

Elections and Electoral Registration Review Panel Annual Report 2021

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Electoral Registration 2020-2021

1.0 Background

1.1 The revised Register was published on 1 December 2020. The total number of residential addresses at publication of the revised register was 43,241.

2.0 Registration Activity

- 2.1 To ensure that electors had as much time as possible to change or update their registration details, a Household Notification Letter (HNL) was sent out to all properties in the Borough at the beginning of February 2021. The HNL was accompanied by an elector leaflet which provided full details of the Borough, County and Police and Crime Commissioner elections being held on 6 May 2021. The leaflet also set out the measures that would be in place to ensure the safety of all electors and staff at polling stations during the Covid-19 pandemic.
- 2.2 As a result of sending the HNL, there were 1,184 new applications during the four-week period following the mail out.
- 2.3 Several press releases were also issued by the Council encouraging registration within the Borough in the months leading up to the elections.
- 2.4 The deadline to register for the Borough, County and Police and Crime Commissioner elections was Monday, 19 April 2021. Electors who had submitted their applications had until Monday, 26 April 2021 to be verified to be included on the election register. If any new applicants could not be verified automatically, they were contacted to provide supporting evidence during this period. There were no problems with the Government Digital Service (GDS) and the online registration system for these elections.

3.0 Maintenance of the Register

Absent Vote Refresh

- 3.1 In January 2021, all absent voters with a personal identifier which was more than five years old were contacted to update their signature. Electors had six weeks to respond to the request and if no response was received after six weeks, the absent vote for the elector was removed.
- 3.2 1,063 electors were contacted with a new absent vote application form to obtain updated details. After three weeks, a reminder was sent to those electors who had not responded. 114 electors did not respond to either the initial request, or the reminder and the postal vote for these electors was removed accordingly. These electors were given the opportunity to re-apply for their postal vote when they were notified that the existing postal vote arrangement had been cancelled.

Data Checking

3.3 The Electoral Registration Officer (ERO) uses Council sources to identify new electors to add to the Register. Regular updates from Council Tax are received, which lists the details of properties where the person liable for the Council Tax has changed. This information is cross referenced with the Electoral Register, and an Invitation to Register (ITR) is sent out, to encourage the new occupants to register and confirm which electors can be removed from the Register. Changes to tenancy arrangements for WBC owned properties is also used to maintain the Register.

3.4 The Electoral Register is updated regularly with property updates from the Local Land and Property Gazetteer (LLPG), and once it is verified that the new properties are occupied, ITR's are sent to obtain the new occupier details.

Electoral Reviews

- 3.5 The ERO reviews entries for electors where there is reason to believe that they are no longer resident at a property on a regular basis. Reasons for reviewing electors include notification of new residents at a property and post being returned from an elector as being undelivered.
- 3.6 Reviews are carried out when the ERO has received notification that an elector is no longer living at a property, but does not have secondary, collaborating information, such as Council Tax data, which is required to remove the elector from the Register.

4.0 Polling Places

4.1 Following the election, a review of the Council's election and electoral registration processes was undertaken by the Council's Returning Officer/Electoral Registration Officer. Included in this review was the evaluation of the current designated polling place for the St John's East polling district (K3) due to accessibility issues to disabled voters at The Al Asr Education & Community Centre being identified. An assessment of alternative polling places was carried out with The Surrey History Centre being identified as having suitable facilities to ensure accessibility to all electors in that area.

5.0 Local Democracy Week

5.1 This year's Local Democracy Week ran between 11 to 17 October 2021 unfortunately due to the Covid-19 pandemic officers were unable to visit and run workshops within schools in the Borough for a second year.

6.0 Annual Canvass

- 6.1 The canvass commenced on 28 June 2021 with the electoral register being disclosed to the Minister for the Cabinet Office as part of a data matching exercise known as national data matching and was carried out by using the Department for Work and Pensions (DWP) data. Once the results were received a further data matching exercise was undertaken at a local level using Council Tax and Housing and Benefits data known as local data matching.
- 6.2 The national data matching results were received on 29 June 2021 which gave a clear indication of the matched and unmatched properties in the Borough. The total number of matched properties and allocated to Route 1 after DWP matching was 30,103. The total number of unmatched properties and allocated to Route 2 was 13,012. The accuracy of the DWP dataset was 87.83%.
- 6.3 The local data matching was undertaken on 30 June 2021. The results confirmed that the total number of Route 1 properties was 34,675 and the total number of Route 2 properties was 8,673. The accuracy of the Council Tax dataset was 96.01%.
- 6.4 The total number of Route 3 properties was 38. These properties were exempt from data matching as they were primarily care homes, where a 'responsible person' could provide information on the residents.
- 6.5 All properties were contacted week commencing 30 August 2021 with Route 1 properties receiving a Canvass Communication A (CCA) form setting out who was registered at the

- property. A response was only required if the information was incorrect. These properties were only in receipt of the one canvass form and were not followed up.
- 6.6 Route 2 properties received a Canvass Communication B (CCB) form followed by two further contact attempts for non-responding properties. At the first reminder stage some electors received an E-communication and where no email address was held a subsequent Canvass Form was sent week commencing 20 September 2021. At the final stage all non-responding properties received a personal visit carried out by the Council's canvassers.
- 6.7 All Route 3 properties were individually contacted by the Electoral Services Team.
- 6.8 10 canvassers carried out the second reminder, personal visit stage of the canvass from 19 October 2021, visiting all other properties that had not responded to the previous correspondence (either by email or by post). In total, 4,039 properties were included in this stage with each property receiving a minimum of two contact attempts.
- 6.9 A breakdown of the returns by the individual routes is set out below.

Route 1 Properties	Responses Received
Number of responses received	3318
Number of responses reporting a major change	1624
Number of responses reporting no change or minor change	1141
Number of responses reporting no change	553
Number of Additions within households	2163
Number of Deletions within households	2939

Route 2 Properties	Responses Received
Number of responses received	6209
Number of responses reporting a major change	2713
Number of responses reporting no change or minor change	780
Number of responses reporting no change	2716
Number of Additions within households	2714
Number of Deletions within households	2789

Route 3 Properties	Responses Received
Number of responses received	38
Number of responses reporting a major change	34
Number of responses reporting no change or minor change	4
Number of Additions within households	161
Number of Deletions within households	203

- 6.10 A total number of 11,529 Invitation to Register (ITR's) forms were issued to newly identified electors which were identified as part of the Canvass. A total number of 2442 ITR responses were received.
- 6.11 Electors from 7,030 properties used the automated response services.
- 6.12 Prior to the publication of the register additional checks were carried out in October and November to ensure its accuracy.

Duplicate Entry Checks

6.13 Possible duplicate entries were analysed, checking against Council Tax records, to highlight where entries have been duplicated. Where Council Tax records show that electors have moved from one property to another, they were removed from the previous address and an Invitation to Register (ITR) was sent out.

Empty Property Check

- 6.14 The details of new developments in Woking, in particular the Sheerwater Regeneration development were analysed, and cross referenced against Council tax records to ascertain which properties were empty or had been demolished.
- 6.15 The revised register was published on 1 December 2021. The overall response rate to the annual canvass was at 94.62%.
- 6.16 At the start of the canvass a total number of 43,586 residential addresses were on the electoral register. The total number of residential addresses at publication of the revised register was 43,386.
- 6.17 The following information is given as a comparison of the register as at 1 September 2021, (the last publication of the rolling registration updates before the canvass) and the register as published on 1 December 2021.

Register	1 September 2021	1 December 2021
No. of Electors	75,551	74,817
Attainers (16- and 17- year-olds)	634	251
18-year-olds	500	571
Over 76s	7138	7012
Postal Voters	13,987	14087

- 6.18 The number of electors fell during the canvass. However, this is a normal registration pattern, as the CAA, CCB and Canvass Forms sent to properties as part of the annual canvass does not register electors. Registration forms are sent to newly identified electors who register separately.
- 6.19 Electors who turn 18 in the course of the year (1 December 30 November) are included in the attainer figures. Also included in the attainer figures are 16-year-olds, who will turn 17 in the same period. Whilst the number of attainers drops during the canvass, this indicates that a large number of these electors turned 18, and therefore are no longer classed as attainers. As the newly identified attainer electors complete their registrations, the attainer numbers will increase.

Borough, County and Police and Crime Commissioner Elections

6 May 2021

1.0 Notice of Elections

1.1 The Notice of Elections was published on Monday, 22 March, on the instruction of the Returning Officer.

2.0 Modern Polling

- 2.1 All 54 polling stations used Modern Polling for these elections. Modern Polling is a system provided by Modern Democracy, a leading company in the delivery of elections software and services to Local Government in the UK. Modern Polling is an easy-to-use facility which provides a faster more friendly check in for the voter. Through the system, each polling station was issued with one iPad and as a contingency sixteen spare iPads were readily available in the event the iPad's weren't able to charge properly, became damaged or broken.
- 2.2 The Polling Station Staff are able to scan the Voters' Poll Card using the iPads which securely hold a copy of the Register. The system instantly provides the poll clerk with the voter's information on-screen and marks them on the register and facilitates the production of the corresponding number list and the ballot paper account.
- 2.3 Initially at the opening of polls a few polling stations experienced issues with regards to the ipad's stating an elector had already voted in these elections. Having consulted with Modern Democracy's support helpline this was due to the camera on the iPad being very sensitive and scanning the QR code on the Poll Card before the elector had presented it to the Poll Clerk as well as the Poll Clerk skipping the issuing of the ballot papers process and confirming those steps had already been completed.
- 2.4 Feedback overall received from staff has been extremely positive, the iPads were user friendly and in particular voters were able to be processed quicker therefore minimising the risk of queues forming.
- 2.5 An issue occurred at the receiving line after the close of poll, Presiding Officers were unable to submit the ballot paper accounts online. This issue caused a delay of several hours in the processing of polling station documentation. After raising this issue with Modern Democracy, it was explained that the capacity provided by the software company was not large enough to accommodate all Modern Polling users across the Country completing the close of poll at the same time.

3.0 Election Staff

- 3.1 Six Deputy Retuning Officers (DROs) were appointed with full powers whose main roles were to adjudicate on returned postal vote statements, inspect polling stations and oversee individual count teams. Additionally, the Democratic Services Manager and Corporate GIS Officer were appointed as DROs for the postal vote issuing and opening process.
- 3.2 The previous Returning Officer (RO) and Electoral Services Manager (ESM) left the Council on 31 March. Although the newly appointed RO and ESM had minimal experience in the running of the electoral process there was resilience within the existing Elections Team

- having undertaken several previous elections. In addition to this a further highly experienced DRO from Runnymede Borough Council was appointed with full powers to oversee an individual count team to provide support to two newly appointed DROs.
- 3.3 The election was managed by the ESM, with support from two Electoral Services Officers, Director of Legal and Democratic Services and Head of Democratic Services.
- 3.4 The issue and opening of postal votes were managed by the Democratic Services Manager and Corporate GIS Officer supported by the Democratic Services team.
- 3.5 Staff were notified that, when accepting an offer of employment to work in a polling station they were consenting to work during the hours of poll without a rest break and in excess of the maximum working hours provided by the Working Time Directive.

4.0 Staff Training

- 4.1 Due to the Covid-19 pandemic all staff training was carried out and undertaken on-line.
- 4.2 Additional training was undertaken by Presiding Officers and Poll Clerks for this election due to the trialling of iPads (Modern Polling). This training was conducted online in a webinar style over various dates. In addition to this Presiding Officers were invited into the Civic Offices by appointment only, adhering to all government guidelines to use the iPads in test mode ahead of Polling Day.
- 4.3 A Returning Officers Briefing was held via Zoom on 4 May to emphasise the key points and priorities ahead of Polling Day, in particular to highlight the safety measures put in place to keep all staff and voters safe in light of the public health situation.
- 4.4 Count supervisors and assistant count supervisors attended an online briefing to go through the arrangements for the verification and count with the onus being of the arrangements for the Stage 2 count process for the Police and Crime Commissioner count. Additionally, Count supervisors and assistant count supervisors were briefed prior to the start of the verification and count process.

5.0 Nominations

5.1 Nominations for the County election were dealt with by the Local Returning Officer, the Borough election were dealt with by the Returning Officer and the Police and Crime Commissioner election were dealt with by the Police Area Returning Officer.

6.0 Poll Cards

- 6.1 Poll cards were printed and issued when the Notice of Election was published on 22 March 2021.
- 6.2 Three further poll card mailings were sent throughout the election period, to ensure all eligible electors received official notification.

7.0 Postal Votes

7.1 Due to the closure of HG Wells Conference & Events Centre in September 2020 and the impact of the pandemic, an alternative venue of Export House was secured to hold the postal votes issuing and opening sessions for this election.

- 7.2 In light of the public health situation, it was necessary to adapt the procedures for the postal vote issuing and opening sessions to ensure the safety of all staff involved and the delivery of this process. The issuing and opening of postal votes were split between two teams, located on separate floors of Export House, Floors 3 and 4. Team A was managed by the Democratic Services Manager and Team B was managed for the Corporate GIS Officer. Each Team remained in their bubbles for the duration of this process to ensure resilience was in place in the event of one team contracting Covid.
- 7.3 The following measures were put in place to ensure the safety of staff at all times;
 - The number of staff and issuing/opening sessions held were increased as it was unclear what the impact of the pandemic may have on postal vote process.
 - The same postal vote staff were employed for the duration of the issuing sessions as was for the opening sessions however this was split into two separate periods of time.
 - Staggered start times were in place to ensure staff from the two teams entered and exited the building at different times.
 - Temperature checks were provided at the entrances to the building.
 - Personal Protective Equipment was provided for all staff consisting of face shields, Type 1 surgical masks, hand sanitiser and sanitising wipes.
 - Cleaning of both floors was carried out after each session.
 - Staff worked individually unless they were part of a family bubble and were seated at desks two meters apart. Staff were not required to wear face masks when seated but were required to at all other times.
 - Perspex screens were installed for observers visiting to view the postal vote process.
 - On the day of the election, the opening of postal votes was undertaken at the Leisure Centre. In view of the smaller amount of space available, Perspex screens were used throughout the room.

Issue of Postal Vote Packs

- 7.4 The first issue of postal votes was on Thursday, 15 April 2021. Further postal votes were issued on 16 April, 17 April, 19 April and 21 April 2021. These were for electors who registered to vote on 19 April 2021 (registration deadline) and those who applied for a postal vote on 20 April 2021 (postal vote deadline). In total, 14,443 postal votes were issued.
- 7.5 A discrepancy between the ballot paper number on the Postal Voter Statements and the ballot paper number on the back of the Ballot Papers was identified before any postal vote packs were issued. The discrepancy related to the zeros in front of the ballot paper number (100000001 against 1000000001). The ballot papers were reprinted with two additional zeros; to avoid any unnecessary delays, the original ballot papers were in the meantime issued to two wards, with an accompanying explanation of the discrepancy. No issues arose from the discrepancy and no enquiries were received from electors. The Electoral Commission were advised of the Council's approach and stated that no additional action was required.

7.6 201 replacement ballot paper packs were issued up until the deadline of 5pm on Election Day. Packs are reissued in cases where the elector advised that they had spoilt their ballot papers, lost their postal ballot papers, or had not received them. In such circumstances, the original postal vote ballot paper was cancelled, and new postal vote pack issued.

Opening of Postal Votes

- 7.7 Opening sessions started on Monday 26 April 2021. As in previous years, the DROs adjudicated the postal vote scanning. Agents were advised in advance of the dates of the opening sessions.
- 7.8 In total eight opening sessions were held. The final opening session was held on Thursday, 6 May which dealt with those postal votes arriving in the post on the day of the election, those handed in at either the Civic Offices or polling stations and those returned by the Post Office through the final sweep.
- 7.9 The post box at the Civic Offices was checked at 10.00 pm and a final 'sweep' was undertaken by the Royal Mail at their delivery office, which resulted in further postal votes being received.

Returns Analysis

7.10 75% of postal vote packs were returned, representing a total of just under 11,000 envelopes returned.

Process Followed

- 7.11 Postal votes are opened and the contents checked prior to the scanning of the postal vote statement. At this stage, a postal vote can be provisionally rejected for the following reasons:
 - Ballot Papers Numbers do not match ballot papers cannot be accepted where the number on the ballot paper envelope does not match the number on the postal vote statement.
 - Ballot Paper Envelope and Ballot Papers are missing.
 - Postal Vote Statement is absent.

<u>Verification of Postal Vote Statements</u>

- 7.12 After the initial checks, postal vote statements are verified, to ensure the signature and date of birth provided on the statement matches those on the original postal vote application.
- 7.13 The reasons for rejecting a postal vote at this stage are:
 - Date of Birth Rejected either the date of birth has not been entered on the postal vote statement, or it does not match the date of birth provided on the postal vote application.
 - Signature Rejected either the signature has not been entered on the postal vote statement, or it does not match the signature provided on the postal vote application.
 - Signature and Date of Birth Rejected either the voter did not complete the postal vote statement or both the signature and date of birth provided on the postal vote

statement did not match the signature and date of birth provided on the postal vote application.

Rejected Postal Votes

7.14 The table below sets out the number of postal votes rejected through the scanning process. Postal votes are recorded as provisionally rejected in those instances where there is a possibility of reconciling the issue (such as a missing Statement). Any provisionally rejected postal votes which cannot be reconciled are deemed rejected at the close of poll.

Category	Borough	County	PCC
Rejected	261	261	261
Provisionally Rejected	285	283	284
Reconciled	16	14	14
Total Rejected	530	530	531
Missing Ballot Papers	58	63	146

7.15 Set out below are the number of postal votes rejected as part of the signature and date of birth verification process.

Reason for Rejection	Total
Date of Birth Rejected	74
Date of Birth Missing	0
Signature Rejected	168
Signature Missing	0
DOB and Sig Rejected	11
DOB and Sig Missing	0
Lost and Spoilt	8

Post - Scanning Checks

- 7.16 Following the scanning of the postal vote statements, the contents of the ballot paper envelope are checked. A postal vote can be rejected at this stage for the following reasons:
 - Ballot Papers Numbers do not match ballot papers cannot be accepted where the number on the ballot paper does not match the number on the ballot paper envelope.
 - Ballot Papers were absent
- 7.17 Any errors relating to personal identifiers were recorded at the scanners. Where electors needed to update their identifier, they were contacted following the election. Any clerical errors were also corrected.

8.0 Polling Stations

8.1 54 polling stations were used for the elections in 30 venues, 9 of which were dual stations.

- 8.2 A visit to all polling stations was carried out prior to the elections to review the set up and management of the polling station in light of the pandemic. The following measures were put in place to ensure the safety of staff and voters at all times;
 - Additional staffing of a third Poll Clerk was provided at all polling stations to help manage and maintain social distancing by limiting the number of voters allowed into the polling station at any one given time dependent upon the size of the venue.
 - All staff were requested to carry out a lateral flow test three days prior to the election.
 - All staff were required to wear Type 1 surgical masks and/or face shields.
 - One-way systems where possible were put in place to ensure social distancing could be maintained with the addition of floor markings.
 - Additional signage was displayed reminding voters of the need to follow public health guidelines such as social distancing, the wearing of face coverings and only entering if symptom-free.
 - A crate of Personal Protective Equipment was provided to every polling station consisting of face shields, Type 1 surgical masks, hand sanitiser, sanitising wipes and gloves.
 - Hand sanitiser was placed at key points throughout the polling stations, entrances, exits, polling booths and next to the ballot boxes. Spare face masks were also provided for those electors who forgot.
 - Regular cleaning throughout the day of touchpoints such as doors, polling booths and all writing implements.
 - Tellers were advised that they must always remain outside the polling station and observe social distancing with each other and when interacting with voters.
- 8.3 All polling equipment were delivered prior to polling day and Presiding Officers were asked to record any issues that occurred or were reported on polling day in a logbook. This included possible errors on the register, visits from Police Officers and cases where electors were marked as an absent voter and claimed not to have asked for a postal vote. This information has been analysed and, where appropriate, electors have been contacted.

9.0 Verification and Count

- 9.1 All polling station documentation and ballot boxes were returned to Woking Leisure Centre on Thursday, 6 May following the close of polls. Following the completion of the final postal vote opening session the postal ballot papers were stored alongside in the Main Hall overnight with two security guards' presence.
- 9.2 The verification of the County, Borough and PCC election was held on Friday, 7 May at Woking Leisure Centre from 9.30am followed by the County and Borough count. The PCC count was held on Saturday 8 May. There were eight count teams consisting of a count supervisor, an assistant count supervisor and twelve count assistants. Four count teams were located in the Main Hall, one in the Wurlitzer, Old Gym, Studio 1 and Studio 2.
- 9.3 Originally there was to be five count teams to ensure that the number of people attending can be safely accommodated and social distancing measures adhered to. However, the

- decision was taken to increase the number of count teams to eight to ensure the smooth and efficient running of the count process.
- 9.4 The following measures were put in place to ensure the safety of staff, candidates, agents and guest at all times;
 - Perspex clear screens were erected to create a physical barrier between staff, candidate, agents and guests.
 - The use of face coverings was required for all those attending the verification and count unless subject to exemption in accordance with the government regulations.
 - All staff, candidates, agents and guests were requested to carry out a lateral flow test three days prior to the count.
 - Individual hand sanitiser, face shield and a packet of 10 Type 1 surgical masks was provided to each member of staff.
 - Hand sanitiser was placed at key points throughout the count venue, entrances, exits and on every count table. Spare face masks were also provided for those guests who forgot.
 - For safety reasons the number of counting agents and guests permitted to attend the count was limited to three per candidate.
 - Desks with Perspex screens in the Main Hall were allocated for the sole use by guests as well as the use of Studio 3.
 - Staggered lunch and break times were put in place using separate rooms to ensure count teams remained in their bubbles for the duration of the count.
- 9.5 The verification process for the County, Borough and PCC elections took longer than expected. This was primarily due to the three ballot papers having to be sorted into the relevant elections prior to commencement of the verification. The count of the ballot papers for the County Election commenced at 3.30pm followed by the count of the ballot papers for Borough.
- 9.6 Following the confirmation of the County and Borough results, all count teams were released at 10.00pm. SERCO removed all documentation and equipment from Woking Leisure Centre to the secure store.
- 9.7 The count of the ballot papers for the PCC election commenced at 9.30am on Saturday, 8 May. In accordance with the guidance from the PARO for the Police and Crime Commissioner, the ballot papers first had to verified by a bundle check. This was to ensure the LRO was satisfied that the verification figure obtained on the previous day was accurate.
- 9.8 The verification figure was submitted to the PARO by 11.00am as stated in the count protocol. On receipt of confirmation that the verification for the Surrey Police Area had been announced at 11.51am, the first stage count commenced. The first stage count results were required to be submitted to the PARO by 1.30pm.
- 9.9 The declaration of the results of the first stage were announced at 3.57pm. As no single candidate received over 50% of the votes cast, we moved to the second preference count. Following the confirmation of the final result from the PARO, the LRO announced the results

- and all count teams were released. SERCO removed all documentation and equipment from Woking Leisure Centre to the secure store.
- 9.10 During the count, security staff were in place at the entrances to the Main Hall, Wurlitzer, Old Gym, Studio 1 and Studio 2. CCTV cameras were installed in the Main Hall which covered the document sorting area, the counting areas and the entrances to the room.
- 9.11 Colour coded badges were issued to attendees, to differentiate between levels of security access for all those in attendance.
- 9.12 Borough Councillors were not invited to attend as guests as per previous elections due to the restriction of numbers allowed at the venue. However, Group Leaders from all parties were invited to attend the Count as representation.

Storage of Documents

9.13 All documents returned from polling stations and counted ballot papers were sorted into crates in the Main Hall and these were sealed and removed to a secure store on Friday, 7 May and Saturday, 8 May.

Turnout

9.14 The turnout for the elections was 40%.

10.0 Electoral Integrity

- 10.1 A query was raised with regards to duplications on the register which was investigated by the Electoral Services Officer. The elector in question has been contacted to confirm their present address and therefore will be removed from the register at the other address.
- 10.2 A resident reported that their household's four postal voter envelopes were received in poor condition. There were no further reports of postal voter envelopes received by residents, candidates or agents being in a state of disrepair. This issue has been raised with the Royal Mail.
- 10.3 All issues reported from Polling Stations, Candidates and Agents on Polling Day were brought to the immediate attention of the Returning Officer which were investigated and dealt with accordingly by the Returning Officer or an appointed Deputy Returning Officer. These included the distance of campaign signs to the proximity of the polling station, the number of tellers present at a polling and conversations between Candidates, Agents and voters at polling places.
- 10.4 A query was raised in relation to electors overseas requesting and applying for a proxy vote. Applications for a proxy vote sent electronically were accepted for this election in light of the current pandemic.
- 10.5 No further issues were reported to the DRO nor to Surrey Police.

REPORT ENDS