern. Canvassers and staff are provided with a very detailed guide.

None.

Training is provided for permanent office staff and canvassers in accordance with a training schedule. Training needs of permanent staff are determined through an annual appraisal process.

None.

Training is provided to all new office-based staff whether permanent or temporary. Training is delivered to poll staff, count staff and canvassers as and when needed.

Fully comprehensive written notes are provided on how to conduct the canvass and who is entitled to be registered, along with a canvassers risk assessment guide. EO deals with any queries from canvassers as and when. Any new recruitments are given informal training.
The training provided by the ERO is to the key members of the permanent staff. In order to main high standards and accuracy in data input during rolling registration and the annual canvass temporary staff are not employed. The training provided is ongoing and mostly work based although externally provided training courses are attended as resources permit.

Written instructions available to all staff and on-line help available on Electoral system and from suppliers helpdesk (excellent service). When amendments to system or legislation guidance is updated and staff notified. Feedback always requested from staff and annually canvass and rolling registration procedures are reviewed. By liaison with other ERO's, Halarose User Group members etc system and guidance can be developed in co-operation with other EROs.

Training activities include Lone Worker Training for Canvassers. Canvassers and permanent members of staff receive training and guidance in respect of the canvass process. Permanent members have been trained by attending AEA courses, Conferences, Seminars, and in house training by experienced members of staff.
Whilst a single, comprehensive training strategy for permanent and temporary staff does not exist, various plans, processes and arrangements are in place in respect of such staff. These include the corporately-required individual training assessments for all permanent staff (committee and electoral) in the unit which cover professional training (qualifications, subject-specific courses etc) and development. Training programmes exist for temporary staff, both those who are office-based and assisting with clerical duties associated with registration and elections, and those who undertake specific duties at particular times (canvassers, polling station staff, counters and supervisors, postal vote opening and issue, and polling station inspectors).

Staff are provided with training. This includes places on workshops/course provided by electoral managements system provider. Training is provided to canvassers and they are provided with written guidance and instructions. New canvassers are fully briefed.

A power point presentation has been done for use with our staff. We do not use temporary staff.
Training is provided as and when necessary both in house or via external sources and these are recorded on staff records - canvass staff receive in house training using EC training manual as the main source of information.

Attendance at EC seminars and training. Attendance at software user group and workshops/training. Provision of Canvasser instruction manuals and declarations.

the ERO has a training plan in place for permanent and temporary staff

Permanent staff are sent on training courses provided by the AEA and software company. Temporary staff are trained internally by experienced staff.

Permanent members of staff have regular PDRs to identify appropriate courses, both permanent members of staff are AEA members and attend regular training courses. Temporary staff receive in-house training.
While a schedule and plan are in place, formal evaluation needs to be more structured.

Permanent staff attend courses provided by the AEA and registration software suppliers and well as continuous informal on the job training. Temporary staff office staff receive individual attention and close monitoring, although a core team of four casual staff return each year and have built up a thorough

Training for the permanent Electoral Services staff takes place when required and is provided by the AEA, EC, MoJ and eXpress. Training needs and targets are identified in the staff's annual Performance Review. In addition to attending training, information and training is passed down to team from the Electoral Services Manager after his attendance on any training events including workshops and sessions from the AEA Annual Conference. Temporary Office staff are given a full briefing from the Electoral Services Manager when they start, including written instructions, and are given on the job training as their employment continues. All staff employed as canvassers are given full training before they can start the job including detailed written instructions. Those canvassers who have done the job in previous years must still attend this training. Contact Centre staff are given a full briefing by the Electoral Services Manager before the canvass starts so that they understand what is required of them. They are also given written instructions and these are supplemented by regular brie
We ensure permanent staff attend all relevant training courses to ensure they are aware of and understand legislative requirements. We also produce procedure notes to compliment the training. We have a schedule of training for canvassers and temporary staff which includes written guidance and training sessions. We also ask canvassers to complete a feedback form at the end of the canvass so that we can monitor and evaluate the effectiveness of the information and materials we provide and to give them the opportunity to raise any issues.

Experienced staff are members of the AEA and avail themselves of appropriate networking and training provision. Training for temporary staff is provided by the experienced staff on the job but in a formal task-by-task way. Legal and procedural knowledge and information is advised and shared, verbally and in hard copy, as required before and during their secondment.

Training documented for all staff members at annual performance review. Training for temporary staff provided for elections and canvassers annually.

Training is identified through the annual staff personal development review with a six monthly interim review. Staff training is identified at each review and staff are placed on courses run by the AEA, Electoral Commission Seminars, Express System Software Training etc.
We have a team and individual training plan which is updated regularly. This is in line with the Council’s Corporate Achieving Development Strategy. Training needs are also discussed and addressed in Achievement and Development interviews. We plan internal training around specific subjects depending on the relevance at the time of year. When a member of staff attends a training course they produce a report for the rest of the team and report to the Team Meeting any findings and useful information. At canvass time we have temporary staff. We have an established training plan for personal canvassers including an evening training session as part of the contractual arrangement. We also provide comprehensive training and guidance notes to office-based temporary clerical staff.

*no temp staff used, *all staff involved are aware and understand the legislative requirements. (I have worked in section 20 for 20 years)

The ERO provides a comprehensive training programme. Managers in Electoral Services attend all relevant seminars and conferences organised by the Electoral Commission, the Association of Electoral Administrators and the Ministry of Justice. Elections Team Members attend appropriate training in relation to the electoral registration and election management systems and in relation to the implementation and maintenance of personal identifiers for postal voters, implementation of data standards in relation to CORE etc.

Comprehensive procedures are provided for permanent staff and temporary staff to follow as well as one-to-one training where appropriate. Senior team members are available to provide advice and assistance where necessary.

New staff to the service attend electoral registration courses provided by the Association of Electoral Administrators.

Regular team meetings are held where all new legislation is discussed and then procedures put in place to ensure it is correctly implemented.

All casual staff employed as personal canvassers attend a comprehensive training session supplemented by a detailed ha

All permanent staff have a Performance and Development Rev

A training plan is developed annually and kept under review thr

A planning meeting is held in relation to the annual canvass wh
Training hand books produced.

Evidence: Electoral Registration staff manual - written instructions for permanent staff - updated regularly and team briefings whenever updated instructions issued. Annual TDR (training feedback and review) for all permanent staff. Training and Development Policy - record of training maintained. Language Line training (refreshed annually). Written instructions issued for new tasks, new systems, legislative and operational changes. Training for temporary staff (canvassers - otherwise no other temporary staff) - power point presentations, canvassers instruction manual, Health and Safety manual for canvassers. Canvasser feedback questionnaire - issued after door-to-door canvass complete each year and evaluation/report written - "lessons learned" (annual canvass report). Annual staff consultation exercise.
Comprehensive plans for smooth delivery of both Roll Reg and the canvass are in place.

Training is given high priority, any new users to the system work alongside an experienced user in the first instance, training notes are provided in relation to the software and office procedures/processes are documented and updated regularly. Training activities are included in the timetable each year at registration time, which all staff, new or existing are required to attend.

We have rolling registration and annual canvass procedures, available to staff, we have instructions and a training session for all canvassers each year. Permanent staff shadow work with the elections officer for at least a month whilst learning registration process. All permanent staff are sent on all relevant training courses to learn how to use the authorities software package.

Again but only verbal apart from FAQ sheets which have been developed internally.
There is a rolling programme of training in place for internal staff. The Staff Appraisal Scheme highlights needs and new legislation and requirements are examined to identify training needs. Comprehensive training of temporary staff is carried out prior to and during the canvass period.

For permanent staff, training is discussed during the performance review process. It would not be appropriate to provide copies of these forms as they are confidential. Training is delivered either by internal 1-2-1 training or by accessing external training courses. There have been no new starters within the Team for 3 years. For temporary staff (canvassers), these are regularly used staff. Updated information is provided in a written format with canvas forms.

Permanent staff are members of the AEA and attend training provided by AEA and Electoral Commission. We have structured training plans built into our appraisals. Temp staff are briefed on the basics. Canvassers have to attend training sessions using Electoral commission tools and are also issued with guidance booklets.

After every training session and team meeting the ERO asks for feedback and answers any questions that they may have arisen.

Training is ongoing as necessary and doesn't have a formal structure as such - if a training need arises it is dealt with immediately. We do not tend to use temporary staff; there are only 1.5 permanent members of staff in elections/electoral registration who are well versed in these matters.

Training sessions provided for all staff. Also booklet and detailed instructions for Canvassers.
Permananet staff have scheduled regular appraisals and their training needs are developed then and all temporary staff receive training from a senior permanent member of staff.

With just myself, one assistant and a very part-timer we don't reach No 2 because we don't have a "schedule of training activities" - if there is something to be discussed or commented on eg new legislation or information from my training sessions or meetings I just tell my assistants - I wouldn't consider the need for formal "training" but I make sure they are aware of up to date information. Training is given and written guidance notes are also provided to back up that training.

Electoral Services Staff attend regular AEA training courses, Electoral commission Seminars and Strand Electoral systems training and any information is then cascaded to the relevant staff. Training is provided at the relevant times for all Election and Canvassing staff.

Training needs of permanent staff identified through regular personal development review sessions and recorded. Temporary staff, such as canssers and clerical staff, are regularly monitored and evaluated. Training provided through in-house courses, on-the-job training and external courses.
The ERO provides training for all tasks undertaken. All staff involved in rolling registration receive regular training which would include any legislative updates. For the annual canvass a full training presentation is given identifying all areas including dog awareness and highlighting door-step problems.

Training is provided to both permanent and temporary staff either by way of written instructions or on the job training.

Electoral Services staff attend courses / seminars provided by the Association of Electoral Administrators, the Electoral Commission and Computershare. Staff have also attended courses run by the council etc as part of their personal development. Temporary staff employed during the annual canvass are briefed and trained for the work they undertake. Canvassers have received one to one training and are issued with written instructions which includes their canvasser job description, guidance to canvassers, canvassers safety handbook, canvass working register and lone working policy. Electoral services staff keep in regular contact with canvassers to assist them with any additional help and assistance they require.
Training for personal staff is discussed as part of the performance appraisal and temporary staff, i.e., presiding officers and canvass staff, are given relevant training.

All permanent staff are members of the AEA and receive training. The 2 electoral assistants have completed AEA foundation courses and are awaiting receipt of the certificates. The next stage will be to enrol for the AEA certificate. In-house training is also provided by the Electoral Services Officer on the electoral registration computer system. Temporary staff receive training according to the task they are undertaking. Training sessions are also held for new and experienced canvassers to ensure they are clear on the legislation, the task in hand, and health and safety awareness. The Electoral Commission manual is also referred to on a regular basis.

Training materials are provided for both permanent and temporary staff.

The ERO ensures that all staff, both permanent and temporary, are given training in relation to what is expected of them depending on their role. All temporary staff are also provided with detailed written instructions and are supervised throughout the canvass process. The ERO undertakes debriefing and lessons learned exercises following registration exercises in order to inform best practice for future planning.
The training of staff is an important ongoing function in the successful delivery of the registration programme, and is an integral part of the planning process. It is important, therefore, that staff are trained as fully as possible to understand and perform their duties and are made aware of all issues. It is important that a Training Plan for all staff engaged in the registration process has been formulated. The Training plan includes methods of evaluating the training programme and for future planning. The ERO provides training to all members of staff engaged in the rolling registration and annual canvass process. Staff employed in the office have attended registration courses organised and run by the AEA at Melton on both rolling registration and the annual canvass and are also encouraged to take the AEA Certificate run by the Association. Staff also attend briefings that are given to Canvasser's by the Democratic Services Manager and are given full written instructions in order to comply with the regulations. Training activities undertaken and given to Office staff are as follows:-

1. Notification of register timetable for canvass
2. Notification of rolling registration timetable
3. Outline process of reviews and objections to entries viarolling
4. Monthly revisions to the published electoral register
5. Attainers and students
6. Eligibility of entry to the register e.g. EU and Commonwealth
7. Office procedures are documented and updated regularly. All staff have access to Strand Training manual. New staff shadow senior staff in all aspects of the work until staff are competent and thereafter work is closely monitored

All training has relevant documents - Powerpoint presentations, briefing notes. These form part of the Policy and Procedures document.
Training is provided for all canvass and election staff with written material and powerpoint presentations (these are usually gleaned from The Electoral Commission's website). Full-time office staff are encouraged to attend training provided by a variety of bodies such as The Electoral Commission, the Association of Electoral Administrators and SOLACE on a regular basis. All full-time staff are members of the Association of Electoral Administrators.

Although the department does not have a written "schedule of training activities" there is an in-house manual available to all permanent staff. Temporary staff are also provided with written instructions when they attend the training sessions. There are also follow up questionnaires sent to householders about the canvassers who called at the door and questionnaires are sent to canvassers about the training, both of which are evaluated.

I believe we meet this standard as we have programmed training sessions for our canvassers and they are provided with detailed procedure notes. The Electoral Services Officer together with her two part time colleagues maintain a log of any issues that arise when compiling information or inputting data carrying out tasks and this is used to inform colleagues of any new arrangements or procedures that need to be taken note of. The Council operates an appraisal scheme (carried out twice a year) from which the training needs of each individual in the team is matched to the service/action plans for the team and the activities being undertaken. At the beginning of March 2009 we shall be installing a new electoral management system. This is going to be used for the 2010 canvass and also for the two elections to be held on 4 June 2009. We all realise the extent of work ahead of us and the commitment required by the electoral team and the Committee & Elections Manager to make this process a success. We have set aside two weeks to allow full training in the new system to take place. As part of this training process we will of course conduct training courses are attended by permanent staff regularly. Briefing sessions and written instructions are given to temporary staff.
There is a formal training plan for permanent staff and this is reviewed every 6 months at mid-year and annual appraisals. Temporary staff are included in all team briefings and updates including training on the electoral services software system.

NB: Our self assessment has been verified as true and accurate by an independent electoral consultant - Barrie Lane who monitors our performance and makes suggestions for improvements at our project team meetings.

Temporary elections staff have attended specific off-site training courses during the year. Door to door canvassers received internal training. New Elections Manager will be supported in developing a comprehensive training plan for all relevant staff and for personal development through the Councils performance appraisal process.

The ERO uses a variety of training programmes including in-house packages and encouragement to attend AEA, London Elects, RRO, and user group training events. There is also a strong corporate performance appraisal methodology in place in which training needs form a key part.
The ERO provides the relevant training to both permanent and temporary staff to ensure awareness and understanding to legislative requirements. There is a comprehensive written training plan for both permanent and temporary staff. Staff in electoral services attend all relevant seminars organised by the Electoral Commission and Association of Electoral Administrators. All casual staff employed as canvassers attend an initial training session supplemented by a detailed handbook and other relevant information.

Training undertaken for all staff, feedback and review process in place.

Training is provided to both permanent (on the job) and temporary staff (election/canvass) at sessions prior to the events. As Hartlepool elect by thirds, the election training is a refresher briefing.
In addition to training provided to permanent staff, all 'new' casual canvassing staff are provided with one-to-one training at the outset of the canvass.

Performance Standard 10
We believe we meet the performance standard for Training.

Training is provided to Canvassers i.e. Door-knockers.
Election Services staff are trained by on the job training; shadowing; AEA Foundation Course.
Training is provided for Presiding Officers, poll clerks, count staff, postal vote opening and issuing staff at most elections.
We run workshops for experienced poll clerks who want to be Presiding Officers, as a means of home growing P.O.'s as we cannot recruit enough experienced staff.
Feedback forms are completed by delegates on all training provided by Election Services.

Supporting documents:
Sample slides; GLA Training Feedback Forms; Door-knockers Training Feedback Forms.

Staff are trained in house and an external courses provided by Electoral Commission and AEA if required. We have written procedures for some of the jobs and developing flowcharts, job descriptions and desk instructions. Each staff member has an SRD which has a training planner attached for the year.
The VJB has put 10 staff through the AEA's Certificate and 1 through the Diploma. These key staff are in charge of work groups and are responsible for ensuring that their staff are aware of and comply with legislation and good practice as documented in manuals available to all. Apart from training within the work group all staff are kept informed of the latest developments in electoral registration at staff meetings and seminars.

There are written plans for all staff and the results of each canvass are evaluated with a view to updating the training to either incorporate new requirements for changes to legislation etc., or to improve on procedures where it was thought that this was needed in the light of experiences during the canvass.

The Council's Electoral Administrator attends training events provided free by the EC/AEA and all staff, whether permanent or temporary, are trained for the jobs they are required to do. There are no schedules kept of training activities and no training is evaluated.
1. All ES Staff have a training plan as part of yearly appraisal and performance management scheme this includes a schedule of training and evaluation process. 2. Staff attend EMS training course. 3. Staff attend Council course to improve IT and Customer Service skills. 4. Staff attend AEA and EC seminars and courses as necessary. 5. Staff receive on the job coaching as required and to ensure changes are implemented correctly and best practise is shared. 6. All Polling Station Staff, Count Supervisors, Polling Station Inspectors attend training prior to elections. 7. All canvassers attend compulsory training session.

Annual performance review and personal development plans in place for all permanent staff; Temporary office staff trained as per permanent staff and reviewed weekly. Other Temporary staff, such as canvassers, who are normally Council Staff, are monitored weekly for their performance throughout the Canvass. The Council has a formal Investors In People system in place.

Canvassers receive training along with written instructions
The council operates a formal system of performance development and review which includes a personal training plan for each member of staff. This is kept under constant review and training plans are changed throughout the year to take account of relevant activities offered by the AEA and the Electoral Commission. The council also operates a formal induction process. Permanent members of staff are responsible for training casual employees, and recently two of these staff have been sent on an AEA training course on electoral registration in addition to their training within the office. All personal canvassers attend a formal training session and have the opportunity to evaluate the trainers. The personal canvasser training is supplemented by a comprehensive guidance manual.
The Council has a formal employee appraisal system and any training requirements are identified and addressed during this process. All staff are members of the AEA and have access to the AEA and electoral commission websites.

Each member of staff within the Electoral Services Team has an annual Appraisal. This involves setting targets and determining training needs. A schedule of training undertaken is held for each employee and this is held and is provided as supporting evidence. New Canvassers are required to attend a training session and all Canvassers receive a comprehensive training instruction booklet.

The ERO has developed a formal Training and Development Strategy covering both permanent and temporary staff which includes review/evaluation.
No temporary staff recruited to deal with rolling registration or canvass procedures. Present staff have been employed for some years and are experienced in these matters. Should any staff be recruited in the future we would produce a schedule of training activities as appropriate.

Prior to each canvass, all canvassers receive training in respect of the duties/role that they have. This includes health and safety and general aspects of the canvass including times of delivery and door knocking. All staff are given a canvass timetable which also indicates suggested times for different aspects of the canvass.

We have a training plan for all staff to attend training courses, seminars or conferences, and each is evaluated after the event.

Weekly staff meetings and briefing sessions are held to update staff on processes and procedures including any legislative changes. These are backed up with processing and guidance notes and staff are provided with PowerPoint presentations to assist understanding. Regular feedback is received and, where appropriate, is used to improve existing practice. A training plan and full canvass instruction is used to deliver training for temporary canvass staff and feedback and evaluation is conducted by means of a canvasser questionnaire and canvass review meetings.
Training needs are part of our annual Performance and Review Development Programme. Regular training sessions are provided for customer services assistants.

AEA training and studies being undertaken by permanent staff, briefings and discussions held regularly for temporary staff. Plans for permanent staff held within their PDR's and for temporary staff within their induction booklets.

Training is provided, but it is informal training of democratic services staff whose job description do not actually include electoral registration but who are interested in learning about the processes involved.
Training programme for permanent, temporary and canvass staff. Procedures and manuals for all staff. Monthly meetings with permanent and temporary office staff to discuss new projects, procedures and successes, and for all to give feedback.

Comprehensive training including hetal and safety issues carried out annually

Training guidance issued to temporary staff. Formal training plans in place for all permanent staff, including relevant external training courses and sessions.

The ability to undertake the AEA Qualification is offered to permanent Members of staff to supplement on the job learning. Attendance at AEA and SOLACE courses is also supported by the ERO. Training sessions and manuals are provided to all staff (permanent and temporary) involved in the canvass process.
Relevant staff undertake internal and external training as required throughout the year. This includes attending AEA and Electoral Commission training events and pursuing professional qualifications where relevant, as well as close involvement with the AEA/EC Working Group and Wales Branch Meetings/Forums.

For permanent staff, training needs are identified through the staff development process and training made available. Provision of such training is through informal mechanisms in the office, external providers such as the AEA, Electoral Commission and the ERO's software supplier. Appropriate training is given to temporary members of staff in relation to the annual canvass.

Annual training plan for all staff; budget available; formal liP review system in place.
The Council only has one permanent member of staff working on rolling registration and the annual canvass (other than temporary canvassers) and who has received extensive formal and job based training in the system and procedures used and the legislative framework within which they are working. Each canvasser receives one to one training from the Electoral Services Officer and has a set of written guidelines against which to work. Internal training is provided based on guidance received from the Electoral Commission but this is not currently documented through training plans.

The Council has a system of performance appraisal and review and each employee has an individual development plan which identifies training needs. Staff regularly attend training and briefing sessions provided by organisations such as the AEA and the EC, in addition to training by the software supplier. Guidance notes and training is provided for temporary office staff engaged for the canvass. Training is provided for canvassers by way of guidance notes and attendance at a training session held before they commence their visits. The resources provided by the EC are used.
1) Training is always given to Canvassers and a Pack of instructions and contacts. 2) Permanent staff are subject to 1-1’s 3) Councils evaluation system used for training sessions.

Permanent staff are trained both in house and by attending software and Electoral courses. Electoral Services and Local Land Charges hold monthly departmental meetings to discuss new legislation/requirements. Procedures are discussed and appropriate changes made as necessary. Canvassers appointed to carry out the Annual Canvass receive both detail printed instructions are a powerpoint presentation covering the Health and Safety aspects of canvassing.

Training needs identified as part of annual service planning process. Training of all canvass and election staff undertaken. One career graded post with unit with aim of training of a qualified electoral administrator.

All our canvassers have received training and guidance and we offer this to all new canvassers or refresher training as appropriate.
All Temporary staff are trained for their appropriate roles. There is ongoing training for all permanent staff.

The Electoral Services team is well trained and encouraged at all times to attend seminars and training sessions to increase their understanding in electoral legislation and to acquire skills relevant to their roles (e.g. project management training).

Corporately all members of the team have one Performance Development Reviews and a review each year and a reporting mechanism is in place to show all training undertaken by the team each month.

All temporary staff employed at the annual canvass receive on the job training from members of the team. Canvassers employed to carry out the personal call stage of the canvass receive training manuals and are required to attend mandatory training session before they can carry out any duties on behalf of the ERO.

Training schedule and plans for all staff but fall short on the evaluation plan & reports

Relevant training is provided to all staff so that they are aware of legislative requirements.

Training is provided for full time staff both on registration issues and software changes. Part time staff receive training in registration and software. Canvassers receive 'in-house' training.
Electoral Services staff attend training courses and seminars arranged by the Electoral Commission and the Association of Electoral Administrators. All canvassers attend a training session and are provided with a detailed instruction manual.

Training is planned and carried out for all staff involved in electoral registration using both inhouse and external training facilities as appropriate. Canvassers in particular are invited to feedback comments and views on briefings.

The ERO provides training at various levels for all involved in this process. This involves ERO team members training canvassers and in turn these team members being trained by the AEA and DEAG as well as the ERO himself.
The ERO provides the relevant and timely training of all staff involved with rolling registration and the annual canvass processes. Powerpoint presentations have been personalised and more informal training sessions have been undertaken. Staff also have the opportunity to sit down with electoral staff and talk through any issues or areas of concern they may have.

Training activities broken down into different parts of the Electoral year. Programmes for election and count staff and D2D Canvassers. Evaluation and debriefs of staff takes place. Lessons learned and future plans agreed.

The ERO ensures managers in ER services attend all relevant seminars and conferences organised by the EC, AEA and MoJ. Three members of staff are AEA members and have access to the forum. All staff access the EC extranet and local services in York for advice. New staff attend AEA Introductory courses as well as computer software training. Temporary staff receive one to one training and instruction on the role required and all casual staff employed as canvassers attend a comprehensive training session (which includes the H&S officer). All permanent staff have an annual appraisal where training and development is discussed, needs identified and plans made for the forthcoming year. The previous year is evaluated. The council is IIP accredited. Training needs and opportunities are also discussed informally throughout the year as opportunities present themselves, legislation changes or needs arise. Recently managers attended the AEA Parish Matters training course and the Capita 9th Electoral Conference. All courses are disseminated to staff through debriefings and this is an agenda item on the Tees Valley elect Full training is given to Canvassers and temporary staff who assist in the production of the Register.
As previously stated the ERO carries out training of Help Shop and Help Line staff on an annual basis. The Electoral Services Office staff are trained by attending courses, as necessary, and by training activities as and when necessary.

We ensure that our staff understand their basic duties. Due to the complexity of legislation, we advise staff to refer any difficult issue to the Senior Electoral Services Officer or his deputy. At canvass time, we provide training and a manual for our canvassers.

Canvassers are required to attend a briefing session prior to collecting their forms, and are provided with written guidance to assist with their duties. Permanent staff have received on-the-job training as well attending courses administered by the Electoral Registration software supplier.
Canvassers are required to attend training courses covering three stages of the canvass: (i) the initial delivery of canvass forms, (ii) delivery of reminders, and (iii) house-to-house enquiries. The E.C. canvasser training guide is used as templates but altered to address local issues. Canvassers are supplied with notes on health and safety issues and provided torches/personal alarms to ensure their safety at all times. Canvassers’ performances are monitored daily allowing us to provide additional training in areas seen to be underperforming areas. On completion of the canvass, canvassers are provided with questionnaires to evaluate the training they received and the canvass. The results are monitored and where necessary alterations made to the canvass process. Office staff are provided the opportunity to attend training throughout the year and linked into their personal development plan.

The ERO ensures that permanent electoral staff attend training events arranged by the Electoral Commission and the Association of Electoral Administrators. The Electoral manager provides training events and training manuals for temporary staff employed for the delivery and canvass of registration forms. All training materials are updated annually, in conjunction with information available from sources such as the Electoral Commission and Beacon Councils. Post canvass all canvassers are contacted in writing and asked for their feedback on the processes in which they have been involved. The ERO evaluates all feedback and implements information into the following year’s plan, where necessary.

We will be instigating team meetings of the electoral staff this month which will strengthen awareness and understanding. Again, documentation in the form of a schedule needs to be completed. We did introduce a questionnaire asking for feedback from our canvassers which included the training element for 2008.
Training of staff is covered as part of the Personal Development Review undertaken. This covers Electoral Service staff. All new canvassers attend a training session which is open to existing canvassers as a refresher and they all receive an instructions booklet as well. The Customer Service Centre mainly deal with the publice on our behalf. They have a main contact for Electoral Services whom we have meetings with and pass on any new information to. They then pass this on to the team. They also have an intranet guide with a section on Registration and Elections which is continually updated for staff.

Feedback is obtained from canvassers and elected Members. The Members' Elections Group provides input and canvassers provide informal feedback which is used to supplement the training and development given through workshops / briefings etc. The ERO conducts annual training session(s) for all electoral canvassers. Canvass guidance notes and procedures to follow in respect of the "door knocking" exercise are provided to all canvassers on an annual basis. A "Procedures Manual" is available for staff within Electoral Services (whether permanent or temporary) for rolling registration and the Annual Canvass and staff are kept appraised of legislative requirements as appropriate.
Supporting Evidence: (a) Procedures for Maintaining the Integrity of ER Data; (b) Canvasser Training Materials; (c) Referrals Policy; (d) Staff Guidance Note - Supply of Free Copies of the Register; (e) Council Communications Strategy; (f) Canvassing Strategy (g) Screen Shots - Learning and Development; Corporate Development Plan; Learning Shop; (h) Corporate Personal Performance Development Process (PPD); (i) Example Completed PPD forms; (j) Example Equality and Diversity Training Plan; (k) Workforce Plan; (l) Skills Matrix for Electoral Services

Whilst we do not have an itemised schedule of training activities the Electoral Registration Officer allow Electoral Services staff to attend all relevant seminars and conferences organised by the Electoral Commission, Ministry of Justice and Association of Electoral Administrators (funds permitting). Regular team meetings are held and where new legislation is discussed appropriate procedures put in place to ensure it is implemented. All canvass staff have to attend a training session and are given a detailed guide to the procedures involved during the annual canvass. All permanent staff have a yearly appraisal when training needs are discussed and these are then put into the training plan which is kept under review during the year.
The ERO provides a training programme. Senior Electoral Officers attend appropriate training in relation to the electoral registration and election management systems.

The Manager provides a set of procedures for other permanent staff and temporary staff to follow as well as one-to-one training where appropriate.

Regular team meetings are held where all new legislation is discussed and then procedures put in place to ensure it is correctly implemented.

All casual staff employed as personal canvassers attend a training session supplemented by a detailed handbook and other relevant information.

All permanent staff have a Performance and Development Review meeting annually supplemented by a six monthly review. Training and development is discussed and planned at this meeting. However, the discussion of training needs is not restricted to these formal meetings and is discussed at suitable intervals throughout the year.

All Presiding Officers attend a training session prior to undertaking their duties.

A planning meeting is held in relation to the annual canvass where the annual canvass plan is reviewed and at the end of the

All canvass staff receive training in the conduct of the canvass and receive lone working training. All permanent staff have received or would be offered AEA training courses.

Resources are identified with the budget to ensure that all staff can receive relevant ongoing training, by way of attending training course, seminars and conferences.
The team contains established permanent staff and no temporary staff are employed at canvass. We are well versed in the RR procedures and work at the canvass. Our canvassers are experienced and have many years service the occasional new canvasser is instructed in procedure and expectations.

1. All permanent staff are kept up to date with changes to legislation and in-house procedures either by attendance on courses or by internal instruction. 2. Temporary office staff are instructed on arrival and have written instructions. 3. Canvassers are required to attend a training session prior to starting work and they receive written instructions.

Training provided to all personnel involved in rolling registration and canvass.

Personal development interviews held annually with every employee both permanent and temporary. Discussions include how well the employee has been doing in their job and previously considered targets considered, whether there are any solutions to any problems which have been preventing effective work and training and development needs that need filling for increasingly effective performance and personal development.
Training is provided on an annual basis to canvassing and election staff. Each attendee is given relevant information, has the opportunity to ask questions and is issued with written detailed instructions that they can take away with them. The Electoral Services Manager is an accredited AEA Trainer and therefore needs to keep abreast of legislative changes and best practice, which is then passed on to the Electoral Services staff through regular on-the-job training sessions. All staff are encouraged to attend relevant training where budgets allow.

See attached documentation.

Existing canvassers are reminded of their duties annually together with explicit instructions. All new canvassers are given one to one training following an interview process

Canvasser training sessions held. 1:1 training undertaken with temporary support staff in the office.
Permanent staff attend AEA training events when appropriate and internal meetings are held with permanent staff. Canvassers carrying out the house-to-house enquiries are provided with detailed guidance and attend training events which are held each year. Training, guidance notes and FAQ's are given to Customer Service staff who deal with general registration enquiries.

Our assessment is borderline 4: we provide canvassers with feedback forms to gather their comments on the process. We will use this to review the process and make improvements.

Once again mainly 3, but ask for feedback on training sessions which helps improve future sessions.

We give regular training to the team and any temporary staff. It tends to be 'on the job' training. Two members of staff in the team are currently working towards the AEA Certificate while another member of the team has been on the AEA Foundation course. Training will continue if funds permit. The other two members of staff have worked in the electoral field for over 23 years, they are the Chairman and Secretary of the Norfolk Electoral Group, attend Electoral Commission and AEA meetings and seminars. These two officers also carry out training sessions for polling staff at election times.

Training sessions/briefings. All canvassers are provided with a canvasser handbook which sets out the legislative requirements. Induction training for permanent staff. Written guidance provided for both activities.
To reach this standard we:

- Carry out Personal Development Plan (PDP) meetings every 6 months for permanent staff to identify any training needs
- Allow permanent staff to attend any training identified in their PDP meeting, including external training when there is a change in legislation.
- Ensure that all canvassers attend a training session before the door to door canvass.
- Ask all canvassers to complete an evaluation form after their training session.
- Meet with all Ward Supervisors for a canvass de-brief meeting to evaluate the canvass and discuss what we could do better, how we could improve for next year etc.

We train canvassers on all aspects of carrying out the canvass. We hold a compulsory training session at the beginning of the process. We also provide them with comprehensive guidance notes at every stage of the canvass.
• General staff training with use of Electoral Commission material
• Canvasser training undertaken on annual basis
• Production of canvasser feedback training form
• Attendance of Group Manager (Democratic Services) and Electoral Services Officer on courses arranged by Association of Electoral Administrators.

Each employee's needs are assessed in the annual appraisal. This includes needs in relation to training relevant to specific procedures carried out within electoral services. We also plan as to what is required for the personal development of that individual in what would assist them in their daily tasks. This will be updated throughout the year, if required.
Training is provided to both permanent and temporary staff. All staff employed as canvassers are required to attending a training event each year, the event is supported by a full set of canvass instructions. The training event is shown on the canvassers' timetable and takes place before they embark on the work. The office temp has induction and on-the-job training which is harder to list.

Still undertaking the evaluation of the training provided at the recent canvass.

?Level 4 in part as canvass staff training is evaluated as part of canvass evaluation. Permanent staff training is evaluated corporately
There are detailed training plans in place, for both permanent and temporary staff alongside canvasser instruction manuals detailing the processes and legislative requirements of the canvass. We hold canvasser briefing sessions with a powerpoint presentation and this year we have asked for feedback in order to evaluate, monitor and review the effectiveness of our training plans.

Permanent Staff - training needs identified via PDR. (examples - AEA foundation course, secondment on polling station at neighbouring authority for member with no polling station experience). Temps - all given details of legislative requirements during induction, plus specific instruction throughout the task.

All staff are provided with induction training. Perm and Temp staff receive training to ensure awareness and understanding legislative requirements for rolling registration and the annual canvass. Professional training is encouraged and supported for perm staff, as is CPD.
An electoral registration manual has been developed and is provided to all staff involved in the annual canvass. The document details the procedures which must be followed.

We provide a detailed booklet for canvassers and temp staff. All new canvassers attend a training session.

Training budgets are currently under continuous review. The ERO is currently undertaking the development of a comprehensive office manual that will provide an induction and relative training for all new staff.
Canvass staff receive full instruction and register for lone working with the Councils corporate lone working policy. There is one permanent member of staff who receives training as and when he feels it appropriate/relevant.

Training is normally carried out “on-the-job” but there are occasions when key members of staff attend courses. The ERO has initiated an internal “Electoral Registration Working Group” where leading members of staff discuss and formulate strategy and the information is then cascaded down to all appropriate staff. On a wider scale two members of staff attend the Electoral Registration Committee of the Scottish Assessors’ Association and again appropriate information is cascaded through the organisation. Four members of staff are members of the Association of Electoral Administrators and, again, information gained is passed on. Apart from the annual recruitment of canvassers during the canvass period there is no recruitment plan specifically related to electoral staff.
currently no permanent staff in post. Temporary staff receive training from line manager.

Training is also reviewed following the authority’s 1-2-1 PDR process and training plans. Much of the evidence required to be ‘Above the Performance Standard’ is available.
We provide training for both the rolling registration to Electoral Registration staff, and comprehensive training for all canvass staff. This is reviewed and updated on an annual basis.

None.

In addition to inhouse training, new members of staff are trained on the electoral management system and as part of a career grade, undertake the AEA qualifications.

Training is provided for all canvassers, permanent staff and temporary staff. Processes and procedures are produced and explained to ensure legal compliance by all staff employed by the ERO.
They are given in house and external training.

Training sessions provided for all staff. Also booklet and detailed instructions for Canvassers. Wrap up meeting held at the end of each canvass following receipt of feedback forms from canvassers and informal feedback from election team. Follow up action recorded for next years canvass.
Feedback is analysed but a formal report is not produced.

We are proactive in seeking out training in all aspects of electoral work and have attended a number of AEA training sessions. Two members of staff have studied for AEA Foundation Course and one member holds an AEA certificate.

Core marital and Electoral Commissions guidance are kept in the office for all staff as well as copies of all legislation. We are looking at developing a training strategy that take into account evolving legislation and the competence framework required for Electoral Services a target for this is December 2009.

The written schedule of training includes internal and external training that permanent staff request plus required training regarding legislation (AEA) and use of computer software (Xpress). There is one to one training for canvass staff and training for canvass staff ahead of personal calls taking place, procedures to assist staff are also provided. Staff who work in other Council sections and who use the on-line version of the register are provided with a policy to read and then a training guide plus face to face training is available if required.
Training is basic, due to resources, but on going.

- Permanent electoral staff provided with training as required and provided by AEA and Electoral Commission to ensure canvass and rolling registration duties conducted in accordance with appropriate regulations.
- Temporary canvass staff are provided with detailed written instructions to accompany training sessions provided to outline duties and requirements prior to start of the canvass each year.
- Canvassers are encouraged to trial new procedures to increase response rates in own areas and after each canvass given opportunity to share good and bad practices with electoral office staff and other canvassers – such ideas occasionally adopted as good practice and subsequently used in all areas others more selective and used in particular situations or types of area thereafter.
Training provided and recruitment plan in place whereby proformas issued and suitable applicants selected. Part of the above performance standard also reached as have a comprehensive written training plan but evaluation procedures not yet in place.

Training is provided to temporary staff, ie canvassers and permanent staff, including those on Reception. Feedback is used to inform training for future years.

A training plan is drawn up for new permanent staff. Training is given to temporary election staff before each election. Training material is provided.

We attend training provided by the AEA - nationally and regionally. We also attend training provided by our software suppliers. We also attend regular workshops organised by our printer. Extensive training provided for all electoral registration canvassers.
Detailed training is provided to all staff on legislative requirements.

There is only one other member of staff other than the Electoral Services Officer who assists at canvass and election time who is verbally trained and receives training from professionals (such as AEA and EC) as and when necessary and available.

No formal plans, although training/guidance on the legislation and the requirements of the role are provided to all canvassers. Feedback/comments from the public and canvassers are taken into consideration when developing the training/guidance.

All electoral staff have annual SDI training plans. The staff are required to be Members of the AEA and encouraged to attend all branch meetings, networking and training events (budget allowing).
Training is provided to all office staff and tailored to incorporate the legislative requirements for rolling registration and Annual Canvass with refresher training as required. Canvassers are also provided with training based on the Annual Canvass legislation.

The Council has revised its training package in this respect and the amended version will be introduced for the 2009/10 Canvass.

Training is undertaken as and when required and agreed at appraisals and before particular periods in the registration and election timetables.

Only informal training on the job given by colleagues. Currently no formal training budget for permanent staff. The Electoral Services team provides training to canvassers and to some polling station staff.
All necessary training is carried out and examples of training material are available for inspection, but a schedule of training activities has never been considered necessary.

We train all staff and attend AEA and Electoral Commission courses when ever possible.

Updated written instructions are given to all canvassers along with a quick informal up-date at the time forms are collected. There are written instructions for permanent staff and a training schedule for new individuals. Legal changes are communicated as they happen (again, this is a small section). Permanent staff also attend outside training, (subject to corporate training budgets). Front line staff are alerted when required (eg. before the canvass, or changes in forms). Individual training requirements are also assessed during their performance and development reviews.

All permanent staff are encouraged to attend relevent training and learning events and temporary staff including canvassers and election staff receive training prior to carrying out their duties.
Training needs analysis takes place as part of our annual Performance Development reviews and as a result of this training is identified. In addition regular training sessions are put in place for all customer service staff who deal with enquiries. Training is evaluated via 'happy sheets' and this informs future development.

Training session for all staff to attend and a fee provided to canvassers for attending. Detailed written guidance notes provided along with regular contact. Permanent staff sent on both AEA & EC training in addition to inhouse training.